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 <i>11A/12S</i> Models (AT-C3, AP-C3, AL-C2, <i>MT-C5</i> , GR-C1 and S-C5)			Prepared by: M.Horikoshi	
From: Solution	Support Department			
Classification:	Troubleshooting	Part informat	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)						
Server Module (PC 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		
	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).

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

Other (Firmware)

Reissued: 14-Mar-13

Date: 15-Mar-12

Tier 2

No.: RD530002d

RTB Reissue

Model: XG-SD2

The items in bold italics have been corrected or added.							
Subject: Firmware Release Note: GlobalScan NX V2				d by: S. Uchiyama			
From: 1st 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			

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

Product Safety

"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

Reissued: 14-Mar-13

Model: xo	S-SD2	Date: 15-Mar-12	No.: RD530002d			
Version	Modified Points or S	ymptom 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 usernar with SSO. AdminTool support for Windows 7 U Edition (64-bit) (Serverless Edition of Support for Windows Server 2012 Date and the server server 2012 Date and the server server server 2012 Date and the server server server server 2012 Date and the server server for Windows 8 Edition only). ConfigUtil can allow GSNX to try and onto a GSNX-supported standard size for the server of the server s	ne if they fail to log in Iltimate / Enterprise / F nly). atacenter / Standard (6 Interprise / Pro (32-bit of fit a non-standard PL te (Server Edition only y a "Scan Settings" sh operation panel (Con rtificate Chain Suppor ision has been raised to mauto-logout even wh ring a scan preview (C he login process imme the "OK" button on the	to a project Professional 64-bit). / 64-bit) DF page size () (ConfigUtil). fortcut icon at figUtil). t. from 10000KB hen the onfigUtil). ediately after he Software			
2110	Update the Java VM to the latest version	n before installing this	update.			
2.1.1.0	 The Kerberos option is not enabled whe AdminTool (Serverless Edition Only). Creating a subfolder on a Domain-base delivery to fail. Fax delivery sometimes fails for certain Enabling an Image Correction plug-in functions for the GSNX 64-bit version (a) 	en using the 64-bit vers ed DFS system causes device models. unction enables all Imag Server Edition Only).	ion of the Send to Folder ge Correction			
	Others: - GSNX now attempts a retry when fax d - A job queue and delivery service status added (Server Edition Only).	ata reception fails. s report for administrato	rs has been			

		1						
Model: XC	Da	ate: 15-Mar-12	No.: RD530002d					
Version	Modified Points or Sym	ptom Corrected						
2.1.0.0	 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 usi (IIS) as GlobalScan NX's webserver. Authentication Profiles are not imported co to GlobalScan NX. The email format used by Send to Email do standards. Scanning output is rotated when the Origin the Scan Settings Screen. Some PNG files would cause an error in th User login may unexpectedly fail if the Auth Barcode output may be garbled if the code Users may be unable to log in to a Project multiple devices at the same time. The GlobalScan NX HotFolder Plug-in Fold displayed in Chinese when using a Chinesi 	ng Internet Informa rrectly when a Pro- bes not conform to al Orientation setti ne image processin nentication Profile i includes SJIS cha after a Profile is sy der Monitor Setting e OS (China Editio	ation Service file is imported certain RFC ng is hidden on g library. uses LDAPS. racters. mchronized to Tool is not					
	 Others: Each GSNX SDK application now supports a failover environment (Server Edition Only) The sharing of Load Balance Servers is no environment (Server Edition Only). The Section Splitter filter has been added t sections (Server Edition Only). A new Auto Color Select feature has been The OCR mode can now be selected using (Server Edition Only). The Auto Delete Errored Jobs setting has t stored on the device (Serverless Edition Only) The destination path is now displayed in th succeeds. The GSNX SDK application can now conne for self-synchronization as long as the SDK 2048-bit key length SSL certificates are no Serverless Edition Only). 	an independent s w possible in a fail o divide a job into added to the Scan the GlobalScan N been added to dele nly). s using Flow Redire e job description w ect to a target GSN (application has n w supported. uled backup functio	erver priority in over the configured Type setting. IX AdminTool ete error jobs ector filters. when the job IX AdminTool o Profile.					
2.0.1.0	Supported: GlobalScan NX now supports the following dev Aficio MP 301 Aficio MPC 305/DSc530 Fixed: The OCR Filter, PDF Converter, Image Conve	vices: rtor consume more	e of GlobalScan					



Reissued: 14-Mar-13

Model: xo	G-SD2		Date: 15-Mar-12	No.: RD530002d
Version	Modified Points or Symptom Corrected			
2.0.0.0	Initial Release			

Technical Bulletin

PAGE: 1/17

Model: GlobalScan NX v2

Date: 5-Dec-13

No.: RD530004

Subject: GlobalScan NX V2.x/Streamline NX V2.x Setup guide			Prepared by: Seizoh Uchiyama	
for Product Modification Request				
From: Solution Support Sect., Solution Support Dept.				
Classification:	Troubleshooting	Part informa	tion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🗌 Other ()	Tier 2

Date: 5-Dec-13

No.: RD530004

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



Date: 5-Dec-13

No.: RD530004

Operation flow for "Product Modification Request"



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".



RICOH	Technical B	PAGE: 5/17	
Model: GlobalScan NX v2		Date: 5-Dec-13	No.: RD530004
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Number of processing th	nreads
-------------------------	--------

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.

Date: 5-Dec-13

No.: RD530004

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:

ІСОН	Technical B	PAGE: 7/17		
odel: GlobalScan NX v2		Date: 5-Dec-13	No.: RD530004	
	кісон Scan and Fax Manager	Ver 2.x.x0		
	Heer Lera Fearward Larg lage English • Lugin			
		V		

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:

Мс

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.

			Þ	Running	?
RICOH			1	Administrator (Logout
Home	Configuration	Maintenance Settings	Job Management	Logs	

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

DIGOU				••••••	?
RICOH			1	Administrator	Logout
Home	Configuration	Maintenance Settings	Job Management	Logs	

Date: 5-Dec-13

No.: RD530004

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.

			Running	?
RICOH			1 Administrator	Logout
Home Conf	iguration	Maintenance Settings	Job Management	Logs
Maintenance	System Co	ntrol		
Maintenance				
Task in Process				

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

					Running	?
RIC	ОН			1	Administrator	Logout
Ho	ime Confi	iguration	Maintenance Settings	Job	Management	Logs
Ma	intenance	System Con	trol			
Maiı	ntenance					
Task	in Process					
Idak	III PIOCESS					
			%			
	lune Destau					
Вас	Restor	Downlo	ad Upload Delete			
Slot	Date/Time		Comment			
1	Blank					
2	Blank					
3	Blank					
3	Blank Blank					
3	Blank Blank Blank					
3 4 5 6	Blank Blank Blank Blank					
3 4 5 6 7	Blank Blank Blank Blank Blank					

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

Example comment: "Product Modification Request".

Backup
() Confirm
Do you want to backup?
Comment
OK Cancel

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



PAGE: 9/17

Model: GlobalScan NX v2

Date: 5-Dec-13

No.: RD530004

RIC	он		۲ ۲	Running Administrator	? Logout
Hor	ne Configuration	Maintenance Settings	Job	Management	Logs
Mai	intenance System (Control			
Mair	ntenance				
Task	in Process				
Bac	kup Restore Dow	nload Upload Delete			
Slot	Date/Time	Comment			
1	10/15/2013 14:17:26	1015			
2	10/10/2013 21:41:26	10102013			
_					
3	11/27/2013 15:48:25	Product Modification Reque	st		
3	11/27/2013 15:48:25 Blank	Product Modification Reque:	st		
3 4 5	11/27/2013 15:48:25 Blank Blank	Product Modification Reque:	st		
3 4 5 6	11/27/2013 15:48:25 Blank Blank Blank	Product Modification Reque:	st		
3 4 5 6 7	11/27/2013 15:48:25 Blank Blank Blank Blank	Product Modification Reque	st		

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

			•	Running	?
RIC	ОН		1	Administrator	Logout
Hor	ne Configuration	Maintenance Settings	Job	Management	Logs
Mai	ntenance System Cont	rol			
Mair	ntenance				
Task	in Process				
TODK	111100055				
		%			
Bac	kup Postoro Douplo	ad Upload Doloto			
Bac					
Slot	Date/Time	Comment			
1	10/15/2013 14:17:26	1015			
2	10/10/2013 21:41:26	10102013			
3	11/27/2013 15:48:25	Product Modification Reque	est		
4	Blank				
5	Blank				
6	Blank				
7	Blank				
					1

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.



Model: GlobalScan NX v2

Date: 5-Dec-13

No.: RD530004

Download
(i) Confirm
Enter a password to protect the backup file. Click [OK] to confirm.
Password ******
Confirm Password ******
OK Cancel

7. Save the backup file.

🖉 Select locatio	n for download b	y 127.0.0.1			×
Save in:	📃 Desktop		•	G 🜶 📂 🛄-	
Ecent Places	Librarie System	rs n Folder	12	Administrator System Folder	1
Desktop	Compu System	ter 1 Folder		Network System Folder	
Libraries	Admini Actival Shortc	stration Manager ion Tool ut	20	Administration Manager AdminTool Shortcut	
Computer	Shortc	Generator (HTTP) ut 3		Scan and Fax Manager Activation Tool Shortcut	
Network	Scan a Admin Shorte	nd Fax Manager 'ool ut		Scan and Fax Manager SSL Setting Tool Shortcut	
	т		[]	ca	•
	File name:	gsnx		•	Save
	Save as type:	All Files (*.*)		-	Cancel
Warning: This file r before saving or o	nay be an executab pening.	le program or contain	n malicious con	tent, use caution	

8. Check the following screen and backup file.



Date: 5-Dec-13

No.: RD530004

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.

 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.
- 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.

				Suspended	?
RICOH			L	Administrator	Logout
Home	Configuration	Maintenance Settings	Job Managem	ent Logs	
Maintenance	System Co	ntrol			
System Co	ntrol				
Delivery Service	Status <mark>Suspende</mark>	d Refresh			
Switch Delive	ry Service Status	1			
		•			
Start delivery se	rvice automatically	when starting the computer.	\checkmark		
Server Disk Spac	e				
Issue Aler	t at: 250	MB(250MB or more)			
Suspend a	at: 200	MB(200MB or more)			
Apply					

3. Open the service list on Windows OS and stop "GlobalScan Service" or "Streamline NX Scan and Fax



PAGE: 12/17

Model: GlobalScan NX v2

Date: 5-Dec-13

No.: RD530004

Manager".

GlobalScan NX:

🖏 Services					_ 🗆 ×
File Action View	Help				
0 🗐 🔚 🦛 🗇	à 🗟 🛛 📰 🕨 🗉 🛛 🕨				
🎑 Services (Local)	🔕 Services (Local)				
	GlobalScan Service	Name A	Description	Status	Startup Type 🔺
		Diagnostic Policy Se	The Diagno	Started	Automatic (D
	Start the service	Q Diagnostic Service	The Diagno		Manuai
		🖓 Diagnostic System	The Diagno		Manual
	Description:	🍳 Disk Defragmenter	Provides Di		Manual
	GlobalScan Service	🔍 Distributed Link Tra	Maintains li	Started	Automatic
		🖓 Distributed Transac	Coordinate	Started	Automatic (D
		🏟 DNS Client	The DNS Cl	Started	Automatic
		🔍 Encrypting File Syst	Provides th		Manual
		🔅 Extensible Authenti	The Extens		Manual
		Kention Discovery	The FDPH		Manual
		Function Discovery	Publishes t		Manual
		GlobalScan Service	GlobalScan		Automatic
		Group Policy Client	The servic	Started	Automatic
		A Health Key and Cer	Provides X		Manual
		🤹 Human Interface D	Enables ge		Manual
		KE and AuthIP IPs	The IKEEX	Started	Automatic
		🚳 Interactive Service	Enables us		Manual
		🥘 Internet Connectio	Provides n		Disabled 🗸 🗸
		1			
	Extended Standard				

Streamline NX:

🗟 Services				_ 0	×
File Action View	Help				
	à 🗟 🛛 🖬 🖿 🖬 🚺				
🔍 Services (Local)	🔍 Services (Local)				
	Streamline NX Administration	Name 🔶	Description	Status	
	Manager	SQL Server Agent (STREAMLINENX)	Executes j	Started	-
		SQL Server Browser	Provides S	Started	
	Stop the service	SQL Server VSS Writer	Provides th	Started	
Restart the ser	Restart the service	SSDP Discovery	Discovers		
		Streamline NX Administration Manager	Streamline		
	Description:	Streamline NX Authentication and Accou	Streamline	Started	
	Streamine NX Administration Manager	🥋 Streamline NX Report Generator	Streamline	Started	
		🖏 Streamline NX Scan and Fax Manager	Streamline	Started	
		🆏 Streamline NX Secure Print Manager	Streamline	Started	
		System Event Notification Service	Monitors s	Started	
		🎑 Task Scheduler	Enables a	Started	
		🖏 TCP/IP NetBIOS Helper	Provides s	Started	
		🥋 Telephony	Provides T		-
		<u>ا</u>		Þ	ſ
	Extended Standard				_
					-

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].



PAGE: 13/17

Model: GlobalScan NX v2

Date: 5-Dec-13

No.: RD530004



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.





PAGE: 14/17

Model: GlobalScan NX v2

Date: 5-Dec-13

No.: RD530004

8. Click the "Next" button.



9. Click the "Finish" button.

Instal Image Correction Patch Image Correction Patch Image Correction Patch Image Correction Patch to the computer.			
Setup has successfully installed Image Correction Patch to the computer.	🚰 Install Image Correction Pate	:h	_ 🗆 🗡
		Setup has successfully installed image Correction Patch to the computer.	Freb.

 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.

RICOH				 Running Administrator 	? Logout
Home Co	nfiguration	Maintenance Settings	Job Manager	nent Logs	
Maintenance	System Cor	ntrol			
System Cont	rol				
Delivery Service Status Refresh Switch Delivery Service Status					
Start delivery servic	e automatically	when starting the comput	er. 🗹		
Server Disk Space					
Issue Alert at	250	MB(250MB or more)			
Suspend at:	200	MB(200MB or more)			
Apply					

Date: 5-Dec-13

No.: RD530004

11. Please confirm that "Option.properties" exists in the following GlobalScanNX or Streamline NX path.

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

📙 Uninstaller				
🕞 🗇 📕 🝷 Program	Files 👻 GlobalScan 👻 Uninstaller	👻 🚺 Search	n Uninstaller	2
Organize 🔻 Include in lib	orary 🔻 Share with 👻 New f	older		
🚖 Favorites	Name *	Date modified	Туре	Size
🧮 Desktop	🗾 bootUninstaller	7/12/2013 12:42 AM	Application	72 KB
Downloads	check.properties	7/12/2013 12:41 AM	PROPERTIES File	1 KB
🕍 Recent Places	Option.properties	11/20/2013 8:49 AM	PROPERTIES File	1 KB
詞 Libraries	reg.info	7/12/2013 12:42 AM	INFO File	1 KB
Documents	ininstaller 📄	7/18/2013 8:38 PM	JAR File	3,834 KB
🌙 Music	📄 uninstallerBooter	7/12/2013 12:43 AM	JAR File	8 KB
E Pictures	ininstallerHelper	7/12/2013 12:43 AM	JAR File	3 KB
💾 Videos				
🖳 Computer	•			
7 items				

Note: If checking the "Hide file extensions for known file types" setting, please confirm the "Option" file:

🕌 Uninstaller			
🔾 🗸 🖓 🗢 Streamline N	IX ▼ SFM ▼ Uninstaller	🔹 🚱 Search Uninstaller	P
Organize 🔻 Include in library	y ▼ Share with ▼ Burn New folder		:= 🕶 🔝 🔞
★ Favorites	Name ^	Date modified	Type S
🧮 Desktop	DootUninstaller	9/5/2012 1:43 PM	Application
Downloads	dheck	9/5/2012 1:44 PM	PROPERTIES File
🔠 Recent Places	Option	11/28/2013 1:08 PM	PROPERTIES File
E Libraries	reg.info	9/5/2012 1:44 PM	INFO File
Documents	uninstaller.jar	1/7/2013 12:04 PM	JAR File
J Music	uninstallerBooter.jar	9/5/2012 1:43 PM	JAR File
Pictures	uninstallerHelper.jar	9/5/2012 1:43 PM	JAR File
Videos			
Computer			
Local Disk (C+)	•		•
7 items			

Note: Even if a patch is applied, the revision does not change.

RICOH	Technical B	ulletin	PAGE: 16/17
Model: GlobalScan NX v2		Date: 5-Dec-13	No.: RD530004

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

Date: 5-Dec-13

No.: RD530004

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¥SF
		M¥Uninstaller

Technical Bulletin

PAGE: 1/4

Model: GlobalSc	Model: GlobalScan NX Dat)ate: 25-Mar-14		No.: RD530005	
Subject: GlobalScan NX v2 Serverless Edition Installation to Windows 8.1		Prepared	d by: S.U	chiyama		
From: Solution Se	upport Department					
Classification:	Troubleshooting	Part info	orma	tion	Action	n required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	Transm	it/rec	eive	Retrof	fit 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.

() 127.0.0.1:8081/gsnx/index.htm
🥔 This page can't be displayed 🛪
<u>File Edit View Favorites Tools H</u> elp
🟠 Home 🔹 🔊 Feeds ()) 🔹 🖃 Read mail 🛛 🖶 Print 👻 Page 👻 Safety 👻 Tools 👻 🚱 Help 👻 🔂 Internet options

This page can't be displayed

- Make sure the web address http://127.0.0.1:8081 is correct.
- · Look for the page with your search engine.
- Refresh the page in a few minutes.

Fix connection problems

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)



Date: 25-Mar-14

No.: RD530005

Model: GlobalScan NX



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

🐌 l 💽 🚺 = l	Shortcut Tools	GlobalScan –	□ ×	
File Home Share	View Manage		~ 🕐	3 AdminTool Properties
🔄 🏵 🔻 🕇 🚺 « Pre	ogram Files 🕨 GlobalScan	✓ ♂ Search GlobalScan	,p	General Web Document Security Details
🔆 Favorites	🗌 Name 🏠	Date modified	Туре	AdminTool
🛄 Desktop	鷆 bin	1/24/2014 5:38 PM	File folder	
🚺 Downloads) classes	1/24/2014 5:39 PM	File folder	LIPL http://127.0.0.1/8080/gspx/index.htm
📃 Recent places	鷆 data	3/6/2014 4:03 PM	File folder	UNE. http://www.nocodygshotmackindin
	鷆 etc	2/3/2014 10:14 AM	File folder	Shortcut key: None
🜉 This PC	퉬 jetty	1/24/2014 5:38 PM	File folder	Visits: Unknown
膧 Desktop	퉬 jre	1/24/2014 5:37 PM	File folder	291-10-10-10-10-10-10-10-10-10-10-10-10-10
Documents	🌗 jre32	1/24/2014 5:38 PM	File folder	Change Icon
鷆 Downloads	퉬 lib	1/24/2014 5:38 PM	File folder	
🚺 Music) scheduler_config	1/24/2014 5:38 PM	File folder	
📔 Pictures	鷆 tmp	2/3/2014 10:13 AM	File folder	
📔 Videos	鷆 tmp_rmi	1/24/2014 5:39 PM	File folder	
🚢 Local Disk (C:)	鷆 tools	1/24/2014 5:35 PM	File folder	
	퉬 Uninstaller	1/24/2014 5:38 PM	File folder	
年 Network	📄 java.login.con fig	10/27/2013 1:05 AM	CONFIG File	
	✓ AdminTool	1/24/2014 5:40 PM	Internet Sho	
	inspireijar	10/27/2013 1:05 AM	JAR File	
	🗿 master	10/27/2013 1:04 AM	Setup Inforr	
	📋 Readme	10/27/2013 1:04 AM	Text Docum	
	RLicAct	3/6/2014 4:57 PM	Text Docum	OK Cancel Apply
	🔊 SSL Setting	1/24/2014 5:38 PM	Internet Sho	
	<		>	
20 items 1 item selected				



RICOH

Date: 25-Mar-14

No.: RD530005

Sample:		
	? 7.0.0.1 :8080/gsnx/index.htm	
😪 127.0.0.1	ž	
<u>F</u> ile <u>E</u> dit <u>V</u> iew F <u>a</u> vo ☆ Ho <u>m</u> e ▼ SS Feed	s http://localhost:8080/gsnx/inc	lex.htmety ▼ Tools ▼ @ Help ▼ 🔂 Internet options
	RICOH Global Authentication Profile	Scan NX
	Password Language	English v Login

- 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

RICOH

Date: 25-Mar-14

No.: RD530005

Edit View Ex Home - S	http://localhost.8080/gs	inx/ssl_en.html Page • Safety • Glo iment	™ balScan I	Internet <u>o</u> ptions
Create CSR	Install Certifi	cate <u> </u> Delete	Certificate Details	
	Certificate Status	Issuer	Subject	Term of Valid
Certificate No.				
Certificate No. key0	None			

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**.

	li li	nternet	Options		?	×
General Secur	ity Privacy	Content	Connections	Programs	Adva	inced
Select a zone Internet Locz This : foun Security leve Allowed lev	Local Intran Local Intran I intranet zone is for all i d on your intra el for this zone	nne securi Trust websites ti anet.	ed sites Re	stricted sites	2S	
	 Appropriate (intranet) Most conte Unsigned A Same as Me 	e for webs nt will be r ctiveX cor edium leve	ites on your lo un without pro trols will not b without prom	cal network mpting you e downloade pts	d	
⊡ Enable	e Protected M	ode (r <mark>e</mark> qui Cust	res restarting I tom level	Internet Exp Default	lorer) level	
			Reset all zone	es to default	level	
		Oł	(C	ancel	Ap	ply

Technical **B**ulletin

PAGE: 1/1

Model: GlobalSc	lodel: GlobalScan NX Da		Date: 25-Mar-14		14	No.: RD530006
Subject: GlobalScan NX v2 Installation to Ch-C1 Pro			Prepared by: S.Uchiyama		chiyama	
From: Solution S	upport Department					
Classification:	☑ Troubleshooting	Part info	orma	tion	Action	required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	it 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.

\geq 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



Reissued: 12-Mar-15

Model: GlobalScan NX v2 Date: 2-Mar-15 No.: RD53000/a	Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a
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RTB reissue

The items in *red itallics* were changed.

Subject: GlobalS	can NX V2.x/Streamline NX V	/2.x Setup guide	Prepared	by: Seizoh Uchiyama
for Product Modific	ation Request			
From: Solution Su	upport Sect., Solution Suppor	t Dept.		
Classification:	Troubleshooting	Part informa	tion [Action required
	Mechanical	Electrical	[$oxed{l}$ Service manual revision
	Paper path	Transmit/rec	eive [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

Date: 2-Mar-15 No.: RD530007a	Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a
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Operation flow for "Product Modification Request"

	Operation Flow	
Check	0 Check the customer environment ••••••••••••••••••••••••••••••••••••	
P C		
	1 GlobalScanNX/StreamlineNX PC application fix operation •••••P.8	
		•

Reissued: 12-Mar-15

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

		Properties			
		Required Entry 🔘 Yes 💿 No			
		Send to Email			
		Display Name * Send to Email			
		Email System Settings			
		Send to Email Option Settings			
		Body			
Send to	Email 🛁	Send to Me 💿 On 🔘 Off			
Send to	Email	Default Domain for Manual Input			
		Ontion Settings			



Reissued: 12-Mar-15

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

> Send to Home Folder

Send to Folder	
Properties	
Required Entry 🔾 Yes 💿 No	
Send to Folder	
Display Name * Send to Folder	
Add/Delete StartPoint Path	
Send to Home Folder	
Send to Home Folder	✓ Enable Send to Home Folder
Access to Subfolder	Enable Subfolder Browsing

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.)

Technical Bulletin

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.

Technical Bulletin

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 Bulletin

Reissued: 12-Mar-15

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

			Running	?
RICOH			1 Administrator	Logout
Home	Configuration	Maintenance Settings	Job Management Logs	

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

					?
RICOH			1	Administrator	Logout
Home	Configuration	Maintenance Settings	Job Management	Logs	

Reissued: 12-Mar-15

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

			Running	?
RICOH			👤 Administrator 🗌	Logout
Home	Configuration	Maintenance Settings	Job Management	Logs
Maintenar	nce System Co	ntrol		
Mainten	ance			
Task in Proc	ess			

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

				•	Running	?
RIC	ОН			1	Administrator	Logout
Ho	me Conf	iguration	Maintenance Settings	Jot	o Management	Logs
Ma	intenance	System Cont	rol			
Mair	ntenance					
Task	in Process					
			%			
Bac	kup Restor	e Downloa	d Upload Delete			
Slot	Date/Time		Comment			
1	Blank					
2	Blank					
3	Blank					
4	Blank					
5	Blank					
6	Blank					
7	Blank					
8	Blank					

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

Example comment: "Product Modification Request".

Backup
() Confirm
Do you want to backup?
Comment
OK Cancel



Reissued: 12-Mar-15

Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a
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4. Check that additional backup data is displayed in a slot, as below.

RIC	он		Running ? Administrator Logout
Hor	ne Configuration	Maintenance Settings	Job Management Logs
Mai	ntenance System Co	ntrol	
Mair	ntenance		
Tack	in Drocons		
Task	IN Process		
		0%	
Bac	kup Restore Down	load Upload Delete	
Slot	Date/Time	Comment	
1	10/15/0010 14:17:06		
	10/13/2013 14:17:20	1015	
2	10/10/2013 14:17:26	1015 10102013	_
2	10/15/2013 14:17:26 10/10/2013 21:41:26 11/27/2013 15:48:25	1015 10102013 Product Modification Reques	st
2 3 4	10/13/2013 14:17:26 10/10/2013 21:41:26 11/27/2013 15:48:25 Blank	1015 10102013 Product Modification Reques	st
2 3 4 5	10/13/2013 14:17:28 10/10/2013 21:41:26 11/27/2013 15:48:25 Blank Blank	1015 10102013 Product Modification Reques	st
2 3 4 5 6	10/13/2013 14:17:28 10/10/2013 21:41:26 11/27/2013 15:48:25 Blank Blank Blank	1015 10102013 Product Modification Reques	st
2 3 4 5 6 7	10/13/2013 14:17:26 10/10/2013 21:41:26 11/27/2013 15:48:25 Blank Blank Blank Blank Blank	1015 10102013 Product Modification Reques	st

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

			Running	?
RIC	он		1 Administrator	Logout
Hon	ne Configuration	Maintenance Settings	Job Management	Logs
Mai	ntenance System Con	trol		
Mair	ntenance			
Taski	in Process			
Idoki	III FIOCESS			
		%		
Bac	kun Restore Downlo	ad Uninad Delete		
Slot	Date/Time	Comment		
1	10/15/2013 14:17:26	1015		
2	10/10/2013 21:41:26	10102013		
3	11/27/2013 15:48:25	Product Modification Requ	est	
4	Blank			
5	Blank			
6	Blank			
7	Blank			
				I

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

Download
Confirm
Enter a password to protect the backup file. Click [OK] to confirm.
Password ******
Confirm Password ******
OK Cancel

7. Save the backup file.

🌈 Select locatio	n for download	by 127.0.0.1			×
Save in:	🧮 Desktop		•	G 🗊 📂 🛄•	
S Recent Places	Libra Syst	ries em Folder	12	Administrator System Folder	ŕ
Desktop	Com Syst	puter em Folder	Ô	Network System Folder	
Libraries	Adm Activ Shor	nistration Manager vation Tool tcut	0	Administration Manager AdminTool Shortcut	
Computer	Shor 1.86	ort Generator (HTTP) tcut KB		Scan and Fax Manager Activation Tool Shortcut	
Network	Scar Adm Shor	and Fax Manager nTool tcut		Scan and Fax Manager SSL Setting Tool Shortcut	
			(ca	•
	File name:	gsnx		•	Save
	Save as type:	All Files (*.*)		-	Cancel
Warning: This file r before saving or o	nay be an execut pening.	able program or contair	n malicious con	tent, use caution	

8. Check the following screen and backup file.



Technical Bulletin

Reissued: 12-Mar-15

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

Madal: GlabalSaan NV v2	2 Mor 15 N	
Date.	2-11/1a1-15	NO HD550007a

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.
- 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.

				Suspended	?		
RICOH			1	Administrator	Logout		
Home	Configuration	Maintenance Settings	Job Manageme	nt Logs			
Maintenance	System Con	trol					
System Cor	System Control						
Delivery Service S	itatus <mark>Suspended</mark>	Refresh					
Switch Deliver	y Service Status						
Start delivery con	vice automatically s	when starting the computer					
Start derivery ser	vice automatically (when starting the computer					
Server Disk Space	9						
Issue Alert	at: 250 🖨	MB(250MB or more)					
Suspend at	t: 200 🖨	MB(200MB or more)					
Apply							

3. Open the service list on Windows OS and stop "GlobalScan Service" or "Streamline NX Scan and Fax Manager".

GlobalScan NX:

Services					_ 🗆 ×
File Action View I	Help				
🗢 🔿 📰 🖸 🧿	🗟 🛛 📷 🕨 🖿 🕪				
🔍 Services (Local)	🔅 Services (Local)	_			
	GlobalScan Service	Name A	Description	Status	Startup Type
	Start the service	Diagnostic Policy Se	The Diagno The Diagno	Started	Automatic (D Manual
	Description	Diagnostic System	The Diagno Provides Di		Manual Manual
	GlobalScan Service	Distributed Link Tra	Maintains li	Started	Automatic
		Oistributed Transac	Coordinate The DNS Cl	Started Started	Automatic (D Automatic
		Encrypting File Syst	Provides th		Manual
		Extensible Authenti	The Extens		Manual
		Section Discovery	The FDPH		Manual
		Eunction Discovery	Publishes t		Manual
		GlobalScan Service	GlobalScan		Automatic
		Group Policy Client	The servic	Started	Automatic
		🖳 Health Key and Cer	Provides X		Manual
		Section Anterface D	Enables ge		Manual
		Site and AuthIP IPs	The IKEEX	Started	Automatic
		Service	Enables us		Manual
		MInternet Connectio	Provides n		Disabled 👻
		•			•
	Extended Standard				

Streamline NX:



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Beissued: 12-Mar-15

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Ν	lodel: GlobalSc	an NX v2		Date: 2-Mar-15	No.: RE	053000	7a	
	Q,		Services			_		×
	File Action View	Help						
	🗢 🄿 🖬 🖬 Q	🗟 🚺 🕨 🖬 🕪						
	Services (Local)	Services (Local)						
		Streamline NX Scan and Fax	Name	▲	Description	Status	Startup	^
		Manager	🔍 Streamline NX Report (Generator	Streamline	Running	Automa	

Streamline INX Secure Print Manage Streamline ... Running Automa Restart the service Superfetch Manual Maintains a... System Event Notification Service Monitors sy... Running Automa Description: Coordinates... Running 🔍 System Events Broker Automa . .

an and Fax Manac

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

Streamline N>

IIS 7.5/8.0:

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

Stop the service

4-2. Select [Stop].

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	E TO Antonio func Ser Uni Ser Uni S

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

- Copy "ScanToMePatch.zip" to the customer server. 5.
- Extract "ScanToMePatch.zip" and double click "setup.exe" in the "ScanToMePatch.zip" folder. 6.



Reissued: 12-Mar-15

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.

	Install Scan To Me Patch	X
Please read the following	information:	
Welcome to	nstall Wizard for Scan To Me Patch	
install wizard installs	can To Me Patch to your computer.	
Make sure you close	all other applications before running this setup.	
		_
	S Next (N)	8

9. Click the "Finish" button.

er in soal in mage Lerrection Patch			
i Stup has successfully installed Image Correction Parch to the computer.	erinstall image Correction Pat	cn	
Setup has successfully installed Image Correction Patch to the computer.			
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$\widehat{0}$ Setup has successfully installed Image Correction Patch to the computer.			
		Setup has successfully installed Image Correction Patch to the computer.	
		· · · · · · · · · · · · · · · · · · ·	
Enter 1			Finich

Technical Bulletin

Reissued: 12-Mar-15

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

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.

					▶ R	unning	?
RICOH					1 A	dministrator	Logout
Home Co	nfiguration	Maintenar	ice Settings	Job Man	agement	Logs	
Maintenance	System Co	ntrol					
System Cont	rol						
Delivery Service Sta	tus Running	Refresh					
Switch Delivery S	Service Status	1					
·							
Start delivery servic	e automatically	when starting	the computer.	\checkmark			
Server Disk Space							
Issue Alert at	250	MB(250MB	or more)				
Suspend at:	200	MB(200MB	or more)				
Apply							

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

"Scan¥ To¥ Me¥ Patch=1.0.0.0"



	Folder Path	Example
GlobalScan	Installation	C:¥ProgramFiles¥Ricoh¥GlobalScan¥Uninstaller¥
NX	path¥Ricoh¥GlobalScan¥Uninstaller¥Option.prope	Option.properties
	rties	
Streamline	Installation path¥Streamline	C:¥ProgramFiles¥StreamlineNX¥SFM¥Uninstaller
NX	NX¥SFM¥Uninstaller¥Option.properties	¥Option.properties



Reissued: 12-Mar-15

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

i 🖪 🕅 ± i	Uninstal	ler		
File Home Shar	re View			
-) 💿 🔻 🕇 📕 🖉 -	Program Files 🕨 GlobalScan 🕨 Uninstaller	~ C	Search Uninstal	ller
🔆 Favorites	Name	Date modified	Туре	Size
E Desktop	📧 bootUninstaller	1/5/2012 8:12 PM	Application	72 KB
🔰 Downloads	Check properties	5/28/2014 10-38 PM	PROPERTIES File	1.KB
🔢 Recent places	Option.properties	2/25/2015 8:02 PM	PROPERTIES File	1 KB
	reganro	57972006 T1:09 PIW	INFO FILE	I ND
💻 This PC	📄 uninstaller.jar	8/10/2014 11:29 PM	JAR File	3,868 KB
	uninstallerBooter.jar	1/5/2012 8:12 PM	JAR File	8 KB
📭 Network	uninstallerHelper.jar	9/17/2008 11:30 PM	JAR File	3 KB

Note: If "Hide file extensions for known file types" is set in the operating system, please confirm the "Option" file:

File Home Share	View		
🔄 💿 🔻 🕇 <u>)</u> « Pr	ogram Files 🔸 GlobalScan 🕨 Uninstaller	~ 0	Search Uninstall
🔆 Favorites	Name	Date modified	Туре
🛄 Desktop	📧 bootUninstaller	1/5/2012 8:12 PM	Application
🐌 Downloads	Check	5/28/2014 10:38 PM	PROPERTIES File
🔛 Recent places	Option	2/25/2015 8:02 PM	PROPERTIES File
	reg.info	3/9/2008 11:09 PM	INFO File
🌉 This PC	📄 uninstaller.jar	8/10/2014 11:29 PM	JAR File
	📄 uninstallerBooter.jar	1/5/2012 8:12 PM	JAR File
👽 Network	📄 uninstallerHelper.jar	9/17/2008 11:30 PM	JAR File

Note: Even if a patch is applied, there will be no revision changes.

Technical Bulletin

Reissued: 12-Mar-15

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



nader

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

Technical Bulletin

Reissued: 12-Mar-15

Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a
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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 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¥Unins
		taller
Streamline NX	Installation path¥Streamline NX¥SFM¥Uninstaller	C:¥ProgramFiles¥StreamlineNX¥SF
		M¥Uninstaller



Model: XG-SD2

Date: 04-Mar-16

No.: RD530009

Subject: Firmware Release Note: ImageCorrectionPatch			Prepared by: A. Fujinuma		
From: Solution Su	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 (Firmv	vare)	X 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



PAGE: 2/5

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 : v2.0.00 – 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

Т	echnical	B ulletin
	Comba	

PAGE: 3/5

Model: XG-SD2

RICOH

Date: 04-Mar-16

No.: RD530009

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.

			Suspended	2
RICOH GlobalScan NX Ver 2.4.0.0			1 Built-in Administrator	Logout
Home Configuration Maintenance Settings	Job Management	Logs		
Maintenance System Control				
System Control				
Delivery Service Status Suspended Refresh				
Switch Delivery Service Status				
Start delivery service automatically when starting the computer.	v			
Start delivery service automatically when starting the computer. Server Disk Space	V			
Start delivery service automatically when starting the computer. Server Disk Space Issue Alert at: 250 + M8(250MB or more)				
Start delivery service automatically when starting the computer. Server Disk Space Issue Alert at: 250 + MB(250MB or more) Suspend at: 200 + MB(200MB or more)	¥			

2. Open the Services list in the Windows OS and stop "GlobalScan Service" or "Streamline NX Scan and Fax Manager".

		Services			-	□ X
File Action View	Help					
🗢 🄿 📅 🛅 🧔) 🔂 🚺 📷 🕨 💷 🕪					
🍓 Services (Local)	Services (Local)					
	GlobalScan Service	Name 📩	Description	Status	Startup Type	Log On 🔺
		🔍 Distributed Transaction Co	Coordinates	Running	Automatic (D	Networl
	Start the service	🔍 DNS Client	The DNS Cli	Running	Automatic (T	Networl
		🔍 Encrypting File System (EFS)	Provides th		Manual (Trig	Local Sy
	Description:	🔍 Extensible Authentication P	The Extensi		Manual	Local Sy 🗏
	GlobalScan Service	🔍 Function Discovery Provide	The FDPHO		Manual	Local Se
		🔍 Function Discovery Resourc	Publishes th		Manual	Local Se
		🍓 GlobalScan Service	GlobalScan		Automatic	Local Sy
		鵒 Group Policy Client	The service	Running	Automatic (T	Local Sy
		🌼 Health Key and Certificate	Provides X.5		Manual	Local Sy
		🧠 Human Interface Device Ser	Activates an		Manual (Trig	Local Sy
		🌼 Hyper-V Data Exchange Ser	Provides a	Running	Manual (Trig	Local Sy
		🔍 Hyper-V Guest Service Inter	Provides an		Manual (Trig	Local Sy
		🔍 Hyper-V Guest Shutdown S	Provides a	Running	Manual (Trig	Local Sy
		🌼 Hyper-V Heartbeat Service	Monitors th	Running	Manual (Trig	Local Sy
		🔅 Humer-V Remote Deckton Vi	Drovides a n III	Rupping	Manual (Trin	
	Extended Standard /					

- 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.: F

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.





PAGE: 5/5



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".