| Model: K-P1, A-C2, J-P1 | Date: 03-Jul-01 | No.: RB003008 |
|---|---|---|

| Subject: Slow Printing from Macintosh | Prepared by: K. Misugi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

## SYMPTOM

Depending on network conditions, printing from a Macintosh is very slow.

This symptom occurs in the following machines:
Model K-P1 (Kir-P), Model A-C2 (Adonis-C2), Model J-P1 (Model J).

This occurs in the following conditions:
- Macintosh with PowerPC G3 or G4 processor
- Network: Apple Talk (Ether Talk)
- Network Speed: 100Mbps (100Base fixed)

## CAUSE

When the data is transferred at 100Mbps, depending on network conditions, the controller ASIC is not able to receive all data packets and a retry procedure occurs. As a result, print jobs from a Macintosh take a long time to print out.

## SOLUTION

Please also see the flow chart on the last page.

1) Check what type of hub the customer is using.
   If the customer is using a dual speed (10M/100Mbps) hub, go to step 2.
   If the customer is using a 100Base fixed (100Mbps only) hub, go to step 3.

2) For the customer using a dual speed hub:
   Set the network (ethernet) speed of the machine to 10Mbps.
   The default setting of the machine is “Auto.” This setting can be changed in the “Network Setup” in the user mode “Host Interface” (“Interface Settings” in the “System Settings” for the Model A-C2).

   End of procedure for the customer using a dual speed hub.

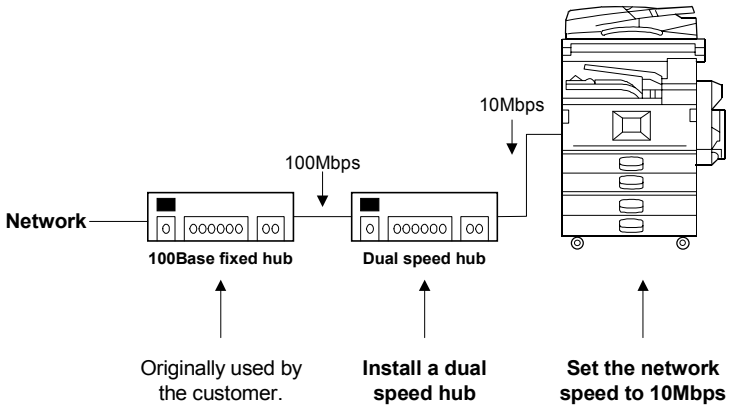
3) For the customer using a 100Base fixed hub:

**Temporary solutions:**
Perform both of the following:

a) Set the network (ethernet) speed of the machine to 10Mbps.
The default setting of the machine is “Auto.” This setting can be changed in the “Network Setup” in the user mode “Host Interface” (“Interface Settings” in the “System Settings” for the Model A-C2).

b) Install a dual speed hub between the 100Base fixed hub and the machine.

End of procedure for the customer using a 100Base fixed hub.



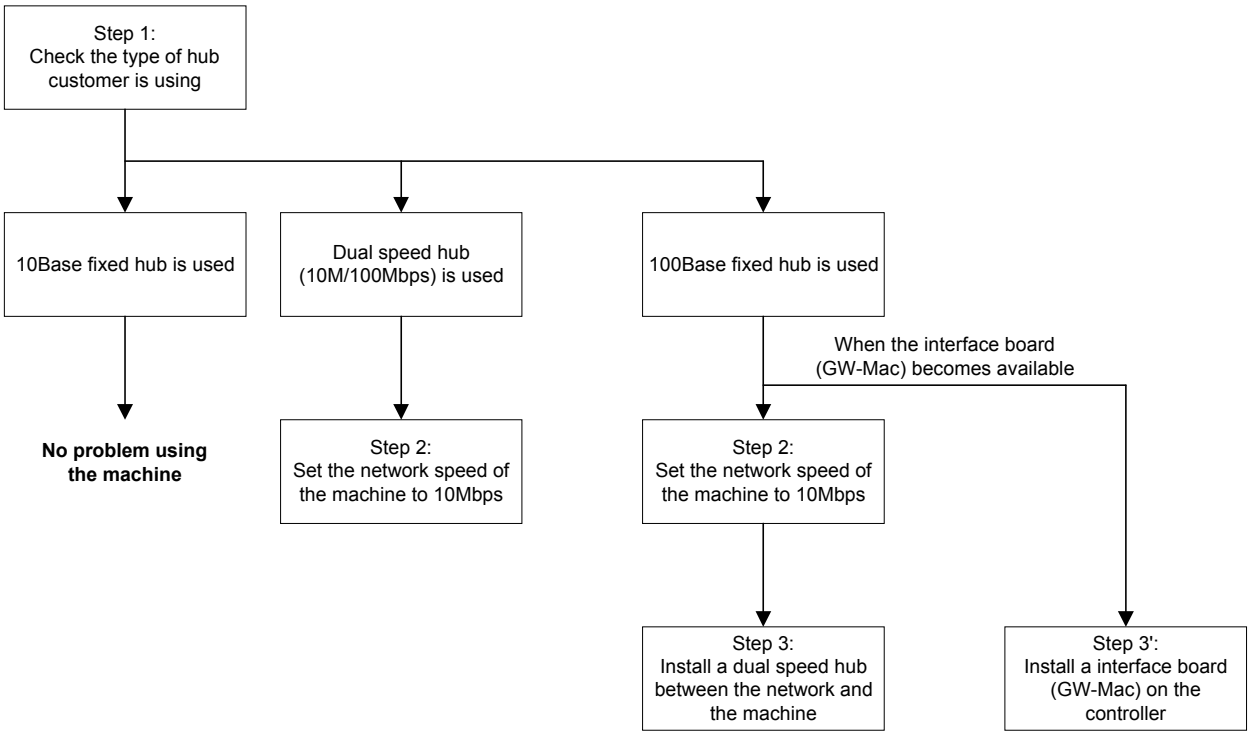

**Note:**
There is almost no effect on actual print time when the machine’s network speed setting is changed from 100Mbps to 10Mbps.

**Permanent Countermeasure:**
An interface board (GW-MAC) and a DIMM which contains firmware to drive the board will be supplied for attachment to the controller board. With these parts, the machine will work without installing a dual speed hub.

Detailed information on the interface board (GW-MAC) will be announced separately in mid July.

**Flow Chart:**

When machines are being connected to Macintosh with PowerPC G3/G4 processors with Apple Talk, check the type of hub being used and follow the steps explained below.



| Model: Model Adonis-C2 | Date: 09-Aug-01 | No.: RB003010 |
|---|---|---|

| Subject: Printer Firmware Release History | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware history for the Printer.

| Part Number | Version | Production |
|---|---|---|
| ***B3615902D*** | ***2.00.1*** | ***July 2001 production*** |
| B3615902C | 1.36 | April 2001 production |
| B3615902B | 1.35 | March 2001 production |
| B3615902A | 1.34 | 1st mass production |

**Note:** The above firmware is being used in USA, Europe, and Asia models, and from ver.2.00.1, it is also used in China/Taiwan models.

### Change Descriptions

| Descriptions | Version |
|---|---|
| Change in Specifications:<br>(Module added for the China/Taiwan version). | ***2.00.1*** |
| Firmware modified to correct the following:<br>1. The machine sometimes freezes after pressing the Offline key while the data is being printed out (PCL).<br>2. The machine sometimes freezes while downloading PCL fonts.<br>3. The machine sometimes does not re-start printing after the paper is removed from the output tray following an overflow.<br>4. The machine sometimes freezes when both Stapling and Punching have been selected from the driver for a paper size with which neither function is permitted. | 1.36 |
| Firmware modified to correct the following:<br>1. The machine could not be used with Axis print servers.<br>2. Part of the print data (frame) could not be printed during custom size printing with PCL 6. | 1.35 |
| First mass production | 1.34 |

| Model: Adonis-C2 | Date: 09-Aug-01 | No.: RB003011 |
|---|---|---|

| Subject: Scanner Firmware History | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware history for the Scanner.

| Part Number | Version | Production |
|---|---|---|
| ***B3615901D*** | ***2.07*** | ***April 2001 production*** |
| B3615901C | 2.05 | 1st mass production |

**Note:** The above firmware is being used in USA, Europe, and Asia models.

### Change Descriptions

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following problem:<br>1. The mainframe stalls if it receives the command to store a document while in the process of deleting another document. Application used: DeskTopBinder V2. | ***2.07*** |
| First mass production | 2.05 |

| Model: Adonis-C2 | Date: 10-Aug-01 | No.: RB003015 |
|---|---|---|

| Subject: Software Release History (Controller) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware history for the controller.

| Version | Program No. | Effective Date |
|---|---|---|
| 3.05 | B0045102D | 1st mass production |
| 3.06 | B0045102E | February 2001 prod. |
| 3.07 | B0045102F | March 2001 prod. |
| 3.08.4 | B0045102G | April 2001 prod. |
| 3.08.5 | B0045102H | April 2001 prod. |
| ***3.09.1*** | ***B0045102J*** | ***June 2001 prod.*** |

| Version | Title | Symptom Corrected |
|---|---|---|
| ***3.09.1*** | Printer application stalls | The printer function stalls when jobs are frequently sent alternating among different drivers. |

| Model: Adonis-C2 | Date: 22-Oct-01 | No.: RB003025 |
|---|---|---|

| Subject: Service Card Release History (MFP) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware release information and downloading procedure for the MFP Service Card.

Please refer to each firmware release RTB for details.

**MFP Service Card**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| ***2.00*** | ***B0045118D*** | ***9564*** | ***October 2001 prod.*** |

**Contents**

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | **Printer** | **Scanner** | **NCS (NIB)** | **NFA (Netfile)** |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| ***2.00*** | ***Ver. 3.00*** | ***Ver. 2.27*** | ***Ver. 1.77*** | ***Ver. 2.17*** |
| | ***B3615902E*** | ***B3615901E*** | ***G0585921E*** | ***G0585922F*** |

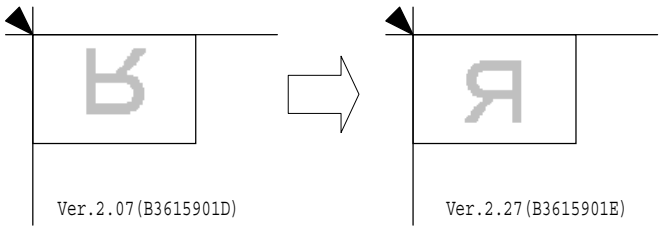
**Firmware Downloading Procedure:**

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch on the main power.
2. Select the firmware that you would like to upgrade, then press “Download”.
3. After the download has been completed, leave the card in the slot and switch the main power off/on.

**New Changes - Printer**

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. Modified for use with the Capture function.<br>2. Modified so that the printer controller can detect the individual codes in the data headers of a print job sent with both PCL and PS codes, thereby allowing the machine to switch between the 2 PDL emulations accordingly (PCL/PS). The A-C2 prints each page in its original format, even if contained in the same file.<br>3. Some German umlaut characters cannot be printed out correctly with the following fonts when using the PCL6 driver on Windows NT4.0/95/ 98/Me: Albertus Medium, Antique Olive, Humanst521 BT, Zurich BlkEx BT. | ***3.00*** |

**New Changes - Scanner**

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. Software changed so that the original can be placed on the exposure glass just as with copying, i.e. there is no need to turn the original upside-down (for <u>both</u> directions).<br>  <br><br>2. Mixed Original Mode can now be used with the Twain driver ver.3.12. When using this driver, please note the following:<br>1. Be sure to use Netfile software ver.2.17 or newer.<br>2. Also, be sure to install ADF ROM ver.1.76 or newer, as older versions will cause image stretching along the sub-scan direction with 425dpi and 555-557dpi scanning. | ***2.27*** |

**New Changes - NCS (NIB)**

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. When using signature level 2 on a NetWare Server, the printer does not connect to the NetWare Server.<br>2. The printer cannot print more than one job sent from a CICS application on an IBM Main Frame (e.g. OS/390) when the application uses lpd protocol unique to CICS.<br>3. The lpd process on the printer is interrupted when lpq/lprm commands with arguments are executed more than 50 times after the printer has been turned on.<br>4. When trying to access the Web Status Monitor for a printer during printing via the ipp port, the httpd process is occasionally interrupted.<br>5. When there are several messages displayed, such as error messages after a malfunction, Apple Talk protocol is occasionally interrupted during printing.<br>6. When the printer is not ready due to an open cover, the message "Printer is not ready" is not indicated in the lpd or stat command.<br>7. When executing the prnlog command designate job ID 0, no information is indicated.<br>8. Even when the parameter settings changed by telnet are not successfully written into the NVRAM, no error message is indicated as a command line.<br>9. The software allows any name to be entered as the computer name for NetBEUI.<br>10. When printing data with 0 byte by rcp, the NIB does not respond to the waiting client PC.<br>11. No settings are valid with the install shell of RedHat Linux Ver.7.1. | ***1.77*** |
| Change in Specification:<br>1. Two-byte code characters cannot be entered for a device name.<br>2. The Job Spool function is available for printing with the combination of firmware Controller System Ver. 5.19.1 and Printer System Ver. 3.00. By turning [Job Spool] ON with SP-5-828-065, a print job can spool into the HDD during printing. | |

**NFA (Netfile)**

| Descriptions | Version |
|---|---|
| **Note:** When using scanner firmware B3615901D, NFA firmware version 2.17 or later should be used.<br><br>Firmware modified to correct the following:<br>1. The MFP stalls when setting the I/O device from two ScanRouter V2 Professional servers at the same time.<br>2. When setting the I/O device from ScanRouter V2 Professional, the fax delivery settings sometimes disappear.<br>3. When a print request is issued from the document server at the MFP or at DeskTopBinder V2 without the correct paper size in the tray, the MFP does not send the error to the operation panel or DeskTopBinder V2, and the MFP does not print the document. | ***2.17*** |
| When the machine sends two or more files to the Document Server within 1 second (as when sending backed up files just after the Server recovers), the first 2 documents receive the same filename and the first is therefore erased. The software has been modified so that file naming can be controlled at the ms level, preventing the file from being deleted. | 1.42.04 |
| First mass production | 1.42.02 |

| Model: General RTB | Date: 8-Nov-02 | No.: RGene011 |
|---|---|---|

| Subject: Euro symbol not printed with PS driver | Prepared by: T. Itoh |
|---|---|
| From: Technical Services sec. Service Planning Dept. | |

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

## SYMPTOM

When printing with the PS driver, the Euro currency symbol is not printed out with 112 of 136 fonts, which are stored in the font ROM in GW-based products.

The following are GW-based products:

Model-K3, Model-K P2, Russian-C2, Adonis- C2, Model-A P3, Model-J P1b, Model-J CF Model-U P1, Model-U C1, Martini-C1.

## CAUSE

The Euro currency symbol was not included in the font ROM.

## SOLUTION

### Temporary Solution (1)

A workaround for each operating system has been previously released on the FAQ page, and is included on pp. 5-8 below.

### Temporary Solution (2)

Although the font ROM will be modified as a permanent solution (details below), before this can be applied, the controller firmware has been modified on the following GW-based products:

| Product | Firmware Version | Product | Firmware Version |
|---|---|---|---|
| Model-K3 | 1.01 (Controller) | Model-J P1b | 2.18 (Controller) |
| Model-K P2 | 1.06.1 (Controller) | Model-J CF | 1.11 (Printer Application) |
| Russian-C2 | 2.03 (Printer Application) | Model-U P1 | 2.20 (Printer Application) |
| Adonis-C2 | 3.09 (Printer Application) | Model-U C1 | 1.22 (Printer Application) |
| Model-A P3 | 1.08 (Controller) | Martini-C1 | 1.01 (Printer Application) |

Specifically, the Euro currency symbol has been added along with the “PS fonts download” feature, which allows the symbol to be downloaded to machine RAM. Enable this feature by changing the setting of Bit SW#3-0 to “1 (ON)” in SP mode (default: OFF).

**Remarks for Temporary Solution 2:**

1. Switching PDL to PS takes approximate 7 to 10 seconds.

   When PS fonts download is enabled, the Euro symbol is temporarily downloaded to the machine RAM at the first PS printing job, and whenever the PDL is switched from RPCS or PCL to PS. The total download time is approximately 7 to 10 seconds. This is because once the data is downloaded, it will remain in the RAM until the PDL is switched or the power turned off.

2. Printing high image area documents at 1200 dpi may cause a memory overflow error in machines equipped only with 32MB of memory (ex. Model-K P2).

   This is because the PS fonts download feature uses approximately 800kB, which can bring the amount of available memory close to capacity with the above printing conditions.

   Workaround:

   - Printing at 600dpi may prevent an overflow, even with just the 32MB memory installed.
   - Changing the memory usage setting from “Frame Priority” to “Font Priority” may prevent an overflow.

**Permanent Solution**

Modification of the font ROM on the ROM DIMM or the Controller Board, from October ’02, production or later (details differ depending on the model). Specifically, the Euro currency symbol has been added to the 112 fonts mentioned above.

**Note:**

1. When the new ROM DIMM or Controller Board is installed, it is <u>not</u> necessary to disable the PS fonts download feature (temporary solution).
2. An MB will be issued separately announcing the P/N change for the ROMM DIMM and Controller Boards, and cut-in serial number.

ROM DIMM and Controller Board P/N:

| Model | Where the font ROM is soldered | Current P/N | Model | Where the font ROM is soldered | Current P/N |
|---|---|---|---|---|---|
| Model-K P2 | Controller | G0735712 | Model-J CF | ROM DIMM | G5706687 |
| | | G0745712 | Model-U P1 | ROM DIMM | G0705851 |
| Adonis-C2 | ROM DIMM | B3615117 | Model-U C1 | ROM DIMM | B5295117 |
| | | B3625118 | | | B4635117 |
| Model-A P3 | Controller | G0656022 | Martini-C1 | ROM DIMM | G3395117 |
| | | G0656023 | | | G3385117 |
| Russian-C2 | ROM DIMM | B4615117 | Model-K3 | Controller | B5165750 |
| | | B4535117 | | | |
| Model-J P1b | ROM DIMM | G0776120 | | | |

| Model: General RTB | Date: 8-Nov-02 | No.: RGene011 |
|---|---|---|

## Font Table

| | |
|---|---|
| | Euro symbol is printed correctly. |
| | This is a symbol font, so no countermeasure is applied. |
| | Both temporary and permanent solutions work to print out the Euro currency symbol correctly. |

| | | |
|---|---|---|
| AlbertusMT | Helvetica | Univers |
| AlbertusMT-Italic | Helvetica-Bold | Univers-Bold |
| AlbertusMT-Light | Helvetica-BoldOblique | Univers-BoldExt |
| AntiqueOlive-Bold | Helvetica-Condensed | Univers-BoldExtObl |
| AntiqueOlive-Compact | Helvetica-Condensed-Bold | Univers-BoldOblique |
| AntiqueOlive-Italic | Helvetica-Condensed-BoldObl | Univers-Condensed |
| AntiqueOlive-Roman | Helvetica-Condensed-Oblique | Univers-CondensedBold |
| Apple-Chancery | Helvetica-Narrow | Univers-CondensedBoldOblique |
| Arial-BoldItalicMT | Helvetica-Narrow-Bold | Univers-CondensedOblique |
| Arial-BoldMT | Helvetica-Narrow-BoldOblique | Univers-Extended |
| Arial-ItalicMT | Helvetica-Narrow-Oblique | Univers-ExtendedObl |
| ArialMT | Helvetica-Oblique | Univers-Light |
| AvantGarde-Book | HoeflerText-Black | Univers-LightOblique |
| AvantGarde-BookOblique | HoeflerText-BlackItalic | Univers-Oblique |
| AvantGarde-Demi | HoeflerText-Italic | Wingdings-Regular |
| AvantGarde-DemiOblique | HoeflerText-Ornaments | ZapfChancery-MediumItalic |
| Bodoni | HoeflerText-Regular | ZapfDingbats |
| Bodoni-Bold | JoannaMT | |
| Bodoni-BoldItalic | JoannaMT-Bold | |
| Bodoni-Italic | JoannaMT-BoldItalic | |
| Bodoni-Poster | JoannaMT-Italic | |
| Bodoni-PosterCompressed | LetterGothic | |
| Bookman-Demi | LetterGothic-Bold | |
| Bookman-DemiItalic | LetterGothic-BoldSlanted | |
| Bookman-Light | LetterGothic-Slanted | |
| Bookman-LightItalic | LubalinGraph-Book | |
| Carta | LubalinGraph-BookOblique | |
| Chicago | LubalinGraph-Demi | |
| Clarendon | LubalinGraph-DemiOblique | |
| Clarendon-Bold | Marigold | |
| Clarendon-Light | MonaLisa-Recut | |
| CooperBlack | Monaco | |
| CooperBlack-Italic | NewCenturySchlbk-Bold | |
| Copperplate-ThirtyThreeBC | NewCenturySchlbk-BoldItalic | |
| Copperplate-ThirtyTwoBC | NewCenturySchlbk-Italic | |
| Coronet-Regular | NewCenturySchlbk-Roman | |
| Courier | NewYork | |
| Courier-Bold | Optima | |
| Courier-BoldOblique | Optima-Bold | |
| Courier-Oblique | Optima-BoldItalic | |
| Eurostile | Optima-Italic | |
| Eurostile-Bold | Oxford | |
| Eurostile-BoldExtendedTwo | Palatino-Bold | |
| Eurostile-ExtendedTwo | Palatino-BoldItalic | |

| | |
|---|---|
| Geneva | Palatino-Italic |
| GillSans | Palatino-Roman |
| GillSans-Bold | StempelGaramond-Bold |
| GillSans-BoldCondensed | StempelGaramond-BoldItalic |
| GillSans-BoldItalic | StempelGaramond-Italic |
| GillSans-Condensed | StempelGaramond-Roman |
| GillSans-ExtraBold | Symbol |
| GillSans-Italic | Tekton |
| GillSans-Light | Times-Bold |
| GillSans-LightItalic | Times-BoldItalic |
| Goudy | Times-Italic |
| Goudy-Bold | Times-Roman |
| Goudy-BoldItalic | TimesNewRomanPS-BoldItalicMT |
| Goudy-ExtraBold | TimesNewRomanPS-BoldMT |
| Goudy-Italic | TimesNewRomanPS-ItalicMT |
| | TimesNewRomanPSMT |

## Workaround Announced on the FAQ Page

**Question:**

Euro Fonts printing problem

**Answer:**

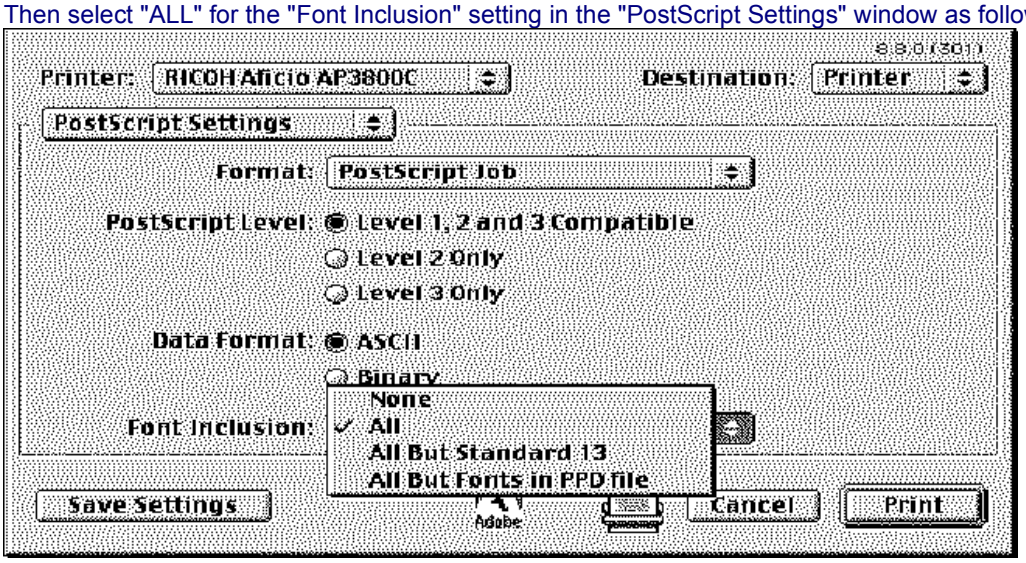
If Euro Fonts can't be printed by the PS driver, the following solutions may be effective.

**Solution**

MacOS 9.x / 8.x

Use the AdobePS 8.8 printer driver.
Get the printer driver from the Adobe site on the web.
http://www.adobe.com/support/downloads/product.jsp?product=44&platform=Macintosh

Then select "ALL" for the "Font Inclusion" setting in the "PostScript Settings" window as follows.



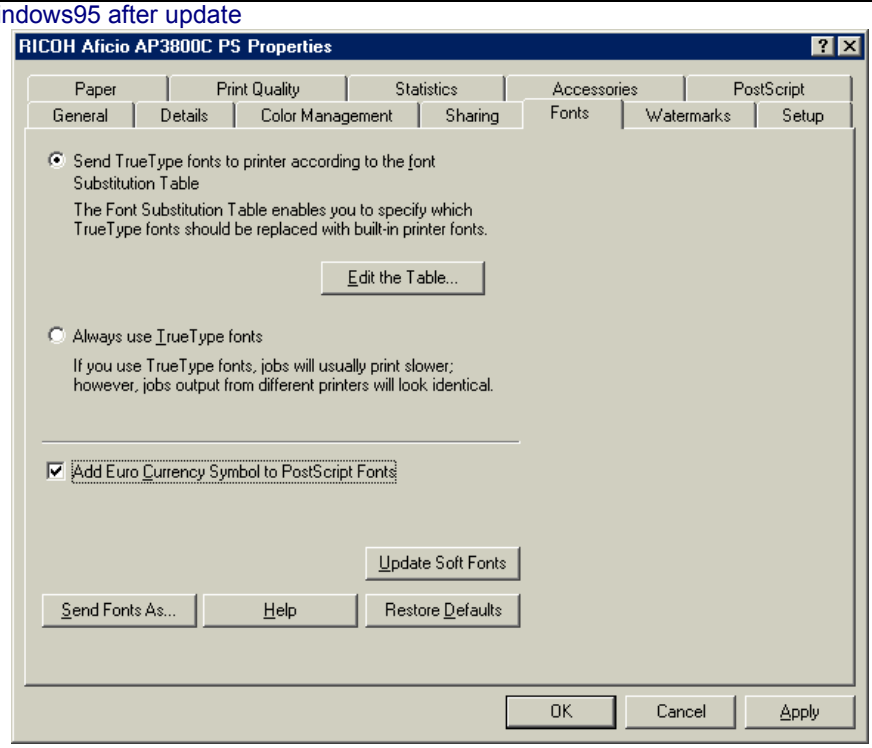

Windows 95

Update Windows95 to "Euro Currency Support for Windows95".
You can get it from the following URL.

http://www.microsoft.com/windows95/downloads/contents/WURecommended/S_WUFeatured/W95EuroPatch/Default.asp

Then the "Add Euro Currency Symbol to PostScript Fonts" check box is available.
Check "Add Euro Currency Symbol to PostScript Fonts". (Before update, the check box doesn't work. )

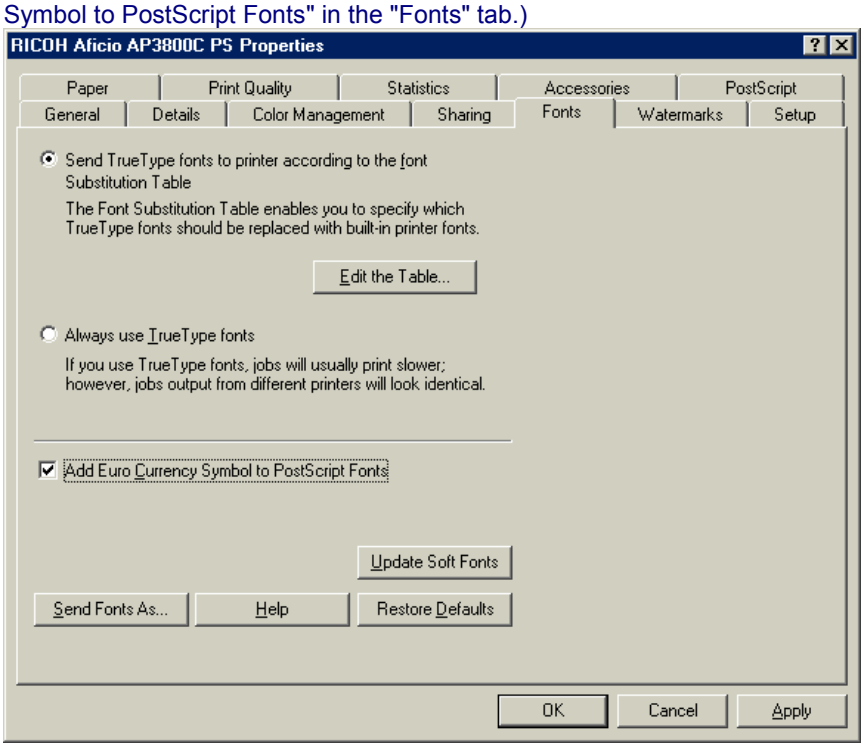
Windows95 after update



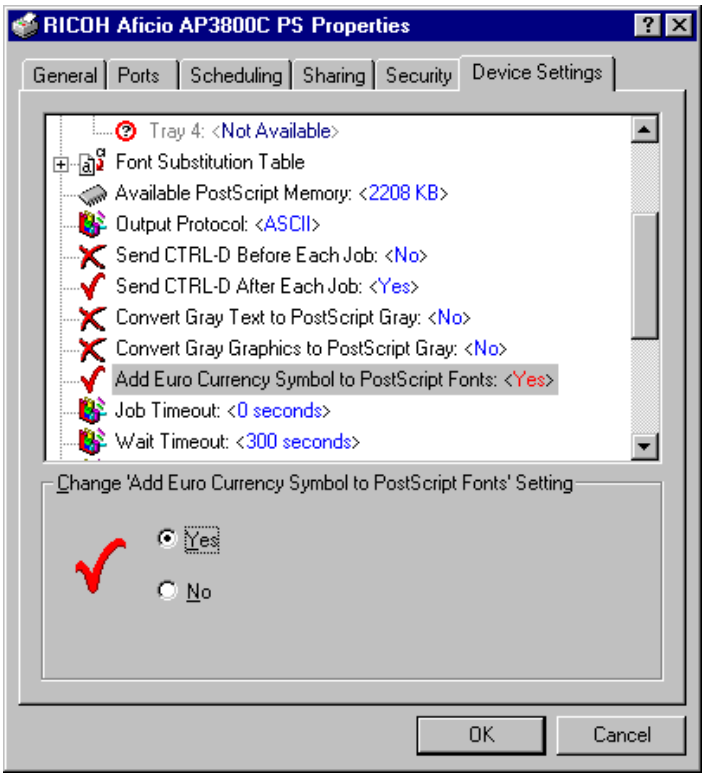

Windows 98 / ME / NT4.0 / XP

Check "Add Euro Currency Symbol to PostScript Fonts" .

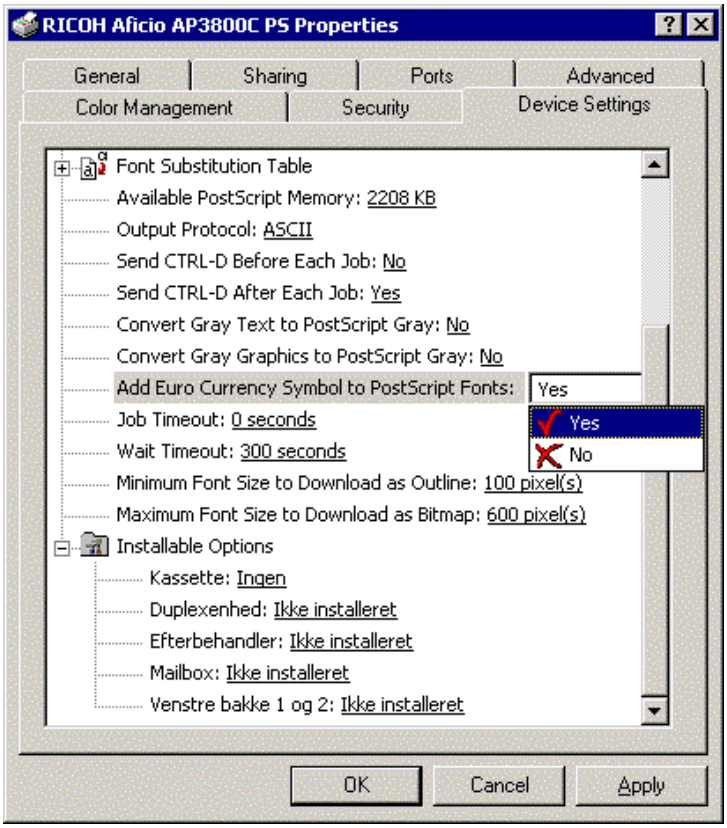
Windows 98 / ME (Note: The AdobePS driver version 4.3.1 or later has "Add Euro Currency Symbol to PostScript Fonts" in the "Fonts" tab.)



Windows NT4.0




Windows XP



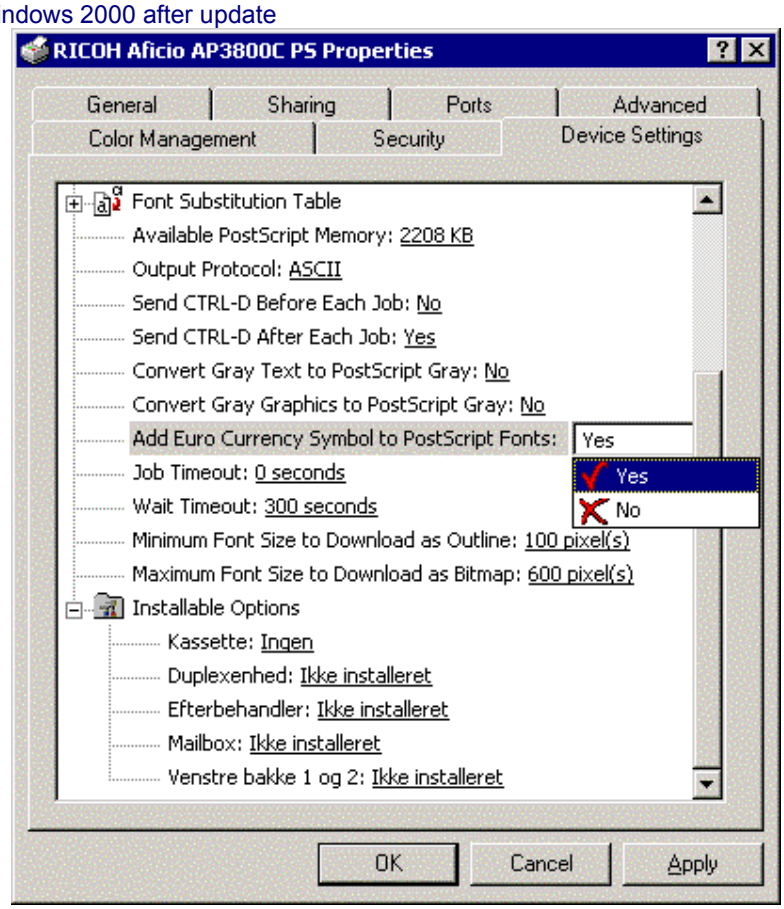
Windows 2000

Update the printer driver to v5.5.2 or later.
You can get it from the printer driver v1.0.6 on the Adobe web site that includes the W2000 driver v 5.5.2.

http://www.adobe.com/support/downloads/product.jsp?product=44&platform=Windows

Then the "Add Euro Currency Symbol to PostScript Fonts" check box is displayed.
Check "Add Euro Currency Symbol to PostScript Fonts".

Windows 2000 after update



| Model: Adonis-C2 | Date: 22-Jan-02 | No.: RB003030 |
|---|---|---|

| Subject: Service Card Release History (MFP) | Prepared by: K.Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware release information and downloading procedure for the MFP Service Card. Please refer to each firmware release RTB for details.

Newly modified portions are in ***bold and italics***, and carryovers are in *italics* alone.

**MFP Service Card**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| 2.00 | B0045118D | 9564 | October 2001 prod. |
| ***2.01*** | ***B0045118E*** | ***21D8*** | ***January 2002 prod.*** |

**Contents**

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | **Printer** | **Scanner** | **NCS (NIB)** | **NFA (Netfile)** |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 2.00 | Ver. 3.00 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902E | B3615901E | G0585921E | G0585922F |
| ***2.01*** | ***Ver. 3.02*** | *Ver. 2.27* | *Ver. 1.77* | *Ver. 2.17* |
| | ***B3615902F*** | *B3615901E* | *G0585921E* | *G0585922F* |

Firmware Downloading Procedure:

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.
2. Select the firmware that you would like to upgrade, then press “Download”.
3. After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

**New Changes - Printer**

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. A print job received when the machine switches from On to Off Mode may not be printed out.<br>2. After deleting a locked print document, it is possible to press the delete button without selecting any other locked print documents.<br>3. The operation panel may flicker slightly after the operator performs settings in the Printer Features window very quickly (i.e. window is open for a very short time). | ***3.02*** |

**New Changes – Scanner, NCS, NFA**
None

| Model: Adonis-C2 | Date: 15-Mar-02 | No.: RB003034 |
|---|---|---|

| Subject: Service Card Release History (MFP) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware release information and downloading procedure for the MFP Service Card. Please refer to each firmware release RTB for details.

Newly modified portions are in ***bold and italics***, and carryovers are in *italics* alone.

**MFP Service Card**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| 2.00 | B0045118D | 9564 | October 2001 prod. |
| 2.01 | B0045118E | 21D8 | January 2002 prod. |
| ***2.02*** | ***B0045118F*** | ***BE38*** | ***March 2002 prod.*** |

**Contents**

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | **Printer** | **Scanner** | **NCS (NIB)** | **NFA (Netfile)** |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 2.00 | Ver. 3.00 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902E | B3615901E | G0585921E | G0585922F |
| 2.01 | Ver. 3.02 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902F | B3615901E | G0585921E | G0585922F |
| ***2.02*** | ***Ver. 3.05*** | Ver. 2.27 | ***Ver. 1.79*** | ***Ver. 2.19*** |
| | ***B3615902G*** | B3615901E | ***G0585921F*** | ***G0585922G*** |

Firmware Downloading Procedure:

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.
2. Select the firmware that you would like to upgrade, then press “Download”.
3. After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

**Printer**

| Descriptions | Version |
|---|---|
| ***Firmware modified to correct the following:***<br>1. When the undefined command, "<ESC>&k#w" is received, it appears on the output as a character string [e.g. as "<ESC>&k6w"].<br>2. The punch error is logged in the error report whenever feeding from the Bypass Tray under any print job conditions (even when not using the punch unit).<br>3. When Letterhead is selected as the paper type for the Bypass tray, the tray icon on the operation panel displays a “2”, indicating that Duplex copies can be made (not permissible according to the specifications).<br>4. When printing in duplex mode, the last odd page is printed on the reverse side of the last sheet (see FPR reply #OTS-01-2651 of #RE01060006 for details).<br>***Change in Specification:***<br>1. Supports the Status Readback function of the PCL5e.<br>2. Added symbol sets PC-858, Latin 9 and Roman 9 for display of the Euro currency symbol. | ***3.05*** |

**Reissued: 28-Mar-02**

| Model: Adonis-C2 | Date: 15-Mar-02 | No.: RB003034a |
|---|---|---|

**RTB Correction**

Items in bold italics have been corrected or added.

| Subject: Service Card Release History (MFP) | | | Prepared by: K. Takagi |
|---|---|---|---|
| From: Technical Services Dept., GTS Division | | | |
| Classification: | ☐ Troubleshooting | ☐ Part information | ☐ Action required |
| | ☐ Mechanical | ☐ Electrical | ☐ Service manual revision |
| | ☐ Paper path | ☐ Transmit/receive | ☐ Retrofit information |
| | ☒ Other ( ) | | |

This RTB has been issued to announce the firmware release information and downloading procedure for the MFP Service Card. Please refer to each firmware release RTB for details.

**MFP Service Card**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| 2.00 | B0045118D | 9564 | October 2001 prod. |
| 2.01 | B0045118E | 21D8 | January 2002 prod. |
| 2.02 | B0045118F | BE38 | March 2002 prod. |

**Contents**

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | Printer | Scanner | NCS (NIB) | NFA (Netfile) |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 2.00 | Ver. 3.00 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902E | B3615901E | G0585921E | G0585922F |
| 2.01 | Ver. 3.02 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902F | B3615901E | G0585921E | G0585922F |
| 2.02 | Ver. 3.05 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902G | B3615901E | G0585921F | G0585922G |

| Model: Adonis-C2 | Date: 15-Mar-02 | No.: RB003034a |
|---|---|---|

Firmware Downloading Procedure:

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.
2. Select the firmware that you would like to upgrade, then press “Download”.
3. After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

**Printer**
No changes

**Scanner**
No changes

**NCS (NIB)**

| Descriptions | Version |
|---|---|
| Change in Specification:<br>1. 2-byte code characters cannot be entered for a device name.<br>~~***2. The Job Spool function is available for printing with the combination of firmware Controller System Ver. 5.19.1 and Printer System Ver. 3.00.***~~<br>~~***By turning [Job Spool] ON in SP-5-828-065, a print job can spool into the HDD during printing.***~~<br><br>***The information in #2 above was mistakenly included in this RTB. Although the Spool function appears in SP5-828-065, 066 and 069, it is only supported on the Japanese model (please do not enable these modes).*** | |

**Reissued: 28-Mar-02**

| Model: Adonis-C2 | Date: 15-Mar-02 | No.: RB003034a |
|---|---|---|

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. After a communication failure breaks the connection between the NIB and Network Twain driver, the driver is unable to re-establish connection (unless the A-C2 is powered Off/On).<br>2. When 80000000(H) or more is registered in the Manager IPX Address 2 (Web Status Monitor), the setting is changed to an unspecified one.<br>3. If several print jobs are sent one after another to the NIB via the IPP port of SmartNetMonitor for Client, the NIB terminates printing. (Also, a print job sent by the standard IPP port may be canceled).<br>4. The USTATUS information may be lost, depending on when the USTATUS is sent during bi-directional communication over TCP/IP port 9100.<br>5. With bi-directional communication enabled for TCP port 9100, printing operation is inhibited after data is sent from an application utility that does not support bi-directional communication (e.g. Port Navi, MDP).<br>6. The IP address 0.0.0.0 can be set by the ifconfig command.<br>7. The wording of the message for saving data at logoff was corrected from “datas” to “data”. | 1.66 |
| Change in Specification:<br>1. Information such as the IP address and printing protocol (Client PCs) was added to the syslog file for access restriction.<br>2. The display width for the ID of the prnlog command with telnet, rsh, and ftp was expanded from 2 to 10 digits. | |
| First mass production | 1.61 |

**NFA (Netfile)**

No changes

**Scanner**

Nothing new

**NCS (NIB)**

| Descriptions | Version |
|---|---|
| ***Firmware modified to correct the following:***<br>1. No error message is displayed in Netscape Navigator even when an incorrect URL is input in the address bar.<br>2. Up to 32 characters can be input in the NetBEUI configuration screen Comment box, even though the specification is 31 characters maximum.<br>3. The PS status cannot be displayed using the "stat" command (lpq command for lpr).<br>4. If Trap is selected for the Access Type in the SNMP Configuration screen during the snmpd process, communication may be cut off.<br>5. The NIB does not respond to the "lprm –" command (root directory) from a FreeBSD host computer.<br>6. If an undefined remote printer number is input in the Netware configuration page, communication between the NIB and Netware Server will be cut off.<br><br>***Change in Specification:***<br>1. Two or more print queues can be attached to a single printer object (for further details, refer to TechMail RC010430).<br>2. TCP Ports 11021 and 11023 (Design use) have been closed. | ***1.79*** |

**NFA (Netfile)**

| Descriptions | Version |
|---|---|
| ***Minor program changes for the Japanese model only.*** | ***2.19*** |

**Reissued: 1-Jul-02**

| Model: Adonis-C2 | Date: | No.: RB003038a |
|---|---|---|

**RTB Correction**

The items in bold litalics have been corrected or added.

| Subject: Service Card Release History (MFP) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services sec. Service Planning Dept. | |

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

Firmware release information and downloading procedure for the MFP Service Card.
Please refer to each firmware release RTB for details.

**MFP Service Card**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| 2.00 | B0045118D | 9564 | October 2001 prod. |
| 2.01 | B0045118E | 21D8 | January 2002 prod. |
| 2.02 | B0045118F | BE38 | March 2002 prod. |
| 2.03 | B0045118G | BC62 | June 2002 prod. |

**Contents**

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | Printer | Scanner | NCS (NIB) | NFA (Netfile) |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 2.00 | Ver. 3.00 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902E | B3615901E | G0585921E | G0585922F |
| 2.01 | Ver. 3.02 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902F | B3615901E | G0585921E | G0585922F |
| 2.02 | Ver. 3.05 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902G | B3615901E | G0585921F | G0585922G |
| 2.03 | Ver. 3.08 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902H | B3615901E | G0585921F | G0585922G |

**Reissued: 1-Jul-02**

| Model: Adonis-C2 | Date: | No.: RB003038a |
|---|---|---|

Firmware Downloading Procedure:

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.
2. Select the firmware that you would like to upgrade, then press “Download”.
3. After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

**Printer**

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>The “XL ERROR” occurs when specifying symbol sets SETvmath (6M), SETvint (13J) and SETvus (14J) -- which are not supported in PCLXL.<br><br>Change in Specification:<br>***PCL6:*** Added symbol sets PC-858, Latin 9 and Roman 9 for display of the Euro currency symbol. | 3.08 |
| Firmware modified to correct the following:<br>1. When the undefined command, "<ESC>&k#w" is received, it appears on the output as a character string [e.g. as "<ESC>&k6w"].<br>2. A punch error is logged in the error report whenever feeding from the Bypass Tray under any print job conditions (even when not using the punch unit).<br>3. When Letterhead is selected as the paper type for the Bypass tray, the tray icon on the operation panel displays a “2”, indicating that Duplex copies can be made (not permissible according to the specifications).<br>4. When printing a duplex job, the last odd page is printed on the reverse side of the last sheet (see FPR reply #OTS-01-2651 of #RE01060006 for details).<br>Change in Specification:<br>1. Supports the Status Readback function of the PCL5e.<br>2. ***PCL5e:*** Added symbol sets PC-858, Latin 9 and Roman 9 for display of the EURO currency symbol. | 3.05 |

| Model: Adonis-C2 | Date: 30-Jul-02 | No.: RB003040 |
|---|---|---|

| Subject: Service Card Release History (MFP) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services sec. Service Planning Dept. | |

Classification:

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

Firmware release information and downloading procedure for the MFP Service Card.
Please refer to each firmware release RTB for details.

MFP Service Card

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| 2.00 | B0045118D | 9564 | October 2001 prod. |
| 2.01 | B0045118E | 21D8 | January 2002 prod. |
| 2.02 | B0045118F | BE38 | March 2002 prod. |
| 2.03 | B0045118G | BC62 | June 2002 prod. |
| ***2.04*** | ***B0045118H*** | ***8200*** | ***August 2002 prod.*** |

Contents

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | Printer | Scanner | NCS (NIB) | NFA (Netfile) |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 2.00 | Ver. 3.00 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902E | B3615901E | G0585921E | G0585922F |
| 2.01 | Ver. 3.02 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902F | B3615901E | G0585921E | G0585922F |
| 2.02 | Ver. 3.05 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902G | B3615901E | G0585921F | G0585922G |
| 2.03 | Ver. 3.08 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902H | B3615901E | G0585921F | G0585922G |
| ***2.04*** | Ver. 3.08 | Ver. 2.27 | ***Ver. 1.81*** | Ver. 2.19 |
| | B3615902H | B3615901E | ***G0585921G*** | G0585922G |

Firmware Downloading Procedure:

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.
2. Select the firmware that you would like to upgrade, then press “Download”.
3. After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

**Printer: Nothing new**

**Scanner: Nothing new**

**NCS (NIB)**

| Descriptions | Version |
|---|---|
| The following items have been fixed:<br>1. The controller freezes if disconnected while data containing the Readback command is being printed out with ftp/rsh.<br>2. Display corrected for when the operator tries to execute Spool Printing Job List with SmartNetMonitor for Admin on the A-C2/R-C2:<br>Previous: “Spool printing is not available. Active spool printing from the device or related software”<br>New: “Error 404”<br>3. The Fax Management Tool cannot be used while any of the NIB setting(s) are being changed.<br>4. The parameters of sysLocation and sysContact cannot be set correctly using the snmp command with telnet.<br>5. The controller freezes when a non-existent file is specified for rcp transmission.<br>6. Cannot connect to Novel NDS (GFPR #RC02010007):<br>The nearest NetWare Server informs the NIB of the alternate NetWare Server address, where the NDS replica is stored. However, the NIB is unable to interpret the message.<br><br>Change in Specification:<br>1. SNMP vulnerability<br>SNMP security vulnerabilities reported by CERT on Feb.12, 2002 has been tested using the PROTOS c06-snmpv1 test suite and we have verified the fixes.<br>-CERT: http://www.cert.org/advisories/CA-2002-03.html<br>-PROTOS c06-snmpv1 test suite<br>: http://www.ee.oulu.fi/research/ouspg/protos/testing/c06/snmpv1/<br>2. Some reserved (unused) TCP ports that were open have been closed, e.g. FTP. | ***1.81*** |

**NFA (Netfile): Nothing new**

| Model: Adonis-C2 | Date: 19-Nov-02 | No.: RB003042 |
|---|---|---|

| Subject: Service Card Release History (MFP) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services sec. Service Planning Dept. | |

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

This RTB has been issued to announce the firmware release information and downloading procedure for the MFP Service Card. Please refer to each firmware release RTB for details.

MFP Service Card

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| 2.00 | B0045118D | 9564 | October 2001 prod. |
| 2.01 | B0045118E | 21D8 | January 2002 prod. |
| 2.02 | B0045118F | BE38 | March 2002 prod. |
| 2.03 | B0045118G | BC62 | June 2002 prod. |
| 2.04 | B0045118H | 8200 | August 2002 prod. |
| ***2.05*** | ***B0045118J*** | ***CAB0*** | ***October 2002 prod.*** |

Contents

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | Printer | Scanner | NCS (NIB) | NFA (Netfile) |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 2.00 | Ver. 3.00 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902E | B3615901E | G0585921E | G0585922F |
| 2.01 | Ver. 3.02 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902F | B3615901E | G0585921E | G0585922F |
| 2.02 | Ver. 3.05 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902G | B3615901E | G0585921F | G0585922G |
| 2.03 | Ver. 3.08 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902H | B3615901E | G0585921F | G0585922G |
| 2.04 | Ver. 3.08 | Ver. 2.27 | Ver. 1.81 | Ver. 2.19 |
| | B3615902H | B3615901E | G0585921G | G0585922G |
| ***2.05*** | ***Ver. 3.09*** | Ver. 2.27 | Ver. 1.81 | Ver. 2.19 |
| | ***B3615902J*** | B3615901E | G0585921G | G0585922G |

Firmware Downloading Procedure:

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.
2. Select the firmware that you would like to upgrade, then press “Download”.
3. After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

Printer

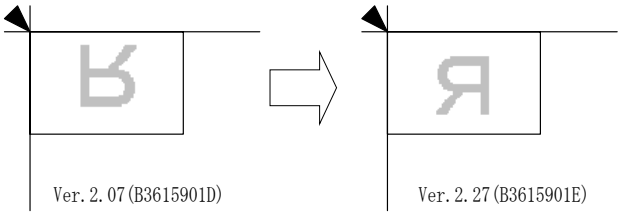
| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. Line spacing command “lochEsc&l#D”loch causes incorrect output. (GFPR# RC02050002)<br>2. Euro currency symbol is not printed when using the PS driver (refer to RTB #RGENE011 for workaround).<br>3. Slow Printing from AutoCAD (GFPR# RC02070001)<br>4. Bold may not work on some TrueType fonts.<br>5. With some bold fonts, text characters appear too thick, removing the fine detail.<br>6. When using bold fonts, short lines may appear around text characters.<br>7. PJL Echo does not respond correctly. (GFPR# RE02070088)<br>8. PS print files are printed as text (GFPR# RE02040013).<br>9. CAD print files:<br>- Increased the number of available pen selections from 8 to 256 when BitSw #3-3 is ON (GFPR# RE02030003).<br>- Modified so that the "null" character is ignored when it is included in HP/GL2 data to increase speed (GFPR# RE02050016).<br>- The status flag for the bold selection command is refreshed when it is selected for HP/GL2 data (GFPR# RE02050016). | ***3.09*** |
| Firmware modified to correct the following:<br>The “XL ERROR” occurs when specifying symbol sets SETvmath (6M), SETvint (13J) and SETvus (14J) -- which are not supported in PCLXL.<br><br>Change in Specification:<br>PCL6: Added symbol sets PC-858, Latin 9 and Roman 9 for display of the Euro currency symbol. | 3.08 |

| Model: Adonis-C2 | Date: 19-Nov-02 | No.: RB003042 |
|---|---|---|

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. When the undefined command, "<ESC>&k#w" is received, it appears on the output as a character string [e.g. as "<ESC>&k6w"].<br>2. The punch error is logged in the error report whenever feeding from the Bypass Tray under any print job conditions (even when not using the punch unit).<br>3. When Letterhead is selected as the paper type for the Bypass tray, the tray icon on the operation panel displays a “2”, indicating that Duplex copies can be made (not permissible by specification).<br>4. When printing in duplex, the last odd page is printed on the reverse side of the last sheet (see FPR reply #OTS-01-2651 of #RE01060006 for details).<br>Change in Specification:<br>1. Supports the Status Readback function of the PCL5e.<br>2. PCL5e: Added symbol sets PC-858, Latin 9 and Roman 9 for display of the EURO currency symbol. | 3.05 |
| Firmware modified to correct the following:<br>1. A print job received when the machine switches from On to Off Mode may not be printed out.<br>2. After deleting a locked print document, it is possible to press the delete button without selecting any other locked print documents.<br>3. The operation panel may flicker slightly after the operator performs settings in the Printer Features window very quickly (i.e. window is open for a very short time). | 3.02 |
| Firmware modified to correct the following:<br>1. Modified for use with the Capture function.<br>2. Modified so that the printer controller can detect the individual codes in the data headers of a print job sent with both PCL and PS codes, thereby allowing the machine to switch between the 2 PDL emulations accordingly (PCL/PS). The A-C2 prints each page in its original format, even if contained in the same file.<br>3. Some German umlaut characters cannot be printed out correctly with the following fonts when using the PCL6 driver on Windows NT4.0/95/ 98/Me: Albertus Medium, Antique Olive, Humanst521 BT, Zurich BlkEx BT. | 3.00 |
| Change in Specification:<br>(Module added for China/Taiwan version). | 2.00.1 |
| Firmware modified to correct the following:<br>1. The machine sometimes freezes after pressing the Offline key while the data is being printed out (PCL).<br>2. The machine sometimes freezes while downloading PCL fonts.<br>3. The machine sometimes does not re-start printing after the paper is removed from the output tray following an overflow.<br>4. The machine sometimes freezes when both Stapling and Punching have been selected from the driver for a paper size with which neither function is permitted. | 1.36 |

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. The machine could not be used with Axis print servers.<br>2. Part of print data (frame) could not be printed during Custom size printing in PCL 6. | 1.35 |
| First mass production | 1.34 |

Scanner

| Descriptions | Version |
|---|---|
| *Firmware modified to correct the following:*<br>1. Software changed so that the original can be placed on the exposure glass just as with copying, i.e. there is no need to turn the original upside-down (for <u>both</u> directions).<br>  <br><br>2. Mixed Original Mode can now be used with the Twain driver ver.3.12. When using this driver, please note the following:<br>1. Be sure to use Netfile software ver.2.17 or newer.<br>2. Also, be sure to install ADF ROM ver.1.76 or newer, as older versions will cause image stretching along the sub-scan direction with 425dpi and 555-557dpi scanning. | 2.27 |
| Firmware modified to correct the following:<br>1. The mainframe stalls if it receives the command to store a document while in the process of deleting another document. Application used: Desktop Binder V2. | 2.07 |
| First mass production | 2.05 |

NCS (NIB)

| Descriptions | Version |
|---|---|
| The following items have been fixed:<br>1. The controller freezes if disconnected while data containing the Readback command is being printed out with ftp/rsh.<br>2. Display corrected for when the operator tries to execute Spool Printing Job List with SmartNetMonitor for Admin on the A-C2/R-C2:<br>Previous: “Spool printing is not available. Active spool printing from the device or related software”<br>New: “Error 404”<br>3. The Fax Management Tool cannot be used while any of the NIB setting(s) are being changed.<br>4. The parameters of sysLocation and sysContact cannot be set correctly using the snmp command with telnet.<br>5. The controller freezes when a non-existent file is specified for rcp transmission.<br>6. Cannot connect to Novel NDS (GFPR #RC02010007):<br>The nearest NetWare Server informs the NIB of the alternate NetWare Server address, where the NDS replica is stored, however the NIB is unable to interpret the message.<br><br>Change in Specification:<br>1. SNMP vulnerability<br>SNMP security vulnerabilities reported by CERT on Feb.12, 2002 has been tested using the PROTOS c06-snmpv1 test suite and we have verified the fixes.<br>-CERT: http://www.cert.org/advisories/CA-2002-03.html<br>-PROTOS c06-snmpv1 test suite<br>: http://www.ee.oulu.fi/research/ouspg/protos/testing/c06/snmpv1/<br>2. Some reserved (unused) TCP ports that were open have been closed, e.g. FTP. | 1.81 |
| Firmware modified to correct the following:<br>1. No error message is displayed in Netscape Navigator even when an incorrect URL is input in the address bar.<br>2. Up to 32 characters can be input in the NetBEUI configuration screen Comment box, even though specification is 31 characters maximum.<br>3. The PS status cannot be displayed using the “stat” command (lpq command for lpr).<br>4. If Trap is selected for the Access Type in the SNMP Configuration screen during the snmpd process, communication may be cut off.<br>5. The NIB does not respond to the “lprm –“ command (root directory) from a FreeBSD host computer.<br>6. If an undefined remote printer number is input in the Netware configuration page, communication between the NIB and Netware Server will be cut off.<br><br>Change in Specification:<br>1. Two or more print queues can be attached to a single printer object (for further details, refer to TechMail RC010430).<br>2. TCP Ports 11021 and 11023 (Design use) have been closed. | 1.79 |

| Model: Adonis-C2 | Date: 19-Nov-02 | No.: RB003042 |
|---|---|---|

| Descriptions | Version |
|---|---|
| *Firmware modified to correct the following:*<br>1. When using signature level 2 on the NetWare Server, the printer does not connect to the NetWare Server.<br>2. The printer cannot print more than one job sent from a CICS application on an IBM Main Frame (e.g. OS/390) when the application uses lpd protocol unique to CICS.<br>3. The lpd process on the printer is interrupted when lpq/lprm commands with arguments are executed more than 50 times after the printer has been turned on.<br>4. When trying to access the Web Status Monitor for a printer during printing via the ipp port, the httpd process is occasionally interrupted.<br>5. When there are several messages displayed, such as error messages after a malfunction, Apple Talk protocol is occasionally interrupted during printing.<br>6. When the printer is not ready due to an open cover, the message "Printer is not ready" is not indicated in lpd or stat command.<br>7. When executing the prnlog command designate job ID 0, no information is indicated.<br>8. Even when the parameter settings changed by telnet are not successfully written into the NVRAM, no error message is indicated as a command line.<br>9. The software allows any name to be entered as the computer name for NetBEUI.<br>10. When printing data with 0 byte by rcp, the NIB does not respond to the waiting client PC.<br>11. No settings are valid with the install shell of RedHat Linux Ver.7.1. | 1.77 |
| Change in Specification:<br>1. 2-byte code characters cannot be entered for a device name. | |
| Firmware modified to correct the following:<br>1. After a communication failure breaks the connection between the NIB and Network Twain driver, the driver is unable to re-establish connection (unless the A-C2 is powered Off/On).<br>2. When 80000000(H) or more is registered in the Manager IPX Address 2 (Web Status Monitor), the setting is changed to an unspecified one.<br>3. If several print jobs are sent one after another to the NIB via the IPP port of SmartNetMonitor for Client, the NIB terminates printing. (Also, a print job sent by the standard IPP port may be canceled).<br>4. The USTATUS information may be lost, depending on when the USTATUS is sent during bi-directional communication over TCP/IP port 9100.<br>5. With bi-directional communication enabled for TCP port 9100, printing operation is inhibited after data is sent from an application utility that does not support bi-directional communication (e.g. Port Navi, MDP).<br>6. The IP address 0.0.0.0 can be set by the ifconfig command.<br>7. The wording of the message for saving data at logoff was corrected from “datas” to “data”. | 1.66 |

| Descriptions | Version |
|---|---|
| Change in Specification:<br>1. Information such as the IP address and printing protocol (Client PCs) was added to the syslog file for access restriction.<br>2. The display width for the ID of the prnlog command with telnet, rsh, and ftp was expanded from 2 to 10 digits. | |
| First mass production | 1.61 |

NFA (Netfile)

| Descriptions | Version |
|---|---|
| Minor program changes for Japanese model only. | 2.19 |
| *Note: When using scanner firmware B3615901D, NFA firmware version 2.17 or later should be used.*<br><br>Firmware modified to correct the following:<br>1. The MFP stalls when setting the I/O device from two ScanRouter V2 Professional servers at the same time.<br>2. When setting the I/O device from ScanRouter V2 Professional, the fax delivery settings sometimes disappear.<br>3. When a print request is issued from the Document server at the MFP or the DeskTopBinder V2 without the correct paper size in the tray, the MFP does not send the error to the operation panel or DeskTopBinder V2, and the MFP does not print the document. | 2.17 |
| When the machine sends 2 or more files to the Document Server within 1 second (as when sending backed up files just after the Server recovers), the first 2 documents receive the same filename and the first is therefore erased. The software has been modified so that file naming can be controlled at the ms level, preventing the file from being deleted. | 1.42.04 |
| First mass production | 1.42.02 |

| Model: Adonis-C2 | Date: 19-Dec-02 | No.: RB003044 |
|---|---|---|

| Subject: Service Card Release History (MFP) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services sec. Service Planning Dept. | |

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

This RTB has been issued to announce the firmware release information and downloading procedure for the MFP Service Card. Please refer to each firmware release RTB for details.

MFP Service Card

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| 2.00 | B0045118D | 9564 | October 2001 prod. |
| 2.01 | B0045118E | 21D8 | January 2002 prod. |
| 2.02 | B0045118F | BE38 | March 2002 prod. |
| 2.03 | B0045118G | BC62 | June 2002 prod. |
| 2.04 | B0045118H | 8200 | August 2002 prod. |
| 2.05 | B0045118J | CAB0 | October 2002 prod. |
| 2.07 | B0045118K | A077 | November 2002 prod. |
| ***2.08*** | ***B0045118L*** | ***CB64*** | ***December 2002 prpd.*** |

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| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | Printer | Scanner | NCS (NIB) | NFA (Netfile) |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 2.00 | Ver. 3.00 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902E | B3615901E | G0585921E | G0585922F |
| 2.01 | Ver. 3.02 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
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| | B3615902G | B3615901E | G0585921F | G0585922G |
| 2.03 | Ver. 3.08 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902H | B3615901E | G0585921F | G0585922G |
| 2.04 | Ver. 3.08 | Ver. 2.27 | Ver. 1.81 | Ver. 2.19 |
| | B3615902H | B3615901E | G0585921G | G0585922G |
| 2.05 | Ver. 3.09 | Ver. 2.27 | Ver. 1.81 | Ver. 2.19 |
| | B3615902J | B3615901E | G0585921G | G0585922G |

| | | | | |
|---|---|---|---|---|
| ***2.07*** | Ver. 3.09 | Ver. 2.27 | Ver. 1.82 | Ver. 2.19 |
| | B3615902J | B3615901E | G0585921H | G0585922G |
| ***2.08*** | ***Ver. 3.10*** | Ver. 2.27 | Ver. 1.82 | Ver. 2.19 |
| | ***B3615902K*** | B3615901E | G0585921H | G0585922G |

Firmware Downloading Procedure:

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.
2. Select the firmware that you would like to upgrade, then press “Download”.
3. After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

Printer

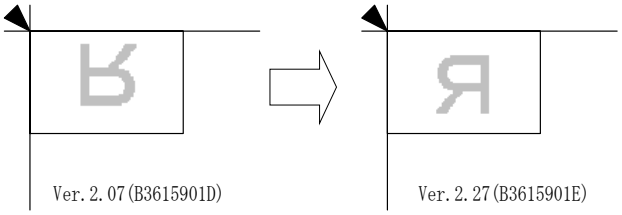
| Descriptions | Version |
|---|---|
| ***Firmware modified to correct the following:***<br>***1. Response to PJL INFO CONFIG command does not include serial number.***<br>***2. Incorrect output when printing document through Port 9100 (GFPR# RC02110002).***<br>***3. The Form Lines setting (PCL menu) is changed when the machine is rebooted (GFPR #RA02090003).***<br>***4. If a PCL print job is executed after a User Tool function is used, the operation panel may continue displaying “Printing...".***<br>***5. Supports mixed binding orientations with duplex jobs using cover sheets (GFPR# RC02080003).***<br>***6. When using INIFICO, printing may halt during file processing (GFPR# RE02090012).*** | ***3.10*** |
| Firmware modified to correct the following:<br>1. Line spacing command “lochEsc&l#D”loch causes incorrect output. (GFPR# RC02050002)<br>2. Euro currency symbol is not printed when using the PS driver (refer to RTB #RGENE011 for workaround).<br>3. Slow Printing from AutoCAD (GFPR# RC02070001)<br>4. Bold may not work on some TrueType fonts.<br>5. With some bolded fonts, text characters appear too thick, removing the fine detail.<br>6. When using bold fonts, short lines may appear around text characters.<br>7. PJL Echo does not respond correctly. (GFPR# RE02070088)<br>8. PS print file is printed as text (GFPR# RE02040013).<br>9. CAD print files:<br>- Increased the number of available pen selections from 8 to 256 when BitSw #3-3 is ON (GFPR# RE02030003).<br>- Modified so that the "null" character is ignored when it is included in HP/GL2 data to increase speed (GFPR# RE02050016).<br>- The status flag for the bold selection command is refreshed when it is selected for HP/GL2 data (GFPR# RE02050016). | 3.09 |

| Model: Adonis-C2 | Date: 19-Dec-02 | No.: RB003044 |
|---|---|---|

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>The “XL ERROR” occurs when specifying symbol sets SETvmath (6M), SETvint (13J) and SETvus (14J) -- which are not supported in PCLXL.<br><br>Change in Specification:<br>PCL6: Added symbol sets PC-858, Latin 9 and Roman 9 for display of the Euro currency symbol. | 3.08 |
| Firmware modified to correct the following:<br>1. When the undefined command, "<ESC>&k#w" is received, it appears on the output as a character string [e.g. as "<ESC>&k6w"].<br>2. The punch error is logged in the error report whenever feeding from the Bypass Tray under any print job conditions (even when not using the punch unit).<br>3. When Letterhead is selected as the paper type for the Bypass tray, the tray icon on the operation panel displays a “2”, indicating that Duplex copies can be made (not permissible by specification).<br>4. When printing in duplex, the last odd page is printed on the reverse side of the last sheet (see FPR reply #OTS-01-2651 of #RE01060006 for details).<br>Change in Specification:<br>1. Supports the Status Readback function of the PCL5e.<br>2. PCL5e: Added symbol sets PC-858, Latin 9 and Roman 9 for display of the EURO currency symbol. | 3.05 |
| Firmware modified to correct the following:<br>1. A print job received when the machine switches from On to Off Mode may not be printed out.<br>2. After deleting a locked print document, it is possible to press the delete button without selecting any other locked print documents.<br>3. The operation panel may flicker slightly after the operator performs settings in the Printer Features window very quickly (i.e. window is open for a very short time). | 3.02 |
| Firmware modified to correct the following:<br>1. Modified for use with the Capture function.<br>2. Modified so that the printer controller can detect the individual codes in the data headers of a print job sent with both PCL and PS codes, thereby allowing the machine to switch between the 2 PDL emulations accordingly (PCL/PS). The A-C2 prints each page in its original format, even if contained in the same file.<br>3. Some German umlaut characters cannot be printed out correctly with the following fonts when using the PCL6 driver on Windows NT4.0/95/ 98/Me: Albertus Medium, Antique Olive, Humanst521 BT, Zurich BlkEx BT. | 3.00 |
| Change in Specification:<br>(Module added for China/Taiwan version). | 2.00.1 |

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. The machine sometimes freezes after pressing the Offline key while the data is being printed out (PCL).<br>2. The machine sometimes freezes while downloading PCL fonts.<br>3. The machine sometimes does not re-start printing after the paper is removed from the output tray following an overflow.<br>4. The machine sometimes freezes when both Stapling and Punching have been selected from the driver for a paper size with which neither function is permitted. | 1.36 |
| Firmware modified to correct the following:<br>1. The machine could not be used with Axis print servers.<br>2. Part of print data (frame) could not be printed during Custom size printing in PCL 6. | 1.35 |
| First mass production | 1.34 |

Scanner

| Descriptions | Version |
|---|---|
| *Firmware modified to correct the following:*<br>1. Software changed so that the original can be placed on the exposure glass just as with copying, i.e. there is no need to turn the original upside-down (for <u>both</u> directions).<br>  <br><br>2. Mixed Original Mode can now be used with the Twain driver ver.3.12. When using this driver, please note the following:<br>1. Be sure to use Netfile software ver.2.17 or newer.<br>2. Also, be sure to install ADF ROM ver.1.76 or newer, as older versions will cause image stretching along the sub-scan direction with 425dpi and 555-557dpi scanning. | 2.27 |
| Firmware modified to correct the following:<br>1. The mainframe stalls if it receives the command to store a document while in the process of deleting another document. Application used: Desktop Binder V2. | 2.07 |
| First mass production | 2.05 |

NCS (NIB)

| Descriptions | Version |
|---|---|
| Change in Specification:<br>1. TCP ports can be opened/closed.<br>NOTE: After making the setting to disable HTTP, you cannot access the target device through web browser. If you want to change the setting, please use telnet to open HTTP.<br>When telnet port is disabled, you have to clear the network settings (Memory Clear for NCS) to open the telnet port.<br><br>2. Changed the default setting of DHCP to ON.<br>NOTE: There is no change when updating the firmware. This feature is for the factory default. | 1.82 |
| The following items have been fixed:<br>1. The controller freezes if disconnected while data containing the Readback command is being printed out with ftp/rsh.<br>2. Display corrected for when the operator tries to execute Spool Printing Job List with SmartNetMonitor for Admin on the A-C2/R-C2:<br>Previous: "Spool printing is not available. Active spool printing from the device or related software"<br>New: "Error 404"<br>3. The Fax Management Tool cannot be used while any of the NIB setting(s) are being changed.<br>4. The parameters of sysLocation and sysContact cannot be set correctly using the snmp command with telnet.<br>5. The controller freezes when a non-existent file is specified for rcp transmission.<br>6. Cannot connect to Novel NDS (GFPR #RC02010007):<br>The nearest NetWare Server informs the NIB of the alternate NetWare Server address, where the NDS replica is stored, however the NIB is unable to interpret the message.<br><br>Change in Specification:<br>1. SNMP vulnerability<br>SNMP security vulnerabilities reported by CERT on Feb.12, 2002 has been tested using the PROTOS c06-snmpv1 test suite and we have verified the fixes.<br>-CERT: http://www.cert.org/advisories/CA-2002-03.html<br>-PROTOS c06-snmpv1 test suite<br>: http://www.ee.oulu.fi/research/ouspg/protos/testing/c06/snmpv1/<br>2. Some reserved (unused) TCP ports that were open have been closed, e.g. FTP. | 1.81 |

| Model: Adonis-C2 | Date: 19-Dec-02 | No.: RB003044 |
|---|---|---|

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. No error message is displayed in Netscape Navigator even when an incorrect URL is input in the address bar.<br>2. Up to 32 characters can be input in the NetBEUI configuration screen Comment box, even though specification is 31 characters maximum.<br>3. The PS status cannot be displayed using the “stat” command (lpq command for lpr).<br>4. If Trap is selected for the Access Type in the SNMP Configuration screen during the snmpd process, communication may be cut off.<br>5. The NIB does not respond to the “lprm –“ command (root directory) from a FreeBSD host computer.<br>6. If an undefined remote printer number is input in the Netware configuration page, communication between the NIB and Netware Server will be cut off.<br><br>Change in Specification:<br>1. Two or more print queues can be attached to a single printer object (for further details, refer to TechMail RC010430).<br>2. TCP Ports 11021 and 11023 (Design use) have been closed. | 1.79 |
| *Firmware modified to correct the following:*<br>1. When using signature level 2 on the NetWare Server, the printer does not connect to the NetWare Server.<br>2. The printer cannot print more than one job sent from a CICS application on an IBM Main Frame (e.g. OS/390) when the application uses lpd protocol unique to CICS.<br>3. The lpd process on the printer is interrupted when lpq/lprm commands with arguments are executed more than 50 times after the printer has been turned on.<br>4. When trying to access the Web Status Monitor for a printer during printing via the ipp port, the httpd process is occasionally interrupted.<br>5. When there are several messages displayed, such as error messages after a malfunction, Apple Talk protocol is occasionally interrupted during printing.<br>6. When the printer is not ready due to an open cover, the message "Printer is not ready" is not indicated in lpd or stat command.<br>7. When executing the prnlog command designate job ID 0, no information is indicated.<br>8. Even when the parameter settings changed by telnet are not successfully written into the NVRAM, no error message is indicated as a command line.<br>9. The software allows any name to be entered as the computer name for NetBEUI.<br>10. When printing data with 0 byte by rcp, the NIB does not respond to the waiting client PC.<br>11. No settings are valid with the install shell of RedHat Linux Ver.7.1. | 1.77 |

| Model: Adonis-C2 | Date: 19-Dec-02 | No.: RB003044 |
|---|---|---|

| Descriptions | Version |
|---|---|
| Change in Specification:<br>1. 2-byte code characters cannot be entered for a device name. | |
| Firmware modified to correct the following:<br>1. After a communication failure breaks the connection between the NIB and Network Twain driver, the driver is unable to re-establish connection (unless the A-C2 is powered Off/On).<br>2. When 80000000(H) or more is registered in the Manager IPX Address 2 (Web Status Monitor), the setting is changed to an unspecified one.<br>3. If several print jobs are sent one after another to the NIB via the IPP port of SmartNetMonitor for Client, the NIB terminates printing. (Also, a print job sent by the standard IPP port may be canceled).<br>4. The USTATUS information may be lost, depending on when the USTATUS is sent during bi-directional communication over TCP/IP port 9100.<br>5. With bi-directional communication enabled for TCP port 9100, printing operation is inhibited after data is sent from an application utility that does not support bi-directional communication (e.g. Port Navi, MDP).<br>6. The IP address 0.0.0.0 can be set by the ifconfig command.<br>7. The wording of the message for saving data at logoff was corrected from “datas” to “data”. | 1.66 |
| Change in Specification:<br>1. Information such as the IP address and printing protocol (Client PCs) was added to the syslog file for access restriction.<br>2. The display width for the ID of the prnlog command with telnet, rsh, and ftp was expanded from 2 to 10 digits. | |
| First mass production | 1.61 |

NFA (Netfile)

| Descriptions | Version |
|---|---|
| Minor program changes for Japanese model only. | 2.19 |
| *Note: When using scanner firmware B3615901D, NFA firmware version 2.17 or later should be used.*<br><br>Firmware modified to correct the following:<br>1. The MFP stalls when setting the I/O device from two ScanRouter V2 Professional servers at the same time.<br>2. When setting the I/O device from ScanRouter V2 Professional, the fax delivery settings sometimes disappear.<br>3. When a print request is issued from the Document server at the MFP or the DeskTopBinder V2 without the correct paper size in the tray, the MFP does not send the error to the operation panel or DeskTopBinder V2, and the MFP does not print the document. | 2.17 |
| When the machine sends 2 or more files to the Document Server within 1 second (as when sending backed up files just after the Server recovers), the first 2 documents receive the same filename and the first is therefore erased. The software has been modified so that file naming can be controlled at the ms level, preventing the file from being deleted. | 1.42.04 |
| First mass production | 1.42.02 |

| Model: General RTB | Date: 27-Dec-02 | No.: RGene012 |
|---|---|---|

| Subject: GW Products - Hardware Ethernet Problem | Prepared by: T. Itoh |
|---|---|
| From: Technical Services Sec. Service Planning Dept. | |

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

## SYMPTOM

When the main switch is turned on, the error message “Hardware Ethernet Problem” may be displayed under the following condition on the GW-based products.

Conditions:

- Network speed on the hub has been set to 100Mbps fixed with full duplex, and
- Length of network cable is too long (60 m or more) or the cable quality is not good enough

## CAUSE

When the main switch is turned on, the machine performs a loop-back test. If the cable length is too long or its quality is not good enough, the damping factor for the data transmission becomes worse, and the machine incorrectly detects an error during this test. This happens only when the network speed is set to 100Mbps fixed with full duplex. The PHY chip used on the controller board causes this.

## SOLUTION

- Temporary Solution -

- Set the network speed on the hub to Auto-sensing,
- Use a shorter cable or a cable with a lower damping factor, or
- Disconnect the network cable and power on the printer; then, set the cable after the printer comes to the ready condition.

- Permanent Solution -

The controller firmware will be modified to avoid the incorrect detection of this error message. The schedule of firmware modification is as follows.

| Product Type | Product | Firmware Modification Cut-in Schedule |
|---|---|---|
| Fax | Kaiser 3 | at next modification |
| Printer | Model-K P1 | |
| | Model-K P2 | |
| | Model-J P1b | |
| | Model-J CF | |
| | Model-U P1e | ’03 January production run |
| | Model-A P3 | ’03 March production run |
| MFP | Model-R C2 | at next modification run |
| | Model-A C2 | |
| | Model-M C1 | |
| | Model-U C1 | ’03 February production run |

**NOTE:**
Firmware will be posted in the usual manner when it is released.

| Model: Adonis-C2 | Date: 31-Mar-03 | No.: RB003046 |
|---|---|---|

| Subject: Service Card Release History (MFP) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Sec. Service Planning Dept. | |

Classification:

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

This RTB has been issued to announce the firmware release information and downloading procedure for the MFP Service Card. Please refer to each firmware release RTB for details.

MFP Service Card

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| 2.00 | B0045118D | 9564 | October 2001 prod. |
| 2.01 | B0045118E | 21D8 | January 2002 prod. |
| 2.02 | B0045118F | BE38 | March 2002 prod. |
| 2.03 | B0045118G | BC62 | June 2002 prod. |
| 2.04 | B0045118H | 8200 | August 2002 prod. |
| 2.05 | B0045118J | CAB0 | October 2002 prod. |
| 2.07 | B0045118K | A077 | November 2002 prod. |
| 2.08 | B0045118L | CB64 | December 2002 prod. |
| ***2.09*** | ***B0045118M*** | ***667B*** | ***March 2003 prod.*** |

Contents

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | Printer | Scanner | NCS (NIB) | NFA (Netfile) |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 2.00 | Ver. 3.00 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902E | B3615901E | G0585921E | G0585922F |
| 2.01 | Ver. 3.02 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902F | B3615901E | G0585921E | G0585922F |
| 2.02 | Ver. 3.05 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902G | B3615901E | G0585921F | G0585922G |
| 2.03 | Ver. 3.08 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902H | B3615901E | G0585921F | G0585922G |
| 2.04 | Ver. 3.08 | Ver. 2.27 | Ver. 1.81 | Ver. 2.19 |
| | B3615902H | B3615901E | G0585921G | G0585922G |

| | | | | |
|---|---|---|---|---|
| 2.05 | Ver. 3.09 | Ver. 2.27 | Ver. 1.81 | Ver. 2.19 |
| | B3615902J | B3615901E | G0585921G | G0585922G |
| 2.07 | Ver. 3.09 | Ver. 2.27 | Ver. 1.82 | Ver. 2.19 |
| | B3615902J | B3615901E | G0585921H | G0585922G |
| 2.08 | Ver. 3.10 | Ver. 2.27 | Ver. 1.82 | Ver. 2.19 |
| | B3615902K | B3615901E | G0585921H | G0585922G |
| ***2.09*** | ***Ver. 3.11*** | Ver. 2.27 | Ver. 1.82 | Ver. 2.19 |
| | ***B3615902L*** | B3615901E | G0585921H | G0585922G |

Firmware Downloading Procedure:

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.
2. Select the firmware that you would like to upgrade, then press “Download”.
3. After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

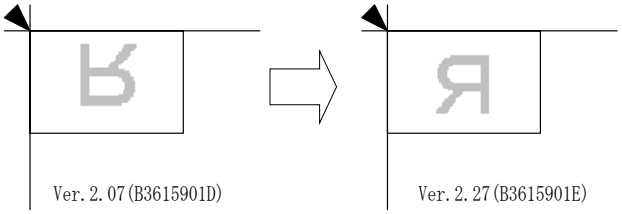
Printer

| Descriptions | Version |
|---|---|
| ***Firmware modified to correct the following:***<br>1. The document is printed out to the default output tray, even if the output tray is specified as Mailbox bin 8 (GFPR#RE02100002).<br>2. Barcodes appear separated (shifted) (GFPR#RE03010016).<br>3. Downloaded PCL Barcode fonts are not printed correctly on the PCL font list (GFPR#RC03010004).<br>4. Incorrect binding position with duplex printing.<br>5. Duplex printing does not function when using the “PageLength” command (GFPR#RC02120014).<br>6. Selecting HDD fonts may reduce the available memory.<br>7. Supports SAP Barcode & OCR printing. | ***3.11*** |
| Firmware modified to correct the following:<br>1. Response to PJL INFO CONFIG command does not include serial number.<br>2. Incorrect output when printing document through Port 9100 (GFPR# RC02110002).<br>3. The Form Lines setting (PCL menu) is changed when the machine is rebooted (GFPR #RA02090003).<br>4. If a PCL print job is executed after a User Tool function is used, the operation panel may continue displaying “Printing...".<br>5. Supports mixed binding orientations with duplex jobs using cover sheets (GFPR# RC02080003).<br>6. When using INIFICO, printing may halt during file processing (GFPR# RE02090012). | 3.10 |

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. Line spacing command “lochEsc&l#D”loch causes incorrect output. (GFPR# RC02050002)<br>2. Euro currency symbol is not printed when using the PS driver (refer to RTB #RGENE011 for workaround).<br>3. Slow Printing from AutoCAD (GFPR# RC02070001)<br>4. Bold may not work on some TrueType fonts.<br>5. With some bolded fonts, text characters appear too thick, removing the fine detail.<br>6. When using bold fonts, short lines may appear around text characters.<br>7. PJL Echo does not respond correctly. (GFPR# RE02070088)<br>8. PS print file is printed as text (GFPR# RE02040013).<br>9. CAD print files:<br>- Increased the number of available pen selections from 8 to 256 when BitSw #3-3 is ON (GFPR# RE02030003).<br>- Modified so that the "null" character is ignored when it is included in HP/GL2 data to increase speed (GFPR# RE02050016).<br>- The status flag for the bold selection command is refreshed when it is selected for HP/GL2 data (GFPR# RE02050016). | 3.09 |
| Firmware modified to correct the following:<br>The “XL ERROR” occurs when specifying symbol sets SETvmath (6M), SETvint (13J) and SETvus (14J) -- which are not supported in PCLXL.<br><br>Change in Specification:<br>PCL6: Added symbol sets PC-858, Latin 9 and Roman 9 for display of the Euro currency symbol. | 3.08 |
| Firmware modified to correct the following:<br>1. When the undefined command, "<ESC>&k#w" is received, it appears on the output as a character string [e.g. as "<ESC>&k6w"].<br>2. The punch error is logged in the error report whenever feeding from the Bypass Tray under any print job conditions (even when not using the punch unit).<br>3. When Letterhead is selected as the paper type for the Bypass tray, the tray icon on the operation panel displays a “2”, indicating that Duplex copies can be made (not permissible by specification).<br>4. When printing in duplex, the last odd page is printed on the reverse side of the last sheet (see FPR reply #OTS-01-2651 of #RE01060006 for details).<br>Change in Specification:<br>1. Supports the Status Readback function of the PCL5e.<br>2. PCL5e: Added symbol sets PC-858, Latin 9 and Roman 9 for display of the EURO currency symbol. | 3.05 |

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. A print job received when the machine switches from On to Off Mode may not be printed out.<br>2. After deleting a locked print document, it is possible to press the delete button without selecting any other locked print documents.<br>3. The operation panel may flicker slightly after the operator performs settings in the Printer Features window very quickly (i.e. window is open for a very short time). | 3.02 |
| Firmware modified to correct the following:<br>1. Modified for use with the Capture function.<br>2. Modified so that the printer controller can detect the individual codes in the data headers of a print job sent with both PCL and PS codes, thereby allowing the machine to switch between the 2 PDL emulations accordingly (PCL/PS). The A-C2 prints each page in its original format, even if contained in the same file.<br>3. Some German umlaut characters cannot be printed out correctly with the following fonts when using the PCL6 driver on Windows NT4.0/95/ 98/Me: Albertus Medium, Antique Olive, Humanst521 BT, Zurich BlkEx BT. | 3.00 |
| Change in Specification:<br>(Module added for China/Taiwan version). | 2.00.1 |
| Firmware modified to correct the following:<br>1. The machine sometimes freezes after pressing the Offline key while the data is being printed out (PCL).<br>2. The machine sometimes freezes while downloading PCL fonts.<br>3. The machine sometimes does not re-start printing after the paper is removed from the output tray following an overflow.<br>4. The machine sometimes freezes when both Stapling and Punching have been selected from the driver for a paper size with which neither function is permitted. | 1.36 |
| Firmware modified to correct the following:<br>1. The machine could not be used with Axis print servers.<br>2. Part of print data (frame) could not be printed during Custom size printing in PCL 6. | 1.35 |
| First mass production | 1.34 |

Scanner

| Descriptions | Version |
|---|---|
| *Firmware modified to correct the following:*<br>1. Software changed so that the original can be placed on the exposure glass just as with copying, i.e. there is no need to turn the original upside-down (for <u>both</u> directions).<br>  <br><br>2. Mixed Original Mode can now be used with the Twain driver ver.3.12. When using this driver, please note the following:<br>1. Be sure to use Netfile software ver.2.17 or newer.<br>2. Also, be sure to install ADF ROM ver.1.76 or newer, as older versions will cause image stretching along the sub-scan direction with 425dpi and 555-557dpi scanning. | 2.27 |
| Firmware modified to correct the following:<br>1. The mainframe stalls if it receives the command to store a document while in the process of deleting another document. Application used: Desktop Binder V2. | 2.07 |
| First mass production | 2.05 |

NCS (NIB)

| Descriptions | Version |
|---|---|
| Change in Specification:<br>1. TCP ports can be opened/closed.<br>NOTE: After making the setting to disable HTTP, you cannot access the target device through web browser. If you want to change the setting, please use telnet to open HTTP.<br>When telnet port is disabled, you have to clear the network settings (Memory Clear for NCS) to open the telnet port.<br><br>2. Changed the default setting of DHCP to ON.<br>NOTE: There is no change when updating the firmware. This feature is for the factory default. | 1.82 |
| The following items have been fixed:<br>1. The controller freezes if disconnected while data containing the Readback command is being printed out with ftp/rsh.<br>2. Display corrected for when the operator tries to execute Spool Printing Job List with SmartNetMonitor for Admin on the A-C2/R-C2:<br>Previous: “Spool printing is not available. Active spool printing from the device or related software”<br>New: “Error 404”<br>3. The Fax Management Tool cannot be used while any of the NIB setting(s) are being changed.<br>4. The parameters of sysLocation and sysContact cannot be set correctly using the snmp command with telnet.<br>5. The controller freezes when a non-existent file is specified for rcp transmission.<br>6. Cannot connect to Novel NDS (GFPR #RC02010007):<br>The nearest NetWare Server informs the NIB of the alternate NetWare Server address, where the NDS replica is stored, however the NIB is unable to interpret the message.<br><br>Change in Specification:<br>1. SNMP vulnerability<br>SNMP security vulnerabilities reported by CERT on Feb.12, 2002 has been tested using the PROTOS c06-snmpv1 test suite and we have verified the fixes.<br>-CERT: http://www.cert.org/advisories/CA-2002-03.html<br>-PROTOS c06-snmpv1 test suite<br>: http://www.ee.oulu.fi/research/ouspg/protos/testing/c06/snmpv1/<br>2. Some reserved (unused) TCP ports that were open have been closed, e.g. FTP. | 1.81 |

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. No error message is displayed in Netscape Navigator even when an incorrect URL is input in the address bar.<br>2. Up to 32 characters can be input in the NetBEUI configuration screen Comment box, even though specification is 31 characters maximum.<br>3. The PS status cannot be displayed using the “stat” command (lpq command for lpr).<br>4. If Trap is selected for the Access Type in the SNMP Configuration screen during the snmpd process, communication may be cut off.<br>5. The NIB does not respond to the “lprm –“ command (root directory) from a FreeBSD host computer.<br>6. If an undefined remote printer number is input in the Netware configuration page, communication between the NIB and Netware Server will be cut off.<br><br>Change in Specification:<br>1. Two or more print queues can be attached to a single printer object (for further details, refer to TechMail RC010430).<br>2. TCP Ports 11021 and 11023 (Design use) have been closed. | 1.79 |
| *Firmware modified to correct the following:*<br>1. When using signature level 2 on the NetWare Server, the printer does not connect to the NetWare Server.<br>2. The printer cannot print more than one job sent from a CICS application on an IBM Main Frame (e.g. OS/390) when the application uses lpd protocol unique to CICS.<br>3. The lpd process on the printer is interrupted when lpq/lprm commands with arguments are executed more than 50 times after the printer has been turned on.<br>4. When trying to access the Web Status Monitor for a printer during printing via the ipp port, the httpd process is occasionally interrupted.<br>5. When there are several messages displayed, such as error messages after a malfunction, Apple Talk protocol is occasionally interrupted during printing.<br>6. When the printer is not ready due to an open cover, the message "Printer is not ready" is not indicated in lpd or stat command.<br>7. When executing the prnlog command designate job ID 0, no information is indicated.<br>8. Even when the parameter settings changed by telnet are not successfully written into the NVRAM, no error message is indicated as a command line.<br>9. The software allows any name to be entered as the computer name for NetBEUI.<br>10. When printing data with 0 byte by rcp, the NIB does not respond to the waiting client PC.<br>11. No settings are valid with the install shell of RedHat Linux Ver.7.1. | 1.77 |

| Descriptions | Version |
|---|---|
| Change in Specification:<br>1. 2-byte code characters cannot be entered for a device name. | |
| Firmware modified to correct the following:<br>1. After a communication failure breaks the connection between the NIB and Network Twain driver, the driver is unable to re-establish connection (unless the A-C2 is powered Off/On).<br>2. When 80000000(H) or more is registered in the Manager IPX Address 2 (Web Status Monitor), the setting is changed to an unspecified one.<br>3. If several print jobs are sent one after another to the NIB via the IPP port of SmartNetMonitor for Client, the NIB terminates printing. (Also, a print job sent by the standard IPP port may be canceled).<br>4. The USTATUS information may be lost, depending on when the USTATUS is sent during bi-directional communication over TCP/IP port 9100.<br>5. With bi-directional communication enabled for TCP port 9100, printing operation is inhibited after data is sent from an application utility that does not support bi-directional communication (e.g. Port Navi, MDP).<br>6. The IP address 0.0.0.0 can be set by the ifconfig command.<br>7. The wording of the message for saving data at logoff was corrected from “datas” to “data”. | 1.66 |
| Change in Specification:<br>1. Information such as the IP address and printing protocol (Client PCs) was added to the syslog file for access restriction.<br>2. The display width for the ID of the prnlog command with telnet, rsh, and ftp was expanded from 2 to 10 digits. | |
| First mass production | 1.61 |

NFA (Netfile)

| Descriptions | Version |
|---|---|
| Minor program changes for Japanese model only. | 2.19 |
| *Note: When using scanner firmware B3615901D, NFA firmware version 2.17 or later should be used.*<br><br>Firmware modified to correct the following:<br>1. The MFP stalls when setting the I/O device from two ScanRouter V2 Professional servers at the same time.<br>2. When setting the I/O device from ScanRouter V2 Professional, the fax delivery settings sometimes disappear.<br>3. When a print request is issued from the Document server at the MFP or the DeskTopBinder V2 without the correct paper size in the tray, the MFP does not send the error to the operation panel or DeskTopBinder V2, and the MFP does not print the document. | 2.17 |
| When the machine sends 2 or more files to the Document Server within 1 second (as when sending backed up files just after the Server recovers), the first 2 documents receive the same filename and the first is therefore erased. The software has been modified so that file naming can be controlled at the ms level, preventing the file from being deleted. | 1.42.04 |
| First mass production | 1.42.02 |