### Technical Bulletin

#### **PAGE: 1/3**

Model: AG-P1 Color Controller C-80 Dat			e: 07-Jan	-11	No.: RM043001	
Subject:Firmware Release Note: System C-80			Prepared by: S.Ishibashi			
From: PPBG Service Planning Dept						
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required
	Mechanical	Electric	al		Servic	ce manual revision
	Paper path	🗌 Transm	it/rec	eive	Retro	fit information
	Product Safety	🛛 Other (		)		

This RTB is the release note for Patch File **Plockmatic\_Update\_V1.3.zip** for Color Controller C-80 system version 1.0 SP1.

Patch File	Issue(s)
Plockmatic_Up	While printing files to the Plockmatic finishing device, the following issues
date_V1.3.zip	occur:
	- If the feeding tray runs out of paper while printing to the Plockmatic finisher,
	printing results might be incorrect.
	<ul> <li>When the Plockmatic finisher is full, or a paper jam occurs on the</li> </ul>
	Plockmatic finisher, the job fails in the <b>Storage</b> area.
	<ul> <li>Custom paper sizes cannot be printed to the Plockmatic finisher.</li> </ul>
	- Not all paper sizes between IP 1821-4877 mm and CP 1397-3302 mm can
	be printed to the Plockmatic finisher.

The firmware versions listed in the table below and the peripheral device **SR5000 firmware Ver.2.030:62 or newer** must be applied together as a set in order for the **Plockmatic to support custom paper sizes**.

Program Name	Program No.	Version
System	G1786091J	2.07
Websystem	G1786093F	1.54
Engine	G1785252Q	3.008:12
LCDC	NA:G1785971D	1.04
	EU:G1785972D	
Language	G1785979B	1.04

#### NOTE:

SR5000 firmware Ver.2.030:62 is scheduled for release in late January 2011.

- 1. Exit the Color Controller C-80 software.
- 2. Copy the **Plockmatic\_Update\_V1.3.zip** file to the Color Controller C-80, and extract the file.
- 3. Double-click the **Plockmatic\_Update\_V1.3.exe** file.



Model: AG-P1 Color	Controller C-80	Date: 07-Jan-11	No.: RM043001
Plockmatic_Update_V1.3 - Ins	stallShield Wizard		
	InstallShield Wizard Complete The InstallShield Wizard has successfully installed Plockmatic_Up the program. you must restart your computer.	date_V1.3. Before you can use	
	<ul> <li>Yes, I want to restart my computer now.</li> <li>No, I will restart my computer later.</li> <li>Remove any disks from their drives, and then click Finish to complete the second second</li></ul>	ste setup.	
InstallShield	(gack Finish	Cancel	

- 4. Verify that the Yes, I want to restart my computer now option is selected.
- 5. Click Finish.
- 6. The C-80 Color Controller will restart, and the C-80 Color Controller workspace opens.
- 7. Verify that the update was installed successfully:
  a. From the Help menu, select About.
  b. In the Updates box, make sure that the Plockmatic\_Update\_V1.3 06-Dec-2010 appears.

**PAGE: 3/3** 

Model: AG-P1 Color Controller C-80

Date: 07-Jan-11 No.:

No.: RM043001

**NOTE:** The following procedure to be followed ONLY when required.

#### Uninstalling the update

Perform the following steps to uninstall the **Plockmatic\_Update\_V1.3**.

- 1. Quit the Color Controller C-80 software.
- 2. From the Start menu, select **Settings** > **Control Panel**, and then double-click **Add or Remove Programs**.

🐻 Add or Rei	nove Programs			
5	Currently installed programs:	Show updates	Sort by: Name	~
C <u>h</u> ange or Remove Programs	Microsoft SQL Server Setup Support Files (English)		Size	22.60MB
	Microsoft SQL Server VSS Writer 劇 Microsoft Visual C++ 2005 Redistributable		Size	0.67MB
Add <u>N</u> ew Programs	Microsoft Visual C++ 2005 Redistributable		Size	4.61MB
Б	體 Microsoft Visual J# .NET Redistributable Package 1.1 得 Microsoft Visual J# 2.0 Redistributable Package		Size	11.41MB 107.00MB
Add/Remove Windows	MSXML 4.0 SP2 (KB936181)		Size	2.62MB
Components	膠 MSXML 4.0 SP2 (KB954430) 膠 MSXML 4.0 SP2 Parser and SDK		Size	2.67MB 0.04MB
Set Program	MSXML 6.0 Parser		Size	1.46MB
Access and Defaults	Plockmatic_Update_V1.3		Size	41.44MB <u>1.82MB</u>
1	<u>Click here for support information.</u> To remove this program from your computer, click Remove.			
	PIESApplication		Size	252.00MB
	i Supero Doctor III		Size	4.86MB
	🎯 UltraEdit-32		Size	21.62MB 😒

3. From the **Currently installed programs** list, select **Plockmatic\_Update\_V1.3**, and then click **Remove**.

Plockmatic_Update_V1.3 - InstallShield Wizard
Are you sure you want to remove Plockmatic_Update_V1.3 from your computer?
<u>Y</u> es <u>N</u> o

- 4. To confirm removing the update, click **Yes**.
- 5. Verify that the Yes, I want to restart my computer now option is selected.
- 6. Click Finish.

The Color Controller C-80 restarts, and the Color Controller C-80 workspace opens.

7. From the **Help** menu, select **About** and verify that the patch was successfully removed.

### Technical Bulletin

#### PAGE: 1/2

Model: AG-P1 Color Controller C-80 Dat			e: 06-Jan	-11	No.: RM043002	
Subject: Firmware Release Note: System C-80			Prepared by: S.Ishibashi			
From: PPBG Service Planning Dept						
Classification:	Troubleshooting	Part inf	ormat	tion	Action	n required
	🗌 Mechanical	Electric	al		Servic	e manual revision
	Paper path     Transmit		it/rec	eive	Retro	fit information
	Product Safety	Other (		)		

This RTB is the release note for Patch File **VPS\_RIP\_Patch.zip** for Color Controller C-80 system version 1.0 SP1.

Patch File	Issue(s)
VPS_RIP_Patch .zip	- Some VPS files fail in the Process queue.

- 1. Exit the Color Controller C-80 software.
- 2. Copy the VPS\_RIP\_Patch.zip file to the Color Controller C-80, and extract the file.
- 3. Double-click the **VPS\_RIP\_Patch.exe** file.

VPS_RIP_Patch - InstallShie	ld Wizard
	InstallShield Wizard Complete
	The InstallShield Wizard has successfully installed VPS_RIP_Patch. Click Finish to exit the wizard.
InstallShield	Kack Finish Cancel

- 4. In the InstallShield Wizard, click Finish.
- 5. Start the Color Controller C-80 software.
- 6. Verify that the update was installed successfully:
  a. From the Help menu, select About.
  b. In the Updates box, make sure that the VPS\_RIP\_Patch 07-Oct-2010 appears.

#### Technical Bulletin

**PAGE: 2/2** 

Model: AG-P1 Color Controller C-80Date: 06-Jan-11No.: RM043002

NOTE: The following procedure to be followed ONLY when required.

#### Uninstalling the update

Perform the following steps to uninstall the VPS\_RIP\_Patch.

- 1. Quit the Color Controller C-80 software.
- 2. From the Start menu, select **Settings** > **Control Panel**, and then double-click **Add or Remove Programs**.



3. From the **Currently installed programs** list, select the **VPS\_RIP\_Patch**, and then click **Remove**.



- 4. To confirm removing the update, click **Yes**.
- 5. In the InstallShield Wizard, click Finish.
- 6. Start the Color Controller C-80 software.
- 7. From the **Help** menu, select **About** and verify that the patch was successfully removed.

### Technical Bulletin

#### PAGE: 1/2

Model: AG-P1 Color Controller C-80 Dat			e: 25-Feb	-11	No.: RM043003	
Subject:Firmware Release Note: System C-80			Prepare	d by: S.I	shibashi	
From: PPBG Service Planning Dept						
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required
	🗌 Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	fit information
	Product Safety	🛛 Other (		)		

This RTB is the release note for Patch File **Print\_Patch\_V1.2.zip** for Color Controller C-80 system version 1.0 SP1.

Patch File	Issue(s)
Print_Patch_V1. 2.zip	- Some files fail to print.

- 1. Exit the Color Controller C-80 software.
- 2. Copy the **Print\_Patch\_V1.2.zip** file to the Color Controller C-80, and extract the file.
- 3. Double-click the **Print\_Patch\_V1.2.exe** file.

Print_Patch_V1.2 - InstallShield Wizard		
	InstallShield Wizard Complete	
	The InstallShield Wizard has successfully installed Print_Patch_V1.2. Click Finish to exit the wizard.	
	Cancel	

- 4. In the InstallShield Wizard, click Finish.
- 5. Start the Color Controller C-80 software.
- 6. Verify the update was installed successfully:
  a. From the Help menu, select About.
  b. In the Updates box, make sure that Print\_Patch\_V1.2 28-Dec-2010 appears.

#### Technical Bulletin

**PAGE: 2/2** 

Model: AG-P1 Color Controller C-80Date: 25-Feb-11No.: RM043003

**NOTE:** The following procedure to be followed ONLY when required.

#### Uninstalling the update

Perform the following steps to uninstall Print\_Patch\_V1.2.

- 1. Quit the Color Controller C-80 software.
- 2. From the Start menu, select **Settings** > **Control Panel**, and then double-click **Add or Remove Programs**.

🐻 Add or Re	move Programs				
5	Currently installed programs:	Show updates	≦ort by: Name		<
Change or Remove	Microsoft Visual C++ 2005 Redistributable		Size	5.25MB	^
Programs	Microsoft Visual C++ 2005 Redistributable		Size	4.61MB	
	😤 Microsoft Visual J# .NET Redistributable Package 1.1		Size	11.41MB	
Add New	😭 Microsoft Visual J# 2.0 Redistributable Package		Size	107.00MB	
Programs	間 MSXML 4.0 SP2 (KB936181)		Size	2.62MB	
<b>F</b>	(引) MSXML 4.0 SP2 (KB954430)		Size	2.67MB	
Add/Remove	MSXML 4.0 SP2 Parser and SDK		Size	0.04MB	
Windows Components	MSXML 6.0 Parser		Size	1.46MB	
Componentes	🥶 Nero OEM		Size	41.44MB	
	¶∰ Plockmatic_Update_V1.3		Size	1.82MB	
Set Program	Print_Patch_V1.2		Size	1.82MB	
Defaults	Click here for support information.				
	To remove this program from your computer, click Remove.			Remove	
	RPIESApplication		Size	252.00MB	
	🐣 Supero Doctor III		Size	4.86MB	
	🍘 UltraEdit-32		Size	21.62MB	
	引号 VPS_RIP_Patch		Size	1.82MB	-
	Let				

3. From the **Currently installed programs** list, select **Print\_Patch\_V1.2**, and then click **Remove**.



- 4. To confirm removing the update, click **Yes**.
- 5. In the InstallShield Wizard, click Finish.
- 6. Start the Color Controller C-80 software.
- 7. From the **Help** menu, select **About** and verify that the patch was successfully removed.

### Technical Bulletin

#### **PAGE: 1/2**

Model: AG-P1 Color Controller C-80 Dat					11	No.: RM043004	
Subject: Firmware Release Note: System C-80					Prepared by: S.Ishibashi		
From: PPBG Ser							
Classification:	Troubleshooting	Part informa		tion	Action	n required	
	Mechanical	Electrical			Servic	e manual revision	
	Paper path	Transmit/rece		eive	Retrof	fit information	
	Product Safety	🛛 Other (		)			

This RTB is the release note for Patch File **Comments\_in\_Queue\_Patch.zip** for Color Controller C-80 system version 1.0 SP1.

Patch File	Issue(s)
Comments_in_Q ueue_Patch.zip	<ul> <li>Comments that were added to the Job Comments box (job parameters &gt; Services&gt; Job Info) are not displayed in the Comments column in the Storage area after you restart the Color Controller C-80 software. By default, this column is not displayed. If you want to view the Comments column, you can add it to one of the queues.</li> </ul>

#### **Patch Installation Procedure**

- 1. Exit the Color Controller C-80 software.
- 2. Copy the **Comments\_in\_Queue\_Patch.zip** file to the Color Controller C-80, and extract the file.
- 3. Double-click the **Comments\_in\_Queue\_Patch.exe** file.



4. In the InstallShield Wizard, click Finish.

### Technical Bulletin

Model: AG-P1 Color Controller C-80	Date: 15-Apr-11	No.: RM043004
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- 5. Start the Color Controller C-80 software.
- 6. Verify the update was installed successfully:
  a. From the Help menu, select About.
  b. In the Updates box, make sure that the Comments\_in\_Queue\_Patch 17-Feb-2011 appears.

**NOTE:** The following procedure to be followed ONLY when required.

#### Uninstalling the update

Perform the following steps to uninstall the Comments\_in\_Queue\_Patch.

- 1. Quit the Color Controller C-80 software.
- 2. From the Start menu, select **Settings** > **Control Panel**, and then double-click **Add or Remove Programs**.



3. From the **Currently installed programs** list, select the **Comments\_in\_Queue** \_**Patch**, and then click **Remove**.



- 4. To confirm removing the update, click Yes.
- 5. In the InstallShield Wizard, click Finish.
- 6. Start the Color Controller C-80 software.
- 7. From the **Help** menu, select **About** and verify that the patch was successfully removed.

### Technical Bulletin

#### **PAGE: 1/3**

Model: AG-P1 Color Controller C-80 Date					า-11	No.: RM043005	
Subject: Firmware Release Note: System C-80					Prepared by: S.Ishibashi		
From: PPBG Service Planning Dept							
Classification:	Troubleshooting	🗌 Part informa		tion	Action	n required	
	Mechanical	Electrical			Servic	ce manual revision	
	Paper path	Transmit/rec		eive	Retro	Retrofit information	
	Product Safety	🛛 Other (		)			

This RTB is the release note for Patch File **C-80\_V1SP1\_Archive\_Patch.zip** for Color Controller C-80 system version 1.0 SP1.

Patch File	Issue(s)
C-	- A .cab file is not created when you archive an RTP file in which the
80_V1SP1_Archive	source file was a .tiff or .jpg file and it was sent via a hot folder.
_Patch.zip	- If you attempt to archive a few files, and at least one of these files was
	already archived, the other archived files are then corrupted when you
	select <b>No</b> to replace the existing file.

#### **Patch Installation Procedure**

- 1. Exit the Color Controller C-80 software.
- 2. Extract M0437556.exe until you get the C-80\_V1SP1\_Archive\_Patch.zip file
- 3. Copy the **C-80\_V1SP1\_Archive\_Patch.zip** file to the Color Controller C-80, and extract the file.
- 4. Double-click the C-80\_V1SP1\_Archive\_Patch.exe file.

C-80_V1SP1_Archive_Patch	- InstallShield Wizard
	InstallShield Wizard Complete
	The InstallShield Wizard has successfully installed C-80_V1SP1_Archive_Patch. Click Finish to exit the wizard.
InstallShield	C Back Finish Cancel

5. In the InstallShield Wizard, click Finish.

### Technical Bulletin

Model: AG-P1 Color Controller C-80	Date: 06-Jun-11	No.: RM043005
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- 6. Start the Color Controller C-80 software.
- Verify the update was installed successfully:
   a. From the Help menu, select About.
  - b. In the Updates box, make sure that C-80\_V1SP1\_Archive\_Patch 11-Apr-2011 appears.

# RICOHTechnical BulletinPAGE: 3/3Model: AG-P1 Color Controller C-80Date: 06-Jun-11No.: RM043005

**NOTE:** The following procedure to be followed ONLY when required.

#### Uninstalling the update

Perform the following steps to uninstall the C-80\_V1SP1\_Archive\_Patch.

- 1. Quit the Color Controller C-80 software.
- 2. From the Start menu, select **Settings** > **Control Panel**, and then double-click **Add or Remove Programs**.



 From the Currently installed programs list, select C-80\_V1SP1\_Archive\_Patch, and then click Remove.



- 4. To confirm removing the update, click Yes.
- 5. In the InstallShield Wizard, click Finish.
- 6. Start the Color Controller C-80 software.
- 7. From the **Help** menu, select **About** and verify that the patch was successfully removed.

### Technical Bulletin

#### **PAGE: 1/3**

Model: AG-P1 Color Controller C-80 Date					า-11	No.: RM043006	
Subject: Firmware Release Note: System C-80					Prepared by: S.Ishibashi		
From: PPBG Service Planning Dept							
Classification:	Troubleshooting	Part informa		tion	Action	1 required	
	Mechanical	Electrical			Servic	ce manual revision	
Paper path     Transmit/rece		eive	Retrof	fit information			
	Product Safety	🛛 Other (		)			

This RTB is the release note for Patch File **Protect\_CMYK\_Patch.zip** for Color Controller C-80 system version 1.0 SP1.

Patch File	Issue(s)
Protect_CMYK_Pat	- When you preview an RTP job after gradation was applied, the values for
ch.zip	protected CMYK elements are not displayed correctly.

- 1. Exit the Color Controller C-80 software.
- 2. Extract M0437557.exe until you get the Protect\_CMYK\_Patch.zip file
- 3. Copy the **Protect\_CMYK\_Patch.zip** file to the Color Controller C-80, and extract the file.
- 4. Double-click the Protect\_CMYK\_Patch.exe file.



- 5. In the InstallShield Wizard, click Finish.
- 6. Start the Color Controller C-80 software.
- 7. Verify the update was installed successfully:



Model: AG-P1 Color Controller C-80

Date: 06-Jun-11

No.: RM043006

a. From the Help menu, select About.

b. In the Updates box, make sure that **Protect\_CMYK\_Patch 10-Apr-2011** appears.

# RICOHTechnical BulletinPAGE: 3/3Model: AG-P1 Color Controller C-80Date: 06-Jun-11No.: RM043006

**NOTE:** The following procedure to be followed ONLY when required.

#### Uninstalling the update

Perform the following steps to uninstall the Protect\_CMYK\_Patch.

- 1. Quit the Color Controller C-80 software.
- 2. From the Start menu, select **Settings** > **Control Panel**, and then double-click **Add or Remove Programs**.



3. From the Currently installed programs list,

select Protect\_CMYK\_Patch, and then click Remove.



- 4. To confirm removing the update, click Yes.
- 5. In the InstallShield Wizard, click Finish.
- 6. Start the Color Controller C-80 software.
- 7. From the **Help** menu, select **About** and verify that the patch was successfully removed.

### Technical Bulletin

#### **PAGE: 1/1**

Model: AG-P1 Color Controller C-80 Date					-11	No.: RM043007	
Subject: Firmware Release Note: System C-80					Prepared by: S.Ishibashi		
From: PP Service Planning Department 1G							
Classification:	Troubleshooting	Part informa		tion	Action	n required	
	Mechanical     Electrical			Servic	e manual revision		
Paper path     Tra		Transm	iit/rec	eive	Retro	fit information	
	Product Safety	🛛 Other (		)			

This RTB is the release note for Patch File **C-80\_Accounting\_Patch.zip** for Color Controller C-80 system version 1.0 SP1.

Patch File	Modified Point
C- 80_Accounting_Pat ch.zip	Counting method has been change

- 1. Exit the Color Controller C-80 software.
- 2. Extract **M0437558.exe** until you get the C-80\_Accounting\_Patch.zip file.
- 3. Copy the **C-80\_ Accounting\_Patch.zip** file to the Color Controller C-80, and extract the file.
- 4. Double-click the C-80\_ Accounting\_Patch.exe file.
- 5. In the InstallShield Wizard, click Finish.
- 6. Start the Color Controller C-80 software.
- 7. Verify the update was installed successfully:
  a. From the Help menu, select About.
  b. In the Updates box, make sure that C-80\_ Accounting\_Patch 13-Jul-2011 appears.
- Note: An uninstall procedure is not available for this patch.

### Technical Bulletin

#### **PAGE: 1/2**

Model: AG-P1 Color Controller C-80 Date			e: 14-No	v-11	No.: RM043008	
Subject: Firmware Release Note: System C-80		Prepared by: S.Ishibashi				
From: PP Tech Service Dept., 1st PP Tech Service Sect.						
Classification:	Troubleshooting	Part info	orma	tion	Action	1 required
	Mechanical	Electric	al		Servic	ce manual revision
	Paper path	Transm	it/rec	eive	Retro	fit information
	Product Safety	🛛 Other (		)		

This RTB is the release note for Patch File **C-80\_RWS\_Patch.zip** for Color Controller C-80 system version 1.0 SP1.

Patch File	Issue(s)
C-	<ul> <li>The Remote Workspace software cannot run on a computer that is</li></ul>
80_RWS_Patch.zip	running Windows XP with German localization.

#### **Patch Installation Procedure**

- 1. Exit the Color Controller C-80 software.
- 2. Extract the M0437559.exe until you get the C-80\_RWS\_Patch.zip file
- 3. Copy the C-80\_RWS\_Patch.zip file to the Color Controller C-80, and extract the file.
- 4. Double-click the C-80\_RWS\_Patch.exe file.



5. In the InstallShield Wizard, click Finish.

### Technical Bulletin

Model: AG-P1 Color Controller C-80 Date: 14-Nov-11 No.: RM043008

- 6. Start the Color Controller C-80 software.
- 7. Verify the update was installed successfully:
  a. From the Help menu, select About.
  b. In the Updates box, make sure that the C-80\_RWS\_Patch 23-Jun-2011 appears.

**NOTE:** The following procedure to be followed ONLY when required.

#### Uninstalling the update

Perform the following steps to uninstall the C-80\_RWS\_Patch.

- 1. Quit the Color Controller C-80 software.
- 2. From the Start menu, select **Settings** > **Control Panel**, and then double-click **Add or Remove Programs**.

🐻 Add or Re	move Programs		
5	Currently installed programs:	Sort by: Name	~
Change or Remove	📥 Adobe Acrobat 9 Standard	Size	902.00MB 🛆
Programs	💋 Adobe Flash Player 10 ActiveX		
	💼 Adobe InDesign CS3 Server	Size	234.00MB
Add New	deal C-80_RW5_Patch	Size	1.82MB
Programs	Click here for support information.		
6	To remove this program from your computer, click Remove.		Remove
Add/Remove	🔞 Color Server Check Tool	Size	16.43MB
<u>W</u> indows	🚳 Color Server Update	Size	7.57MB
components	Solor_Controller_C-80	Size	1,604.00MB
	🔀 ColorServerGUI	Size	1.77MB
Set Program	Easy VDP File Creator	Size	647.00MB
Access and Defaults	😼 Enfocus PitStop Professional	Size	173.00MB
	🛃 Intel(R) IPP Run-Time Installer 5.3 Update 4 for Windows* on IA-32	Size	34.58MB
	Intel(R) PRO Network Connections 12.3.31.0	Size	7.17MB
	🕮 Microsoft .NET Framework 1.1	Size	35.11MB
	Microsoft .NET Framework 2.0	Size	88.28MB
	Microsoft SQL Server 2005	Size	276.00MB
	Microsoft SOL Server Deckton Engine	C	<u>20.40MD</u>

3. From the **Currently installed programs** list, select the **C-80 RWS Patch**, and then click **Remove**.

C-80\_RWS\_Patch - InstallShield Wizard

Yes No

- 4. To confirm removing the update, click **Yes**.
- 5. In the InstallShield Wizard, click Finish.
- 6. Start the Color Controller C-80 software.
- 7. From the **Help** menu, select **About** and verify that the patch was successfully removed.

#### Technical Bulletin

Reissued: 20-Feb-12

Model: AG-P1 Color Controller C-80

Date: 25-Jan-12 No

No.: RM043009a

#### **RTB Reissue**

The items in <b>bo</b>	<i>ld italics (Patch name)</i> v	vere corrected.	
Subject: Firmwar	e Release Note: System C-80		Prepared by: S.Ishibashi
From: PP Solutio	n Support Sec. PP Tech Servi	ce Dept	
Classification:	Troubleshooting	Part information	Action required
	🗌 Mechanical	Electrical	Service manual revision
	Paper path	Transmit/receive	Retrofit information
	Product Safety	Other ( )	

This RTB is the release note for Patch File *C-80\_SetPageDevice\_Patch.zip* for Color Controller C-80 system version 1.0 SP1.

Patch File	Modified Point
C-	Two issues were found when you work with files that include set page
80_SetPageDevice_	device commands (SPD):
Patch.zip	<ul> <li>If you are printing a file that includes set page device commands that define a specific paper stock, and the paper stock in the tray finishes, another tray will not be used even if it contains the same paper stock.</li> <li>If you are printing a file that includes set page device commands that define a specific paper stock, and the <b>Gallop</b> option was selected, the selected paper stock will not be used after gallop begins.</li> </ul>

- 1. Exit the Color Controller C-80 software.
- 2. Extract the M0437560.exe until you get the C-80\_SetPageDevice\_Patch.zip file.
- 3. Copy the *C-80\_SetPageDevice\_Patch.zip* file to the Color Controller C-80, and extract the file.
- 4. Double-click the *C-80\_SetPageDevice\_Patch.exe* file.



#### Reissued: 20-Feb-12

Model: AG-P1 Color Controller C-80 Dat	ate: 25-Jan-12	No.: RM043009a
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- 5. Verify that the Yes, I want to restart my computer now option is selected.
- 6. In the InstallShield Wizard, click Finish.
- 7. Start the Color Controller C-80 software.
- 8. Verify the update was installed successfully:
  a. From the Help menu, select About.
  b. In the Updates box, make sure that the *C-80\_SetPageDevice\_Patch 06-Feb-2012* appears.

# **NOTE:** The following procedure to be followed ONLY when required. **Uninstalling the update**

Perform the following steps to uninstall the C-80\_SetPageDevice\_Patch.

- 1. Exit the Color Controller C-80 software.
- 2. From the Start menu, select **Settings** > **Control Panel**, and then double-click **Add or Remove Programs**.



3. From the Currently installed programs list,

select the *C-80\_SetPageDevice\_Patch*, and then click Remove.

C-80_SetPageDevice_Patch - InstallShield Wizard
Are you sure you want to remove C-80_SetPageDevice_Patch from your computer?
Yes No

4. To confirm removing the update, click Yes.

### Technical Bulletin

Reissued: 20-Feb-12

Model: AG-P1 Color Controller C-80	Date: 25-Jan-12	No.: RM043009a
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-uo_sere agenevice_rater	
	InstallShield Wizard Complete The InstallShield Wizard has successfully installed C-80_SetPageDevice_Patch. Before you can
	use the program, you must restart your computer.    Yes, I want to restart my computer now.  No, I will restart my computer later.  Remove any disks from their drives, and then click Finish to complete setup.
	KBack Finish Cancel

- 5. Verify that the Yes, I want to restart my computer now option is selected.
- 6. In the InstallShield Wizard, click Finish.
- 7. The C-80 Color Controller will restart, and the C-80 Color Controller workspace opens.
- 8. From the **Help** menu, select **About** and verify that the patch was successfully removed.

### Technical Bulletin

#### **PAGE: 1/3**

Model: AG-P1 Color Controller C-80 Date: 05			5-Mar-12	No.: RM043010	
Subject: Firmware Release Note: System C-80			Prepared by:	S.Ishibashi	
From: PP Solution Support Sec., PP Tech Service Dept.					
Classification:	Troubleshooting	Part inf	ormation	Action	ו required
	Mechanical	Electric	al	Servic	e manual revision
	Paper path	Transm	it/receive	Retroi	fit information
	Product Safety	Other (	)		

This RTB is the release note for Patch File **C-80\_V1.0SP1\_RIP\_Patch.exe** for Color Controller C-80 system version 1.0 SP1.

Patch File	Modified Point
C-	• When the <b>PDF optimization</b> option is selected ( <b>Services</b> >
ch.exe	<ul> <li>When the Use Font Substitution option is not selected (Services &gt;</li> </ul>
	<b>Fonts Substitution</b> ), the job fails in the RIP process even though there are no missing fonts.

- 1. Exit the Color Controller C-80 software.
- 2. Copy the M0437561.exe file to the Color Controller C-80, and extract the file.
- 3. Double-click the C-80\_V1.0SP1\_RIP\_Patch.exe file.



- 4. Verify that the Yes, I want to restart my computer now option is selected.
- 5. In the InstallShield Wizard, click **Finish**.
- 6. The Color Controller C-80 restarts and the Color Controller C-80 workspace opens.



Model: AG-P1 Color Controller C-80	Date: 05-Mar-12	No.: RM043010
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7. Verify the update was installed successfully:
a. From the Help menu, select About.
b. In the Updates box, make sure that the C-80\_V1.0SP1\_RIP\_Patch 14-Nov-2011 appears.

## **NOTE:** The following procedure to be followed ONLY when required. **Uninstalling the update**

Perform the following steps to uninstall the C-80\_V1.0SP1\_RIP\_Patch.

- 1. Quit the Color Controller C-80 software.
- 2. From the Start menu, select **Settings** > **Control Panel**, and then double-click **Add or Remove Programs**.



3. From the **Currently installed programs** list, select the **C-80\_ V1.0SP1\_RIP\_Patch**, and then click **Remove**.



4. To confirm removing the update, click Yes.



Model: AG-P1 Col	or Controller C-80	Date: 05-Mar-12	No.: RM043010
C-80_V1.0SP1_RIP_Patch	InstallShield Wizard InstallShield Wizard Complete The InstallShield Wizard has successfully installed C-80_V1.0SP1_RIP_Pate use the program, you must restart your computer.	th. Before you can	NO 1111/043010
	<ul> <li>Yes, I want to restart my computer now.</li> <li>No, I will restart my computer later.</li> <li>Remove any disks from their drives, and then click Finish to complete setup.</li> </ul>		
InstallShield	< Back Finish	Cancel	

- 5. Verify that the Yes, I want to restart my computer now option is selected.
- 6. Click Finish.
- 7. The C-80 Color Controller will restart, and the C-80 Color Controller workspace opens.
- 8. From the **Help** menu, select **About** and verify that the patch was successfully removed.

### Technical Bulletin

#### **PAGE: 1/3**

Model: AG-P1 Color Controller C-80 Date: 0			5-Mar-12	No.: RM043011	
Subject: Firmware Release Note: System C-80			Prepared by:	S.Ishibashi	
From: PP Solution Support Sec., PP Tech Service Dept.					
Classification:	Classification: Troubleshooting		Action required		
	Mechanical	Electric	al	Servic	ce manual revision
	Paper path	🗌 Transm	it/receive	Retro	fit information
	Product Safety	🛛 Other (	)		

This RTB is the release note for Patch File **C-80\_V1.0SP1\_Print\_Stops\_Patch.exe** for Color Controller C-80 system version 1.0 SP1.

Patch File	Modified Point
C- 80_Print_Stops_Patch	While you are printing some jobs, printing may stop in the middle of the job although the status on the printer or on the Color Controller C-80 remains in <b>Printing</b> mode

- 1. Exit the Color Controller C-80 software.
- 2. Copy the **M0437562.exe** file to the Color Controller C-80, and extract the file.
- 3. Double-click the C-80\_Print\_Stops\_Patch.exe file.

C-80_Print_Stops_Patch - I	nstallShield Wizard
	InstallShield Wizard Complete The InstallShield Wizard has successfully installed C-80_Print_Stops_Patch. Before you can use
	the program, you must restart your computer.  Yes, I want to restart my computer now.  No. I will restart my computer later.  Remove any disks from their drives, and then click Finish to complete setup.
InstallShield	KBack Finish Cancel

- 4. Verify that the Yes, I want to restart my computer now option is selected.
- 5. In the InstallShield Wizard, click **Finish**.
- 6. The Color Controller C-80 restarts and the Color Controller C-80 workspace opens.
- 7. Verify the update was installed successfully:
  a. From the Help menu, select About.
  b. In the Updates box, make sure that the C-80\_Print\_Stops\_Patch 28-Nov-2011 appears.

RICOH	Technical Bulletin		PAGE: 2/3
Model: AG-P1 Color Controlle	r C-80	Date: 05-Mar-12	No.: RM043011

# **NOTE:** The following procedure to be followed ONLY when required. **Uninstalling the update**

Perform the following steps to uninstall the C-80\_Print\_Stops\_RIP\_Patch.

- 1. Quit the Color Controller C-80 software.
- 2. From the Start menu, select **Settings** > **Control Panel**, and then double-click **Add or Remove Programs**.



3. From the **Currently installed programs** list, select the **C-80 Print Stops RIP Patch,** and then click **Remove**.

C-80_Print_Stops_Patch - InstallShield Wizard			
Are you sure you want to remove C-80_Print_Stops_Patch from your computer?			
Yes No			

4. To confirm removing the update, click **Yes**.



Model: <b>AG-P1 Col</b>	or Controller C-80	Date: 05-Ma	r-12	No.: RM043011
Model: AG-P1 Cold	InstallShield Wizard         InstallShield Wizard Complete         InstallShield Wizard has successfully installed C-80_Print_Stops_Patch. the program, you must restart your computer.         Image: Mage: Mage	Date: 05-Ma	r-12	No.: RM043011
InstallShield	< Back Finish	Cancel		

- 5. Verify that the Yes, I want to restart my computer now option is selected.
- 6. Click Finish.
- 7. The C-80 Color Controller will restart, and the C-80 Color Controller workspace opens.
- 8. From the **Help** menu, select **About** and verify that the patch was successfully removed.

### Technical Bulletin

#### **PAGE: 1/3**

Model: AG-P1 Color Controller C-80 Date:			Date: 0	6-Mar-12	No.: RM043012
Subject: Firmware Release Note: System C-80			Prepared by:	S.Ishibashi	
From: PP Solution Support Sec., PP Tech Service Dept.					
Classification: Troubleshooting		ormation	Action	1 required	
	Mechanical	Electric	al	Servic	ce manual revision
	Paper path	Transm	it/receive	Retrol	fit information
	Product Safety	🛛 Other (	)		

This RTB is the release note for Patch File **C-80\_64Bit\_Driver\_Patch.exe** for Color Controller C-80 system version 1.0 SP1.

Patch File	Modified Point
C- 80_64Bit_Driver_Patc h.exe	When you try to add a printer on a 64-bit computer, an error message appears.

- 1. Exit the Color Controller C-80 software.
- 2. Copy the **M0437563.exe** file to the Color Controller C-80, and extract the file.
- 3. Double-click the C-80\_64Bit\_Driver\_Patch.exe file.

C-80_64Bit_Driver_Patch - In	stallShield Wizard
	InstallShield Wizard Complete
	The InstallShield Wizard has successfully installed C-80_64Bit_Driver_Patch. Click Finish to exit the wizard.
InstallShield	< Back Finish Cancel

- 4. In the InstallShield Wizard, click Finish.
- 5. The Color Controller C-80 restarts and the Color Controller C-80 workspace opens.
- 6. Verify the update was installed successfully:
  a. From the Help menu, select About.
  b. In the Updates box, make sure that the C-80\_64Bit\_Driver\_Patch 01-Nov-2011 appears.

<b>RICOH</b> Technical Bul		ulletin	PAGE: 2/3	
	Model: AG-P1 Color Cont	roller C-80	Date: 06-Mar-12	No.: RM043012

**NOTE:** The following procedure to be followed ONLY when required. **Uninstalling the update** 

Perform the following steps to uninstall the C-80\_64Bit\_Driver\_Patch.

- 1. Quit the Color Controller C-80 software.
- 2. From the Start menu, select **Settings** > **Control Panel**, and then double-click **Add or Remove Programs**.



3. From the **Currently installed programs** list, select the **C-80\_64Bit\_Driver\_Patch**, and then click **Remove**.



4. To confirm removing the update, click **Yes**.



Model: AG-P1 Colo	or Controller C-80	Date: 06-Mar-12	No.: RM043012
C-80_64Bit_Driver_Patch - In	nstallShield Wizard		
	InstallShield Wizard Complete		
	The InstallShield Wizard has successfully installed C-80_64Bit_Driver_Patch the wizard.	. Click Finish to exit	

- 5. In the installSheld Wizard, click Finish.
- 6. Start the C-80 Software.
- 7. From the **Help** menu, select **About** and verify that the patch was successfully removed.

#### Technical Bulletin

Model: AG-P1 Color Controller C-80

Date: 20-Apr-12

No.: RM043013a

#### **RTB** Reissue

The items in **bold italics (Patch name)** were corrected.

Subject: Firmware Release Note: System C-80			Prepared by: S.Ishibashi
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	Troubleshooting	Part information	Action required
	🗌 Mechanical	Electrical	Service manual revision
	Paper path	Transmit/receive	Retrofit information
	Product Safety	Other ( )	

The contents of this patch are the same as the previous patch:

(C-80\_V1.0SP1\_PDF\_Optimization\_Patch). The only change is in the name of the patch. If you have already installed the previous patch, installing this patch will have no adverse effect on your system.

This RTB is the release note for Patch File *C-80\_PDF\_Optimization\_Patch.exe* for Color Controller C-80 system version 1.0 SP1.

Patch File	Modified Point		
C-80_PDF_	Certain files fail to print when the <b>PDF optimization</b> option is		
<b>Optimization_Patch.exe</b>	selected (Services > Optimizations).		

#### Note:

Make sure that the **C-80\_RIP\_Patch** is installed on the Color Controller C-80 before you install the *C-80\_PDF\_Optimization\_Patch*.

- 1. Exit the Color Controller C-80 software.
- 2. Copy the M0437564.exe file to the Color Controller C-80, and extract the file.
- 3. Double-click the *C-80\_PDF\_Optimization\_Patch.exe* file.



Model: AG-P1 Color	Controller C-80	Date: 20-Apr-12	No.: RM043013a
C-80_PDF_Optimization_Patch	ı - InstallShield Wizard		
	InstallShield Wizard Complete The InstallShield Wizard has successfully installed C-80_PDF_Optimization_1 exit the wizard.	Patch. Click Finish to	
InstallShield	< <u>B</u> ack Finish	Cancel	

- 4. In the InstallShield Wizard, click **Finish**.
- 5. Start the Color Controller C-80 software.
- 6. Verify the update was installed successfully:
  - a. From the Help menu, select About.
  - b. In the **Updates** box, make sure that the *C-80\_PDF\_Optimization\_Patch 19-Jan-2012* appears.

**NOTE:** The following procedure to be followed ONLY when required. **Uninstalling the update** 

Perform the following steps to uninstall the *C-80\_PDF\_Optimization\_Patch*.

- 1. Quit the Color Controller C-80 software.
- 2. From the Start menu, select **Settings** > **Control Panel**, and then double-click **Add or Remove Programs**.



Model: AC	3-P1 Color Controller C-80	Date: 20-Apr-12	No.: RM043013a
🐻 Add or Ren	nove Programs		
5	Currently installed programs:	lates Sort by: Name	
Change or Remove	Adobe Acrobat 9 Standard	Size 902,00MB 📤	
Programs	🞽 Adobe Flash Player 10 ActiveX		
	Adobe InDesign CS3 Server	Size 234.00MB	
	🔁 C-80_64Bit_Driver_Patch	Size 1.82MB	
Programs	授 C-80_Mac_10.7_Patch	Size 1.82MB 🧮	
	🔂 C-80_PDF_Optimization_Patch	Size <u>1.82MB</u>	
	Click here for support information.		
Add/Remove <u>W</u> indows Components	To remove this program from your computer, click Remove.	Remove	
	G C-80_RIP_Patch	Size 1.86MB	
	🚳 Color Server Update	Size 7.57MB	
Set Program	Color_Controller_C-80	Size 2,115.00MB	
Defaults	🔁 ColorServerGUI	Size 1.78MB	
	🚭 Easy VDP File Creator	Size 647.00MB	
	🔂 Enfocus PitStop Professional	Size 173.00MB	
	🔂 Intel(R) IPP Run-Time Installer 5.3 Update 4 for Windows* on IA-32	Size 34.58MB	
	Intel(R) PRO Network Connections 12.3.31.0	Size 7.17MB	
	🕮 Microsoft .NET Framework 1.1	Size 35.11MB	
	All Microcoft_NET Eramework 2.0	Cire00_00MD	

3. From the **Currently installed programs** list, select the *C-80\_PDF\_Optimization\_Patch*, and then click **Remove**.

C-80_PDF_Optimization_Patch - InstallShield Wizard
Are you sure you want to remove C-80_PDF_Optimization_Patch from your computer?
<u>Y</u> es <u>N</u> o

4. To confirm removing the update, click **Yes**.

C-80_PDF_Optimization_Patch	- InstallShield Wizard
	InstallShield Wizard Complete
	The InstallShield Wizard has successfully installed C-80_PDF_Optimization_Patch. Click Finish to exit the wizard.
InstallShield	Cancel

- 5. In the installSheld Wizard, click Finish.
- 6. Start the Color Controller C-80 Software.
- 7. From the **Help** menu, select **About** and verify that the patch was successfully removed.

### Technical Bulletin

#### PAGE: 1/2

Model: AG-P1 Color Controller C-80 Date			Date: 1	9-Mar-12	No.: RM043014
Subject: Firmware Release Note: System C-80			Prepared by:	S.Ishibashi	
From: PP Solution Support Sec., PP Tech Service Dept.					
Classification:	Troubleshooting	Part info	ormation	Action	1 required
	Mechanical	Electric	al	Servic	e manual revision
	Paper path	Transm	it/receive	Retro	fit information
	Product Safety	🛛 Other (	)		

This RTB is the release note for Patch File **C-80\_Mac\_10.7\_Patch.exe** for Color Controller C-80 system version 1.0 SP1.

Patch File	Modified Point
C- 80_Mac_10.7_Patch .exe	An error message appears when you try to send a file for printing from a computer running Mac OS 10.7 (Lion).

Install the **C-80\_Mac\_10.7\_Patch** on the Color Controller C-80 software. After installing this patch, the following files will be located in **D:\Utilities\MAC Utilities** folder:

- C80CREO\_ColorServerPrintDriverInstaller.dmg New Print Driver software installer.
- **CCSUninstall.dmg** New Print Driver software uninstaller.

#### **Patch Installation Procedure**

- 1. Exit the Color Controller C-80 software.
- 2. Extract the **M0437565.exe** until you get the C-80\_Mac\_10.7\_Patch.exe file.
- 3. Double-click the C-80\_Mac\_10.7\_Patch.exe file.
- 4. In the InstallShield Wizard, click Finish.
- 5. Start the Color Controller C-80 software.
- 6. Verify the update was installed successfully:
  a. From the Help menu, select About.
  b. In the Updates box, make sure that the C-80\_Mac\_10.7\_Patch 05-Feb-2012 appears.

## **NOTE:** The following procedure to be followed ONLY when required. **Uninstalling the update**

Perform the following steps to uninstall the C-80\_Mac\_10.7\_Patch.

- 1. Exit the Color Controller C-80 software.
- 2. From the Start menu, select **Settings** > **Control Panel**, and then double-click **Add or Remove Programs**.

Model: AG-P1 Color Controller C-80

RICOH

Date: 19-Mar-12

No.: RM043014

- 3. From the **Currently installed programs** list, select the **C-80 Mac 10.7 Patch**, and then click **Remove**.
- 4. To confirm removing the update, click **Yes**.
- 5. Verify that the Yes, I want to restart my computer now option is selected.
- 6. In the InstallShield Wizard, click Finish.
- 7. The C-80 Color Controller will restart, and the C-80 Color Controller workspace opens.
- 8. From the **Help** menu, select **About** and verify that the patch was successfully removed.

#### Technical Bulletin

Model: AG-P1 Color Controller C-80

Date: 20-Apr-12

No.: RM043010a

#### **RTB Reissue**

The items in *bold italics (Patch name)* were corrected.

Subject: Firmware Release Note: System C-80			Prepared by: S.Ishibashi
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	Troubleshooting	Part information	Action required
	🗌 Mechanical	Electrical	Service manual revision
	Paper path	Transmit/receive	Retrofit information
	Product Safety	Other ( )	

**Note:** The contents of this patch are the same as the previous patch: (C- 80 V1.0SP1 RIP Patch). The only change is in the name of the patch.

If you have already installed the previous patch, installing this patch will have no adverse effect on your system.

This RTB is the release note for Patch File *C-80\_RIP\_Patch.exe* for Color Controller C-80 system version 1.0 SP1.

Patch File	Modified Point	
C-80_RIP_Patch.exe	<ul> <li>When the PDF optimization option is selected (Services &gt;</li> </ul>	
	<b>Optimizations</b> ), some elements are missing.	
	• When the Use Font Substitution option is not selected (Services >	
	Fonts Substitution), the job fails in the RIP process even though	
	there are no missing fonts.	

- 1. Exit the Color Controller C-80 software.
- 2. Copy the **M0437561.exe** file to the Color Controller C-80, and extract the file.
- 3. Double-click the *C-80\_RIP\_Patch.exe* file.



Model: AG-P1 Col	or Controller C-80	Date: 20-Apr-12	No.: RM043010a
C-80_RIP_Patch - InstallShi	eld Wizard		
	InstallShield Wizard Complete The InstallShield Wizard has successfully installed C-80 program, you must restart your computer.	)_RIP_Patch. Before you can use the	
	<ul> <li>Yes, I want to restart my computer now.</li> <li>No, I will restart my computer later.</li> <li>Remove any disks from their drives, and then click Finis</li> </ul>	sh to complete setup.	
InstallShield	( <u>Back</u>	inish Cancel	

- 4. Verify that the Yes, I want to restart my computer now option is selected.
- 5. In the InstallShield Wizard, click Finish.
- 6. The Color Controller C-80 restarts and the Color Controller C-80 workspace opens.
- 7. Verify the update was installed successfully:
  a. From the Help menu, select About.
  b. In the Updates box, make sure that the *C-80\_RIP\_Patch 19-Mar-2011* appears.

**NOTE:** The following procedure to be followed ONLY when required. **Uninstalling the update** 

Perform the following steps to uninstall the *C-80\_RIP\_Patch*.

- 1. Quit the Color Controller C-80 software.
- 2. From the Start menu, select **Settings** > **Control Panel**, and then double-click **Add or Remove Programs**.



Model:	AG-P1 Color Controller C-80	Date: 20-Apr-12	No.: RM043010a
🐱 Add or	Remove Programs		
5	Currently installed programs:	Sort by: Name	
C <u>h</u> ange or Remove Programs	Adobe Acrobat 9 Standard	Size 902.00MB 🔼	
	💼 Adobe InDesign CS3 Server	Size 234.00MB	
Add New	侵 C-80_64Bit_Driver_Patch	Size 1.82MB	
Programs	侵 C-80_Mac_10.7_Patch	Size 1.82MB 🔳	
Add/Remov	G C-80_RIP_Patch <u>Click here for support information.</u> To remove this program from your computer, click Remove.	Size <u>1.86MB</u> Remove	
Component	😵 Color Server Update	Size 7.57MB	
	Color_Controller_C-80	Size 2,115.00MB	
Set Program	ColorServerGUI	Size 1.78MB	
Defaults	Easy VDP File Creator	Size 647.00MB	
	B Enfocus PitStop Professional	Size 173.00MB	
	🔀 Intel(R) IPP Run-Time Installer 5.3 Update 4 for Windows* on IA-32	Size 34.58MB	
	Intel(R) PRO Network Connections 12.3.31.0	Size 7.17MB	
	Hicrosoft .NET Framework 1.1	Size 35.11MB	
	聞 Microsoft .NET Framework 2.0	Size 88.28MB	
	Le Microcoft SOL Server 2005	Cine 076 00MD	

3. From the **Currently installed programs** list, select the *C-80\_RIP\_Patch*, and then click **Remove**.

C-80_RIP_Patch - InstallShield Wizard			
Are you sure you want to remove C-80_RIP_Patch from your computer?			

4. To confirm removing the update, click **Yes**.

C-80_RIP_Patch - InstallShield	Wizard
	InstallShield Wizard Complete
	The InstallShield Wizard has successfully installed C-80_RIP_Patch. Before you can use the program, you must restart your computer.
	<ul> <li>Yes, I want to restart my computer now.</li> <li>No, I will restart my computer later.</li> <li>Remove any disks from their drives, and then click Finish to complete setup.</li> </ul>
InstallShield	Kack Finish Cancel

- 5. Verify that the Yes, I want to restart my computer now option is selected.
- 6. Click Finish.
- 7. The C-80 Color Controller will restart, and the C-80 Color Controller workspace opens.



Model: AG-P1 Color Controller C-80 Dat	ate: 20-Apr-12	No.: RM043010a
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8. From the **Help** menu, select **About** and verify that the patch was successfully removed.

### Technical Bulletin

#### **PAGE: 1/3**

Model: AG-P1 Color Controller C-80 Date: 1			5-Aug-12	No.: RM043015	
Subject: Firmware Release Note: System C-80			Prepared by:	M.Yoshikawa	
From: PP Solution Support Sec., PP Tech Service Dept.					
Classification:	Troubleshooting Part information		Action required		
	Mechanical     Electrical		Service manual revis		
	Paper path	Transmit/receive		Retroi	fit information
	Product Safety	🛛 Other (	)		

This RTB is the release note for Patch File C-80\_PS\_Elements\_Patch.exe for Color Controller C-80 system version 1.0 SP1.

Patch File	Modified Point
C- 80_PS_Elements_Pat ch.exe	Processing of Certain file results in wrong results.

- 1. Exit the Color Controller C-80 software.
- 2. Copy the M0437566.exe file to the Color Controller C-80, and extract the file.
- 3. Double-click the C-80\_PS\_Elements\_Patch.exe file.



- 4. In the InstallShield Wizard, click Finish.
- 5. Start the Color Controller C-80 software.
- Verify the update was installed successfully:
   a. From the Help menu, select About.



**PAGE: 2/3** 

Model: AG-P1 Color Controller C-80

Date: 15-Aug-12

No.: RM043015

b. In the **Updates** box, make sure that the **C-80\_PS\_Elements\_Patch 13-May-2012** appears.

#### Uninstalling the update

Perform the following steps to uninstall the C-80\_PS\_Elements\_Patch.

- 1. Quit the Color Controller C-80 software.
- 2. From the Start menu, select Settings > Control Panel, and then double-click Add or Remove Programs.

🐻 Add or Re	move Programs				
5	Currently installed programs:	Show updates	Sort by: Name		*
C <u>h</u> ange or Remove Programs	Adobe Acrobat 9 Standard		Size	902.00MB	^
-	Adobe InDesign CS3 Server		Size	234.00MB	
Add <u>N</u> ew	C-80_PDF_Optimization_Patch		Size	1.82MB	
Programs	C-80_Print_Stops_Patch		Size	1.82MB	E
5	C-80_PS_Elements_Patch <u>Click here for support information.</u>		Size	<u>1.82MB</u>	
Add/Remove <u>W</u> indows Components	To remove this program from your computer, click Re	move.		Remove	_
	C-80_RIP_Patch		Size	1.86MB	
	🔀 C-80_SetPageDevice_Patch		Size	1.82MB	
Set Program	Color_Controller_C-80		Size	1,656.00MB	
Defaults	🔂 ColorServerGUI		Size	1.77MB	
	🔀 Comments_in_Queue_Patch		Size	1.82MB	
	避 Easy VDP File Creator		Size	647.00MB	
	🕞 Enfocus PitStop Professional		Size	173.00MB	
	🕞 Intel(R) IPP Run-Time Installer 5.3 Update 4 for Wind	lows* on IA-32	Size	34.58MB	
	Intel(R) PRO Network Connections 12.3.31.0		Size	7.17MB	
	Microcoft_NET Eramework		C	OF 11MD	*

3. From the **Currently installed programs** list, select the **C-80\_PS\_Elements\_Patch**,and then click **Remove**.

C-80_PS_Elements_Patch - InstallShield Wizard				
Are you sure you want to remove C-80_P5_Elements_Patch from your computer?				
Yes No				

4. To confirm removing the update, click **Yes**.



**PAGE: 3/3** 

odel: AG-P1 Color Controller C-80		Date: 15-Aug-12	No.: RM043015		
C-80_PS_Elements_Patch - Ins	C-80_PS_Elements_Patch - InstallShield Wizard				
	InstallShield Wizard Complet	e			
	The InstallShield Wizard has succ the wizard.	essfully installed C-80_PS_Elements_F	Patch. Click Finish to exit		
InstallShield	< <u>B</u> ack	Finish	Cancel		

- 5. In the InstallShield Wizard, click **Finish**.
- 6. Start the Color Controller C-80 software.
- 7. From the Help menu, select About and verify that the patch was successfully removed.

### Technical Bulletin

#### **PAGE: 1/3**

Model: AG-P1 Color Controller C-80 Date: 1			4-Sep-12	No.: RM043016	
Subject: Firmware Release Note: System C-80			Prepared by:	M.Yoshikawa	
From: PP Solution Support Sec., PP Tech Service Dept.					
Classification:	Troubleshooting Part information		Action required		
	Mechanical     Electrical		Service manual revision		
	Paper path     Transmit/receive		eive 🗌 Retrofit information		
	Product Safety	🛛 Other (	)		

This RTB is the release note for Patch File **C-80\_Text\_Line\_Image\_Patch.exe** for Color Controller C-80 system version 1.0 SP1.

Patch File	Modified Point
C- 80_Text_Line_Image_ Patch.exe	Some file fails to process when <b>Improve text/line in Image</b> was selected ( <b>Quality&gt;Image graphics quality)</b> .

- 1. Exit the Color Controller C-80 software.
- 2. Copy the **M0437567.exe** file to the Color Controller C-80, and extract the file.
- 3. Double-click the **C-80\_Text\_Line\_Image\_Patch.exe** file.

C-80_Text_Line_Image_Patch	- InstallShield Wizard
	InstallShield Wizard Complete
	The InstallShield Wizard has successfully installed C-80_Text_Line_Image_Patch. Click Finish to exit the wizard.
InstallShield	< <u>B</u> ack Finish Cancel

Model: AG-P1 Color C	Controller C-80
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Date: 14-Sep-12 No

No.: RM043016

- 4. In the InstallShield Wizard, click Finish.
- 5. Start the Color Controller C-80 software.
- 6. Verify the update was installed successfully:

a. From the Help menu, select About.

b. In the **Updates** box, make sure that the **C-80\_Text\_Line\_Image\_Patch 06-Aug-2012** appears.

#### Uninstalling the update

Perform the following steps to uninstall the C-80\_Text\_Line\_Image\_Patch.

- 1. Quit the Color Controller C-80 software.
- 2. From the **Start** menu, select **Settings** > **Control Panel**, and then double-click **Add or Remove Programs**.

🐻 Add or Rer	nove Programs		
	Currently installed programs:	Sort by: Name	*
C <u>h</u> ange or Remove Programs	 (引) C-80_SetPageDevice_Patch	Size	1.82MB
	G C-80_Text_Line_Image_Patch Click here for support information.	Size	<u>3.64MB</u>
Programs	得 C-80_V1.05P1_RIP_Patch	Size	Remove
5	Color_Controller_C-80	Size :	1,266.00MB
Add/Remove Windows	🔂 ColorServerGUI	Size	1.77MB
Components	Easy VDP File Creator	Size	647.00MB
	🔀 Enfocus PitStop Professional	Size	186.00MB
	🔀 Intel(R) IPP Run-Time Installer 5.3 Update 4 for Windows* on IA-32	Size	34.58MB
Access and	Intel(R) PRO Network Connections 12.3.31.0	Size	7.17MB
Defaults	🚝 Microsoft .NET Framework 1.1	Size	35.11MB
	🔀 Microsoft .NET Framework 2.0	Size	88.28MB
	Microsoft SQL Server 2005	Size	276.00MB
	Microsoft SQL Server Desktop Engine	Size	69.42MB
	Microsoft SQL Server Native Client	Size	4.18MB
	Microsoft SQL Server Setup Support Files (English)	Size	22.60MB 🐱

3. From the **Currently installed programs** list, select the **C-80\_PS\_Elements\_Patch**, and then click **Remove**.

#### Technical Bulletin

Model: AG-P1 Color Controller C-80

Date: 14-Sep-12

No.: RM043016



4. To confirm removing the update, click **Yes**.



- 5. In the InstallShield Wizard, click **Finish**.
- 6. Start the Color Controller C-80 software.
- 7. From the **Help** menu, select **About** and verify that the patch was successfully removed.

### Technical Bulletin

#### **PAGE: 1/4**

Model: AG-P1 Color Controller C-80Date: 23			3-April-13	No.: RM043017	
Subject: Firmware Release Note: System C-80			Prepared by:	M.Yoshikawa	
From: PP Solution Support Sec., PP Tech Service Dept.					
Classification:	Troubleshooting	Part information		Action required	
	Mechanical		al	Servic	e manual revision
	Paper path	🗌 Transm	it/receive	Retrof	fit information
	Product Safety	🛛 Other (	)		

This RTB is the release note for Patch File **C-80\_Mac\_10.8\_Patch.exe** for Color Controller C-80 system version 1.0 SP1.

Patch File	Modified Point
C-80_Mac_10.8_Patch	An error message appears when you try to send a file for printing from a
	computer running Mac OS 10.8 (Mountain Lion).

#### Solution

Install the **C-80\_Mac\_10.8\_Patch** on the Color Controller C-80 software. After installing this patch, the following files will be located in **D:\Utilities\MAC Utilities** folder.

- **C80CREO\_ColorServerPrintDriverInstaller.dmg** New Print Driver software installer.
- **CCSUninstall.dmg** New Print Driver software uninstaller.

**Note:** This patch includes the C-80\_Mac\_10.7\_Patch.

- 1. Exit the Color Controller C-80 software.
- 2. Copy the **M0437568.exe** file to the Color Controller C-80, and extract the file.
- 3. Double-click the C-80\_Mac\_10.8\_Patch.exe file.



Model: AG-P1 Color Controller C-80

Date: 23-April-13

No.: RM043017



- 4. In the InstallShield Wizard, click Finish.
- 5. Start the Color Controller C-80 software.
- 6. Verify the update was installed successfully:

a. From the Help menu, select About.

b. In the Updates box, make sure that the C-80\_Mac\_10.8\_Patch 09-Apr-2013 appears.

#### Uninstalling the patch

Perform the following steps to uninstall the C-80\_Mac\_10.8\_Patch.

- 1. Quit the Color Controller C-80 software.
- 2. From the **Start** menu, select **Settings** > **Control Panel**, and then double-click **Add or Remove Programs**.

#### Technical Bulletin

#### **PAGE: 3/4**

Model: AG-P1 Color Controller C-80

Date: 23-April-13

No.: RM043017

Add or Rei	move Programs				
5	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name	•	*
1 <u>h</u> ange or Remove	Adobe Acrobat 9 Standard		Size	902.00MB	1
Programs	湭 Adobe Flash Player 10 ActiveX				
1	Adobe InDesign CS3 Server		Size	234.00MB	
	侵 C-80_Job_Deletion_Patch		Size	1.82MB	
rograms	🕞 C-80_Mac_10.8_Patch		Size	<u>1.82MB</u>	
4	Click here for support information.				
	To remove this program from your computer, click Remove.			Remove	
<u>V</u> indows	G-80_PS_Elements_Patch		Size	1.82MB	
inponents	侵 C-80_RIP_Patch		Size	1.86MB	
	🛃 C-80_SCFS_Patch		Size	1.82MB	
: Pr <u>o</u> gram	🛃 C-80_Text_Line_Image_Patch		Size	1.82MB	
cess and efaults	🚳 Color Server Update		Size	7.57MB	
	Color_Controller_C-80		Size	1,656.00MB	
	🔂 ColorServerGUI		Size	1.77MB	
	Easy VDP File Creator		Size	647.00MB	
	🛃 Enfocus PitStop Professional		Size	173.00MB	
	🛃 Intel(R) IPP Run-Time Installer 5.3 Update 4 for Windows* or	1A-32	Size	34.58MB	
	Intel/D) DDO Network Connections 12 3 31 0		C	7 1760	•

3. From the **Currently installed programs** list, select the **C-80\_Mac\_10.8\_Patch**,and then click **Remove**.



4. To confirm removing the update, click **Yes**.



Model: AG-P1 Color Controller C-80

Date: 23-April-13

No.: RM043017



- 5. In the InstallShield Wizard, click Finish.
- 6. Start the Color Controller C-80 software.
- 7. From the Help menu, select About and verify that the patch was successfully removed.

### Technical Bulletin

Model: AG-P1 Color Controller C-80

Date: 27-Mar-15

No.:RM043018a

#### **RTB Reissue**

The items in *bold italics* were corrected or added.

Subject: McAfee of disco	Application Control for securit ontinued support of Windows X	Prepared by: Seigo Ishibashi	
From: 3rd PP Te	ch Service Sect, PP Tech Serv	vice Dept	
Classification:	Troubleshooting	Part information	Action required
	🗌 Mechanical	Electrical	Service manual revision
	Paper path	Transmit/receive	Retrofit information
	Product Safety	Other ( )	

This RTB announces the release notes for *McAfee\_Shortcut2* for Color Controller C-80 system version 1.0 SP1.

Program	Purpose
McAfee_Shortcut2	McAfee Application Control to prevent security issues as a result of Microsoft's discountenance of support of Windows XP Added: Disable MP - CASP.Ink McAfee - Features.Ink Error Correction

#### **Prerequisites:**

- 1. Make sure that all the calibration devices and dongles are connected to the Creo Color Controller.
- 2. Purchase the McAfee Control application and install it on your Creo Color Controller.

Note: The installation takes less than two minutes.



The **McAfee Solidifier Command Line** icon Solidifier Co... appears on the desktop.

3. Copy the file *M0437660.exe* to **D:\Shared**, and extract the zip file. Normally the zip file is extracted to the folder *McAfee Shortcut2. Following files are extracted under the folder* 

1McAfee - Start Observe-(bo).Ink

2McAfee - Solidify.Ink

3McAfee - End Observe-(eo).Ink

4McAfee - Status.Ink

5McAfee - Begin Update (bu).Ink

6McAfee - End Update (eu).Ink

Disable MP - CAPS.Ink

McAfee - Features.Ink

- 4. Copy the following shortcuts from the folder **D:\Shared\***McAfee Shortcut2* to the desktop:
  - McAfee Begin Update (bu)
  - McAfee End Update (eu)

Model: AG-P1 Color Controller C-80

Date: 27-Mar-15

No.:RM043018a

#### **Setup Procedure:**

#### To setup McAfee using shortcuts:

- 1. Start the Creo Color Controller application.
- 2. Minimize the Creo Color Controller application.
- 3. In the folder D:\Shared\McAfee Shortcut2, double-click the McAfee Start Observe-(bo) icon.



The McAfee – Start Observe–(bo) window appears showing that MacAfee Solidifier is entering observation mode.



- 4. Click the **Close** button X to close the McAfee Start Observe–(bo) window.
- 5. **Exit** the Creo Color Controller application.
- 6. **Restart** the Creo Color Controller.
- 7. Minimize the Creo Color Controller application that starts automatically after the Creo Color Controller is restarted.



8. In the folder D:\Shared\McAfee Shortcut2, double-click the McAfee Solidify icon Solidify

The McAfee – Solidify window appears. It may take anything from a few minutes to an hour to create the white list. After the white list is created, the following message appears showing the total number of files scanned and solidified.



Model: AG-P1 Color Controller C-80	Date: 27-Mar-15	No.:RM043018a
WcAfee - Solidify		_ <b>_</b> ×
Solidifying volume C:\ 00:05:39: Total files scanned 48861, solidified 0 Solidifying volume D:\ 00:02:16: Total files scanned 70602, solidified 1		
C:\Program Files\McAfee\Solidcore>_		
		-1

- 9. Click the **Close** button **X** to close the McAfee Solidify window.
- 10. In the folder D:\Shared\McAfee Shortcut2, double-click the McAfee End Observe-(eo) icon



The McAfee - End Observe-(eo) window appears showing that MacAfee Solidifier is exiting from observation mode.



11. Click the **Close** button **X** to close the McAfee – End Observe –(eo) window.



12. In the folder D:\Shared\McAfee Shortcut2, double-click the McAfee - Status icon Status

The McAfee – Status window appears confirming that McAfee Solidify is enabled and confirming that the disk drives are solidified.



lodel: AG-P1 C	odel: AG-P1 Color Controller C-80			15 No.:RM	1043018a
👿 McAfee - Sta	tus			- 🗆 ×	
McAfee Solidi McAfee Solidi	fier: fier on reboot:	Enabled Enabled			
ePO Managed: Local CLI acc	ess:	No Recovered			
[fstype] * NTFS NTFS	[status] Solidified Solidified	[driver status] Attached Attached	[volume] C:\ D:\		
C:\Program Fi	les\McAfee\Solidc.	ore>_			
				•	

- 13. Click the **Close** button X to close the McAfee Status window.
- 14. In the folder D:\Shared\McAfee Shortcut2, double-click the Disable MP-CASP icon.

The McAfee Solidifier Command Line window appears with a message that you must reboot for the changes to take effect.

(Explanation: The MP-CASP feature of McAfee Application Control needs to be disabled in order for the Creo Color Controller to work properly. Disabling this feature has minimal effect on the overall protection provided by Application Control. This is because the Start Observe process in step 3 has already created a white list of the Creo Color Controller and other processes which are safe to run.)



- 15. Click the Close button X to close the McAfee Solidifier Command Line window.
- 16. Restart the Creo Color Controller.
- 17. Minimize the Creo Color Controller application.
- 18. On the folder D:\Shared\McAfee Shortcut2, double-click the McAfee Features icon.

The McAfee Solidifier Command Line window appears confirming that MP-CASP is disabled.

Note also that the deny-read feature is disabled. Even if MP-CASP and deny-read are disabled, McAfee Application Control will provide protection through it's white listing process.



Model: AG-P1 Color Controller C-80	Date: 27-Mar-15	No.:RM043018a
<ul> <li>McAfee Solidifier Command Line</li> <li>Microsoft Windows XP [Version 5.1.2600]</li> <li>(C) Copyright 1985-2001 Microsoft Corp.</li> <li>C:\Program Files\McAfee\Solidcore&gt;sadmin features</li> <li>activex Enabled</li> <li>checksum Enabled</li> <li>deny-read Disabled</li> <li>discover-updaters Enabled</li> <li>integrity Enabled</li> <li>mp Enabled</li> <li>mp-casp Disabled</li> <li>network-tracking Enabled</li> <li>gkg-ctrl Enabled</li> <li>script-auth Enabled</li> <li>C:\Program Files\McAfee\Solidcore&gt;_</li> </ul>		

19. Click the Close button X to close the McAfee Solidifier Command Line window.

You can now continue with your normal operations on your Creo Color Controller. If you need to install patches, color calibration devices, or dongles on your Creo Color Controller, see <u>Update</u> <u>Procedure.</u>

Performance of the Creo Color Controller may be affected after installing and setting up McAfee Solidifier.

Model: AG-P1 Color Controller C-80	Date: 27-Mar-15	No.:RM043018a
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#### **Update Procedure:**

- To install patches, color calibration devices, or dongles using desktop shortcuts:
- 1. Copy the supplied patch to the Creo Color Controller or open the Auto Update tool.
- On the desktop, double-click the McAfee-Begin Update (bu) icon Update (bu)
   The McAfee-Begin Update (bu) window appears showing that McAfee Solidifier is entering update mode.



- 3. Click the **Close** button X to close the McAfee-Begin Update (bu) window.
- 4. Install the necessary patch (manually) or install the patch using the Auto Update tool.

Note: After installing the patch, the Creo Color Controller automatically restarts and runs the Creo Color Controller application. Continue with step 5 below.

5. Install a new color calibration device or dongle.



Æ

- 6. On the desktop, double-click the McAfee End Update (eu) icon Update (eu)
- 7. The McAfee End Update (eu) window appears showing that McAfee Solidifier is exiting from update mode.



Technical Bulletin

PAGE: 7/7

Model: AG-P1 Color Controller C-80

Date: 27-Mar-15

No.:RM043018a

8. Click the **Close** button X to the McAfee - End Update (eu) window.

#### **Troubleshooting:**

- If either of the following issues arises on your Creo Color Controller:
- The installation of the Creo Color Controller log collection tool (PodCheck\_Installer.exe) does not work
- The installation of the Creo Color Controller auto update tool (Color\_Server\_Auto\_Update\_Installer.exe) does not work
- You are unable to connect a color calibration device (for example, the i1 spectrophotometer)

Perform the steps described in <u>To install patches, color calibration devices, or dongles using desktop</u> <u>shortcuts</u> to enable protection on the newly installed patch, color calibration device or dongles.

**Note**: For detailed instructions on how to use the Creo Color Controller log collection tool, or the Creo Color Controller auto update tool, refer to the relevant Support Tools guide or the relevant Creo Server Technical Manual.

#### **Reinstalling the Creo Color Controller software:**

If you need to reinstall the Creo Color Controller software at any time, perform the software installation as described in the relevant Technical Manual, and then perform the procedures described in this document.

#### Uninstalling McAfee Solidifier:

Uninstall McAfee Solidifier from the Control panel.

- 1. From the Start menu, select Settings > Control Panel > Add or Remove Programs.
- 2. Scroll and select McAfee Solidifier.
- 3. Click **Remove**.
- 4. Follow the on-screen instructions to remove McAfee Solidifier.

### Technical Bulletin

#### **PAGE: 1/3**

Model: AG-P1 Color Controller C-80 Date: 25			5-Sep-14	No.: RM043019	
Subject: Firmware Release Note: System C-80			Prepared by:	M.ISHIBASHI	
From: PP Solution Support Sec., PP Tech Service Dept.					
Classification:	Troubleshooting	Part info	ormation	Action	ı required
	Mechanical	Electric	al	Servic	e manual revision
	Paper path	🗌 Transm	it/receive	Retrof	fit information
	Product Safety	🛛 Other (	)		

This RTB is the release note for Patch File **C-80\_V1.0SP1\_Stacker\_Full\_Patch.exe** for Color Controller C-80 system version 1.0 SP1.

Patch File	Modified Point
C-80_V1.0SP1_Stacker	While printing is running and the Stacker Main Tray becomes full, printing does
_Full_Patch	not stop and paper jam occurs.

#### Solution

Install the C-80\_V1.0SP1\_Stacker\_Full\_Patch on the Color Controller C-80 software.

- 1. Exit the Color Controller C-80 software.
- 2. Copy the **M0437569.exe** file to the Color Controller C-80, and extract the file.
- 3. Double-click the C-80\_V1.0SP1\_Stacker\_Full\_Patch.exe file.

C-80_V1.0SP1_Stacker_F	rul_Patch - InstallSmeld Wizard
	InstallShield Wizard Complete
	The InstallShield Wizard has successfully installed C-80_V1.0SP1_Stacker_Full_Patch. Click Finish to exit the wizard.

Model: AG-P1 Color Controller C-80

Date: 25-Sep-14

No.: RM043019

- 4. In the InstallShield Wizard, click Finish.
- 5. Start the Color Controller C-80 software.
- 6. Verify the update was installed successfully:
  - a. From the Help menu, select About.
  - b. In the **Updates** box, make sure that the **C-80\_V1.0SP1\_Stacker\_Full\_Patch 19-Aug-2014** appears.

#### Uninstalling the patch

Perform the following steps to uninstall the C-80\_V1.0SP1\_Stacker\_Full\_Patch.

- 1. Quit the Color Controller C-80 software.
- 2. From the Start menu, select Settings > Control Panel, and then double-click Add or Remove Programs.

To Add or Remove Programs							
Change or Remove Programs	Currently installed programs:	es Sort by: Name	~				
	Adobe Acrobat 9 Standard	Size	902.00MB 🛆				
	🚈 Adobe Flash Player 10 ActiveX						
Add <u>N</u> ew Programs	🔁 Adobe InDesign CS3 Server	Size	234.00MB				
	🔂 C-80_V1.05P1_Stacker_Full_Patch	Size	<u>1.82MB</u>				
	Click here for support information.						
Add/Remove <u>W</u> indows Components	To remove this program from your computer, click Remove.		Remove				
	Scolor_Controller_C-80	Size	1,477.00MB				
	🔀 ColorServerGUI	Size	1.77MB				
	🚰 Easy VDP File Creator	Size	647.00MB				
<b>(</b>	🔀 Enfocus PitStop Professional	Size	173.00MB				
Set Pr <u>o</u> gram Access and Defaults	🔀 Intel(R) IPP Run-Time Installer 5.3 Update 4 for Windows* on IA-32	Size	34.58MB				
	Intel(R) PRO Network Connections 12.3.31.0	Size	7.17MB				
	🕮 Microsoft .NET Framework 1.1	Size	35.11MB				
	🔀 Microsoft .NET Framework 2.0	Size	88.28MB				
	📑 Microsoft SQL Server 2005	Size	276.00MB				
	Microsoft SQL Server Desktop Engine	Size	69.42MB				
	A Microsoft SQL Server Native Client	Size	4.18MB				
	Microcoft SOL Server Setup Support Files (Foolish)						

3. From the **Currently installed programs** list, select the **C-80\_V1.0SP1\_Stacker\_Full\_ Patch**, and then click **Remove**.



Model: AG-P1 Color Controller C-80		Date: 25-Sep-14		No.: RM043019
	C-80_V1.0SP1_Stacker_Full_Patch - InstallShield Wizard	X		
	Are you sure you want to remove C-80_V1.0SP1_Stacker_Full_Patch from you	ur computer?		
	Yes No			

4. To confirm removing the update, click **Yes**.

C-80_V1.0SP1_Stacker_Full_P	atch - InstallShield Wizard
	InstallShield Wizard Complete
	The InstallShield Wizard has successfully installed C-80_V1.0SP1_Stacker_Full_Patch. Click Finish to exit the wizard.
InstallShield	< Back Finish Cancel

- 5. In the InstallShield Wizard, click Finish.
- 6. Start the Color Controller C-80 software.
- 7. From the **Help** menu, select **About** and verify that the patch was successfully removed.