TotalFlow Print Server R-60 (Machine Code:M272)

Field Service Manual

June, 2015

Safety Information

When using this machine, the following safety precautions should always be followed.

Safety during Operation

In this manual, the following important symbols are used:

WARNING

- Indicates a potentially hazardous situation which, if instructions are not followed, could result in death or serious injury.
- Connect the power cord directly into a wall outlet and never use an extension cord.
- Disconnect the power plug (by pulling the plug, not the cable) if the power cable or plug becomes frayed or otherwise damaged.
- To avoid hazardous electric shock, do not remove any covers or screws other than those specified in this manual.
- Turn off the power and disconnect the power plug (by pulling the plug, not the cable) if any of the following occurs:
 - 1) You spill something into the machine.
 - 2) You suspect that your machine needs service or repair.
 - 3) The external housing of your machine has been damaged

- Indicates a potentially hazardous situation which, if instructions are not followed, may result in minor or moderate injury or damage to property.
- Protect the machine from dampness or wet weather, such as rain and snow.
- Unplug the power cord from the wall outlet before you move the machine. While moving the machine, you should take care that the power cord will not be damaged under the machine.
- When you disconnect the plug from the wall outlet, always pull the plug (not the cable).
- Risk of explosion if battery is replaced by an incorrect type.
- Dispose of used batteries according to the instructions.

ACHTUNG (Deutch)

- Die batterie darf nur durch eine des gleichen Typs ersetzt warden, da anderenfalls Explosionsgefahr besteht.
- Sie die debrauchten Batterien entsprechend den gegebenen Anweisungen.

Comportant 🔁

• Obey these guidelines to avoid problems such as misfeeds, damage to originals, loss of valuable data and to prevent damage to the machine

Note

• This information provides tips and advice about how to best service the machine.

Power Cord Precautions

To reduce the risk of electric shock or damage to the equipment:

- User the appropriate power cord which was set up by your manufacturer's authorized service provider.
- Do not place objects on AC power cords or cables. Arrange them so that no one may accidentally step on or trip over them.
- Do not pull on a cord or cable. When unplugging from the electrical outlet, grasp the cord by the plug.
- Do not disable the power cord grounding plug. The grounding plug is an important safety feature.
- Plug the power cord into a grounded (earthed) electrical outlet that is easily accessible at all times.

Power Supply

The socket-outlet shall be installed near the product and shall be easily accessible.

IT Power Distribution

This product is also designed for an IT power distribution system with phase-to-phase voltage 200-240V.

Netzanschluss (Deutch)

Die Wandsteckdose sollte in der Nähe Geräts installiert und leicht zugänglich sein.

WARNING

• Use of controls, adjustment or performance of procedures other than those specified in this manual may result in hazardous radiation exposure.

△IMPORTANT SAFETY NOTICES

PREVENTION OF PHYSICAL INJURY

1). Before disassembling or assembling parts of the controller, make sure that the

AC power cord is unplugged.

2). The wall outlet should be near the controller and easily accessible.

3). Note that some components of the controller are supplied with electrical voltage even if the main power switch is turned off.

4). If any operation check has to be made with exterior covers off while the main switch is turned on, keep hands away from electrified or mechanically driven components.

OBSERVANCE OF ELECTRICAL SAFETY STANDARDS

1). The controller must be installed and maintained by a customer service representative who has completed the training course on the controller.

2). The danger of explosion exists if the battery on the motherboard is incorrectly replaced. Replace the battery only with the equivalent type recommended by the manufacturer. Discard the used motherboard battery in accordance with the manufacturer's instructions and local regulations.

SAFETY AND ECOLOGICAL NOTES FOR DISPOSAL

1). Dispose of replaced parts in accordance with local regulations.

2). When keeping used lithium batteries in order to dispose of them later, do not put more than 100 batteries per sealed box. Storing larger numbers or not sealing them apart may lead to chemical reactions and heat build-up.

Symbols

This manual uses several symbols and abbreviations. The meaning of those symbols and abbreviations are as follows:

Symbol	What it means
OP	Screw
S.	Connector
ş	Clamp

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Windows ® is a registered trademark of Microsoft Corporation in the United States and /or other countries.

PostScript ® is a registered trademark of Adobe Systems, Incorporated.

Ethernet ® is a registered trademark of Xerox Corporation.

Macintosh ® is a registered trademark of Apple Computer, Incorporated.

Pentium ® is a registered trademark of Intel Corporation.

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1. Installation

Installation Requirements

Environment

- Temperature Range: 10°C to 32°C (50°F to 90°F)
- 2. Humidity Range:

10% to 85% RH

3. Ambient Illumination:

Less than 1,500 lux (do not expose to direct sunlight or strong light)

4. Ambient Dust:

Less than 0.10 mg/m³

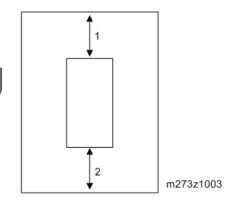
- 5. If the place of installation is air-conditioned or heated, do not place the machine where it will be:
 - 1) Subjected to sudden temperature changes
 - 2) Directly exposed to cool air from an air-conditioner
 - 3) Directly exposed to heat from a heater
- 6. Do not place the machine where it will be exposed to corrosive gases.
- 7. Do not install the machine at any location over 3,048 m (10,000 feet) above sea level.
- 8. Place the controller on a strong and level base.
- 9. Do not place the machine where it may be subjected to strong vibrations.
- 10. Do not connect the machine to a power source shared with another electrical appliance.
- 11. The machine can generate an electromagnetic field, which could interfere with radio or television reception.

Machine Level

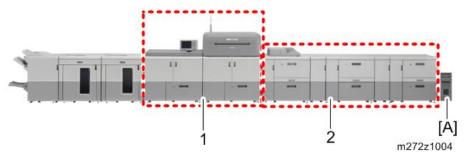
- 1. Front to back: Within $\pm 5^{\circ}$ (0.2") away from level
- 2. Right to left: Within $\pm 5^{\circ}$ (0.2") away from level

Minimum Space Requirements

Place the machine near the power source, providing clearance as shown.



- 1: Rear (200 mm or more)
- 2: Front (200 mm or more)



1: Printer

2: LCT

You may place the print server [A] on the right side of the large capacity tray or printer as shown in the illustration.

Power Requirements

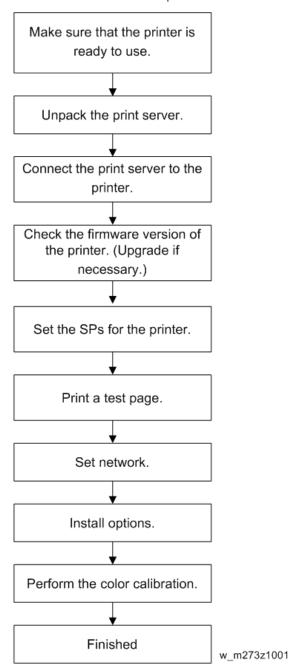
WARNING

- Insert firmly the plug in the outlet.
- Avoid using an outlet extension plug or cord.
- Ground the machine. Avoid using a 3-pronged adapter in a 2-hole ungrounded outlet.
- Use the supplied AC power cord with this product.
- Input voltage level: 100-240V, 4.8A, 50/60 Hz
- Do not put anything on the AC power cord.

1

Installation Flow Chart

First install Pro C9110/C9100. (Hereinafter referred to as printer) Then install TotalFlow Print Server R-60. (Hereinafter referred to as print server) Recommended installation steps are as follows:



Machine Installation

Setting Customer Expectations

Before installation, the customer should be informed of the following:

- Some nodes on the network may be unavailable for up to one hour.
- Installation process will take about 40 minutes.
- The site administrator should be available during the installation for assistance with network connectivity issues.
- Equipment downtime and impact on the network can be minimized if the site administrator installs a network node for the print server and confirms network connection for the print server installation.
- The site administrator should have a networked computer available during the installation. The appropriate software should already be installed. Documentation for the networked computer and the network operating software should be available.
- The site administrator should install the user software shipped with the print server (user documentation is also included) onto the networked PCs and Mac OS computers that will print to the print server.

Vote

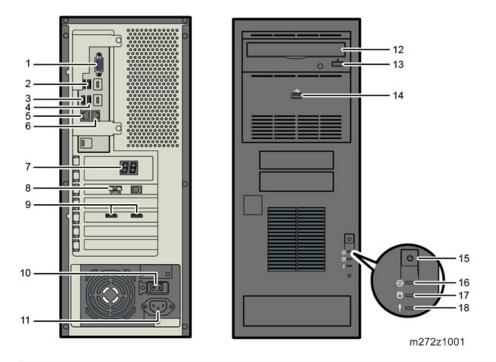
• This guide covers hardware installation and service. It provides general information on connecting the print server to the customer's network. For network setup and configuration information for the network administrator, refer to the instruction manual "Setup Guide".

No.	Description	Q'ty
1	Power Supply Code	1
2	Giga Ether Cable	1
3	Ferrite Core	4
4	Band	8
5	PCI Cover	1
6	Screw	2
7	EULA	1

Accessory Check

No.	Description	Q'ty
8	Release Note	1
9	Setup Guide	1
10	About the handling of the DVD	1
11	DVD: Operating Instructions	1

Connector/ Front Panel



No.	Name	No.	Name
1	VGA monitor port	10	Main power switch
2	USB port (backup)	11	Power connector
3	USB port (keyboard/mouse)	12	DVD drive
4	USB port (keyboard/mouse)	13	Disc eject button
5	Gigabit Ethernet port (print server to network.)	14	Front USB port

No.	Name	No.	Name
6	Gigabit Ethernet port (printer to print server)	15	Power switch
7	Digital display (7-segment)	16	Power indicator
8	Power interlock switch	17	HDD access indicator
9	Data Transfer Unit Port	18	System error indicator

Installation Procedure

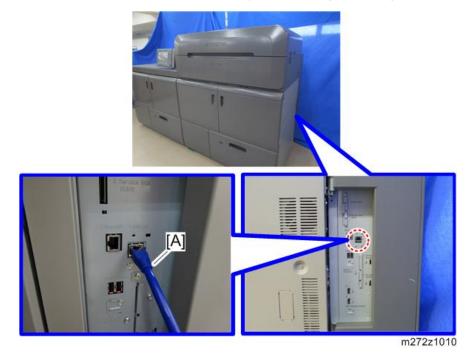
- Use two persons when installing this product. This product is 20 kg or more in weight.
- Turn OFF the print server power switch and printer main power switch, then disconnect the power cords before following procedure.
- 1. Remove the controller cover [A] of the printer. (\mathfrak{V}^* ×2)



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2. Remove the Gigabit Ethernet port cover [A]. ($\mathfrak{O}^* \times 1$).





3. Connect the interface cable [A] to the Gigabit Ethernet port of the printer. (🕬 ×1)

- Connect the interface cable which is connected to the printer to the Gigabit Ethernet port (Right) [A] of the print server. (1)
- 5. Connect the interface cable which is connected to a network to the Gigabit Ethernet port (Left) [B] of the print server. (SF×1)

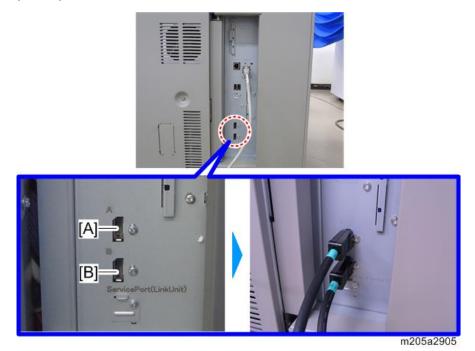


Note

• To disconnect the interface cables, remove the I/O cover [A].

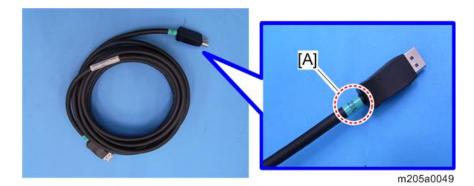


6. Connect the data transfer unit cable to the data transfer unit port [A] [B] of the printer.

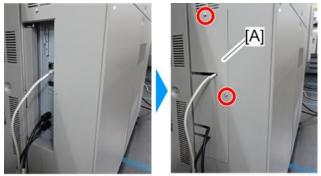


Note
There are two types of data transference

 There are two types of data transfer unit cables: A and B. Check [A] part of the data transfer unit cables, and then connect the cable which is described as "A" into the port marked "A". Connect the cable which is described as "B" into the port marked "B".



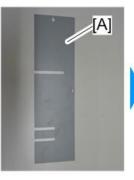
7. Attach the controller cover [A]. (\mathfrak{O}^{P} ×2)



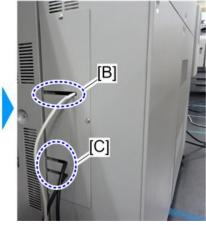
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Note

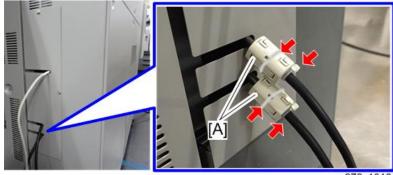
• Pass the interface cable [B] and the data transfer unit cables [C] through the cut off part of controller cover [A].







8. Attach the ferrite cores [A] on the data transfer unit cables and attach the bands to prevent slipping off the ferrite core as below.



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9. Attach the ferrite cores [A] on the end of the data transfer unit cables going to print server and attach the bands to prevent slipping off the ferrite core ad below.





10. Pass the two data transfer unit cables through the openings of the PCI cover [A].



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12. Set the power interlock switch [A] to the ON position.



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13. Install the PCI cover [A] to the print server. ($\mathfrak{O}^{p} \times 2$)



14. Connect the power cord [A] to the print server.



15. Plug the power cord of the print server to the outlet.

Initial Setting

Initial Setting for Printer

- 1. Turn ON the main power switch on the printer.
- 2. Enter the SP mode.
- 3. Check the following firmware at SP-7-801-255 (ROM No./ Firmware Version).
 - System V1.02 or higher
 - Engine V4.002b:14 or higher
 - TDCU V1.03a:05 or higher
 - Web Support V1.02 or higher
 - Network Support V14.65 or higher
- 4. Set the following SP.
 - "7" (Kurofune) at SP5-193-001 (External Controller Info. Setting)
 - "1" (invalid) at SP5-895-001 (Application invalidation / Printer) (If it is displayed)
- 5. Exit the SP mode.
- 6. Turn OFF the main power switch on the printer.

Initial Startup

The print server has a function to interlock the main power with the printer.

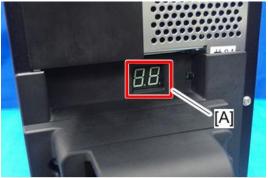
By turning this function on in the print server, the print server's power goes off when the printer is turned off.

When the interlock switch is set to OFF, the interlock function is turned OFF, and when the switch is set to ON, the interlock function is turned ON.

1. Turn ON the main power switch [A] on the print server.



- Do not turn OFF immediately after the main power switch to ON. HDDs and memory might be damaged.
- Do not use the power button [U] to turn the print server ON. Otherwise the print server detects that the printer is OFF, and then the server automatically shutdown by the power interlocking.
- 2. Turn ON the main power switch on the printer.
- 3. Make sure the print server is automatically turned on and the power indicator comes on.
- 4. Make sure "00" is displayed on the digital display [A] at the rear side of the print server.



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Note

• When the code other than "00" is displayed, there is a possibility that failed to start. (Link: LED Error Code)

5. Press the [Home] key on the operation panel of the printer and wait about five minutes until the [TotalFlow] icon appears on the Home screen.



Test Print

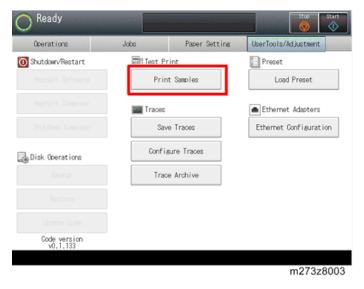
1. Press the [TotalFlow] icon to access to the menu screen.



2. Press [User Tools/Adjustment].

Operations	Jobs		Paper Setting	UserTools/Adjustme	nt
perator Message				· · · · · · · · · · · · · · · · · · ·	
CB1A - No output trays	s are available			Details	
Tray Information					
	85×11₽	63.1 -	6 🔳	8×110	63.1 -
1 💷		63.1 - 80.0 gsm 63.1 -	6 🗐		63.1 - 80.0 gs 63.1 -
1 💷	11×17⊡	80.0 gsm 63.1 - 80.0 gsm	6 🗐 A 🗐	%×110 %×110	80.0 gs
1 💷		80.0 gsm 63.1 -			80.0 gs 63.1 -
1 💷	11×17⊡	80.0 gsm 63.1 - 80.0 gsm 63.1 - 80.0 gsm 63.1 -			80.0 gs 63.1 -
1 III 2 III 3 III	11×17⊡ %×11⊡	80.0 gsm 63.1 - 80.0 gsm 63.1 - 80.0 gsm			80.0 gs 63.1 -

3. Press [Print Samples].

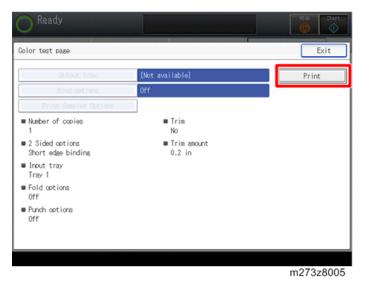


4. Press [Color test page].



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5. Press [Print].



6. Make sure that the test page is printed normally.

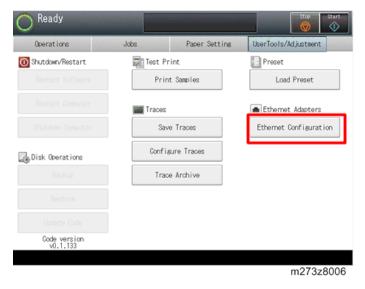
Network Settings

1. Press the [TotalFlow] icon to access to the menu screen.

2. Press [User Tools/Adjustment].

Operations	Jobs		Paper Setting	UserTools/Adjustme	nt
perator Message				-	
CB1A - No output trays	s are available			Details	
Toru Jaformation					
Tray Information					
Tray Information	%×11₽	63.1 - 80.0 cca	6 🗐	85×11	63.1 - 80.0 ps
	%×11₽ 11×17₽	80.0 gsm 63.1 -	6 🗐 A 🗐	%×110 %×110	80.0 gs 63.1 -
1 💷		80.0 gsm 63.1 - 80.0 gsm 63.1 -			80.0 gs
1 III 2 III 3 III	11×17⊡	80.0 gsm 63.1 - 80.0 gsm 63.1 - 80.0 gsm 63.1 -			80.0 gs 63.1 -
1 💷	11×17⊡ %≤×11⊡	80.0 gsm 63.1 - 80.0 gsm 63.1 - 80.0 gsm			80.0 gs 63.1 -

3. Press [Ethernet Configuration].



4. Configure the network settings.

1 #1
1 #1

5. Configure in accordance with the screen of the message, then press [OK].

Ethernet Adapter - Common		Cancel	OK
Hardware address	DHOP Plug and Play	Cancel	OK
Card	Select item, then press [OK].		
Use DHCP to obtain			
IP address of primar	Yes No		
IP address of seconda			
CHOP times			
Domain name of 1			
		1/3 A Pres	V Next
		The A	- INTAL
		m	273z8008

6. After completing configuration of the network fields, press [OK].

ithernet Adapter - Common	Cancel	OK
Hardware address	00:E0:81:EC:A6:63	
Card	Ethernet copper integrated #1	
Use DHCP to obtain DNS servers	Yes	
IP address of primary DNS server		
IP address of secondary DNS server		
DHCP timeout	60	
Domain name of local host		
	1/3 APri	w
	n	1273z800

General Operations for Servicing

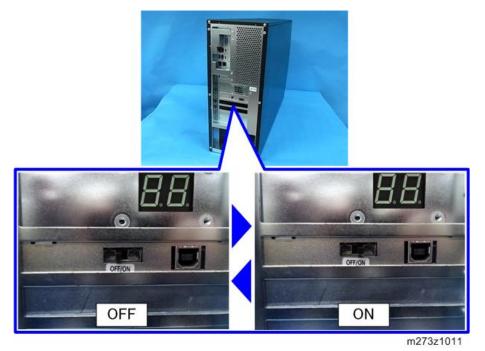
Power Interlock Switch

The print server has a function to interlock the main power with the printer.

By turning this function, the print server's power goes OFF when the printer is turned off.

When the interlock switch is set to OFF, the interlock function is turned OFF, and when the switch is set to ON, the interlock function is turned ON.

The power interlock switch is located at the rear side of the print server. It is recommended for use in ON.



Switching Procedure of Power Interlock

- 1. Turn OFF the power switch of the print server and the printer.
- 2. Turn OFF the main power switch of the print server.
- 3. Wait for about one minute.

4. Switch the power interlock switch.

🔁 Important

- After the main power switch to OFF the internal voltage left for a while. Therefore, wait for about one minute before switching.
- 5. Turn ON the main power switch of the print server.

Starting the Print Server

🔁 Important

- When the power interlock function is enabled, the print server turns OFF/ON the power in tandem with the printer's operation.
- When the power interlock function is disabled, first turn ON the printer, and then turn ON the print server. Otherwise, the print server will not work correctly.

When the power interlock function is disabled, start the print server in the following procedure:

- 1. Turn ON the main power switch of the printer.
- 2. Turn ON the main power switch (rear side) [A] of the print server.

🔁 Important

Do not turn OFF the main power switch of the print server immediately after turning it ON.
 Doing so may result in damage to the hard disk or memory, leading to malfunctions.



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3. Push down the power switch (front side) of the print server.

The power indicator lights up.

The [TotalFlow] icon appears on the home screen of the control panel of the printer.

4. Press the [Home] key on the operation panel of the printer and wait about five minutes until the [TotalFlow] icon appears on the home screen.

				£
Copier	Scarner	TotalFlow	Document Server	
Address Book Management				
			m273	z8001

Shutting Down or Restarting the Print Server

🔁 Important

- Do not turn OFF the main power switch of the print server when the power indicator is lit.
- If the print server is shut down while another user is editing job properties, the edited data will be lost.

Vote

• If the shutdown sequence of the print server is suspended, the job will be resumed from where it was suspended after the print server restarts.

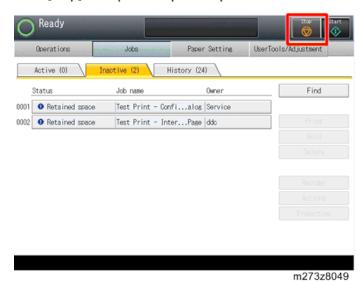
Shutting Down the Print Server

🔁 Important

- When the power interlock function is enabled, the print server turns OFF/ON the power in tandem with the printer's operation.
- When the power interlock function is enabled, you cannot shut down the print server using the control panel of the printer.
- When the power interlock function is disabled, turn OFF the print server first, and then turn OFF the printer.

If the power interlock switch is OFF, shut down the print server in the following procedure:

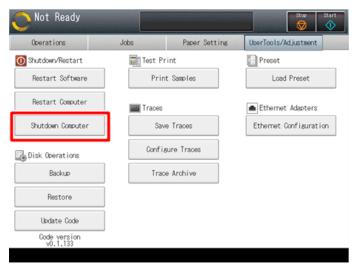
- 1. Press the [Home] key on the operation panel of the printer and then press the [TotalFlow] icon.
- 2. Press [Stop] to suspend the printer operation.



3. Press [User Tools/Adjustment].

Not Ready			Stop St
Operations	Jobs	Paper Setting	UserTools/Adjustment
Active (0)	Inactive (2)	History (24)	
Status	Job name	Owner	Find
1 • Retained space	Test Print - Co	nfialog Service	
2 0 Retained space	Test Print - In	terPage ddc	Print
			Hold
			m273z80

4. Press [Shutdown Computer].



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5. Press [OK].

O Not	Ready		Stop Clart
Onera O Shutda Recta Recta Shutd	ł	This procedure performs an orderly shutdown of the software and then powers off the computer. Any job that is receiving is terminated. Any job that is printing will be available for reprinting later. Are you sure that you want to shutdown the computer now?	nt ins ration
Disk C		Cancel OK	
B	ectore		
Und	ate Code		
Code	version		
			m273z8012

6. To shut down the print server, make sure that the power indicator is turned OFF, and then turn OFF the main power switch of the print server.

🚼 Important

- Do not turn OFF the main power switch of the printer until the power indicator of the print server goes out. Doing so may result in damage to the hard disk or memory, leading to malfunctions. After turning off the main power switch of the print server, wait for two minutes or more before turning it on again.
- 7. Turn OFF the printer.

1

Restarting the Print Server

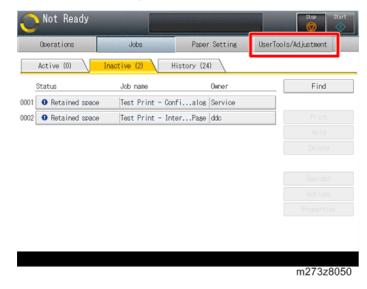
When restarting the print server to recover from a problem, try this procedure first. However, this procedure will only restart the print server application software. To reboot the system OS, see the next section "Rebooting the Print Server".

1. Press [Stop] to suspend the printer operation.

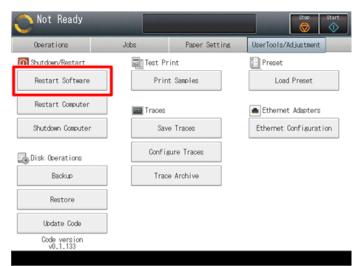
Operations	Jobs	Paper Setting	UserTools/Adjustment
Active (0) In	nactive (2) H	istory (24)	
Status	Job name	Owner	Find
Retained space	Test Print - Con	fialog Service	
• Retained space	Test Print - Int	erPage ddc	Print
			Hold

m273z8049

2. Press [User Tools/Adjustment].

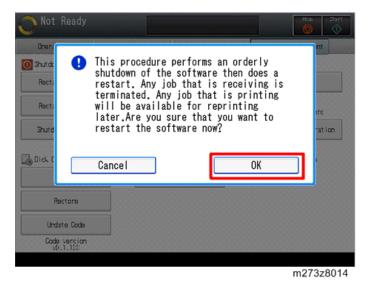


3. Press [Restart Software].



m273z8013

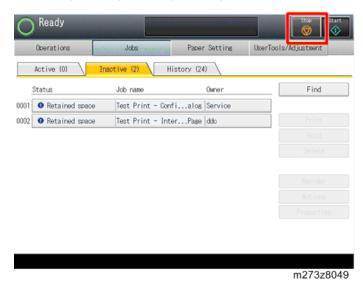
4. Press [OK].



Rebooting the Print Server

Use this procedure to reboot the system OS.

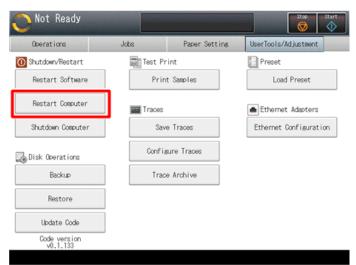
1. Press [Stop] to suspend the printer operation.



2. Press [User Tools/Adjustments].

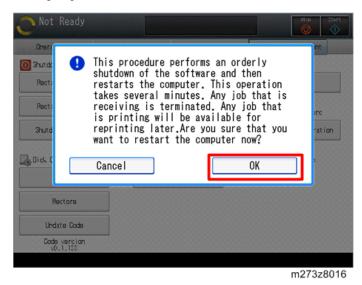
Not Ready		an a	Stop St
Operations	Jobs	Paper Setting	UserTools/Adjustment
Active (0)	active (2)	History (24)	
Status	Job name	Owner	Find
1 9 Retained space	Test Print - Con	nfialog Service	
2 • Retained space	Test Print - Inf	terPage ddc	Print
			Hold
			m273z80

3. Press [Restart Computer].



m273z8015

4. Press [OK].



Canceling the Current Print Job

 Press the [Home] key on the operation panel of the printer and then press the [TotalFlow] icon.

2. Press [Jobs].

Operations	Jobs	100000	Paper Setting	UserTools/Adjustmen	nt
perator Message					
CB1A - No output tra	ys are available			Details	
Tray Information					
Tray Information					
	%×110	63.1 -		*×110	63.1 =
Tray Information	85×11 🖓	63.1 - 80.0 gan	6 🗐	%×11₽	63.1 - 80.0 ss
1 💷		80.0 gsm			80.0 gs
	%×11₽ 11×17₽		6 🗐 A 🗐	8;×110 8;×110	
1 💷	11×17⊡	80.0 gsm 63.1 -			80.0 gs 63.1 -
1 💷		80.0 gsm 63.1 - 80.0 gsm			80.0 gs 63.1 -
1 💷 2 🗐 3 🗐	11×17⊡ %×11⊡	80.0 gsm 63.1 - 80.0 gsm 63.1 -			80.0 gs 63.1 -
1 💷	11×17⊡	80.0 gsm 63.1 - 80.0 gsm 63.1 - 80.0 gsm			80.0 gs 63.1 -
1 💷 2 🗐 3 🗐	11×17⊡ %×11⊡	80.0 gsm 63.1 - 80.0 gsm 63.1 - 80.0 gsm 63.1 -			80.0 gs 63.1 -

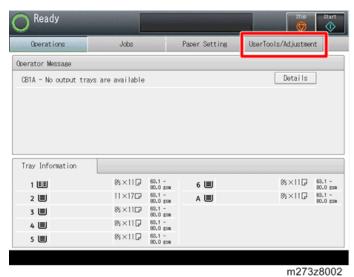
3. Select the job that you want to cancel.

O Ready			Stop Start
Operations	Jobs	Paper Setting	UserTools/Adjustment
Active (0)	active (3)	listory (22)	
Status	Job name	Owner	Find
000 • Held before print	Printer_test2.pd	if j	
0002 • Retained space	Test Print - Cor	fialog Service	Print
0003 • Retained space	Test Print - Int	erPage ddc	Hold
			Delete
			Reorden
			Actions
			Properties
			m273z8018

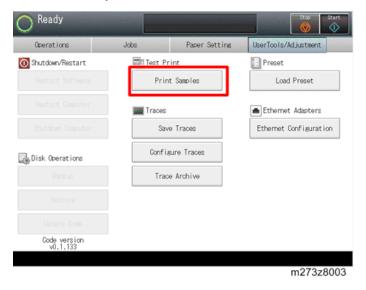
Test Print

1. Press the [Home] key on the operation panel of the printer and then press the [TotalFlow] icon.

2. Press [User Tools/Adjustment].



3. Press [Print Samples].



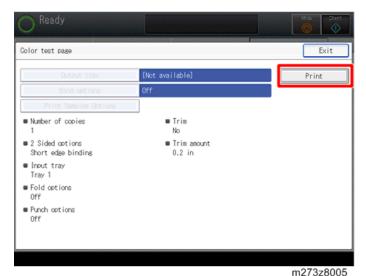
4. Select the test page you want to print.



Note

- You can select the following test pages:
 - Color test page
 - Tray adjustment
 - CMYK colors
 - CMY colors
 - RGB colors
 - Blank page

5. Press [Print].



How to Access Consoles (Operation Screen)

Overview

You can access to the print server from the consoles in the following ways:

• Local Console

By connecting a commercially available monitor, keyboard, and mouse to the print server, you can directly operate the print server with the local console.

• Remote Console

You can operate the print server from a web browser of the client computer. To use the remote console, connect the client computer and print server to a network. To access the print server using the remote console, log in to the print server.

The layout of the console screen is the same even if accessed from either. (Some in remote access, there is a restricted function.)

You can manage such as logging, network and maintenance on the console screen.

1

erations	Jobs	Configuration	Maintenance			Submit Job	♦ Service ▼	?
	Basic	8	Input Trays [9]			Preset		6
aper	Simplest and m	ost basic printer settings.	Settings to con trays.	figure the paper input			and retrieve setups for cortant printer settings ply restored.	
-	Allow to print sample	Yes	0			Name	Ricoh	
inter	Reprint unfinished pages	Yes	Tray	Tray status	_	Status	Currently loaded	
	Flip for face up duplex	No	Tray 1	Enabled		Jobs using this preset	Valid	
<u> </u>	Printer name		Tray 2	Enabled				
_	Printer information		Tray 3	Enabled	11			
stor	Printer information		Tray 4	Enabled		Date/Time		8
gement	details Printer location		Tray 5	Enabled		Set the time of	n the printer or identif	y the
<u>ک</u>	Enter Sleep mode after	2 hours	Tray 6	Enabled			he printer should utilize rent time on every star	
	Wake on network	Yes	Tray 7	Enabled	Ŧ	-		ender.
Stream	traffic		Output Trays [2]			Date and time 12/31/2		
	When printer sleeps	DFE sleeps immediately		figure the paper output		Time zone Americ Time source Manua		
work			9					_
WORK .			Output Trays	Tray Status	_	Extended Feature	s [0]	
			Booklet processor tray	Enabled			feature settings allow ons to be installed and	
-			Finisher upper tray	Enabled		enabled for a p		
urity						日言トロ		
						Extended feature name	Status	_
1						Externació reditar e norme	1 210103	_

1. Hub

This is the main operational menu. Machine details or the configuration screen appear when you click the items.

2. Pod

Indicates each item in a panel.

3. Tab

Appears on the left side of the screen when the [Configuration] hub is open. Each tab has pods.

For more information on display and setting items of the console screen, refer to "Operating Instructions".

Local Console

To use the local console, attach a monitor, keyboard and mouse to the print server.

After print server starts, the console screen is displayed.

Switch to the service authority after the print server starts, because you are logged in automatically with administrator in the local console.

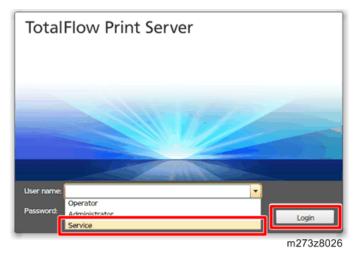
Read	dy				Stop Sta				
Operations	Jobs Co	onfiguration	Maintenance			Submit Job	<u>ې</u> ۸	Administrato	r 🔻
Job Previe.	Job Infor.	Active Jobs	[0]				Logou	it Preferences	
	9 i≣v	▶Ⅱ盲					[rielei ei kes	and the second
Job name:		Status	Job Name		User Name	Size	Copies	Job Type	Actio
		Inactive Job		lobs [5] In	walid Jobs [2]	Job Log [21]		Q.][View	*)[= ×
 a, i		▶ II 盲	Ø 💷 🕈	lobs [5] In					
	의 B 수 수 /0 > >I			lobs [5] In	valid Jobs [2]	Job Log [21]	Copies	Q. View Job Type	
1< <		▶ II 首 Status	Ø 💷 🕈	lobs [5] In					
1< <	/0 > >1	▶ II 首 Status	Ø 💷 🕈	lobs [5] In					
I< <	/0 >>I	▶ 11 ĝ	Ø 💷 🕈	lobs [5] In					Action
IS S Input Tray. [I	/0 > >1	▶ 11 ĝ	Ø 💷 🕈	iobs (5) In					
IIC C Input Tray_ []		▶ 11 ĝ	Ø 💷 🕈	lobs (5) In					
Input Tray_ [Tray 1 III []	/0 >> Interposer_	▶ 11 ĝ	Ø 💷 🕈	lobs [5] In					

1. Click [Administrator] and select "Logout" on the console screen.

- 2. After the login screen appears, select "Service" to log in from [User name:].
- 3. Enter the password in [Password:].
- 4. Click [Login].

✓Note

• The initial password is blank. Set the password after the initial login. For details about how to change the password, see "Operating Instructions".

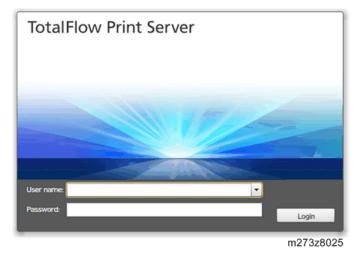


Console screen appears after login.

Remote Console

- 1. Launch the web browser.
- 2. Enter "http://(IP address or host name of the print server)/" in the address bar.
- 3. Press the [Enter] key.

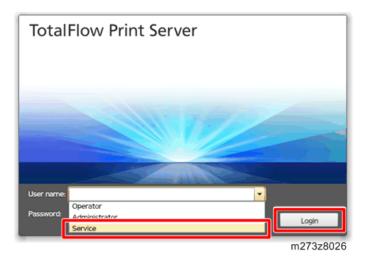
The login screen appears.



- 4. Select a user to log in from [User name:].
- 5. Enter the password in [Password:].
- 6. Click [Login].

Note

- Customer engineers select "Service" for user name.
- The initial password is blank. Set the password after the initial login. For details about how to change the password, see "Operating Instructions".



Console screen appears after login.

Backing up Data/ Restoring Data

You can use the backed-up data to restore the data after a hard drive failure or to copy the configuration data to another installation of the print server. (page 90 "Backing up Data/ Restoring Data")

Automatic Backup for Configuration Data

To back up the configuration data automatically, insert a writable USB memory into the rear USB port of the print server.

When printing 1,000 sheets or more, it will back up them automatically per 24 hours after booting.



m273z6002

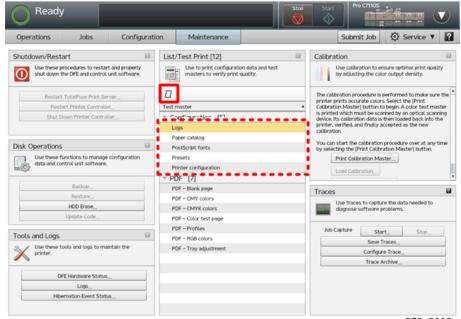
Printing Configuration

- 1. Access to the print server by the local or remote console.
- 2. Click [Maintenance].

Rea	dy						art Pro C		i na na	
Operations	Jobs	Con	nfiguration	Maintenance			Submit	Job	🔅 Service	v E
Job Previ_ J	Job Infor_ 🛛 🖓		Active Jobs [0	0]	·			- B Q	View	•][= ×
▶ II 亩 /			▶ II 亩 t	∮ ≣ v						
Job name:			Status	Job Name		User Name	Size	Copies	Job Type	Actio
			Inactive Jobs		Invalid Jo	bs [O] Job	Log [20]][View	• [=]×
	A 18 O O		▶ II 亩 /	9 ≣ v		bs [O] Job				
ة. ي. ي.							Log [20] Size 108.7 KB	Copies	Job Type PDF	Actio
Input Tra. []	/0 ≥ >1 Interpos_		▶ II 亩 d Status	Job Name Job Name			Size	Copies	Job Type	Actio
nput Tra. []	/0 ≥ ≥1 Interpos_		▶ II 亩 d Status	Job Name Job Name			Size	Copies	Job Type	Actio
nput Tra. []	/0 ≥ >I Interpos_		▶ II 亩 d Status	Job Name Job Name			Size	Copies	Job Type	Actio
nput Tra. []	70 > Interpos. Image: Comparison of the second se		▶ II 亩 d Status	Job Name Job Name			Size	Copies	Job Type	Actio
nput Tra. 🚺	/0 >> Interpos. Paper 8.5 x 110 in, Plain, Weight 2 (631 - 80.0 gsm) 110.0 x 170 in, Plain, Weight 2 (631 -		▶ II 亩 d Status	Job Name Job Name			Size	Copies	Job Type	Actio

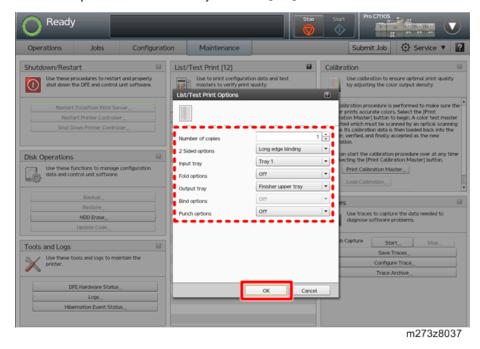
m273z8027

3. Select the type of the configuration data for printing.



m273z8036

4. Select the option items if necessary and click [OK].



Calibration

This product is provided with calibration targets using ColorPort. Below shown are two types of calibration targets stored in the folder on the driver CD-ROM provided.

• Folder

Calibration

- File names
 - Calibration_Target_Standard.xml (Standard accuracy target)
 - Calibration_Target_High.xml (High accuracy target)

Before calibrating a printer, import the xml files using ColorPort. For details about how to calibrate a printer, see "Calibrating the Printer", Operating Instructions, and the help in ColorPort.

1. Installation

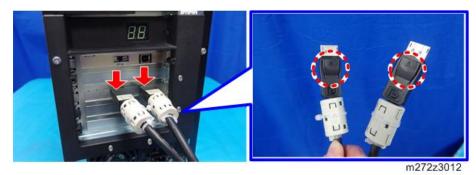
Cover Removal

PCI cover

1. Remove the outer part of PCI cover [A]. (\mathfrak{V}^* 4)



Remove the data transfer unit cables while pushing the lock behind the connector. (*2)

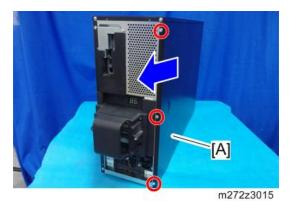


3. Remove the inner part [A] of the PCI cover [A]. (@×5)



Left Cover

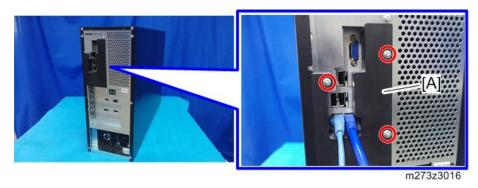
1. Slide the left cover backward [A]. (🕅×3)



Right Cover

1. PCI cover (page 51)

2. I/O cover [A] (1 × 3)



• Note

- To disconnect the interface cable, remove the I/O cover.
- 3. Slide the right cover backward [A]. (🕬×2)



Front Cover

- 1. Left cover (page 52)
- 2. Right cover (page 52)

3. Front cover [A] (🕬×6)



Unit Removal

WARNING

• Unplug the power cord from the power source before attempting any of the procedure in this section.

HDD

The print server has three HDDs. One is for operating system [A] and the other two are for data storage [B].



m273z3046

HDD (for Operation System)

- 1. Left cover (page 52)



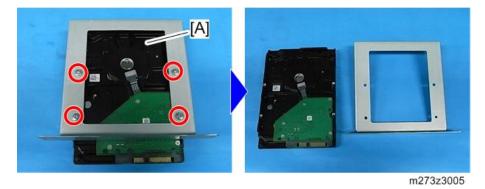
m273z3003

3. Remove the HDD (for operation system) [A] with the bracket. (**3)



m273z3004

4. HDD [A] (X×4)



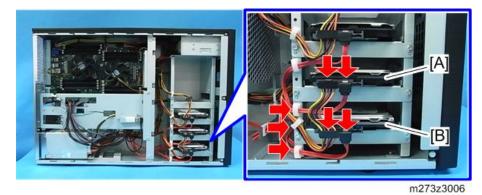
Vote

- When replacing the HDD, install the system software from the system software DVD packed with the new HDD.
- When the IPDS is activated, reactivate the IPDS after replacing the HDD. (page 172 "How to Reactivate")

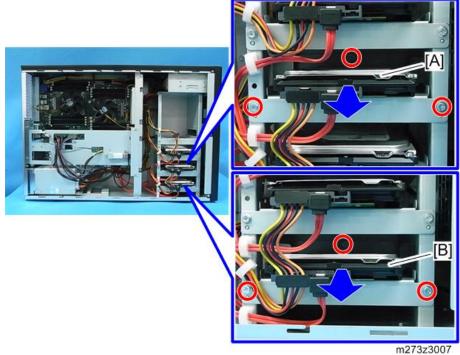
HDD (for Data Storage)

- Be sure to install the system software to reconfigure the system setting, due to these HDDs are RAID O structure. (page 105 "System Software Installation Procedure")
- 1. Left cover (page 52)

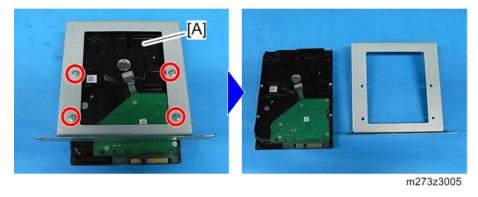
2. Release the connectors and clamps from the HDD (for data storage) [A] [B]. (🗺 ×4, 🖗 ×3)



3. Remove the HDD (for data storage) [A] [B] with the bracket. ($\textcircled{\sc storage} \times 6)$



4. HDD (for data storage) (🕬×4)



Note

- When replacing the HDD, install the system software from the system software DVD packed with the new HDD.
- When the IPDS is activated, reactivate the IPDS after replacing the HDD. (page 172 "How to Reactivate")

PSU

- 1. Left cover (page 52)
- 2. Lay down the machine.



m273z3008

2



Note

• All connectors have a locking mechanism on the lower side. Release the connectors by releasing the lock in the figure below of the order.



m273z3010

4. Remove the electrostatic tape [A] on the PSU [B] and the housing.





- Note
 - After installing a new PSU, put the electrostatic tape on as before.

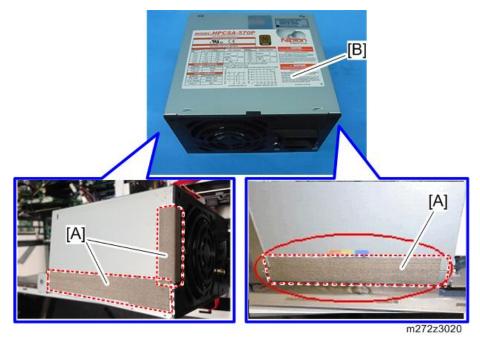
5. Remove the screws of the PSU [A] and the bracket [B]. (🕮×5)



6. Remove the PSU [A] in the following order.



7. Remove the electrostatic tapes [A] on the PSU [B].



Note

• Put the electrostatic tapes on a new PSU as before.

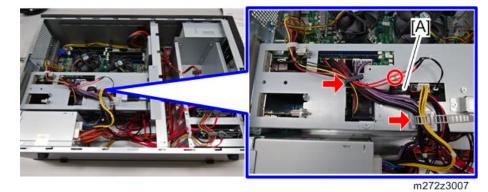
RDTU Cooling Fan

- 1. Left cover (page 52)
- 2. Lay down the machine.

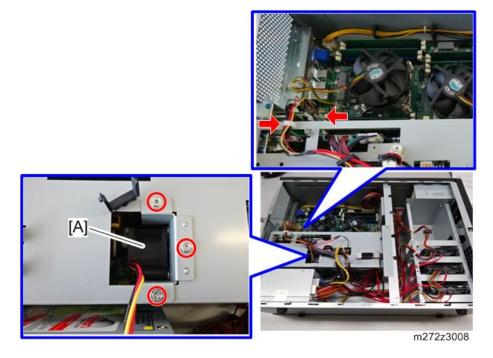


m273z3008

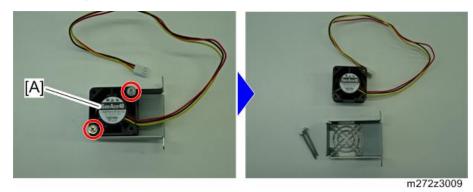
3. Release the ferrite core [A] and the two clamps. (𝔅×1, ≪×2)



4. Remove the RDTU cooling fan [A] with the bracket. (☞×3, ×1, ☞×1)



5. RDTU cooling fan [A] (@*×2)



RDTU Board

CAUTION

• Do not touch the terminal part of the RDTU board. Clean with alcohol in case of touching the terminal.



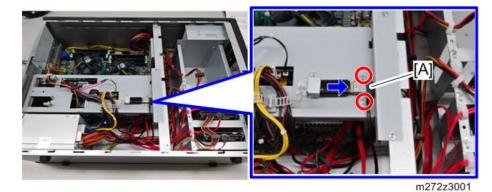
m272z3003

1. Left cover (page 52)

2. Lay down the machine.



3. Remove the USB socket [A] with the USB dongle. (×2)

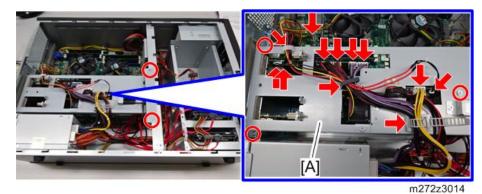


4. Release the ferrite core [A]. (SXX1)

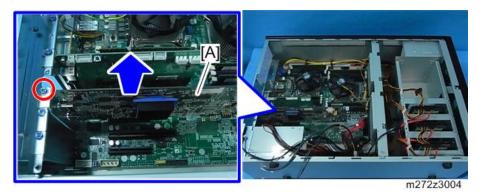


m272z3002

 Disconnect the connectors on the PIC board, RDTU cooling fan, and RDTU board. Then remove the bracket [A]. (☞×9, ×3, ☞×5)



6. RDTU board [A] (@*×1)



PIC Board

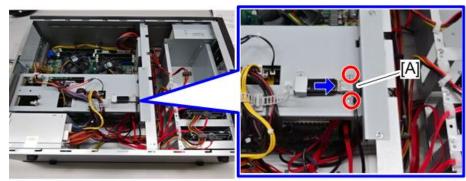
• Do not touch the terminal part of the PIC board. Clean with alcohol in case of touching the terminal.



- 1. Left cover (page 52)
- 2. Lay down the machine.



3. Remove the USB socket [A] with the USB dongle. (X2)

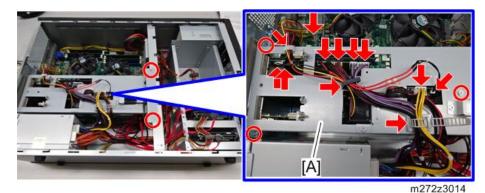


m272z3001

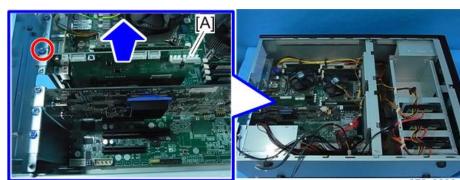


4. Release the ferrite core [A]. (SP×1)

 Disconnect the connectors on the PIC board, RDTU cooling fan, and RDTU board. Then remove the bracket [A]. (☞×9, ×3, ☞×5)

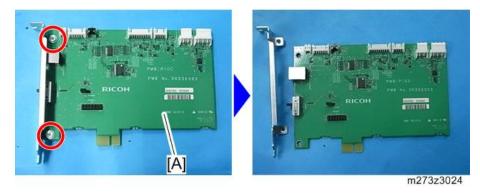


6. Remove the PIC board [A] with the bracket. (🖤×1)



m272z3006

7. PIC board [A] (@*×2)



Cooling Fans

- 1. Left cover (page 52)
- 2. Lay down the machine.



m273z3008

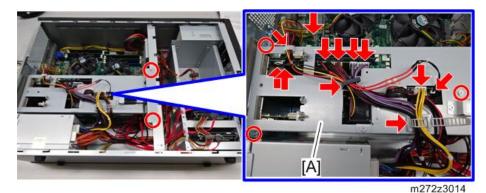
3. Remove the USB socket [A] with the USB dongle. ($\mathfrak{O}^* \times 2$)



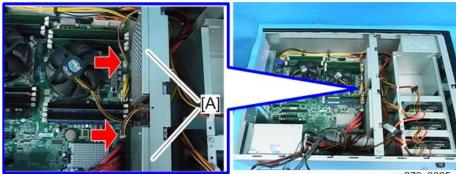


4. Release the ferrite core [A]. (@*×1)

 Disconnect the connectors on the PIC board, RDTU cooling fan, and RDTU board. Then remove the bracket [A]. (☞×9, ×3, ☞×5)

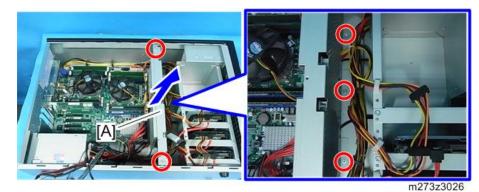


6. Disconnect the connectors from the cooling fans [A]. (\Im ×2)

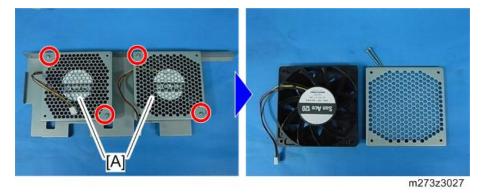


m273z3025

7. Remove the cooling fans with the bracket [A]. (**5)



8. Cooling fans [A] (each 🗊 ×2)

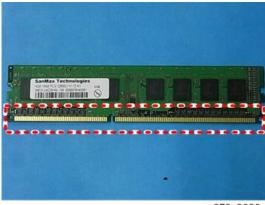




• When installation, attach to the bracket so that the fan label is the same direction as the photo.

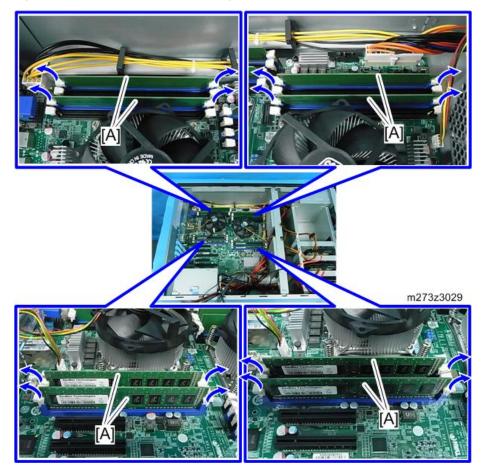
DIMM

• Do not touch the terminal part of the DIMM. Clean with alcohol in case of touching the terminal.



m273z3028

- 1. PIC board (page 65)
- 2. Open the both sides of the lever, and pull out DIMM (×8) [A] from the sockets.



Note

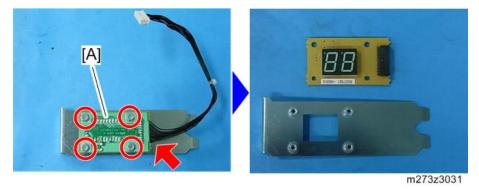
- When installing, gently slide the DIMM straight down into the socket and push into the slot. Make sure that the levers close securely around the ends of the DIMM.
- DIMMs fit in the socket only one way.

7SEG Board

- 1. PIC board (page 65)
- 2. Remove the 7SEG board [A] with the bracket. (🕮 ×1)

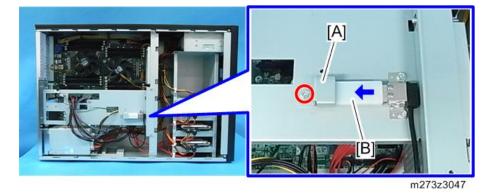


3. 7SEG board [A] (@*4, @**1)



USB Dongle

1. Left cover (page 52)



2. Remove the dongle cover [A] and pull out the USB dongle [B]. (🗊×1)

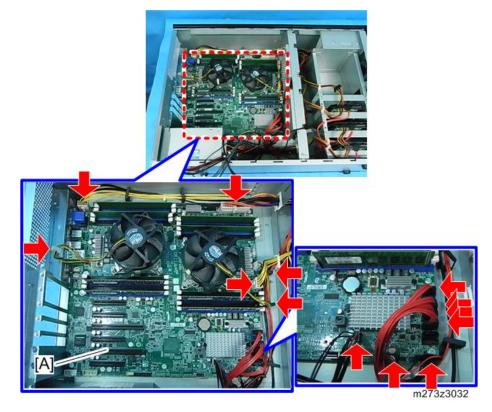
Motherboard

Coloritant 🖸

 The license key is registered in the USB dongle. At initial startup the serial number of the motherboard is written to the USB dongle to prevent unauthorized use. The print server does not start when the serial number does not match. Therefore, when you replace the motherboard, USB dongle also need to be replaced at the same time (New USB dongle is packed with the motherboard).

Removal Procedure

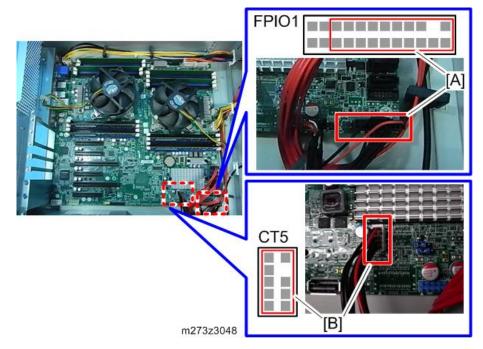
- 1. 7SEG board (page 72)
- 2. RDTU Board (page 63)
- 3. Cooling fan bracket (page 68)



4. Release the clamps and connectors around the motherboard [A]. (\$×3, \$×10)

Vote

• When installing the motherboard, make sure the harness (20 pins) is connected to FPIO1 connector (23 pins) [A] and the harness (10 pins) is connected to CT5 connector (9 pins) [B].



5. Remove the electrostatic tape [A] on the LAN adapter.



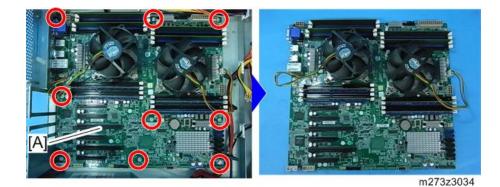
m273z3050

Note

- After installing a new motherboard, put the electrostatic tape on as before.
- 6. Motherboard [A]. (@×9)

• Remove the motherboard carefully to prevent the harness and connectors from damage.

2



Vote

- When installing a new motherboard, make sure to remove the CPU cooling fans, CPU and DIMM from the old motherboard and install them on the new motherboard.
- 7. Remove the old USB dongle and install the new one. (page 72)

Operation Checking after Motherboard Replacement

- 1. Make sure that the print server is in the following states:
 - Main power is turned OFF
 - Anything not in the DVD drive
 - Connected to the printer
- 2. Turn ON the main power on the rear of the print server, and turn ON the power on the front of the print server.
- 3. Make sure that the print server is standby status.
- Install the system software from the system software DVD. (page 105 "Reinstalling the System Software")
- 5. Print a test page from the operation panel of the printer and make sure whether correctly can be printed. (page 39 "Test Print")

Time Setting

Set the date and time in the BIOS or console of the print server after replacing the motherboard.

Setting date and time in BIOS

In order to set the time in the BIOS screen, connect a monitor and keyboard to the print server.

- 1. After the print server boots, immediately press the [F2] key.
- 2. Select the [Main] tab, and then set [System Date]/[System Time] with the arrow keys and the numeric keypad.

- Select the [Save & Exit] tab with the arrow keys, and press the [F4] key (Save & Exit).
- 4. Select [Yes] in the pop-up screen, and then press the [Enter] key.
- 5. The BIOS screen is closed, and the print server startup sequence is started.

Setting date and time in the console of the print server

- 1. Access to the print server by the local or remote console.
- 2. Click [Stop] to change the status of the printer [Not Ready].

Rea	dy					Stop	Start	Pro C			
Operations	Jobs	Con	nfiguration	Maintenance			-	Submit	Job 【	Service	•
	ob Infor 🛛 🗆		Active Jobs [0]						1 (Q	View •	
Job name:	/		Status	Job Name		User Nam	ne .	Size	Copies	Job Type	Action_
			Inactive Jobs [1]	Stored Jobs [0]	Invalid Jol	os [0]	Job Log	[20]		View 7 *	
	10 > >1		Status	Job Name Printer_test2pdf		User Nam	he	Size 108.7 KB	Copies	Job Type PDF	Action.
0	nterpos. 🛛 🖾 🗔	_		PTERUM_UPS (2001				1067 NB	1	FUF	
Tray	Paper	-									
1 🛄 💭	8.5 x 11.0 in, Plain, Weight 2 (63.1 – 80.0 gsm)	1									
2 🔲 🖓	11.0 x 17.0 in, Ptain, Weight 2 (63.1 – 80.0 gsm)	H									
3 🔳 🕞	8.5 x 11.0 in, Plain, Weight 2 (63.1 - 80.0 gsm)										
4 🔳 D	8.5 x 11.0 in, Plain, Weight 2 (63.1 -	v									

3. Select [Configuration] → [Printer].

4. Click [Date/Time].

O Not	Ready			Stop Str			
Operations	Jobs	Configuration	Maintenance		Submit Job	Ø Service ▼	
	Basic		🗟 Input Trays [7]	Interposer Trays _ 🔛	Preset	8	
Paper	Simplest and most basic printer settings.		Settings to	Settings to configure the paper input trays.		nd retrieve setups for the rtant printer settings for a job estored.	
	Output jogging	None	0	8		Ricoh	
Printer	Allow to print sample Yes		Tray	Tray status	Status	Currently loaded	
_	Reprint unfinished page		Tray 1	IPDS default	Jobs using this preset	Valid	
	Flip for face up duplex Printer name	No	Tray 2	Enabled			
_	Printer information		Tray 3	Enabled			
Color	Printer Information		Tray 4	Enabled	Date/Time	g	
Aanagement	details Printer location	Tray 5	Enabled	Set the time on the printer or ide			
6		Tray 6	Enabled	method that the	e printer should utilize to		
	Enter Sleep mode after Wake on network traff		Tray A	Enabled	obtain the current time on every start		
lata Stream	When printer sleeps	DFE sleeps immediatel	y Output Trays [4	1 8	Date and time 02/16/2015 14:53:39 PM Time zone US Aleutian		
				configure the paper output trays.	Time source Manual		
Network							
080			Output Travs	Tray Status	Extended Features	[3]	
222			Perfect binder tray	Enabled	The extended feature settings allow additional options to be installed and enabled		
			Finisher shift tray	IPDS default	for a printer.	is to be installed and enabled	
Security			Finisher upper tray	Enabled			
			Trimmer tray	Enabled		1	
-					Extended feature name	Status	
					IPDS	Enabled	
					884289	Disabled	
-					8B4418	Disabled	

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5. Set the date and time, and then click [OK].

Operations	Jobs	Configuration	Maintenance		Submit Jol	b Ø Service ▼	
Paper	Basic Simplest and m	ost basic printer setting:	Input Trays [7	to configure the paper input trays.		and retrieve setups for th	
Printer	Output jogging Allow to print sample Reprint unfinished page Flip for face up duplex Printer name	Date/Time	Tray Tray	Tray status IPDS default	Can be simply Name Status Jobs using this preset	Ricoh Currently loaded	rajo
Color tanagement	Printer information Printer information details Printer location		on every startup.	<pre>hethod that the printer should utilize to hethod that the printer s</pre>	PM PM dthat	on the printer or identify th the printer should utilize to ment time on every startup	0
Enter Sleep mode after Wake on network traff When printer sleeps		Time zone Time source	US Manual	Aleutian		6/2015 14:54:08 PM Aleutian	A ::
Network				ОК	Cancel Feature	es [3]	
TTT			Perfect binder tra Finisher shift tray	y Enabled IPDS default		d feature settings allow tions to be installed and en-	ablec
Security			Finisher upper tra		□亩トⅡ		
0			Trimmer tray	Enabled	Extended feature name	e Status	
8							
					IPDS	Enabled	

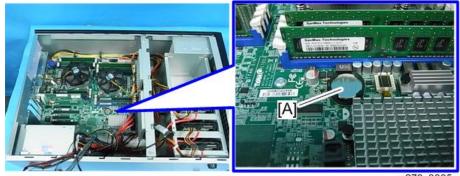
6. "Configuration Restart" popup displays to reflect changes and click [Restart]. The print server automatically restarts.

Procedures for Re-setting Options

When the IPDS is activated, reactivate the IPDS after replacing the motherboard. (page 172 "How to Reactivate")

Lithium Battery

- There is danger of explosion if the battery is replaced with the incorrect type. Replace with only the same lithium battery supplied as a spare part.
- Discard the used motherboard battery in accordance with the manufacturer's instructions and local regulations.
- 1. RDTU Board (page 63)
- 2. Lithium Battery [A]



m273z3035

Vote

• When installing the lithium battery, set as "+" side is visible. Re-configure the system date and time after booting.



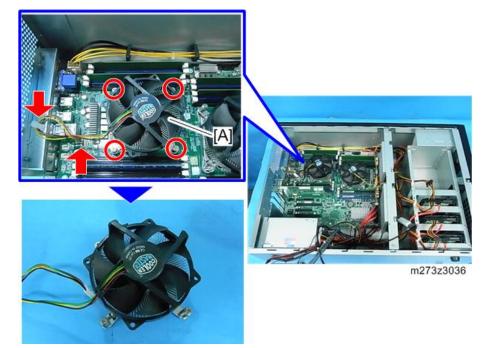
2

CPU/ CPU Cooling Fan

- The CPU cooling fan becomes extremely hot during operation. Since touching the high temperature component risks burns, perform the replacement operations after a temperature inside the machine is sufficiently dropped.
- When replacing the CPU, be sure to replace both the CPU and the CPU cooling fan. When replacing only the CPU, there is a possibility of overheating.
- When replacing the CPU, make sure that the pin of the CPU socket are not bent. When the pin of the CPU socket is bent, it can cause operating failure of the print server.
- Be careful not to damage the motherboard, the CPU, or the CPU socket when replacing the cooling fan.

CPU/ CPU Cooling Fan (Left)

- 1. PIC board (page 65)
- 2. CPU cooling fan (left) [A] (∜×1, ☞×1, ☞×4)



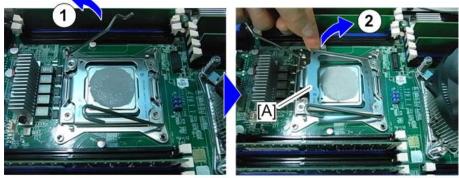
2

3. Unlock the upper/lower of the CPU socket [A].



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4. Open the socket cover [A].



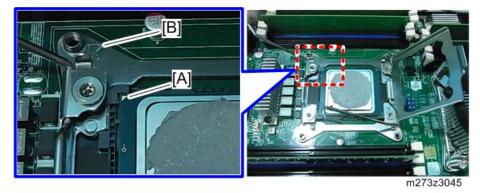
m273z3038

5. Grasp the edges of the CPU [A] and remove from the CPU socket.



Vote

- When installing a new CPU cooling fan, coat properly the thermal compound of accessories between the fan and CPU.
- When installing a CPU, adjust the position of the CPU (marking [A]) and CPU socket (marking [B]) as shown in the figure below.

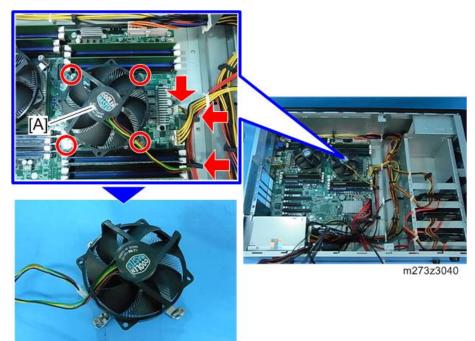


CPU/ CPU Cooling Fan (Right)

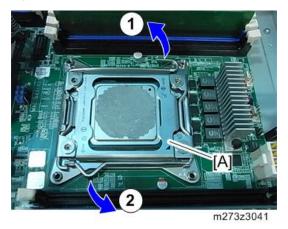
- 1. PIC board (page 65)
- 2. Cooling fan bracket (page 68)

2

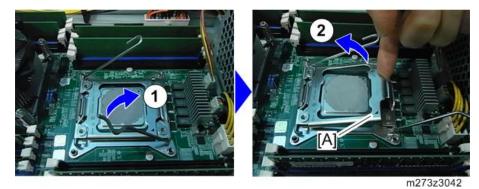
3. CPU cooling fan (right) [A] (×2, ☞×1, ☞×4)



4. Open the socket cover [A].



5. Open the socket cover [A].



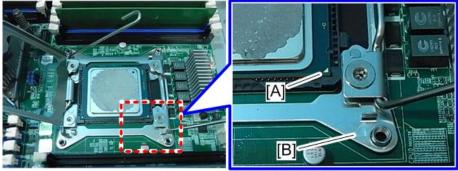
6. Grasp the edges of the CPU [A] and remove from the CPU socket.



Note

- When installing a new CPU cooling fan, coat properly the thermal compound of accessories between the fan and CPU.
- When installing a CPU, adjust the position of the CPU (marking [A]) and CPU socket (marking [B]) as shown in the figure below.

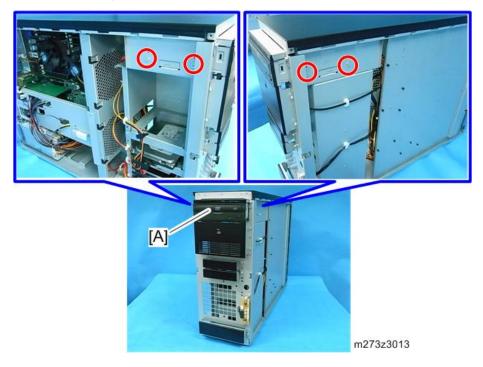
2



m273z3044

DVD Drive

- 1. Front cover (page 53)
- 2. Remove the fixing screws of the DVD drive [A]. ($\textcircled{O}^{\times} 4)$

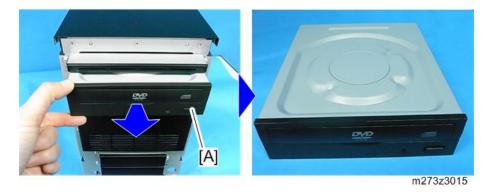


85

3. Remove the connectors that are connected to the DVD drive [A]. (\Im ×2)



4. Pull out the DVD drive [A].



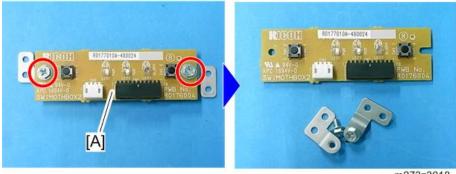
Power Supply SW Board

1. Front cover (page 53)



2. Remove the power supply SW board [A] with the bracket. (🕅 ×2, 😂 ×1)

3. Power supply SW board [A] (🖤×2)



m273z3018

87

2. Replacement

Software Maintenance

Operation is required after replacing the HDD (for operating system), HDD (for data storage), and motherboard. Reference to the following:

ltems	HDD (Operation System)	HDD (Data Storage)	Motherboar d	Details
Reinstalling system software installation	Required	Required		Installation of basic OS Initialization for HDD (restructuring of RAID) (page 105 "System Software Installation Procedure")
Updating system software installation	A/N	A/N		Update to the latest Microcode (page 108 "Updating System Software")
Reinstalling optional products	A/N	A/N	A/N	IPDS activation (page 161 "IPDS")
Resetting configuration	A/N	A/N		Restoring or manual setting
Replacing dongle			Required	
Resetting time			Required	Time setting
Reinstalling fonts	A/N	A/N		Reinstalling the customer own fonts other than the pre-installed fonts (Usually user operation)

A/N: As needed

Backing up Data/ Restoring Data

Overview

Backing up and restoring data can be operated from the printer and the console screen.

You can backup following data:

- Configuration data
- User-created ICC profiles

Operating from the console screen can also backup and restore the following data:

- Logs
- Traces
- Jobs

Note

- Fonts cannot be backed up.
- Backup data of TotalFlow Print Server R-60 cannot be restored to R-60A.

Backing up Data

Operation from the Printer Screen

Note

- When performing a backup from the printer, you can back up only the configuration data and user-created ICC profiles.
- When performing a backup from the printer, the destination of the backup is limited to USB memory.
- Press the [Home] key on the operation panel of the printer and then press the [TotalFlow] icon.

2. Press [Stop] to suspend the printer operation.

Operations	Jobs	Paper Setting	UserTools/Adjustment
Active (0) In	active (2) H	listory (24)	
Status	Job name	Owner	Find
Retained space	Test Print - Con	nfialog Service	
• Retained space	Test Print - Int	terPage ddc	Print
			Hold

3. Press [User Tools/Adjustment].

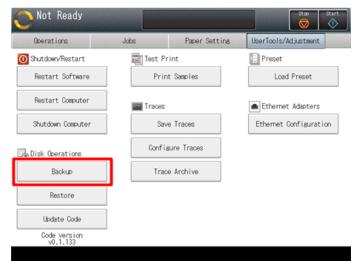
Not Ready			Stop St
Operations	Jobs	Paper Setting	UserTools/Adjustment
Active (0)	active (2)	History (24)	
Status	Job name	Owner	Find
1 9 Retained space	Test Print - Co	nfialog Service	
2 9 Retained space	Test Print - In	terPage ddc	Print
			Hold
			m273z80

4. Insert a USB memory into the front USB port of the print server.



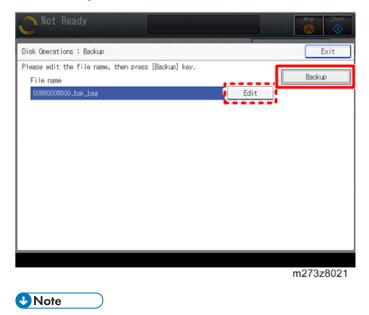
• It is not recognized in the rear USB ports of the print server.

5. Press [Backup].



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6. Press [Backup].



• You can change the file name by pressing [Edit].

Operation from the Console Screen on the Print Server

1. Access to the print server by the local or remote console.

Read	ly			Stoe	Start Pro C	7110S		
Operations	Jobs	Configuration	Maintenance		Submit	Job	Service	• 2
	b Infor_ @ 🗆	Active Jobs [0				0	View •	
Job name:		Status	Job Name	User Nam	e Size	Copies	Job Type	Action.
		Inactive Jobs		Invalid Jobs [0]	Job Log [20] ve Size	Copies	Job Type	Action
	10 2 21	E Held	Printer_test2pdf		108.7 KB	1	PDF	► 1
-	terpos 🛛 🖓 🗆 🕬							
0	1-	_						
1 🛄 💭	Paper 8.5 x 11.0 in, Plain, Weight 2 (63.1 – 80.0 gsm)	A						
2 🗐 🖓	11.0 x 17.0 in, Plain, Weight 2 (63.1 – 80.0 gsm)							
3 🔳 🕞	8.5 x 11.0 in, Plain, Weight 2 (63.1 – 80.0 gsm)							
4 🔳 🖓	8.5 x 11.0 in, Plain, Weight 2 (63.1 -							
							m273z	8028

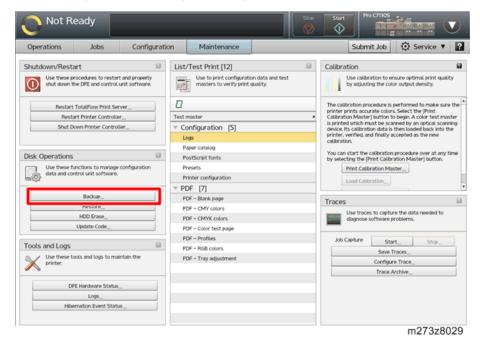
2. Click [Stop] to suspend the printer operation.

3. Click [Maintenance].

O Not	Ready			Stoo	Start			
Operations	Jobs	Configuration	Maintenance		Submit	Job	🔅 Service	•
Job Previ_	Job Infor_ 🛛 🖂 🖂	Active Jobs [0]				0	L][View	•] [= ×]
▶ II îî	🤊 iiit	► II 🗃 🖉	i≣v					
Job name:		Status	Job Name	User Name	Size	Copies	Job Type	Action
	3.8.0.0	Inactive Jobs [1]		Invalid Jobs [O] Jo	b Log [20]	Copies	L] [View ·	Action
$ \leq $	10 >>>	Held	Printer_test2pdf	- Ose harre	108.7 KB	1	PDF	•
Input Tra.	Interpos. 🛛 🕬 🗆 🖄							
Tray	Paper	_						
1 💷 🖓	8.5 x 11.0 in, Plain, Weight 2 (63.1 - 80.0 gsm)	<u>A</u>						
	11.0 x 17.0 in, Plain, Weight 2 (63.1 -	-						
2 🔳 🕞	80.0 gsm)							
2								

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4. Click [Backup] on the [Disk Operations] pod.



- 5. Select the method of backup to perform and click [OK].
 - [Normal] includes configuration data and user-created ICC profiles.
 - [Extended backup] adds logs, trace, or both to [Normal] data.
 - [Extended backup (include Jobs)] adds jobs to [Extended backup] data. It is only available at the local console.

Vote

• Executing [Extended backup (include Jobs)] reboots the print server.

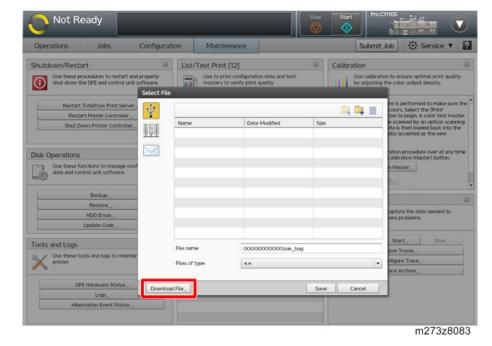
Not Ready			Sta	o Start	Pro C71105		Ӯ
Operations Jobs	Configuration	Maintenance			Submit Job	Service V	?
Shutdown/Restart Use these procedures to restart shut down the DFE and control to Restart Tota/Row Print Sen Restart Printer Controller Shut Down Printer Controller	and property nit software.	VTest Print [12] Use to print configuration masters to verify print infiguration Backup a procedure creates a config propagate this printer config	quality. uration backup that can b	The caller	e calibration to er adjusting the colo tion procedure is j scourate colors ister] button to h must be sca pration data is	sure optimal print qual or output density. Derformed to make sur Select the [Print begin, A color test ma need by an optical scan then loaded back into t ccepted as the new	e the A
Disk Operations Use these functions to manage data and control unit software Backup	Configur	ation	tended backup	-	the calibration le [Print Calibr Calibration Mar Calibration	procedure over at any stion Master] button. ster	time v
Restore HDD Erase Update Code	☑ Logs ☑ Trace file	es			faces to captur ase software p	re the data needed to roblems.	-
Tools and Logs Use these tools and logs to main printer.	itain the		ОК	Cancel	e Star Save T Configur Trace A	races e Trace	
DFE Hardware Status, Logs., Hibernation Event Status					_		
						m273z8	030

 Specify the destination (USB memory/network/email) of the data and enter the file name. Click [Save].

Not Ready				Stop	Start Pro	
Operations Jobs	Configurat	ion Mai	ntenance		Submi	t Job 🔅 Service 🔻 📍
Shutdown/Restart			print configuration data			tion to ensure optimal print quality
shut down the DFE and control o	nit software. Select File	master master	rs to verify print quality		by adjustin	ig the color output density.
Restart TotalFlow Print Ser Restart Printer Controlle					ii 岸 🕅	re is performed to make sure the colors. Select the [Print ton to begin. A color test master
Shut Down Printer Control		Name	Date Modif	ed Size	•	e scanned by an optical scanning sta is then loaded back into the ally accepted as the new
Disk Operations						ation procedure over at any time Calibration Master] button.
Use these functions to manage data and control unit software.	conf					n Master
Backup						
Restore HDD Erase						capture the data needed to
Update Code						are problems.
Tools and Logs		File name	00000000	00bak_bag		StartStop
Use these tools and logs to mail printer.	vtair	Files of type	*.*			Form Town
DFE Hardware Status,	Downloa	d File		Sav	e Cancel	
Hibernation Event Statu	š					
						m273z8031

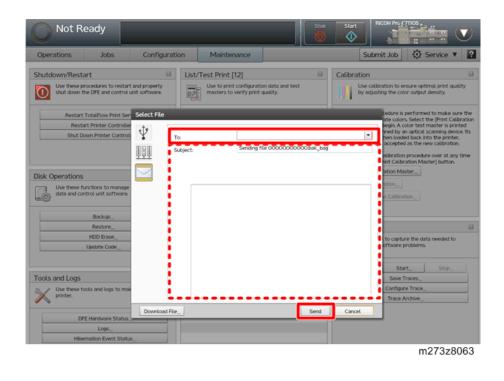
Vote

- When saving the data to a USB memory, insert it into the front USB port of the print server. It is not recognized in the rear USB ports of the print server.
- Clicking [Download File] when accessing from the remote console allows you to save the data to the client PC.



Vote

• When sending email, enter the email address, and enter the message text or subject. Click [Send].



Restoring Data

Operation from the Printer Screen

1. Press the [Home] key on the operation panel of the printer and then press the [TotalFlow] icon.

2. Press [Stop] to suspend the printer operation.



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3. Press [User Tools/Adjustment].

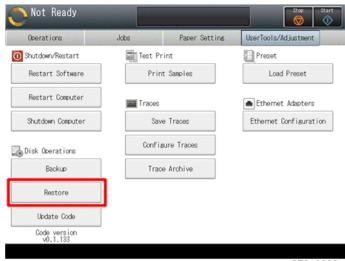
Operations	Jobs	Paper Setting	UserTools/Adjustment
Active (0)	active (2)	History (24)	
Status	Job name	Owner	Find
• Retained space	Test Print - Co	nfialog Service	
Retained space	Test Print - In	terPage ddc	Print

4. Insert a USB memory into the front USB port of the print server.



• It is not recognized in the rear ports of the print server.

5. Press [Restore].



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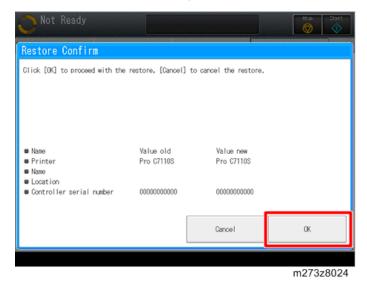
6. Select the data that you want to restore and press [Restore].

Not Ready		Stop Clarit
Disk Operations : Restore		Exit
Name	Date Modified	Restore
001 0000000000.bak_bas	12/28/2014, 10:12:10	
002	12/08/2014, 18:03:02	J
		m273z8023
		112/ 320023



• If the backup file contains other than the configuration data and user-created ICC profiles, you can restore only the configuration data and user-created ICC profiles.

7. Confirm the contents and then press [OK].



Operation from the Console Screen on the Print Server

- 1. Access to the print server by the local or remote console.
- 2. Click [Stop] to suspend the printer operation.

Rea	idy			Stoe	Start Pro	C71105	
Operations	Jobs	Configuration	Maintenance		Submi	t Job 🔅 Serv	ice 🔻 <table-cell></table-cell>
L	Job Infor 🛛 🗆 🖂	Active Jobs [0				Q View	
Job name:	<i>v</i>	Status			lame Size	Copies Job Typ	e Action.
	N 8000	Inactive Jobs	Job Name	Invalid Jobs [0]		Copies Job Typ	
		Held	Printer_test2.pdf		108.7 KB	1 PDF	•
Input Tra.	Interpos. 🛛 🖓 🗆 🖂	-					
Tray	Paper	-					
1 💷 💭	8.5 x 11.0 in, Plain, Weight 2 (63.1 - 80.0 gsm)	·					
2 🔳 🕞	11.0 x 17.0 in, Plain, Weight 2 (63.1 - 80.0 gsm)						
3 🔳 🕞	8.5 x 11.0 in, Plain, Weight 2 (63.1 - 80.0 gsm)						
4 🔳 🖓	85 x 11.0 in, Plain,	Ŧ					
						m27	3z8028

3. Click [Maintenance].

O Not R	eady	F		Stor St	ert Pro (7110S		
Operations	Jobs	Configuration	Maintenance		Submit	Job	Service	• 2
	Infor_ @ □ i≣▼	Active Jobs [0]					View -	
Job name:		Status	Job Name	User Name	Size	Copies	Job Type	Action.
		Inactive Jobs [1		Invalid Jobs [O] Job L	.og [20]	2	View •	
	800 ∕•≥≥	Status	Job Name Printer_test2.pdf	User Name	Size 108.7 KB	Copies	Job Type PDF	Action.
Input Tra_ Inte	Paper 85 x 11.0 in, Plain, Weight 2 (63.1 - 80.0 gsm)							
2 🛄 🖓	11.0 x 17.0 in, Plain Weight 2 (63.1 - 80.0 gsm) 8.5 x 11.0 in, Plain, Weight 2 (63.1 - 80.0 gsm)							
4 🔳 🖟	85 x 11.0 in, Plain, Weight 2 (63.1 –	v						

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4. Click [Restore] on the [Disk Operations] pod.

Operations Jobs Configu	ration Maintenance	Submit Job 🐼 Service 🔻		
Shutdown/Restart	List/Test Print [12]	Calibration		
Use these procedures to restart and property shut down the DFE and control unit software.	Use to print configuration data and test masters to verify print quality.	Use calibration to ensure optimal print quality by adjusting the color output density.		
Restart TotalFlow Print Server		The calibration procedure is performed to make sure th printer prints accurate colors. Select the (Print		
Restart Printer Controller	Test master	 Calibration Master] button to begin. A color test master is printed which must be scanned by an optical scanning 		
Shut Down Printer Controller,	Configuration [5]	device. Its calibration data is then loaded back into the printer, verified, and finality accepted as the new calibration. You can start the calibration procedure over at any tim by selecting the Pinint Calibration Master justice. Print Calibration Master		
	Logs			
Net Operations	Paper catalog			
Disk Operations	- Postscript rons			
Use these functions to manage configuration data and control unit software.	Presets			
ailithe an	Printer configuration	Load Calibration_		
Dadam	* PDF [7]			
Restore	PDF – Blank page	Traces		
nuo crase	PDF - CMY colors	Use traces to capture the data needed to		
Update Code	PDF – CMYK colors	diagnose software problems.		
opune cour_	PDF - Color test page			
ools and Logs	PDF - Profiles PDF - BGB colors	Job Capture Start Stop		
 Use these tools and logs to maintain the 		Save Traces		
X printer.	PDF – Tray adjustment	Configure Trace		
		Trace Archive		
DFE Hardware Status				
Logs				
Hibernation Event Status				

5. Specify the destination where the backup file is saved and click [Load].

Not Ready				Stop	Start Pro C	
Operations Jobs	Configuration	Maintenanc	e		Submit	Job 🔯 Service 🔻 🔋
Shutdown/Restart Use these procedures to restart and shut down the DFE and control unit s	property 0	Use to print [12]	iguration data and test print quality.			on to ensure optimal print quality the color output density.
			Pata Modflad	577 M	6 Ca	e is performed to make sure the colors. Safect the Print ton to begin. A color test master e scarne by an optical scarning to is then loaded bock into the elly accepted as the new ation procedure over at any time calibration Master] button. In Master
Update Code Tools and Logs Use these tools and logs to maintain printer. DFE Hardware Status Logs Hibernation Event Status			201412311750.bsk_bag *.*	Load	Cancel	StartStop we Traces rifigure Trace ace Archive
						m273z8033

Note

- If you restore the data from a USB memory, insert it into the front USB port of the print server. It is not recognized in the rear USB ports of the print server.
- Clicking [File Upload] when accessing from the remote console allows you to restore the data from the client PC.

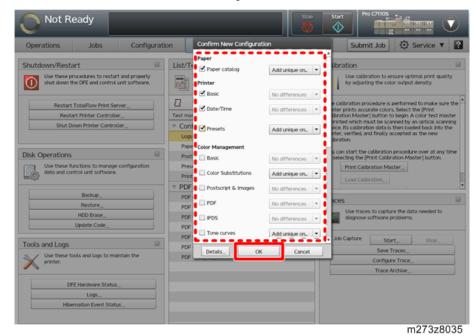
Operations Jobs Cor	nfiguration	Maintenanc	e			Submit J	ob 🔅 Se	ervice v
Shutdown/Restart Use these procedures to restart and prop	erty (t/Test Print [12]	iguration data and test	iii C		se calibration	n to ensure optim	
shut down the DFE and control unit softw	are.	masters to verify	/ print quality.		b	y adjusting t	he color output de	insity.
Restart TotalFlow Print Server_					Q 0	¥ 🖬	re is performed to colors. Select the ton to begin. A co	r (Print
Chut Davis Drinter Controller	Nam		Date Modified 01/03/2015 10:42:12 AM	Size 377 MB	8		e scanned by an optical scan ata is then loaded back into t ally accepted as the new	
Disk Operations	11						ation procedure	
Use these functions to manage conf data and control unit software.							n Master	
Backup								
Restore HDD Erase							apture the data are problems.	needed to
Update Code								
fools and Logs	File n	File name 201412511730.bak_bag					Start	Stop
Use these tools and logs to maintain printer.		f type	*,*					
DFE Hardware Status	File Upload,			Load	Car	ncel		
Logs_					_			

- 6. Select the method of restore to perform and click [OK].
 - [Normal]: includes configuration data and user-created ICC profiles.
 - [Extended restore]: adds logs, trace, or both to [Normal] data.
 - [Partial restore]: select the items. See the following Note.

O Not R	eady				Sample		Start)	
Operations	Jobs	Configuration	n	Maintenance				Service 🔻	?	
Shutdown/Restart Use these procedures to restart and properly shut down the DFE and control unit software. Restart TotalFlow Print Server Restart Printer Controller Shut Down Printer Controller			Test ma	masters to verify print quality.				Use calibration to ensure optimal print quality by adjusting the color output density.		
	unctions to manage ntrol unit software. Backup Restore HDD Erase Update Code	Configuration		This procedure rests from the backup file types, the system v riguration printer profiles	For Normal and 1		ore Ca	Libration		
	eels and logs to mai FE Hardware Status Logs ernation Event Stati				OK	Cancel	Saw	tartStop e Traces pare Trace e Archive		
								m273z703	34	

Note

• [Partial restore]: select the items for restoring.



System Software Installation Procedure

System software should be installed when:

- You replace the HDD with a new one.
- You update to a more recent version of the BOS.
- You have problem with the system software (e.g. software corruption).

Backing up Data

When reinstalling the system software, the saved configuration and job data are deleted. Before you start system installation, print the configuration (page 47 "Printing Configuration") and back up the data (page 90 "Backing up Data").

Reinstalling the System Software

It takes about 30 minutes to install the system software excluding the set-up time.

🕹 Note

- Before using the printer during installing the system software, disconnect the interface cable connected to the printer.
- Before installing the system software, disconnect any USB memory connecting to the print server. If there is a USB memory connected, errors may occur in installation process.
- Get the installation iso data from the firmware download site for the system software, and barn the data into a blank DVD to create a system software DVD.
 Alternatively, use a system software DVD packed with the new HDD for replacement.
- 2. Turn OFF the interlock switch if the switch is set to ON. (page 30 "Power Interlock Switch")
- 3. Make sure that the print server is turned OFF.
- 4. Disconnect the interface cable which is connected to a network from the print server.

Vote

- This prevents from receiving a print job during the installation.
- 5. Turn ON the power switch [U] of the print server.
- 6. Immediately press the disc eject button to open the DVD drive.
- Insert the system software DVD into the tray of the DVD drive by the end of the startup sequence.

🕹 Note

• The installation process begins automatically.

- If a monitor is connected to the print server, the following screen is displayed.
- Make sure that [DFE Master Disk Create] is selected. Pressing [Enter] starts the installation
 process immediately. The machine automatically starts the installation process when there is
 no input for a certain period of time.



8. Make sure that the print server shuts down after completing the writing successfully.

```
Vote
```

- It takes about 10 minutes from power switch ON to shut down.
- 9. Connect the interface cable which is connected to the printer to the print server (if disconnected).
- 10. Turn ON main power switch on the printer.
- 11. Press the power switch [U] located at the front of the print server.
- 12. Immediately press the disc eject button to open the DVD drive.

Note

- Otherwise, the installation process starts again.
- 13. Take the system software DVD out of the tray and close it.

Vote

- After the print server starts, the system software installation process continues.
- The print server reboots twice during the installation process. It takes about 12 minutes to reboot twice.
- 14. Make sure that the print server starts up successfully and is in standby state.
- 15. Connect the interface cable which is connected to a network to the print server.
- 16. Turn ON the power interlock switch if the power interlock switch is disabled in step2.

Restoring Data

Restore the system settings with the backup data after reinstalling the system software. (page 97 "Restoring Data")

Updating System Software

Update Procedure

Updating the system software can be operated from the printer and the console screen. It takes about 10 minutes to complete updating with rebooting the print server.

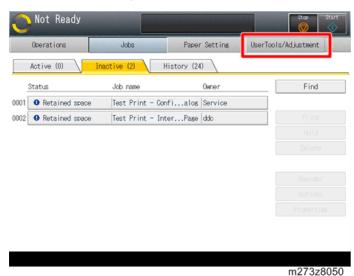
Operation from the Printer Screen

Note

- When operating from the printer, the updating data is limited to USB memory.
- 1. Press the [Home] key on the operation panel of the printer and then press the [TotalFlow] icon.
- 2. Press [Stop] to suspend the printer operation.

Operations	Jobs	Paper Setting	UserTools/Adjustment
Active (0)	mactive (2)	listory (24)	
Status	Job name	Owner	Find
Retained space	Test Print - Con	fialog Service	
Retained space	Test Print - Int	erPage ddc	Print
			Hold

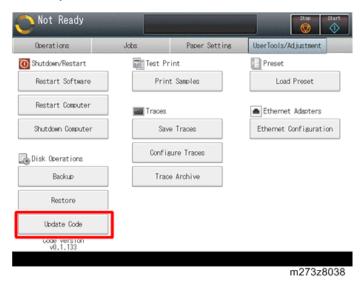
3. Press [User Tools/Adjustment].



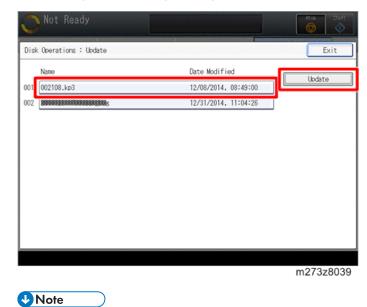
4. Insert the USB memory which you saved the update data to the front USB port of the print server.

Note

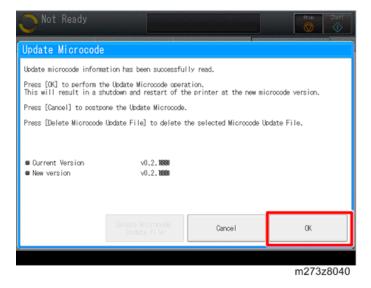
- It is not recognized in the rear USB ports of the print server.
- 5. Press [Update Code].



6. Select the update file and press [Update].



- The update file is a .kp3 file.
- 7. Check the current and update version of and then press [OK].



The print server automatically reboots after completing the update.

Operation from the Console Screen on the Print Server

1. Access to the print server by the local or remote console.

Read	ly			Stoe	Start	7110S		
Operations	Jobs	Configuration	Maintenance		Submit	Job	Service	• 2
	b Infor_ @ 🗆	Active Jobs [0				0	View	·][= X]
Job name:		Status	Job Name	User Name	Size	Copies	Job Type	Action.
		Inactive Jobs		Invalid Jobs [O]	lob Log [20]		View 7 v	Action
	/0 > >1	Held	Printer_test2pdf	- Ose Name	108.7 KB	1	PDF	► 1
Input Tra. In	terpos 🛙 🗆							
Tray	Paper							
1 💷 🖓	8.5 x 11.0 in, Plain, Weight 2 (63.1 - 80.0 gsm)	A						
2 🗐 🖓	11.0 x 17.0 in, Plain, Weight 2 (63.1 - 80.0 gsm)							
3 🔳 🕞	8.5 x 11.0 in, Plain, Weight 2 (63.1 - 80.0 gsm)							
4 🔳 🖓	8.5 x 11.0 in, Plain, Weight 2 (63.1 -	v						
							m273z	8028

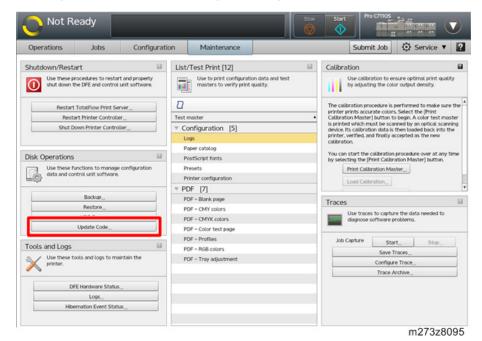
2. Click [Stop] to suspend the printer operation.

3. Click [Maintenance].

A CONTRACTOR OF CONTRACTOR OFO		Ē			\diamond			U
Operations	Jobs	Configuration	Maintenance		Submit	Job	Service 🔅	•
Job Previ_ J	ob Infor_ 🛛 🖾 🖂 🖂	Active Jobs [0]				0	View •][= X]
▶ II 亩 /	9 i≣▼	▶ II 亩 Ø	i≣v					
Job name:		Status	Job Name	User Name	Size	Copies	Job Type	Action
		Inactive Jobs [1] ▶ 11 亩 ⊘ Status		Invalid Jobs [0]	Job Log [20]		Job Type	Action
\times	/0 >> >	Held	Printer_test2.pdf	 Oser Name 	108.7 KB	1	PDF	Action
	a later	1						
Input Tra. 🛛	nterpos 📓 🗆 🔀							
	Paper]						
0	Paper							
C Tray	Paper 85 x 11.0 in, Plain, Weight 2 (63.1 -							
Tray	Paper 85 x 11.0 in, Plain, Weight 2 (65.1 – 80.0 gsm) 11.0 x 17.0 in, Plain, Weight 2 (65.1 –							

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4. Click [Update Code] on the [Disk Operations] pod.



5. Specify the destination (USB memory/ DVD drive/ network) where the update file is saved, and click [Load].

Operations Jobs Co	nfiguration Ma	aintenance	_	Submit .	Job 🔅 Service 🔻 🖡
Shutdown/Restart	List/Test P	Print [12]	Calibr	ration	1
Use these procedures to restart and pro shut down the DFE and control unit soft	vare. Use mast	to print configuration data and test ters to verify print quality.	111		in to ensure optimal print quality the color output density.
			0,	二 一 一	re is performed to make sure th colors. Select the [Print ton to begin. A color test master
Shut Down Printer Controller	0021083;93	12/08/2014 08:49:00 A	M 957.4 MB		e scanned by an optical scanning ata is then loaded back into the ally accepted as the new
Disk Operations					ation procedure over at any time Calibration Master] button.
Use these functions to manage conf data and control unit software.					n Master
Backup,					
HDD Erase Update Code					capture the data needed to are problems.
ools and Logs	File name	002108kp3		_	StartStop
Use these tools and logs to maintain printer.	Files of type	*kp3		•	nfigure Trace ace Archive
DFE Hardware Status_	File Upload		Load	Cancel	
Hibernation Event Status					

• Note

- The update file is a .kp3 file.
- When updating the data from a USB memory, insert it into the front USB port of the print server. It is not recognized in the rear USB ports of the print server.
- Clicking [File Upload] when accessing from the remote console allows you to update the data from the client PC.

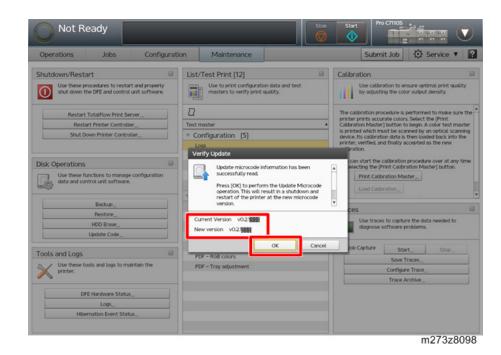
Operations	Jobs	Configurat	tion Mair	ntenance		Submit	Job 🖸 Service 🔻 🕻
Shutdown/Restar	t	្ព	List/Test Pri	int [12]	() ()	alibration	6
	cedures to restart an DFE and control unit		master	print configuration data and test rs to verify print quality.			on to ensure optimal print quality the color output density.
	otalFlow Print Server					in 🗖 🕅	re is performed to make sure the colors. Select the [Print ton to begin. A color test master
	m Printer Controller		Name O02108.kp3	Date Modified 12/08/2014 08:49:00 AM	Size 957,4 MB		e scanned by an optical scanning ata is then loaded back into the ally accepted as the new
	ctions to manage cor rol unit software.	<u> </u>					ation procedure over at any time Calibration Master] button. n Master
	Backup Restore						apture the data needed to
	HDD Erase Ipdate Code						rare problems.
fools and Logs			File name	002108kp3			Start Stop
Use these too printer.	is and logs to mainta	1	Files of type	*kp3		-	nfigure Trace ace Archive
DFE	Hardware Status	File Uplo	ad		Load	Cancel	

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6. Verify the update version and click [OK].

The screen shows the current and new versions.

З



The print server automatically reboots after completing the update.

4. Troubleshooting

Overview

When a problem occurs with the print server, check in the following order:

- Reboot the print server, and check if the print server can start properly. If turned ON the main power of the printer, reboot the print server as well.
- Make sure that the network is functioning.
- Make sure that the print server and its connection with the printer have no problem by printing test pages. (page 39 "Test Print")
- Check that all cables, connectors, and replacements are present, appear undamaged and are correctly installed and connected.
- Check if a newer version of system software for the print server has been released. If so, install it. (page 108 "Updating System Software")
- When the problem is not resolved, reinstall the system software. (page 105 "Reinstalling the System Software")
- When the problem is still not resolved, replace parts of the hardware. (page 55 "Unit Removal")

LED Error Code

Overview

The print server has 7-segment LED to display the self-diagnosis results of the operation system startup.

If the operation system is started without any problems, the LED displays "00".

When the code other than "00" is displayed, there is a possibility that failed to start. When startup failure, check the diagnostic code table to deal.

How to Deal with an Error Code

When an error code is displayed, apply with following procedure. If you do not observe the procedure, the print server may not reboot properly.

Print Server OFF/ON

- 1. Press and hold the power switch of the front side until the print server turns OFF.
- 2. Wait for 30 seconds.
- 3. Press (but do not hold) the power switch.
- 4. Wait for a while and check whether or not the print server reaches standby status.

Diagnostic Code Table

When an error code is displayed again after rebooting the print server, one of the CPU, DIMM, or motherboard might be crashed.

Refer to the following list to identify the crashed part. For details of CPU and DIMM, seepage 120 "How to Identify the Location of CPU/DIMM/HDD Errors".

	Description		Replace:			
Code			DIM M	Mother board		
0C-0d	Reserved for future AMI SEC error codes			~		
OE	Microcode not found	~				
OF	Microcode not loaded	~				
50	Memory initialization error. Invalid memory type or incompatible memory speed		4			

			Replace):
Code	Description	CPU	DIM M	Mother board
51	Memory initialization error. SPD reading has failed		~	
52	Memory initialization error. Invalid memory size or memory modules do not match.		~	
53	Memory initialization error. No usable memory detected		~	
54	Unspecified memory initialization error.		~	
55	Memory not installed		~	
56	Invalid CPU type or speed	~		
57	CPU mismatch	~		
58	CPU self-test failed or possible CPU cache error	~		
59	CPU micro-code was not found or micro-code update failed	~		
5A	Internal CPU error	~		
5b	Reset PPI is not available			~
5C-5F	Reserved for future AMI error codes			~
d0	CPU initialization error	~		
d1	North bridge initialization error	~		
d2	South bridge initialization error			~
d3	Some of the architectural protocols are not available	~		
d4	4PCI resource allocation error. Out of resources			~
d5	No space for legacy option ROM			✓
dó	No console output devices were found			✓
d7	No console input devices were found			✓
d8	Invalid password			4
d9	Error loading boot option (Load image returned error)			✓

	Description		Replace:			
Code			DIM M	Mother board		
dA	Boot option failed (Start image returned error)			✓		
db	Flash update failed			4		
dC	Reset protocol is not available			✓		
EC-EF	Reserved for future AMI error codes			✓		
F8	Recovery PPI was not available			✓		
F9	Recovery capsule was not found			✓		
FA	Invalid recovery capsule			~		
Fb-FF	Reserved for future AMI error codes			4		

Following codes are displayed during startup sequence, so no correspondence needed.

Code	Description
06	Microcode loading
10	PEI Core is started
15	Pre-memory North Bridge initialization is started
19	Pre-memory South Bridge initialization is started
32	CPU post-memory initialization is started
36	CPU post-memory initialization. System Management Mode (SMM) initialization
39	Post-Memory North Bridge initialization (North Bridge module specific)
4F	DXE IPL is started
60	DXE Core is started
61	NVRAM initialization
63	CPU DXE initialization is started
70	South Bridge DXE initialization is started

Code	Description
79	CSM initialization
92	PCI Bus initialization is started
95	PCI Bus Request Resources
96	PCI Bus Assign Resources
99	Super IO Initialization
9A	USB initialization is started
9C	USB Detect
AO	IDE initialization is started
A2	IDE Detect
A8	Setup Verifying Password
Α9	Start of Setup
AA	Reserved for ASL
AE	Legacy Boot event
AF	Exit Boot Services event
b0	Runtime Set Virtual Address MAP Begin
b1	Runtime Set Virtual Address MAP End

How to Identify the Location of CPU/ DIMM/HDD Errors

How to Identify the Location of CPU/DIMM/HDD Errors

This product has two CPUs, eight DIMMs, and three HDDs. When an error occurs in these parts, identify the location of errors in BIOS.

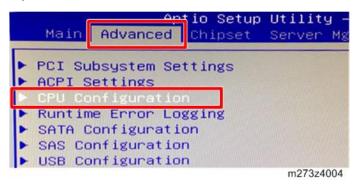
Note

• In order to access in BIOS screen, connect a monitor and keyboard to the print server.

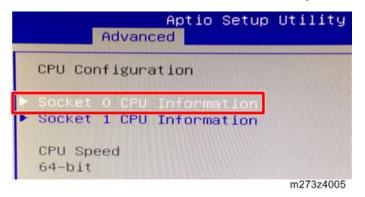
CPU

1. After the print server boots, immediately press the [F2] key.

Select the [Advanced] tab in the BIOS screen, and then select [CPU Configuration] with the arrow keys.



2. Select [Socket 0 CPU Information] with the arrow keys and check the CPU information.

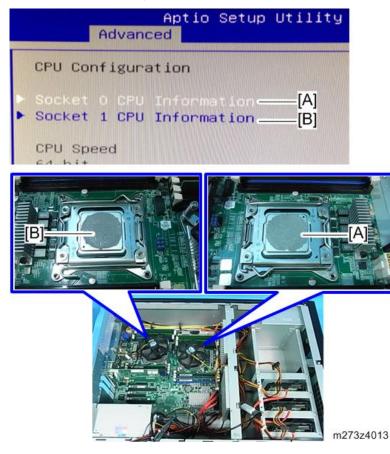


Note

• When the details are displayed as below, there is no error in the CPU (Socket 0). Check the other CPU information.

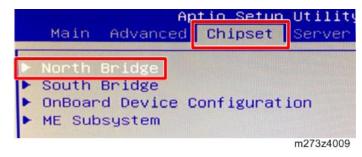
Advanced	lity – Copyright
Socket O CPU Information	
Intel(R) Xeon(R) CPU E5-2630 v	2 @ 2.60GHz
CPU Signature	306e4
Microcode Patch	416
Max CPU Speed	2600 MHz
Min CPU Speed	1200 MHz
Processor Cores	6
Intel HT.Technology	Supported
Intel VT-x Technology	Supported

• [A] to [B] on the list corresponds to the CPU on the motherboard.

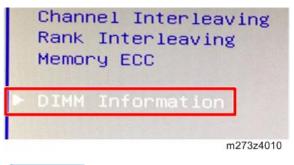


DIMM

- 1. After the print server boots, immediately press the [F2] key.
- 2. Select the [Chipset] tab in the BIOS screen, and then select [North Bridge] with the arrow keys.

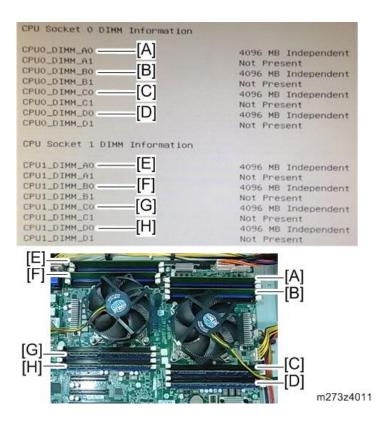


3. Select [DIMM Information] with the arrow keys and check the DIMM information.



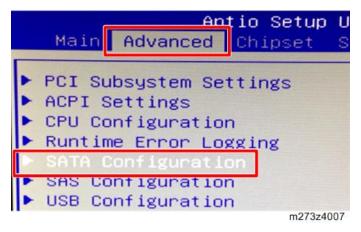
Vote

• If no details of a DIMM are displayed, it is judged that there is an error in the DIMM on the motherboard. [A] to [H] on the list corresponds to the DIMM on the motherboard.



HDD

- 1. After the print server boots, immediately press the [F2] key.
- 2. Select the [Advanced] tab in the BIOS screen, and then select [SATA Configuration] with the arrow keys.



3. Check [SATA Port2] to [SATA Port4] of the list.

	Aptio Se Advanced	tup Utility	– Copyrigh	nt (C)	2012	A
SATA (Configuration					
SATA I			ATAPI Not Pre		ATAPI	
SATA SATA SATA	Port3		ST1000D ST1000D ST1000D	M003-(10006	B
SHIH	POPT5		Not Pre:	sent	73z400	

Vote

- When the details of a SATA port are not displayed, it is judged that the HDD breaks down.
- [A] to [C] on the list corresponds to the HDD.
 [A]: HDD for operation system
 [B]/[C]: HDD for data storage

SATA	Configuration	
SATA	Porto	ATAPI I
SATA	Port1 [A]	Not Preser
SATA	Port2	ST1000DM00
	Porta[B]	ST1000DM00
SATA	Port4 [C]	ST1000DM00
SATA	Ports [U]	Not Presen



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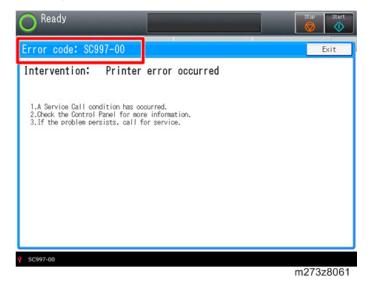
How to Solve When an Error Occurs

How to Solve When an Error Occurs

When the Printer SC Occurs

When the printer SC occurs, the SC code is displayed on the operation panel of the printer. For more details about causes and solutions, refer to page 128 "Service Call (SC) Tables".

• Printer Operation Panel



When the Print Server Error Occurs

When the print server error occurs, the same message appears on the operation panel of the printer and console screen of the print server.

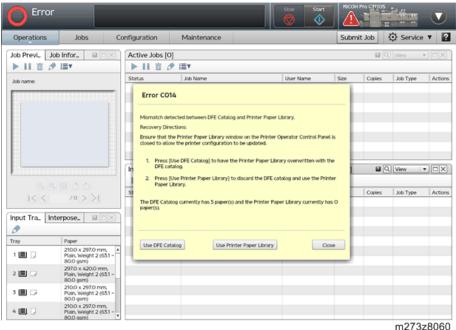
Follow the instructions to solve the error.

• Printer Operation Panel



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Print Server Console Screen



When a fatal error occurs

You can select the following action from the fatal error dialog:

- 1. Saving the traces to the USB memory
- 2. Restarting the software
- 3. Rebooting the print server
- 4. Shutting down the print server

When selecting "1", you can save the traces to the USB memory into the front USB port of the print server.

Software has deter	bism Tels 10 13 00:00 2015 00000000000 cted a fatal error:
Abort Source:	10000
Abort ID:	4
Abort Name:	POH4:ctt_direct_raster_open
Additional Data:	RSM Error 3
Status	Traces have been saved to USB.
Save Traces USB.	Device - Control Unit Restart Reboot Shundown

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Service Call (SC) Tables

This section explains the SC due to Print Server R-60. If the other SC occurs, see the printer's field service manual.

Service Call Conditions

Pattern	Display	How to reset	SC call or SC alarm in customer support system
A	The SC is displayed on the operation panel, and the machine cannot be used (safety-related SC).	Execute CE reset SP mode, and switch main power from OFF to ON.	Occurrence & alarm count ↓ Immediate alarm
В	When a function is selected, the SC is displayed on the operation panel, and the machine cannot be used (down- time mitigation).	Switch main power from OFF to ON.	Occurrence & alarm count ↓ Power OFF → ON ↓ Alarm count and alarm only if recurrence
С	No display on the operation panel, and use is permitted.	Count only logging.	Occurrence ↓ Logging count & alarm count
D	The SC is displayed on the operation panel, and the machine cannot be used (machine-error SC).	Switch main power from OFF to ON.	Occurrence & alarm count ↓ Power OFF → ON ↓ Alarm count and alarm only if recurrence

Service Call (SC911)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-06	D	Ethernet TCP/IP: Invalid configuration during enable
		Configuration error involved in the communication with the IPDS host system (only occurs when the IPDS installed)
		If rebooting the print server does not solve the problem, replace the motherboard.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-10	D	Internal printing: File system error
		File system error of the internal print (such as file corruption)
		If rebooting the print server does not solve the problem, do the following.
		1. Update to the latest version of the print server system software.
		2. Re-install the system software.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-11	D	Unexpected network condition
		 Unexpected errors for the network environment Motherboard defective The configuration file or device driver corruption If rebooting the print server does not solve the problem, replace the motherboard.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-20	D	Program check - Type 1
SC911-21	D	Program check - Type 2
SC911-22	D	Program check - Type 3
		Programming error
		Reboot the print server.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-24	D	CPU0 Temperature Alert
		CPU0 temperature error by H/W checking
		CPU or CPU cooling fan defective
		Connection error between the CPU and CPU cooling fan
		Exhaust heat port of the housing is blocked
		• Check the connection between the CPU and CPU cooling fan.
		 Check the exhaust heat port and clean it up.
		Replace the CPU and CPU cooling fan.
		Replace the motherboard.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-26	D	CPU1 Temperature Alert
		CPU1 temperature error by H/W checking
		CPU or CPU cooling fan defective
		Connection error between the CPU and CPU cooling fan
		 Exhaust heat port of the housing is blocked
		Check the connection between the CPU and CPU cooling fan.
		 Check the exhaust heat port and clean it up.
		Replace the CPU and CPU cooling fan.
		Replace the motherboard.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-42	D	Memory configuration has changed.
		This error rarely occurs at the initial startup after the software installation because of memory shortage.
		If rebooting the print server does not solve the problem, replace the DIMM or the motherboard.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-43	D	Invalid features defined
		Invalid features defined
		Turn the main power off and on.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-44	D	Recommended amount of memory not found
		DIMM defective
		If rebooting the print server does not solve the problem, replace the DIMM.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-45	D	Recommended number of processors not found
		CPU or motherboard defective
		If rebooting the print server does not solve the problem, replace the CPU/ CPU cooling fan or motherboard.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-46	D	File read error, hard disk
		System files corruption
		If rebooting the print server does not solve the problem, do the following.
		1. Re-install the system software.
		2. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-47	D	File write error, hard disk
		System files corruption
		If rebooting the print server does not solve the problem, do the following.
		1. Re-install the system software.
		2. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-48	D	Checksum error on configuration file.
		System files corruption
		If rebooting the print server does not solve the problem, re-install the system software.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-49	D	Hard disk backup to USB storage device failure
		Abnormal termination due to incomplete backup to the USB memory
		If rebooting the print server does not solve the problem, replace the USB memory for backup.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-50	D	Software update failed.
		Abnormal termination due to the system software update file failure
		If rebooting the print server does not solve the problem, re-install the update file.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-51	D	RDTU H/W error
		 RDTU board defective Connection fault
		If rebooting the print server does not solve the problem, replace the RDTU board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-57	D	License key H/W error
		USB dongle (included a license key) defectiveConnection fault
		Reboot the print server.
		 Re-insert the USB dongle. Replace the USB dongle.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-58	D	License error
		 License key defective (nonconformity, file corruption and so on) Unauthorized use of USB dongle (used once to another device, falsification, etc.) If rebooting the print server does not solve the problem, replace the USB dongle.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-60	D	Brand mismatch
		An invalid USB dongle is inserted.
		If rebooting the print server does not solve the problem, replace the USB dongle.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-61	D	Command timeout communicating with the printer.
		No response of command level from the printer.
		Check the printer power is turned on.
		• Check the cable connection between the print server and the printer.
		• Restart the printer and the print server in the correct procedure.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-62	D	Print Engine communication error.
		Connection faultMotherboard (onboard NIC) defective
		 Check the printer power is turned on. Check the cable connection between the print server and the printer. Restart the printer and the print server in the correct procedure. Replace the connection cable or motherboard.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-63	D	A file system access error occurred in the ASCII temporary disk cache.
		System files corruption
		If rebooting the print server does not solve the problem, re-install the system software.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-64	D	Page processing timeout
		Time-out error occurs during the page processing for print job.
		If rebooting the print server does not solve the problem, there may be a problem with the job.

Traces

Managing Archived Traces

The print server automatically captures all the data needed to diagnose software problems when it encounters a program check or fatal error. You can also save a trace whenever you find anything unusual.

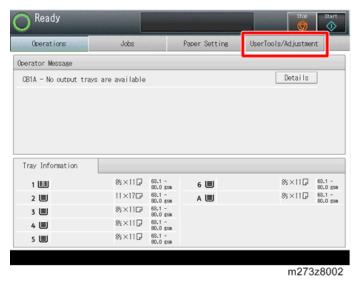
Trace data includes event logs, printer configuration, software component traces, and optionally captured data. The trace information is saved to an archive file system for using by service representative. In some cases the service representative might need to access this archive.

Saving traces can be operated from the printer and the console screen.

Operation from the Printer Screen

• Note

- When operating from the printer, the destination of the tracing file is limited to USB memory.
- 1. Press the [Home] key on the operation panel of the printer and then press the [TotalFlow] icon.
- 2. Press [User Tools/Adjustment].



3. Press [Trace Archive].

Operations	Jobs	Paper Setting	UserTools/Adjustment
Shutdown/Restart	📷 Test	Print	Preset
	Pr	int Samples	Load Preset
	📷 Trace	G	Ethernet Adapters
	S	ave Traces	Ethernet Configuration
Disk Operations	Conf	figure Traces	
	Tr	ace Archive	
Code version v0.1.133			

4. Insert the USB memory into the front USB port of the print server.

Note

- It is not recognized in the rear USB ports of the print server.
- 5. Select the file you want to download in the list, and then press [Save and Mark].

0	Ready				Stop Chart
rac	e Archive				Exit
	State	Abort name	Date created	Туре	
01	USB	Manual	12/28/2014. 10:23:44	Manual	Properties
02	Done	Manual	12/28/2014, 06:55:40	Manual	Save and Mark
03	Done	Manual	12/28/2014, 06:51:49	Manual	Mark selected tra
04	Done	Manual	12/27/2014, 10:34:16	Manua I	Mark all traces
05	Done	Manual	12/27/2014, 10:09:08	Manual	
06	Done	C: JTA_Sething	12/27/2014, 09:40:07	Fatal error	
07	Done	MC: handleTray	12/27/2014, 09:23:11	Fatal error	
08	Done	MC: handleTray	12/27/2014, 09:16:32	Fatal error	
09	Done	MC: handleTray	12/27/2014, 09:10:23	Fatal error	
10	Done	MC: handleTray	12/27/2014, 09:03:07	Fatal error	1/2
11	Done	MC: handleTray	12/27/2014, 08:55:09	Fatal error	▲Prev. ▼Next



Operation from the Console Screen on the Print Server

1. Access to the print server by the local or remote console.

4

2. Click [Maintenance].

Ready	/			Stor	Start Pro C	71105	2 10 10 10 10 10 10	
Operations	Jobs	Configuration	Maintenance		Submit	Job	Service	v 2
	Infor_ @ [□]>	Active Jobs [0				0	View -	
Job name:		Status	Job Name	User Na	me Size	Copies	Job Type	Action.
		Inactive Jobs		Invalid Jobs [O]	Job Log [20]	2 Q	View T*	
		Status			me Size	Copies	Job Type	Action.
	/0 > >1	Held	Printer_test2.pdf		108.7 KB	1	PDF	► ii
0	erpos. 🛛 🗆 🗆 🖂	3]						
Tray	Paper 85 x 11.0 in, Plain,							
1 🛄 💭	Weight 2 (63.1 - 80.0 gsm)	Ê						
2 🔳 고	11.0 x 17.0 in, Plain, Weight 2 (63.1 - 80.0 gsm)							
3 🔳 🕞	85 x 11.0 in, Plain, Weight 2 (63.1 - 80.0 gsm)							
4 🔳 💭	8.5 x 11.0 in, Plain, Weight 2 (63.1 -	Ŧ						

m273z8027

3. Click [Trace Archive].

Shut down the DFE and control unit software masters to verify print quality. by adjusting the color output density. Restart TotalFlow Print Server	Ready	Stor	Start
We these procedures to restart and property shut down the DFE and control unit software. Image: Control unit software. Restart TotaFlow Print Server	Operations Jobs Configurat	tion Maintenance	Submit Job 🔯 Service 🔻 👔
Image: Controller	Use these procedures to restart and property shut down the DFE and control unit software.	Use to print configuration data and test masters to verify print quality.	Use calibration to ensure optimal print quality by adjusting the color output density.
Disk Upper autors PostScript fonts Image: Control unit software. PostScript fonts Printer configuration data and control unit software. Printer configuration Image: Beactup	Restart Printer Controller	Test master	printer prints accurate colors. Select the [Print Calibration Master] buttom to begin A color test master is printed which must be scanned by an optical scanning device its calibration data is then loaded back into the printer, writified, and finally accepted as the new calibration.
Restore PUF - Solar page HDD Erase POF - CMY colors Update Code POF - CMY colors POF - Code rest page POF - Profiles POF - R08 colors POF - R08 colors Vue these tools and logs to maintain the printer. POF - Tray adjustment	Use these functions to manage configuration data and control unit software.	Presets Printer configuration	by selecting the [Print Calibration Master] button. Print Calibration Master
Tools and Logs POF = R08 colors Stor	Restore HDD Erase	PDF - CMY colors PDF - CMYK colors	Use traces to capture the data needed to
DFE Hardware Status	S Vise these tools and logs to maintain the	PDF - RGB colors	Save Traces
Logs Hibernation Event Status			m273z8041

4. Select the file you want to download in the list, and then click the "Save" icon.

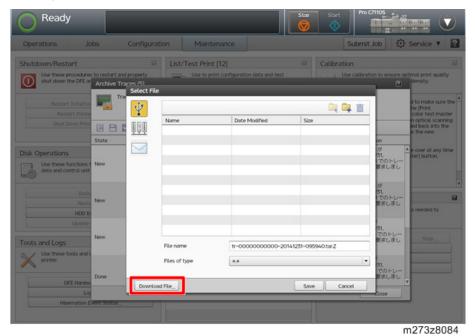
Operations Jk	bs	Configu	aration Main	tenan	ice		3	🕄 Service 🔻 📘
Shutdown/Restart			List/Test Pri	nt (12	2]	8	Calibration	
Use these procedures down the DFE and co	strol unit s		thut Use to master	print c 's to ve	onfiguration data ar rify print quality.	nd test	Use calibration to ensure to by adjusting the color out	put density.
Restart TotalFlo Restart Printe Situt Down Prin	1	Trace Archive	,					performed on this
	State	Туре	Date created	Siz.	Abort name	Description		
isk Operations Use these functions	Downto ad	Manual	12/27/2014 10.34:16 AM	12.47	Manual	ラービスル 2014/1 しました。	2,5,5,5,7,7,7,7,7,7,2,24	
data and control uni	Done	Manual	12/27/2014 10:09:08 AM	10.16	Manual	Administrator requi 10:07:12	ested save traces on 12/27/2014,	
Rest	Done	Fatal error	12/27/2014 09:40:07 AM	9.17	C: JTA_SetFinishing	Can't set output bir option.	n to infoprint.Perfect without bind	
HDD E Update	Done	Fatal error	AM 12/27/2014 09:23:11 AM	17.67	MC: handleinfoSpecO utputTray	Specified item nam [IFBoxTray.faceDov	ne includes invalid output tray name vn]	a needed to
ools and Logs	Done	Fatal error	12/27/2014 09:16:32 AM	17.67	MC: handleinfoSpecO utputTray	Specified item nam [IFBoxTray.faceDov	ne includes invalid output tray name vn]	Stop
Use these tools and I	Done	Fatal error	12/27/2014 09:10:25 AM	17.67	MC: handleinfoSpecO utputTray	Specified item nam [IFBoxTray.faceDov	ne includes invalid output tray name vn]	
DFE Hardw	Done	Fatal error	12/27/2014 09:03:07 AM	17.67	MC: handleinfoSpecO utputTray	Specified item nam [IFBoxTray.faceDov	e includes invalid output tray name vn]	
Lo							Close	
Hibernation 8	vent Stat	us		-				_

5. Select the destinations (USB memory/network/email), and then input a file name. Click [Save].

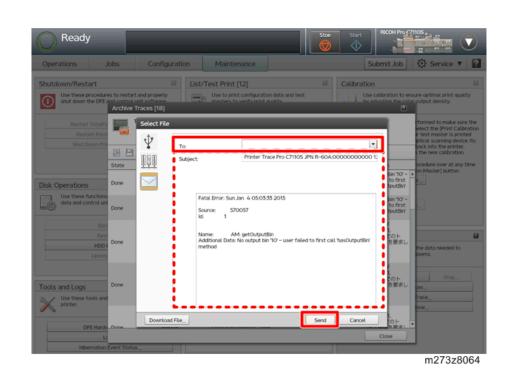
Ready			Stoo Start	
Operations Jobs	Configuration Mai	ntenance	Subr	mit Job 🔅 Service 🔻 🤗
Shutdown/Restart Use these procedures to restart and shut down the DFE or Archive Tra	List/Test Pr property Use to setect File	int [12] print configuration data and test	Calibration	bration to ensure optimal print quality ensity. a to make sure the
Restart Totufilos	Name	Date Modified	i Size	b in hole side one one of the provide side of the provides side of the provide side of the providesid
Use these functions t data and control unit				51, でのトレー 世家しまし
Back Rest HD0 B Update				51. でのトレー 整栄しまし a needed to
Tools and Logs	File name	tr-00000000000-20		51, でのトレー 東京しまし Stop
DFE Hardwe	Files of type Download File_	*,*	Save Cancel	▼ 31, でのトレー 取求しまし ▼ Close
Hitemation Event Status				
				m273z8043

Vote

- When selecting the USB memory, insert the USB memory into the front USB port of the print server. It is not recognized in the rear USB ports of the print server.
- Clicking [Download File] when accessing from the remote console allows you to save the trace log to the client PC.



• When sending email, enter the email address, and inputs the message text or subject. Click [Send].



Saving Traces

Saving traces can be manually operated from the printer and the console screen.

Operation from the Printer Screen

Note

- When operating from the printer, the destination of the tracing file is limited to USB memory.
- 1. Press the [Home] key on the operation panel of the printer and then press the [TotalFlow] icon.

4

2. Press [User Tools/Adjustment].

Operations	Jobs		Paper Setting	UserTools/Adjustm	ent
perator Message				· · · · · · · · · · · · · · · · · · ·	
CB1A - No output tray	s are available			Details	
Tray Information					
Tray Information	85×11	63.1 - 80.0 ssm	6 🔳	85×111	63.1 - 80.0 ss
	%5×11₽ 11×17₽		6 🗐 A 🗐	%×11₽ %×11₽	80.0 gs
1 💷		80.0 gsm 63.1 - 80.0 gsm 63.1 -			80.0 gs 63.1 -
1 💷	11×17⊡	80.0 gsm 63.1 - 80.0 gsm			80.0 gs 63.1 -

3. Press [Save Traces].

O Ready			Stop Start
Operations	Jobs	Paper Setting	UserTools/Adjustment
O Shutdown/Restart	Test Pr	int	Preset
	Prin	t Samples	Load Preset
	Traces		Ethernet Adapters
	Sav	e Traces	Ethernet Configuration
Disk Operations	Confia	gure Traces	
	Trao	e Archive	
Code version v0.1.133			
			m273z8053



- You can select the tracing items from the [Configure Traces] key.
- 4. Insert the USB memory into the front USB port of the print server.

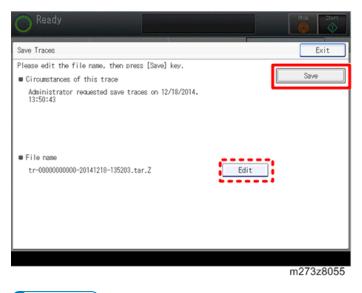
Note

- It is not recognized in the rear USB ports of the print server.
- 5. If necessary, press [Edit] to describe the situation.

6. Press [OK].



- Note
 - It takes about 20 seconds to save the traces.
- 7. Press [Save].





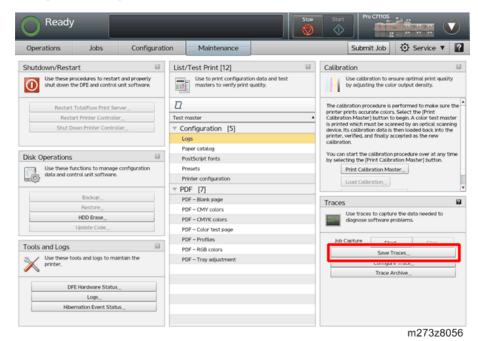
- You can change the file name by pressing [Edit].
- The tracing file is saved as a .tar file.

Operation from the Console Screen on the Print Server

- 1. Access to the print server by the local or remote console.
- 2. Click [Maintenance].

						1	-	
Operations	Jobs	Configuration	Maintenance		Sub	mit Job	Service	• • 🛛
lob Previ_	lob Infor_ 📓 🔲 🗵	Active Jobs [0]			0	Q View	*][= ×
▶Ⅱ亩	🔊 🗐 🛛	► II 亩	Ø Ⅲ v					
Job name:		Status	Job Name	User	Vame Size	Copie	is Job Type	Action
		Inactive Jobs	[1] Stored Jobs [0]	Invalid Jobs [0]	Job Log [20]		[Q,] [View]	*][=]×
		-		Invalid Jobs [0]		Copie		
	4800 ∕0≥≥1	▶Ⅱ亩	Ø :=•			Copie		Action
KK		Status C Held	Job Name		Name Size	Copie	rs Job Type	Action
KK	/0 > >1	Status C Held	Job Name		Name Size	Copie	rs Job Type	Action
nput Tra.	/0 > >1	Status C Held	Job Name		Name Size	Copie	rs Job Type	Action
nput Tra.	/0 >>I	Status C Held	Job Name		Name Size	Copie	rs Job Type	Action
nput Tra		Status	Job Name		Name Size	Copie	rs Job Type	Action
nput Tra.	/0 >> Interpos. Paper 85 x 110 in, Plain, Weight 2 (631 - Weight 2 (631 -	Status	Job Name		Name Size	Copie	rs Job Type	Action

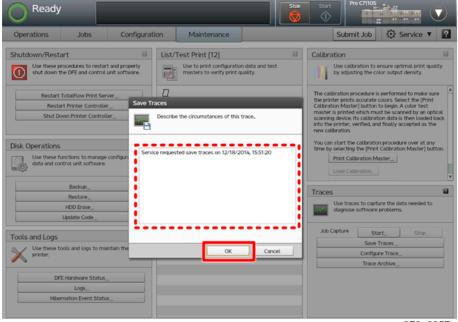
3. Click [Save Traces].



4. Click [OK].



• You can describe the situation.



4

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• Note

- It takes about 20 seconds to save the traces.
- 5. Select the destinations (USB memory/network /email), and then enter the filename. Click [Save].

O Ready	/						Stor		Pro C71105
Operations	Jobs	Configu	ration	Mainte	nance			Subm	it Job 🚯 Service 🔻 🙎
	art rocedures to resta the DFE and contre	rt and property Select File	_	est Print [Use to print	[2] configuration	data and test		Calibration Use call	aration to ensure optimal print idjusting the color output density.
Resta Shut Do Disk Operations	TotalFlow Prints 5 et Printer Control was Printer Control was printer Control unctions to many introl unit softwar Backup		Name		Date Modifie	d	Size	R 1 1	edure is performed to make sure barnet colors. Select the (Print botton to begin A color test sich must be scanned by an optical calibration data is then loaded c, verified, and finally accepted as libration procedure over at any e (Print Calibration Master) button. tion Master
	HDD EraseUpdate Code								to capture the data needed to rtware problems.
Tools and Logs Use these t printer.	ools and logs to n		ile name iles of type	•	tr-00000000 *.*	0000-20141	218-155419.	tarZ	Save Traces
DF	E Hardware Statu	Download Fi	Le				Save	Cancel	
Hbe	mation Event State	ð							
									m273z8058

Note

- When selecting the USB memory, insert a USB memory into the front USB port of the print server. It is not recognized in the rear USB ports of the print server.
- The tracing file is saved as a .tar file.
- Clicking [Download File] when accessing from the remote console allows you to save the traces to the client PC.

Operations	Jobs	Configu	ration	Maintenand	e		S	Submit	Job 【	Service	T
hutdown/Resta	rt	1	List/T	est Print [12]		8	Calibrati	on			
	ocedures to restar	t and properly Select File		Use to print config	uration data and	test	URI U	se calibra		e optimal print color output d	
Restart To	otalFlow Print Se	Ŷ					0ų 🖬	亩		formed to make	
Restart	Printer Controll		Name	Date	Modified	Size			button to be	egin. A color tes e scanned by an	st
Shut Dow	in Printer Contri	<u>.</u>							calibration of	lata is then load nd finally accept	ded
									, reinrea, a	in mony occep	000 005
isk Operations										ocedure over at bration Master]	
	nctions to manag								ation Master		burt
data and cont	trol unit softwar								tion_		
	Backup_										
	HDD Erase									he data needed	to
	Ipdate Code								iftware prot	vierns.	
ools and Logs			ile name	tr-00	00000000-20	141218-15541	9.tarZ	-	Start	Stop	
	ols and logs to m								Save Trace	is	
printer.	As and togs to n		iles of type	*,*				•	Configure Tr	ace	
*			_					-	Trace Archi	We	
DFE	Hardware Statu	Download F	ile			Save	Cance				
	Logs					_					

• When using the email, enter the email address in the following screen. Also enter the subject and text, and then click [Send].

O Not R	eady					Stoo	Start	RICOH Pro C	71105	
Operations	Jobs	Configura	ition	Maintena	nce		Su	bmit Job	Service	• 2
Shutdown/Rest	art rocedures to restart the DFE and control (and property anit software.	List		2] onfiguration dat rify print qualit				isure optimal print q or output density.	(Jality
Disk Operations Use these f data and co	TotalFlow Print Ser at Printer Controlle own Printer Controll unctions to manage anctions to manage anctions to manage motion unit software. Biockup., Restore., HDD Ersse, Update Code., ools and logs to mail	¥ 191	To: Subject:		Sending file 00		-	atte colore begin. A c nned by a then load accepter alibration nint Calibr ation Ma ation	the data needed to roblems.	alibration rinted vice. Its ter, on. ny time t
D	E Hardware Status	Download F	le			Send	Cancel			
	Logs_									
Hb	ernation Event Statu	\$ ₁₀							m273z	8065

Traces

Capturing a Print Job

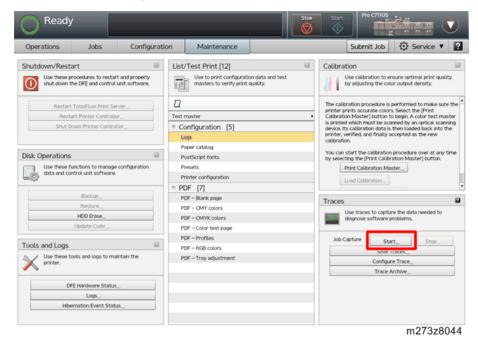
Job Captures include print data and host communications as well as trace data which described before. Service representatives use this function to diagnose problems.

- 1. Access to the print server by the local or remote console.
- 2. Click [Maintenance].

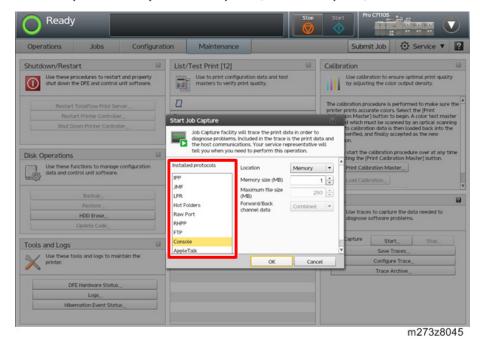
	ly					Stop Sta	376		Ê.e.e	
Operations	Jobs	C	onfiguration	Maintenance			Submit	Job	Service	v E
Job Previ_ Jo	b Infor_ 🛛 🖾 🗔 🗆	×]	Active Jobs [0]					- B (Q	View I	•][0]X
▶ II î Ø	• i≣ v		► II 亩 Ø) III A						
Job name:			Status	Job Name	U	lser Name	Size	Copies	Job Type	Actio
			Inactive Jobs [1] Stored Jobs [0]	Invalid Jobs	[O] Job I	.09 [20]		View 1	
Q. Q.			► II ā ð	≣v						
् ् र	800 /•>>					Iser Name	Size	Copies	Job Type PDF	Actio
KK		×	► II	Job Name			Size	Copies	Job Type	Actio
I C C	/○>>I Iterpos_	×)	► II	Job Name			Size	Copies	Job Type	Actio
nput Tra_ In ray 1 III D			► II	Job Name			Size	Copies	Job Type	Actio
nput Tra. In	70 >>1 terpos.		► II	Job Name			Size	Copies	Job Type	Actio

4

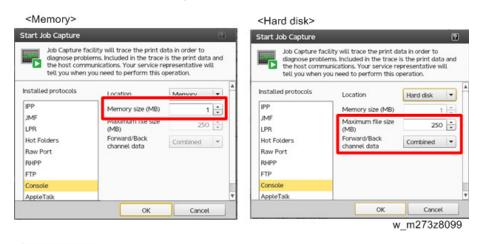
3. Click [Start] at [Job Capture].



4. Select the protocol that you send the job in [Start Job Capture].



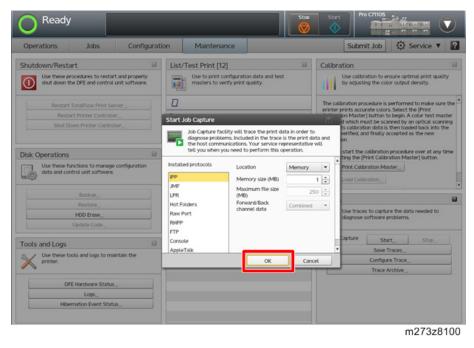
5. Select the destination (Memory/ Hard disk) to save at "Location".



✓Note

- When selecting the "Hard disk", you can set "Forward/Back channel data". The "Forward/ Back channel data" defines whether the trace data is saved in one file or divided files.
- 6. Click [OK].

Note



• During the capturing data, the console screen shows "Tracing". The capturing data often slows down the operation of the print server.



- 7. Send the job that you want to analyze.
- 8. Click [OK] after the problem occurs in the job.

	Aut D	Operator Messa	ges
	Describe the circumstances of this trace.	Input Trays [7]	Paper 210.0 x 297.0 mm Plan
S Y		2 🗐 🖓	Weight 2 (631 - 80.0 gsm) 2970 x 420.0 mm, Plai Weight 2 (631 - 80.0 gsm) 210.0 x 297.0 mm, Plai Weight 2 (631 - 80.0 gsm)
	OK Cancel		210.0 x 297.0 mm, Plair Weiner 2 (631 – 80.0
DFE Hardware Status Logs Hibernation Event Status	PDF - CMY coors PDF - CMYK colors PDF - Color test page PDF - Profiles PDF - Profiles		
	PDF - Hold colors PDF - Tray adjustment		

Note

- You can enter the job details at the save traces screen.
- During the tracing job, the following screen appears:

Collecting_	
Blank page	
	m273z8102

9. Select the destinations (USB memory/network/email), and then enter the filename.

Click [Save].

Ready				Sto		Start	RICOH Pro C71105		▼
Operations Jobs C	Configuration	Mainte	nance				Submit Job	Service 🔻	?
Shutdown/Restart Use these procedures to restart and p down the DFE and control unit software		List/Test Pr	int [18] print configuration of fy print quality.	lata and test maste	8		calibration to ensure opti ting the color output de		9 7
Restart TotalFlow Print Serve Restart Printer Controller Shut Down Printer Controller	Select File	me	Date Modi	fied 5	(ize	1 1	ocedure is performe arate colors. Select t b begin. A color test i by an optical scanni ed back into the print hew calibration.	he (Print Calibratio master is printed v 19 device. Its calibr	on which ration
Disk Operations Use these functions to manage config and control unit software.							calibration procedur nt Calibration Master bration Master		by
Bodup,							es to capture the dat	a needed to diagn	iii iose
Tools and Logs Use these tools and logs to maintain t		name is of type	tr-000000	00000-20150216-	135349.tar	2	Start	Stop	5
DFE Hardware Status	Download File			s	ave	Cancel	Trace Archive,	-]
Logs Hibernation Event Status		PDF - Color PDF - Profile PDF - RGB c PDF - Tray a	es colors						
							r	n273z81	03

Vote

- When selecting the USB memory, insert a USB memory into the front USB port of the print server. It is not recognized in the rear USB ports of the print server.
- Clicking [Download File] when accessing from the remote console allows you to trace data to the client PC.

Ready						•		
Operations	Jobs	Configuration	n Mainte	nance	_		Submit Job 😧 Servi	ce 🔻 🤶
Shutdown/Restar	t	9	List/Test Pr	int [18]		Calibration		8
	edures to restart and and control unit softw			print configuration data ify print quality.	and test masters		alibration to ensure optimal print of ing the color output density.	auality by
	TotalFlow Print Serve rt Printer Controller_	· 🖓				0ų 🛱 🖬	ocedure is performed to make urate colors. Select the (Print C b begin. A color test master is p	alibration printed which
	wn Printer Controller	<u>I</u> II	Name	Date Modified	Size		by an optical scanning device. I ed back into the printer, verified new calibration.	i, and finally
Disk Operations							calibration procedure over at a nt Calibration Master] button. bration Master	iny one by
Use these fun and control un	tions to manage conf it software.	10					bration	
	Backup							10
	Restore						es to capture the data needed t	
	HDD Erase Update Code						problems.	io ungrore
Tools and Logs			File name	tr-000000000	00-20150216-135344	Atar Z	StartSto	P
	s and logs to maintair	1	Files of type	**			Save Traces Configure Trace	
X							Trace Archive	
DF	E Hardware Status	Download			Save	Cancel		
	Logs		POR-COLOR					
Hibe	mation Event Status		PDF - Profil					
			PUP - NOD V	.040FS				

- When sending email, enter the email address, and enter the message text or subject. Click [Send].
- The tracing file is saved as a .tar file.

Troubles That Related to the Optional IPDS

Cannot Exit SP Mode While Establishing a Session with the IPDS Print Server

Symptom

When printing from the IPDS host system, the IPDS keeps the session after the print job completes. If the customer engineers enter into the SP mode in this condition, they cannot exit the SP mode until the session is disconnected.

Solution

Do not enter the SP mode during the session of the IPDS is established.

Do one of the following when you cannot exit the SP mode:

- Terminate the session through the IPDS host system such as Infoprint Manager.
- Disconnect the network cable that connects to the print server. (This can terminate the IPDS session)

Troubles That Related to External Printing Software

Data Cannot Be Sent Properly When Using Prinect

Symptom

Data cannot be sent properly when using Prinect.

Solution

- 1. Access to the print server by the local or remote console.
- 2. Click [Configuration] [Data Stream].
- 3. Click the [Basic] pod.



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4. Select "APPE" (Not "CPSI") at [PDF jwob processor].

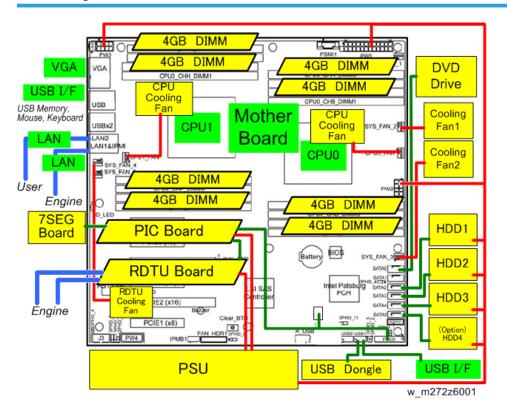


4

4. Troubleshooting

Block Diagram and Functions

Block Diagram



Functions

Network

Cable requirements:

- 10BaseT (Ethernet): Unshielded Twisted Pair (UTP), Category 3 or higher
- 100BaseTX (Fast Ethernet): UTP, Category 5 or higher (4-pair/8-wire, short length)
- 1000BaseT (Gigabit Ethernet): UTP, Category 5e or higher (4-pair/8-wire, short-length)

PIC Board

When the power interlock switch is ON at the print server, it can recognize the power ON/OFF status of the printer.

RDTU Board

Performs as an interface* between the print server and the printer

*Command/Status I/F and Image Data I/F

HDD

The print server has three HDD.

- HDD 1 for operation system
- HDD 2/HDD 3 for data storage with RAIDO
- HDD 4 is not installed. (Future expansion)

Mother Board

- CPU: 2.6GHz × 2
- SDRAM: 4GB (1600MHz DDR3, 240 pin) × 8, Total 32GB.
- Performs a self-diagnosis by BIOS and displays the error code to the digital display board (7segment).

Digital Display Board

Displays the status of the print server by 7-segment

USB Dongle

Stores product information such as a license

The print server cannot be used without USB dongle.

DVD Drive

The DVD drive can read the items below:

- Print data
- File for system updating
- User created ICC profiles

• Font data

Note that these data cannot be written into the DVD, because the DVD drive is read only.

USB I/F

USB I/F are used in the following purpose.

Front USB port

- 1. Reading the following data are saved in the USB memory.
 - Print data
 - File for system updating
 - User created ICC profiles
 - Font data
- 2. Writing the following data to USB memory
 - Tracing data
 - Logging data

USB port (keyboard/mouse)

Attaching a keyboard and mouse

USB port (memory)

Backing up automatically for configuration data

IPDS

Activating the IPDS

Activating the IPDS with the following steps is required to use the IPDS features.

- Go to the certificate site on the internet to generate a license file with the following two items:
 - System Fingerprint: an identifier that is provided for each print server.
 - EID (Entitlement ID): an identifier provided for the customer when they purchase the option.
- 2. Install the license file generated to the print server.

The license file generated is installed in the print server.

Reactivating the IPDS is required when you re-install the system software for troubleshooting or parts replacement. For details, refer to "How to Reactivate". (page 172 "How to Reactivate")

Activation Procedure

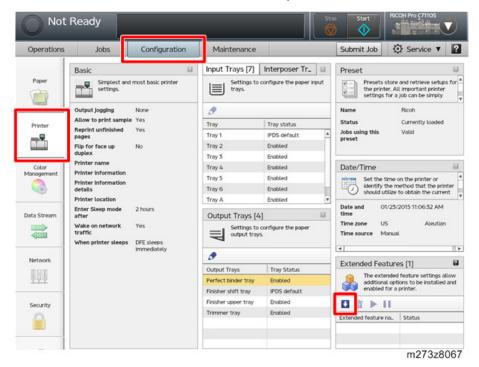
🔁 Important

- Make sure that you have the EID (Entitlement ID) issued when the customer purchases this option.
- 1. Access to the print server by the local or remote console.

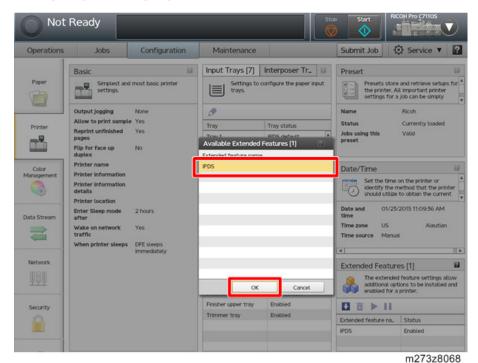
2. Click [Stop] to suspend the printer operation.

Operations Jobs Configuration Maintenance Submit Job I I I III Job Infor IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Action.
Image: Copies Job Name User Name Size Copies Job Type	
	Action_
I D III D IIII D IIIII D IIIIII D IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Action.
Input Tra. Interpos.	
Tray Paper	
1 UU 0 85 x 110 in, Pian, A Weight 2 (631 - 800 gem)	
2 III - 11.0 x 17.0 in Plain, Weight 2 (331 - 80.0 gsm)	
5 III - 85 x 110 in, Piain, Weight 2 (631 - 800 gsm)	
4 85 x 110 in Pan, weight 2 (631 - w	

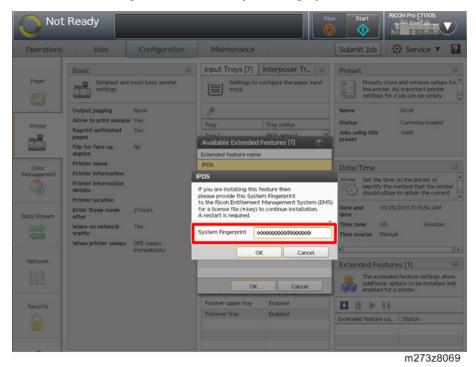
- 3. Select [Configuration] [Printer].
- 4. Click "Arrow" (Add) at the [Extended Features] pod.



6

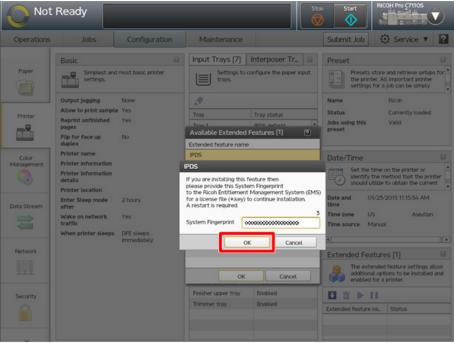


6. Write down the string that is shown at [System Fingerprint].



7. Click [OK].

The console screen is in this status, then set from a web browser.



m273z8074

- 8. Start the web browser, and access the website below: https://www.ricohsoftware-entitlements.com
- 9. Select the "EID" at the [Login/Using] field.
- 10. Enter the EID (Entitlement ID) at the [EID] field.

RIC	ЭН	2.7		
You	r user session h	has expired. Try log	gging on again.	
Customer	Login			
Login Using:	EID		•	
EID:				
I	Login			

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11. Put a check mark in "IPDS-Product Feature" and click [OK].

RIC	COH 27			Powered By SafeNet Sentine[EM Welcome Lecou
		84		Change Language
Entitlen	ment Details			
▼ Associ	ated Product and Features			Activate Revoke
-	Product	Start Date	End Date	Quantity
-	PDS-Printer-Fea ture 1.0	05/12/2014	Never expires	117 out of 250
▶ List o	of features associated			
Previou	us Activations (Total 133)			
Previou	us Revocations (Total 1)			
		© 2013 SafeNet, I	nc. All Rights Reserved.	

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12. In the [System Fingerprint/Locking] field, enter the "System Fingerprint" that was ahead in step 6 to IPDS pop-up screen, and click [Generate].

RIC	Activate Product(s)			Powered By
1	EID: 1000000000000000000000000000000000000	*****		Welcome Logou
1	▼ Enter Quantity	Change Language		
	Product	Remaining Quantity	Quantity	
Entitien	IPDS-Printer-Feature 1.0	117	1	
	Client 4 oritoria: Eth	amat Addrass		
- Associ	System Fingerprint/Locking Data: Generate Close			Activate Revoke
24	POS-Printer-Fea ture 1.0	06/12/2014	Never expires	117 out of 250
► List of f	features associated			
Previous	Activations (Total 133)			
Previous	Revocations (Total 1)			
		© 2013 SafeNet, Inc. All I	Rights Reserved.	
				m273z707

13. Click [Save to File] and save the generated license file.

		Lice	ense generated suc	cessfully			- 1	Welcome	
	License Certificate							Change Lang	uage 🦢
Entitlen	Contact @@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@		Customer:	Controller Develo	opment	Password:			
- Associ	Support <u>http://www.rico</u> URL:	hsoftware.com/To	talFlow(Advantage					Activate Re	
_	List of Activations							Adovate Re	ioke
2	Product Key	Name	AID		Quantity	Remaining Quantity	01	1250	
▶ List¢		IPDS-Printer -Feature 1.0			250	116			
Previou	Download Urt:								
Previou	License String								
	*8 VetPGNP8hSUIT1mdbjpt/3 MONpUa20103/NWXix49j9b SxxXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	EatKOCptZ3a3Q# *							

Alternatively, send the license file to the email address you registered.

14. Change the extension of the license file to ".key".

Return to the console screen.

15. Select the destination icon of the saved license file (USB memory/ DVD/network), and select the license file.

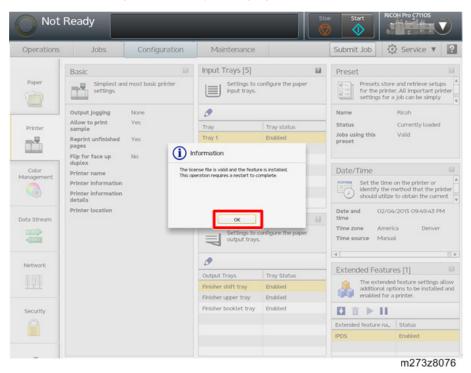
16. Click [Load].

Not	Ready					Sto	o Start	RICOH Pro (71105
Operations	Jobs	Cor	nfiguration	Maintena	nce		Submit Job	Service V
Paper	Basic Simplest a setting	nd most bi elect File	asic printer	Input Trays	[7] Interpose gs to configure the		Preset	s store and retrieve setups for per. All important printer for a job can be simply
Printer	Allow to print		Nono Iservrc		ModeFaul /2015 18:18:04 PM	670 432 KB	i, i iii	Ricoh Currentiy loaded Valid
Color Management	Printer name Printer informa details Printer location	道道						time on the printer or the method that the printer tilize to obtain the current
Data Stream	Enter Sleep mo after Wake on netwo traffic When printer sl							1/23/2015 11:09:36 AM S Aleutian tanual
Network			File name Files of type	Iservro *.*				atures [1] and ended feature settings allow all options to be installed and for a printer.
Security	File Upload				Load	Cancel	11	
				Inmmer tray	Enabled		Extended featur	re na. Status
-								m273z8077

Note

- When loading from the USB memory, insert a USB memory into the front USB port of the print server. It is not recognized in the rear USB ports of the print server.
- Clicking [File Upload] when accessing from the remote console allows you to upload the license file from the client PC.

17. After activation completion message is displayed, click [OK].



18. Reboot the print server.

Optional Features for IPDS

After activating the IPDS, activate the optional features below:

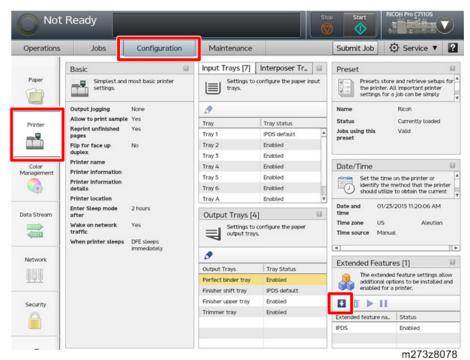
• Suppress Off Page Errors (8B4289)

This feature allows a user to specify the number of pixels (pels) that are allowed to be outside of the printable area of a page without generating an error to the host system. If activated, a menu item (Suppress Off Page Errors) appears in the IPDS data stream configuration area.

• IPDS 2-pass G4 compression (8B4418)

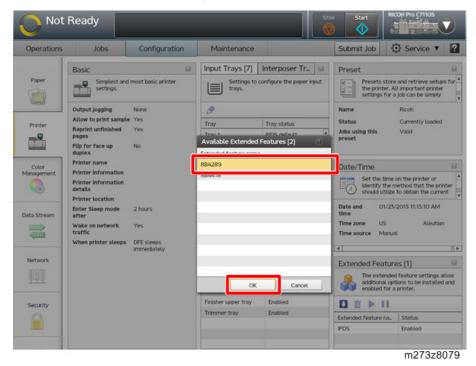
For IPDS, reinterpret each image using the second of two possible RIDIC values, if the first interpretation fails. Enabling this feature may avoid image processing errors. There are no console menu changes when this feature is activated.

- 1. Access to the print server by the local or remote console.
- 2. Select [Configuration] [Printer].



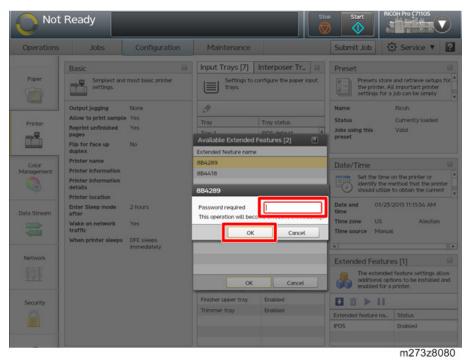
3. Click "Arrow" (Add) at the [Extended Features] pod.

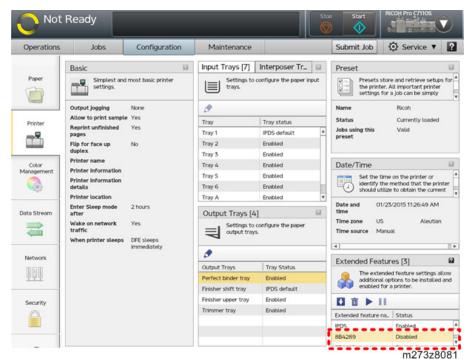
4. Select the extended features that you want to activate.



6

Enter the following password, and then click [OK].
 2halo: (for 8B4289 (Suppress Off Page Errors))
 2passup: (for 8B4418 (IPDS 2-pass G4 compression))

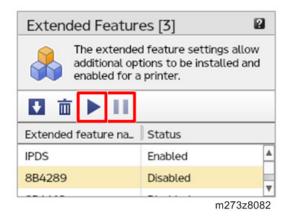




6. Verify the optinal features at the [Extended Features] pod.

• Note

- When the optional feature to [Enabled], click the [▶] button.
- When set to [Disabled], click the [Stop] button.



6

How to Reactivate

When Replaced HDD, or Re-installed the system software

As the System Fingerprint does not change, you can reactivate the IPDS with the same license file as the one used for last activation. If the license file is lost, log in to the certificate site with the same EID as the one used for last activation, and then download the license file again.

When Replaced the Motherboard

As the System Fingerprint changes, you cannot reactivate the IPDS with the same license file as the one used for last activation. Activate the IPDS with a new System Fingerprint and EID.

Specifications

General Specifications

ltem	Description				
CPU	Intel Xeon E5-2630v2 2.6GHz ×2				
Memory	32 GB (4 GB ×8)				
HDD	SATA connection 1TB3.5 inch HDD (7,000 rpm) ×3				
DVD Drive	SATA connection DVD-ROM drive				
Interface	Gigabit Ethernet ×2 (100BASE-TX/10BASE-T/1000BASE-T), USB2.0 Type-A ×4 (Front ×1, Rear ×3), USB2.0 Type-B, VGA, RDTU ×2				
Protocol	FTP, LPR, Port 9100, TCP-IPDS, IPP, RHPP, HTTP, Dynamic DNS, SMB, AppleTalk, WSD				
Print Resolution	1,200 dpi (8bit)				
Input Data Streams	 IPDS PostScript Level3 PDF -Version 1.7 TIFF -TIFF AFPC Subset JPEG -AFPC JPEG Subset PDF/VT-1 PDF/X (PDF/X-1a, PDF/X-3, PDF/X-4) 				
Built-in Fonts	Roman PS Font: 136 fonts				
Power Source	100-240 V, 4.8 A, 50/60 Hz				
Power Consumption	400 W				
Dimensions (W x D x H)	178 × 650 × 444 mm (7.0 × 25.6 × 17.5 inches)				
Weight	Approximately 22 kg (4.41 lbs.)				

MEMO

MEMO

MEMO