Technical Bulletin

Reissued: 04-Nov-16

Model: Leo-C1/P1(TotalFlow Print Server R-60A), Andromeda-P1(TotalFlow Print Server R-60) Date: 03-Aug-15

RTB Reissue

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

Subject: Firmware Release Note: BOS_1-6/6			Prepared by: Y. Okano
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	Troubleshooting	Part information	Action required
	Mechanical	Electrical	Service manual revision
	Paper path	Transmit/receive	Retrofit information
	Product Safety	Other (Firmware)	🛛 Tier 2

This bulletin provides the firmware release information for BOS_1/6, BOS_2/6, BOS_3/6, BOS_4/6, BOS_5/6, BOS_6/6.

BOS consists of six separate archive files. Save all six files in the same directory, and then run the exe file to create the iso image file.

Version	Program No.	Effective Date	Availability of RFU
123.19.048_v2.02.003	M2735000J_1-6	November 2016 production	Not available
123.14.031_v1.06.004	M2735000H_1	June 2016 production	Not available
	M2735000H_2		
	M2735000H_3		
	M2735000H_4		
	M2735000H_5		
	M2735000H_6		
123.14.031_v1.05.001	M2735000G_1	May 2016 production	Not available
	M2735000G_2		
	M2735000G_3		
	M2735000G_4		
	M2735000G_5		
	M2735000G_6		
123.14.031_v1.04.002	M2735000F_1	December 2015 production	Not available
	M2735000F_2		
	M2735000F_3		
	M2735000F_4		
	M2735000F_5		
	M2735000F_6	-	
123.14.031_v1.03.003	M2735000E_1	October 2015 production	Not available
	M2735000E_2		
	M2735000E_3		
	M2735000E_4		
	M2735000E_5		
	M2735000E_6		
123.14.031_v1.02.001	M2735000D_1	1st Mass production	Not available
	M2735000D_2		
	M2735000D_3		
	M2735000D_4		
	M2735000D_5		
	M2735000D_6		

Model: Leo-C1/P1(TotalFlow Print Server R-60A),	Date: 03-Aug-15	No.: RM272001e
Andromeda-P1(TotalFlow Print Server R-60)		

Note: Definition of Availability of RFU via @Remote

"Available": The firmware can be updated via RFU or SD card. "Not available": The firmware can only be updated via SD card.

BOS

Version	Modified Points or Symptom Corrected
123.19.048	1st Mass production for Microcode v2.xx.xxx
123.14.031	1st Mass production

Version	Modified Points or Symptom Corrected
V2.02.003	 Specification Change: 1. GBC punch unit supported on Prinect DFE. 2. Following the release of the new neon yellow toner, "Clear Toner" displayed or specified on the console or the control panel or the driver
	 of R-60A (v2.1.0.0 or later)/R-61A (v1.1.0.0 or later) changes to "Special Toner." Note: Make sure to update the below software as a set. Updating individually will mix up the display of Clear and Special. For more detail about the new special color toner, please refer to RTB RD194151. Engine: v1.19:06 or later System/Copy (Copier), System (Printer): v 3.10 or later Web Support: v1.09 or later OpePanel: v2.06 or later
	200.0mm. 4. Calibration on the console supported.
	Symptom Corrected:
	 SC919 and SC844-0x may occur when printing large jobs. If a page range is selected from the first page of a PS job, the system remains in 'printing' status even after printing the selected range. Sample print made on SRA3 cannot be fed out to the proof tray.
v1.6.004	 Fatal Error occurs when a jammed paper is removed in an IPDS job. Submitting a job from Prinect does not recover the engine from energy saver mode (STR).
	 Printing takes longer than expected with jobs sorted Reverse Order/Face- Up. If printing is stopped and then resumed, the number of sheets printed out is
	incorrect.5. Horizontal lines contained in the data are not printed, but an error is not displayed.
	6. SC919 occurs because an adequate process time is not allocated for the



		otalFlow Print Server R-60A), P1(TotalFlow Print Server R-60)	Date: 03-Aug-15	No.: RM272001e
Version		Modified Points or Symptom Corrected		
	7.	module. K90% printed in grayscale data is settings are set.		·
	8.	bytes.		
	9.	Printing a PDF file with APPE ena disabled.	•	
v1.5.001	1.	Updating the microcode causes t (Plain Japan).		
	2.	If changes are made to a paper c the calibration data, fatal error oc	curs during calibration.	
	3.	Productivity is low with jobs consi weight A3 paper.		
	4.	If tray empty error occurs during s with paper, sample print does not	resume.	
	5.	If color calibration is performed or message appears indicating that designated output tray and fails to	the paper cannot be pri	
	6.	On the Prinect model, the DFE ap "Preprocessing state".	pears to be stalling wh	en in
	7.	When configuring a new preset in "Ricoh not loaded" appears.		
	8.	The following message appears, paper tray setting is changed to b "Additional Data: Bad ConfigResu manualTrays.paperSize"	anner:	
	9.	If a sample print is made during the error message appears indicating sample print after completing the	that there are no page	
	10.	If a hard abort occurs, the DFE ca operation panel.		the engine
		Part of the image is missing, if pri SC844-04 or hard abort occurs w model.		
		On the Prinect model, fatal error of settings from the engine operation	n panel.	
	15.	Media catalog mismatch error me Activation of the DFE stops midw	essage appears when re ay.	-
		Deleting a calibration data from the check.		
		After completing an IPDS job, err occurrence even if a jam had not	occurred.	
		Fatal error occurs, if a TIFF file is When running a job consisted of after printing approximately 100 p between the DFE and engine.	more than 500 pages, t	he DFE reboots
		Fatal error occurs, if PDF is printe SC844-04, SC161-06, SC 919-00		rror) occurs after

 on the controller and connected to another port on that controller. 4. Creating a banner paper entry in paper catalog for a printer configur without the banner printing option and enabling "2 Sided (duplex)" of controller causes a Fatal Error. 5. Fatal Error occurs when attempted to recover from a paper mismate selecting the paper on the engine operation panel and pressing the button. 6. Program check runs, if the controller has been rebooted after makin tray settings. 7. Printer may stall, if cancelling a PDF job sent to the Print and Store 8. Running a job in the Surface Mode on the HDM model causes a Fatal 	ay from			
 v1.4.002 1. If a PDF job is sent to the Process & Hold or Process & Print queue controller runs out of memory after processing about 200k pages for by a Hard Abort. 2. Associating a paper catalog created on local/remote console to a trethe engine operation panel causes a Fatal Error. 3. USB connection is not detected, if the USB device is unplugged froon the controller and connected to another port on that controller. 4. Creating a banner paper entry in paper catalog for a printer configur without the banner printing option and enabling "2 Sided (duplex)" of controller causes a Fatal Error. 5. Fatal Error occurs when attempted to recover from a paper mismate selecting the paper on the engine operation panel and pressing the button. 6. Program check runs, if the controller has been rebooted after makin tray settings. 7. Printer may stall, if cancelling a PDF job sent to the Print and Store 8. Running a job in the Surface Mode on the HDM model causes a Fatal F	ay from			
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 Fatal Error occurs when attempted to recover from a paper mismate selecting the paper on the engine operation panel and pressing the button. Program check runs, if the controller has been rebooted after makin tray settings. Printer may stall, if cancelling a PDF job sent to the Print and Store 8. Running a job in the Surface Mode on the HDM model causes a Fatore 1. 				
tray settings.7. Printer may stall, if cancelling a PDF job sent to the Print and Store8. Running a job in the Surface Mode on the HDM model causes a Fa	5. Fatal Error occurs when attempted to recover from a paper mismatch by re- selecting the paper on the engine operation panel and pressing the Resume			
8. Running a job in the Surface Mode on the HDM model causes a Fa	ng paper			
9. Printing 85 copies of a 90 page file causes a Fatal Error after makir				
copies.	5 1 15 5			
	10. When attempted to make 4762 copies of a job sent from Prinect, the			
11. Printing a PS B&W job from the virtual printer causes a Fatal Error.				
	12. Printing more than 5 copies in Banner Mode causes a Fatal Error.			
	13. Offset value defined in the Media Catalog is not honored.			
14. The controller reboots, if a jam occurs in the bypass tray.	0			
15. PS error occurs while RIPping, if the PS file contains unsupported commands.				
16. For jobs printed from Prinergy, the job file size indicated on the PO smaller than the actual size.	D is			
17. The controller stalls, if attempted to print a calibration page while th is asleep.	e engine			
v1.3.003 1. Warning message appears when opening job properties of jobs sub from Prinergy.	omitted			
 SC919 occurs while printing followed by a reboot because the time for communication between the DFE and GW is too short. 	-out set			
 DFE stalls, if importing ICC color profiles that contain 2-byte character the name. 	cters in			
4. DFE may reboot while printing PDF files. (DPM issue)				
5. Files RIPped with previous microcode versions can be falsely printe	ed.			
6. Support of Windows 10				
v1.2.003 1. Changing the time zone in Windows VM enforces two reboots.				
2. VM does not activate, if BOS and VM image are reinstalled.				
3. Orientation is incorrect on the back side of duplex when imposed.				
4. Cannot print 13x19 size jobs.				
5. The displayed job size is incorrect for jobs submitted from Prinergy.				
6. Error (SC919) occurs while printing followed by a reboot.				
 Importing a color profile that contains 2-byte character in its name of the DFE to hang. 				



Technical Bulletin

Model: Leo-C1/P1(TotalFlow Print Server R-60A), Andromeda-P1(TotalFlow Print Server R-60)		Date: 03-Aug-15	No.: RM272001e
Version	Modified Points or Symptom Corrected		
v1.2.002	1. The Overprint function does not work properly.		
	2. Supports the i1 Profiler v1 and i1 Profiler v2 text format data.		
v1.2.001	1st Mass production		

Technical Bulletin

Reissued: 18-Dec-15

Model: Leo-C1/P1(TotalFlow Print Server R-60A), Andromeda-P1(TotalFlow Print Server R-60) Date: 03-Aug-15

RTB Reissue

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

Subject: Firmware Release Note: BOS_2/6			Prepared by: Y. Okano
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	Troubleshooting	Part information	Action required
	🗌 Mechanical	Electrical	Service manual revision
	Paper path	Transmit/receive	Retrofit information
	Product Safety	Other (Firmware)	🛛 Tier 2

This bulletin provides the firmware release information for BOS_2/6.

BOS consists of six separate archive files. Save all six files in the same directory, and then run the exe file to create the iso image file.

Version	Program No.	Effective Date	Availability of RFU
123.14.031_v1.04.002	M2735000F_2	December 2015 production	Not available
123.14.031_v1.03.003	M2735000E_2	October 2015 production	Not available
123.14.031_v1.02.001	M2735000D_2	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

"Available": The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

BOS

Version	Modified Points or Symptom Corrected
123.14.031	1st Mass production

Version	Modified Points or Symptom Corrected
v1.4.002	1. If a PDF job is sent to the Process & Hold or Process & Print
	<i>queue, the controller runs out of memory after processing about 200k pages followed by a Hard Abort.</i>
	Associating a paper catalog created on local/remote console to a tray from the engine operation panel causes a Fatal Error.
	3. USB connection is not detected, if the USB device is unplugged from a port on the controller and connected to another port on that controller.
	4. Creating a banner paper entry in paper catalog for a printer configured without the banner printing option and enabling "2 Sided (duplex)" on the controller causes a Fatal Error.
	 Fatal Error occurs when attempted to recover from a paper mismatch by re-selecting the paper on the engine operation panel and pressing the Resume button.
	 Program check runs, if the controller has been rebooted after making paper tray settings.
	7. Printer may stall, if cancelling a PDF job sent to the Print and

Reissued:	18-Dec-15

	IFlow Print Server R-60A), FotalFlow Print Server R-60)	Date: 03-Aug-15	No.: RM272002b
Version	Modified Points or Symptom Corrected		
	 Store queue. Running a job in the Sur Fatal Error. Printing 85 copies of a S making 10 copies. When attempted to mak Prinect, the controller s Printing a PS B&W job f Error. Printing more than 5 cop Error. Offset value defined in t Offset value defined in t The controller reboots, f PS error occurs while R unsupported commands For jobs printed from Pr POD is smaller than the The controller stalls, if a while the engine is asleed 	90 page file causes a e 4762 copies of a jo talls after making 430 from the virtual printe pies in Banner Mode the Media Catalog is if a jam occurs in the IPping, if the PS file s. rinergy, the job file so actual size. attempted to print a c	Fatal Error after b sent from 6 copies. er causes a Fatal causes a Fatal not honored. bypass tray. contains ize indicated on the
v1.3.003	 Warning message appear submitted from Prinergy. SC919 occurs while printi out set for communication DFE stalls, if importing IC characters in the name. DFE may reboot while pri Files RIPped with previou printed. Support of Windows 10 	s when opening job p ng followed by a reboo between the DFE and C color profiles that co nting PDF files. (DPM	ot because the time- d GW is too short. ontain 2-byte issue)
v1.2.003	 Changing the time zone in VM does not activate, if B Orientation is incorrect on Cannot print 13x19 size jo The displayed job size is in Error (SC919) occurs white Importing a color profile the causes the DFE to hang. 	OS and VM image are the back side of duple obs. ncorrect for jobs subm le printing followed by nat contains 2-byte cha	e reinstalled. ex when imposed. nitted from Prinergy. a reboot.
v1.2.002	 The Overprint function do Supports the i1 Profiler v1 		t format data.
v1.2.001	1st Mass production		

Technical Bulletin

Reissued: 18-Dec-15

Model: Leo-C1/P1(TotalFlow Print Server R-60A), Andromeda-P1(TotalFlow Print Server R-60) Date: 03-Aug-15

RTB Reissue

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

Subject: Firmware Release Note: BOS_3/6		Prepared by: Y. Okano	
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	Troubleshooting	Part information	Action required
	Mechanical	Electrical	Service manual revision
	Paper path	Transmit/receive	Retrofit information
	Product Safety	Other (Firmware)	🛛 Tier 2

This bulletin provides the firmware release information for **BOS_3/6**.

BOS consists of six separate archive files. Save all six files in the same directory, and then run the exe file to create the iso image file.

Version	Program No.	Effective Date	Availability of RFU
123.14.031_v1.04.002	M2735000F_3	December 2015 production	Not available
123.14.031_v1.03.003	M2735000E_3	October 2015 production	Not available
123.14.031_v1.02.001	M2735000D_3	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

"Available": The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

BOS

Version	Modified Points or Symptom Corrected
123.14.031	1st Mass production

Version	Modified Points or Symptom Corrected
v1.4.002	 If a PDF job is sent to the Process & Hold or Process & Print queue, the controller runs out of memory after processing about 200k pages followed by a Hard Abort. Associating a paper catalog created on local/remote console to a tray from the engine operation panel causes a Fatal Error. USB connection is not detected, if the USB device is unplugged
	 from a port on the controller and connected to another port on that controller. 4. Creating a banner paper entry in paper catalog for a printer configured without the banner printing option and enabling "2 Sided (duplex)" on the controller causes a Fatal Error.
	 5. Fatal Error occurs when attempted to recover from a paper mismatch by re-selecting the paper on the engine operation panel and pressing the Resume button. 6. Program check runs, if the controller has been rebooted after
	making paper tray settings.
	7. Printer may stall, if cancelling a PDF job sent to the Print and Store queue.

RICOH
Reissued: 18-Dec-15

Model: Leo-C1/P1(TotalFlow Print Server R-60A), Andromeda-P1(TotalFlow Print Server R-60) Date: 03-Aug-15 No.: RM272003b		No.: RM272003b	
Version	Modified Po	Modified Points or Symptom Corrected	
	8. Running a job in the Su	rface Mode on the H	DM model causes a
	<i>Fatal Error.</i> 9. Printing 85 copies of a s	90 page file causes a	Fatal Error after
	making 10 copies.		
	10. When attempted to mak		
	Prinect, the controller s 11. Printing a PS B&W job t		
	Error.		
	12. Printing more than 5 co	pies in Banner Mode	e causes a Fatal
	Error. 13. Offset value defined in a	the Media Catalon is	not honored
	14. The controller reboots,		
	15. PS error occurs while R		contains
	unsupported command 16. For jobs printed from P		ize indicated on the
	POD is smaller than the		
	17. The controller stalls, if a		calibration page
v1.3.003	while the engine is asle		vanartian of john
V1.3.003	1. Warning message appear submitted from Prinergy.	rs when opening job p	operties of jobs
	2. SC919 occurs while printi		
	out set for communication		
	3. DFE stalls, if importing IC characters in the name.	C color promes that c	ontain 2-byte
	4. DFE may reboot while pri	nting PDF files. (DPM	issue)
	5. Files RIPped with previou	is microcode versions	can be falsely
	printed. 6. Support of Windows 10		
v1.2.003	1. Changing the time zone in	n Windows VM enforc	es two reboots.
	2. VM does not activate, if B		
	 Orientation is incorrect or Cannot print 13x19 size joint 		ex when imposed.
	5. The displayed job size is		nitted from Prinergy.
	6. Error (SC919) occurs whi		
	7. Importing a color profile th causes the DFE to hang.	nat contains 2-byte ch	aracter in its name
v1.2.002	1. The Overprint function do	es not work properly.	
	2. Supports the i1 Profiler v		t format data.
v1.2.001	1st Mass production		

Technical Bulletin

Reissued: 18-Dec-15

Model: Leo-C1/P1(TotalFlow Print Server R-60A), Andromeda-P1(TotalFlow Print Server R-60) Date: 03-Aug-15

RTB Reissue

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

Subject: Firmware Release Note: BOS_4/6		Prepared by: T.Satoh and Y.Lim	
From: 1st PP Tec	h Service Sect., PP Tech Serv	vice Dept.	
Classification:	Troubleshooting	Part information	Action required
	🗌 Mechanical	Electrical	Service manual revision
	Paper path	Transmit/receive	Retrofit information
	Product Safety	Other (Firmware)	🛛 Tier 2

This bulletin provides the firmware release information for **BOS_4/6**.

BOS consists of six separate archive files. Save all six files in the same directory, and then run the exe file to create the iso image file.

Version	Program No.	Effective Date	Availability of RFU
123.14.031_v1.04.002	M2735000F_4	December 2015 production	Not available
123.14.031_v1.03.003	M2735000E_4	October 2015 production	Not available
123.14.031_v1.02.001	M2735000D_4	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

"Available": The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

BOS

Version	Modified Points or Symptom Corrected
123.14.031	1st Mass production

Version	Modified Points or Symptom Corrected
Version v1.4.002	 If a PDF job is sent to the Process & Hold or Process & Print queue, the controller runs out of memory after processing about 200k pages followed by a Hard Abort. Associating a paper catalog created on local/remote console to a tray from the engine operation panel causes a Fatal Error. USB connection is not detected, if the USB device is unplugged from a port on the controller and connected to another port on that controller.
	4. Creating a banner paper entry in paper catalog for a printer configured without the banner printing option and enabling "2 Sided (duplex)" on the controller causes a Fatal Error.
	5. Fatal Error occurs when attempted to recover from a paper mismatch by re-selecting the paper on the engine operation panel and pressing the Resume button.
	Program check runs, if the controller has been rebooted after making paper tray settings.
	7. Printer may stall, if cancelling a PDF job sent to the Print and Store queue.

RICOH
Reissued: 18-Dec-15

	IFlow Print Server R-60A), FotalFlow Print Server R-60)	Date: 03-Aug-15	No.: RM272004b
Version	8. Running a job in the Su	ints or Symptom Corr rface Mode on the HD	
	 Fatal Error. 9. Printing 85 copies of a 90 page file causes a Fatal Error after making 10 copies. 		
	10. When attempted to make Prinect, the controller st 11. Printing a PS B&W job f	talls after making 436	copies.
	Error. 12. Printing more than 5 cop Error.		
	13. Offset value defined in t 14. The controller reboots, 1 15. PS error occurs while R	if a jam occurs in the IPping, if the PS file o	bypass tray.
	unsupported commands. 16. For jobs printed from Prinergy, the job file size indicated on the POD is smaller than the actual size.		
	17. The controller stalls, if a while the engine is asle	ep.	
v1.3.003	 Warning message appear submitted from Prinergy. SC919 occurs while printi out set for communication DFE stalls, if importing IC 	ng followed by a reboo between the DFE and	t because the time- GW is too short.
	 characters in the name. 4. DFE may reboot while print 5. Files RIPped with previou printed. 		
v1.2.003	 Support of Windows 10 Changing the time zone ir VM does not activate, if B Orientation is incorrect on Cannot print 13x19 size joint 	OS and VM image are the back side of duple bbs.	reinstalled. x when imposed.
	 The displayed job size is i Error (SC919) occurs whil Importing a color profile the causes the DFE to hang. 	e printing followed by a nat contains 2-byte cha	a reboot.
v1.2.002	 The Overprint function do Supports the i1 Profiler v1 		format data.
v1.2.001	1st Mass production		

Technical Bulletin

Reissued: 18-Dec-15

Model: Leo-C1/P1(TotalFlow Print Server R-60A), Andromeda-P1(TotalFlow Print Server R-60) Date: 03-Aug-15

RTB Reissue

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

Subject: Firmware Release Note: BOS_5/6		Prepared by: Y. Okano	
From: 1st PP Tec	h Service Sect., PP Tech Serv	vice Dept.	
Classification:	Troubleshooting	Part information	Action required
	🗌 Mechanical	Electrical	Service manual revision
	Paper path	Transmit/receive	Retrofit information
	Product Safety	Other (Firmware)	🛛 Tier 2

This bulletin provides the firmware release information for **BOS_5/6**.

BOS consists of six separate archive files. Save all six files in the same directory, and then run the exe file to create the iso image file.

Version	Program No.	Effective Date	Availability of RFU
123.14.031_v1.04.002	M2735000F_5	December 2015 production	Not available
123.14.031_v1.03.003	M2735000E_5	October 2015 production	Not available
123.14.031_v1.02.001	M2735000D_5	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote "Available": The firmware can be updated via RFU or SD card. "Not available": The firmware can only be updated via SD card.

BOS

Version	Modified Points or Symptom Corrected
123.14.031	1st Mass production

Version	Modified Points or Symptom Corrected
	, ,
v1.4.002	1. If a PDF job is sent to the Process & Hold or Process & Print
	queue, the controller runs out of memory after processing
	about 200k pages followed by a Hard Abort.
	2. Associating a paper catalog created on local/remote console to
	a tray from the engine operation panel causes a Fatal Error.
	3. USB connection is not detected, if the USB device is unplugged
	from a port on the controller and connected to another port on
	that controller.
	4. Creating a banner paper entry in paper catalog for a printer
	configured without the banner printing option and enabling "2
	Sided (duplex)" on the controller causes a Fatal Error.
	5. Fatal Error occurs when attempted to recover from a paper
	mismatch by re-selecting the paper on the engine operation
	panel and pressing the Resume button.
	6. Program check runs, if the controller has been rebooted after
	making paper tray settings.
	7. Printer may stall, if cancelling a PDF job sent to the Print and
	Store queue.

RICOH
Reissued: 18-Dec-15

	IFlow Print Server R-60A), FotalFlow Print Server R-60)	Date: 03-Aug-15	No.: RM272005b
Version	8. Running a job in the Su Fatal Error.		M model causes a
	 9. Printing 85 copies of a 90 page file causes a Fatal Error after making 10 copies. 10. When attempted to make 4762 copies of a job sent from Prinect, the controller stalls after making 436 copies. 11. Printing a PS B&W job from the virtual printer causes a Fatal 		
	Error. 12. Printing more than 5 co Error.	pies in Banner Mode o	causes a Fatal
	 13. Offset value defined in the Media Catalog is not honored. 14. The controller reboots, if a jam occurs in the bypass tray. 15. PS error occurs while RIPping, if the PS file contains unsupported commands. 16. For jobs printed from Prinergy, the job file size indicated on the 		
v1.3.003	 POD is smaller than the 17. The controller stalls, if a while the engine is asleed 1. Warning message appear 	actual size. httempted to print a ca ep.	alibration page
V1.3.003	 Warning message appear submitted from Prinergy. SC919 occurs while printi out set for communication DFE stalls, if importing IC characters in the name. 	ng followed by a reboo between the DFE and	t because the time- GW is too short.
	 DFE may reboot while print Files RIPped with previou printed. Support of Windows 10 		
v1.2.003	 Changing the time zone in VM does not activate, if B Orientation is incorrect on Cannot print 13x19 size jo 	OS and VM image are the back side of duple bbs.	reinstalled. x when imposed.
	 The displayed job size is i Error (SC919) occurs whil Importing a color profile th causes the DFE to hang. 	e printing followed by a nat contains 2-byte cha	a reboot.
v1.2.002	 The Overprint function do Supports the i1 Profiler v1 		format data.
v1.2.001	1st Mass production		

Technical Bulletin

Reissued: 18-Dec-15

Model: Leo-C1/P1(TotalFlow Print Server R-60A),Andromeda-P1(TotalFlow Print Server R-60) Date: 03-Aug-15

RTB Reissue

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

Subject: Firmware Release Note: BOS_6/6		Prepared by: Y. Okano	
From: 1st PP Tec	h Service Sect., PP Tech Serv	vice Dept.	
Classification:	Troubleshooting	Part information	Action required
	Mechanical	Electrical	Service manual revision
	Paper path	Transmit/receive	Retrofit information
	Product Safety	Other (Firmware)	🛛 Tier 2

This bulletin provides the firmware release information for BOS_6/6.

BOS consists of six separate archive files. Save all six files in the same directory, and then run the exe file to create the iso image file.

Program No.	Effective Date	Availability of RFU
M2735000F_6	December 2015 production	Not available
M2735000E_6	October 2015 production	Not available
M2735000D_6	1st Mass production	Not available
	M2735000F_6 M2735000E_6	M2735000F_6December 2015 productionM2735000E_6October 2015 production

Note: Definition of Availability of RFU via @Remote "Available": The firmware can be updated via RFU or SD card. "Not available": The firmware can only be updated via SD card.

BOS

Version	Modified Points or Symptom Corrected
123.14.031	1st Mass production

Version	Modified Points or Symptom Corrected
v1.4.002	1. If a PDF job is sent to the Process & Hold or Process & Print queue, the controller runs out of memory after processing
	about 200k pages followed by a Hard Abort.
	2. Associating a paper catalog created on local/remote console to a tray from the engine operation panel causes a Fatal Error.
	3. USB connection is not detected, if the USB device is unplugged
	from a port on the controller and connected to another port on that controller.
	4. Creating a banner paper entry in paper catalog for a printer configured without the banner printing option and enabling "2 Sided (duplex)" on the controller causes a Fatal Error.
	 Fatal Error occurs when attempted to recover from a paper mismatch by re-selecting the paper on the engine operation panel and pressing the Resume button.
	6. Program check runs, if the controller has been rebooted after making paper tray settings.
	7. Printer may stall, if cancelling a PDF job sent to the Print and

RICOH Reissued: 18-Dec-15

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	Model: Leo-C1/P1(TotalFlow Print Server R- 60A),Andromeda-P1(TotalFlow Print Server R-60)Date: 03-Aug-15No.: RM27200			
Version	Modified Po	ints or Symptom Corr	rected	
	 Store queue. 8. Running a job in the Su Fatal Error. 9. Printing 85 copies of a s making 10 copies. 10. When attempted to mak Prinect, the controller s 11. Printing a PS B&W job f Error. 12. Printing more than 5 co Error. 13. Offset value defined in t 14. The controller reboots, 15. PS error occurs while R unsupported command. 16. For jobs printed from Pl POD is smaller than the 17. The controller stalls, if a 	rface Mode on the HD 90 page file causes a l re 4762 copies of a job talls after making 436 from the virtual printer pies in Banner Mode of the Media Catalog is n if a jam occurs in the IPping, if the PS file c s. rinergy, the job file siz actual size.	M model causes a Fatal Error after o sent from copies. r causes a Fatal causes a Fatal not honored. bypass tray. contains ze indicated on the	
	while the engine is asle	ep.		
v1.3.003	 Warning message appear submitted from Prinergy. SC919 occurs while printi out set for communication DFE stalls, if importing IC characters in the name. DFE may reboot while pri Files RIPped with previou printed. Support of Windows 10 	ng followed by a rebood a between the DFE and C color profiles that cor nting PDF files. (DPM is s microcode versions c	t because the time- GW is too short. htain 2-byte ssue) an be falsely	
v1.2.003	 Changing the time zone in VM does not activate, if B Orientation is incorrect on Cannot print 13x19 size jo The displayed job size is Error (SC919) occurs whi Importing a color profile th causes the DFE to hang. 	OS and VM image are the back side of duple obs. incorrect for jobs submi le printing followed by a nat contains 2-byte cha	reinstalled. x when imposed. itted from Prinergy. a reboot.	
v1.2.002	 The Overprint function do 2. Supports the i1 Profiler 		ext format data.	
v1.2.001	1st Mass production			

Technical Bulletin

Reissued: 04-Nov-16

Model: Leo-C1/P1(TotalFlow Print Server R-60A), Andromeda-P1(TotalFlow Print Server R-60)

Date: 03-Aug-15

RTB Reissue

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

Subject: Firmware Release Note: MICROCODE			Prepared by: Y. Okano
From: 1st PP Tec	h Service Sect., PP Tech Serv	vice Dept.	
Classification:	Troubleshooting	Part information	Action required
	Mechanical	Electrical	Service manual revision
	Paper path	Transmit/receive	Retrofit information
	Product Safety	Other (Firmware)	🖾 Tier 2

This bulletin provides the firmware release information for the MICROCODE.

This firmware is included in **BOS (v123.19.048_v2.02.003)**, and therefore, is unneeded if the **BOS** is installed on the DFE.

Version	Program No.	Effective Date	Availability of RFU
V2.02.003	M2735010	November 2016 production	Not available
V1.6.004	M2735009	June 2016 production	Not available
V1.5.001	M2735008	May 2016 production	Not available
V1.4.002	M2735007_PR104002	November 2015 production	Not available
V1.3.003	M2735006	October 2015 production	Not available
V1.2.003	M2735005	September 2015 production	Not available
V1.2.002	M2735004	September 2015 production	Not available
v1.2.001	M2735003	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

"Available": The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
v2.02.003	 Specification Change: 1. GBC punch unit supported on Prinect DFE. 2. Following the release of the new neon yellow toner, "Clear Toner" displayed or specified on the console or the control panel or the driver of R-60A (v2.1.0.0 or later)/R-61A (v1.1.0.0 or later) changes to "Special Toner."
	Note: Make sure to update the below software as a set. Updating individually will mix up the display of Clear and Special. For more detail about the new special color toner, please refer to RTB RD194151. - Engine: v1.19:06 or later - System/Copy (Copier), System (Printer): v 3.10 or later - Web Support: v1.09 or later - OpePanel: v2.06 or later
	3. Minimum paper size for duplex printing was changed from 210.0mm to 200.0mm.

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RICOH Technical Bulletin

R	eis	su	ed	: 0	 4-	No)V-	1	6

	Iodel: Leo-C1/P1(TotalFlow Print Server R-60A), ndromeda-P1(TotalFlow Print Server R-60)Date: 03-Aug-15No.: RM272007g				
Version	Modified Points or Symptom Corrected				
	4. Calibration on the console supported.				
	Symptom Corrected:				
	1. SC919 and SC844-0x may occur when printing large jobs.				
	2. If a page range is selected from the first page of a PS job, the system				
	remains in 'printing' status even after printing the selected range.				
v1.6.004	 Sample print made on SRA3 cannot be fed out to the proof tray. Fatal Error occurs when a jammed paper is removed in an IPDS job. 				
V1.0.00 4	 Submitting a job from Prinect does not recover the engine from energy saver mode (STR). 				
	 Printing takes longer than expected with jobs sorted Reverse Order/Face- Up. 				
	 If printing is stopped and then resumed, the number of sheets printed out is incorrect. 				
	5. Horizontal lines contained in the data are not printed, but an error is not displayed.				
	6. SC919 occurs because an adequate process time is not allocated for the module.				
	7. K90% printed in grayscale data is paler than expected, if the following Color settings are set.				
	Color/Black and white: Black and white, Input Profile: Pass through 8. Fatal error occurs, if the Email notification contains a message over 255				
	bytes.9. Printing a PDF file with APPE enabled may result in an error, if CPSI is				
	disabled.				
v1.5.001	 Updating the microcode causes the calibration data to return to default (Plain Japan). 				
	2. If changes are made to a paper catalog associated to a tray before				
	loading the calibration data, fatal error occurs during calibration.				
	3. Productivity is low with jobs consisted of 100 pages and printed on heavy weight A3 paper.				
	 If tray empty error occurs during sample print and then the tray is loaded with paper, sample print does not resume. 				
	 If color calibration is performed on a paper weight 6 or heavier, an error message appears indicating that the paper cannot be printed out to the designated output tray and fails to print. 				
	 On the Prinect model, the DFE appears to be stalling when in "Preprocessing state". 				
	 When configuring a new preset in the virtual printer job properties, message "Ricoh not loaded" appears. 				
	 The following message appears, if the DFE and engine is offline and the paper tray setting is changed to banner: "Additional Data: Bad ConfigResult(2) when copying into: 				
	manualTrays.paperSize"				
	 If a sample print is made during the job from the engine operation panel, an error message appears indicating that there are no pages available for sample print after completing the job. 				
	10. If a hard abort occurs, the DFE cannot be rebooted from the engine				

Reissued: 04-Nov-16 Model: Leo-C1/P1(TotalFlow Print Server R-60A), No.: RM272007g Date: 03-Aug-15 Andromeda-P1(TotalFlow Print Server R-60) Modified Points or Symptom Corrected Version operation panel. 11. Part of the image is missing, if printed duplex PS/PDF jobs. 12. SC844-04 or hard abort occurs when attempted to print a job on the Printect model. 13. On the Prinect model, fatal error occurs when restoring previous print settings from the engine operation panel. 14. Media catalog mismatch error message appears when rebooting. 15. Activation of the DFE stops midway. 16. Deleting a calibration data from the Prinect DFE causes to run a program check. 17. After completing an IPDS job, error page is printed to indicate a jam occurrence even if a jam had not occurred. 18. Fatal error occurs, if a TIFF file is displayed in the preview screen. 19. When running a job consisted of more than 500 pages, the DFE reboots after printing approximately 100 pages followed by a communication error between the DFE and engine. 20. Fatal error occurs, if PDF is printed via hot folder. 21. SC844-04, SC161-06, SC 919-00 (cache memory limit error) occurs after updating to microcode to v1.4.006. If a PDF job is sent to the Process & Hold or Process & Print gueue, the v1.4.002 1. controller runs out of memory after processing about 200k pages followed by a Hard Abort. 2. Associating a paper catalog created on local/remote console to a tray from the engine operation panel causes a Fatal Error. 3. USB connection is not detected, if the USB device is unplugged from a port on the controller and connected to another port on that controller. 4. Creating a banner paper entry in paper catalog for a printer configured without the banner printing option and enabling "2 Sided (duplex)" on the controller causes a Fatal Error. Fatal Error occurs when attempted to recover from a paper mismatch by 5. re-selecting the paper on the engine operation panel and pressing the Resume button. 6. Program check runs, if the controller has been rebooted after making paper tray settings. 7. Printer may stall, if cancelling a PDF job sent to the Print and Store aueue. 8. Running a job in the Surface Mode on the HDM model causes a Fatal Error. 9. Printing 85 copies of a 90 page file causes a Fatal Error after making 10 copies. 10. When attempted to make 4762 copies of a job sent from Prinect, the controller stalls after making 436 copies. 11. Printing a PS B&W job from the virtual printer causes a Fatal Error. 12. Printing more than 5 copies in Banner Mode causes a Fatal Error. 13. Offset value defined in the Media Catalog is not honored. 14. The controller reboots, if a jam occurs in the bypass tray. 15. PS error occurs while RIPping, if the PS file contains unsupported commands. 16. For jobs printed from Prinergy, the job file size indicated on the POD is

	P1(TotalFlow Print Server R-60A), TotalFlow Print Server R-60)	Date: 03-Aug-15	No.: RM272007g
Version	Modified Points	s or Symptom Correct	ed
	smaller than the actual size. 17. The controller stalls, if attempte engine is asleep.	ed to print a calibration p	bage while the
v1.3.003	 Warning message appears whe from Prinergy. SC919 occurs while printing fol set for communication betweer DFE stalls, if importing ICC col- the name. DFE may reboot while printing Files RIPped with previous mic Support of Windows 10 	lowed by a reboot beca the DFE and GW is to or profiles that contain 2 PDF files. (DPM issue)	use the time-out o short. 2-byte characters in
v1.2.003	 Changing the time zone in Wind VM does not activate, if BOS ar Orientation is incorrect on the b Cannot print 13x19 size jobs. The displayed job size is incorred Error (SC919) occurs while print Importing a color profile that contact the DFE to hang. 	nd VM image are reinsta ack side of duplex when ect for jobs submitted fro ting followed by a reboo	alled. n imposed. om Prinergy. ot.
v1.2.002	 The Overprint function does no Supports the i1 Profiler v1 and 		t data.
v1.2.001	1st Mass production		

Technical Bulletin

Reissued: 04-Nov-16

Model: Leo-C1/P1(Prinect DFE for C7100 series), Andromeda-P1(Prinect DFE for C9100 series) Date: 15-Jul-16

RTB Reissue

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

Subject: Firmware Release Note: BOS_1-6/6			Prepared by: Y. Okano
From: 1st PP Tec	h Service Sect., PP Tech Serv	vice Dept.	
Classification:	Troubleshooting	Part information	Action required
	Mechanical	Electrical	Service manual revision
	Paper path	Transmit/receive	Retrofit information
	Product Safety	Other (Firmware)	🖂 Tier 2

This bulletin provides the firmware release information for BOS_1/6, BOS_2/6, BOS_3/6, BOS_4/6, BOS_5/6, BOS_6/6.

BOS consists of six separate archive files. Save all six files in the same directory, and then run the exe file to create the iso image file.

Version	Program No.	Effective Date	Availability of RFU
123.19.048_v2.02.003	M2735000J_HD_1-6	November 2016	Not available
		production	
123.14.031_v1.06.004	M2735000H_HD_1	1st Mass production	Not available
	M2735000H HD 2		
	M2735000H_HD_3		
	M2735000H_HD_4		
	M2735000H_HD_5		
	M2735000H_HD_6		

Note: Definition of Availability of RFU via @Remote "Available": The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

BOS

Version	Modified Points or Symptom Corrected
123.19.048	1st Mass production for Microcode v2.xx.xxx
123.14.031	1st Mass production

Version	Modified Points or Symptom Corrected
V2.02.003	 Specification Change : 1. GBC punch unit supported on Prinect DFE. 2. Following the release of the new neon yellow toner, "Clear Toner" displayed or specified on the console or the control panel or the driver of R-60A (v2.1.0.0 or later)/R-61A (v1.1.0.0 or later) changes to "Special Toner." Note:
	Make sure to update the below software as a set. Updating individually will mix up the display of Clear and Special.



	<pre>/P1(Prinect DFE for C7100 series), eda-P1(Prinect DFE for C9100 series)</pre>	Date: 15-Jul-16	No.: RM272008a
Version	Modified Points	or Symptom Correcte	d
	For more detail about the new RD194151. - Engine: v1.19:06 or later - System/Copy (Copier), Syste - Web Support: v1.09 or later - OpePanel: v2.06 or later 3. Minimum paper size for duplex 200.0mm.	m (Printer): v 3.10 or l	ater
	4. Calibration on the console supported.		
	Symptom Corrected :		
	1. SC919 and SC844-0x may occur when printing large jobs.		
	2. If a page range is selected from the first page of a PS job, the system remains in 'printing' status even after printing the selected range.		
	3. Sample print made on SRA3 ca	nnot be fed out to the	proof tray.
v1.6.004	1st Mass production		

Technical Bulletin

Reissued: 04-Nov-16

Model: Leo-C1/P1(Prinect DFE for C7100 series), Andromeda-P1(Prinect DFE for C9100 series) Date: 15-Jul-16 N

RTB Reissue

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

Subject: Firmware Release Note: MICROCODE			Prepared by: Y. Okano
From: 1st PP Tec	h Service Sect., PP Tech Serv	vice Dept.	
Classification:	Troubleshooting	Part information	Action required
	🗌 Mechanical	Electrical	Service manual revision
	Paper path	Transmit/receive	Retrofit information
	Product Safety	Other (Firmware)	🛛 Tier 2

This bulletin provides the firmware release information for the MICROCODE.

This firmware is included in **BOS (v123.19.048_v2.02.003)**, and therefore, is unneeded if the **BOS** is installed on the DFE.

Version	Program No.	Effective Date	Availability of RFU
v2.02.003	M2735010_HDM	November 2016 production	Not available
v1.6.004	M2735009_HD106004_S	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

"Available": The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
v2.02.003	Specification Change:
	1. GBC punch unit supported on Prinect DFE.
	2. Following the release of the new neon yellow toner, "Clear Toner"
	displayed or specified on the console or the control panel or the driver
	of R-60A (v2.1.0.0 or later)/R-61A (v1.1.0.0 or later) changes to "Special
	Toner."
	Note:
	Make sure to update the below software as a set. Updating
	individually will mix up the display of Clear and Special.
	For more detail about the new special color toner, please refer to RTB RD194151.
	- Engine: v1.19:06 or later
	- System/Copy (Copier), System (Printer): v 3.10 or later
	- Web Support: v1.09 or later
	- OpePanel: v2.06 or later
	<i>3. Minimum paper size for duplex printing was changed from 210.0mm to 200.0mm.</i>
	4. Calibration on the console supported.
	Symptom Corrected:
	1. SC919 and SC844-0x may occur when printing large jobs.
	2. If a page range is selected from the first page of a PS job, the system



Technical Bulletin

	I/P1(Prinect DFE for C7100 series), (Prinect DFE for C9100 series)	Date: 15-Jul-16	No.: RM272009a
Version	Modified Points	or Symptom Correcte	d
	remains in 'printing' status even after printing the selected range. 3. Sample print made on SRA3 cannot be fed out to the proof tray.		
v1.6.004	1st Mass production		

Technical Bulletin

PAGE: 1/2

Model: Aldebaran			Date: 3-Ju	l-17	No.: RM272010
Subject: Security	concern through the II	PMI feature.		Prepared I	by: Hiroshi Wada
From: PPCS Sec	ct, PP Field Quality Mar	nagement D	ept.		
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	 Part inform Electrical Transmit/re Other (Action re Service n Retrofit ir Tier 2	nanual revision

SYMPTOM

Job properties and preview images for print jobs stored in the print server may be accessible from a terminal outside the customer's LAN.

Affected models: Ricoh model (R-60/R-60A) only.

Leo-C1/P1 (TotalFlow Print Server R-60A), Andromeda-P1 (TotalFlow Print Server R-60)

CAUSE

By default, it's possible to access the local console screen through the motherboard's **IPMI** (Intelligent Platform Management Interface) feature without authentication. As a result, an external access point can use this feature to access this screen via the LAN.

Note:

- This local console screen is normally displayed using the R-60/R-60A's onboard video board.
- This does not occur on the Heidelberg Model (Prinect DFE) because this model uses an additional video board for Windows VM, and the local console is disabled. As a result, the screen for this additional video board cannot be displayed using the IPMI feature.

SOLUTION

Production line

Mass production of R-60/R-60A has been terminated.

In the field

Do the **PROCEDURE** below to prevent unauthenticated external access.

Technical Bulletin

Model: Aldebaran Date

PROCEDURE

- 1. Launch the web browser on the client computer.
- 2. Access the following: http://(IP address or host name of the print server)/
- 3. Log in to the remote console with Administrator or Service level credentials.
- Set the following to "Yes".
 [Configuration] > [Security] > [Basic] > [Authentication required for local console] = Yes

Basic	?
Settings that control access to the prin	ter.
Authentication required to submit jobs Default role for authenticated users	No No access
Authentication required for local console	No
Authentication required for local console Default local console user	No 🔹
Default local console user	Administrator 🗸