# TotalFlow Print Server R-60A (Machine Code:M273)

# **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 |
|--------|---------------|
| - OPP  | Screw         |
| S.     | Connector     |
| ş      | Clamp         |

# Trademarks

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.

Other product names used herein are for identification purposes only and may be trademarks of their respective companies. We disclaim any and all rights involved with those marks.

# TABLE OF CONTENTS

| Safety Information                           | 1  |
|--|----|
| Safety during Operation                      | 1  |
| Power Cord Precautions                       | 2  |
| Power Supply                                 | 2  |
| Netzanschluss (Deutch)                       | 2  |
| Symbols                                      | 3  |
| Trademarks                                   | 4  |
| 1. Installation                              |    |
| Installation Requirements                    |    |
| Environment                                  | 11 |
| Machine Level                                | 11 |
| Minimum Space Requirements                   |    |
| Power Requirements                           |    |
| Installation Flow Chart                      | 13 |
| Machine Installation                         | 14 |
| Setting Customer Expectations                | 14 |
| Accessory Check                              | 14 |
| Connector/ Front Panel                       |    |
| Installation Procedure                       | 16 |
| Initial Setting                              |    |
| Initial Setting for Printer                  |    |
| Initial Startup                              | 18 |
| Test Print                                   |    |
| Network Settings                             | 22 |
| General Operations for Servicing             |    |
| Power Interlock Switch                       |    |
| Switching Procedure of Power Interlock       | 26 |
| Starting the Print Server                    |    |
| Shutting Down or Restarting the Print Server |    |
| Shutting Down the Print Server               | 28 |
| Restarting the Print Server                  |    |
| Rebooting the Print Server                   |    |
| Canceling the Current Print Job              |    |

| T I. Defeat                                      | 25 |
|--|----|
|  |    |
| How to Access Consoles (Operation Screen)        |    |
| Overview   |    |
| Local Console                                    |    |
| Remote Console                                   |    |
| Backing up Data/ Restoring Data                  |    |
| Automatic Backup for Configuration Data          |    |
| Printing Configuration                           | 43 |
| Calibration                                      | 45 |
| 2. Replacement                                   |    |
| Cover Removal                                    |    |
| Left Cover                                       |    |
| Right Cover                                      | 47 |
| Front Cover                                      |    |
| Unit Removal                                     |    |
| HDD  |    |
| HDD (for Operation System)                       |    |
| HDD (for Data Storage)                           |    |
| PSU  | 52 |
| PIC Board  | 54 |
| Cooling Fans                                     |    |
| DIMM   |    |
| 7SEG Board                                       | 60 |
| USB Dongle                                       | 61 |
| Motherboard                                      | 62 |
| Removal Procedure                                | 62 |
| Operation Checking after Motherboard Replacement |    |
| Time Setting                                     | 64 |
| Procedures for Re-setting Options                |    |
| Lithium Battery                                  |    |
| CPU/ CPU Cooling Fan                             | 69 |
| CPU/ CPU Cooling Fan (Left)                      | 70 |
| CPU/ CPU Cooling Fan (Right)                     | 72 |

| DVD Drive   | 74 |
|---|----|
| Power Supply SW Board                                 | 76 |
| 3. Software Maintenance                               |    |
| Software Maintenance                                  |    |
| Backing up Data/ Restoring Data                       |    |
| Overview  |    |
| Backing up Data                                       |    |
| Operation from the Printer Screen                     |    |
| Operation from the Console Screen on the Print Server | 82 |
| Restoring Data  |    |
| Operation from the Printer Screen                     |    |
| Operation from the Console Screen on the Print Server | 90 |
| System Software Installation Procedure                |    |
| Backing up Data                                       |    |
| Reinstalling the System Software                      |    |
| Restoring Data  | 97 |
| Updating System Software                              |    |
| Update Procedure                                      |    |
| Operation from the Printer Screen                     |    |
| Operation from the Console Screen on the Print Server |    |
| 4. Troubleshooting                                    |    |
| Overview  |    |
| LED Error Code  |    |
| Overview  |    |
| How to Deal with an Error Code                        |    |
| Diagnostic Code Table                                 |    |
| How to Identify the Location of CPU/DIMM/HDD Errors   |    |
| How to Identify the Location of CPU/DIMM/HDD Errors   |    |
| CPU   |    |
| DIMM  |    |
| HDD   |    |
| How to Solve When an Error Occurs                     |    |
| How to Solve When an Error Occurs                     |    |

| When the Printer SC Occurs  |     |
|---|-----|
| When the Print Server Error Occurs  | 115 |
| Service Call (SC) Tables  |     |
| Service Call Conditions   | 118 |
| Service Call (SC911)  | 119 |
| Traces  | 125 |
| Managing Archived Traces  | 125 |
| Operation from the Printer Screen   | 125 |
| Operation from the Console Screen on the Print Server                       |     |
| Saving Traces   |     |
| Operation from the Printer Screen   | 130 |
| Operation from the Console Screen on the Print Server                       |     |
| Capturing a Print Job   | 137 |
| Image Trouble   | 143 |
| Cannot Get the Solid BK 100% When Selecting PureBlack/RichBlack             | 143 |
| Troubles That Related to the Optional IPDS                                  | 144 |
| Cannot Exit SP Mode While Establishing a Session with the IPDS Print Server | 144 |
| Troubles That Related to External Printing Software                         | 145 |
| Data Cannot Be Sent Properly When Using Prinect                             | 145 |
| 5. Detailed Section Descriptions  |     |
| Block Diagram and Functions   | 147 |
| Block Diagram   | 147 |
| Functions   | 147 |
| Network   | 147 |
| PIC Board   |     |
| HDD   |     |
| Mother Board  |     |
| Digital Display Board   |     |
| USB Dongle  | 148 |
| DVD Drive   | 148 |
| USB I/F   | 149 |
| 6. Option   |     |
| IPDS  |     |

| Activating the IPDS        |     |
|----------------------------|-----|
| Activation Procedure       |     |
| Optional Features for IPDS |     |
| How to Reactivate          |     |
| 7. Specifications          |     |
| Specifications             |     |
| General Specifications     | 163 |

# 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/m<sup>3</sup>

- 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 C7110S/C7110/C7100S/C7100. (Hereinafter referred to as printer) Then install TotalFlow Print Server R-60A. (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   | Power Interlock USB Cable     | 1    |
| 4   | EULA                          | 1    |
| 5   | Release Note                  | 1    |
| 6   | Setup Guide                   | 1    |
| 7   | About the handling of the DVD | 1    |

# **Accessory Check**

| No. | Description                 | Q'ty |
|-----|-----------------------------|------|
| 8   | 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    |
| 6   | Gigabit Ethernet port (printer to print server)  | 15  | Power switch      |
| 7   | Digital display (7-segment)                      | 16  | Power indicator   |

| No. | Name                         | No. | Name                   |
|-----|------------------------------|-----|------------------------|
| 8   | Power interlock switch       | 17  | HDD access indicator   |
| 9   | USB port for power interlock | 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. 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)
- 3. Connect the interface cable which is connected to a network to the Gigabit Ethernet port (Left) [B] of the print server. (SF×1)



m273z1004

1

# Vote

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



m273z3049

- 4. Connect the power interlock USB cable to the slot on the controller box of the printer.
- 5. Connect the power interlock USB cable [A] to the USB port for power interlock on the print server.



m273z1005

## Note

- Make sure that the ferrite core is attached firmly on the power interlock USB cable.
- 6. Set the power interlock switch to the ON position.



m273z1006

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



8. 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/Copy Ver. 3.00 or higher
  - PowerSaving Sys Ver. 1.24 or higher
  - Engine Ver. 1.06 or higher
  - Web Support Ver. 1.03 or higher
  - OpePanel Ver. 2.02 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 shut down 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.





• When the code other than "00" is displayed, there is a possibility that failed to start. (page 106 "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].

|   |  |  |               | Stop<br>CO         | Start                                  |
|---|--|--|---------------|--------------------|--|
| Operations  | Jobs   |  | Paper Setting | UserTools/Adjustme | nt                                     |
| perator Message   |  |  |               | ·                  | -                                      |
| CB1A - No output tra  | ys are available                                   |  |               | Details            |  |
|   |  |  |               |                    | _                                      |
|   |  |  |               |                    |  |
|   |  |  |               |                    |  |
|   |  |  |               |                    |  |
|   |  |  |               |                    |  |
|   |  |  |               |                    |  |
|   |  |  |               |                    |  |
|   |  |  |               |                    |  |
|   |  |  |               |                    |  |
|   |  |  |               |                    |  |
| Tray Information  |  |  |               |                    |  |
| Tray Information  |  |  |               |                    |  |
| Tray Information  | 85×11₽   | 63.1 -   | 6 🗐           | %×117              | 63.1 -                                 |
| Tray Information  | 85×11.   | 63.1 -<br>80.0 gsm   | 6 🔳           | 85×110             | 63.1 -<br>80.0 gs                      |
| Tray Information  | 8%≤×11₽<br>11×17₽                                  | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm   | 6 🗐<br>A 🗐    | 85×11@<br>85×11@   | 63.1 -<br>80.0 gs<br>63.1 -<br>80.0 gs |
| Tray Information  | 85×11₽<br>11×17₽                                   | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -   | 6 🗐<br>A 🗐    | %s×11₽<br>%s×11₽   | 63.1 -<br>80.0 gs<br>63.1 -<br>80.0 gs |
| Tray Information  | 85×110<br>11×170<br>85×110                         | 63.1 -<br>90.0 gsm<br>63.1 -<br>90.0 gsm<br>63.1 -<br>80.0 gsm   | 6 🗐<br>A 🗐    | %s×11₽<br>%s×11₽   | 63.1 -<br>80.0 gs<br>63.1 -<br>80.0 gs |
| Tray Information 1 [1] 2 [1] 3 [1] 4 [1]                      | 85×11<br>11×17<br>85×11<br>85×11<br>85×11          | 63.1 -<br>90.0 gsm<br>63.1 -<br>90.0 gsm<br>63.1 -<br>90.0 gsm<br>63.1 -   | 6 🗐<br>A 🗐    | %×11₽<br>%×11₽     | 63.1 -<br>80.0 gs<br>63.1 -<br>80.0 gs |
| Tray Information  | 85×110<br>11×170<br>85×110<br>85×110               | 63.1 -<br>90.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -                                   | 6 🗐<br>A 🗐    | 85×110<br>85×110   | 63.1 -<br>80.0 gs<br>63.1 -<br>80.0 gs |
| Tray Information<br>1 [1]<br>2 [2]<br>3 [2]<br>4 [2]<br>5 [2] | 85×110<br>11×170<br>85×110<br>85×110<br>85×110     | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm                       | 6 🗐<br>A 🗐    | %×110<br>%×110     | 63.1 -<br>80.0 gs<br>63.1 -<br>80.0 gs |
| Tray Information 1 [1] 2 [2] 3 [2] 4 [2] 5 [2]                | 85×11<br>11×17<br>85×11<br>85×11<br>85×11<br>85×11 | 63.1 -<br>90.0 gsm<br>63.1 -<br>90.0 gsm<br>63.1 -<br>90.0 gsm<br>63.1 -<br>90.0 gsm<br>63.1 -<br>90.0 gsm<br>63.1 -<br>90.0 gsm | 6 🗐<br>A 🗐    | %×11₽<br>%×11₽     | 63.1 -<br>80.0 gs<br>63.1 -<br>80.0 gs |
| Tray Information 1 [1] 2 [] 3 [] 4 [] 5 []                    | 85×110<br>11×170<br>85×110<br>85×110<br>85×110     | 63.1 -<br>80.0 ssm<br>63.1 -<br>80.0 ssm<br>63.1 -<br>80.0 ssm<br>63.1 -<br>80.0 ssm<br>63.1 -<br>80.0 ssm                       | 6 🗐<br>A 🗐    | %×11₽<br>%×11₽     | 63.1 -<br>80.0 gs<br>63.1 -<br>80.0 gs |

3. Press [Print Samples].



4. Press [Color test page].



m273z8004

5. Press [Print].



6. Make sure that test page is printed normally.

# **Network Settings**

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

2. Press [User Tools/Adjustment].

| 1   |  |  |               | Stop               | Star                                   |
|---|--|--|---------------|--------------------|--|
| Operations  | Jobs   |  | Paper Setting | UserTools/Adjustme | nt                                     |
| perator Message   |  |  |               | -                  | _                                      |
| CB1A - No output tra                                      | ays are available                              |  |               | Details            |  |
|   |  |  |               |                    |  |
|   |  |  |               |                    |  |
|   |  |  |               |                    |  |
|   |  |  |               |                    |  |
| Tray Information  |  |  |               |                    |  |
| Tray Information  | %×11₽  | 63.1 -<br>80.0 gsm   | 6 🗐           | %×110              | 63.1 -<br>80.0 ss                      |
| Tray Information  | %5×11₽<br>11×17₽                               | 63.1 -<br>90.0 gsm<br>63.1 -<br>80.0 csm   | 6 🗐           | %×11₽<br>%×11₽     | 63.1 -<br>80.0 gs<br>63.1 -<br>80.0 gs |
| Tray Information  | %×11₽<br>11×17₽<br>%×11₽                       | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -   | 6 🗐<br>A 🗐    | %×11₽<br>%×11₽     | 63.1 -<br>80.0 st<br>63.1 -<br>80.0 st |
| Tray Information 1 [1] 2 [2] 3 [2] 4 [2]                  | 85×110<br>11×170<br>85×110<br>85×110           | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -                                   | 6 E<br>A E    | %×11₽<br>%×11₽     | 63.1 -<br>80.0 gs<br>63.1 -<br>80.0 gs |
| Tray Information<br>1 112<br>2 18<br>3 18<br>4 18<br>5 18 | 85×110<br>11×170<br>85×110<br>85×110<br>85×110 | 63.1 -<br>90.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm | 6 🗐<br>A 🗐    | %×110<br>%×110     | 63.1 -<br>80.0 st<br>63.1 -<br>80.0 st |

3. Press [Ethernet Configuration].



4. Configure the network settings.

| ted #1 |
|--------|
| ted #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     |                               |           |          |
| CHCP times                |                               |           |          |
| Domain name of 1          |                               |           |          |
|                           |                               |           |          |
|                           |                               |           |          |
|                           |                               |           |          |
|                           |                               |           |          |
|                           |                               | 1/2 4 200 | V Novt   |
|                           |                               | 110       | - INTAL  |
|                           |                               |           |          |
|                           |                               | m         | 273z8008 |

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

| thernet Adapter - Common             | Cancel                        | OK          |
|--------------------------------------|-------------------------------|-------------|
| <ul> <li>Hardware address</li> </ul> | 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            | adamadamanadia                |             |
|                                      |                               |             |
|                                      |                               |             |
|                                      | 1/3 APr                       | ev. I ▼Next |
|                                      |                               |             |
|                                      | n                             | n273z800    |

# **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.



m273z1013

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<br>Server |       |
| Address Book<br>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 Start           |
|-----------------------|--------------------|----------------|----------------------|
| Operations            | Jobs               | Paper Setting  | UserTools/Adjustment |
| Active (0)            | Inactive (2)       | listory (24)   |                      |
| Status                | Job name           | Owner          | Find                 |
| 0001 • Retained space | e Test Print - Con | fialog Service |                      |
| 0002 • Retained space | e Test Print - Int | erPage ddc     | Print                |
|                       |                    |                | Hold                 |
|                       |                    |                |                      |
|                       |                    |                |                      |
|                       |                    |                |                      |
|                       |                    |                |                      |
|                       |                    |                |                      |
|                       |                    |                |                      |
|                       |                    |                |                      |
|                       |                    |                |                      |
|                       |                    |                | m273z8050            |

1

4. Press [Shutdown Computer].



m273z8011

5. Press [OK].

| O Not  |  |  | Stop | Ctart<br>Otart       |
|--|--|--|------|----------------------|
| Oren<br>O Shutda<br>Reata<br>Reata<br>Shutd<br>Co Dick C | •  | This procedure performs an orderly<br>shutdown of the software and then<br>powers off the computer. Any job that<br>is receiving is terminated. Any job<br>that is printing will be available for<br>reprinting later. Are you sure that you<br>want to shutdown the computer now? |      | int<br>ans<br>ration |
| R<br>Urd<br>Code   | estore<br>ate Code<br>e version<br>1,1,185 |  |      |                      |
|  |  |  | m273 | 3z8012               |

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.

### **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.

| O Ready            |                         |               | Stop Start           |
|--------------------|-------------------------|---------------|----------------------|
| Operations         | Jobs                    | Paper Setting | UserTools/Adjustment |
| Active (0)         | Inactive (2) Hi         | story (24)    |                      |
| Status             | Job name                | Owner         | Find                 |
| 0001 0 Retained sp | Dace  Test Print - Conf | ialos Service |                      |
| 0002 • Retained sp | Dace Test Print - Inte  | erPage ddc    | Print                |
|                    |                         |               | Hold                 |
|                    |                         |               |                      |
|                    |                         |               |                      |
|                    |                         |               |                      |
|                    |                         |               |                      |
|                    |                         |               |                      |
|                    |                         |               |                      |
|                    |                         |               |                      |
|                    |                         |               |                      |
|                    |                         |               | m273z8049            |

\_



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 di seconda ang ang ang | Stop Start           |
|----------------------|-----------------|---------------------------|----------------------|
| Operations           | Jobs            | Paper Setting             | UserTools/Adjustment |
| Active (0)           | active (2)      | History (24)              |                      |
| Status               | Job name        | Owner                     | Find                 |
| 001 9 Retained space | Test Print - Co | nfialog Service           |                      |
| 002 • Retained space | Test Print - In | terPage ddc               | Print                |
|                      |                 |                           | Hold                 |
|                      |                 |                           |                      |
|                      |                 |                           |                      |
|                      |                 |                           |                      |
|                      |                 |                           |                      |
|                      |                 |                           |                      |
|                      |                 |                           |                      |
|                      |                 |                           |                      |
|                      |                 |                           |                      |
|                      |                 |                           | m273z805             |

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].

| _   |  |  |               | Stop               | Start                                    |
|---|--|--|---------------|--------------------|--|
| Operations  | Jobs   |  | Paper Setting | UserTools/Adjustme | nt                                       |
| Operator Message  |  | _  |               |                    |  |
| CB1A - No output tray   | s are available                                |  |               | Details            |  |
|   |  |  |               |                    |  |
|   |  |  |               |                    |  |
|   |  |  |               |                    |  |
|   |  |  |               |                    |  |
|   |  |  |               |                    |  |
| Tray Information  |  |  |               |                    |  |
| Tray Information  | 8%×11₽   | 63.1 -<br>80.0 csa   | 6 🗐           | %×11₽              | 63.1 -<br>80.0 csa                       |
| Tray Information  | 8%×11₽<br>11×17₽                               | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm   | 6 🗐<br>A 🗐    | 85×110<br>85×110   | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm |
| Tray Information  | 85×110<br>11×170<br>85×110                     | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm   | 6 🗐<br>A 🗐    | %×11₽<br>%×11₽     | 63.1 -<br>80.0 gsa<br>63.1 -<br>80.0 gsa |
| Tray Information  | 85×110<br>11×170<br>85×110<br>85×110           | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm                       | 6 🗐<br>A 🗐    | %×11₽<br>%×11₽     | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm |
| Tray Information<br>1 (1)<br>2 (1)<br>3 (1)<br>4 (1)<br>5 (1) | 8%×110<br>11×170<br>8%×110<br>8%×110<br>8%×110 | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm | 6 🗐<br>A 🗐    | %×11₽<br>%×11₽     | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm |
| Tray Information 1 [1] 2 [] 3 [] 4 [] 5 []                    | 8%×110<br>11×170<br>8%×110<br>8%×110<br>8%×110 | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm | 6 🗐<br>A 🗐    | %×11₽<br>%×11₽     | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm |

3. Select the job that you want to cancel.

| O Ready                 |                   |                | Stop Start           |
|-------------------------|-------------------|----------------|----------------------|
| Operations              | Jobs              | Paper Setting  | UserTools/Adjustment |
| Active (0)              | ective (3) H      | istory (22)    |                      |
| Status                  | Job name          | Owner          | Find                 |
| 000 • Held before print | Printer_test2.pd  | f              |                      |
| 0002 • Retained space   | Test Print - Con  | fialog Service | Print                |
| 0003 • Retained space   | Test Print - Inte | erPage ddc     | Hold                 |
|                         |                   |                | Delete               |
|                         |                   |                |                      |
|                         |                   |                | 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

| perations | Jobs                        | Configuration               | Maintenance               |                          |        | Submit Job  | ♦ Service ▼   | 2            |  |
|-----------|-----------------------------|-----------------------------|---------------------------|--------------------------|--------|---|---|--------------|--|
|           | Basic                       | 8                           | Input Trays [9]           |                          | B P    | reset   |   |              |  |
| Paper     | Simplest and mo             | ost basic printer settings. | Settings to con<br>trays. | figure the paper input   | Anna I | Presets store i<br>printer. All imp<br>job can be sim | and retrieve setups for<br>ortant printer settings<br>ply restored. | the<br>for a |  |
|           | Allow to print sample       | Yes                         | 0                         |                          | N      | ame   | Ricoh   |              |  |
| Printer   | Reprint unfinished          | Yes                         | Tray                      | Tray status              | 51     | tatus   | Currently loaded  |              |  |
|           | Flip for face up duplex     | No                          | Tray 1                    | Enabled                  | a Jo   | bs using this preset                                  | Valid   |              |  |
|           | Printer name                |                             | Tray 2                    | Enabled                  |        |   |   |              |  |
|           | Printer information         |                             | Tray 3                    | Enabled                  |        |   |   |              |  |
| Color     | Printer information         |                             | Tray 4                    | Enabled                  | D      | ate/Time  |   | 8            |  |
| anagement | details<br>Brinter location |                             | Tray 5                    | Enabled                  |        | Set the time o  | n the printer or identify   | the          |  |
| 3         | Enter Sleep mode after      | 2 hours                     | Tray 6                    | Enabled                  | 1 8    | method that the curr                                  | he printer should utilize   | to           |  |
|           | Wake on network             | Yes                         | Tray 7                    | Enabled                  | τ      | 0   | ent unit un erery sur   | ada.         |  |
| to Chrome | traffic                     |                             | Output Territ [3]         |                          | Di     | ate and time 12/31/2                                  | 1014 10:49:30 AM  |              |  |
|           | When printer sleeps         | DFE sleeps immediately      | Settings to cor<br>trays. | ifigure the paper output | n      | Time zone America Deriver<br>Time source Manual       |   |              |  |
| Network   |                             |                             | 0                         |                          | 0      | standed Franking                                      | - 103   | 63           |  |
| man       |                             |                             | Output Trays              | Tray Status              | E      | Atended Feature                                       | s [0]   |              |  |
| 111       |                             |                             | Booklet processor tray    | Enabled                  |        | additional opti                                       | ons to be installed and   |              |  |
| -         |                             |                             | Finisher upper tray       | Enabled                  |        | enabled for a p                                       | rinter.   |              |  |
| Security  |                             |                             |                           |                          | K      | 1 ii ► 11   |   |              |  |
| 0         |                             |                             |                           |                          | Ex     | tended feature name                                   | Status  |              |  |
|           |                             |                             |                           |                          |        |   |   |              |  |

#### 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.

| O Read  | ły   |                  |  | Stop St.         | Art RICOH I  | PTO C71105 |                         |           |
|---|--|------------------|--|------------------|--------------|------------|-------------------------|-----------|
| Operations  | Jobs Co  | nfiguration      | Maintenance                            |                  | Submit Job   | 😳 A        | dministrato             | r 🔻       |
| Job Previe.   | Job Infor.   | Active Jobs [0]  |  |                  |              | Logou      | t<br>Proferences        | •10       |
| ► II T d  | P IIIT   | ▶Ⅱ首め             | I≣v                                    |                  |              | -          |                         |           |
| Job name:   |  | Status           | Job Name                               | User Name        | Size         | Copies     | Job Type                | Action    |
|   |  |                  |  |                  |              |            |                         |           |
| <u> </u>  |  | Inactive Jobs [0 | D] Stored Jobs [5]                     | Invalid Jobs [2] | Job Log [21] |            | Q,][View                | *)[= ×    |
|   | A 器 さ む  | Inactive Jobs (C | D] Stored Jobs [5]                     | Invalid Jobs [2] | Job Log [21] | Contine    | Q. View                 | * ] [ ] × |
| م<br>م<br>ک کا  | २ छ ठ ठ<br>/0 <u>&gt; &gt;</u>   | Inactive Jobs (C | D] Stored Jobs [5]                     | Invalid Jobs [2] | Job Log [21] | Copies     | Q. View<br>Job Type     | • Actio   |
| Input Tray_   | A (2) (5) (5)<br>/0  > >1<br>nterposer_ ⊇(□ ×)   | Inactive Jobs (C | D] Stored Jobs [5]                     | Invalid Jobs [2] | Job Log [21] | Copies     | Q.][View:               | * OX      |
| Input Tray.   | A (8 (5 (6))<br>/○ >>1<br>nterposer_ 8 (○ ×)<br>Paper  | Inactive Jobs (C | D] Stored Jobs [5]                     | User Name        | Job Log [21] | Copies     | Q View I                | * ] 🗆 🗙   |
| I< <<br>Input Tray. I<br>Dray<br>1 III D                      | 70 > >  <br>nterposer_ ₽ ○ × 200 ms<br>Pager<br>Pager<br>Pager 2(051- 800 gm)  | Inactive Jobs [0 | D) Stored Jobs [5]                     | Invalid Jobs [2] | Job Log [21] | Copies     | Job Type                | * ] [ ] X |
| I< <<br>Input Tray. [1<br>]<br>Tray<br>1 [1]]<br>2 [1]] 7     | 70 >>1 Paper 2000 x 2970 mm. Page 2 (651 - 2000 mm. Page 2 (651 - 20 | Inactive Jobs [0 | D) Stored Jobs [5]<br>I≣▼<br>Job Name  | Invalid Jobs [2] | Job Log [21] | Copies     | Q] View I               | Action    |
| I< <<br>Input Tray. I<br>Tray<br>1 II 7<br>2 III 7<br>3 III 7 | 70 > > 1 Pager Pag | Inactive Jobs [  | D) Stored Jobs (5)<br>⊨ ≣▼<br>Job Name | Invalid Jobs [2] | Job Log [21] | Copies     | Xiew           Job Type | Action    |

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 80 "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].

| Ready          | /   |                |                    | Stoe                        | Start Pro C   | 71105       |          |         |
|----------------|---|----------------|--------------------|-----------------------------|---------------|-------------|----------|---------|
| Operations     | Jobs  | Configuration  | Maintenance        |                             | Submit        | Job         | Service  | • 2     |
| Job Previ_ Job | Infor_ ©   ×  | Active Jobs [C | )]                 |                             |               | <u> 8</u> Q | View     | ][= X]  |
|                | : <b></b> *   | Statur         | y in Name          | Liner Na                    | ma Cita       | Conies      | Job Tume | Action  |
|                |   |                | 11 Stored lobe [0] | Invalid John (0)            | kh log [20]   |             | View     |         |
|                |   | ► II 亩 4       | 9 :≣▼              | 1                           | 1000 209 (20) |             |          |         |
|                |   | Status         | Job Name           | <ul> <li>User Na</li> </ul> | me Size       | Copies      | Job Type | Action_ |
|                | 10 2 21   | 🕞 Held         | Printer_test2.pdf  |                             | 108.7 KB      | 1           | PDF      | ► ŭ     |
| Input Tra. Int | erpos.  |                |                    |                             |               |             |          |         |
| 1 🛄 🖓          | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)  | A              |                    |                             |               |             |          |         |
| 2 🔲 🖓          | 11.0 x 17.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm) |                |                    |                             |               |             |          |         |
| 3 🔳 🕞          | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)  |                |                    |                             |               |             |          |         |
| 4 🔳 💭          | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -               | Ŧ              |                    |                             |               |             |          |         |

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

# 2. Replacement

## **Cover Removal**

### Left Cover

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



### **Right** Cover

1. I/O cover [A] ( x3)





• To disconnect the interface cable, remove the I/O cover.

2

2. Slide the right cover backward [A]. (@\*×3)



### Front Cover

- 1. Left cover (page 47)
- 2. Right cover (page 47)
- 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 for operating system [A] and the other two are for data storage [B].



m273z3046

### HDD (for Operation System)

- 1. Left cover (page 47)



m273z3003

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



m273z3004

4. HDD [A] ( X×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 162 "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 95 "System Software Installation Procedure")
- 1. Left cover (page 47)

2. Remove the connectors and clamps from the HDD (for data storage) [A] [B]. (S\*x4, 😵 ×3)



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



m273z3007

4. HDD (for data storage) (<sup>()</sup>×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 162 "How to Reactivate")

### PSU

- 1. Left cover (page 47)
- 2. Lay down the machine.



m273z3008



### • Note

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



m273z3010

4. Remove the screws of the PSU [A]. ( $\mathfrak{O}^{\mathbb{P}} \times 5$ )





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



### **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 47)
- 2. Lay down the machine.



3. Remove the USB socket [A] with the USB dongle. (  $\textcircled{}^{\mathcal{D}}\times 2)$ 



m273z3020

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

Remove the connector that is connected to the PIC board, and then remove the bracket
 [B]. (𝒴×6, 𝒱×3, 𝒴×4)



### Note

• There are two unconnected connectors that are not used in the R-60A. Put them into the hole in the bracket.



6. Remove the PIC board [A] with the bracket. ( $^{OP}\times 1$ )



2

### 7. PIC board [A] (@\*×2)



### **Cooling Fans**

- 1. Left cover (page 47)
- 2. Lay down the machine.



- m273z3008



m273z3020

4. Remove the ferrite core [A]. (🕬×1)

Remove the connector that is connected to the PIC board, and then remove the bracket
 [B]. (𝒴×6, 𝒱×3, 𝒴×4)



6. Remove the connectors from the cooling fans [A]. ( $\mathbf{S}^{\mathbf{x}}$  ×2)



7. Remove the cooling fans with the bracket [A]. ( $\mathfrak{O}^{\mathbb{P}} \times 5$ )



m273z3026

### 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.



1. PIC board (page 54)



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 47)

- m273z3030
- 2. Remove the 7SEG board [A] with the bracket. (  $\textcircled{O}^{*}\times1$  )

3. 7SEG board [A] (🕬×4, 😂 ×1)



m273z3031

### USB Dongle

- 1. Left cover (page 47)
- 2. Remove the dongle cover [A] and pull out the USB dongle [B]. (@\*×1)



m273z3047

#### Motherboard

#### Comportant 🗋

 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 47)
- 2. Cooling fan bracket (page 57)
- 3. Remove 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].



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



m273z3050

### Note

- After installing a new motherboard, put the electrostatic tape on as before.
- 5. Motherboard [A] ( X9)

### 

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

2



#### Note

- When installing a new motherboard, make sure to remove the CPU cooling fans, CPUs and DIMMs from the old motherboard and install them on the new motherboard.
- 6. Remove the old USB dongle and install the new one. (page 61)

#### **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.
- Print a test page from the operation panel of the printer and make sure whether correctly can be printed. (page 35 "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.
- 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].

| Ready          | /  |  |                  |            | Stop      | Start   | Pro C        | 71105    |          |         |
|----------------|--|--|------------------|------------|-----------|---------|--------------|----------|----------|---------|
| Operations     | Jobs   | Configuration                          | Maintenance      |            |           | -       | Submit       | Job 【    | Service  | • ?     |
| Job Previ_ Job | Infor_ @ (□)×)   | Active Jobs [0]                        | i≣v              |            |           |         |              | <b>(</b> | View •   | ][= X]  |
| Job name:      |  | Status                                 | Job Name         |            | User Name | 0       | Size         | Copies   | Job Type | Action_ |
|                |  | Inactive Jobs [1]<br>▶ Ⅱ 谊 タ<br>Status | Stored Jobs [0]  | Invalid Jo | bs [O]    | Job Log | [20]<br>Size | Copies   | View *   | Action. |
| Input Tra. Int | erpos. @ 🗆 🗙   | Held                                   | Printer_test2pdf |            |           |         | 108.7 KB     | 1        | PDF      | ► ă     |
| Tray           | Paper<br>8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)                  | <u>A</u>                               |                  |            |           |         |              |          |          |         |
| 2 🔲 🕞          | 11.0 x 17.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)<br>8.5 x 11.0 in, Plain, |  |                  |            |           |         |              |          |          |         |
| 3 🛄 🔎          | Weight 2 (63.1 -<br>80.0 gsm)<br>8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -       | 7                                      |                  |            |           |         |              |          |          |         |

m273z8028

3. Select [Configuration]  $\rightarrow$  [Printer].

4. Click [Date/Time].

| O Not      | Ready   |                        |                   |   | Stop St           | PICOH Pro C710   |  |  |  |
|------------|---|------------------------|-------------------|---|-------------------|--|--|--|--|
| Operations | Jobs  | Configuration          | Maintenance       |   |                   | Submit Job   | 🚯 Service 🔻 🕻  |  |  |
|            | Basic   |                        | Input Trays       | [7] Interpo                                   | ser Trays _ 🔛     | Preset   | ĺ.   |  |  |
| Paper      | Simplest and most basic printer settings.         |                        | E Settin          | ngs to configure the p                        | aper input trays. | Presets store and retrieve setups for th<br>printer. All important printer settings for<br>can be simply restored. |  |  |  |
|            | Output jogging                                    | None                   | 0                 |   |                   | Name   | Ricoh  |  |  |
| Printer    | Allow to print sample                             | Yes                    | Tray              | Tray s  | tatus             | Status   | Currently loaded   |  |  |
|            | Reprint unfinished pages                          | Yes                    | Tray 1            | IPDS of                                       | lefault .         | Jobs using this preset   | Valid  |  |  |
|            | Pup for face up duplex                            | NO                     | Tray 2            | Enable  | Nd                |  |  |  |  |
|            | Printer information                               |                        | Tray 5            | Enable  | N                 |  |  |  |  |
| Color      | Printer information                               |                        | Tray 4            | Enable  | Nd                | Date/Time  | 6  |  |  |
| lanagement | detalls   |                        | Tray 5            | Enable  | N                 | Coller fille   | the printer or identify the<br>e printer should utilize to |  |  |
| 6          | Printer location                                  |                        | Tray 6            | Enable  | N                 | method that the  |  |  |  |
|            | Enter Sleep mode after<br>Wake on network traffic | 2 hours<br>Yes         | Tray A            | Enable  | sd                | obtain the current time on every startup. Date and time 02/16/2015 14:53:39 PM Time zone US Aleutian               |  |  |  |
| ata Stream | When printer sleeps                               | DFE sleeps immediately | Output Tra        | ys [4]  | 8                 |  |  |  |  |
|            |   |                        | Settin            | Settings to configure the paper output trays. |                   |  | Time source Manual   |  |  |
| Network    |   |                        | 0                 |   |                   |  |  |  |  |
| 181        |   |                        | Output Travs      | Tray S  | itatus            | Extended Features  | [3] 8  |  |  |
| 2.2.5      |   |                        | Perfect binder t  | tray Enable                                   | вd                | The extended fe  | ature settings allow                                       |  |  |
|            |   |                        | Finisher shift tr | ay IPDS o                                     | sefault.          | for a printer.   | s to be installed and enabled                              |  |  |
| Security   |   |                        | Finisher upper t  | tray Enable                                   | Nd                | PI # N II  |  |  |  |
|            |   |                        | Trimmer tray      | Enable  | N                 | марн   | 1  |  |  |
| -          |   |                        |                   |   |                   | Extended feature name  | Status   |  |  |
|            |   |                        |                   |   |                   | PU5  | Enabled  |  |  |
|            |   |                        |                   |   |                   | 884289   | Disabled   |  |  |
|            |   |                        |                   |   |                   | 884418   | Disabled   |  |  |

m273z8091

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

| Operations | Jobs                     | Configuration               | Maintenance  |  | Submit Job  | o Ø Service ▼  | E    |
|------------|--------------------------|-----------------------------|--|--|---|--|------|
|            | Basic                    |                             | Input Trays [7]  | Interposer Trays _                     | Preset  |  | 8    |
| Paper      | Simplest and mo          | ost basic printer settings. | Settings to co   | infigure the paper input trays.        | Presets store<br>printer. All im<br>can be simply | and retrieve setups for the<br>portant printer settings for<br>restored. | a jo |
|            | Output jogging           | None                        | 9  |  | Name  | Ricoh  |      |
| Printer    | Allow to print sample    | Yes                         | Tray   | Tray status                            | Status  | Currently loaded   |      |
|            | Reprint unfinished pages | s Tes                       | Tray 1   | IPDS default                           | Jobs using this preset                            | : Valid  |      |
|            | Printer name             | Date/Time                   |  |  | 0   |  |      |
| _          | Printer Information      | Set the time on             | the printer or identify the metho                          | d that the printer should utilize to o | ibtain the  |  |      |
| Color      | Printer Information      | Current time on             | every startup.   |  |   |  |      |
| STO ATRAIL | details                  |                             |  |  | te time   | on the printer or identify the   |      |
| 0          | Printer location         | Date and time               | 02/16/2015 🛅 2 🕂 :   | 54 🕂 8 😧 O AM 🤅                        | PM od that  | the printer should utilize to  |      |
| 0000       | Wake on network traff    | Time zone                   | US   | Aleutian                               | ·   | ment time on every startup.  |      |
| ata Stream | When printer sleeps      | Time source                 | Manual   | -                                      | 02/1  | 6/2015 14:54:08 PM   |      |
| -          |                          | L                           |  |  | US  | Aleutian   |      |
| 4000       |                          |                             |  |  | Man   | ual  |      |
| -          |                          |                             |  |  |   |  |      |
| Network    |                          |                             |  |  |   |  |      |
|            |                          |                             |  | OK                                     | Cancel Feature                                    | es [3]   |      |
| TINT       |                          |                             | Conference him days from a                                 | Contract                               | The extended                                      | i feature settings allow   |      |
| <u>UQU</u> |                          |                             | PRETECT DESCRIPTINGY                                       | Endoved                                | additional opt                                    | ions to be installed and enal  | des  |
| TÕŪ        |                          |                             | Enisher shift trav   | IDDC default                           |   |  |      |
| Security   |                          |                             | Finisher shift tray  | IPDS default                           | to a prime.                                       |  |      |
| Security   |                          |                             | Finisher shift tray<br>Finisher upper tray<br>Trimmer tray | IPDS default<br>Enabled<br>Enabled     |   |  |      |
| Security   |                          |                             | Finisher shift tray<br>Finisher upper tray<br>Trimmer tray | IPDS default<br>Enabled<br>Enabled     | Extended feature name                             | e Status   |      |
| Security   |                          |                             | Finisher shift tray<br>Finisher upper tray<br>Trimmer tray | IPDS default<br>Enabled<br>Enabled     | Extended feature name                             | e Status<br>Enabled  |      |
| Security   |                          |                             | Finisher shift tray<br>Finisher upper tray<br>Trimmer tray | IPDS default<br>Enabled<br>Enabled     | Extended feature name<br>IPDS<br>884289           | e Status<br>Enabled<br>Disabled  |      |

6. "Configuration Restart" popup displays to reflect changes and click [Restart].

| O Not   | Ready   |  |   | Stoe St  | FUCOH Pro C7110   |  |            |
|---|---|--|---|--|---|--|------------|
| Operations  | Jobs Configuration  | Maintena   | ince  |  | Submit Job  | ♦ Service ▼  | ?          |
| Paper   | Basic Simplest and most basic printer set   | ngs.   | t Trays [7]   | Interposer Trays                               | Preset<br>Presets store ar<br>printer. All impor<br>can be simply re  | d retrieve setups for the<br>rtant printer settings for<br>istored.  | a job      |
| Printer   | Output jogging None<br>Allow to print sample Yes<br>Reprint unfinished pages Yes<br>Flip for face up duplex No<br>Printer name  | Tray<br>Tray<br>Tray 1<br>Tray 2                 | 1   | Tray status<br>IPDS default<br>Enabled         | Name<br>Status<br>Jobs using this preset  | Ricoh<br>Currently loaded<br>Valid   |            |
| Color<br>Management<br>Color<br>Management<br>Data Stream | Printer Information<br>Printer Information<br>details<br>Printer Location<br>Enter Skeep mode atter 2 hours<br>Wake on network traffic Yes<br>When printer aleeps DFE sleeps imme | Configuration<br>Configuration<br>on the next SP | Restart<br>changes are pendi<br>witdown or Restar                       | ng and will be reflected<br>t                  | Date/Time<br>Set the time on<br>working that the curre<br>Date and time 02/16/7<br>Time zone US<br>Time source Manual | the printer or identify the<br>printer should utilize to<br>int time on every startup.<br>2015 14:55:22 PM<br>Aleutian |            |
| Network   |   | Outpu<br>Perfe<br>Finish<br>Finish               | Restart<br>nt Trays<br>et binder tray<br>er shift tray<br>er upper tray | Close Tray Status Enobled IPDS default Enobled | Extended Features<br>The extended for<br>additional granter.  | [3]<br>ature settings allow<br>is to be installed and enabled  | Ei<br>bled |
|   |   | Trime  | ner tray  | Enabled  | Extended feature name<br>IPDS<br>884289<br>884418   | Status<br>Enabled<br>Disabled<br>Disabled  | Å          |

The print server automatically restarts.

#### **Procedures for Re-setting Options**

When the IPDS is activated, reactivate the IPDS after replacing the motherboard. (page 162 "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. Left cover (page 47)

2. Lay down the machine.



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



- 4. Remove the ferrite core [A]. (🕬×1)
- 5. Remove the connector that is connected to the PIC board, and then remove the bracket [B]. (🐨×6, 🕯×3, 🕼×4)



#### 6. Lithium Battery [A]



#### Vote

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



### 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 54)
- 2. CPU cooling fan (left) [A] (∜×1, ☞×1, ☞×4)



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



m273z3037
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 54)
- 2. Cooling fan bracket (page 57)
- 3. CPU cooling fan (right) [A] (<sup>®</sup>×2, <sup>∞</sup>√×1, <sup>∞</sup>√×4)



2

4. Open the socket cover [A].



m273z3041

5. Open the socket cover [A].



m273z3042

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





- 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.



m273z3044

# **DVD** Drive

1. Front cover (page 48)



2. Remove the fixing screws of the DVD drive [A]. (  $\textcircled{M}^{*} \times 4)$ 



m273z3014

4. Pull out the DVD drive [A].



# Power Supply SW Board

- 1. Front cover (page 48)
- 2. Remove the power supply SW board [A] with the bracket. (  ${}^{\rotemath{\mathbb{S}}}\times 2,\, {}^{\rotemath{\mathbb{S}}}\times 1$  )



3. Power supply SW board [A] (🖤×2)



m273z3018

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<br>(Operation<br>System) | HDD (Data<br>Storage) | Motherboar<br>d | Details   |
|---|------------------------------|-----------------------|-----------------|---|
| Reinstalling system<br>software<br>installation | Required                     | Required              |                 | Installation of basic OS<br>Initialization for HDD<br>(restructuring of RAID)<br>(page 95)            |
| Updating system<br>software<br>installation     | A/N                          | A/N                   |                 | Update to the latest Microcode<br>(page 98 "Updating System<br>Software")                             |
| Reinstalling<br>optional products               | A/N                          | A/N                   | A/N             | IPDS activation (page 151<br>"IPDS")  |
| Resetting<br>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<br>fonts other than the pre-installed<br>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.

| O Ready               |                   |               | Stor Start           |
|-----------------------|-------------------|---------------|----------------------|
| Operations            | Jobs              | Paper Setting | UserTools/Adjustment |
| Active (0)            | Inactive (2) Hi   | story (24)    |                      |
| Status                | Job name          | Owner         | Find                 |
| 0001 9 Retained space | Test Print - Conf | ialog Service |                      |
| 0002 • Retained space | Test Print - Inte | rPage ddc     | Print                |
|                       |                   |               | Hold                 |
|                       |                   |               |                      |
|                       |                   |               |                      |
|                       |                   |               |                      |
|                       |                   |               |                      |
|                       |                   |               |                      |
|                       |                   |               |                      |
|                       |                   |               |                      |
|                       |                   |               |                      |
|                       |                   |               | m273z8049            |

3. Press [User Tools/Adjustment].

| 🚫 Not Ready           |                  |                | Stop Start           |
|-----------------------|------------------|----------------|----------------------|
| Operations            | Jobs             | Paper Setting  | UserTools/Adjustment |
| Active (0)            | Inactive (2) H   | listory (24)   |                      |
| Status                | Job name         | Owner          | Find                 |
| 0001 • Retained space | Test Print - Con | fialog Service |                      |
| 0002 9 Retained space | Test Print - Int | erPage ddc     | Print                |
|                       |                  |                | Hold                 |
|                       |                  |                |                      |
|                       |                  |                |                      |
|                       |                  |                |                      |
|                       |                  |                |                      |
|                       |                  |                |                      |
|                       |                  |                |                      |
|                       |                  |                |                      |
|                       |                  |                |                      |
|                       |                  |                | m273z8050            |

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].



m273z8019

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             | 71105  |          |         |
|---------------|---|----------------|---|------------------|-------------------------|--------|----------|---------|
| Operations    | Jobs  | Configuration  | Maintenance                               |                  | Submit                  | Job    | Service  | • 2     |
| Job Previ_ Jo | b Infor_ @ 💿  | Active Jobs [0 | )<br>∮ i≣▼                                |                  |                         | 0      | View •   | ][= ×]  |
| Job name:     |   | Status         | Job Name                                  | User Na          | me Size                 | Copies | Job Type | Action_ |
|               | .8.0.0  | Inactive Jobs  | [1] [Stored Jobs [0]<br>→ I≣▼<br>Job Name | Invalid Jobs [0] | Job Log [20]<br>me Size | Copies | Job Type | Action. |
| 1812          | 10 2 21   | Held           | Printer_test2pdf                          |                  | 108.7 KB                | 1      | PDF      | ► 1     |
| Input Tra. In | terpos 🛛 🖓 🗆  |                |   |                  |                         |        |          |         |
| 0             |   | _              |   |                  |                         |        |          |         |
| Tray          | Paper   |                |   |                  |                         |        |          |         |
| 1 💷 🖓         | 85 x 11.0 in, Plain,<br>Weight 2 (63.1 –<br>80.0 gsm)   | <b>^</b>       |   |                  |                         |        |          |         |
| 2 🔳 🖓         | 11.0 x 17.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm) |                |   |                  |                         |        |          |         |
| 3 🔳 🕞         | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)  |                |   |                  |                         |        |          |         |
| 4 🔳 💭         | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -               | v              |   |                  |                         |        |          |         |
|               |   |                |   |                  |                         |        | m273z    | 8028    |

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

3. Click [Maintenance].

| O Not F        | Ready   |                              |                              |                               | art<br>D | C71105 | 1. je    |         |
|----------------|---|------------------------------|------------------------------|-------------------------------|----------|--------|----------|---------|
| Operations     | Jobs  | Configuration                | Maintenance                  |                               | Submit   | Job    | Service  | • 2     |
| Job Previ_ Jol | b Infor_ 🛛 🖂 🖂 🖄  | Active Jobs [0]              | • i≣ <b>v</b>                |                               |          | 2      | View v   | ][= ×]  |
| Job name:      |   | Status                       | Job Name                     | User Name                     | Size     | Copies | Job Type | Action. |
|                |   | inactive Jobs [1<br>▶ II 亩 ⊅ | ] [Stored Jobs [0]<br>i == v | Invalid Jobs [0]   Job I      | Log [20] |        | View v   |         |
| K K            | 10 > >1   | Status                       | Job Name                     | <ul> <li>User Name</li> </ul> | Size     | Copies | Job Type | Action. |
| Input Tra. Int | terpos 🛛 🗆  |                              | Printer_test2pdf             |                               | 108.7 KB | 1      | PDF      | -       |
| Tray           | Paper   |                              |                              |                               |          |        |          |         |
| 1 💷 🖓          | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 –<br>80.0 gsm)  | <u>*</u>                     |                              |                               |          |        |          |         |
| 2 🔳 🕞          | 11.0 x 17.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm) |                              |                              |                               |          |        |          |         |
| 3 🔳 🕞          | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)  |                              |                              |                               |          |        |          |         |
| 4 🔳 🔎          | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -               | Ŧ                            |                              |                               |          |        |          |         |
|                |   |                              |                              |                               |          |        | m273z    | 8062    |

З

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   |                         | Store Start   |
|---|-------------------------|---|
| Operations Jobs Config  | uration Maintenance     | Submit Job 😧 Service 🔻 😭  |
| Shutdown/Restart Use these procedures to restart and properly shut down the DFE and control unit software.  Restart TotalRow Print Server Restart Printer Controller Shut Down Printer Controller |                         | Calibration  Calibration  Calibration  Use calibration to ensure optimal print quality by adjusting the color output density.  The calibratic procedure is performed to make sure the  performation calibration to begin A color test maater  print can be used to restore  print can be used to restore  and finally accorded as the new |
| Disk: Operations Use these functions to manage configuration data and control unit software. Backup_  | Type Extended backup    | p v v the calibration procedure over at any time elimit calibration Master jutton.<br>albration Master  |
| Restore<br>HDD Erase<br>Update Code   | ✓ Logs<br>✓ Trace files | aces to capture the data needed to<br>see software problems.  |
| Tools and Logs<br>Use these tools and logs to maintain the<br>printer.  |                         | Start   |
| DFE Hardware Status<br>Logs<br>Hibernation Event Status   |                         |   |
|   |                         | m273z8030   |

 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 Ma        | aintenance                       |                     |      | Subm                       | it Job 🔅 Service 🔻 ያ   |
| Shutdown/Restart  | and property | List/Test P   | Print [12]<br>to print configure | ation data and test |      | Calibration<br>Use calibra | ation to ensure optimal print quality  |
| shut down the DFE and control u                                     | Select File  | ine mast      | ters to verify pri               | nt quality.         |      | by adjusti                 | ng the color output density.   |
| Restart TotalFlow Print Serv<br>Restart Printer Controller          | - <b>V</b>   |               |                                  |                     |      | ių 岸 🖬                     | re is performed to make sure the<br>colors. Select the [Print<br>ton to begin. A color test master |
| Shut Down Printer Controlle   | - 111        | Name          | De                               | ite Modified        | Size |                            | e scanned by an optical scanning<br>sta is then toaded back into the<br>ally accepted as the new   |
| Disk Operations   |              |               |                                  |                     |      |                            | ation procedure over at any time<br>Calibration Master] button.                                    |
| Use these functions to manage of<br>data and control unit software. | onf          |               |                                  |                     |      |                            | n Master   |
| Backup  |              |               |                                  |                     |      |                            |  |
| Restore   | -            |               |                                  |                     |      |                            | apture the data needed to  |
| Update Code   |              |               |                                  |                     |      |                            | kare problems.   |
| Tools and Logs  |              | File name     | 00                               | 0000000bak b        | 200  |                            | StartStop  |
| Use these tools and logs to main printer.                           | tair         | Files of type | *,*                              |                     |      | ŀ                          | figure Trace   |
| DFE Hardware Status   | Download     | 1 File_       |                                  |                     | Save | Cancel                     | J. J   |
| Hibernation Event Status  |              |               |                                  |                     |      |                            |  |
|   |              |               |                                  |                     |      |                            | 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.



m273z8049

3. Press [User Tools/Adjustment].

| Not Ready          |                  | an a | Stop St              |
|--------------------|------------------|--|----------------------|
| Operations         | Jobs             | Paper Setting                            | UserTools/Adjustment |
| Active (0)         | active (2) H     | istory (24)                              |                      |
| Status             | Job name         | Owner                                    | Find                 |
| 1 9 Retained space | Test Print - Con | fialog Service                           |                      |
| 2 • Retained space | Test Print - Int | erPage 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 ports of the print server.

5. Press [Restore].

Note



m273z8022

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

| O Not Ready               |                      | Stop Ctart |
|---------------------------|----------------------|------------|
| 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 |            |
|                           |                      |            |
|                           |                      |            |
|                           |                      |            |
|                           |                      |            |
|                           |                      |            |
|                           |                      |            |
|                           |                      |            |
|                           |                      |            |
|                           |                      | m273z8023  |



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.

| Read          | У   |               |   | Stor               | Start Pro    | C71105 | <u></u>  |         |
|---------------|---|---------------|---|--------------------|--------------|--------|----------|---------|
| Operations    | Jobs  | Configuration | Maintenance                             |                    | Submit       | Job 1  | Service  | •       |
| Job Previ_ Jo | b Infor_ @ 🖂  | Active Jobs   | 0]<br>♂ ⅲ■▼                             |                    |              |        | View     | ][D X]  |
| Job name:     |   | Status        | Job Name                                | User N             | ame Size     | Copies | Job Type | Action  |
|               |   | Inactive Jobs | [1] Stored Jobs [0<br>⑦ :≣▼<br>Job Name | ] Invalid Jobs [O] | Job Log [20] | Copies | View / * | Action_ |
| Input Tra. In | terpos.   | K Held        | Printer_test2pdf                        |                    | 108.7 KB     | 1      | PDF      | ► ă     |
| Trav          | Parvar  | _             |   |                    |              |        |          |         |
| 1 🛄 💭         | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)  | -             |   |                    |              |        |          |         |
| 2 🔲 🕞         | 11.0 x 17.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm) |               |   |                    |              |        |          |         |
| 3 🔳 🕞         | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)  |               |   |                    |              |        |          |         |
| 4 🔳 🖓         | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -               | T             |   |                    |              |        |          |         |
|               |   |               |   |                    |              |        | m273z8   | 3028    |

#### 3. Click [Maintenance].

| O Not R         | eady   |                  |                              | Stoe St.               | ert Pro (        | C71105     |                 |         |
|-----------------|--|------------------|------------------------------|------------------------|------------------|------------|-----------------|---------|
| Operations      | Jobs   | Configuration    | Maintenance                  |                        | Submit           | Job        | Service         | • 2     |
| Job Previ_ Job  | Infor_ © ⊡<br>i≣▼  | Active Jobs [0]  | ) i≣ <b>v</b>                |                        |                  |            | View -          |         |
| Job name:       |  | Status           | Job Name                     | User Name              | Size             | Copies     | Job Type        | Action. |
| Harrison        |  | Inactive Jobs [1 | ] Stored Jobs [0]            | Invalid Jobs [O] Job I | .og [20]         | <b>8</b> Q | View            |         |
|                 | × ○ ○<br>/• > >  | Status           | Job Name<br>Printer_test2pdf | User Name              | Size<br>108.7 KB | Copies     | Job Type<br>PDF | Action. |
| Input Tra. Inte | Paper<br>85 x 110 in, Plain,<br>Weight 2 (631 -<br>80.0 gsm)<br>110 x 170 in, Plain,<br>Weight 2 (631 -<br>80.0 gsm) |                  |                              |                        |                  |            |                 |         |
| 3 🛄 🖓           | 85 x 11.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)<br>85 x 11.0 in, Plain,<br>Weight 2 (63.1 -                    | ¥                |                              |                        |                  |            |                 |         |

m273z8062

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

| Operations                 | Jobs  | Configuration                 | Maintenance  |                               | Submit Jo   | b 🔅 Service 🔻   |
|----------------------------|---|-------------------------------|--|-------------------------------|---|---|
| ihutdown/Rest              | art   |                               | List/Test Print [12]                               | 0                             | Calibration   |   |
| Use these p<br>shut down t | rocedures to restart<br>the DFE and control u | and property<br>nit software. | Use to print configurat<br>masters to verify print | ion data and test<br>quality. | Use calibration<br>by adjusting the   | to ensure optimal print quality<br>e color output density.                                      |
| Restart                    | TotalFlow Print Serv                          | er                            | Test master  |                               | The calibration procedu<br>printer prints accurate of<br>Calibration Master Ltut      | re is performed to make sure t<br>colors. Select the (Print<br>ton to begin. A color test mast  |
| Shut D                     | own Printer Controlle                         |                               | Configuration [5]                                  |                               | is printed which must be<br>device. Its calibration da<br>printer, verified, and fine | e scanned by an optical scannin<br>ita is then loaded back into the<br>ally accepted as the new |
| lick Operations            |   | Ø                             | Paper catalog                                      |                               | You can start the calibr  | ation procedure over at any tin   |
| Use these f                | unctions to manage c                          | onfiguration                  | PostScript fonts<br>Presets                        |                               | by selecting the [Print C<br>Print Calibration  | alibration Master] button.<br>Master  |
| -@                         |   |                               | Printer configuration                              |                               | Load Calibration  | 1   |
|                            | Darkon  |                               | PDF - Blank page                                   |                               | -   |   |
|                            | Restore                                       |                               | PDF - CMY colors                                   |                               | Traces  |   |
|                            | NUC Brase                                     |                               | PDF - CMYK colors                                  |                               | Use traces to c<br>diagnose softw   | apture the data needed to<br>are problems.  |
|                            | Update Code                                   |                               | PDF - Color test page                              |                               |   |   |
|                            |   |                               | PDF - Profiles                                     |                               | Job Capture   | faut Chu  |
| ools and Logs              |   |                               | PDF - RGB colors                                   |                               |   | Start Sup   |
| Use these t                | ools and logs to main                         | tain the                      | PDF – Tray adjustment                              |                               | Cor   | foure Trace   |
| printer.                   |   |                               |  |                               | Tr  | ice Archive   |
| 6                          |   |                               |  |                               |   |   |
| D                          | FE Hardware Status                            |                               |  |                               |   |   |
| -                          | Logs  |                               |  |                               |   |   |
| Hib                        | ernation Event Status                         |                               |  |                               |   |   |

З

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  | properly<br>oftware.<br>Select File | List/Test Print [12]<br>Use to print conf<br>masters to verify | iguration data and test<br>print quality.                      |       | Calibration<br>Use calibration<br>by adjusting | on to ensure optimal print quality the color output density.  |
| Restart Tota/Row Print Serve     Restart Printer Controller     Shut Down Printer Controller     Disk Operations     Use these functions to manage cont     data and control unit software.     Backup     Restore     HDD Brase     Update Code      Tools and Logs |                                     | 20141251175Obuk_bag  | Pate Modfled<br>01/03/2015 10:42:12 AM<br>201412511730.bsk_bag | 577 M | 6<br>6   | e is performed to make sure the<br>colors. Select the Print<br>control begin. A color test master<br>e scarned by an optical scarning<br>to is then loaded back into the<br>elity accepted as the new<br>ation procedure over at any time<br>calkeration Master] button.<br>In Master |
| DFE Hardware Status  | File Upload,                        | es of type   |  | Load  | Cancel   | nfgure Trace  |
| Hibernation Event Status   |                                     |  |  |       |  |   |
|  |                                     |  |  |       |  | 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                                       | Configurat   | ion Maintenan        | ce                        |          | Submit Jo        | b 🐼 Service 🔻  | 1    |
|------------------------------|--|--------------|----------------------|---------------------------|----------|------------------|--|------|
| Shutdown/Rest                | art<br>rocedures to restart                | and property | List/Test Print [12] | figuration data and test  | Calibra  | ition            | to ensure optimal print qual   |      |
| shut down t                  | he DFE and control u                       | select File  | masters to verit     | y print quality.          |          | by adjusting the | color output density.  |      |
| Restart                      | TotalFlow Print Ser                        | ver_         |                      |                           | <u>_</u> | 🔍 🖮              | e is performed to make sur<br>olors. Select the [Print<br>on to begin. A color test ma | e th |
| Shut D                       | own Printer Controll                       | ler          | Name                 | Date Modified             | Size     |                  | scanned by an optical scan<br>tais then loaded back into t                             | ning |
|                              |  | man          | 201412011100008_009  | 01/05/2015 10:4212 AM     | 373 (40  | 1                | ity accepted as the new  |      |
| Disk Operations              |  | <u> 199</u>  |                      |                           |          |                  | ation procedure over at any<br>alibration Master] button.                              | tim  |
| Use these fu<br>data and cor | inctions to manage<br>strol unit software. | conf         |                      |                           |          |                  | Master   |      |
|                              | Backup                                     |              |                      |                           |          |                  |  |      |
| -                            | Restore                                    | _            |                      |                           |          | - 1              | pture the data needed to   |      |
|                              | Update Code                                |              |                      |                           |          |                  | are problems.  |      |
| ools and Logs                |  |              | File name            | AND THE REAL PROPERTY AND |          |                  | Start, Stop,   |      |
| Use these to                 | ools and logs to mail                      | ntair        | Five name            | 201412511750.bak_bag      |          |                  | rve Traces   | _    |
| printer.                     |  |              | Files of type        | *.*                       |          | •                | ice Archive  |      |
| DF                           | E Hardware Status                          | File Uplo    | adb                  |                           | Load C   | ancel            |  |      |
|                              | 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  |                               |                       |  | Samole                             |                  | Start RICOH Pro C/1   | 105  |        |
|--|---|-------------------------------|-----------------------|--|------------------------------------|------------------|---|--|--------|
| Operations                               | Jobs  | Configuration                 | n                     | Maintenance  |                                    |                  |   | Service                                      | / ?    |
| Shutdown/Rest                            | art<br>rocedures to restar<br>"E and control unit s   | and property shut<br>oftware. | List/T                | est Print [12]<br>Use to print configur<br>masters to verify pri         | ation data and tes<br>int quality. | t.               | Calibration<br>Use calibration to e<br>by adjusting the col | nsure optimal print qu<br>or output density. | ill y  |
| Restar<br>Rest<br>Shut (                 | t Total/Flow Print Se<br>art Printer Controlla<br>Jown Printer Control                      | rver<br>K<br>Ller             | Test me<br>Resto      | ister<br>re Configuration<br>This procedure rest<br>from the backup file | ores the selected o                | configuration it | A standard calibration has m<br>printer.                    | ever been performed o                        | n this |
| Disk Operations Use these fi data and co | anctions to manage<br>htrol unit software.<br>Backup<br>Restore<br>HDD Erase<br>Update Code |                               | Type<br>⊡ co<br>⊡ ico | types, the system to<br>nfiguration<br>printer profiles                  | Normal restore                     |                  | S<br>Use traces to captu<br>diagnose software j             | re the data needed to<br>problems.           | 2      |
| Tools and Logs                           | FE Hardware Status<br>Logs<br>ernation Event Statu  |                               |                       |  | ок                                 | Cancel           | o Capture 55<br>Save<br>Config                              | artStop<br>Traces<br>re Trace<br>Archive     |        |
|  |   |                               |                       |  |                                    |                  |   | m273z  | 7034   |

## 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 43 "Printing Configuration") and back up the data (page 80 "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 26 "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 [ $\bigcirc$ ] 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 87 "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.

| Uperations       | Jobs             | Paper Setting  | UserTools/Adjustment |
|------------------|------------------|----------------|----------------------|
| Active (0)       | mactive (2) H    | listory (24)   |                      |
| Status           | Job name         | Owner          | Find                 |
| • Retained space | Test Print - Cor | fialog Service |                      |
| • Retained space | Test Print - Int | erPage ddc     | Print                |
|                  |                  |                |                      |
|                  |                  |                |                      |
|                  |                  |                |                      |
|                  |                  |                |                      |
|                  |                  |                |                      |

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.

Vote

- 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          | У   |                |                                     | Stor               | Start Pro C | 7110S  |          |         |
|---------------|---|----------------|-------------------------------------|--------------------|-------------|--------|----------|---------|
| Operations    | Jobs  | Configuration  | Maintenance                         |                    | Submit      | Job    | Service  | • 2     |
| Job Previ_ Jo | b Infor_ @ 🗆  | Active Jobs [0 | )]<br>∲i≣▼                          |                    |             | 0      | View -   |         |
| Job name:     |   | Status         | Job Name                            | User Name          | Size        | Copies | Job Type | Action. |
|               | 12(0)0  | Inactive Jobs  | [1] [Stored Jobs [0]<br>≡▼<br>□ □ ↓ | Invalid Jobs [O] J | ob Log [20] |        | View 7 v |         |
|               | /0 > >1   | Held           | Printer_test2.pdf                   | - Ose waite        | 108.7 KB    | 1      | PDF      | ► 1     |
| Input Tra. In | terpos. 🛛 🖓   | <u> </u>       |                                     |                    |             |        |          |         |
| Tray          | Paper   |                |                                     |                    |             |        |          |         |
| 1 💷 🖓         | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)  | <u>*</u>       |                                     |                    |             |        |          |         |
| 2 🔳 🕞         | 11.0 x 17.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm) |                |                                     |                    |             |        |          |         |
| 3 🔳 🕞         | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)  |                |                                     |                    |             |        |          |         |
| 4 🔳 🖓         | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -               | *              |                                     |                    |             |        |          |         |
|               |   |                |                                     |                    |             |        | m273z    | 8028    |

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

3. Click [Maintenance].

| O Not F        | Ready   | _                        |                               |                      | Pro (            | 71105  |          |         |
|----------------|---|--------------------------|-------------------------------|----------------------|------------------|--------|----------|---------|
| Operations     | Jobs  | Configuration            | Maintenance                   |                      | Submit           | Job    | Service  | • 2     |
| Job Previ_ Jol | binfor_ ⊠⊡⊠<br>Pi≣▼                                     | Active Jobs [0]          | i 🛛 🕈                         |                      |                  | 8      | View     |         |
| Job name:      |   | Status                   | Job Name                      | User Name            | Size             | Copies | Job Type | Action_ |
|                |   | Inactive Jobs [1<br>▶ II | ] [Stored Jobs [0]<br>I≣▼     | Invalid Jobs [0] Job | Log [20]         |        | View •   |         |
| $\mathbf{K}$   | /0 >>   | Status                   | Job Name<br>Printer_test2.pdf | User Name            | Size<br>108.7 KB | Copies | PDF      | Action_ |
| Input Tra. Int | terpos_ 🛛 🗆 🗆 🖂   |                          |                               |                      |                  |        |          |         |
| Tray           | Paper   |                          |                               |                      |                  |        |          |         |
| 1 💷 🖓          | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)  | h                        |                               |                      |                  |        |          |         |
| 2 🔳 🕞          | 11.0 x 17.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm) |                          |                               |                      |                  |        |          |         |
| 3 🔳 🕞          | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)  |                          |                               |                      |                  |        |          |         |
| 4 🔳 🕠          | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -               | ,                        |                               |                      |                  |        |          |         |
|                |   |                          |                               |                      |                  |        | m273z    | 8062    |

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 Cont   | iguration Maint        | tenance  | _        | Submit J                         | lob 🔯 Service 🔻 🖡   |  |
|--|------------------------|--|----------|----------------------------------|---|--|
| hutdown/Restart  | List/Test Prin         | it [12]  | Calibra  | tion                             | 1   |  |
| Use these procedures to restart and prope<br>shut down the DFE and control unit softwa | ty Use to p<br>masters | rint configuration data and test<br>to verify print quality. | 111      | Use calibratio<br>by adjusting t | n to ensure optimal print quality<br>the color output density.                                    |  |
| Restart TotalFlow Print Server   |                        |  | <u>_</u> | 🛱 亩                              | re is performed to make sure th<br>colors. Select the [Print<br>ton to begin. A color test master |  |
| Shut Down Printer Controller,  | 002108kp5              | 12/08/2014 08:49:00 AM                                       | 957.4 MB |                                  | e scanned by an optical scanning<br>ita is then loaded back into the<br>ally accepted as the new  |  |
| Nisk Operations  |                        |  |          |                                  | ation procedure over at any tim<br>Calibration Master] button.                                    |  |
| Use these functions to manage conf<br>data and control unit software.                  |                        |  |          |                                  | n Master  |  |
| Backup,  |                        |  |          |                                  |   |  |
| HDD Erase  |                        |  |          |                                  | apture the data needed to<br>are problems.  |  |
| Cools and Loos   |                        |  |          |                                  | Start Stop  |  |
| Use these tools and logs to maintain   | File name              | 002108kp3  |          |                                  | ave Traces_   |  |
| printer.   | Files of type          | *kp3   |          | •                                | ace Archive   |  |
| DFE Hardware Status_   | ile Upload             |  | Load C   | ancel                            |   |  |
| 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                                     | ion                        | Maintenar  | ice   |               | Submit   | Job 🚯 Service 🔻 📔  |
|--|--|--|----------------------------|--|---|---------------|--|--|
| Shutdown/Resta   | art<br>ocedures to restart an<br>the DFE and control unit  | d property<br>software.                        | List/Te                    | est Print [12<br>Use to print co<br>masters to ver | nfiguration data and test<br>ify print quality. | 8             | Calibration<br>Use calibration<br>by adjusting | ion to ensure optimal print quality<br>the color output density.   |
| Restart<br>Resta<br>Shut D<br>Disk Operations<br>Use these fit<br>data and cor | TotalFlow Print Server<br>rt Printer Controller<br>wm Printer Controller,<br>inctions to manage con<br>trol unit software.<br>Backup | <ul> <li><b>₩</b></li> <li><b>₩</b></li> </ul> | Name<br>00210              | 8J.p3  | Dete Modified<br>12/08/2014 08:49:00 AM         | Size<br>957,4 | 드린 드루 💼  | re is performed to make sure the<br>colors. Select the (Print<br>ton to bejon, A color test master<br>e scinned by an optical scarning<br>tais is the loaded back informed<br>ally accepted as the new<br>stion procedure over at any time<br>calibration Master] button.<br>https://www.color.c |
| Tools and Logs   | Restore<br>HDD Erase<br>Update Code  |  | File name<br>Files of type |  | 002108kp3<br>*kp3                               |               |  | set the data needed to are problems.   |
| DF   | E Hardware Status<br>Logs<br>rnation Event Status  | File Uplo                                      | ad                         | _  |   | Look          | Cancel   | oce Archive_   |

m273z8097

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

The screen shows the current and new versions.



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 35 "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 98 "Updating System Software")
- When the problem is not resolved, reinstall the system software. (page 95 "Reinstalling the System Software")
- When the problem is still not resolved, replace parts of the hardware. (page 49 "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, see page 110 "How to Identify the Location of CPU/DIMM/HDD Errors".

|       |   | Replace: |          |                 |  |  |
|-------|---|----------|----------|-----------------|--|--|
| Code  | Description   | CPU      | DIM<br>M | Mother<br>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: |          | e:              |
|-------|--|----------|----------|-----------------|
| Code  | Description  |          | DIM<br>M | Mother<br>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   | ~        |          |                 |
| dl    | 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   |          |          | ~               |
| d6    | No console output devices were found   |          |          | ~               |
| d7    | No console input devices were found  |          |          | ~               |
| d8    | Invalid password   |          |          | ~               |
| d9    | Error loading boot option (Load image returned error)                            |          |          | ~               |

|       | Description                                     |  | Replace: |                 |  |
|-------|---|--|----------|-----------------|--|
| Code  |   |  | DIM<br>M | Mother<br>board |  |
| dA    | Boot option failed (Start image returned error) |  | ~        |                 |  |
| db    | Flash update failed                             |  |          |                 |  |
| 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             |  |          |                 |  |

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              |
| A9   | 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.

Vote

• 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.

| Aptio Setup Uti.<br>Advanced   | lity – Copyright   |
|--|--|
| Socket 0 CPU Information   |  |
| Intel(R) Xeon(R) CPU E5-2630 v<br>CPU Signature<br>Microcode Patch<br>Max CPU Speed<br>Min CPU Speed<br>Processor Cores<br>Intel HT.,Technology<br>Intel VT-x Technology | 2 @ 2.60GHz<br>306e4<br>416<br>2600 MHz<br>1200 MHz<br>6<br>Supported<br>Supported |
|  | m273z4006  |

• [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 Setup Uti<br>Advanced            | lity – Copyright (C) 2012 Am   |
|--|--|
| SATA Configuration                     | The Received and the first   |
| SATA Porto<br>SATA Porti               | ATAPI IHDS ATAPI   |
| SATA Port2<br>SATA Port3<br>SATA Port4 | ST1000DM003-(1000GB)<br>ST1000DM003-(1000GB)<br>ST1000DM003-(1000GB) |
| SATH POPTS                             | Not Present<br>m273z4008   |

# Note

- 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 Port0<br>SATA Port1<br>SATA Port2<br>SATA Port3<br>SATA Port3<br>SATA Port4<br>SATA Port5<br>[C] | ATAPI iH<br>Not Preser<br>ST1000DM00<br>ST1000DM00<br>ST1000DM00<br>Not Presen |



m273z4012

# 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 118 "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



m273z8059

• Print Server Console Screen



m273z8060

#### 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 | eted 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 Shutdown |

m273z8107

# Service Call (SC) Tables

This section explains the SC for Print Server R-60A. 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<br>operation panel, and the<br>machine cannot be used<br>(safety-related SC).                                       | Execute CE reset SP mode, and<br>switch main power from OFF to<br>ON. | Occurrence & alarm count<br>↓<br>Immediate alarm  |
| В       | When a function is<br>selected, the SC is<br>displayed on the<br>operation panel, and the<br>machine cannot be used<br>(down-time mitigation). | Switch main power from OFF to<br>ON.                                  | Occurrence & alarm count<br>↓<br>Power OFF → ON<br>↓<br>Alarm count and alarm only<br>if recurrence |
| С       | No display on the<br>operation panel, and use<br>is permitted.   | Count only logging.   | Occurrence<br>↓<br>Logging count & alarm<br>count   |
| D       | The SC is displayed on the<br>operation panel, and the<br>machine cannot be used<br>(machine-error SC).  | Switch main power from OFF to<br>ON.                                  | Occurrence & alarm count<br>↓<br>Power OFF → ON<br>↓<br>Alarm count and alarm only<br>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 IPI 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   |  |
|          |       | <ul> <li>Unexpected errors for the network environment</li> <li>Motherboard defective</li> <li>The configuration file or device driver corruption</li> </ul> |  |
|          |       | 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             |
|          |       | <ul> <li>Exhaust heat port of the housing is blocked</li> </ul>  |
|          |       | • Check the connection between the CPU and CPU cooling fan.      |
|          |       | <ul> <li>Check the exhaust heat port and clean it up.</li> </ul> |
|          |       | <ul> <li>Replace the CPU and CPU cooling fan.</li> </ul>         |
|          |       | 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            |
|          |       | <ul> <li>Exhaust heat port of the housing is blocked</li> </ul> |
|          |       | • 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.<br>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  |  |  |  |  |
|----------|-------|--|--|--|--|--|
| SC911-57 | D     | License key H/W error  |  |  |  |  |
|          |       | <ul><li>USB dongle (included a license key) defective</li><li>Connection fault</li></ul> |  |  |  |  |
|          |       | 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   |  |  |  |  |  |
|          |       | <ul> <li>License key defective (nonconformity, file corruption and so on)</li> <li>Unauthorized use of USB dongle (used once to another device, falsification, etc.)</li> </ul> |  |  |  |  |  |
|          |       | 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.  |  |  |  |  |  |
|          |       | <ul> <li>Check the cable connection between the print server and the printer.</li> <li>Restart the printer and the print server in the correct procedure.</li> </ul> |  |  |  |  |  |

| SC No.   | Level | Error Name/Error Condition/Major Cause/Solution                        |  |  |  |  |  |
|----------|-------|--|--|--|--|--|--|
| SC911-62 | D     | Print Engine communication error.                                      |  |  |  |  |  |
|          |       | Connection fault   |  |  |  |  |  |
|          |       | Motherboard (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.   |  |  |  |  |  |
|          |       | <ul> <li>Replace the connection cable or motherboard.</li> </ul>       |  |  |  |  |  |

| 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 P | rint          | Preset                 |
|                  | Prir     | nt Samples    | Load Preset            |
|                  | 📷 Traces |               | Ethernet Adapters      |
|                  | Sav      | ve Traces     | Ethernet Configuration |
| Disk Operations  | Confi    | gure Traces   |                        |
|                  | Trac     | ce Archive    |                        |
|                  |          |               |                        |
|                  |          |               |                        |
| Code version     |          |               |                        |

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 Ctart          |
|------|-----------|----------------|----------------------|-------------|---------------------|
| Trac | e Archive |                |                      |             | Exit                |
|      | State     | Abort name     | Date created         | Туре        |                     |
| 001  | USB       | Manual         | 12/28/2014. 10:23:44 | Manual      | Properties          |
| 002  | Done      | Manual         | 12/28/2014, 06:55:40 | Manual      | Save and Mark       |
| 003  | Done      | Manual         | 12/28/2014, 06:51:49 | Manual      | Mark selected trace |
| 004  | Done      | Manual         | 12/27/2014, 10:34:16 | Manual      | Mark all traces     |
| 005  | Done      | Manual         | 12/27/2014, 10:09:08 | Manual      |                     |
| 006  | Done      | C: JTA_Sething | 12/27/2014, 09:40:07 | Fatal error |                     |
| 007  | Done      | MC: handleTray | 12/27/2014, 09:23:11 | Fatal error |                     |
| 800  | Done      | MC: handleTray | 12/27/2014, 09:16:32 | Fatal error |                     |
| 009  | Done      | MC: handleTray | 12/27/2014, 09:10:23 | Fatal error |                     |
| 010  | Done      | MC: handleTray | 12/27/2014, 09:03:07 | Fatal error | 1/2                 |
| 011  | 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  |          | $\bigcirc$ |
|-------------------|---|----------------|-----------------------|----------------------|--------------|--------|----------|------------|
| Operations        | Jobs  | Configuration  | Maintenance           |                      | Submit       | Job    | Service  | v 2        |
| Job Previ_ Job    | Infor_ @ [□]>   | Active Jobs [0 | )]<br>∮ i≣▼           |                      |              | 8      | View +   |            |
| Job name:         |   | Status         | us Job Name User Name |                      | me Size      | Copies | Job Type | Action.    |
|                   | milalas   | Inactive Jobs  | [1] Stored Jobs [O]   | Invalid Jobs [0]     | Job Log [20] | 20     | View i • |            |
| <u>u</u> <u>u</u> |   | Status         | Job Name              | lob Name   User Name |              | Copies | Job Type | Action.    |
|                   | 10 > >1   | Held           | Printer_test2pdf      |                      | 108.7 KB     | 1      | PDF      | ► ŭ        |
| Input Tra. Int    | erpos. 🛛 🗆  | <u>(</u> )     |                       |                      |              |        |          |            |
| 1 🛄 💭             | Paper<br>8.5 x 11.0 in, PLain,<br>Weight 2 (63.1 -<br>80.0 gsm) | -              |                       |                      |              |        |          |            |
| 2 🔳 🕞             | 11.0 x 17.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)         |                |                       |                      |              |        |          |            |
| 3 🔳 🕞             | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)          |                |                       |                      |              |        |          |            |
| 4 🔳 🖟             | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -                       | Ŧ              |                       |                      |              |        |          |            |

m273z8027

## 3. Click [Trace Archive].

| Ready  | Stoe                             | Start   |  |  |
|--|----------------------------------|---|--|--|
| Operations Jobs Configurat                           | ion Maintenance                  | Submit Job 🚺 Service 🔻 👔  |  |  |
| Shutdown/Restart                                     | List/Test Print [12]             | Calibration   |  |  |
| shut down the DFE and control unit software.         | masters to verify print quality. | by adjusting the color output density.  |  |  |
| Restart TotalFlow Print Server                       |                                  | The calibration procedure is performed to make sure the   |  |  |
| Restart Printer Controller                           | Test master                      | Calibration Master] button to begin A color test master   |  |  |
| Shut Down Printer Controller                         |                                  | is printed which must be scanned by an optical scanning<br>device. Its calibration data is then loaded back into the  |  |  |
|  | Logs                             | printer, verified, and finally accepted as the new<br>calibration.  |  |  |
|  | Paper catalog                    | Very one should be calibration providers are at any time.   |  |  |
| Disk Operations                                      | PostScript fonts                 | You can start the calibration procedure over at any time<br>by selecting the [Print Calibration Master] button.<br>Print Calibration Master<br>Load Calibration |  |  |
| Use these functions to manage configuration          | Presets                          |   |  |  |
| data and control unit software.                      | Printer configuration            |   |  |  |
|  | ¬ PDF [7]                        |   |  |  |
| Backup   | PDF – Blank page                 | Traces  |  |  |
| Restore  | PDF - CMY colors                 | Use traces to capture the data needed to  |  |  |
| HDD Erase  | PDF - CMYK colors                | diagnose software problems.   |  |  |
| Update Code  | PDF - Color test page            |   |  |  |
|  | PDF - Profiles                   | Job Capture StartStop   |  |  |
| Tools and Logs                                       | PDF = R6B colors                 | Save Traces   |  |  |
| Use these tools and logs to maintain the<br>printer. | PDF – Tray adjustment            | Configures Traces   |  |  |
|  |                                  | Trace Archive   |  |  |
| DFE Hardware Status                                  |                                  |   |  |  |
| Logs   |                                  |   |  |  |
| Hibernation Event Status                             |                                  |   |  |  |
|  |                                  |   |  |  |
|  |                                  | m273z8041   |  |  |

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

| Ready  |            |               |                           |        |                                     | Stop  | Start Pro C71105                            |                   |
|--|------------|---------------|---------------------------|--------|-------------------------------------|---|---|-------------------|
| Operations Jo  | bs         | Configur      | ration Main               | tenar  | ice                                 |   |   | 🐼 Service ▼ 🔐     |
| Shutdown/Restart   |            |               | List/Test Pr              | nt (1) | 2]                                  |   | Calibration                                 | 2                 |
| Use these procedures to restart and property shut Use to print configuration data and test Use to print configuration d |            |               |                           |        |                                     | Use calibration to ensu<br>by adjusting the color | re optimal print quality<br>output density. |                   |
| Restart TotalFlo<br>Restart Printe<br>Shut Down Print  | -          | Trace Archive |                           |        |                                     |   |   | performed on this |
|  | EΕ         | B ⊠ Qf        |                           |        |                                     |   |   |                   |
|  | State      | Type          | Date created              | Siz.   | Abort name                          | Description                                       |   |                   |
| Disk Operations  | Downlo     | Manual        | 12/27/2014 10.34:16 AM    | 12,47  | Manual                              | りービス い 2014/1<br>しました。                            | 227, 0303/ COPU-Alemon                      |                   |
| data and control unit  | Done       | Manual        | 12/27/2014 10:09:08<br>AM | 10.16  | Manual                              | Administrator requi<br>10:07:12                   | ested save traces on 12/27/2014,            |                   |
| Rest   | Done       | Fatal error   | 12/27/2014 09:40:07       | 9.17   | C:<br>JTA_SetFinishing              | Can't set output bin<br>option.                   | to infoprint.Perfect without bind           | <u>a</u>          |
| HDD E  | Done       | Fatal error   | 12/27/2014 09:23:11 AM    | 17.67  | MC:<br>handleinfoSpecO<br>utputTray | Specified item nam<br>[IFBoxTray.faceDow          | e includes invalid output tray nam<br>m]    | e inveeded to     |
| Tools and Logs   | Done       | Fatal error   | 12/27/2014 09:1632 AM     | 17.67  | MC:<br>handleinfoSpecO<br>utputTray | Specified item nam<br>[IFBoxTray.faceDow          | e includes invalid output tray nam<br>m]    | Stop              |
| Use these tools and lo   | Done       | Fatal error   | 12/27/2014 09:10:25 AM    | 17.67  | MC:<br>handleinfoSpecO<br>utputTray | Specified item nam<br>[IFBoxTray.faceDow          | e includes invalid output tray nam<br>m]    | •                 |
| DEE Hardw  | Done       | Fatal error   | 12/27/2014 09:03:07<br>AM | 17.67  | MC:<br>handleinfoSpecO<br>utputTray | Specified item nam<br>[IFBoxTray.faceDow          | e includes invalid output tray nam<br>m]    | •                 |
| Lo   |            |               |                           |        |                                     |   | Close                                       |                   |
| Hibernation E  | vent Stati | us            |                           |        | _                                   |   |   |                   |
|  |            |               |                           |        |                                     |   |   |                   |
|  |            |               |                           |        |                                     |   |   | m273z8042         |

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

| Ready  |  |                 |  | Stoo Start            |   |
|--|--|-----------------|--|-----------------------|---|
| Operations Job                                       | bs Configurat  | ion Mainte      | nance                                  | Sut                   | omit Job 🔯 Service 🔻 🔋  |
| Shutdown/Restart                                     | to restart and property<br>Archive Traces (S)<br>Select File | List/Test Print | [12]<br>nt configuration data and test | Calibration<br>Use ca | Constant to ensure optimal print quality  |
| Pestart Printe<br>Shut Down Print<br>Disk Operations | State  | Name            | Date Modified                          | Size                  | and a series of the series of |
| data and control unit Backs Reste HDD B              | New  |                 |  |                       | が<br>53,<br>1でのトレー<br>数求しまし<br>a meded to   |
| Tools and Logs Use these tools and L printer.        | New  | File name       | tr-0000000000-201                      | 41251-095940.tarZ     | 51.<br>でのトレー<br>意求し浸し <u>Stop</u>   |
| DFE Hardwa   | Done   | d File          |  | Save                  | 51.<br>でのトレー<br>東京しまし<br>Close  |
| Hiberhation EV                                       | en 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 | Userlools/Adjustme | nt                                   |
|---|---|--|---------------|--------------------|--------------------------------------|
| perator Message                                   |   |  |               |                    | _                                    |
| CB1A - No output trag                             | ys are available                          |  |               | Details            |                                      |
|   |   |  |               |                    | -                                    |
|   |   |  |               |                    |                                      |
|   |   |  |               |                    |                                      |
|   |   |  |               |                    |                                      |
|   |   |  |               |                    |                                      |
|   |   |  |               |                    |                                      |
|   |   |  |               |                    |                                      |
|   |   |  |               |                    |                                      |
|   |   |  |               |                    |                                      |
|   |   |  |               |                    |                                      |
|   |   |  |               |                    |                                      |
|   |   |  |               |                    |                                      |
| Tray Information                                  |   |  |               |                    |                                      |
| Tray Information                                  |   |  |               |                    |                                      |
| Tray Information                                  | 85×11                                     | 63.1 -   | 6 🗐           | %×11D              | 63.1 -                               |
| Tray Information                                  | 8×110                                     | 63.1 -<br>80.0 gsm<br>69.1 -   | 6 🗐           | %×11₽              | 63.1 -<br>80.0 s                     |
| Tray Information                                  | %×11₽<br>11×17₽                           | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm   | 6 E           | %×110<br>%×110     | 63.1 -<br>80.0 g<br>63.1 -<br>80.0 g |
| Tray Information                                  | 85×110<br>11×170<br>85×110                | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -   | 6 🗐<br>A 🗐    | %×11₽<br>%×11₽     | 63.1 -<br>90.0 g<br>63.1 -<br>90.0 g |
| Tray Information                                  | %×11₽<br>11×17₽<br>%×11₽                  | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm   | 6 🗐<br>A 🗐    | 85×11<br>85×11     | 63.1 -<br>90.0 g<br>63.1 -<br>90.0 g |
| Tray Information<br>1 UE<br>2 UE<br>3 UE          | 8%×110<br>11×170<br>8%×110                | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -                                 | 6 🗐<br>A 🗐    | %×11₽<br>%×11₽     | 63.1 -<br>80.0 g<br>63.1 -<br>80.0 g |
| Tray Information<br>1 188<br>2 18<br>3 18<br>4 18 | 85×11<br>11×17<br>85×11<br>85×11<br>85×11 | 63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm                     | 6 🗐<br>A 🗐    | 85×11<br>85×11     | 63.1 -<br>80.0 g<br>63.1 -<br>80.0 g |
| Tray Information<br>1 100<br>2 10<br>3 10<br>4 10 | 8×110<br>11×170<br>8×110<br>8×110         | 63.1 -<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 -<br>80.0 gsm<br>63.1 - | 6 🗐<br>A 🗐    | %×11₽<br>%×11₽     | 63.1 -<br>90.0 g<br>63.1 -<br>80.0 g |

3. Press [Save Traces].

| O Ready                  |         |               |                | top Start |
|--------------------------|---------|---------------|----------------|-----------|
| Operations               | Jobs    | Paper Setting | UserTools/Adju | stment    |
| O Shutdown/Restart       | Test Pr | int           | Preset         |           |
|                          | Prin    | t Samples     | Load Pre       | set       |
|                          | Traces  |               | Ethernet Ad    | apters    |
|                          | Sav     | e Traces      | Ethernet Conf  | iguration |
| 🕞 Disk Operations        | Confia  | sure Traces   |                |           |
|                          | Trac    | e Archive     |                |           |
|                          |         |               |                |           |
|                          |         |               |                |           |
| Code version<br>v0.1.133 |         |               |                |           |
|                          |         |               |                |           |
|                          |         |               | m              | 273z8053  |



- 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].

| Read          | У   |                  |                               | Stop                 | Start Pro 0      | 71105      |                 |         |
|---------------|---|------------------|-------------------------------|----------------------|------------------|------------|-----------------|---------|
| Operations    | Jobs  | Configuration    | Maintenance                   |                      | Submit           | Job        | 🔅 Service       | • 2     |
| Job Previ_ Jo | b Infor_ @ 💿  | Active Jobs [0   | )]<br>₽ i≣▼                   |                      |                  | 0          | View            | •][= ×] |
| Job name:     |   | Status           | Job Name                      | User Name            | Size             | Copies     | Job Type        | Action  |
| Hamme         |   | Inactive Jobs    | [1] Stored Jobs [0]           | Invalid Jobs [O] Job | Log [20]         | <b>a</b> Q | ][View   *      |         |
|               | /0 2 X  | Status<br>B Held | Job Name<br>Printer_test2.pdf | User Name            | Size<br>108.7 KB | Copies     | Job Type<br>PDF | Action. |
| Input Tra. In | terpos 📓 🗔 🛛  | <u>×]</u>        |                               |                      |                  |            |                 |         |
| Tray          | Paper   | _                |                               |                      |                  |            |                 |         |
| 1 📖 🖓         | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)  | A                |                               |                      |                  |            |                 |         |
| 2 🔳 🕞         | 11.0 x 17.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm) |                  |                               |                      |                  |            |                 |         |
| 3 🔳 🕞         | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)  |                  |                               |                      |                  |            |                 |         |
| 4 🔳 💭         | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -               | Ŧ                |                               |                      |                  |            |                 |         |
|               |   |                  |                               |                      |                  |            | m273z           | 8027    |

3. Click [Save Traces].



4. Click [OK].



• You can describe the situation.



4

# • 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        | Start                 | Pro C71105   |
|---|--|--------------------------------|----------------------|-----------------------------------|---------------|--------------|-------------|-----------------------|--|
| Operations  | Jobs   | Configur                       | ation                | Maintena                          | nce           |              |             | Subr                  | nit Job 🔯 Service 🔻 🙎  |
| Shutdown/Resta  | art<br>rocedures to resta<br>he DFE and contro   | It and property<br>Select File | List/Te              | est Print [12]<br>Use to print co | ifiguration d | ata and test | 8           | Calibration<br>Use ca | Diation to ensure optimal print<br>idjusting the color output density.   |
| Restart 1<br>Restar<br>Shut Do<br>Disk Operations<br>Use these fu<br>data and cor | Total Flow Print 5<br>t Printer Control<br>wn Printer Control<br>anctions to manager<br>strol unit softwar |                                | lame                 | D                                 | ate Modified  | 1            | Size        | <b>i</b> i            | dure is performed to make sure     durate colors. Select the (Print     button to begin A color test     ich must be schmed by an optical     calibration data is then loaded     iverified and finally accepted as     sitration procedure over at any     e (Print Calibration Master] button     stion Master |
|   | Backup<br>Restore<br>HDD Erase<br>Update Code  |                                |                      |                                   |               |              |             |                       | tionv  |
| Tools and Logs  | ools and logs to m   | R                              | e name<br>es of type | **<br>8-                          | ,             | 000-201412   | 218-155419. | tarZ                  | Start., Stop.,<br>Save Traces.,<br>Configure Trace.,<br>Trace Archive.,  |
| DFE   | Hardware Statu   | Download Fil                   | •                    | _                                 | _             |              | Save        | Cancel                |  |
| Hiber   | nation event stati   | 5                              |                      |                                   |               |              |             |                       | 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.

135

| Operations                        | Jobs                               | Configu                     | ration      | Mainter         | ance                |                 |         | Submit      | Job 🐼 Service 🔻   |      |
|-----------------------------------|------------------------------------|-----------------------------|-------------|-----------------|---------------------|-----------------|---------|-------------|---|------|
| hutdown/Restart                   |                                    | ្ឋ                          | List/T      | lest Print [1   | 2]                  | <u></u>         | Calibra | tion        |   |      |
| Use these process shut down the D | dures to restart<br>FE and control | and properly<br>Select File |             | Use to print of | onfiguration data a | and test        |         | Use calibr  | ation to ensure optimal print<br>idjusting the color output der | sity |
| Restart Total                     | Flow Print Se                      | ψ –                         |             |                 |                     |                 | Cz C    | 亩           | edure is performed to make                                      | surv |
| Restart Printer Control           |                                    | mam P                       | Name        |                 | Date Modified       | Size            |         |             | button to begin. A color test                                   | oti  |
|                                   | minter Contri                      | <u>494</u>                  |             |                 |                     |                 |         |             | calibration data is then loade                                  | da   |
|                                   |                                    |                             |             |                 |                     |                 |         |             |   |      |
| sk Operations                     |                                    |                             |             |                 |                     |                 |         |             | libration procedure over at a<br>e [Print Calibration Master] b | ny   |
| Use these function                | ons to manag                       |                             |             |                 |                     |                 |         |             | ation Master  |      |
|                                   | unit portinu                       |                             |             |                 |                     |                 |         |             | tion  |      |
| в                                 | ackup_                             |                             |             |                 |                     |                 |         |             |   |      |
| Ri                                | estore                             |                             |             |                 |                     |                 |         |             |   |      |
| HD                                | D Erase_                           |                             |             |                 |                     |                 |         |             | to capture the data needed t<br>ftware problems.                | 0    |
| Upd                               | ste Code                           |                             |             |                 |                     |                 |         |             |   |      |
| ools and Logs                     |                                    | R                           | le name     | 1               | r-00000000000       | -20141218-15541 | 9.tar.Z |             | Start Stop  |      |
| / Use these tools                 | and logs to m                      | R                           | les of type |                 |                     |                 |         | Save Traces |   |      |
| printer.                          |                                    |                             | and of the  |                 | 4.                  |                 |         |             | Configure Trace   |      |
|                                   |                                    | Download El                 |             |                 |                     | Caus            | 1       | wi l        | inace Archive   |      |
| DFE Har                           | dware Statu                        | Downtood Pi                 |             |                 |                     | Solve           | Car     |             | _   |      |
|                                   | Logo                               |                             |             |                 |                     |                 |         |             |   |      |

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

| Not Ready  |  |                                   |
|--|--|-----------------------------------|
| Operations Jobs Configurat   | tion Maintenance   | Submit Job 🚺 Service 🔻 👔          |
| Shutdown/Restart   | List/Test Print [12]<br>Use to print configuration data and test<br>masters to verify print quality. | Calibration                       |
| Bestart Tota/Flow Print Ser       Select File         Restart Printer Controls       Image: Controls         Shut Down Printer Controls       Image: Controls         Disk Operations       Image: Controls         Use these functions to manage data and control unit software       Image: Controls         Backup       Restore         HOD Erase       Update Code         Tools and Logs       Image: Controls and logs to mage printer. | To:Sending file 00000000   | Configure Trace_<br>Trace Archee_ |
| DEE Marchana Status  | e  | Send Cancel                       |
| Logs.,<br>Hibernation Event Status   |  | m272=0065                         |

# 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].

| Read                             | ly  |    |                           |                              |              | Stoo Start | Pro     | 71105<br>3 |                 |         |
|----------------------------------|---|----|---------------------------|------------------------------|--------------|------------|---------|------------|-----------------|---------|
| Operations                       | Jobs  | Co | nfiguration               | Maintenance                  |              |            | Submit  | Job        | Service         | • 2     |
| Job Previ_ Jo                    | bb Infor_ 🔐 🖂   | <] | Active Jobs [0            | ]<br>▶ i≣▼                   |              |            |         | 8          | View -          | ][= ×]  |
| Job name:                        |   |    | Status Job Name User Name |                              |              |            | Size    | Copies     | Job Type Action |         |
|                                  | . 20 0  |    | Inactive Jobs [           | 1] [Stored Jobs [0]<br>) i≣▼ | Invalid Jobs | [0] Job Lo | 9 [20]  |            | [View 1+        |         |
| $ \langle \cdot \rangle \rangle$ | 10 > >1   |    | Status                    | Job Name                     | A 1          | Jser Name  | Size    | Copies     | Job Type        | Action. |
| Input Tra. In                    | nterpos 🗎 📄   | <  |                           | PTEIUN_UPS12p01              |              |            | 1067 KB |            | PUP             | F 4     |
| Tray                             | Paper   | _  |                           |                              |              |            |         |            |                 |         |
| 1 🛄 💭                            | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 –<br>80.0 gsm)  | ^  |                           |                              |              |            |         |            |                 |         |
| 2 🗐 🖓                            | 11.0 x 17.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm) | Н  |                           |                              |              |            |         |            |                 |         |
| 3 🔳 🕞                            | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)  |    |                           |                              |              |            |         |            |                 |         |
| 4 🔳 💭                            | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -               | Ŧ  |                           |                              |              |            |         |            |                 |         |
|                                  |   |    |                           |                              |              |            |         |            | m273z           | 8027    |

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.

| Putter index     Sure Trace     Sure Trace     Survice requested save traces on 02/16/2015, 14:01:09     Survice requested save traces on 02/16/2015, 14:01:09     Cot     Cot        PDF-CMT colors | Operator Messa  | ges   |
|--|-----------------|---|
| Service requested save traces on 02/16/2015, 14:01:09  |                 |   |
| S Y Correct  | Input Trays [7] | Interposer Trays.   |
| S Y OK Crost   | 8               | 1   |
| S V<br>PDF-CMY colors  | Trav            | Paper   |
| S Y III III III III III III III III III  | 1 🔳 🛛           | 210.0 x 297.0 mm, Plain,<br>Weight 2 (63.1 - 80.0<br>gsm) |
| S Y CX Caroot  | 2 🛄 🗔           | 297.0 x 420.0 mm, Plain,<br>Weight 2 (63.1 - 80.0<br>gsm) |
| OK Carcel  | 3 🔳 🕞           | 210.0 x 297.0 mm, Plain,<br>Weight 2 (63.1 - 80.0<br>gsm) |
| PDF - CMY colors   | A IEI D         | 210.0 x 297.0 mm, Plain,<br>Weight 2.051 - 80.0           |
| PUP - UNIT COURS   | Te              | 7.940202  |
| PDE - CMVK colors  |                 |   |
| DFE Hardware Status PDF = Color fast page  |                 |   |
| LogsPOF = Profiles   |                 |   |
| Hibernation Event Status PDF = RGB colors  |                 |   |
| POF – 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].

| Operations Jobs Co<br>Shutdown/Restart<br>Use these procedures to restart and pro<br>down the DFE and control unit software | perty stut<br>Select File | Maintena<br>List/Test Print                         | Ince  | a                   | Calibration    | Submit Job 🔯 Service 🔻 🕻  |
|---|---------------------------|---|---|---------------------|----------------|---|
| Shutdown/Restart Use these procedures to restart and pro down the DFE and control unit software                             | perty shut<br>Select File | List/Test Print                                     | t [18]<br>int configuration data a<br>print quality | 8                   | Calibration    |   |
|   | Select File               |   | press question                                      | d test masters      | Use c<br>adjus | alibration to ensure optimal print quality by<br>ting the color output density.   |
| Restart TotalFlow Print Serve<br>Restart Printer Controller<br>Shut Down Printer Controller                                 | ¥<br>180 Nar              | 10 <sup>-</sup>                                     | Date Modified                                       | Size                | 0i 📫 🗇         | ocedure is performed to make sure the<br>urate colors. Select the [Print Calibration<br>b begin A color text master is printed which<br>by an optical scanning device. Its calibration<br>ed back into the printer, verified, and finally<br>new calibration. |
| Disk Operations<br>Use these functions to manage config<br>and control unit software.                                       |                           |   |   |                     |                | calibration procedure over at any time by<br>nt Calibration Master] button.<br>bration Master   |
| Backup Restore HDD Brase Update Code  |                           |   |   |                     |                | es to capture the data needed to diagnose<br>problems.  |
| Tools and Logs  | File r<br>Files           | ame<br>of type                                      | tr-0000000000                                       | 0-20150216-135349.t | rZ<br> ▼       | StartStop<br>Save Trace<br>Configure Trace  |
| DFE Hardware Status   | Download File,            | J   |   | Save                | Cancel         | Trace Archive   |
| Logs<br>Hibernation Event Status  |                           | PDF - Profiles<br>PDF - RGB colo<br>PDF - Tray adju | rs<br>ustment                                       |                     |                |   |

#### 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.

| Operations .                                | Jobs (                                     | Configuration       | Mainte       | nance   |                    |               | Submit Job   | Service V   |
|---|--|---------------------|--------------|---|--------------------|---------------|--|---|
| Shutdown/Restart                            |  | 2                   | List/Test Pr | int [18]  | 8                  | Calibration   |  | 8   |
| Use these procedur<br>down the DFE and o    | es to restart and p<br>control unit softwa | roperly shut<br>re. | Use to ver   | e print configuration dat<br>ify print quality. | a and test masters | Use of adjust | calibration to ensure optimi<br>sting the color output densi                   | si print quality by<br>ty.                                      |
| Restart Total<br>Restart Pri                | Flow Print Server                          | Ŷ                   |              |   |                    | 0ų 📭 💼        | ocedure is performed t<br>urate colors. Select the<br>p begin. A color test ma | o make sure the<br>(Print Calibration<br>ister is printed which |
| Shut Down F                                 | rinter Controller,                         | <u>I</u> <u>I</u> I | Name         | Date Modifie                                    | d Size             |               | by an optical scanning<br>ed back into the printer,<br>new calibration.        | device. Its calibration<br>verified, and finally                |
| Disk Operations                             |  |                     |              |   |                    |               | nt Calibration Master] b   | wer at any time by<br>autton                                    |
| Use these functions<br>and control unit sof | s to manage config<br>'tware.              |                     |              |   |                    |               | bration  |   |
| 8   | ackup                                      |                     |              |   |                    |               |  |   |
| R   | estore                                     |                     |              |   |                    |               | er to capture the data i   | Li .  |
| Ups   | ate Code                                   |                     |              |   |                    |               | problems.  |   |
| Tools and Loos                              |  | F                   | ite name     | tr-00000000                                     | 000-20150216-13534 | 9.tarZ        | Start_   | Stop_   |
| S / Use these tools and                     | logs to maintain t                         | F                   | iles of type | **  |                    |               | Save Traces_   |   |
|   |  |                     |              |   |                    |               | Trace Archive_   |   |
| DFE Har                                     | dware Status_                              | Download F          | Le           |   | Save               | Cancel        |  |   |
|   | Logs                                       |                     | POP - COLOR  | test page                                       |                    |               | _  |   |
| Hibernati                                   | on Event Status                            |                     | PDF - Profit | es  |                    |               |  |   |
|   |  |                     | PUP - NUD 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.
# Image Trouble

# Cannot Get the Solid BK 100% When Selecting PureBlack/RichBlack

## Note

• This problem occurs only for using TotalFlow Print Server R-60A, not for using R-60

#### Symptom

Even though [PureBlack]/[RichBlack] is set on the console screen of the print server or the printer driver, output image is not solid BK 100% but halftone



#### Solution

Adjust the image density for the printer.

- 1. Start the [Adjustment Settings for Skilled Operators] menu.
- 2. Decrease the value in following setting item:

| No.  | ltem                        | Value    |
|------|-----------------------------|----------|
| 0204 | Adjust Maximum ImageDensity | -5 to +5 |

3. Execute the calibration.

For details about how to calibrate a printer, see "Calibrating the Printer", Operating Instructions, and the help in ColorPort.

# **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.

| Rea         | dy   |   |                                     | _                      |   |  | Stop   |
|-------------|--|---|-------------------------------------|------------------------|---|--|--|
| Operations  | Jobs   | Configu   | ration                              | Maintenance            |   |  |  |
| Paper       | Basic<br>Specify the<br>Besource_based sci   | processing opti   | ons for all prir                    | nt jobs (except IPDS). |   | Fonts  | [209]<br>The font list dis<br>manage the fon   |
| Printer     | Process jobs before<br>Optimize job order<br>Process jobs with ui<br>options<br>Banner page<br>PDF job processor   | e printing  | No<br>No<br>Fail job<br>Off<br>APPE |                        | Y | Full nam<br>Adobe A<br>Adobe A<br>Adobe A<br>Adobe Fa<br>Adobe G | e<br>rabic Bold<br>rabic Bold Italic<br>rabic Italic<br>rabic Regular<br>an Heiti Std B<br>othic Std B                                     |
| Data Stream | Filters [2]<br>Filters are of<br>Filters are of<br>F | 5 [2]  Filters are used to process and modify print jobs. |                                     |                        |   |  | ebrew Bold<br>ebrew Bold Italic<br>ebrew Italic<br>ebrew Regular<br>eiti Standard<br>ee Regular<br>eiti Std R<br>ling Standard<br>ee Light |
|             |  |   |                                     |                        |   | r  | n273z8105  |

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



# **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.

When the USB cable for power interlock is connected, it can recognize the power ON/OFF status of the printer.

#### HDD

The print server has three HDDs.

- 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 (1,600MHz 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 the 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 162 "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       Service v       P         Job Previl       Job Infor.       Image: Service v       Image: Service  | Read          | у   |                   |                               |             | Stor         | rt Pro C         | 71105      |                 |         |
|---|---------------|---|-------------------|-------------------------------|-------------|--------------|------------------|------------|-----------------|---------|
| Job Infor.       Image: Comparison of the co                  | Operations    | Jobs  | Configuration     | Maintenance                   | _           |              | Submit           | Job        | Service         | • 2     |
| Job name:       Status       Job Name       User Name       Size       Copies       Job Type       Action.         Imput Tra.       Interpos.       Imput Tra.       Interpos.       Imput Tra.       Interpos.       Imput Tra.       Size       Copies       Job Type       Action.         1       Imput Tra.       Interpos.       Imput Tra.       Interpos.       Imput Tra.       I   | Job Previ_ Jo | b Infor_ ≅⊡×)   | Active Jobs [O]   | i≣v                           |             |              |                  | <b>8</b> Q | View            |         |
| Inactive Jobs [1]         Stored Jobs [0]         Invalid Jobs [0]         Job Log [20]         Image: Copies   | Job name:     |   | Status            | Job Name                      |             | User Name    | Size             | Copies     | Job Type        | Action  |
| Status       Job Name       User Name       Size       Copies       Job Type       Action.         Input Tra.       Interpos.       Imput Tra.       Interpos.       Imput Tra.   |               |   | Inactive Jobs [1] | Stored Jobs [O]               | Invalid Job | is [O] Job L | .og [20]         |            | View 7 *        |         |
| Interpos.     Image: Control of the second sec    |               | 10 > >I   | Status            | Job Name<br>Printer_test2.pdf |             | User Name    | Size<br>108.7 KB | Copies     | Job Type<br>PDF | Action. |
| Tray         Paper           1 III. 7         85 x 110 in Plain,<br>Weight 2 (631 -<br>800 gsm)         a           2 III. 0 x 170 in Plain,<br>Weight 2 (631 -<br>800 gsm)         a           5 III. 0 x 200 gsm)         a           4 III. 0 x 170 in Plain,<br>Weight 2 (631 -<br>80 g sm)         a   | Input Tra. In | terpos 📓 🗆 🗙  | ]                 |                               |             |              |                  |            |                 |         |
| 1         Image: State of the state of          | Tray          | Paper   | 1                 |                               |             |              |                  |            |                 |         |
| 2         IO x 170 in. Pian, Weight 2 (051 - 800 grm)           3         III - Weight 2 (051 - 800 grm)           4         III - Weight 2 (051 - 900 grm)   | 1 💷 🖓         | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)  |                   |                               |             |              |                  |            |                 |         |
| 3 Image: Constraint of the second s | 2 🔳 🖓         | 11.0 x 17.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm) |                   |                               |             |              |                  |            |                 |         |
| 4 🔲 🗋 Weight 2 (631 - 🔻   | 3 🔳 🕞         | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -<br>80.0 gsm)  |                   |                               |             |              |                  |            |                 |         |
|   | 4 🔳 🖟         | 8.5 x 11.0 in, Plain,<br>Weight 2 (63.1 -               |                   |                               |             |              |                  |            |                 |         |

- 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.



- 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          | <b>DH</b> 27                                     |   |
|--------------|--|---|
| You          | r user session has expired. Try logging on again |   |
| Customer     | Login  |   |
| Login Using: | EID  |   |
| EID:         |  | ] |
| [            | Login  | • |

m273z7070

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

| RIC       | <b>COH</b> 27                |                   |                          | Powered By<br>SafeNet<br>Sentine/EM<br>Welcome   Leagu |
|-----------|------------------------------|-------------------|--------------------------|--|
|           |                              | 54                |                          | Change Language  |
| Entitlen  | nent Details                 |                   |                          |  |
| ▼ Associ  | ated Product and Features    |                   |                          | Activate   |
|           | Product                      | Start Date        | End Date                 | Quantity   |
|           | IPDS-Printer-Fea<br>ture 1.0 | 06/12/2014        | Never expires            | 117 out of 250   |
| ► List o  | of features associated       |                   |                          |  |
| Previou   | us Activations (Total 133)   |                   |                          |  |
| + Previou | is Revocations (Total 1)     |                   |                          |  |
|           |                              | © 2013 SafeNet, I | nc. All Rights Reserved. |  |

m273z7071

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)                                   |                            |                  | X SafeNet         |
|-------------|---|----------------------------|------------------|-------------------|
| 1           | EID: 1000000000000000000000000000000000000            | *****                      |                  | Welcome   Logos   |
| 1/1/1/10    | ▼ Enter Quantity                                      |                            |                  | Change Language 💌 |
|             | Product   | Remaining Quantity         | Quantity         |                   |
| Entitien    | IPDS-Printer-Feature 1.0                              | 117                        | 1                |                   |
|             | Client 4 oritoria: Eth                                | amat Addrass               |                  |                   |
| Associ      | System<br>Fingerprint/Locking Data:<br>Generate Close |                            |                  | Activate Revoke   |
| 24          | POS-Printer-Fea<br>ture 1.0                           | 06/12/2014                 | Never expires    | 117 out af 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.

6

|          |  | Lice   | inse generated suc                      | cessfully                             |                           |                               | - 1       | Welcome       | Loo   |
|----------|--|--|---|---------------------------------------|---------------------------|-------------------------------|-----------|---------------|-------|
|          | License Certificate  |  |   |                                       |                           |                               |           | Change Langua | ige _ |
| Entitlen | Contact @@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@  |  | Customer:                               | Controller Develo                     | opment                    | Password:                     |           |               |       |
| - Associ | Support <u>http://www.rico</u><br>URL:   | hsoftware.com/To                               | talFlow(Advantage                       |                                       |                           |                               |           |               |       |
| _        | List of Activations  |  |   |                                       |                           |                               | ty .      | ACOVARE REVO  |       |
| 2        | Product Key  | Name   | AID                                     |                                       | Quantity                  | Remaining<br>Quantity         | •         | 1250          |       |
| ▶ List¢  |  | IPDS-Printer<br>-Feature 1.0                   |   |                                       | 250                       | 116                           |           |               |       |
| Previou  | Download Urt:  |  |   |                                       |                           |                               |           |               |       |
| Previou  | License String   |  |   |                                       |                           |                               |           |               |       |
|          | *8<br>VetPGNP8hSUIT1mdbjpt/3<br>MONpUa20103/NWXix49/9b<br>Soccoccoccoccoccoccoccoccoccoccoccoccocc | syFjyulQf0xhMrjff9<br>EatKOCpfZ3a3Q# *<br>886d | RfXUf0Rhe9apzGUF<br>IPDS-01A* version * | PeHJ3mrh3kRzOQ<br>1.0°, no expiration | k/NFWN9B/<br>date, exclus | RP5:H8GmVCo<br>ive##AID=e0000 | JdRtzRZYI |               |       |
|          |  |  |   |                                       |                           |                               |           |               |       |

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].

| O Not               | Ready  |                          |                            |             |                                   |        | top Start       | RICOH Pro (71105  |
|---------------------|--|--------------------------|----------------------------|-------------|-----------------------------------|--------|-----------------|---|
| Operations          | Jobs   | Cor                      | figuration                 | Maintena    | nce                               |        | Submit Job      | Service V   |
| Paper               | Basic<br>Simplest a<br>setting   | nd most bi<br>elect File | isic printer               | Input Trays | [7] Interpo                       | ser Tr | Preset          | ts store and retrieve setups for<br>er. All important printer<br>for a job can be simply  |
| Printer             | Output Joggins<br>Allow to print<br>Reprint unfinis<br>pages<br>Flip for face up<br>duplex |                          | Nome<br>Iservrc            | 01/2        | » Modefieri<br>2/2015 18:18:04 PM | 432 KB | CQ C4 亩         | Ricoh<br>Currentiy loaded<br>Valid  |
| Color<br>Management | Printer name<br>Printer informa<br>details<br>Printer location                             |                          |                            |             |                                   |        |                 | time on the printer or<br>the method that the printer<br>tilize to obtain the current     |
| Data Stream         | Enter Sleep mo<br>after<br>Wake on netwo<br>traffic<br>When printer si                     |                          |                            |             |                                   |        |                 | 1/23/2015 11:09:36 AM<br>S Aleutian<br>tanual   |
| Network             |  |                          | File name<br>Files of type | lservi      | ε                                 |        |                 | induces [1] Induction of the settings allow as options to be installed and for a printer. |
| Security            |  | File Uplo                | ad                         |             |                                   | Load   | Cancel          | 11  |
|                     |  |                          |                            | Timmer tray | Enable                            |        | 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   |
|------------------------|---|
| СРИ                    | 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<br>Type-A ×4 (Front ×1, Rear ×3), USB2.0 Type-B, VGA   |
| Protocol               | FTP, LPR, Port 9100, TCP-IPDS, IPP, RHPP, HTTP, Dynamic DNS, SMB,<br>AppleTalk, WSD   |
| Print Resolution       | 1,200 dpi (2bit)  |
| Input Data Streams     | <ul> <li>IPDS</li> <li>PostScript Level3</li> <li>PDF -Version 1.7</li> <li>TIFF -TIFF AFPC Subset</li> <li>JPEG -AFPC JPEG Subset</li> <li>PDF/VT-1</li> <li>PDF/X (PDF/X-1a, PDF/X-3, PDF/X-4)</li> </ul> |
| Built-in Fonts         | Roman PS font: 136 fonts  |
| Power Source           | 100-240V, 4.8A, 50/60 Hz  |
| Power Consumption      | 400W  |
| 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