# TotalFlow Print Server R-62 Machine Code: M525 Field Service Manual Ver 1.0

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## **Important Safety Notices**

## Warnings, Cautions, Notes

In this manual, the following important symbols and notations are used.

## **WARNING**

• A Warning indicates a potentially hazardous situation. Failure to obey a Warning could result in death or serious injury.

## 

• A Caution indicates a potentially hazardous situation. Failure to obey a Caution could result in minor or moderate injury or damage to the machine or other property.

## 😒 Important 🔵

 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.

## **General Safety Instructions**

For your safety, please read this manual carefully before you use this product. Keep this manual handy for future reference.

## Safety Information

Always obey the following safety precautions when using this product.

## **Safety During Operation**

In this manual, the following important symbols and notations are used.



[A]: ON

[B]: OFF

[C]: Push ON/Push OFF

[D]: Standby

## **Switches and Symbols**

Where symbols are used on or near switches on machines for Europe and other areas, the meaning of each symbol conforms with IEC60417.

## Safety

## Prevention of Physical Injury

- 1. Before disassembling or assembling parts of the machine and peripherals, make sure that the machine and peripheral power cords are unplugged.
- 2. The plug should be near the machine and easily accessible.
- 3. Note that some components of the machine and the paper tray unit are supplied with electrical voltage even if the main power switch is turned off.
- 4. Always unplug the power cord from the power source before you move the product. Before you move the machine, arrange the power cord so it will not fall under the machine.
- 5. Disconnect all peripheral units (finisher, LCT, etc.) from the mainframe before you move the machine.
- 6. If any adjustment or operation check has to be made with exterior covers off or open while the main switch is turned on, keep hands away from electrified or mechanically driven components.
- 7. The machine drives some of its components when it completes the warm-up period. Be careful to keep hands away from the mechanical and electrical components as the machine starts operation.
- 8. The inside and the metal parts of the fusing unit become extremely hot while the machine is operating. Be careful to avoid touching those components with your bare hands.
- 9. To prevent a fire or explosion, keep the machine away from flammable liquids, gases, and aerosols.
- 10. Do not use flammable sprays or solvent in the vicinity of the machine. Also, avoid placing these items in the vicinity of the machine. Doing so could result in fire or electric shock.
- 11. To avoid fire or explosion, never use an organic cleaner near any part that generates heat.
- 12. Clean the floor completely after accidental spillage of silicone oil or other materials to prevent slippery surfaces that could cause accidents leading to hand or leg injuries.
- 13. Never remove any safety device unless it requires replacement. Always replace safety devices immediately.
- 14. Never do any procedure that defeats the function of any safety device.
- 15. Modification or removal of a safety device (fuse, switch, etc.) could lead to a fire and personal injury. Always test the operation of the machine to ensure that it is operating normally and safely after removal and replacement of any safety device.
- For replacements use only the correct fuses or circuit breakers rated for use with the machine.
   Using replacement devices not designed for use with the machine could lead to a fire and personal injuries.
- 17. For machines installed with the ADF/ARDF:

When a thick book or three-dimensional original is placed on the exposure glass and the ARDF cover is lowered, the back side of the ARDF rises up to accommodate the original. Therefore, when closing the ARDF, please be sure to keep your hands away from the hinges at the back of the ARDF.

- 18. When using a vacuum cleaner around the machine, keep others away from the cleaner, especially small children.
- 19. For machines installed with the anti-tip components:

The anti-tip components are necessary for meeting the requirements of IEC60950-1, the international standard for safety. The aim of these components is to prevent the products, which are heavy in weight, from toppling as a result of people running into or leaning onto the products, which can lead to serious accidents such as persons becoming trapped under the product. (U.S.: UL60950-1, Europe: EN60950-1) Therefore, removal of such components must always be with the consent of the customer. Do not remove them at your own judgment.

20. **NEVER touch** the AC circuits on the PSU board to prevent electric shock caused by residual charge. Residual charge of about 100V-400V remains in the AC circuits on the PSU board for several months even when the board has been removed from the machine after turning off the machine power and unplugging the power cord.

## Health Safety Conditions

- 1. For the machines installed with the ozone filters:
  - Never operate the machine without the ozone filters installed.
  - Always replace the ozone filters with the specified types at the proper intervals.
- 2. The machine, which use high voltage power source, can generate ozone gas. High ozone density is harmful to human health. Therefore, locate the machine in a large well ventilated room that has an air turnover rate of more than 50m<sup>3</sup>/hr/person.
- 3. Toner and developer are non-toxic, but if you get either of them in your eyes by accident, it may cause temporary eye discomfort. Try to remove with eye drops or flush with water as first aid. If unsuccessful, get medical attention.

## Observance of Electrical Safety Standards

 The machine and its peripherals must be installed and maintained by a customer service representative who has completed the training course on those models with exceptions on some machines where the installation can be handled by the user.

## Safety and Ecological Notes for Disposal

- Do not incinerate toner bottles or used toner. Toner dust may ignite suddenly when exposed to an open flame.
- Dispose of used toner, developer, organic photoconductors, and AIO unit in accordance with local regulations. (These are non-toxic supplies.)
- Dispose of replaced parts in accordance with local regulations.
- 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.

## 

The danger of explosion exists if a battery of this type is incorrectly replaced. Replace only with the same or an equivalent type recommended by the manufacturer. Discard used batteries in accordance

with the manufacturer's instructions.

## Handling Toner

- Work carefully when removing paper jams or replacing toner bottles or cartridges to avoid spilling toner on clothing or the hands.
- If toner is inhaled, immediately gargle with large amounts of cold water and move to a wellventilated location. If there are signs of irritation or other problems, seek medical attention.
- If toner gets on the skin, wash immediately with soap and cold running water.
- If toner gets into the eyes, flush the eyes with cold running water or eye wash. If there are signs of irritation or other problems, seek medical attention.
- If toner is swallowed, drink a large amount of cold water to dilute the ingested toner. If there are signs of any problem, seek medical attention.
- If toner spills on clothing, wash the affected area immediately with soap and cold water. Never use hot water! Hot water can cause toner to set and permanently stain fabric.
- Always store toner and developer supplies such as toner and developer packages, cartridges, bottles (including used toner and empty bottles and cartridges), and AIO unit out of the reach of children.
- Always store fresh toner supplies or empty bottles or cartridges in a cool, dry location that is not exposed to direct sunlight.
- Do not use a vacuum cleaner to remove spilled toner (including used toner). Vacuumed toner may cause a fire or explosion due to sparks or electrical contact inside the cleaner. However, it is possible to use a cleaner designed to be dust explosion-proof. If toner is spilled over the floor, sweep up spilled toner slowly and clean up any remaining toner with a wet cloth.

## Handling the development unit cooling system

For the machines installed the development cooling system:

- 1. The development unit cooling system circulates propylene glycol from a sealed tank through hoses that pass behind cooling plates on the sides of each development unit.
- 2. The coolant tank is located at the bottom of the cooling box on the back of the main machine.
- 3. Always obey local laws and regulations if you need to dispose of a tank or the propylene glycol coolant.
- 4. The tank must never be emptied directly into a local drainage system, river, pond, or lake.
- 5. Contact a professional industrial waste disposal organization and ask them to dispose of the tank. Lithium Batteries for Taiwan

# 警告

本機器內的鋰電池如果更換不正確型號會有爆炸的危險。 只能使用相同或製造商推薦同等類型的電池進行更換。 請依製造商說明書處理用過之廢棄電池。

#### Laser Safety

The Center for Devices and Radiological Health (CDRH) prohibits the repair of laser-based optical units in the field. The optical housing unit can only be repaired in a factory or at a location with the requisite equipment. The laser subsystem is replaceable in the field by a qualified Customer Engineer. The laser chassis is not repairable in the field. Customer engineers are therefore directed to return all chassis and laser subsystems to the factory or service depot when replacement of the optical subsystem is required.

## **WARNING**

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

## WARNING FOR LASER UNIT WARNING: Turn off the main switch before attempting any of the procedures in the Laser Unit section. Laser beams can seriously damage your eyes. WARNING WARNING WARNUNG WARNUNG AVERTISSEMENT URE TO THE BEA AVERTISSEMENT STION DIRECTI safe006 safe007 WARNING-CLASS 3B INVISIBLE LASER RADIATION WHEN OPEN AVOID EXPOSURE TO THE BEAM WARNUNG-UNSICHTRARE LASERSTRAHLUNG KLASSE 38 WENN ABDECKUNG GE OFFNET NICHT DEM STRAHL AUSSETZEN A L'OUVERTURE EVITER L'EXPOSITION DIRECTE \_safe008

## Safety Instructions for the Color Controller

#### Fuse

The color controller uses a double pole fuse. If this fuse blows, be sure to replace it with an identical fuse.

## Batteries

## 

Always replace a battery with the same type of battery prescribed for use with the color controller unit.

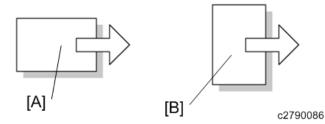
Replacing a battery with any type other than the one prescribed for use could cause an explosion.

- Never discard used batteries by mixing them with other batteries or other refuse.
- Always remove used batteries from the work site and dispose of them in accordance with local laws and regulations regarding the disposal of such items.

# Symbols, Abbreviations

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

Symbol	What it means
Ŵ	Clip ring
SF .	Screw
S.	Connector
<b>§</b>	Clamp
<b>B</b>	E-ring
	Flat Flexible Cable
$\bigcirc$	Timing Belt
SEF	Short Edge Feed
LEF	Long Edge Feed
к	Black
С	Cyan
Μ	Magenta
Υ	Yellow
B/W, BW	Black and White
FC	Full color



[A] Short Edge Feed (SEF)

[B] Long Edge Feed (LEF)

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- Windows® Internet Explorer® 9
- Internet Explorer® 10
- Internet Explorer® 11

The proper name of Edge is Microsoft® Edge<sup>™</sup>.

The proper names of the Windows operating systems are as follows:

- The product names of Windows Vista are as follows:
  - Microsoft® Windows Vista® Ultimate Microsoft® Windows Vista® Business Microsoft® Windows Vista® Home Premium Microsoft® Windows Vista® Home Basic
  - Microsoft® Windows Vista® Enterprise
- The product names of Windows 7 are as follows: Microsoft® Windows® 7 Home Premium Microsoft® Windows® 7 Professional Microsoft® Windows® 7 Ultimate Microsoft® Windows® 7 Enterprise
- The product names of Windows 8.1 are as follows: Microsoft® Windows® 8.1 Microsoft® Windows® 8.1 Pro Microsoft® Windows® 8.1 Enterprise
- The product names of Windows 10 are as follows: Microsoft® Windows® 10 Home Microsoft® Windows® 10 Pro

Microsoft® Windows® 10 Enterprise Microsoft® Windows® 10 Education

- The product names of Windows Server 2008 are as follows: Microsoft® Windows Server® 2008 Standard Microsoft® Windows Server® 2008 Enterprise
- The product names of Windows Server 2008 R2 are as follows: Microsoft® Windows Server® 2008 R2 Standard Microsoft® Windows Server® 2008 R2 Enterprise
- The product names of Windows Server 2012 are as follows: Microsoft® Windows Server® 2012 Foundation Microsoft® Windows Server® 2012 Essentials Microsoft® Windows Server® 2012 Standard
- The product names of Windows Server 2012 R2 are as follows: Microsoft® Windows Server® 2012 R2 Foundation Microsoft® Windows Server® 2012 R2 Essentials Microsoft® Windows Server® 2012 R2 Standard
- The product names of Windows Server 2016 are as follows: Microsoft® Windows Server® 2016 Standard Microsoft® Windows Server® 2016 Essentials

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## Table of Contents

1.	Installation	4
I	nstallation Requirements	4
	Environment	4
	Machine Level	4
	Minimum Space Requirements	4
	Power Requirements	5
I	nstallation Flow Chart	6
I	Machine Installation	7
	Setting Customer Expectations	7
	Accessory Check	7
	Connectors, Front Panel	8
	Installation Procedure	8
	Initial Setting	. 12
(	General Operations for Servicing	. 19
	Power Interlock Switch	. 19
	Starting the Print Server	. 20
	Shutting Down or Restarting the Print Server	. 20
	Canceling the Current Print Job	. 25
	Test Print	. 26
	How to Access Consoles (Operation Screen)	. 27
	Backing up Data/ Restoring Data	. 30
	Printing Configuration	. 31
	Calibration	. 32
2.	Replacement	. 34
(	Cover Removal	. 34
	ESD Cover	. 34
	Left Cover	. 34
	Front Cover	. 35
I	Jnit Removal	. 36
	HDD	. 36
	PSU	. 38
	RDTU Board, RDTU Cooling Fan	. 39
	PIC Board	. 42
	Front Fan	. 44
	Rear Fan	. 45
	DIMM	. 46
	7SEG Board	. 47

	USB Dongle	
	Motherboard	
	Lithium Battery	52
	CPU, CPU Cooling Fan	53
	DVD Drive	55
	Power Supply Switch Board	
3.	Software Maintenance	58
	Software Maintenance	
	Backing up Data, Restoring Data	59
	Overview	59
	Backing up Data	59
	Restoring Data	64
	System Software Installation Procedure	69
	Backing up Data	69
	Reinstalling the System Software	69
	Restoring Data	70
	Updating System Software	71
	Update Procedure	71
4.	Troubleshooting	
	Overview	
	LED Error Codes	77
	Overview	77
	How to Deal with an Error Code	77
	Diagnostic Code Table	77
	How to Identify the Location of DIMM/HDD Errors	80
	DIMM	80
	HDD	82
	How to Solve When an Error Occurs	
	When a Printer SC Occurs	85
	When a Print Server Error Occurs	85
	Service Call (SC) Tables	87
	Service Call Conditions	87
	Service Call (SC911)	87
	Traces	
	Managing Archived Traces	
	Saving Traces	
	Capturing a Print Job	101
	Problems Related to the Optional IPDS	105
	Cannot Exit SP Mode While Establishing a Session with the IPDS Print Server	105

	Problems Related to External Printing Software	106
	Data Cannot Be Sent Properly When Using Prinect	106
5.	Detailed Section Descriptions	108
	Block Diagram and Functions	108
	Block Diagram	108
	Functions	108
6.	Options	111
	IPDS	111
	Activating IPDS	111
	Activation Procedure	111
	Optional Features for IPDS	116
	How to Reactivate	119
	RIP Software	120
	Activating the RIP Software	120
	Activation Procedure	120
	How to Reactivate	126
	Additional Memory (32GB) for TotalFlow Print Server Type S9	128
	Virtual Machine Unit for TotalFlow Print Server Type S9	130
7.	Specifications	135
	General Specifications	135

## **Installation Requirements**

## Environment

- Temperature Range: 10°C to 32°C (50°F to 90°F)
- Humidity Range: 10% to 85% RH
- 3. Ambient Illumination:

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

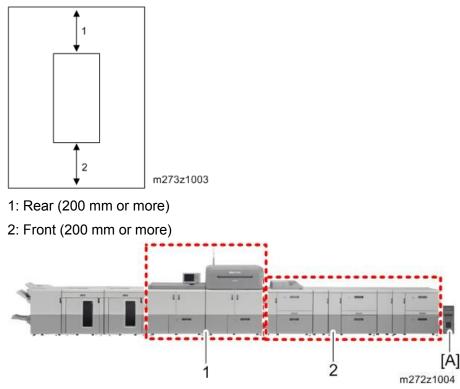
- 4. Ambient Dust:
  - Less than 0.10 mg/m $^3$
- 5. If the place of installation is air-conditioned or heated, do not place the machine where it will be:
  - 1) Subjected to sudden temperature changes
  - 2) Directly exposed to cool air from an air-conditioner
  - 3) Directly exposed to heat from a 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 5 (0.2") away from level
- 2. Right to left: Within 5 (0.2") away from level

#### Minimum Space Requirements

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



## 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**

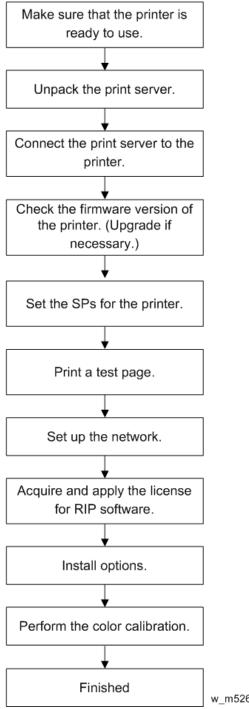
- Insert the plug firmly in the outlet.
- Avoid using an outlet extension plug or cord.
- Ground the machine. Avoid using a 3-pronged adapter in a 2-hole ungrounded outlet.
- Use the supplied AC power cord with this product.
- Input voltage level: 100-240V, 4.8A, 50/60 Hz
- Do not put anything on the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

## **Installation Flow Chart**

First install Pro C9210/C9200 (hereinafter referred to as 'the printer').

Then install TotalFlow Print Server R-62 (hereinafter referred to as 'the print server').

Recommended installation steps are as follows:



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## **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 will take about 80 minutes (with Microcode) / 70 minutes (without Microcode).
- 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.

#### Note

• 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".

#### Accessory Check

No.	Description	Q'ty
1	Power Supply Cord	1
2	Gigabit Ethernet Cable	1
3	ESD Cover	1
4	Release Note	1
5	Setup Guide	1
6	CD-ROM: Operating Instructions	1
7	CD-ROM: Drivers	1
8	DVD-ROM: OSS	1

## Connectors, Front Panel

		525a1001	
No.	Name	No.	Name
1	Power connector	10	Data Transfer Unit ports
2	Monitor ports	11	Optical disc drive
1 -			
3	USB port (keyboard)	12	Disc eject button
3 4	USB port (keyboard) USB port (mouse)	12 13	Disc eject button Front USB ports
			-
4	USB port (mouse)	13	Front USB ports
4 5	USB port (mouse) USB port (backup)	13 14	Front USB ports System error indicator
4 5 6	USB port (mouse) USB port (backup) Gigabit Ethernet port (printer to print server)	13 14 15	Front USB ports System error indicator HDD access indicator

## Installation Procedure

## 

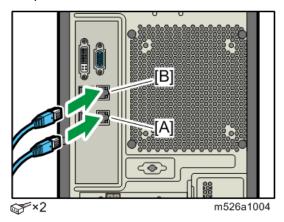
• Turn OFF the print server power switch and the printer main power switch, then disconnect the power cords before doing the following procedure.

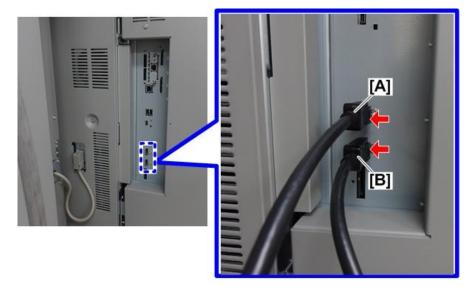
**<u>1.</u>** Remove the controller cover [A] of the printer.( $\Im^{*} \times 2$ )





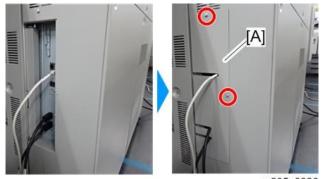
- **<u>3.</u>** Connect the interface cable which is connected to the printer to the Gigabit Ethernet port (bottom) [A] of the print server.
- **<u>4.</u>** Connect the interface cable which is connected to a network to the Gigabit Ethernet port (top) [B] of the print server.





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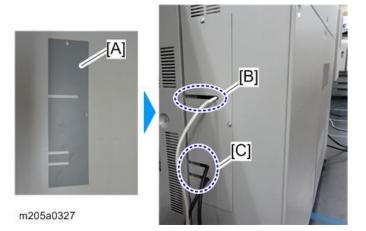
6. Attach the controller cover [A].(\*\*\*2)



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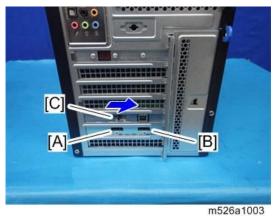
#### Note

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



- **7.** Do the following two steps.

2. Set the power interlock switch [C] to the EN position.



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



- **<u>9.</u>** Attach the ESD cover [A].

Make the cover overlap the print server by 30mm.



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**10.** Plug the power cord of the print server into the outlet.

## **Initial Setting**

Initial Setting for the Printer

- **<u>1.</u>** Turn ON the main power switch on the printer.
- **<u>2.</u>** Enter the SP mode.
- 3. Update the printer firmware to the latest version.
- 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.

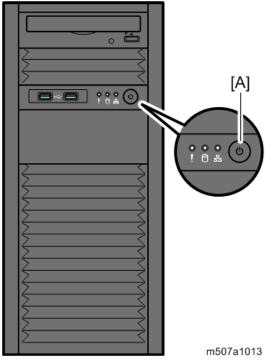
Initial Startup

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

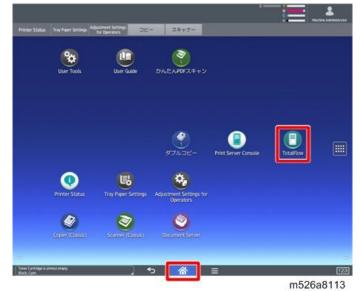
By turning this function on in the print server, the print server's power goes off when the printer is turned off.

When the interlock switch is set to DS, the interlock function is turned off, and when the switch is set to EN, the interlock function is turned on.

- **<u>1.</u>** Turn ON the main power switch on the printer.
- 2. When the interlock switch is set to DS, press the power switch [A] on the print server.



- **<u>3.</u>** When the interlock switch is set to EN, make sure the print server is automatically turned on and the power switch lights up.
- 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.

## **Vote**

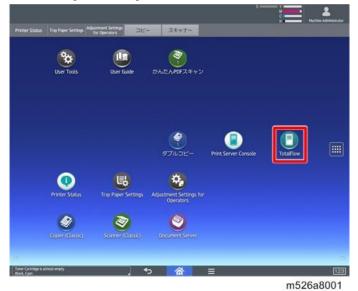
If the [TotalFlow] icon does not appear, startup may have failed. Check the digital display [A] at the rear side of the print server and refer to "LED Error Codes".



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#### Test Print

**<u>1.</u>** Press the [TotalFlow] icon to access the menu screen.



2. Press [User Tools/Adjustment].

Operations	Jobs	1	Paper Setting	UserTool	s/Adjustment	
Operator Message						
OBC12 - [PDF Job Pro	cessor] is set to	CPSI instea	id of an Adobe Pl	DF Prin	Details	
SC693-02 - Printer	error occurred				Details	
OD3CO - Tray 1 is lo	w on paper.				Details	1/2
0D3C3 - Load paper w	ith size Custom pa	per size (8	in x 10.5 in)	in Tray 2.	Details	
OD3CO - Tray 3 is lo	w on paper.				Details	V
OTray Information						
1 🖵	A4 🖓	220.1 - 256.0 gm				
2 🛃	0.00 X 10.	63.1 - 80.0 gsm				
	11×1702	163.1 - 220.0 ssm				
3 🖃						

3. Press [Print Samples].



**<u>4.</u>** Press [Color test page].



## 5. Press [Print].

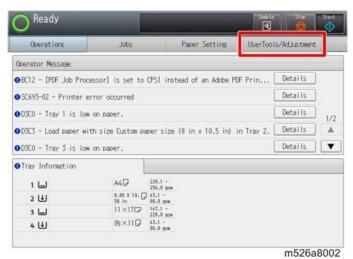


**<u>6.</u>** Make sure that the test page is printed normally.

#### Network Settings

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

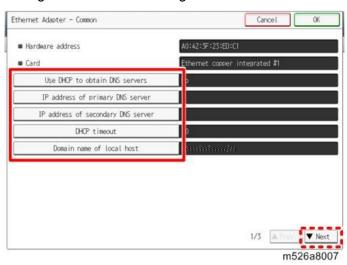
2. Press [User Tools/Adjustment].



3. Press [Ethernet Configuration].

Operations	Jobs	Paper Setting	UserTools/Adjustment
hutdown	Test	Print	Printer Preset
Restart DFE	Print Samples		Load Printer Preset
Restart Control Unit	Inspect i	on Sample Setting	Ethernet Adapters
hut Down Control Unit	Trace	s	Ethernet Configuratio
	S	ave Traces	
Disk Operations	Con	figure Traces	
Backup			
Restore	Tr	ace Archive	
(allowed)			
Update Code			

4. Configure the network settings.



State	nabled
Address source	tatic
IP address	
Subnet mask	
Gateway address	
Host name	
	2/3 ▲ Prev. ▼ N
rnet Adapter - IPv6	2/3 Prev. V m526a8 Cancel OK
rnet Adapter - 1Pv6 State (1Pv6)	m526a8
	m526a8 Cancel OK
State (IPv6)	m526a8 Cancel OK
State (IPv6) Address source (IPv6)	m526a8 Cancel OK Nabled tateless auto
State (IPv6) Address source (IPv6) IPv6 Address Subnet mask (IPv6)	m526a8 Cancel OK Nabled tateless auto
Address source (IPv6) IPv6 Address	m526a8 Cancel OK Nabled tateless auto

5. Configure each item in accordance with the network environment, then press [OK].

3/3 APrev. V 1001

m526a8112

Ethernet Adapter - Common		Cancel	OK
Hardware address	DHCP Plug and Play	Cancel	OK
Card	Select item, then press [OK].		
Use DHCP to obtain I IP address of primar	Yes	0	
IP address of seconda			
DHCP timeor Domain name of lo			
		1/5 🔺	V Next
			m526a8008

17

**<u>6.</u>** After completing configuration of the network settings, press [OK].

12:3F:23:ED:C1
ernet copper integrated #1

## **General Operations for Servicing**

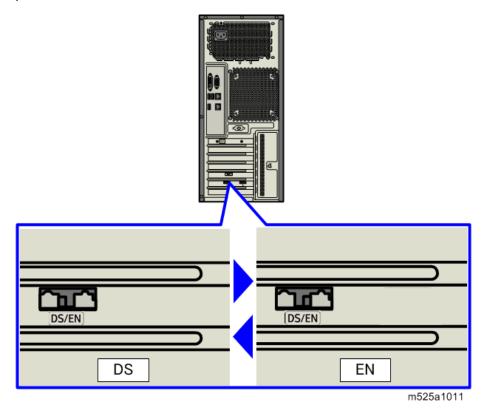
### Power Interlock Switch

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

After enabling this function, the print server's power turns OFF when the printer is turned off.

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

The power interlock switch is located at the rear side of the print server. It is recommended to use the print server with this switch set to EN.



Changing the Setting of the Power Interlock Switch

- **<u>1.</u>** Turn OFF the power switch of the print server and the printer.
- 2. Wait for about one minute.
- <u>3.</u> Change the setting of the power interlock switch.(2)Important
  - There is residual voltage after the power switch is turned OFF. Therefore, wait for about one minute before switching.
- 4. Turn ON the power switch of the print server.

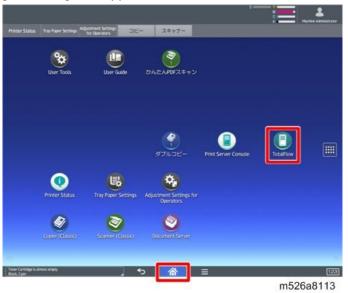
## Starting the Print Server

#### 😭 Important 🌖

- When the power interlock function is enabled, the print server turns the power OFF/ON in tandem with the printer.
- 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 with the following procedure:

- **<u>1.</u>** Turn ON the main power switch of the printer.
- <u>2.</u> Push down the power switch (front side) of the print server. The power indicator lights up.
- **<u>3.</u>** 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.



## Shutting Down or Restarting the Print Server

#### 😭 Important 🌖

 If the print server is shut down while another user is editing job properties, the edited data will be lost.

Note

• 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

#### Comportant )

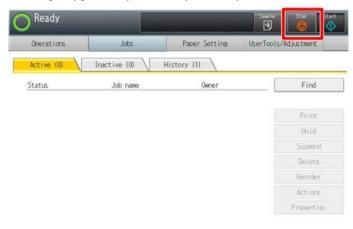
- When the power interlock function is enabled, the print server power turns OFF/ON in tandem with the printer.
- When the power interlock function is enabled, you cannot shut down the print server using the

control panel of the printer.

• When the power interlock function is disabled, turn OFF the print server first, and then turn OFF the printer.

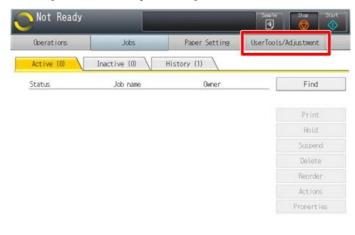
If the power interlock switch is OFF, shut down the print server with the following procedure:

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



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3. Press [User Tools/Adjustment].

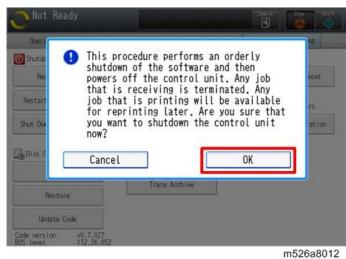


m526a8050

4. Press [Shut Down Control Unit].



5. Press [OK].



6. Turn OFF the printer.

#### Restarting the Print Server

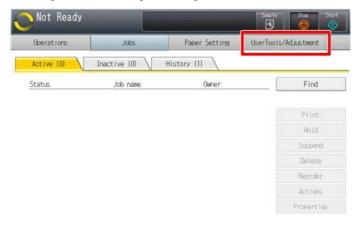
When restarting the print server to recover from a problem, try this procedure first. However, this procedure will only restart the print server application software. To reboot the system OS, see the next section "Rebooting the Print Server".

**<u>1.</u>** Press [Stop] to suspend the printer operation.

Operations	Jobs	Paper Setting	UserTools/Adjustment
Active (0)	Inactive (0)	History (1)	
Status	Job name	Owner	Find
			Print
			Hold
			Suspend
			Delete
			Reorder

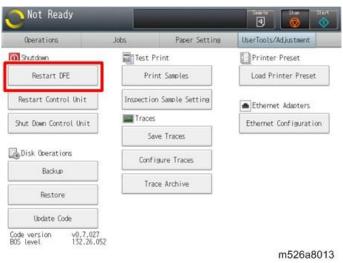


2. Press [User Tools/Adjustment].

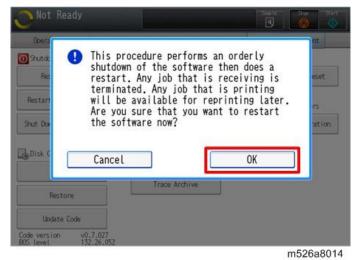


m526a8050

3. Press [Restart DFE].



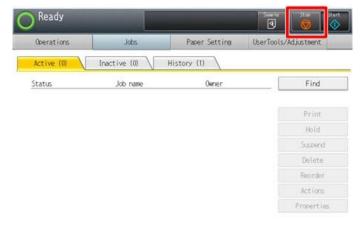
## 4. Press [OK].



Rebooting the Print Server

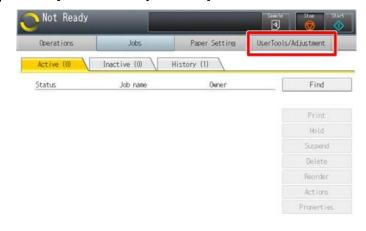
Use this procedure to reboot the system OS.

**<u>1.</u>** Press [Stop] to suspend the printer operation.



m526a8049

2. Press [User Tools/Adjustments].



m526a8050

## 3. Press [Restart Control Unit].

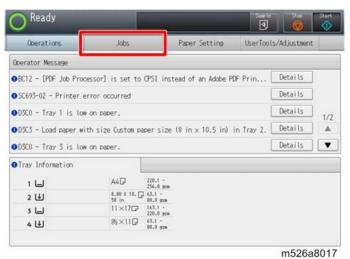


4. Press [OK].



# Canceling the Current Print Job

- **<u>1.</u>** Press the [Home] key on the operation panel of the printer and then press the [TotalFlow] icon.
- 2. Press [Jobs].



#### 1.Installation

3. Select the job that you want to cancel and press [Delete].

Operations	Jobs	Paper Setting	UserTools/Adjustment
Active (1)	Inactive (0)	History (1)	
Status	Job name	Owner	Find
			Print
			Suspend
			Suspend
			Delete

m526a8018

#### Test Print

- **<u>1.</u>** Press the [Home] key on the operation panel of the printer and then press the [TotalFlow] icon.
- 2. Press [User Tools/Adjustment].

Operations	Jobs	Paper S	ietting	UserTool	s/Adjustment	
Operator Message						
OBC12 - [PDF Job Proc	cessor] is set to	CPSI instead of a	n Adobe PD	F Prin (	Details	
● SC693-02 - Printer @	error occurred			[	Details	
OD3C0 - Tray 1 is low	v on paper.			(	Details	1/2
OD3C3 - Load paper w	ith size Custom pa	per size (8 in x	10.5 in) i	n Tray 2. [	Details	
OD3CO - Tray 3 is low	v on paper.			(	Details	V
•Tray Information						
1 🖵	A4 🖓	220.1 - 256.0 gm				
	0.00 X 10.	63.1 - 80.0 gsm				
2 💵	11×1702	163.1 -				
2 U 3 U	11×170	220.0 gsm				

3. Press [Print Samples].



**<u>4.</u>** Select the test page you want to print.

Print Samples			Exit
rint Sample is used to print problems.	Test Masters to verify prin	nt quality and diagnose possib	le
Color test page	Adjustment grid	CMYK colors	
DMY colors	RGB colors	Blank page	

_		
$\mathbf{\Phi}$	Note	

- You can select the following test pages:
  - Color test page
  - Adjustment grid
  - CMYK colors
  - CMY colors
  - RGB colors
  - Blank page
- 5. Press [Print].



# How to Access Consoles (Operation Screen)

#### Overview

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

Local Console

#### 1.Installation

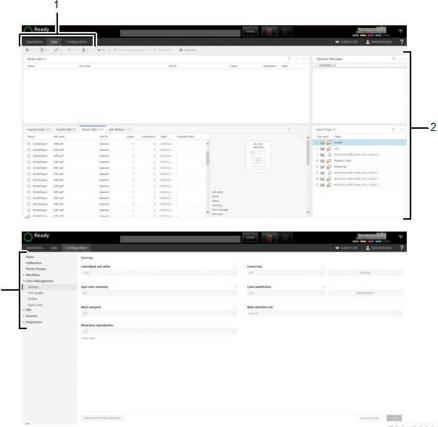
By connecting a commercially available monitor, keyboard, and mouse to the print server, you can directly operate the print server with the local console.

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 if accessed from either. (Some functions are not available from the Remote Console.)

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



m526a8000

1. Page

3

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

2. Portlet

Indicates each item in a pane.

3. Navigation pane

Appears on the left side of the screen when the [Configuration] page is open. The contents appear when you select the item.

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

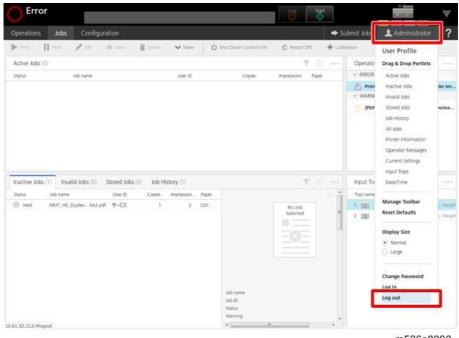
Local Console

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

After the print server starts, the console screen is displayed.

Switch the authorization to 'service' after the print server starts, because you are logged in automatically as an administrator in the local console.

**<u>1.</u>** Click [Administrator] and select "Logout" on the console screen.



m526a8090

- 2. After the login screen appears, select "Service" to log in from [User ID].
- 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".

User ID
Administrator
Operator
Administrator
Service
LOGIN

m526a8026

The console screen appears after login.

#### 1.Installation

#### 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.

User ID	
Administrator	*
Password	
LOGIN	

m526a8025

- 4. Select a user to log in from [User ID].
- 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".

Administrator	
Operator	
Administrator	
Service	
LOGIN	

The console screen appears after login.

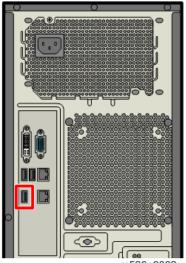
#### Backing up Data/ Restoring Data

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. (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 (bottom) of the print server.

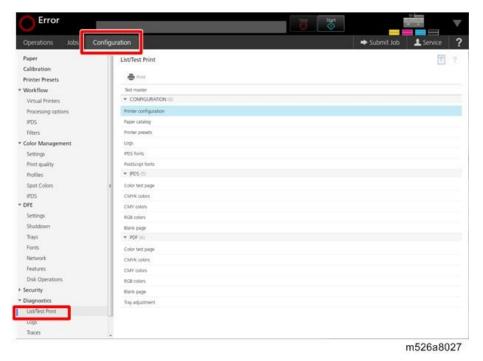
The print server backs up the configuration data 24 hours after startup, but only if 1,000 sheets were printed the past 24 hours. Then this is repeated every 24 hours.



m526a6002

#### **Printing Configuration**

- **<u>1.</u>** Access the print server with the local or remote console.
- Click [Configuration]. <u>2.</u>
- <u>3.</u> Click [List/Test Print].



#### 1.Installation

**<u>4.</u>** Select the type of configuration data for printing, and then click the printer icon.

Error		
Operations Jobs	Configuration	Submit Job
Paper	List/Test Print	Ψ 7
Calibration		
Printer Presets	a Piet	
* Workflow	Sest master	
Virtual Printers	✓ CONFIGURATION (6)	
Processing options	Printer configuration	
IPD5	Paper catalog	
Filters	Printer presets	
Color Management	e Logs	÷
Settings	eros tonts	
Print quality	PostScript fonts	
Profiles	- IPOS (01	
Spot Colors	a Color test page	
IPD5	CMVK colors	
* DFE	CMY colors	
Settings	NGB colors	
Shutdown	Blank page	
Trays	<ul> <li>PDF (0)</li> </ul>	
Fonts	Color test page	
Network	CMVK colors	
Features	CMY colors	
Disk Operations	NGE oblers	
Security	Bark page	
Diagnostics	Tray adjustment	
List/Test Print		
Logs		
Traces		

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

Paper Calibration Funder Protects Workflow Victual Permis Processing options (PDC) Filtern Color Management Settings		Test Print - Configural Number of copies 4 Input tray Tray 1	ion - Logs ु हि	2 Sided options Long edge binding Output tray Factory default output tray (L	× • •	Submit ido	T.Serrite T	?
Calibration Printer Presets Workflow Venal Printer Processing options area Filters Color Management Settings	· · · · · ·	Number of copies	7	Long edge binding Output tray	• ,			
Filen Color Management Settings								
				CANCEL	ox			
	e dans v 195 com com com com e 100 com com com com com com com com com com							

#### Calibration

This product is provided with calibration targets using ColorPort. Two calibration targets are stored on the provided driver CD-ROM, as follows.

- Folder
   Calibration
- File names

- Calibration\_Target\_Standard.xml (Standard accuracy target)
- Calibration\_Target\_High.xml (High accuracy target)

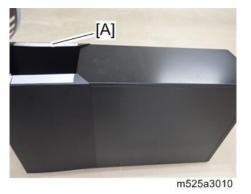
Before calibrating a printer, import the xml files using ColorPort. For details about how to calibrate a printer, see "Calibrating the Printer", Operating Instructions, and the help in ColorPort.

# 2. Replacement

# **Cover Removal**

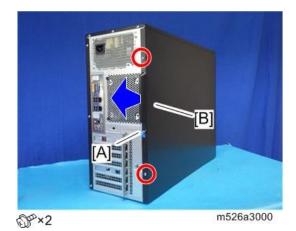
## ESD Cover

**<u>1.</u>** Lift the flap and remove the ESD cover [A].



## Left Cover

1. Push the lever [A] and slide the left cover [B] backward.



Front Cover

**<u>1.</u>** Slowly pull the front cover [A] away from the chassis. (hook x 8)

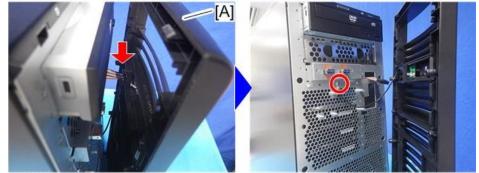


Note

See the picture below for the positions of the hooks.



**<u>2.</u>** Remove the front cover [A].



☞×1 @P×1

m526a3002

# **Unit Removal**

# **WARNING**

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

# HDD

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



After replacing a HDD, some operations are needed, such as software installation. See Software Maintenance for details.

HDD (for Operating System)

- 1. Remove the left cover (Left Cover)
- 2. Remove the connectors from the HDD (for operating system) [A].



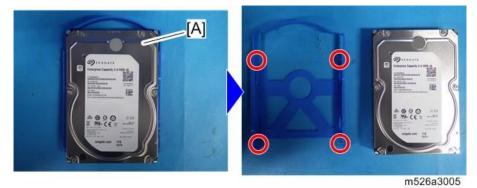
@\*×2

3. Push the lever [A] and remove the HDD (for operating system) [B] with the bracket.



m526a3004

4. Remove the HDD [A]. (hook ×4)



Note

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

#### HDD (for Data Storage)

# 

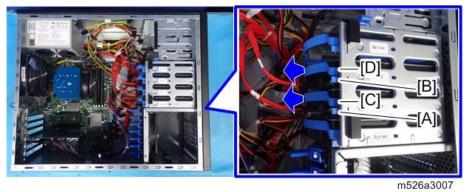
- After replacing the HDD, reinstall the system software. The system software installation process automatically includes system settings configuration and HDD formatting. (System Software Installation Procedure)
- **<u>1.</u>** Remove the left cover. (Left Cover)
- 2. Remove the connectors from the HDDs (for data storage) [A] [B].



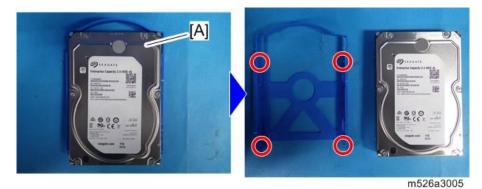
S×4

#### 2.Replacement

3. Push the lever [A] [B] and remove the HDDs (for data storage) [C] [D] with the bracket.



4. Remove the HDD (for data storage) (hook ×4)



Note

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

# PSU

- 1. Remove the left cover (Left Cover)
- **<u>2.</u>** Lay down the machine.



**<u>3.</u>** Cut the cable tie [A] fixing the power supply harness to the machine.

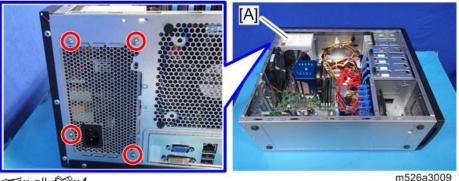


m526a3051

#### Note

The PSU as a service part comes with a new cable tie.

4. Remove the PSU [A].



F× all X×4

m526a3009

# RDTU Board, RDTU Cooling Fan

# **ACAUTION**

Do not touch the terminals of the RDTU board. Clean with alcohol if you touched the terminals. •



m272z3003

Remove the left cover. (Left Cover) <u>1.</u>

# 2.Replacement

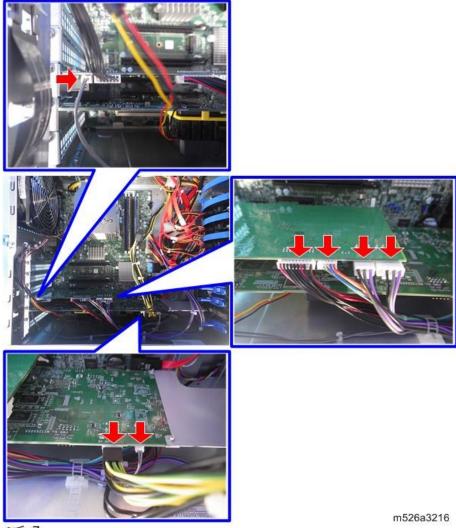
**<u>2.</u>** Lay down the machine.



3. Remove the fastener [A].

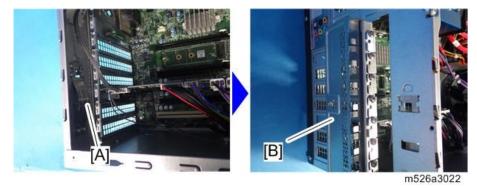


<u>4.</u> Disconnect five connectors from the PIC board and two connectors from the RDTU board.



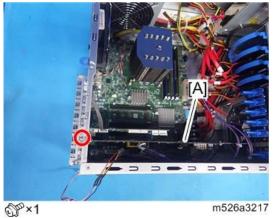
\$×7

5. Push the flat spring [A] to open the rear cover [B].

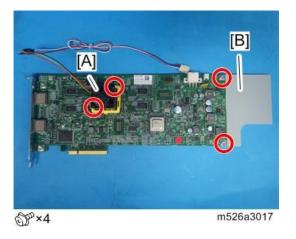


# 2.Replacement

**<u>6.</u>** Remove the RDTU board [A] with bracket.



<u>7.</u> Remove the RDTU cooling fan [A]. Remove the bracket [B].



# PIC Board

# 

• Do not touch the terminals of the PIC board. Clean with alcohol if you touched the terminal.



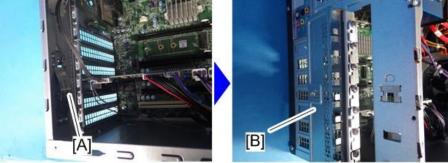
1. Remove the left cover (Left Cover)

# **<u>2.</u>** Lay down the machine.



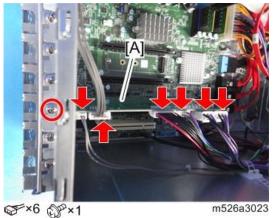
m526a3008

**<u>3.</u>** Push the flat spring [A] to open the rear cover [B].

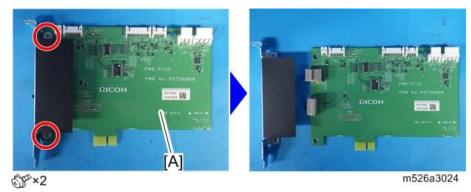


m526a3022

4. Remove the PIC board [A] with the bracket.



5. Remove the PIC board [A].



# Front Fan

- Remove the left cover (Left Cover) <u>1.</u>
- <u>2.</u> Open the clamp and remove the connector.



翳×1 ☞×1

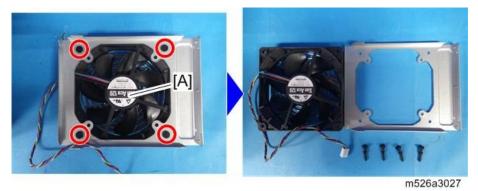
m526a3025

3. Remove the cooling fan with the bracket [A].



OP×2

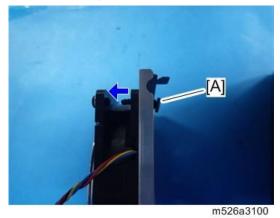
<u>4.</u> Remove the cooling fan [A] (rubber mount ×4).



**Note** 

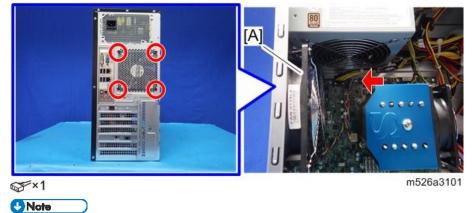
When installing, attach the fan to the bracket so that the fan label is in the same direction • as the photo.

• When installing, pull the rubber mount [A] from the side of the fan.

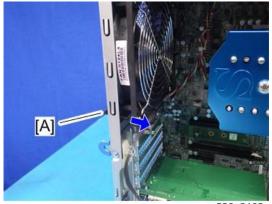


## Rear Fan

- **<u>1.</u>** Remove the left cover (Left Cover)
- **<u>2.</u>** Remove the rear fan. (rubber mount x4)



- When installing, attach the fan to the bracket so that the fan label is in the same direction as the photo.
- When installing, pull the rubber mount [A] from the side of the fan.

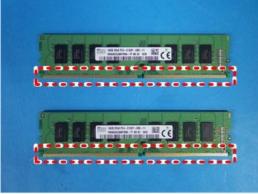


m526a3102

# DIMM

# 

Do not touch the terminals of the DIMM. Clean with alcohol if you touched the terminals. •



m526a3028

- **<u>1.</u>** Remove the left cover (Left Cover).
- **<u>2.</u>** Lay down the machine.

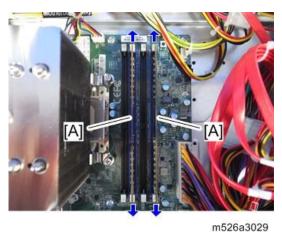


3. Lift the CPU fan bracket.



OP×1

4. Open both sides of the lever, and pull out the DIMMs (×2) [A] from the sockets.



Note

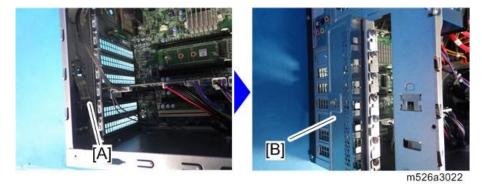
- When installing, gently slide the DIMM straight down into the socket and push it into the slot. Make sure that the levers close securely around the ends of the DIMM.
- DIMMs fit in the socket only one way.

#### 7SEG Board

- 1. Remove the left cover (Left Cover)
- 2. Lay down the machine.



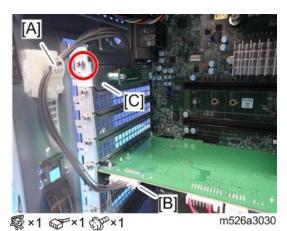
- m526a3008
- 3. Push the flat spring [A] to open the rear cover [B].



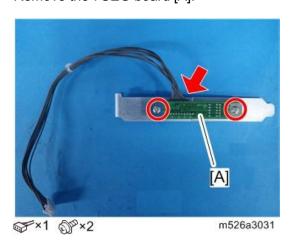
4. Open the clamp [A], disconnect the connector [B], and then remove the 7SEG board with bracket

## 2.Replacement

[C].



5. Remove the 7SEG board [A].



# USB Dongle

- 1. Remove the left cover (Left Cover)
- 2. Pull out the USB dongle [A].



### Motherboard

#### 😭 Important 🔵

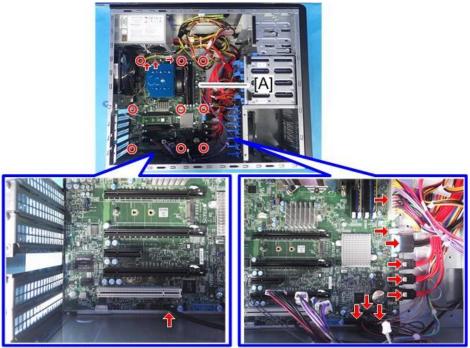
 The license key is registered in the USB dongle. At initial startup, the serial number of the motherboard is written to the USB dongle to prevent unauthorized use. The print server does not start when the serial number does not match. Therefore, when you replace the motherboard, the USB dongle also must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

#### **Removal Procedure**

- 1. Remove the 7SEG board (7SEG Board)
- 2. Remove the RDTU board (RDTU Board, RDTU Cooling Fan)
- 3. Remove the PIC board. (PIC Board)
- **<u>4.</u>** Remove the motherboard [A].

# 

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





m526a3034

Note

- When installing a new motherboard, remove the CPU cooling fan, CPU, and DIMM from the old motherboard, and install them on the new motherboard.
- 5. Remove the old USB dongle and install the new one. (USB Dongle)

**Operation Checking after Motherboard Replacement** 

- **<u>1.</u>** Make sure that the print server is in the following states:
  - Main power is turned OFF

- Nothing in the DVD drive
- Connected to the printer
- 2. Turn ON the power switch on the front of the print server.
- 3. Make sure that the print server is in standby status.
- **<u>4.</u>** Print a test page from the operation panel of the printer and check if it is printed correctly. (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.
- **<u>2.</u>** Select the [Main] tab, and then set [System Date]/[System Time] with the arrow keys and the numeric keypad.
- 3. Select the [Save & Exit] tab with the arrow keys, and press the [F4] key (Save & Exit).
- <u>4.</u> 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

- **<u>1.</u>** Access the print server with the local or remote console.
- 2. Click [Stop] to change the status of the printer [Not Ready].

	Sample							Ready
Submit Job     Service						ation	s Configura	erations
ration	🖒 Antari tes 🔶 Calo	🖞 Yud Down Cantrali Unit	. 1	¥ Ma	II trice	(B) Vest	1 44	
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Tray name         Fager           1         2         A4UF           2         2         A4UF           3         2         A4UF           4         1         A4(210.0 x 297.0 mm), Tain; Y           5         1         A4(210.0 x 297.0 mm), Tain; Y           6         1         Lefter 60.5 x 11.0 m), Tain; Y           7         1         5         SRA3 (220.0 x 450.0 mm), Tain; Y           8         2         A4LF         A4LF	No Job	a Job name	Paper Mul 105 105 210 8.5 8.5 Mul	Impressio. 27 20 2 20 30 15 25	Copies 1 1 1 1 1 1 1 1 1 1	Liser ID Administrator Operator Operator Administrator Administrator Administrator	tre (2Fage Insert) pof al A6(105N0 pof gansi A6(1046) pof al 20P_N0 pof (10515133635 pof 9up-L-C56.pdf (3Fage Insert) pof	tui 300 Suppend 140 Held No Held Ad Held No Held No Held No Held Ch
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<u>3.</u> Select [Configuration]  $\rightarrow$  [DFE]  $\rightarrow$  [Settings].

Operations     Jobs     Configuration       Paper     Settings       Calibration     Printer name       Pinter Presets     Printer name       > Workflow     Printer name       > Color Management     Printer information       > Color Management     Printer location       > OFE     Printer location       > Settings     Printer location       Studdown     Printer location       Tays     Printer location       Fonts     Network       Features     Date/Time       > Security     Date/Time       Ibiagnostics     Date       1091/2017     tokyo	Submit Job ▲ Service
Calibration Printer Presets Workflow Color Management DEF Printer location Tays Fonts Network Features Dak Operations Date/Time Everying Diagnotics Date  Da	
Printer location     Printer details       Strutdown     Printer details       Strutdown     Printer details       Fonts     Printer details       Network     Printer details       Disk Operations     Date/Time       Security     Date     Location	
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Features Disk Operations Security Diagnostics Date Location	
Diagnostics Date Date Location	
Time         Area           (t) := 05 :: 24 (C) AM (C) PM         Asia	
Time source	
Manual	

4. Set the date and time, and then click [SAVE].

	[		🔉 💦 👘	V V
Operations Jobs	Configuration		➡ Submit Job	Service ?
Paper Calibration Printer Presets > Workflow	Settings Printer name	3	Printer information	Ý
<ul> <li>Color Management</li> <li>TFE</li> </ul>	Printer location	1	Printer details	2
Settings Shutdown Trays Fonts Network Features Disk Operations	Date/Time			
h famining				
<ul> <li>Security</li> <li>Diagnostics</li> </ul>	Date	7	Location	7.
		7	Location Tokyo	1
	Date	2		*
	Date 1031/2017	*	Tokyo Area	1

**<u>5.</u>** The "Restart" popup appears. Click [Restart]. The print server automatically restarts.

Error			j	Sample 👸	*		W
Operations lobs	Configuration	Restart			=> Submit lab	2. Service	?
Paper Calibration Pounter Presets • Workflow Virtual Venters Processing contains Films	Settin Printer Printer	Configuration changes take effect after the next red	et.	CLOSE			
<ul> <li>Color Management</li> <li>Settings</li> <li>Print quality</li> <li>Probles</li> <li>Spet Calors</li> <li>Det Calors</li> <li>Settings</li> </ul>		Time					
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<ul> <li>Security</li> <li>Diagnostics</li> </ul>		source -					
					Descared draw		
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Procedures for Re-setting Options

When IPDS is activated, reactivate IPDS after replacing the motherboard. (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. Remove the RDTU board. (RDTU Board, RDTU Cooling Fan)
- 2. Remove the lithium battery [A].



Vote

• When installing the lithium battery, the "+" side must be 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 a high temperature component risks burns, perform replacements after the temperature inside the machine has 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 pins of the CPU socket are not bent. When a pin of the CPU socket is bent, it can cause an operating failure of the print server.
- Be careful not to damage the motherboard, the CPU, or the CPU socket when replacing the cooling fan.
- **<u>1.</u>** Remove the left cover. (Left Cover)
- **<u>2.</u>** Lay down the machine.



# 2.Replacement

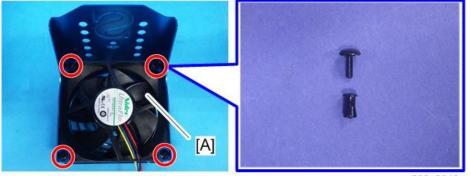
3. Remove the CPU cooling fan with bracket [A].



☞×1 @P×1

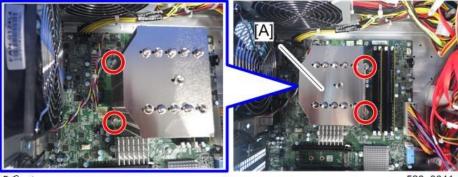
m526a3036

**<u>4.</u>** Remove the CPU cooling fan. (rivet x4)



m526a3040

5. Remove the heatsink [A].



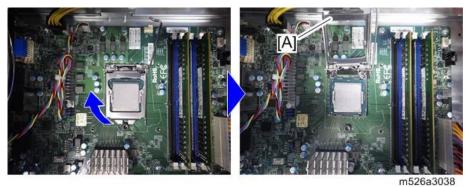
@P×4

m526a3041

6. Unlock the clip of the CPU socket [A].



# <u>7.</u> Open the socket cover [A].



**<u>8.</u>** Grasp the edges of the CPU [A] and remove the CPU from the CPU socket.



#### Note

• When installing a CPU, adjust the position of the CPU (marking [A]) and CPU socket (marking [B]) as shown in the photo below.



# **DVD** Drive

1. Remove the left cover. (Left Cover)

## 2.Replacement

**<u>2.</u>** Remove the fixing screws and the connectors that are connected to the DVD drive [A].



☞×2 @°×2

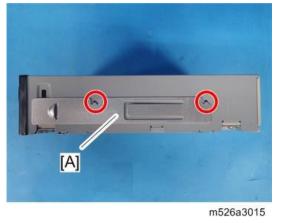
m526a3013

<u>3.</u> Pull out the DVD drive [A].



m526a3014

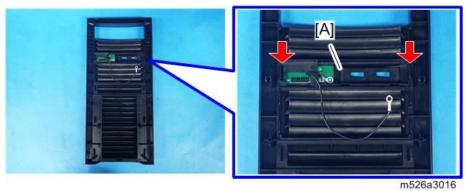
4. Remove the bracket [A]. (hook x 2)



Power Supply Switch Board

1. Remove the front cover (Front Cover)

2. Remove the power supply switch board with the bracket [A]. (hook ×2)



- 11152045
- **<u>3.</u>** Remove the power supply switch board [A].



# 3. Software Maintenance

# **Software Maintenance**

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

Items	HDD	HDD (Data	Motherboard	Details
	(Operation	Storage)		
	System)			
Reinstalling	Required	Required		Installation of basic OS
system software				Initialization of HDD (restructuring
				of RAID) (System Software
				Installation Procedure)
Updating system	As needed	As needed		Update to the latest Microcode
software				(Updating System Software)
Reinstalling	As needed	As needed	As needed	IPDS activation (IPDS)
optional products				RIP software activation (RIP
				Software)
Resetting the	As needed	As needed		Restoring or manual setting
configuration				
Replacing the			Required	
dongle				
Resetting the			Required	Time setting
time				
Reinstalling fonts	As needed	As needed		Reinstalling the customer's own
				fonts other than the pre-installed
				fonts (usually a user operation)

# Backing up Data, Restoring Data

#### Overview

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

You can back up the following data:

- Configuration data
- User-created ICC profiles

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

- Logs
- Traces
- Jobs

Note

- Fonts cannot be backed up.
- Backup data of TotalFlow Print Server R-62 cannot be restored to R-62A.

#### 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.
- **<u>1.</u>** Press the [Home] key on the operation panel of the printer and then press the [TotalFlow] icon.
- 2. Press [Stop] to suspend the printer operation.

Operations	Jobs	Paper Setting	UserTools/Adjust	ment
Active (0)	Inactive (0)	History (1)		
Status	Job name	Owner		Find
			F	Print
				Hold
			9.	spend
			D	elete
			Re	eorder
			Ac	stions
				pertie

#### 3.Software Maintenance

3. Press [User Tools/Adjustment].

Operations	Jobs	Paper Setting	UserTools/Adjustment
Active (0)	Inactive (0)	History (1)	
Status	Job name	Owner	Find
			Print
			Hold
			Suspend
			Delete
			Reorder
			Actions

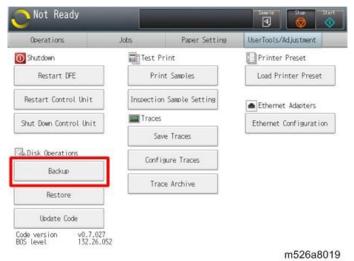
m526a8050

<u>4.</u> Insert a USB memory into the front USB port of the print server.

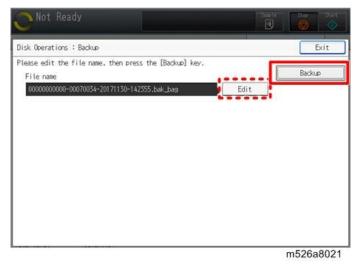


• It is not recognized in the rear USB ports of the print server.

5. Press [Backup].



6. Press [Backup].



Note

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

Operation from the Console Screen on the Print Server

- **<u>1.</u>** Access the print server with the local or remote console.
- 2. Click [Stop] to suspend the printer operation.

Operations	Jobs Configura	ntion							Submit Job
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Active Jobs (							Ŧ	(i) +++	Operator Messages Y -
Status	Job name			User 1	p	Copies	impressions P	aper	V WARNING (3)
									Fan 2 Alert
									No valid response from any Time Serv
									[PDF Job Processor] is set to CPSI inste
Inactive Jobs	(17) Invalid Jobs (0)	Stored Jobs	(43)	ob History (/	81)		Υ	() ····	Input Trays (13)
Inactive Jobs	(17) Invalid Jobs (0) Job name	Stored Jobs User ID	(43) Ji Copies	ob History (/			Ÿ	0 ···	Input Trays (13) 🦉 - Tray name Paper
Status							No Job	o	
	Job name	User ID Administrator	Copies	Impressio.	Paper	i		() X	Tray name Paper
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Status         (i)           (i)         Held           (i)         Held           (i)         Held           (i)         Held           (ii)         Held           (ii)         Held           (ii)         Held           (ii)         Held           (iii)         Held           (iii)         Held	Job name Tab 1-1/28/apt meets pof hougens A6(10.5NO pof A6 hougens A6(10.46 pof hougens 20°_NO pof Nis_20170515183 _635.pdf Tab 1-1/28/apt meets pof Chapter pof	User ID Administrator Operator Operator Administrator Administrator Administrator Administrator	Copies T T T T T T T T	Impressio 27 20 20 30 15 25 21	Paper MAJ 105 210 85 85 85 MJ 210		No Job	0 ···	Tay name         Faper           1         Image: Additional state stat
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3. Click [Configuration] → [DFE] → [Disk Operations] → [Backup].

Operations Jobs C	onfiguration 🌩 Subr	mit Job 🔔 Service
Paper	Disk Operations	
Calibration	Beckup	
Printer Presets	The back in function captures a snapshot: of the system configuration to a file. This file can subsequently be used to restore the configuration	n to the machine, or to another machi
Workflow	Backup	
Virtual Printers		
Processing options	Restors	
Filters	The restore function capies a system configuration from a previously-created backup file onto the system. Other the entire configuration can be	be copied, or (via 'Vartial Restore') the
Color Management	may choose which particl of the configuration in the backup are to be copied onto the system. Restore	
Settings	NENDIE	
Print quality		
Profiles	Disk there Disk there Disk there wapes all the data from the hard drive. This procedure overwrites bits on the drive multiple times to ensure that they cannot be rear	of it false approximately TV house
Sour Colors	Disk Erase	e a serie effecter entrif i summer
DFE	Print Crists	
Security	Update Code	
Shutdown	Copy a microcode update file to the control unit, or install a microcode update file already copied to the control unit and awating initialiation	8
Trays	Update Code	
Fonts		
Network	Reset to factory defaults	
Features	Reset to factory defaults removes all jobs, all records in job history, and all logs (job, access, system, spenation, and event logic from the DPE.	
Disk Operations	Reset to factory defaults	
recurry		
Diagnostics		

- 4. Select the method of backup to perform and click [OK].
  - [Normal] includes configuration data and user-created ICC profiles. The backup can be saved

to a network drive, a remote computer, or a USB memory connected to the front port of the print server.

- [Extended backup (no Jobs)] adds logs, trace, or both to [Normal] data. The backup can be saved to a network drive, a remote computer, or a USB memory connected to the front port of the print server.
- [Extended backup (include Jobs)] adds jobs to [Extended backup (no Jobs)] data. The backup can only be saved to a USB memory connected to the front port of the print server.

Note

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

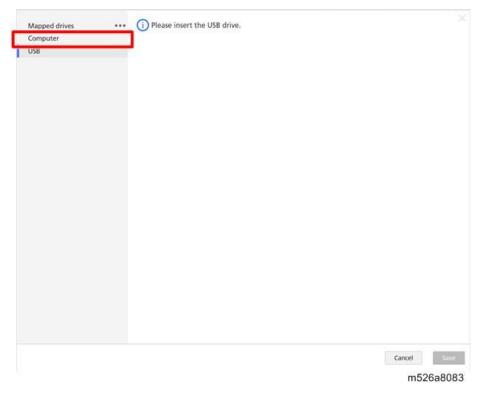
		Choose backup categories	)	
Paper Calibration Printer Presets	Disk Biotra	This procedure creates a configuration backup that can be used configuration.	to restore or propagate this printer	
• Workflow		Type		
		Extended backup (no Jobs)		
		•		
		Configuration	. •	
		Tes .		
		i		
		ICC printer profiles		
		Yes		
		Jobs		
		No		
		Trace files	7	
		• Yes		
		•		
		Logs	2.	
		Yes		
Security				
			CANCEL	
		5		

**<u>5.</u>** Specify the destination of the data and enter the file name. Click [Save].

Mapped drives Computer USB	••• (i) Please insert the USB drive.	
		Cancel 577 m526a8031

# Note

- 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 [Computer] when accessing from the remote console allows you to save the data to the client PC.



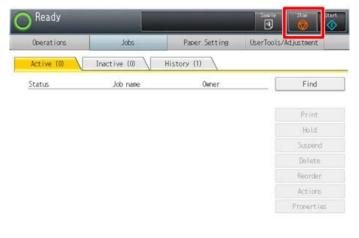
#### 3.Software Maintenance

### **Restoring Data**

#### Operation from the Printer Screen

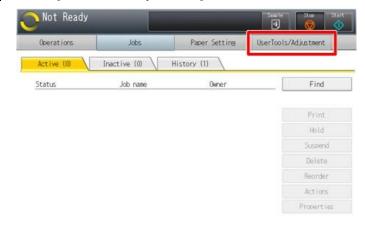
#### Note

- If the backup file contains other than the configuration data and user-created ICC profiles, you can restore only the configuration data and user-created ICC profiles.
- **<u>1.</u>** Press the [Home] key on the operation panel of the printer and then press the [TotalFlow] icon.
- **<u>2.</u>** Press [Stop] to suspend the printer operation.



m526a8049

3. Press [User Tools/Adjustment].



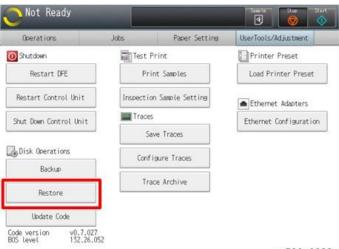
m526a8050

**<u>4.</u>** Insert a USB memory into the front USB port of the print server.

Note

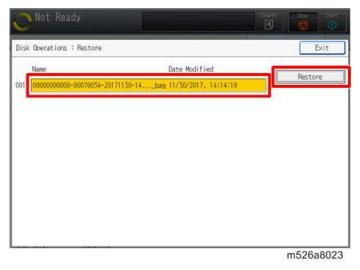
• It is not recognized in the rear ports of the print server.

5. Press [Restore].

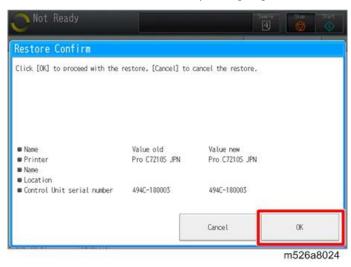


m526a8022

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



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



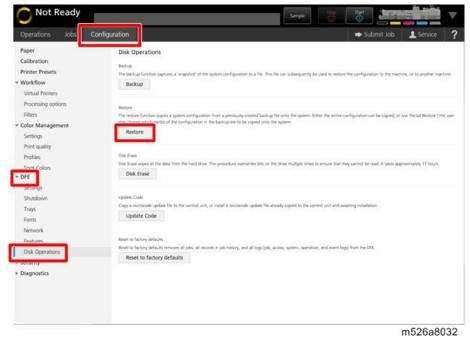
#### 3.Software Maintenance

Operation from the Console Screen on the Print Server

- **<u>1.</u>** Access the print server with the local or remote console.
- 2. Click [Stop] to suspend the printer operation.

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3. Click [Configuration] → [DFE] → [Disk Operations] → [Restore].

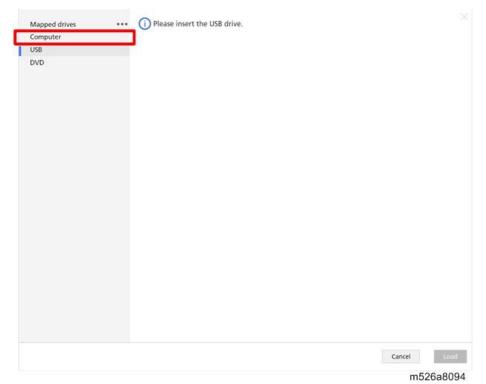


4. Specify the destination where the backup file is saved and click [Load].

Mapped drives	•••• (i) Please insert the USB drive.	
Computer	Those most the obb diffe.	
USB		
DVD		
		_
	Cancel	Load
	m52	26a8033

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 [Computer] when accessing from the remote console allows you to restore the data from the client PC.

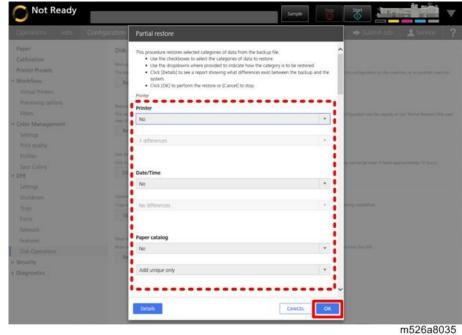


5. Select the method of restoration to perform and click [OK].

#### 3.Software Maintenance

- [Normal]: Includes only 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.

	figuration Choose categories to be restored			🜩 Submit Sob	1 Service	?
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# **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 (Printing Configuration) and back up the data (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 connected to the print server. If there is a USB memory connected, errors may occur in the installation process.
- **1.** Get the installation iso data from the firmware download site for the system software, and burn the data onto a blank DVD to create a system software DVD.

Alternatively, use the system software DVD packed with the new HDD for replacement.

- 2. Make sure that the print server is turned OFF.
- If the interlock switch is set to EN, wait for about one minute and turn the switch to DS. (Changing the Setting of the Power Interlock Switch)

🔂 Important 🔵

- There is residual voltage after the power switch is turned OFF. Therefore, wait for about one minute before switching.
- **<u>4.</u>** Disconnect the interface cable that goes to the network.

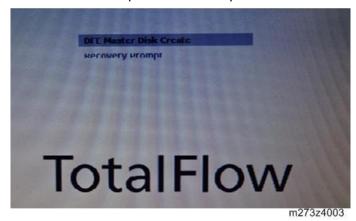
Note

- This prevents receiving a print job during the installation.
- 5. Turn ON the power switch [U] of the print server.
- 6. Immediately press the disc eject button to open the DVD drive.
- <u>7.</u> Insert the system software DVD into the tray of the DVD drive before 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.



- <u>8.</u> Make sure that the print server shuts down after completing the writing successfully.
   Note
  - It takes about 10 minutes from power switch ON to shut down.
- 9. Connect the interface cable from the printer to the print server (if disconnected).
- **10.** Turn ON the main power switch on the printer.
- **<u>11.</u>** 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.

Note

- 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 the standby state.
- 15. Connect the interface cable from the network to the print server.
- **16.** If you had to disable the power interlock switch in step 3, turn OFF the power switch of the print server, wait for about one minute, and then turn the power interlock switch to EN.

Comportant )

• There is residual voltage after the power switch is turned OFF. Therefore, wait for about one minute before switching.

### **Restoring Data**

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

# **Updating System Software**

# **Update Procedure**

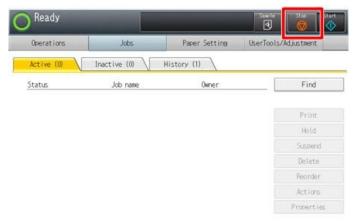
Updating the system software can be done from the printer or the console screen.

It takes about 10 minutes to complete updating, including rebooting the print server.

Operation from the Printer Screen

#### Note

- When operating from the printer, the updating data must be on USB memory.
- **<u>1.</u>** 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.



m526a8049

3. Press [User Tools/Adjustment].

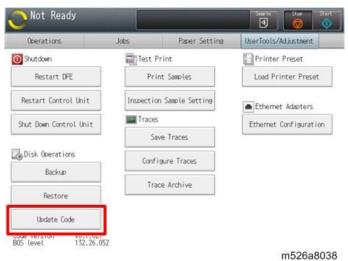
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Active (0)	Inactive (0)	History (1)	
Status	Job name	Owner	Find
			Print
			Hold
			Suspend
			Delete
			Reorder
			Actions
			Propertie

m526a8050

- Insert the USB memory that contains the update data into the front USB port of the print server.
   Note
  - It is not recognized in the rear USB ports of the print server.

#### 3.Software Maintenance

5. Press [Update Code].



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

Not Ready		Saule Sor Stat
Disk Operations : Update		Exit
Name 001	Date Modified	Update
		m526a8039

Note

- The update file is a .kp5 file.
- 7. Check the current and update version and then press [OK].

			State State
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Update microcode infor	mation has been successfull	/ read.	
	the Update Microcode operat shutdown and restart of the		crocode version.
Press [Cancel] to post	pone the Update Microcode or	veration.	
Press [Delete Microcod	e Update File] to delete th	e selected Microcode l	lodate File.
<ul> <li>Current Version</li> <li>New version</li> </ul>	v0.7.創題 v0.7.創題		
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The print server automatically reboots after completing the update.

Operation from the Console Screen on the Print Server

- **<u>1.</u>** Access the print server with the local or remote console.
- 2. Click [Stop] to suspend the printer operation.

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3. Click [Configuration] → [DFE] → [Disk Operations] → [Update Code].

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4. Specify the destination (USB memory/ DVD drive/ network) where the update file is saved, and

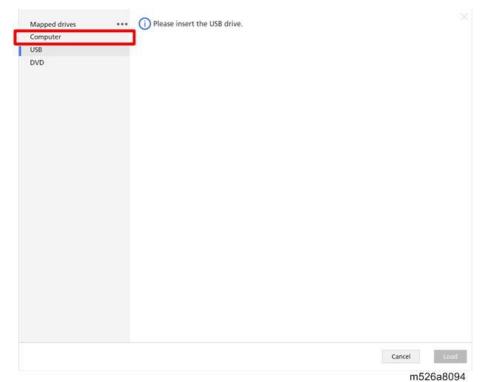
#### 3.Software Maintenance

click [Load].

Mapped drives ***	Please insert the USB drive.	
Computer		
Computer USB		
DVD		
	-	
		and the second second
	Cancel	1050
	m526a8	8033

Note

- The update file is a .kp5 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 [Computer] when accessing from the remote console allows you to update the data from the client PC.



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

The screen shows the current and new versions.

Error		8	
Operations 3001		Verify update	⇒ Subrat X.b L Service: ?
Faper     Caldmation     Printed Prevent     * Workflow     virual Artime     housing centors     Atting     housing centors     Atting     housing centors     Atting     housing centors     Atting     housing centors     the     service     Service     Service     Service     Service     Atting     housing     color     top     Atting     bud Spectrem     Security     budgeonte	Update C next to factory dent to factory		

m526a8098

The print server automatically reboots after completing the update.

# 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 the main power of the printer is turned ON, reboot the print server as well.
- Make sure that the network is functioning.
- Print test pages, to make sure that the print server and its connection with the printer have no problem. (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. (Updating System Software)
- When the problem is not resolved, reinstall the system software. (Reinstalling the System Software)

If the problem is still not resolved, replace parts of the hardware. (Unit Removal)

# LED Error Codes

## Overview

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

If the operation system failed to start, check the diagnostic code table.

# How to Deal with an Error Code

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

# **Print Server OFF/ON**

- 1. Press and hold the power switch on 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 defective.

Refer to the following list to identify the defective part. For details about the DIMM, see How to Identify the Location of DIMM/HDD Errors.

Code	Description	Replace:			
	CPU DIMM				
0C-0d	Reserved for future AMI SEC error codes			✓	
0E	Microcode not found	✓			
0F	Microcode not loaded				
50	Memory initialization error. Invalid memory type or		∢		
	incompatible memory speed				
51	Memory initialization error. SPD reading has failed		4		
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.		4		
55	Memory not installed		∢		
56	Invalid CPU type or speed				
57	CPU mismatch				

Code	Description		Replace:			
		CPU	DIMM	Motherboard		
58	CPU self-test failed or possible CPU cache error	✓				
59	CPU micro-code was not found or micro-code update failed	$\checkmark$				
5A	Internal CPU error					
5b	Reset PPI is not available			√		
5C-5F	Reserved for future AMI error codes			✓		
d0	CPU initialization error	✓				
d1	North bridge initialization error					
d2	South bridge initialization error			✓		
d3	Some of the architectural protocols are not available					
d4	PCI 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)			✓		
dA	Boot option failed (Start image returned error)			√		
db	Flash update failed			✓		
dC	Reset protocol is not available			✓		
dd	DXE phase BMC self-test failure			√		
EC-	Reserved for future AMI error codes			✓		
EF						
F8	Recovery PPI was not available			✓		
F9	Recovery capsule was not found			✓		
FA	Invalid recovery capsule			✓		
Fb-FF	Reserved for future AMI error codes			✓		

The following codes are displayed during the startup sequence, so no action is needed.

Code	Description	
06	Microcode loading	
10	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	

Code	Description	
61	NVRAM initialization	
63	CPU DXE initialization is started	
70	South Bridge DXE initialization is started	
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	
A0	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 DIMM/HDD Errors

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

Note

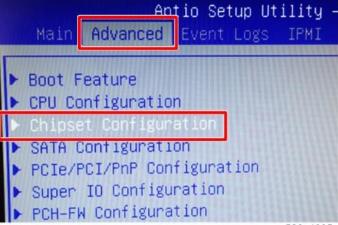
• In order to access the BIOS screen, connect a monitor and keyboard to the print server.

### DIMM

- 1. After the print server boots, immediately press the [F11] key.
- 2. Select [Enter Setup].

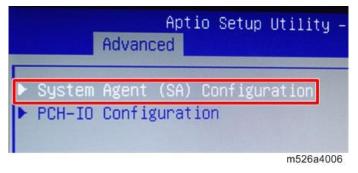


**<u>3.</u>** Select the [Advanced] tab in the BIOS screen, and then select [Chipset Configuration] with the arrow keys.

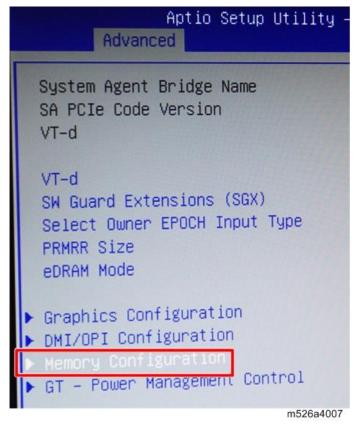


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4. Select [System Agent (SA) Configuration].

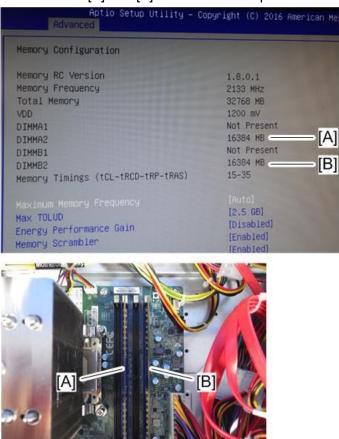


5. Select [Memory Configuration] with the arrow keys and check the DIMM information.



Vote

• If no details of a DIMM are displayed, it is judged that there is an error in the DIMM on the



motherboard. [A] and [B] on the list correspond to the DIMMs on the motherboard.

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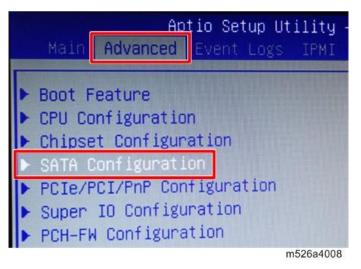
# HDD

- <u>1.</u> After the print server boots, immediately press the [F11] key.
- 2. Select [Enter Setup].



Select the [Advanced] tab in the BIOS screen, and then select [SATA Configuration] with the arrow <u>3.</u>

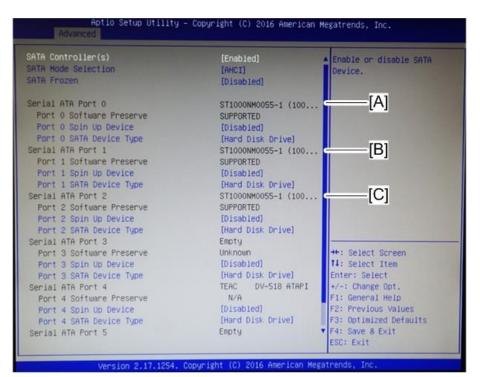
keys.



<u>4.</u> Check [Serial ATA Port 0] to [Serial ATA Port 2] on the list.

Note

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





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# How to Solve When an Error Occurs

### When a Printer SC Occurs

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

• Printer Operation Panel

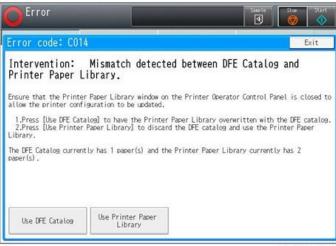


# When a Print Server Error Occurs

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

Follow the instructions to solve the error.

• Printer Operation Panel



m526a8059

• Print Server Console Screen

Spectrum Iota Con Penar Information	Mismatch detected between DFE Catalog and Printer Paper Library.  KEONERY OBJECTION  Mismatch detected between DFE Catalog and Printer Paper Library.  KEONERY OBJECTION:  Insue that the Inner Paper Library sendow on the Timer Operator Control Ferrir to closed to allow the printer Celliguation to be topoles:  Insue that the Dire OPE Catalog is have the Printer Operator Control Ferrir to closed to allow the printer Celliguation to be topoles:  Insue that the Dire OPE Catalog is have the Printer Operator Control Ferrir to closed to allow the printer Celliguation to be topoles:  Insue that the Dire OPE Catalog is have the Printer Operator Centrol Ferrir topoles.  The Dire Operator Dire Catalog is not the Printer Paper Library converts with the OPE Catalog is the topoles.  The Dire Catalog is same the Insue is done if the Printer Paper Library converts to is 2 paperil.	
	Message Cold C014	
	Use DHE Catalog Use Printer Paper Library CLOSE	
1         1000         1         Antime (0.5 x 15.0 x)           2         1000         100         100         100           1         1000         100         100         100         100           4         1000         100         100         100         100         100	Line, sugget : for, sugget 2	

### When a fatal error occurs

You can select one of the following actions from the fatal error dialog:

- Saving the traces to the USB memory
- Restarting the software
- Rebooting the print server
- Shutting down the print server

When selecting "Save Traces", you can save the traces to the USB memory in the front USB port of the print server.



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# Service Call (SC) Tables

This section explains the SCs for Print Server R-62.

If another 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
А	The SC is displayed on the operation	Execute CE reset SP	Occurrence & alarm
	panel, and the machine cannot be used	mode, and switch main	count
	(safety-related SC).	power from OFF to ON.	$\checkmark$
			Immediate alarm
В	When a function is selected, the SC is	Switch main power	Occurrence & alarm
	displayed on the operation panel, and the	from OFF to ON.	count
	machine cannot be used (down-time		$\checkmark$
	mitigation).		Power OFF → ON
			$\checkmark$
			Alarm count and
			alarm only if
			recurrence
С	No display on the operation panel, and	Count only logging.	Occurrence
	use is permitted.		$\checkmark$
			Logging count &
			alarm count
D	The SC is displayed on the operation	Switch main power	Occurrence & alarm
	panel, and the machine cannot be used	from OFF to ON.	count
	(machine-error SC).		$\checkmark$
			Power OFF → ON
			$\checkmark$
			Alarm count and
			alarm only if
			recurrence

# Service Call (SC911)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-	D	Ethernet TCP/IP: Invalid configuration during enable
06		Configuration error involved in the communication with the IPDS host system
		(only occurs when the IPDS installed)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		If rebooting the print server does not solve the problem, replace the motherboard.

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

SC No.	Level	Error Name/Error Condition/Major Cause/Solution	
SC911-11	D	Unexpected network condition	
		Unexpected errors for the network environment	
		Motherboard defective	
		<ul> <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
		Exhaust heat port of the housing is blocked
		Check the connection between the CPU and CPU cooling fan.
		Check the exhaust heat port and clean it up.
		Replace the CPU and CPU cooling fan.
		Replace the motherboard.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-26	D	CPU1 Temperature Alert
		CPU1 temperature error by H/W checking

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		CPU or CPU cooling fan defective
		Connection error between the CPU and CPU cooling fan
		Exhaust heat port of the housing is blocked
		Check the connection between the CPU and CPU cooling fan.
		Check the exhaust heat port and clean it up.
		Replace the CPU and CPU cooling fan.
		Replace the motherboard.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-	D	RDTU Fan Alert
27		RDTU fan error by H/W checking
		Connection error of the fan or fan cable
		Motherboard defective
		If rebooting the print server does not solve the problem, replace the RDTU fan or
		motherboard.

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

SC No.	Level	Error Name/Error Condition/Major Cause/Solution	
		cooling fan or motherboard.	

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

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 all the HDDs.

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

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

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-51	D	RDTU H/W error
		RDTU board defective
		Connection fault

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		If rebooting the print server does not solve the problem, replace the RDTU board.

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

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

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

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

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, using the correct procedure.	
		Replace the connection cable or motherboard.	

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC911-	D	A file system access error occurred in the ASCII temporary disk cache.
63		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-	D	Page processing timeout
64		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 representatives. In some cases the service representative might need to access this archive. Traces can be saved from the printer and the console screen.

#### Operation from the Printer Screen

#### **Vote**

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



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3. Press [Trace Archive].



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
Trace	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	
008	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
					m273z8052

Operation from the Console Screen on the Print Server

- **<u>1.</u>** Access the print server with the local or remote console.
- <u>2.</u> Click [Configuration] → [Diagnostics] → [Traces].

Not Ready			Sample		<b></b>	And and the other distance	
perations Jobs Co	onfiguration				🜩 Submit .	kob 🔔 Service	
aper	Traces						
rinter Presets	Save Traces						
/orkflow	Children Name Incontrol	data needed to diagnose software prot					
olor Management	Cax any sales to capture	Save Traces	Configure Trace				
FE.							
ecurity	Job Capture						
iagnostics	Click Start to define parame	ters for tracing print jobs and to start c	apturing the trace data.				
List/Test Print		Start	Stop				
Logs							
Traces	Archive Traces					T 000 -	
Control Unit Status	record need						
		E Contra de la c					
	Expert Stopert	Mark as done . 🖸 Mark all a	archives as done. III Remove club				
	State	Name Name	Date created		Information		
		A					
	State	Name	Date created	i	Information OVERVIEW Additional Service req	uested save traces on	
	State New	Name Manual	Date crivated 10/31/2017; 03:56:02 PM	i	Information OVER/IEW Additional Service req info10/31/2017		
	State New Download	Name Manual Restart or Reboot	Date created 10/31/2017, 03:56:02 PM 10/31/2017, 02:51:06 PM		Information OVERVIEW Additional Service req		
	State New Downipad New	Name Manual Restart or Reboot Printer Requested	Date created 10/31/2017, 03:56/02 PM 10/31/2017, 02:51 06 PM 10/31/2017, 02:49:58 PM	j	Information OVERVIEW Additional Service req into 10/31/2017 Type Manual State New Date 10/21/2017	. 15:55:00	
	State New Download New New	Name Manual Restart or Neboot Printer Requested Restart or Reboot	Date created 10/31/2017; 03:56:02 PM 10/31/2017; 02:51:06 PM 10/31/2017; 02:49:58 PM 10/31/2017; 02:49:58 PM		Information OVERVIEW Additional Service req into 10/31/2017 Type Manual State New	. 15:55:00	
	State New Download New New New	Name Manual Restart or Neboot Proter Requested Restart or Reboot Proter Requested	Date created 10/31/2017, 03:56:02 PM 10/31/2017, 02:51:06 PM 10/31/2017, 02:49:58 PM 10/31/2017, 02:45:49 PM 10/31/2017, 02:45:49 PM	į	Information OVERVIEW Additional Service req Info. 10/31/2017 Type Manual State New Daw 10/31/2017 Created Size (ME) 40.6	. 15:55:00	159
	State New Download New New New	Name Manual Restart or Aeboot Printer Requested Restart or Reboot Printer Requested Restart or Reboot	Date created 1031/2017, 015/6/02 PM 1031/2017, 015/6/02 PM 1031/2017, 02.51 06 PM 1031/2017, 02.45 39 PM 1031/2017, 02.45 39 PM 1031/2017, 02.45 39 PM		Information OVERVIEW Additional Service required Inite Invative required State New Dare Invative Control Sate (NA) Element Totologo Sate (NA) Element Manual	, 15:55:00 , 15:56:02 0000-00070023-20171631-	155
	State New Doornload New New New New New New	Name Manual Restart or Reboot Printer Requested Restart or Reboot Restart or Reboot Restart or Reboot	Date created 10/31/2017, 03:56:02 PM 10/31/2017, 02:55:06 PM 10/31/2017, 02:45:89 PM 10/31/2017, 02:45:89 PM 10/31/2017, 02:45:19 PM 10/31/2017, 02:45:19 PM		Information OVERVIEW Additional Service required Inite Invative required State New Dare Invative Control Sate (NA) Element Totologo Sate (NA) Element Manual	, 15:55:00 , 15:56:02 1000-00070023-20171031- uested save traces on	155
	State New Downlaad New New New New New New	Nurre Mental Restart or Reboot Printer Requested Restart or Reboot Printer Requested Restart or Reboot Restart or Reboot Exception	Date created 10/31/2017, 03:56:02 PM 10/31/2017, 02:51:06 PM 10/31/2017, 02:54:95 PM 10/31/2017, 02:45:9 PM 10/31/2017, 02:45:19 PM 10/31/2017, 02:45:19 PM 10/31/2017, 02:45:19 PM	į	Information OVERVIEW Additional Service req international Service req Service New Date: 10/31/2017 Overent Service New Service Information December Service req December Service req	, 15:55:00 , 15:56:02 1000-00070023-20171031- uested save traces on	155
	State New Doemicad New New New New New New	Nurre Mensal Restart or Reboot Printer Requested Restart or Reboot Printer Reguested Restart or Reboot Exception Cookle	Date created 10/31/2017, 015/6102 PM 10/31/2017, 02:51 06 PM 10/31/2017, 02:51 06 PM 10/31/2017, 02:49:58 PM 10/31/2017, 02:49:58 PM 10/31/2017, 02:45 19 PM 10/31/2017, 02:45 19 PM 10/31/2017, 03:45 30 PM 10/31/2017, 03:56 39 PM		Information OVERVIEW Additional Service req international Service req Service New Date: 10/31/2017 Overent Service New Service Information December Service req December Service req	, 15:55:00 , 15:56:02 1000-00070023-20171031- uested save traces on	155
	State New Doornload New New New New New New New New New New	Name Manual Restant or Protocol Restant or Reboot Printer Reguested Restant or Reboot Restant or Reboot Exception Cooke Exception	Date created 10/31/2/017, 03:56:02 PM 10/31/2/017, 03:56:00 PM 10/31/2/017, 02:56:00 PM 10/31/2/017, 02:45:19 PM 10/31/2/017, 02:45:19 PM 10/31/2/017, 02:45:19 PM 10/31/2/017, 02:45:19 PM 10/31/2/017, 03:45:39 PM 10/30/2/017, 03:55:39 PM 10/30/2/017, 03:55:39 PM		Information OVERVIEW Additional Service req international Service req Service New Date: 10/31/2017 Overent Service New Service Information December Service req December Service req	, 15:55:00 , 15:56:02 1000-00070023-20171031- uested save traces on	155

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

Ready			Sample		of the second second
Operations Jobs	Configuration			➡ Submit Job	L Service
Paper Calibration Printer Presets Workflow Color Management DFE Security Diagnostics Lust/lest Print Log. Traces	Job Capture	um data mended to stagnour voltware proble Sarre Traces meters for tracksg print jobs and to start cap Start	Configure Trace		M 0 ····
Control Unit Status	State New Tany	Mark as done P Mark all an Name Restart or Reboot Printer Requested	bives as done fermions sustom Date created 10/31/2017, 02:51:56 PM 10/31/2017, 02:49:56 PM	Information OVERvitW Additional Restart or Reboot	requested save traces
	hiew	Restart or Reboot	10/31/2017, 02:45:49 PM	g 10/31/2017, 14:51	
	New	Printer Requested	10/31/2017, 02:45:19 PM	Type Restart or Reboot	
	hew	Restart or Reboot	10/31/2017, 02:41:42 PM	Date 10/31/2017, 14:51	1:06
	New	Restart or Reboot	10/31/2017, 01 46 30 PM	Greated Size (MB) 33.4	
	New	Exception	19/30/2017, 03:56:59 PM	Ne name 19-00000000000-0	0070023-20171031-145
		Cookie	10/30/2017, 03:01:13 PM	Name Restart or Reboot	
	hierov			DescriptionRestart or Reboot	requested save traces
	hiew	Exception	10/30/2017, 01:28,21 PM	10/31/2012 14:51	:06
		Escaption . Manual	10/30/2017, 01:28:21 PM 10/27/2017, 04:38:14 PM	10/31/2017, 14:51	1:06
	New	and a state of the		10/31/2017, 14:51	1:06
	Nerve Nerve	Manual	10/27/2017, 04 38 14 PM	10/31/2017, 14:51	:36

**<u>4.</u>** Select the destinations, and then input a file name. Click [Save].

Mapped drives Computer	••• Dease insert the USB drive.	
USB		
		Cancel
		m526a8031

Note

- 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 [Computer] when accessing from the remote console allows you to save the trace

log to the client PC.

Paper Mapped drives ···· De Security Mapped drives ···· De Security	Ready		ļ.	Sample 👸			V
Auge     Maged drive:       Clibration     Computer       Printer Presets     USB       Workflow     USB       Color Management     DFE       Security     Usge       Diagnostics     Ls/Test Print       Logs     Tacks       Control Unit Status     USB	Operations Jobs	Configuration			🗢 Submit Job	L Service	?
Cancel	Logs Traces	Computer	Please insert the USB drive.				
						Cancel	Save

# Saving Traces

Traces can be saved manually from the printer or 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.
- **<u>1.</u>** Press the [Home] key on the operation panel of the printer and then press the [TotalFlow] icon.
- 2. Press [User Tools/Adjustment].

Operations	Jobs	Paper Setting	UserTools/Adjustmen	it.
Operator Message				
OBC12 - [PDF Job Pro	ocessor] is set to	CPSI instead of an Adobe	PDF Prin Details	
SC693-02 - Printer	error occurred		Details	
OD3C0 - Tray 1 is to	ow on paper.		Details	] 1/2
003C3 - Load paper +	in Tray 2. Details			
●03C0 - Tray 3 is to	ow on paper.		Details	•
• Tray Information				
1 🖵	A4 🖓	220.1 - 256.0 gm		
2 🛃	0.00 X 10.	63.1 - 80.0 gsm		
3 🖵	11×17ロ	163.1 - 220.0 gsm		
4 🔱	85×110	63.1 -		

## 3. Press [Save Traces].

Operations	Jobs	Paper Setting	UserTools/Adjustment
Shutdown	Test	Print	Printer Preset
Restart DFE	P	rint Samples	Load Printer Preset
Restart Control Unit	Inspect	ion Sample Setting	Ethernet Adapters
Shut Down Control Unit	Trac	es	Ethernet Configuration
Disk Operations		Save Traces	
Backup	Cor	nfigure Traces	
	Т	race Archive	
Restore			
Update Code			
Code version v0.7. BOS level 132.2	.027		
			m526a805

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

**Vote** 

- 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].

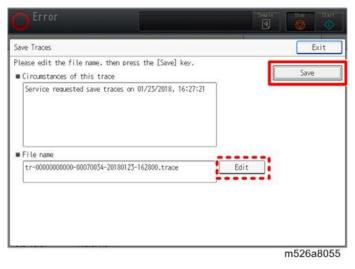
O Ready		Stop Start
Save Traces		Exit
Describe the circumstance © Circumstances of this 1 Administrator requeste 33:51	4: Edit OK	
	 n	n526a8054

**Vote** 

• It takes about 20 seconds to save the traces.

#### 4. Troubleshooting

## 7. Press [Save].



#### Note

- 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

- **<u>1.</u>** Access the print server from the local or remote console.
- 2. Click [Configuration] → [Diagnostics] → [Traces].

Operations Jobs	Configuration				Submit Job	L Service	1
Operations Jobs	configuration				Submit 200	T Service	
Paper	Traces						
Calibration							
rinter Presets	Save Traces						
Vorkflow	Click Save Traces to capture	data needed to diagnose software probl	irms when an error is encountered.				
olor Management		Save Traces	Configure Trace				
XFE.	0.040						
ecurity	Job Capture						
Diagnostics	Click Start to define parame	ters for tracing print jobs and to start ca	plusing the trace data.				
List/Test Print		Start	Stop				
Logs							
Traces	Archive Traces					T 00 44	
Control Unit Status	record reco						
Control Unit Status		Mark as done 🛛 🕞 Mark al a	chives in done 👔 Territorie custo	-			
Control Unit Status		2 Mark as done 🛛 🖻 Mark al a Name	chives as done 👔 Remove club Date created		formation	1.0	
Control Unit Status	P topot				formation	,	
Control Unit Status	E Sane	Name	Date created		sformation NERVIEW döterni Service requested		
Control Unit Status	Export State	Name Manual	Date created 10/31/2017, 03:56:02 PM		verview distorial Service requested fig 10/31/2017, 15:55:	save traces on	
Control Unit Status	Export State New Download	Name Manual Restart or Reboot	Date created 10/31/2017, 03:56:02 PM 10/31/2017, 02:51:06 PM	* 0 A 8 3	ivERVIEW dátornal Service requested	save traces on	
Control Unit Status	En Esport State State New Download New	Name Manual Restart or Reboot Printer Requested	Date created s0/31/2017, 03:56/02 PM 10/31/2017, 02:51 06 PM 10/31/2017, 02:49:58 PM	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	vEEvitw dótomi Service requested 40. 10/31/2017, 15;55: pm Manual	save traces on	
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Control Unit Status	Encort C State Doorricad New New New New New New	Name Manual Restart or Reboot Printer Requested Restart or Reboot Restart or Reboot Restart or Reboot	Date created 10/31/2017, 02:55:02 PM 10/31/2017, 02:55:06 PM 10/31/2017, 02:55:06 PM 10/31/2017, 02:45:98 PM 10/31/2017, 02:45:19 PM 10/31/2017, 02:45:19 PM 10/31/2017, 02:45:19 PM	A A A A A A A A A A A A A A A A A A A	VUTRATEW         distanci Service requested           distanci Service requested         no           no         10/31/2017, 15:35:           ym         Manual           atr         New           atr         Nanual           atr         Nanual	save traces on 00 02 070023-20171031-1 save traces on	
Control Unit Status	Encort Constant State New New New New New New New New	Name Mancal Restart or Neboot Printer Requested Restart or Reboot Printer Requested Restart or Reboot Restart or Reboot Restart or Reboot Exception	Date created 10/31/2017, 03:56:02 PM 10/31/2017, 02:51:06 PM 10/31/2017, 02:51:06 PM 10/31/2017, 02:49 PM 10/31/2017, 02:45:19 PM 10/31/2017, 02:41:42 PM 10/31/2017, 03:44:30 PM 10/30/2017, 03:85:39 PM	A A A A A A A A A A A A A A A A A A A	vUTRV.ttw           ddstaral Service requested           dc         10/31/2017, 15:35:           ym         Manual           tel         New           extreme         10/31/2017, 15:35:           extreme         10/31/2017, 15:35:           extreme         0.31/2017, 15:35:           extreme         0.6           increase         0.6000000000-00           extreme         Manual	save traces on 00 02 070023-20171031-1 save traces on	
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## 3. Click [Save Traces].

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			sturing the trace data.	arreters for tracing print jobs and to start o	Click Start to define pa	liagnostics
			Stop	Start		List/Test Print
						Logs
	1				Archive Traces	Traces
						Control Unit Status
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## 4. Click [OK].

Note

• You can describe the situation.

Ready		-		Sample				and the second second	
lperations lots	Configuration	Describe th	e circumstances of this trace	NG:			api fimitue	1 Server	
	Traces		flocord the current trace information	43)					
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Note

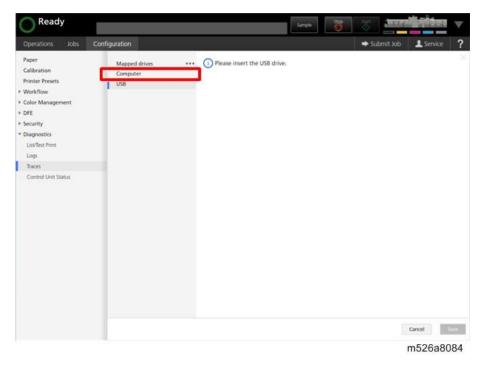
- It takes about 20 seconds to save the traces.
- 5. Select the destinations, and then enter the filename. Click [Save].

#### 4. Troubleshooting

Mapped drives Computer USB	••• insert the USB drive.	×
		Cancel See

### 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 [Computer] when accessing from the remote console allows you to save the traces to the client PC.



## Capturing a Print Job

Job captures include print data and host communications as well as trace data, which was explained before. Service representatives use this function to diagnose problems.

- **<u>1.</u>** Access the print server from the local or remote console.
- <u>2.</u> Click [Configuration] → [Diagnostics] → [Traces].

O Not Ready			Sample				
Operations Jobs	Configuration				🜩 Submit Job	L Service	
Operations Jobs Confi Paper Calibration Printer Presets Workflow Color Management DFE Security Diagnostics List/ext Print Logs Traces	Job Capture	e data needed to diagnose software prob Save Traces eters for tracing print jobs and to start ca Start	Configure Trace				
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3. Click [Start] in [Job Capture].

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#### 4. Troubleshooting

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

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

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Start Job Capture		×	Start Job Capture
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Installed protocols Console	*		Installed protocols > Contole *
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Note

• When selecting "Hard disk", you can set "Forward/Back channel data". "Forward/Back channel data" defines whether the trace data is saved in one file or more than one files.

## 6. Click [OK].

Location		Maximum file size (MB)	2
Hard disk	*	250	(例
Forward/Back channel data		Memory size (MB)	
Combined	*	1	191
installed protocols			
Console			
		CANCEL m526a	_ <u>∝</u> 8100

• During capturing data, the console screen shows "Tracing". Capturing data often slows

down the operation of the print server.

	idy		Sangle	10	8		W
Operations k	obs	Configuration			➡ Submit Job	1 Service	?
						m526a80	

<u>7.</u> Send the job that you want to analyze.

Collecting

8. Click [OK] after the problem occurs in the job.

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**<u>9.</u>** Select the destinations (USB memory/network/email), and then enter the filename. Click [Save].

#### 4. Troubleshooting

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omputer	
58	
MAIL	
MARE	
	Cancel
	m526a810
	m5268810

#### 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.
- Clicking [Computer] when accessing from the remote console allows you to send trace data to the client PC.

Mapped drives +++	(i) Please insert the USB drive.	
Computer USB		
EMAIL		
	Cancel	Save

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• The tracing file is saved as a .tar file.

## **Problems 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 CEs 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 while an IPDS session is established.

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

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

# **Problems Related to External Printing Software**

Data Cannot Be Sent Properly When Using Prinect

### Symptom

Data cannot be sent properly when using Prinect.

#### Solution

- **<u>1.</u>** Access the print server from the local or remote console.
- **<u>2.</u>** Click [Configuration] → [Workflow] → [Processing options]..

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								-
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Color Management	Optimize job order			100	Process jobs with	unsupported options		
DFE Security	No				fail job			
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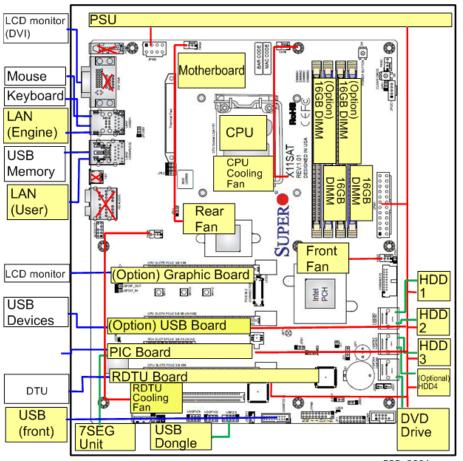
3. Select "APPE" (Not "CPSI") in [PDF job processor].

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# **5. Detailed Section Descriptions**

# **Block Diagram and Functions**

## Block Diagram



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## 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 set to EN at the print server, the print server can recognize the power ON/OFF status of the printer.

#### **RDTU Board**

Acts as an interface (Command/Status I/F and Image Data I/F) between the print server and the printer

#### HDD

The print server has three HDDs.

- HDD 1 for operating system
- HDD 2/HDD 3 for data storage with RAID0
- HDD 4 is not installed. (Future expansion)

#### Motherboard

- CPU: 3.4 GHz
- SDRAM: 16 GB (2,133 MHz DDR4) × 2, Total 32GB.
- BIOS performs a self-diagnosis and displays the error code on the digital display board (7segment).

#### **Digital Display Board**

Displays the status of the print server (7-segment display).

#### USB Dongle

Stores product information such as a license.

The print server cannot be used without the 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 on a DVD, because the DVD drive is read only.

USB I/F

USB I/F are used for the following purposes.

#### Front USB port

- 1. Reading the following data from USB memory:
  - Print data
  - File for system updating
  - User-created ICC profiles
  - Font data
- 2. Writing the following data to USB memory:

## **5.Detailed Section Descriptions**

- Tracing data
- Logging data

## USB port (keyboard/mouse)

Attaching a keyboard and mouse

## USB port (memory)

Automatic backup for configuration data

# 6. Options

## IPDS

Activating IPDS

Activate IPDS with the following steps to use the IPDS features.

- **<u>1.</u>** 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.
- **<u>2.</u>** Install the generated license file in the print server.

The generated license file is installed in the print server.

IPDS must be reactivated when you re-installed the system software for troubleshooting or parts replacement. For details, refer to "How to Reactivate". (How to Reactivate)

## Activation Procedure

Comportant )

- Make sure that you have the EID (Entitlement ID) issued when the customer purchased this option.
- **<u>1.</u>** Access the print server from the local or remote console.
- **<u>2.</u>** Click [Stop] to suspend the printer operation.

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3. Select [Configuration] → [DFE] → [Features].

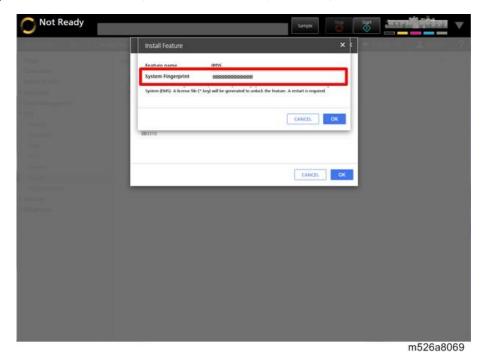
4. Click [Install].

O Not Ready				Series	Stat	-		V
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<ul> <li>Security</li> <li>Disconstinut</li> </ul>								
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5. Select [IPDS] and click [OK].

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Operations lobs Configuration	Instail Feature	D	Submit.iob L Service ?
Papes pa Calibustion Protect Persets • Work Dov • • • Color Management • Color Management • DFE • Settings · Setings · Se	Features Pros Mr Hoose K RP model K RP model S B80310	7 CANCEL OK	
Cold: Operations • Security: • Diagnostics			
			m526a8068

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



<u>7.</u> Click [OK].

When the console screen is in this status, open a web browser.

O Not Ready		Sample	8		W
	Install Feature		× ĸ		
	Feature name IPDS System Fingerprint To continue enabling this feature, enter this System Pageper System (McS). A locree file (* Arg) will be generated to unlock	st into the Ricoh Estillement Mana It the feature. A restart is required	prment		
	180310	CANCEL	×		
		CANCEL	ox		
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- **<u>8.</u>** Start the web browser, and access the website below: https://www.ricohsoftware-entitlements.com
- 9. Select "EID" at the [Login/Using] field.

**10.** Enter the EID (Entitlement ID) at the [EID] field.

RIC	OH 27	
You	r user session has expired. Try logging on again.	
Customer	Login	
Login Using:	EID	
EID:		
	Login	
- T		
		m273z7070

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

RIC	<b>OH</b> 27			Powered By SafeNe Sentine/ Welcome   La
1		64		Change Language
▶ Entitlem	ent Details			
▼ Associat	ted Product and Features			_
				Activate
Г	Product	Start Date	End Date	Quantity
M	IPDS-Printer-Fea ture 1.0	06/12/2014	Never expires	117 out of 250
► List of	features associated			
Previous	Activations (Total 133)			
Previous	Revocations (Total 1)			
		© 2013 SafeNet, Ir	c. All Rights Reserved.	
				m273z70

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

RIC	Activate Product(s)			× SafeNet SentinelEA
	EID: 1000000000000000000000000000000000000	******		Welcome   Logo
1	▼ Enter Quantity			Change Language
	Product	Remaining Quantity	Quantity	
Entitlen	PDS-Printer-Feature 1.0	117	1	
	Client & oritoria: Etha	matåddrass		
▼ Associ	* System FingerprintLocking Data:			Activate Revolue
	Generate Close			y
N	IPDS-Printer-Fea ture 1.0	06/12/2014	Never expires	117 out of 250
+ List o	f features associated			
Previous	s Activations (Total 133)			
Previou	s Revocations (Total 1)			

m273z7072

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

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

								Welcome   Change Languag
	License Certificate							
Entitlen	Contact: 000000000000000000000000000000000000		Customer:	Controller Develo	opment	Password:		
• Associ	Support <u>http://www.rico</u> URL:	hsoftware.com/Tot	alFlow Advantage					Activate Revok
_	List of Activations							
2	Product Key	Name	AID		Quantity	Remaining Quantity	•	1250
► List c		IPDS-Printer -Feature 1.0		8888888	250	116		
Previou	Download Url:						_	
Previou	License String							
	*B VetPGNP8hSUIT1mdbjpfV3 M0hpUa201X3jrNwXxA9j9b \$	EatKOCpfZ3a3Q# 1						

- **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].

**Vote** 

Error			Ser	nete	Sec.		W
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Paper Calibration Printer Presets * Workflow Varial Printers Princesing options Films * Color Management Settings Prin calify Print Color Societ Soci	Mapped drives Computer US8 DVD	••• Please inset	t the USB drive.				×
					10.0	Cancel	(død -
						m526a8	077

- 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 [Computer] when accessing from the remote console allows you to upload the

license file from the client PC.

**<u>17.</u>** When you are prompted to restart the system, click [Restart].

Error		3 3		V
	Restart	*		2
	Configuration changes take effect after the sent redart.			
	Restart Rif model S	erose		
A Date of Concession, Name	880310			
		GANCEL		
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## **Optional Features for IPDS**

After activating 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.
- **<u>1.</u>** Access the print server from the local or remote console.
- 2. Select [Configuration] → [DFE] → [Features].

## 3. Click [Install].

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**<u>4.</u>** Select the extended features that you want to activate.

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			CANCEL	OK			
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<u>5.</u> Enter the following password, and then click [OK].
2halo: (for 8B4289 (Suppress Off Page Errors))
2passup: (for 8B4418 (IPDS 2-pass G4 compression))

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6. Verify the optional features under [Features].

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DFE	884289	Disabled		
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Users And Roles				
Authentication				
Encryption Restricted IP Addresses				
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anguros (CS				
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Note				

• When enabling the optional feature, click [Enable].

• When disabling the optional feature, click [Disable].

Operations Jobs Co	nfiguration		Submit Job	L Service ?
Paper Calibration Printer Presets	Features	Uninstall	11	Ψ
Workflow	Feature	Status		
Color Management	PD5	Enabled		
r DFE	884289	Disabled		
Settings	RP model H	Enabled		
Shutdown				
Trays				
Fonts				
Network				
Features				
Disk Operations				
* Security				
Users And Roles				
Authentication				
Encryption				
Restricted IP Addresses				
<ul> <li>Diagnostics</li> </ul>				

#### How to Reactivate

#### When you Replaced a HDD, or Re-installed the System Software

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

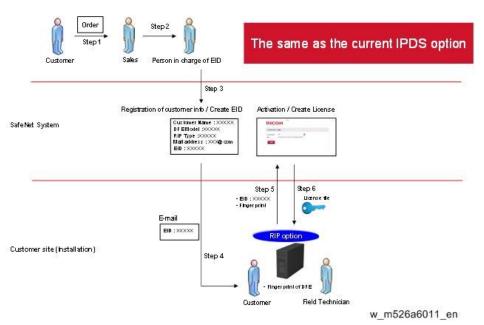
#### When you Replaced the Motherboard

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

## **RIP Software**

## Activating the RIP Software

### Workflow



Activating the RIP software with the following steps is required to use the RIP features.

- **<u>1.</u>** 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.
- **<u>2.</u>** Install the generated license file on the print server.

The generated license file is installed in the print server.

You must reactivate the RIP software when you re-install the system software for troubleshooting or parts replacement. For details, refer to "How to Reactivate". (How to Reactivate)

## **Activation Procedure**

#### Comportant )

- Make sure that you have the EID (Entitlement ID) issued when the customer purchased this option.
- **<u>1.</u>** Access the print server from the local or remote console.

**<u>2.</u>** Click [Stop] to suspend the printer operation.

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- <u>3.</u> Select [Configuration] → [DFE] → [Features].
- 4. Click [Install].

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5. Select the RIP software and click [OK].

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

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## <u>7.</u> Click [OK].

After this screen is shown, operate from the web browser.

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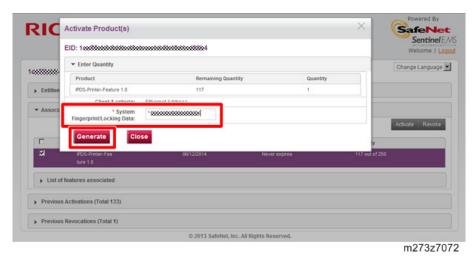
- **<u>8.</u>** Start the web browser, and access the website below: https://www.ricohsoftware-entitlements.com
- **<u>9.</u>** Select "EID" at the [Login/Using] field.
- 10. Enter the EID (Entitlement ID) at the [EID] field, and then click [Login].

RIC	OH 27	
Yo	ur user session has expired. Try logging on again.	
Customer	Login	
Login Using:	EID	
EID:		
	Login	
		m273z7070

11. Put a check mark in "RIP model \*" and click [Activate].

				Welcome   Los Change Language
, Entitleme				
> Entitleme	nt petails			
· Associate	ed Product and Features			
				Activate
100	Product	Start Date	End Date	Quantity
	RP model H - RJ 1	62/05/2016	62/06/2918	158 out of 200
, List of I	features associated			
Previous	Activations (Total 42)			
• Previous	Revocations (Total 0)			
		# 2013 SataNet Inc.	All Rights Reserved.	

**12.** In the [System Fingerprint/Locking] field, enter the "System Fingerprint" that was obtained in step 6 in the RIP model \* pop-up screen, and click [Generate].



**13.** Click [Save to File], select the desired destination icon, and then save the generated license file. Alternatively, send the license file to the email address you registered.

								Welcome   Change Languag
	License Certificate							
Entitlen	Contact: 000000000000000000000000000000000000		Customer:	Controller Develo	opment	Password:		
• Associ	Support <u>http://www.rico</u> URL:	hsoftware.com/Tot	alFlow Advantage					Activate Revok
_	List of Activations							
2	Product Key	Name	AID		Quantity	Remaining Quantity	•	1250
► List c		IPDS-Printer -Feature 1.0		8888888	250	116		
Previou	Download Url:							
Previou	License String							
	*B VetPGNP8hSUIT1mdbjpfV3 MONpUa201X3jrNwXxA9j9b \$	EatKOCpfZ3a3Q# 1						

- **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].

**Vote** 

Error				Sample	8	SLat			۳
Operations Jobs Co	Install Feature				×	🔹 Sabrro	. ioo 🔒	Service	?
Page Calibration Printer Prease * Workflow Varial Printey Princesing cattors Films * Color Management Settings Princ quality Princ quality Princ quality Prince Settings Stattoon Day Parts Settings Stattoon Day Parts Pertons Parts Parts Parts Pertons Parts	Mapped drives Computer US8 DVD	••• i) Please	insert the USB drive,						
							Cancel		cot :
							m52	26a80	)77

- 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 [Computer] when accessing from the remote console allows you to upload the

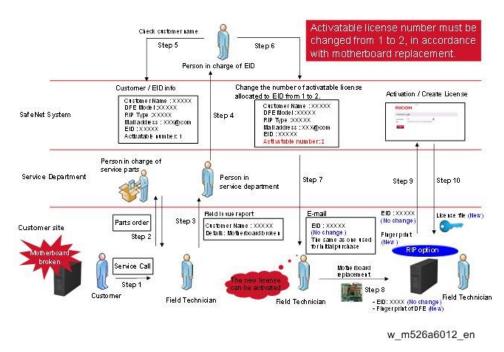
license file from the client PC.

17. When you are prompted to restart the system, click [Restart].

Error		8 8	×
	Restart	¢	- 2
Parameter Research Research	Configuration changes take effect after the rest is		
	Restart Kiff model s	0.095	
And the spectrum is not	880310		
		CANCEL	
and the second s			
Test Deserves			
			m526a8076

## How to Reactivate

### Workflow



#### When a HDD is replaced or System Software (BOS) is re-installed:

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

#### When the Motherboard is replaced:

As the System Fingerprint changes, you cannot reactivate the RIP software with the same license file

as the one used for the last activation. Activate the RIP software with both of the following.

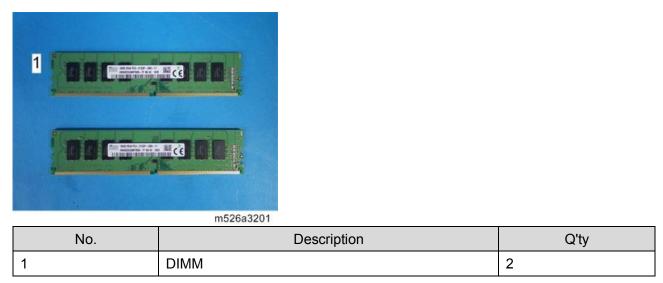
- The same EID as the one used for the last activation
- A new System Fingerprint.

#### Note

• The license can be easily activated without the need for a new EID for the defective DFE. The person in charge of EID can simply increase the number of available activations allocated to the original EID. In other words, a new EID for replacement Motherboards will not be required.

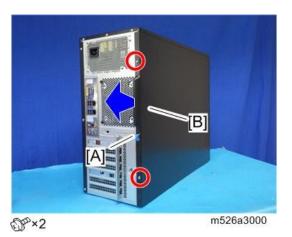
# Additional Memory (32GB) for TotalFlow Print Server Type S9

Accessory Check



## **Installation Procedure**

**<u>1.</u>** Push the lever [A] and slide the left cover [B] backward.



**<u>2.</u>** Lay down the machine.



m526a3008

**<u>3.</u>** Lift the CPU fan bracket.



<u>4.</u> Open the levers on both sides of each socket.



m526a3202

**<u>5.</u>** Gently slide the DIMMs [A] straight down into the sockets and push them into the slots. Make sure that the levers close securely around the ends of the DIMMs.



6. Reattach the CPU fan bracket.

# Virtual Machine Unit for TotalFlow Print Server Type S9

Accessory Check

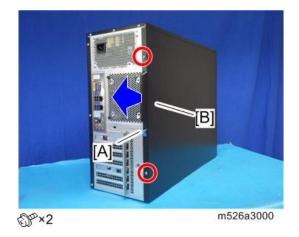


m526a3204

No.	Description	Q'ty
1	HDD	1
2	USB board	1
3	Graphic board	1

## Installation Procedure

1. Push the lever [A] and slide the left cover [B] backward.



2. Push the lever [A] and pull out the HDD bracket [B].



m526a3205

**<u>3.</u>** Attach the HDD bracket to the HDD. (hook x 4)



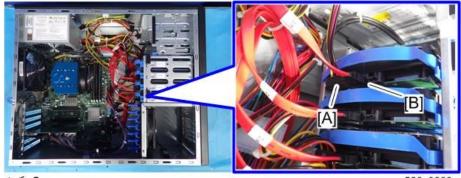
m526a3206

**<u>4.</u>** Insert the HDD with bracket [A] into the machine.



m526a3207

5. Connect the power cord [A] and SATA cable [B] to the HDD.



\$×2

m526a3208

**<u>6.</u>** Push the flat spring [A] to open the rear cover [B].

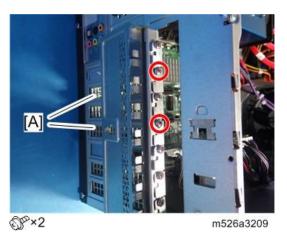




m526a3022

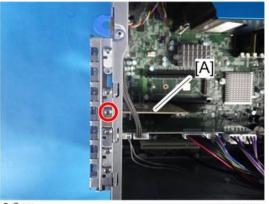
## 6.Options

7. Remove the PCI slot covers [A].



8. Attach the USB board.

Use one of the screws you removed in step 7.



@P×1

m526a3210

**<u>9.</u>** Open the clamp [A] and connect the P10 connector to the USB board.

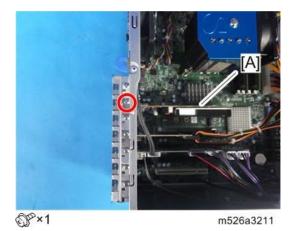


\$\$×1 \$\$\*×1

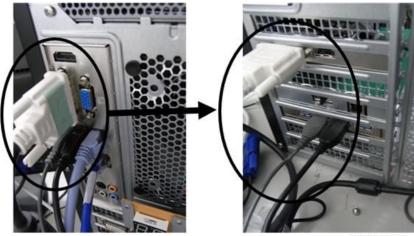
m526a3212

**<u>10.</u>** Attach the graphic board.

Use one of the screws you removed in step 7.

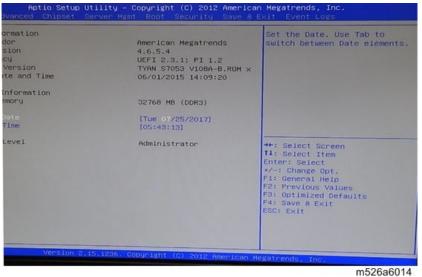


- 11. Close the rear cover.
- **12.** With the power of the print server turned off, reconnect the mouse/keyboard/display cables to the newly installed option boards.



m526a6013

**13.** Press the power switch and press the DEL key repeatedly until the Setup Utility screen appears.



- 1152040
- **<u>14.</u>** Open the following menu using the arrow keys.

Advanced > Chipset Configuration > System Agent (SA) Configuration > Graphic Configuration

15. Set "Internal Graphics" to [Disabled].



- 16. Press the ESC key three times to return to the top menu of the Setup Utility.
- **17.** Move to the "Save & Exit" menu and select [Save Changes]. When "Save configuration?" appears, select [Yes].
- <u>18.</u> Select [Discard Changes and Exit]. When "Quit without Saving?" appears, select [Yes].
   Note

You must reboot the Print Controller after you install Virtual Machine Unit and change the BIOS setting as above. When the reboot is completed, please check whether or not Windows Configuration Wizard of TotalFlow Prep is displayed on the monitor. If the Wizard is displayed correctly, please ask the customer to configure it. (Windows Configuration Wizard of TotalFlow Prep must be configured by the customer.)

# 7. Specifications

# **General Specifications**

Item	Description			
CPU	6th Gen Core i7-6700 3.4GHz			
Memory	32 GB (16 GB × 2)			
HDD	SATA connection 1TB 3.5 inch HDD (7,000 rpm) ×3			
DVD Drive	SATA connection DVD-ROM drive			
Interface	Gigabit Ethernet ×2 (100BASE-TX/10BASE-T/1000BASE-T), USB2.0 Type-A x 3			
	(Rear x 2, Internal x 1), USB3.0 Type-A x 3 (Front x 2, Rear x 1), DVI, RDTU x 2			
Protocol	FTP, LPR, Port 9100, TCP-IPDS, IPP, RHPP, HTTP, Dynamic DNS, SMB,			
	AppleTalk, WSD			
Print Resolution	1,200 dpi (2-bit)			
Supported Data	• IPDS			
Formats	PostScript Level3			
	PDF -Version 1.7			
	TIFF -TIFF AFPC Subset			
	JPEG -AFPC JPEG Subset			
	PDF/VT-1			
	• PDF/X (PDF/X-1a, PDF/X-3, PDF/X-4)			
	PPML -Version 2.2			
Built-in Fonts	Roman PS fonts: 136 fonts			
Power Source	100-240V, 3.9 A, 50/60 Hz			
Power	400 W			
Consumption				
Dimensions (W x	193 × 525.3 × 424 mm (7.6 × 20.7 × 16.7 inches)			
D x H)				
Weight	Approximately 17 kg (37.5 lbs.)			