

Model: VM Option Type C		Date:10-Jul-06	No.: RB861001
Subject: Firmware update procedure for VM Option		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information

## Firmware Update Procedure (SD Card Only) for the VM Option

### Important:

- The following procedure is for updating the firmware for the VM option platform **on the SD card only**.
- Firmware for VM option platforms that are already installed on a machine **cannot be updated**. So, **do not try** to overwrite the VM option platform if it is already installed on the machine.

Do the following procedure to update the VM option platform firmware on the SD card.

1. Save the “**sdk**” folder that contains the new platform firmware for the VM Option in the HDD of a PC.
2. Insert the VM Option SD card into the SD card reader connected to the PC.
3. Upload (overwrite) the new “**sdk**” folder to the SD card.

**Important:** If you want to update the VM option platform that is already installed on the machine, check with the third-party vendor(s) that developed the SDK applications installed. This is because the SDK applications may not support some VM option platform versions.

Model: VM Option TypeC		Date: 3-Oct-06	No.: RB861002
Subject: Notice at VM card type C installation		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

## SYMPTOM

The following symptoms occur.

- SC868 (SD card access error) occurs when the VM Card Type C is installed.
- The VM card Type C cannot be re-installed
- SDK applications cannot be installed

## CAUSE

The SD card containing the Java platform (VM Card Type C) is damaged.

**Important:** Do not turn the machine main power off during the auto installation of the VM Card Type C or other application. This will damage the SD card.

**A damaged SD card cannot be repaired.**

**Note:** The auto installation can sometimes take two minutes or longer.

## SOLUTION

Make sure to follow this installation procedure for the VM Card Type C and other applications.

### Installation Procedure for the VM Card Type C:

1. Turn the main power off.
2. Insert the VM card type C into Slot No.3.
3. Replace the sixth key-slot cover with the "Other function" key.
4. Turn the main power on. The installation of the Java VM platform will start automatically.

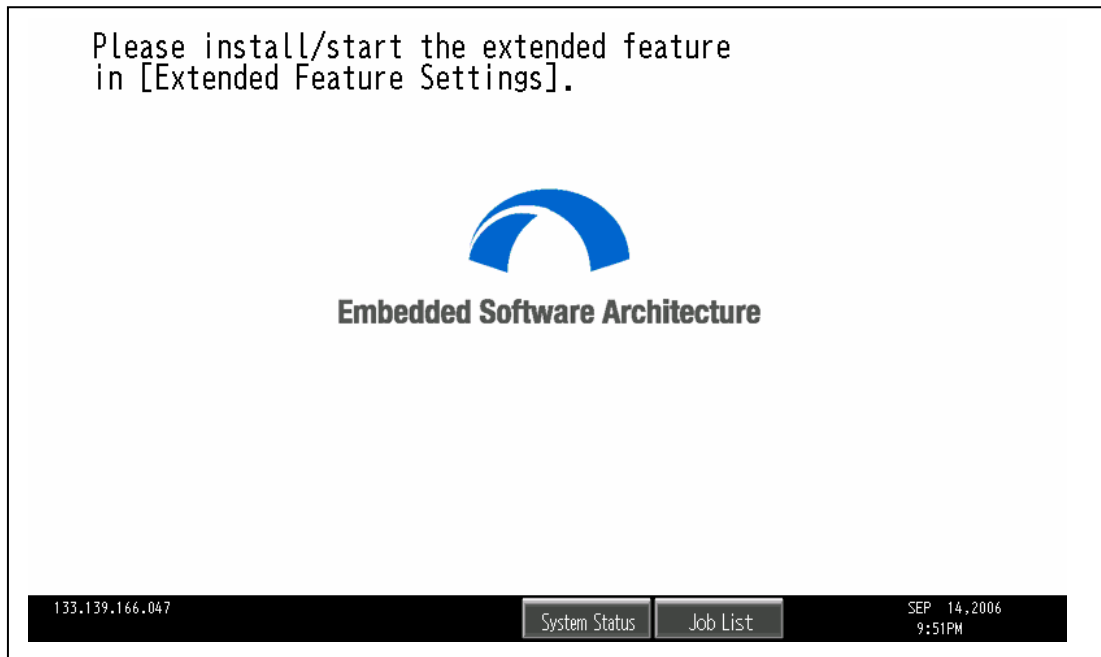
**Important: DO NOT turn the main power off. Also, do not open any of the covers or do any machine operations. This will damage the SD card. A damaged SD card cannot be repaired.**

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5. Wait five minutes, and then press the “Other function” key. You will hear two beeps.
  - If the screen does not change, this means the installation is not finished yet. Wait a few more minutes and then press the “Other function” key again.
  - When the installation is finished, the following will be displayed:



6. Set the heap size and stack size for the application.
7. Install the application using the installation procedure provided with the application.

Model: VM Option TypeC		Date: 4-Jun-07	No.: RB861003
Subject: Version information to support models		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other (      )		

The following are the versions of the VM Option supported by each model.

## Type A (G82117)

Model Name:	Product Code:	Supported Version:
G-P1	G104/105	Version 1.10 or later
K-P4	G116	Version 1.10 or later
C-P2	G112/G113	Version 1.10 or later
MT-P1	G126	Version 1.20 or later
J-P4	G130/131	Version 1.20 or later
AR-P2	G139/G149	Version 1.30 or later

## Type B (B78217)

Model Name:	Product Code:	Supported Version:
MT-C2	B163/B140/B141	Version 1.10 or later
V-C1	B132/B181/B200	Version 1.10 or later
J-C2	B178/B180/B202	Version 1.10 or later
Th-C1	B156/B220	Version 1.10 or later
Dolphin-C2	B188	Version 1.10 or later
R-C4	B205/B209	Version 1.20 or later
A-C4	B195/B198	Version 1.21 or later
R-C4.5	D007/D008	Version 1.41 or later
A-C4.5	B291/B295/B296/B297	Version 1.42 or later

Model: VM Option TypeC

Date: 4-Jun-07

No.: RB861003

## Type C (B86101)

Model Name:	Product Code:	Supported Version:
B-C3	B234/B235/B236	Version 2.03 or later
AT-C1	B230/B237	Version 2.05 or later
AP-C1	B222/B224	Version 2.05 or later
MT-C3	B246/B248/B249	Version 2.05 or later

## Type D (G87407)

Model Name:	Product Code:	Supported Version:
PG-C1	B229	Version 2.03 or later
G-P2	G160/G161	Version 2.04 or later
A-P4	G147	Version 2.05 or later
MT-P2	G148	Version 2.05 or later
K-C3	B276/B277	Version 2.06 or later
AP-P1	G133	Version 2.08 or later

Model: Model K-C3/GW Option		Date: 6-Jul-07	No.: RB867001
Subject: Service manual correction		Prepared by: Y.Yoshida	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The service manual was corrected as follows:

- **Replace** the installation procedure for the VM option.  
B867, page 18

## **New:**

1. Remove the slot cover [A] from SD card slot 3.
2. Turn the SD-card label face to the rear of the machine. Then push it slowly into slot 3 [B] until you hear a click.
3. Turn on the main power switch.  
**Note:** After you turn on the main power switch, the Java platform will be installed automatically.
4. Reattach the slot cover [A].

## **Important:**

- Do not remove the VM option SD card after installation. Keep the SD card in slot 3.
- For third vendor Java-based SDK applications, you can remove the SD card after installation. For the installation procedure, see the vendor's installation manual.

Old:

1. Remove the slot cover [A] from the SD card slot 3
2. Turn the SD-card label face to the rear of the machine. Then push it slowly into slot 3 [B] until you hear a click.
3. Turn on the main power switch.
4. Follow the vendor's installation procedure.
5. After installing, turn off the main power switch
6. Remove the SD card from slot 3.
7. Attach the slot cover [A]

Model: VM Option TypeC		Date: 27-Jun-07	No.: RB861004
Subject: Firmware update procedure for VM option		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information

## Firmware Update Procedure for the VM card Option Type C

Do the following procedure to update the VM card Option firmware.

### Tools

PC with Windows2000/XP

SD card writer: B6456820

### Procedure

#### Application halt

1. Press "User Tools/Counter" key, then press the "Extended Feature Settings" button and press the "Extended Feature Setting" button that appears. If required, log in as a machine administrator.
2. Press "Administrator Tools", then press "Heap/Stack Size Settings". Take note of the heap size and stack size. (After updating, the heap and stack size settings are cleared.)
3. Press "Startup", then stop all applications.  
**Important:** The following problems can occur if the VM firmware is updated without the application halt.  
 - The VM firmware update fails.  
 - All settings for the application are cleared.
4. Turn the main power off, then remove the SD card slot cover, and remove the VM SD card from the SD card slot.

#### Updating the VM SD card

1. Insert the SD card into an SD card writer that is connected to a PC.
2. Make sure which drive is assigned for the SD card.
3. Decompress the downloaded update file. There should be two files; one is an ".exe" file and the other is a ".bat" file.
4. Double click the ".bat" file. The command prompt screen appears.

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5. The first command line is shown as  
 "Please input drive letter of SD card [a – x]:"  
 Then enter the SD card drive name, and press the "Enter" key.
6. "Press any key to continue..." appears, then press the "Enter" key again. The updating to the SD card starts.
7. "Press any key to continue..." appears again, then press the "Enter" key. The command prompt screen disappears automatically if the updating is successful.
8. Remove the SD card from the SD card writer after the access lamp on the SD card writer goes off.
9. Insert the SD card in the SD card slot of the machine and turn the main power on.

## Starting the application

1. Press the "User Tools/Counter" key, then press "Extended Feature Settings" and press the "Extended Feature Settings" that appears. If required, log in as a machine administrator.
2. Press "Startup", then change the status to "Starting up" for each application.
3. Press "Administrator Tools", then press "Heap/Stack Size Settings". Program the heap size and stack size with the same settings as before.
4. Turn the main power off and on.
5. Enter the "Extended Feature Settings" menu again, and check the version of the VM card firmware on the "Extended Feature Info" screen.  
**Note:** The version of the VM card firmware is also shown on the Self Diagnostic Report (a part of the SMC report). But the version on the Self Diagnostic Report is not changed after updating.

Model: VM Option TypeC	Date: 4-Nov-07	No.: RB861006
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Subject: Firmware Release Note: VM card option Type C		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (       )		

This RTB has been issued to announce the firmware release information for the VM card Type C (libcvm).

Version	Program No.	Effective Date
2.09	B8615200H	January 2007 production
2.08	B8615200G	November 2006 production
2.07	B8615200F	October 2006 production
2.06	B8615200E	August 2006 production
2.05	B8615200D	July 2006 production
2.04	B8615200C	February 2006 production
2.03	B8615200B	1st Mass production.

Version	Modified Points or Symptom Corrected
2.09	Symptom corrected: 1. The machine does not recover from Energy Saver mode when accessed by a server application. 2. A memory leak occurs.  Other changes: 3. Supports the RFU (Remote Firmware Update) function. 4. Supports the Turkish and Catalan display languages.
2.08	Symptom corrected: Scan Router V2/EX and Desk Top Binder – Smart Device Monitor for Client cannot connect to the machine if SSL has been disabled.
2.07	Symptom corrected: 1. SC997 sometimes occurs if the Expanded Menu key is pressed after the main power is turned ON. 2. The application is not notified of an error that occurs when trying to delete a RAW file.
2.06	Other changes: Minor changes made for the release of the K-C3
2.05	Symptom corrected: 1. The VM platform does not start up if the application is not able to save the cash data to the SD card. 2. PCL files cannot be printed. 3. Automatic installation of the server application fails.
2.04	Other changes: Minor changes made for the Japanese model.

Model: VM Option TypeC		Date: 4-Nov-07	No.: RB861006
Version	Modified Points or Symptom Corrected		
2.03	1st Mass production.		

Model: VM Option TypeC		Date: 29-Aug-07	No.: RB861008
Subject: E0301 at VM card type C installation		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

## SYMPTOM

The following symptoms occur.

- “E0301” is displayed when the VM Card Type C is installed.
- The VM card Type C cannot be re-installed
- SDK applications cannot be installed

## CAUSE

The operator had turned the machine power OFF during the automatic installation of the VM option, which can take 5 to 10 minutes. This can happen when the operator does not realize that the installation has not finished yet (the machine does not display the status). When the power is turned OFF, the machine records information related to the installation of the VM option. As a result, the operator turns the power ON and tries to install the VM option again.

## SOLUTION

Clear the following all SP modes:

**SP5-401-200**

**SP5-401-201**

**SP5-401-210**

**SP5-401-211**

**SP5-401-220**

**SP5-401-221**

## REFERENCE INFORMATION

The following are errors similar to E0301, related to the installation of the VM option.

E0301	Failure to install 1. Duplicated registration error 2. Overflow the number of registration 3. Failure to set the usage registered information	Clear the values of SP5-401-200, -201, -210, -211, -220, -221.
E0302	Duplicated registration error Registered information mismatch	(Same as above)
E0303	Overflow the number of registration Registered information mismatch	(Same as above)
E0304	Failure to set the usage registered information	Turn the main power OFF/ON and try the installation again. If the same error occurs, clear the values of SP5-401-200, -201, -210, -211, -220, -221.
E0305	Failure to uninstall Registered information mismatch	Clear the values of SP5-401-200, -201, -210, -211, -220, -221.
E0306	Failure to delete the usage registered information	Turn the main power OFF/ON and try the installation again. If the same error occurs, clear the values of SP5-401-200, -201, -210, -211, -220, -221.

**Reissued: 07-Dec-07**

Model: VM Option TypeC	Date: 4-Nov-07	No.: RB861006a
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: VM card option Type C		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (       )		

This RTB has been issued to announce the firmware release information for the VM card Type C (libcvm).

Version	Program No.	Effective Date
<b>2.10</b>	<b>B8615200J</b>	<b>December 2007 production</b>
2.09	B8615200H	January 2007 production
2.08	B8615200G	November 2006 production
2.07	B8615200F	October 2006 production
2.06	B8615200E	August 2006 production
2.05	B8615200D	July 2006 production
2.04	B8615200C	February 2006 production
2.03	B8615200B	1st Mass production.

Version	Modified Points or Symptom Corrected
<b>2.10</b>	<p><b>Symptom corrected:</b></p> <ul style="list-style-type: none"> <li>– <b>SC997 occurs when "VM Platform" is selected in the User Tools menu after booting up the VM platform (4-line LCD MFP only).</b></li> <li>– <b>The SD card runs out of free space when server applications are updated repeatedly.</b></li> <li>– <b>Tiff image files created by the fax function cannot be displayed on a Windows Vista system.</b></li> <li>– <b>The installation information for the application (stored on the SD card) is lost if the SD card read/write fails.</b></li> <li>– <b>If the primary application is set to "VM Platform", nothing is displayed on the operation panel when the machine recovers from Energy Saver mode.</b></li> <li>– <b>After the firmware is updated by RFU and the machine is rebooted, a new folder is automatically created or it is not possible to copy files.</b></li> </ul> <p><b>Other changes:</b></p> <ul style="list-style-type: none"> <li>– <b>The size of the Free Heap Memory is displayed more accurately.</b></li> <li>– <b>Supports the display of JPEG files.</b></li> <li>– <b>The available space in the hard disk and SD card is displayed during an RFU.</b></li> <li>– <b>Supports Activation.</b></li> <li>– <b>The time display was changed from GMT to local time.</b></li> </ul>

**Reissued: 07-Dec-07**

Model: VM Option TypeC		Date: 4-Nov-07	No.: RB861006a
Version	Modified Points or Symptom Corrected		
	<ul style="list-style-type: none"> <li>– <b><i>Log files are not saved to the SD card, to further reduce the risk of loss of this data.</i></b></li> </ul>		
2.09	Symptom corrected: 1. The machine does not recover from Energy Saver mode when accessed by a server application. 2. A memory leak occurs.  Other changes: 3. Supports the RFU (Remote Firmware Update) function. 4. Supports the Turkish and Catalan display languages.		
2.08	Symptom corrected: Scan Router V2/EX and Desk Top Binder – Smart Device Monitor for Client cannot connect to the machine if SSL has been disabled.		
2.07	Symptom corrected: 1. SC997 sometimes occurs if the Expanded Menu key is pressed after the main power is turned ON. 2. The application is not notified of an error that occurs when trying to delete a RAW file.		
2.06	Other changes: Minor changes made for the release of the K-C3		
2.05	Symptom corrected: 1. The VM platform does not start up if the application is not able to save the cash data to the SD card. 2. PCL files cannot be printed. 3. Automatic installation of the server application fails.		
2.04	Other changes: Minor changes made for the Japanese model.		
2.03	1st Mass production.		

**Reissued: 16-Jul-08**

Model: VM Option TypeC	Date: 4-Nov-07	No.: RB861006b
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: VM card option Type C		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (       )		

This RTB has been issued to announce the firmware release information for the VM card Type C (libcvm).

Version	Program No.	Effective Date
<b>2.13</b>	<b><i>B8615200M</i></b>	<b><i>July 2008 production</i></b>
2.10	B8615200J	December 2007 production
2.09	B8615200H	January 2007 production
2.08	B8615200G	November 2006 production
2.07	B8615200F	October 2006 production
2.06	B8615200E	August 2006 production
2.05	B8615200D	July 2006 production
2.04	B8615200C	February 2006 production
2.03	B8615200B	1st Mass production.

Version	Modified Points or Symptom Corrected
<b>2.13</b>	<b><i>Other changes: (Minor changes applied for DSDK application developers).</i></b>
2.10	<p>Symptom corrected:</p> <ul style="list-style-type: none"> <li>– SC997 occurs when "VM Platform" is selected in the User Tools menu after booting up the VM platform (4-line LCD MFP only).</li> <li>– The SD card runs out of free space when server applications are updated repeatedly.</li> <li>– Tiff image files created by the FAX function cannot be displayed on a Windows Vista system.</li> <li>– The installation information for the application (stored on the SD card) is lost if the SD card read/write fails.</li> <li>– If the primary application is set to "VM Platform", nothing is displayed on the operation panel when the machine recovers from Energy Saver mode.</li> <li>– After the firmware is updated by RFU and the machine is rebooted, a new folder is automatically created or it is not possible to copy files.</li> </ul> <p>Other changes:</p> <ul style="list-style-type: none"> <li>– The size of the Free Heap Memory is displayed more accurately.</li> <li>– Supports the display of JPEG files.</li> <li>– The available space in the hard disk and SD card is displayed during an RFU.</li> </ul>

**Reissued: 16-Jul-08**

Model: VM Option TypeC	Date: 4-Nov-07	No.: RB861006b
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Version	Modified Points or Symptom Corrected
	<ul style="list-style-type: none"><li>- Supports Activation.</li><li>- The time display was changed from GMT to local time.</li><li>- Log files are not saved to the SD card, to further reduce the risk of loss of this data.</li></ul>
2.09	Symptom corrected: <ol style="list-style-type: none"><li>1. The machine does not recover from Energy Saver mode when accessed by a server application.</li><li>2. A memory leak occurs.</li></ol> Other changes: <ol style="list-style-type: none"><li>3. Supports the RFU (Remote Firmware Update) function.</li><li>4. Supports the Turkish and Catalan display languages.</li></ol>
2.08	Symptom corrected: Scan Router V2/EX and Desk Top Binder – Smart Device Monitor for Client cannot connect to the machine if SSL has been disabled.
2.07	Symptom corrected: <ol style="list-style-type: none"><li>1. SC997 sometimes occurs if the Expanded Menu key is pressed after the main power is turned ON.</li><li>2. The application is not notified of an error that occurs when trying to delete a RAW file.</li></ol>
2.06	Other changes: Minor changes made for the release of the K-C3
2.05	Symptom corrected: <ol style="list-style-type: none"><li>1. The VM platform does not start up if the application is not able to save the cash data to the SD card.</li><li>2. PCL files cannot be printed.</li><li>3. Automatic installation of the server application fails.</li></ol>
2.04	Other changes: Minor changes made for the Japanese model.
2.03	1st Mass production.

**Reissued: 5-Sep-08**

Model: VM Option TypeC	Date: 4-Jun-07	No.: RB861003a
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**RTB Reissue**

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

Subject: Version information to support models		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (      )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information

The following are the versions of the VM Option supported by each model.

**Type A (G82117)**

Model Name:	Product Code:	Supported Version:
G-P1	G104/105	Version 1.10 or later
K-P4	G116	Version 1.10 or later
C-P2	G112/G113	Version 1.10 or later
MT-P1	G126	Version 1.20 or later
J-P4	G130/131	Version 1.20 or later
AR-P2	G139/G149	Version 1.30 or later

**Type B (B78217)**

Model Name:	Product Code:	Supported Version:
MT-C2	B163/B140/B141	Version 1.10 or later
V-C1	B132/B181/B200	Version 1.10 or later
J-C2	B178/B180/B202	Version 1.10 or later
Th-C1	B156/B220	Version 1.10 or later
Dolphin-C2	B188	Version 1.10 or later
R-C4	B205/B209	Version 1.20 or later
A-C4	B195/B198	Version 1.21 or later
R-C4.5	D007/D008	Version 1.41 or later
A-C4.5	B291/B295/B296/B297	Version 1.42 or later

**Reissued: 5-Sep-08**

Model: VM Option TypeC	Date: 4-Jun-07	No.: RB861003a
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## Type C (B86101)

Model Name:	Product Code:	Supported Version:
B-C3	B234/B235/B236	Version 2.03 or later
AT-C1	B230/B237	Version 2.05 or later
AP-C1	B222/B224	Version 2.05 or later
MT-C3	B246/B248/B249	Version 2.05 or later
<b>AT-C1k</b>	<b>D045</b>	<b>Version 2.11 or later</b>
<b>MT-C3.5</b>	<b>D052/D053/D054</b>	<b>Version 2.12 or later</b>

## Type D (G87407)

Model Name:	Product Code:	Supported Version:
PG-C1	B229	Version 2.03 or later
G-P2	G160/G161	Version 2.04 or later
A-P4	G147	Version 2.05 or later
MT-P2	G148	Version 2.05 or later
K-C3	B276/B277	Version 2.06 or later
AP-P1	G133	Version 2.08 or later
<b>S-P1</b>	<b>G176/G177</b>	<b>Version 2.10 or later</b>
<b>PR-C1</b>	<b>D010/D043</b>	<b>Version 2.11 or later</b>

**Reissued: 5-Sep-08**

Model: VM Option TypeC	Date: 4-Jun-07	No.: RB861003a
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## Type F (D377)

Model Name:	Product Code:	Supported Version:
<b>V-C2</b>	<b>D014/D015</b>	<b>Version 4.02 or later</b>
<b>AI-C1</b>	<b>D009/D011/D012/D013</b>	<b>Version 4.02 or later</b>
<b>R-C5</b>	<b>D017/D018/D019/D020</b>	<b>Version 4.02 or later</b>

## Type G (M345)

Model Name:	Product Code:	Supported Version:
<b>AI-P1</b>	<b>G179</b>	<b>Version 4.03 or later</b>

## Type H (M344)

Model Name:	Product Code:	Supported Version:
<b>G-P3</b>	<b>G190</b>	<b>Version 4.11 or later</b>

**Reissued: 27-Oct-08**

Model: VM Option TypeC	Date: 4-Nov-07	No.: RB861006c
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: VM card option Type C		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ( )		

This RTB has been issued to announce the firmware release information for the VM card Type C (libcvm).

Version	Program No.	Effective Date
<b>2.14</b>	<b>B8615200P</b>	<b>October 2008 production</b>
2.13	B8615200M	July 2008 production
2.10	B8615200J	December 2007 production
2.09	B8615200H	January 2007 production
2.08	B8615200G	November 2006 production
2.07	B8615200F	October 2006 production
2.06	B8615200E	August 2006 production
2.05	B8615200D	July 2006 production
2.04	B8615200C	February 2006 production
2.03	B8615200B	1st Mass production.

Version	Modified Points or Symptom Corrected
<b>2.14</b>	<p><b>Symptom corrected:</b></p> <ol style="list-style-type: none"> <li><b>At the startup of the VM platform, the machine tries to access the specific URL.</b></li> </ol> <p><b>Other changes</b></p> <ol style="list-style-type: none"> <li><b>Reception notification failure during successive fax reception</b>  When fax reception is performed successively and extremely close (some 100msec), reception notification is not made in some rare cases.  Specifically, when some dozens of extremely short sentences (about 1 page) are received successively by internet Fax, the reception notification is not made in some rare cases.  Fax reception documents itself are saved in the device.</li> <li><b>Delay in the start of the VM platform due to the initialization process of the print service</b>  Previously, when SNMP v1/v2 was unavailable on the device, the start of the VM platform was delayed due to the initialization process of the print service. This problem occurred with certain SNMP settings only.  And when this problem occurred, the start of the VM platform was delayed several minutes (1 - 20 minutes or so) compared to the normal</li> </ol>

**Reissued: 27-Oct-08**

Model: VM Option TypeC	Date: 4-Nov-07	No.: RB861006c
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Version	Modified Points or Symptom Corrected
	<b><i>cases where SNMP v1/v2 was available. This problem was caused by the specification change in VM platform Ver. 2.13. This problem has been solved.</i></b>
2.13	Other changes: (Minor changes applied for DSDK application developers).
2.10	Symptom corrected: <ul style="list-style-type: none"> <li>– SC997 occurs when "VM Platform" is selected in the User Tools menu after booting up the VM platform (4-line LCD MFP only).</li> <li>– The SD card runs out of free space when server applications are updated repeatedly.</li> <li>– Tiff image files created by the FAX function cannot be displayed on a Windows Vista system.</li> <li>– The installation information for the application (stored on the SD card) is lost if the SD card read/write fails.</li> <li>– If the primary application is set to "VM Platform", nothing is displayed on the operation panel when the machine recovers from Energy Saver mode.</li> <li>– After the firmware is updated by RFU and the machine is rebooted, a new folder is automatically created or it is not possible to copy files.</li> </ul> Other changes: <ul style="list-style-type: none"> <li>– The size of the Free Heap Memory is displayed more accurately.</li> <li>– Supports the display of JPEG files.</li> <li>– The available space in the hard disk and SD card is displayed during an RFU.</li> <li>– Supports Activation.</li> <li>– The time display was changed from GMT to local time.</li> <li>– Log files are not saved to the SD card, to further reduce the risk of loss of this data.</li> </ul>
2.09	Symptom corrected: <ol style="list-style-type: none"> <li>1. The machine does not recover from Energy Saver mode when accessed by a server application.</li> <li>2. A memory leak occurs.</li> </ol> Other changes: <ol style="list-style-type: none"> <li>3. Supports the RFU (Remote Firmware Update) function.</li> <li>4. Supports the Turkish and Catalan display languages.</li> </ol>
2.08	Symptom corrected: Scan Router V2/EX and Desk Top Binder – Smart Device Monitor for Client cannot connect to the machine if SSL has been disabled.
2.07	Symptom corrected: <ol style="list-style-type: none"> <li>1. SC997 sometimes occurs if the Expanded Menu key is pressed after the main power is turned ON.</li> <li>2. The application is not notified of an error that occurs when trying to delete a RAW file.</li> </ol>
2.06	Other changes: Minor changes made for the release of the K-C3

**Reissued: 27-Oct-08**

Model: VM Option TypeC		Date: 4-Nov-07	No.: RB861006c
Version	Modified Points or Symptom Corrected		
2.05	Symptom corrected: 1. The VM platform does not start up if the application is not able to save the cash data to the SD card. 2. PCL files cannot be printed. 3. Automatic installation of the server application fails.		
2.04	Other changes: Minor changes made for the Japanese model.		
2.03	1st Mass production.		

Model: VM Option TypeC		Date: 26-Nov-08	No.: RB861009
Subject: Main frame firmware updating procedure		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (      )	<input checked="" type="checkbox"/> Tier 2

Do the following to update the firmware if a DSDK application is installed.

**Note:** You do not need to uninstall the DSDK application in order to update the firmware.

Check the SDK application.

- When the DSDK application is Card Authentication Package, do **Procedure 1**.
- When the DSDK application is not Card Authentication Package, do **Procedure 2**.

## Procedure 1:

1. Turn off "Enhanced Authentication Management".
2. Turn off the machine main power.
3. Remove the Java VM card from the service slot (Slot 2 on many models).
4. Insert the SD card containing the firmware into the service slot.

5. Turn on the machine main power.

**Note:** The firmware will automatically be updated as the machine boots up.

6. Turn off the machine main power.
7. Remove the SD card from the service slot.
8. Reinsert the Java VM card into the service slot.
9. Turn on the machine main power.
10. Turn on "Enhanced Authentication Management".

## Procedure 2:

1. Turn off the machine main power.
2. Remove the Java VM card from the service slot (Slot 2 on many models).
3. Insert the SD card containing the firmware into the service slot.
4. Turn on the machine main power.

Model: VM Option TypeC	Date: 26-Nov-08	No.: RB861009
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**Note:** The firmware will automatically be updated as the machine boots up.

5. Turn off the machine main power.
6. Remove the SD card from the service slot.
7. Reinsert the Java VM card into the service slot.
8. Turn on the machine main power.

Model: VM Option TypeC		Date: 26-Nov-08	No.: RB861010
Subject: HDD format procedure with DSDK application		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Do the following to format the HDD when a DSDK application is installed:

## 1. Check the VM type.

- For the following VM types, do **Procedure 1** on the next page.
  - Type A (ver.1.x)
  - Type B (ver.1.x)
  - Type C (before ver.2.14)
  - Type D (before ver.2.14)
  - Type F (ver.4.0x)
  - Type G (ver.4.0x)
  - Type H (before ver.4.13)
  - Type I (before ver.4.13)
  - Type J (before ver.5.01)
- For the following VM types, do **Procedure 2** on the next page.
  - Type C (after ver.2.15)
  - Type D (after ver.2.15)
  - Type H (after ver.4.14)
  - Type I (after ver.4.14)
  - Type J (after ver.5.02)

## 2. Check the installation location of the DSDK application.

- If the DSDK application is installed on the HDD, do **Procedure 1** on the next page.

Model: VM Option TypeC

Date: 26-Nov-08

No.: RB861010

**Procedure 1:**

1. Back up any settings and data that the DSDK application has stored on the HDD.
2. Disable and uninstall all DSDK applications.
3. Turn off the machine main power.
4. Remove the Java VM card from the service slot (Slot 2 on most machines).
5. Turn on the machine main power.
6. Format the HDD with **SP5-832-001**.
7. Turn off the machine main power.
8. Reinsert the Java VM card into the service slot.
9. Turn on the machine main power.
10. Install the DSDK application and restore the settings and data backed up in Step 1 to the HDD.

**Procedure 2:**

1. Back up any settings and data that the DSDK application has stored on the HDD.
2. Disable all DSDK applications.
3. Format the HDD with **SP5-832-001**.
4. Turn the machine main power off/on.
5. Restore the settings and data backed up in Step 1 to the HDD.

**Reissued: 21-May-09**

Model: VM Option TypeC	Date: 4-Nov-07	No.: RB861006d
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: VM card option Type C		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required		
	<input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision		
	<input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information		
	<input checked="" type="checkbox"/> Other (      )		

This RTB has been issued to announce the firmware release information for the VM card Type C (libcvm).

Version	Program No.	Effective Date
<b>2.15</b>	<b><i>B8615200Q</i></b>	<b><i>May 2009 production</i></b>
2.14	B8615200P	October 2008 production
2.13	B8615200M	July 2008 production
2.10	B8615200J	December 2007 production
2.09	B8615200H	January 2007 production
2.08	B8615200G	November 2006 production
2.07	B8615200F	October 2006 production
2.06	B8615200E	August 2006 production
2.05	B8615200D	July 2006 production
2.04	B8615200C	February 2006 production
2.03	B8615200B	1st Mass production.

Version	Modified Points or Symptom Corrected
<b>2.15</b>	<p><b>Symptom corrected:</b></p> <ol style="list-style-type: none"> <li><b><i>Card Authentication Package cannot be installed over an earlier version.</i></b></li> <li><b><i>SDK/J start up is possible after HDD formatting</i></b>  <i>Previously, the uninstallation of the SDK/J Platform (removal of the VM card from the service slot) was required before formatting the device HDD. As of version 4.14, this is no longer the case. As long as there are no SDK/J applications installed on the HDD and no applications have stored data to the HDD, the HDD can be formatted regardless of whether the SDK/J Platform is installed or not.</i></li> </ol> <p><b>HDD Formatting Procedure:</b>  <i>If any SDK/J applications are installed on the HDD, follow Procedure 1. Otherwise, follow Procedure 2.</i></p> <p><b>Procedure 1:</b></p> <ol style="list-style-type: none"> <li><b><i>Back up any data that needs to be restored after the format. SDK/J doesn't have a backup function. Please do this manually.</i></b></li> <li><b><i>Stop all SDK/J applications and uninstall them.</i></b></li> <li><b><i>Turn off the device.</i></b></li> </ol>

**Reissued: 21-May-09**

Model: VM Option TypeC	Date: 4-Nov-07	No.: RB861006d
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Version	Modified Points or Symptom Corrected
	<p>4) <i>Pull the VM card out of the service slot (usually slot 2).</i></p> <p>5) <i>Turn on the device.</i></p> <p>6) <i>Use SP5-832-001 to perform the HDD format.</i></p> <p>7) <i>Turn off the device.</i></p> <p>8) <i>Insert the VM card into the service slot.</i></p> <p>9) <i>Turn on the device.</i></p> <p>10) <i>Install the SDK/J applications and restore the data backed up in step 1. SDK/J doesn't have a restore function. Please do this manually.</i></p> <p><b>Procedure 2:</b></p> <p>1) <i>Back up any data that needs to be restored after the format. SDK/J doesn't have a backup function. Please do this manually.</i></p> <p>2) <i>Stop all SDK/J applications and uninstall them.</i></p> <p>3) <i>Use SP5-832-001 to perform the HDD format.</i></p> <p>4) <i>Restart the device.</i></p> <p>5) <i>Restore the data backed up in step 1. SDK/J doesn't have a restore function. Please do this manually.</i></p> <p>3. <i>The device freezes when a function selection hardware key (Copy, Fax, etc.) is pressed while accessing the SDK application (GlobalScanNX, Card Authentication Package) selection screen.</i></p> <p>4. <i>GlobalScan NX loads some screens slowly when accessed from the device panel (e.g., it takes at least 5 seconds to load the project selection screen, when browsing (folders, email addresses, etc.), or when logging out from a project).</i></p> <p><b>Affected products:</b>  <i>Any 05A MFPs using GlobalScan NX SDK application version 1.x.</i>  <b>Note:</b> <i>This problem does not affect GlobalScan NX Lapnet or other versions that do not require activation.</i></p> <p>5. <i>There is a memory leak when an SDK application attempts to open a software keyboard but fails.</i>  <i>This issue may occur as the result of the following procedure:</i></p> <p>1) <i>Touch the user name field to open the software keyboard and input a user name.</i></p> <p>2) <i>Attempt to open a second software keyboard in order to input a password.</i></p> <p>3) <i>The keyboard will fail to open, and 350 bytes of memory will be leaked. Once the issue develops, the software keyboard will not open again until the MFP is restarted.</i></p> <p>6. <i>The software keyboard appears and cannot be closed after accessing a SDK application.</i>  <i>This issue may occur as the result of the following procedure:</i></p> <p>1) <i>Open the software keyboard using a SDK application, such as GlobalScan NX.</i></p> <p>2) <i>Press either the "OK" or the "Cancel" button on the software keyboard.</i></p> <p>3) <i>Select a standard MFP application (e.g., Copy, Print, etc).</i></p>

**Reissued: 21-May-09**

Model: VM Option TypeC	Date: 4-Nov-07	No.: RB861006d
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Version	Modified Points or Symptom Corrected
	<p><b>4) Select the SDK application again.</b></p> <p><b>5) The software keyboard will automatically appear, and cannot be closed.</b>  <b>Note: If the SDK application is busy processing a difficult task (such as a fax job for GlobalScan NX), the chances of this issue occurring will increase significantly.</b></p> <p><b>7. If an SDK application is accessed without logging into the device the other functions of the device become inaccessible, nor will the device be able to enter low power mode as the device is being accessed by the SDK application even though no one has logged in. This typically occurs after turning on device authentication after accessing an SDK application.</b></p> <p><b>8. If an SDK application is using a lot of memory (caused by GlobalScan NX displaying a large number of projects) while performing a CPU-intensive operation on a device with limited CPU power (such as a 05A device), only the active SDK application can be used, and pressing a function key has no effect (e.g., pressing the "Copy" key does nothing).</b></p> <p><b>9. After recovering from Energy Saver mode, the device is unable to switch between different SDK/J applications.</b></p> <p><b>Other changes:</b></p> <p><b>1. The minimum heap memory was increased from 2MB to 8MB.</b></p> <p><b>2. The SDK application installation time-out has been changed from 90 seconds to 4 minutes.</b></p>
2.14	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>At the startup of the VM platform, the machine tries to access the specific URL.</li> </ol> <p>Other changes</p> <ol style="list-style-type: none"> <li>Reception notification failure at FAX successive reception  When FAX reception process is performed successively and extremely close (some 100msec), reception notification is not made in some rare cases.  Specifically, when some dozens of extremely short sentence (about 1 page) is received successively by internet Fax, the reception notification is not made in some rare cases.  Fax reception documents itself is saved in the device.</li> <li>Delay in the start of the VM platform due to the initialization process of the print service  Previously, when SNMP v1/v2 was unavailable on the device, the start of the VM platform was delayed due to the initialization process of the print service. This problem occurred with certain SNMP settings only. And when this problem occurred, the start of the VM platform was delayed several minutes (1 - 20 minutes or so) compared to the normal cases where SNMP v1/v2 was available. This problem was caused by the specification change in VM platform Ver. 2.13.</li> </ol>

**Reissued: 21-May-09**

Model: VM Option TypeC	Date: 4-Nov-07	No.: RB861006d
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Version	Modified Points or Symptom Corrected
	This problem has been solved.
2.13	Other changes: (Minor changes applied for DSDK application developers).
2.10	<p>Symptom corrected:</p> <ul style="list-style-type: none"> <li>- SC997 occurs when "VM Platform" is selected in the User Tools menu after booting up the VM platform (4-line LCD MFP only).</li> <li>- The SD card runs out of free space when server applications are updated repeatedly.</li> <li>- Tiff image files created by the FAX function cannot be displayed on a Windows Vista system.</li> <li>- The installation information for the application (stored on the SD card) is lost if the SD card read/write fails.</li> <li>- If the primary application is set to "VM Platform", nothing is displayed on the operation panel when the machine recovers from Energy Saver mode.</li> <li>- After the firmware is updated by RFU and the machine is rebooted, a new folder is automatically created or it is not possible to copy files.</li> </ul> <p>Other changes:</p> <ul style="list-style-type: none"> <li>- The size of the Free Heap Memory is displayed more accurately.</li> <li>- Supports the display of JPEG files.</li> <li>- The available space in the hard disk and SD card is displayed during an RFU.</li> <li>- Supports Activation.</li> <li>- The time display was changed from GMT to local time.</li> <li>- Log files are not saved to the SD card, to further reduce the risk of loss of this data.</li> </ul>
2.09	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. The machine does not recover from Energy Saver mode when accessed by a server application.</li> <li>2. A memory leak occurs.</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>3. Supports the RFU (Remote Firmware Update) function.</li> <li>4. Supports the Turkish and Catalan display languages.</li> </ol>
2.08	Symptom corrected: Scan Router V2/EX and Desk Top Binder – Smart Device Monitor for Client cannot connect to the machine if SSL has been disabled.
2.07	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. SC997 sometimes occurs if the Expanded Menu key is pressed after the main power is turned ON.</li> <li>2. The application is not notified of an error that occurs when trying to delete a RAW file.</li> </ol>
2.06	Other changes: Minor changes made for the release of the K-C3
2.05	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. The VM platform does not start up if the application is not able to save the cash data to the SD card.</li> <li>2. PCL files cannot be printed.</li> <li>3. Automatic installation of the server application fails.</li> </ol>

**Reissued: 21-May-09**

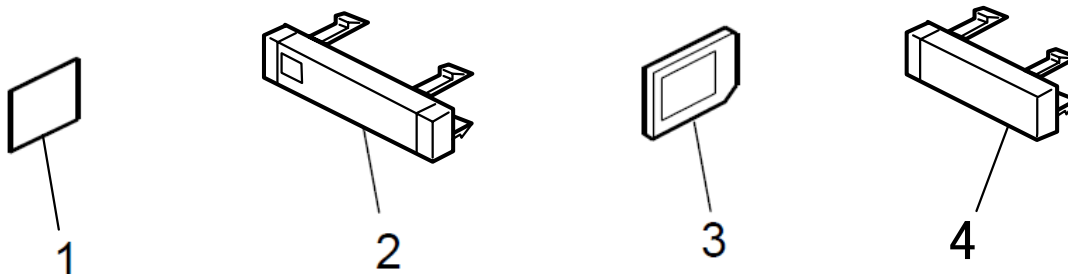
Model: VM Option TypeC	Date: 4-Nov-07	No.: RB861006d
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Version	Modified Points or Symptom Corrected
2.04	Other changes: Minor changes made for the Japanese model.
2.03	1st Mass production.

Model: VM Option Type C		Date: 7-Feb-13	No.: RB861011
Subject: Parts Catalog Correction		Prepared by: S. Tomoe	
From: 1st Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Please apply the following change to your Parts Catalogs.

A new illustration (index 4) was added. As a result, the index number of the following parts was corrected.



Part number	Description	Q'ty	Int	Page	Old index	New index	Note
B2341573	Keytop: TO_KINO:NA	1		3	2	4	
B2341579	Keytop: TO_KINO:EU	1		3	2	4	
B2341574	Keytop: KINO_Menu:NA	1		3	2	4	
B2341580	Keytop: KINO_Menu:EU	1		3	2	4	