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:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☒ Retrofit information
	☐ Product Safety	☐ 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

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:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	

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 TypeD		Date: 27-Jun-07	No.: RB861005
Subject: Firmware update procedure for VM option		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☐ Service manual revision ☒ Retrofit information

Firmware Update Procedure for the VM card Option D

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

Tools

PC with Windows2000/XP

SD card writer: B6456820

Procedure

1. Turn the main power off, then remove the SD card slot cover, and remove the VM SD card from the SD card slot.

2. Insert the SD card into an SD card writer that is connected to a PC.

3. Make sure which drive is assigned for the SD card.

4. Decompress the downloaded update file. There should be two files; one is an ".exe" file and the other is a ".bat" file.

5. Double click the ".bat" file. The command prompt screen appears.

6. 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.

7. "Press any key to continue…" appears, then press the "Enter" key again. The updating to the SD card starts.

8. "Press any key to continue…" appears again, then press the "Enter" key. The command prompt screen disappears automatically if the updating is successful.

9. Remove the SD card from the SD card writer after the access lamp on the SD card writer goes off.

10. Insert the SD card in the SD card slot of the machine and turn the main power on.

Model: VM Option TypeD	Date: 4-Nov-07	No.: RB861007

Subject: Firmware Release Note: VM card option Type D	Prepared by: K. Moriizumi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

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

Version	Program No.	Effective Date
2.09	G8745200G	January 2007 production
2.08	G8745200F	November 2006 production
2.07	G8745200E	October 2006 production
2.06	G8745200D	August 2006 production
2.05	G8745200C	July 2006 production
2.04	G8745200B	March 2006 production
2.03	G8745200A	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.

Model: VM Option TypeD	Date: 4-Nov-07	No.: RB861007

Version	Modified Points or Symptom Corrected
2.04	Symptom corrected: 1. The machine does not recover from Energy Saver Mode. Other changes: 2. Supports the following J2E option libraries: JCE/JSSE/JAAS/RMI/JDBC/WSA.
2.03	1st Mass production.

Reissued: 07-Dec-07

Model: VM Option TypeD	Date: 4-Nov-07	No.: RB861007a

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: VM card option Type D	Prepared by: K. Moriizumi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

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

Version	Program No.	Effective Date
2.10	*G8745200H*	*December 2007 production*
2.09	G8745200G	January 2007 production
2.08	G8745200F	November 2006 production
2.07	G8745200E	October 2006 production
2.06	G8745200D	August 2006 production
2.05	G8745200C	July 2006 production
2.04	G8745200B	March 2006 production
2.03	G8745200A	1st Mass production.

Version	Modified Points or Symptom Corrected
2.10	*Symptom corrected:* – *SC997 occurs when "VM Platform" is selected in the User Tools menu after booting up the VM platform (4-line LCD MFP only).* – *The SD card runs out of free space when server applications are updated repeatedly.* – *Tiff image files created by the fax function cannot be displayed on a Windows Vista system.* – *The installation information for the application (stored on the SD card) is lost if the SD card read/write fails.* – *If the primary application is set to "VM Platform", nothing is displayed on the operation panel when the machine recovers from Energy Saver mode.* – *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.* *Other changes:* – *The size of the Free Heap Memory is displayed more accurately.* – *Supports the display of JPEG files.* – *The available space in the hard disk and SD card is displayed during an RFU.* – *Supports Activation.* – *The time display was changed from GMT to local time.*

Model: VM Option TypeD	Date: 4-Nov-07	No.: RB861007a

Version	Modified Points or Symptom Corrected
	− *Log files are not saved to the SD card, to further reduce the risk of loss of this data.*
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	Symptom corrected: 1. The machine does not recover from Energy Saver Mode. Other changes: 2. Supports the following J2E option libraries: JCE/JSSE/JAAS/RMI/JDBC/WSA.
2.03	1st Mass production.

Reissued: 16-Jul-08

Model: VM Option TypeD	Date: 4-Nov-07	No.: RB861007b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: VM card option Type D	Prepared by: K. Moriizumi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

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

Version	Program No.	Effective Date
2.13	*G8745200L*	*July 2008 production*
2.10	G8745200H	December 2007 production
2.09	G8745200G	January 2007 production
2.08	G8745200F	November 2006 production
2.07	G8745200E	October 2006 production
2.06	G8745200D	August 2006 production
2.05	G8745200C	July 2006 production
2.04	G8745200B	March 2006 production
2.03	G8745200A	1st Mass production.

Version	Modified Points or Symptom Corrected
2.13	***Other changes:*** ***(Minor changes applied for DSDK application developers).***
2.10	Symptom corrected: − SC997 occurs when "VM Platform" is selected in the User Tools menu after booting up the VM platform (4-line LCD MFP only). − The SD card runs out of free space when server applications are updated repeatedly. − Tiff image files created by the FAX function cannot be displayed on a Windows Vista system. − The installation information for the application (stored on the SD card) is lost if the SD card read/write fails. − If the primary application is set to "VM Platform", nothing is displayed on the operation panel when the machine recovers from Energy Saver mode. − 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. Other changes: − The size of the Free Heap Memory is displayed more accurately. − Supports the display of JPEG files. − The available space in the hard disk and SD card is displayed during an RFU.

Model: VM Option TypeD	Date: 4-Nov-07	No.: RB861007b

Version	Modified Points or Symptom Corrected
	– Supports Activation.
	– The time display was changed from GMT to local time.
	– Log files are not saved to the SD card, to further reduce the risk of loss of this data.
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	Symptom corrected:
	1. The machine does not recover from Energy Saver Mode.
	Other changes:
	2. Supports the following J2E option libraries: JCE/JSSE/JAAS/RMI/JDBC/WSA.
2.03	1st Mass production.

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

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:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☒ Retrofit information
	☐ Product Safety	☐ 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

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Reissued: 5-Sep-08

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

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
AT-C1k	***D045***	***Version 2.11 or later***
MT-C3.5	***D052/D053/D054***	***Version 2.12 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
S-P1	***G176/G177***	***Version 2.10 or later***
PR-C1	***D010/D043***	***Version 2.11 or later***

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

Type F (D377)

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

Type G (M345)

Model Name:	Product Code:	Supported Version:
AI-P1	*G179*	*Version 4.03 or later*

Type H (M344)

Model Name:	Product Code:	Supported Version:
G-P3	*G190*	*Version 4.11 or later*

RICOH

Model: VM Option TypeD	Date: 4-Nov-07	No.: RB861007c

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release Note: VM card option Type D	Prepared by: K. Moriizumi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

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

Version	Program No.	Effective Date
2.14	*B8615200P*	*October 2008 production*
2.13	G8745200L	July 2008 production
2.10	G8745200H	December 2007 production
2.09	G8745200G	January 2007 production
2.08	G8745200F	November 2006 production
2.07	G8745200E	October 2006 production
2.06	G8745200D	August 2006 production
2.05	G8745200C	July 2006 production
2.04	G8745200B	March 2006 production
2.03	G8745200A	1st Mass production.

Version	Modified Points or Symptom Corrected
2.14	*Symptom corrected:* *1. At the startup of the VM platform, the machine tries to access the specific URL.* *Other changes* *2. Reception notification failure during successive fax reception* *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.* *3. 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*

Model: VM Option TypeD	Date: 4-Nov-07	No.: RB861007c

Version	Modified Points or Symptom Corrected
	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.***
2.13	Other changes: (Minor changes applied for DSDK application developers).
2.10	Symptom corrected: – SC997 occurs when "VM Platform" is selected in the User Tools menu after booting up the VM platform (4-line LCD MFP only). – The SD card runs out of free space when server applications are updated repeatedly. – Tiff image files created by the FAX function cannot be displayed on a Windows Vista system. – The installation information for the application (stored on the SD card) is lost if the SD card read/write fails. – If the primary application is set to "VM Platform", nothing is displayed on the operation panel when the machine recovers from Energy Saver mode. – 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. Other changes: – The size of the Free Heap Memory is displayed more accurately. – Supports the display of JPEG files. – The available space in the hard disk and SD card is displayed during an RFU. – Supports Activation. – The time display was changed from GMT to local time. – Log files are not saved to the SD card, to further reduce the risk of loss of this data.
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

Model: VM Option TypeD	Date: 4-Nov-07	No.: RB861007c

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	Symptom corrected: 1. The machine does not recover from Energy Saver Mode. Other changes: 2. Supports the following J2E option libraries: JCE/JSSE/JAAS/RMI/JDBC/WSA.
2.03	1st Mass production.

Model: VM Option TypeD		Date: 26-Nov-08	No.: RG874001

Subject: HDD format procedure with DSDK application	Prepared by: K. Moriizumi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☒ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ 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 TypeD	Date: 26-Nov-08	No.: RG874001

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.

Model: VM Option TypeD	Date: 27-Nov-08	No.: RG874002

Subject: Main frame firmware updating procedure	Prepared by: K. Moriizumi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☒ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ 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 TypeD	Date: 27-Nov-08	No.: RG874002

   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.

Reissued: 21-May-09

Model: VM Option TypeD	Date: 4-Nov-07	No.: RB861007d

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: VM card option Type D	Prepared by: K. Moriizumi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

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

Version	Program No.	Effective Date
2.15	*G8745200P*	*May 2009 production*
2.14	B8615200P	October 2008 production
2.13	G8745200L	July 2008 production
2.10	G8745200H	December 2007 production
2.09	G8745200G	January 2007 production
2.08	G8745200F	November 2006 production
2.07	G8745200E	October 2006 production
2.06	G8745200D	August 2006 production
2.05	G8745200C	July 2006 production
2.04	G8745200B	March 2006 production
2.03	G8745200A	1st Mass production.

Version	Modified Points or Symptom Corrected
2.15	*Symptom corrected:* *1. Card Authentication Package cannot be installed over an earlier version.* *2. SDK/J start up is possible after HDD formatting* *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.* *HDD Formatting Procedure:* *If any SDK/J applications are installed on the HDD, follow Procedure 1. Otherwise, follow Procedure 2.* *Procedure 1:* *1) Back up any data that needs to be restored after the format. SDK/J doesn't have a backup function. Please do this manually.* *2) Stop all SDK/J applications and uninstall them.* *3) Turn off the device.*

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	4) *Pull the VM card out of the service slot (usually slot 2).* 5) *Turn on the device.* 6) *Use SP5-832-001 to perform the HDD format.* 7) *Turn off the device.* 8) *Insert the VM card into the service slot.* 9) *Turn on the device.* 10) *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.* *Procedure 2:* 1) *Back up any data that needs to be restored after the format. SDK/J doesn't have a backup function. Please do this manually.* 2) *Stop all SDK/J applications and uninstall them.* 3) *Use SP5-832-001 to perform the HDD format.* 4) *Restart the device.* 5) *Restore the data backed up in step 1. SDK/J doesn't have a restore function. Please do this manually.* 3. *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.* 4. *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).* *Affected products:* *Any 05A MFPs using GlobalScan NX SDK application version 1.x.* *Note: This problem does not affect GlobalScan NX Lapnet or other versions that do not require activation.* 5. *There is a memory leak when an SDK application attempts to open a software keyboard but fails.* *This issue may occur as the result of the following procedure:* 1) *Touch the user name field to open the software keyboard and input a user name.* 2) *Attempt to open a second software keyboard in order to input a password.* 3) *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.* 6. *The software keyboard appears and cannot be closed after accessing a SDK application.* *This issue may occur as the result of the following procedure:* 1) *Open the software keyboard using a SDK application, such as GlobalScan NX.* 2) *Press either the "OK" or the "Cancel" button on the software keyboard.* 3) *Select a standard MFP application (e.g., Copy, Print, etc).*

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	4) Select the SDK application again. *5) The software keyboard will automatically appear, and cannot be closed.* *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.* *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.* *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).* *9. After recovering from Energy Saver mode the device is unable to switch between different SDK/J applications.* *Other changes:* *1. The minimum heap memory was increased from 2MB to 8MB.* *2. The SDK application installation time-out has been changed from 90 seconds to 4 minutes.*
2.14	Symptom corrected: 1. At the startup of the VM platform, the machine tries to access the specific URL. Other changes 2. 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. 3. 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.

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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	Symptom corrected: − SC997 occurs when "VM Platform" is selected in the User Tools menu after booting up the VM platform (4-line LCD MFP only). − The SD card runs out of free space when server applications are updated repeatedly. − Tiff image files created by the FAX function cannot be displayed on a Windows Vista system. − The installation information for the application (stored on the SD card) is lost if the SD card read/write fails. − If the primary application is set to "VM Platform", nothing is displayed on the operation panel when the machine recovers from Energy Saver mode. − 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. Other changes: − The size of the Free Heap Memory is displayed more accurately. − Supports the display of JPEG files. − The available space in the hard disk and SD card is displayed during an RFU. − Supports Activation. − The time display was changed from GMT to local time. − Log files are not saved to the SD card, to further reduce the risk of loss of this data.
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.

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Version	Modified Points or Symptom Corrected
2.04	Symptom corrected: 1. The machine does not recover from Energy Saver Mode. Other changes: 2. Supports the following J2E option libraries: JCE/JSSE/JAAS/RMI/JDBC/WSA.
2.03	1st Mass production.