

Model: VM Option TypeG		Date: 27-Nov-08	No.: RM345001
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.

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 TypeG		Date: 27-Nov-08	No.: RM345002
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"/> 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 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.

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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.

Reissued: 07-May-09

Model: VM Option Type F/GH/I	Date: 12-Aug-08	No.: RM344001c
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: VM Option Type F/GH/I		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 type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the firmware update package for the **VM Option Type F/GH/I**.

Version	Program No.	Effective Date
4.15	<i>D3775911_V415-01</i>	<i>April 2009 production</i>
4.14	D3775911_V414-01	January 2009 production
4.13	D3775911_413-01	September 2008 production
4.12	D3775911_412-01	April 2008 production
4.11	-	1st Mass production.

Version	Modified Points or Symptom Corrected
4.15	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>Users might not be logged out if both of the following conditions were met:</i> <ol style="list-style-type: none"> <i>1) The user had been logged in via Usercode Authentication.</i> <i>2) The operation panel was displaying the interface for the SDK/J applications such as Enhanced Locked Print NX or Global Scan NX.</i> <i>After recovering from Energy Saver mode, the device is unable to switch between different SDK/J applications.</i> <i>The software keyboard appears and cannot be closed after accessing a SDK application.</i> <p><i>This issue may occur as the result of the following procedure:</i></p> <ol style="list-style-type: none"> <i>1) Open the software keyboard using a SDK application, such as GlobalScan NX.</i> <i>2) Press either the "OK" or the "Cancel" button on the software keyboard.</i> <i>3) Select a standard MFP application (e.g. Copy, Print, etc).</i> <i>4) Select the SDK application again.</i> <i>5) The software keyboard will automatically appear, and cannot be closed.</i> <p><i>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.</i></p> <i>There is a memory leak when an SDK application attempts to open a software keyboard but fails.</i> <p><i>This issue may occur as the result of the following procedure:</i></p> <ol style="list-style-type: none"> <i>1) Touch the user name field to open the software keyboard and input a</i>

Reissued: 07-May-09

Model: VM Option Type F/GH/I		Date: 12-Aug-08	No.: RM344001c
Version	Modified Points or Symptom Corrected		
	<p><i>user name.</i></p> <p><i>2) Attempt to open a second software keyboard in order to input a password.</i></p> <p><i>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.</i></p> <p><i>5. An SC997 error will occur after logging out of the MFP, requiring a restart.</i></p> <p><i>Affected products</i></p> <p><i>Any 07A or 08S MFPs using GlobalScan NX SDK application version 1.1.1.0 or later.</i></p> <p><i>Conditions</i></p> <p><i>1) 07A models (R-C5, AL-C1, V-C2) and 08S models (DI-C1, AT-C2, AP-C2).</i></p> <p><i>2) When using any of the following Authentication methods:</i></p> <p><i>*Admin Authentication</i></p> <p><i>*User Authentication</i></p> <p><i>*Basic code Authentication</i></p> <p><i>3) GlobalScan NX is running on the MFP.</i></p> <p><i>4) Users or Admins must repeatedly login and out of the device without cycling the power. The error will be thrown after a logout.</i></p> <p><i>6. Blank Screen After Changing Language Settings</i></p> <p><i>If a user or administrator quickly changes a MFP's language settings using the User Tools/Counter/Inquiry screen, a confirmation message will appear, and the MFP's display panel will be blank after finishing settings when the settings screen was accessed when GlobalScan NX was the active screen.</i></p> <p><i>Reproduction Procedure:</i></p> <p><i>1) Open GlobalScan NX on the MFP.</i></p> <p><i>2) Open the User Tools/Counter/Inquiry screen, press the Language button, then press the Exit button quickly.</i></p> <p><i>3) "The language is switched." will appear on the display panel. This message only appears if the error has occurred.</i></p> <p><i>4) The above message will automatically disappear, and the display panel will be blank.</i></p> <p><i>Other changes:</i></p> <p><i>1. The SDK application installation time-out has been changed from 90 seconds to 4 minutes.</i></p>		
4.14	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Sometimes the display freezes if the JavaTMPlatform button is pressed twice when the main power is turned on. Users cannot login using an IC card if all of the following conditions are met: <ul style="list-style-type: none"> -User name or password includes the 0xff character. -User name or password exceeds 255 bytes. -The sum of the lengths of the user name and password are exactly 247 bytes or 65527 bytes. If a job is submitted with user name and password at the same time as someone is logging into the device with an IC card, the device will stall. Card Authentication Package cannot be installed over an earlier version. 		

Reissued: 07-May-09

Model: VM Option Type F/GH/I		Date: 12-Aug-08	No.: RM344001c
Version	Modified Points or Symptom Corrected		
	<p>Other changes:</p> <ol style="list-style-type: none"> 1. The maximum heap memory for Model DI-C1 was increased from 24MB to 29MB. 2. Global Scan NX now supports High Compression PDF files. Note: Requires Global Scan NX version 1.2 (SDK application), System firmware (It depends on MFPs), and Embedded Software Architecture SD card Ver.4.14 (SDK/J SDcard Ver.4.14 or later). 3. Global Scan NX now supports a preview function. Note: Requires Global Scan NX version 1.2 (SDK application), System firmware (It depends on MFPs), and Embedded Software Architecture SD card Ver.4.14 (SDK/J SDcard Ver.4.14 or later). 4. New User Authentication method. The SDK/J Platform now supports Windows Authentication. 5. 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. <p>HDD Formatting Procedure:</p> <p>If any SDK/J applications are installed on the HDD, follow Procedure 1. Otherwise, follow Procedure 2.</p> <p>Procedure 1:</p> <ol style="list-style-type: none"> 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. 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. 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. <p>Procedure 2:</p> <ol style="list-style-type: none"> 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. 		

Reissued: 07-May-09

Model: VM Option Type F/GH/I		Date: 12-Aug-08	No.: RM344001c
Version	Modified Points or Symptom Corrected		
4.13	Other changes: 1. The speed of switching between SDK applications is faster than before. Note: To use this, "Embedded Software Architecture SD card Ver.4.13 (SDK/J SDcard Ver.4.13 or later)"and system firmware (version 1.08 or later) needs to be applied to the device. 2. Supported for the specification changes of Remote Manager.		
4.12	Other Changes: (Minor changes applied for DSDK applications).		
01.00.00	1st Mass production.		

Reissued: 18-Nov-09

Model: VM Option Type F/GH/I	Date: 12-Aug-08	No.: RM344001d
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: VM Option Type F/GH/I		Prepared by: K. Moriizumi	
From: 2nd Overseas Tech Support Sec., 2nd PQM 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 type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the firmware update package for the **VM Option Type F/GH/I**.

Version	Program No.	Effective Date
4.17-01	D3775911_V417-01	September 2009 production
4.15	D3775911_V415-01	April 2009 production
4.14	D3775911_V414-01	January 2009 production
4.13	D3775911_413-01	September 2008 production
4.12	D3775911_412-01	April 2008 production
4.11	-	1st Mass production.

Version	Modified Points or Symptom Corrected
4.17-01	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <i>The displayed image may appear incomplete if the power button is pressed while using an SDK application that prohibits the machine from entering Energy Saver mode.</i> <i>If the character string for one line of a display label is set to a length of 100 characters or more, it will appear on the operation panel as being directly connected with the following line.</i> <i>Cannot exit the User Tools screen while displaying a JPEG image using an SDK/J application.</i> <i>The display language cannot be switched to German.</i> <i>The device Start Key may become disabled when accessing an SDK/Type J application (e.g., GlobalScan NX).</i> <p><i>This issue may occur when using the default Java and SDK/Type J settings, and the following procedure is performed:</i></p> <ol style="list-style-type: none"> <i>1) Turn on the device.</i> <i>2) Switch from a device application to an SDK/Type J application after the Java VM has started-up.</i> <i>JPEG images may not be displayed the first time an SDK/Type J application (e.g., GlobalScan NX) is opened.</i> <p><i>This issue may occur when using the default Java and GlobalScan NX settings, and the following procedure is performed:</i></p> <ol style="list-style-type: none"> <i>1) Turn on the device.</i> <i>2) Switch from a device application to a SDK/J application that uses JPEG-based icons after the Java VM has started-up. JPEG images</i>

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Version	Modified Points or Symptom Corrected	
	<p><i>will not be displayed.</i></p> <p>7 For about 20 seconds after a device starts up, SDK applications such as CAP might not be able to recognize whether Administrator Authentication or User Authentication is enabled or whether an admin or user has already logged in.</p> <p>8 If the User Authentication settings are changed more than 200 times without the power cycles, the device might stall or users might not be able to log out.</p> <p>9 The user can not log in via CAP-ES using the login name and password that contained the following characters are registered: [€], [,], [f], [,], [~], [·], [·], [—], [—], [™], [·], [i], [x], [i], [©], [ª], [®], [²], [³], [¹], [²], [¼], [½], [¾], [¿], [ß]</p> <p>Other changes:</p> <p>1. The speed at which the operator can switch from one SDK/J application to another has been increased.</p> <p>Important: To apply this change, in addition to this firmware, you also need to install the following:</p> <ul style="list-style-type: none"> - All models: Embedded Software Architecture SD card Ver.4.08 (SDK/J SDcard Ver.4.08 or later) - Model V-C2: System ver1.06 or later - Model AI-C1: System ver1.06 or later - Model R-C5: System ver1.12 or later - Model Be-C1: System ver1.02 or later <p>2. When the operator switches from a non-SDK/J application to an SDK/J application, if one of the SDK/J applications has been set as the priority application, this application will be displayed first.</p> <p>3. The tabs on the software keyboard can now be preset.</p> <p>4. Support has been added for Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later.</p> <p>5. Card Authentication Package / Enhanced Locked Print NX ver.1.3 are now available.</p>	
4.15	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Users might not be logged out if both of the following conditions were met: <ol style="list-style-type: none"> The user had been logged in via Usercode Authentication. The operation panel was displaying the interface for the SDK/J applications such as Enhanced Locked Print NX or Global Scan NX. After recovering from Energy Saver mode the device is unable to switch between different SDK/J applications. The software keyboard appears and cannot be closed after accessing a SDK application. <p>This issue may occur as the result of the following procedure:</p> <ol style="list-style-type: none"> Open the software keyboard using a SDK application, such as GlobalScan NX. Press either the "OK" or the "Cancel" button on the software keyboard. Select a standard MFP application (ex. Copy, Print, etc). Select the SDK application again. The software keyboard will automatically appear, and cannot be closed. <p>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.</p> There is a memory leak when an SDK application attempts to open a software 	

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Model: VM Option Type F/GH/I		Date: 12-Aug-08	No.: RM344001d
Version	Modified Points or Symptom Corrected		
	<p>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.</p> <p>5. An SC997 error will occur after logging out of the MFP, requiring a restart. Affected products Any 07A or 08S MFPs using GlobalScan NX SDK application version 1.1.1.0 or later. Conditions 1) 07A models (R-C5, AL-C1, V-C2) and 08S models (DI-C1, AT-C2, AP-C2). 2) When using any of the following Authentication methods: *Admin Authentication *User Authentication *Basic code Authentication 3) GlobalScan NX is running on the MFP. 4) Users or Admins must repeatedly login and out of the device without cycling the power. The error will be thrown after a logout.</p> <p>6. Blank Screen After Changing Language Settings If a user or administrator quickly changes a MFP's language settings using the User Tools/Counter/Inquiry screen, a confirmation message will appear, and the MFP's display panel will be blank after finishing settings when the settings screen was accessed when GlobalScan NX was the active screen. Reproduction Procedure: 1) Open GlobalScan NX on the MFP. 2) Open the User Tools/Counter/Inquiry screen, press the Language button, then press the Exit button quickly. 3) "The language is switched." will appear on the display panel. This message only appears if the error has occurred. 4) The above message will automatically disappear, and the display panel will be blank.</p> <p>Other changes: 1. The SDK application installation time-out has been changed from 90 seconds to 4 minutes.</p>		
4.14	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Sometimes the display freezes if the JavaTMPlatform button is pressed twice when the main power is turned on. Users cannot login using an IC card if all of the following conditions are met: -User name or password includes the 0xff character. -User name or password exceeds 255 bytes. -The sum of the lengths of the user name and password are exactly 247 bytes or 65527 bytes. If a job is submitted with user name and password at the same time as someone is logging into the device with an IC card, the device will stall. Card Authentication Package cannot be installed over an earlier version. 		

Reissued: 18-Nov-09

Model: VM Option Type F/GH/I		Date: 12-Aug-08	No.: RM344001d
Version	Modified Points or Symptom Corrected		
	<p>Other changes:</p> <ol style="list-style-type: none"> 1. The maximum heap memory for Model DI-C1 was increased from 24MB to 29MB. 2. Global Scan NX now supports High Compression PDF files. Note: Requires Global Scan NX version 1.2 (SDK application), System firmware (It depends on MFPs), and Embedded Software Architecture SD card Ver.4.14 (SDK/J SDcard Ver.4.14 or later). 3. Global Scan NX now supports a preview function. Note: Requires Global Scan NX version 1.2 (SDK application), System firmware (It depends on MFPs), and Embedded Software Architecture SD card Ver.4.14 (SDK/J SDcard Ver.4.14 or later). 4. New User Authentication method. The SDK/J Platform now supports Windows Authentication. 5. 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. <p>HDD Formatting Procedure:</p> <p>If any SDK/J applications are installed on the HDD, follow Procedure 1.Otherwise, follow Procedure 2.</p> <p>Procedure 1:</p> <ol style="list-style-type: none"> 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. 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. 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. <p>Procedure 2:</p> <ol style="list-style-type: none"> 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. 		

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Model: VM Option Type F/GH/I		Date: 12-Aug-08	No.: RM344001d
Version	Modified Points or Symptom Corrected		
4.13	Other changes: 1. The speed of switching between SDK applications is faster than before. Note: To use this, "Embedded Software Architecture SD card Ver.4.13 (SDK/J SDcard Ver.4.13 or later)"and system firmware (version 1.08 or later) needs to be applied to the device. 2. Supported for the specification changes of Remote Manager.		
4.12	Other Changes: (Minor changes applied for DSDK applications).		
01.00.00	1st Mass production.		