### Technical Bulletin

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Reissued: 25-Sep-08

Model: VM Option Type H/I		Date: 12-Aug-08		-08	No.: RM344001a	
Subject: Firmware Release Note: VM card option Type H/I				Prepared by: K. Moriizumi		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting	☐ Part info	ormat	tion	Action	required
		☐ Electric	al		Service	ce manual revision
	☐ Paper path	Transm	it/rec	eive	☐ Retrof	fit information
	☐ Product Safety	$\boxtimes$ Other (		)	☐ Tier 2	

This RTB has been issued to announce the firmware release information for the firmware update package for the VM card Type H/I.

Version	Program No.	Effective Date
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
4.13	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).
4.11	1st Mass production.

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Model: VM Option TypeH			Dat	ate: 27-Nov-08		No.: RM344002
Subject: HDD format procedure with DSDK application				Prepared by: K. Moriizumi		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	☐ Part info	ormat	tion	Action	required
		☐ Electric	al		Service	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	⊠ Retrof	fit 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.

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Model: VM Option TypeH Date: 27-Nov-08 No.: RM344002

#### 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.

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Model: VM Option TypeH			Dat	Date: 27-Nov-08		No.: RM344003
Subject: Main frame firmware updating procedure				Prepared by: K. Moriizumi		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:		☐ Part info	ormat	tion	Action	required
		☐ Electric	al		☐ Service	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	□ Retrof	fit 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 TypeH

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Date: 27-Nov-08 No.: RM344003

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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.

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Reissued: 16-Jan-09

Model: VM Option Type H/I		Dat	Date: 12-Aug-08		No.: RM344001b	
Subject: Firmware Release Note: VM card option Type H/I				Prepared	d by: K. N	Moriizumi
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting	☐ Part info	ormat	tion	Action	required
	☐ Mechanical	☐ Electric	al		Service	ce manual revision
	☐ Paper path	Transm	it/rec	eive	☐ Retrof	fit information
	☐ Product Safety	$\boxtimes$ Other (		)	⊠ Tier 2	

This RTB has been issued to announce the firmware release information for the firmware update package for the VM card Type H/I.

Version	Program No.	Effective Date
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
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Reissued: 16-Jan-09

Model: VM Option Type H/I	Date: 12-Aug-08	No.: RM344001b
IVIOGCI. VIVI Option Type 177	Date. 12-Aug-00	I NO I NIVIOTTOO ID

	3,11
Version	Modified Points or Symptom Corrected
4.14	Symptom corrected: 1. Sometimes the display freezes if the JavaTMPlatform button is pressed twice when the main power is turned on.
	2. Users cannot login using an IC card if all of the following conditions are met:
	<ul> <li>User name or password includes the 0xff character.</li> <li>User name or password exceeds 255 bytes.</li> </ul>
	The sum of the lengths of the user name and password are exactly 247 bytes or 65527 bytes.
	<ol> <li>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.</li> <li>Card Authentication Package cannot be installed over an earlier version.</li> </ol>
	Other changes: 1. The maximum heap memory for the 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 the MFP), 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 the MFP), 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.

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Reissued: 16-Jan-09

Model: VM Option Type H/I	Date: 12-Aug-08	No.: RM344001b

Version	Modified Points or Symptom Corrected
	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.
	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.
	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.
4.13	Other changes:
	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.
	Supported for the specification changes of Remote Manager.
4.12	Other Changes:
	(Minor changes applied for DSDK applications).
4.11	
4.11	1st Mass production.

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Reissued: 07-May-09

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

#### **RTB Reissue**

The items in bold italics have been corrected.

The Remo III sela Railee Have seen confected.				
Subject: Firmware Release Note: VM Option Type F/GH/I			Prepared by: K. Moriizumi	
From: 1st Tech. S	Support Sec. Service Support I	Dept.		
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required	
	☐ Mechanical	☐ Electrical	☐ Service manual revision	
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information	
	☐ Product Safety	Other ( )	⊠ 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	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
4.15	Symptom corrected:
	1. Users might not be logged out if both of the following conditions were met:
	1) The user had been logged in via Usercode Authentication.
	2) The operation panel was displaying the interface for the SDK/J
	applications such as Enhanced Locked Print NX or Global Scan NX.
	2. After recovering from Energy Saver mode, the device is unable to switch between different SDK/J applications.
	3. 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). 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.
	4. 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

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Reissued: 07-May-09

Model: VN	Model: VM Option Type F/GH/I Date: 12-Aug-08 No.: RM344001c				
Version	Version Modified Points or Symptom Corrected				
Version	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.  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:				
	message only appears if the error has occurred. 4) The above message will automatically disappear, and the display panel will be blank.				
	Other changes: 1. The SDK application installation time-out has been changed from 90 seconds to 4 minutes.				
4.14	<ol> <li>Symptom corrected:</li> <li>Sometimes the display freezes if the Jawhen the main power is turned on.</li> <li>Users cannot login using an IC card if         <ul> <li>User name or password includes the symptomic of the company of</li></ul></li></ol>	all of the following cond he 0xff character.			
	-The sum of the lengths of the user bytes or 65527 bytes.  3. If a job is submitted with user name an someone is logging into the device wit.  4. Card Authentication Package cannot be	name and password and password at the same han IC card, the device	e time as e will stall.		



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Reissued: 07-May-09

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

#### Version **Modified Points or Symptom Corrected** Other changes: The maximum heap memory for Model DI-C1 was increased from 24MB to 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). 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). 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. 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. 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. 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.

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Reissued: 07-May-09

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

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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.

The items in bold italies have been conceted.				
Subject: Firmware Release Note: VM Option Type F/GH/I		Prepared by: K. Moriizumi		
From: 2nd Overs	eas Tech Support Sec., 2nd P	QM Dept.		
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required	
	☐ Mechanical	☐ Electrical	Service manual revision	
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information	
	☐ Product Safety	Other ( )	⊠ 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	Symptom corrected:		
	1. 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.		
	2. 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.		
	3. Cannot exit the User Tools screen while displaying a JPEG image using an SDK/J application.		
	4. The display language cannot be switched to German.		
	5. The device Start Key may become disabled when accessing an SDK/Type J application (e.g., GlobalScan NX).		
	This issue may occur when using the default Java and SDK/Type J settings, and the following procedure is performed:  1) Turn on the device.		
	2) Switch from a device application to an SDK/Type J application after the Java VM has started-up.		
	6. JPEG images may not be displayed the first time an SDK/Type J application (e.g., GlobalScan NX) is opened.		
	This issue may occur when using the default Java and GlobalScan NX		
	settings, and the following procedure is performed:		
	1) Turn on the device.		
	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		

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Reissued: 18-Nov-09

Model: VM Option Type F/GH/I Date: 12-Aug-08 No.: RM34				
Version	Version Modified Points or Symptom Corrected			
	will not be displayed.			
	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.			
	8 If the User Authentication settings a	re changed more than	200 times	
	without the power cycles, the device			
	to log out.	<b>9</b>	9	
	9 The user can not log in via CAP-ES	usina the loain name a	and password	
	that contained the following charact		•	
	[€], [,], [f], [,,], [^], [‹], [·], [–], [—], [~],	_	], [ª], [®], [²], [³],	
	[1], [2], [14], [1/2], [34], [2], [8]	, L 3, L 3, L(3) L 3, L(3) L 3		
	Other changes:			
	1. The speed at which the operator car	າ switch from one SDk	(/J application to	
	another has been increased.		.,	
	Important: To apply this change, in add	ition to this firmware.	vou also need to	
	install the following:	,	•	
	- 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 I	ater		
	- Model Al-C1: System ver1.06 or			
	- Model R-C5: System ver1.12 or I			
	- Model Be-C1: System ver1.02 or			
	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.			
	3. The tabs on the software keyboard of	can now be preset.		
	4. Support has been added for Embed	lded Software Remote	Manager	
	(Installation and Activation service t	ool) ver. 2.0.1 or later.		
	5. Card Authentication Package / Enha	anced Locked Print N	( ver.1.3 are now	
	available.			
4.15	Symptom corrected:			
	1. Users might not be logged out if both o	f the following condition	is were met:	
	1) The user had been logged in via Us			
	2) The operation panel was displaying		)K/J applications	
	such as Enhanced Locked Print NX or			
	2. After recovering from Energy Saver mo	ode the device is unable	to switch	
	between different SDK/J applications.			
	3. The software keyboard appears and ca	annot be closed after ac	cessing a SDK	
	application.			
	This issue may occur as the result of			
	Open the software keyboard using a	a SDK application, such	as GlobalScan	
	NX.	mil or or e		
	<ul><li>2) Press either the "OK" or the "Cancel" button on the software keyboard.</li><li>3) Select a standard MFP application (ex. Copy, Print, etc).</li><li>4) Select the SDK application again.</li></ul>			
	5) The software keyboard will automat			
	Note: If the SDK application is busy proces			
	GlobalScan NX), the chances of this issue	•	•	
	4. There is a memory leak when an SDK	application attempts to	open a software	



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Reissued: 18-Nov-09

Model: VM Option Type F/GH/I Date: 12-Aug-08 No.: RM			No.: RM344001d	
Version	Modified Points or	Symptom Corrected		
	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.  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  *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.  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.			
	<ul><li>3) "The language is switched." will appear on the display panel. This message only appears if the error has occurred.</li><li>4) The above message will automatically disappear, and the display panel will be blank.</li></ul>			
	Other changes:  1. The SDK application installation time-of 4 minutes.	ut has been changed fr	om 90 seconds to	
4.14	Symptom corrected:  1. Sometimes the display freezes if the JavaTMPlatform button is pressed twice when the main power is turned on.			
	<ul> <li>Users cannot login using an IC card if all of the following conditions are met:         <ul> <li>User name or password includes the 0xff character.</li> <li>User name or password exceeds 255 bytes.</li> <li>The sum of the lengths of the user name and password are exactly 247 bytes or 65527 bytes.</li> </ul> </li> </ul>			
	<ul><li>3. If a job is submitted with user name ar someone is logging into the device wit</li><li>4. Card Authentication Package cannot be</li></ul>	h an IC card, the device	e will stall.	



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Reissued: 18-Nov-09

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

#### Version **Modified Points or Symptom Corrected** Other changes: 1. The maximum heap memory for Model DI-C1 was increased from 24MB to 29MB. 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). 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. 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. 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. 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.

# Technical Bulletin

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Reissued: 18-Nov-09

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

## Technical Bulletin

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Reissued: 26-Jan-10

Model: VM Option Type H	Date: 12-Aug-08	No.: RM344A01
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#### RTB Reissue

The items in bold italics have been corrected.

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Subject: Firmware Release Note: VM Option Type H			Prepared by: Y.Ino
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	Other ( )	⊠ Tier 2

This RTB has been issued to announce the firmware release information for the **VM Option Type H**.

Version	Program No.	Effective Date
4.19-01	M3445915H_upd_01	January 2010 production
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			
4.19-01	Other changes:			
	Because App2Me Provider V1.5.0 has been added to only MFPs, this option			
	has been separated from the one for MFPs.			
4.17-01	<ol> <li>Symptom corrected:         <ol> <li>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.</li> <li>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.</li> <li>Cannot exit the User Tools screen while displaying a JPEG image using an SDK/J application.</li> <li>The display language cannot be switched to German.</li> <li>The device Start Key may become disabled when accessing an SDK/Type J application (e.g., GlobalScan NX).</li> </ol> </li> <li>This issue may occur when using the default Java and SDK/Type J settings, and the following procedure is performed:         <ol> <li>Turn on the device.</li> <li>Switch from a device application to an SDK/Type J application after the Java VM has started-up.</li> </ol> </li> <li>JPEG images may not be displayed the first time an SDK/Type J application (e.g., GlobalScan NX) is opened.</li> </ol>			
	This issue may occur when using the default Java and GlobalScan NX settings, and			



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Reissued: 26-Jan-10

Model: VM Option Type H		Date: 12-Aug-08	No.: RM344A01	
Version	Modified Points or Symptom Corrected			
	the following procedure is performed:  1) Turn on the device.  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 will not be displayed.  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.  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.  9 The user can not log in via CAP-ES using the login name and password that contained the following characters are registered:  [€], [,], [f], [,], [^,], [^,], [-], [-], [-], [TM], [,], [i], [a], [i], [a], [a], [a], [a], [a], [a], [a], [a			
	Other changes:  1. The speed at which the operator can so another has been increased.  Important: To apply this change, in addition the following:  - All models: Embedded Software A SDcard Ver.4.08 or later)  - Model V-C2: System ver1.06 or latering the model Al-C1: System ver1.06 or latering the model Al-C5: System ver1.12 or latering the model Be-C1: System ver1.02 or latering the model Be-C1: System ver1.03 or latering the model Be-C1: System ver1.04 or latering the model Be-C1: System ver1.05 or latering the model Be-C1: System ver1.06 or l	n to this firmware, you a rchitecture SD card Ver er ter er ater n-SDK/J application to a tions has been set as th layed first.	lso need to install .4.08 (SDK/J	
	<ol> <li>The tabs on the software keyboard can</li> <li>Support has been added for Embedde and Activation service tool) ver. 2.0.1 o</li> <li>Card Authentication Package / Enhand available.</li> </ol>	d Software Remote Ma r later.	· ·	
4.15	<ol> <li>Symptom corrected:</li> <li>Users might not be logged out if both on the user had been logged in via Use.</li> <li>The user had been logged in via Use.</li> <li>The operation panel was displaying such as Enhanced Locked Print NX or the user.</li> <li>After recovering from Energy Saver modifferent SDK/J applications.</li> <li>The software keyboard appears and catapplication.         <ul> <li>This issue may occur as the result of the user.</li> <li>Open the software keyboard using and the user.</li> </ul> </li> </ol>	ercode Authentication. the interface for the SE Global Scan NX. de the device is unable unnot be closed after ac the following procedure	OK/J applications to switch between cessing a SDK	
	NX. 2) Press either the "OK" or the "Cance 3) Select a standard MFP application ( 4) Select the SDK application again. 5) The software keyboard will automat Note: If the SDK application is busy proces	ex. Copy, Print, etc). ically appear, and cann	ot be closed.	

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Reissued: 26-Jan-10

Model: VM Option Type H		Date: 12-Aug-08	No.: RM344A01		
Version					
	GlobalScan NX), the chances of this issue 4. There is a memory leak when an SDK keyboard but fails. This issue may occur as the result of 1) Touch the user name field to open to name.	application attempts to the following procedure	open a software		
	<ol> <li>Attempt to open a second software keyboard in order to input a password.</li> <li>The keyboard will fail to open, and 350 bytes of memory will be leaked.</li> <li>Once the issue develops, the software keyboard will not open again until the MFP is restarted.</li> <li>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.     </li> </ol>				
	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				
	<ul> <li>3) GlobalScan NX is running on the MFP.</li> <li>4) Users or Admins must repeatedly login and out of the device without cycling the power. The error will be thrown after a logout.</li> <li>6. Blank Screen After Changing Language Settings</li> </ul>				
	If a user or administrator quickly changes a MFP's language settings us User Tools/Counter/Inquiry screen, a confirmation message will appear MFP's display panel will be blank after finishing settings when the setting screen was accessed when GlobalScan NX was the active screen.  Reproduction Procedure:  1) Open GlobalScan NX on the MFP.				
	<ul> <li>2) Open the User Tools/Counter/Inquiry screen, press the Language I then press the Exit button quickly.</li> <li>3) "The language is switched." will appear on the display panel. This is only appears if the error has occurred.</li> <li>4) The above message will automatically disappear, and the display pube blank.</li> </ul>				
	Other changes:  1. The SDK application installation time-of 4 minutes.	ut has been changed fr	om 90 seconds to		
4.14	<ol> <li>Symptom corrected:</li> <li>Sometimes the display freezes if the J when the main power is turned on.</li> <li>Users cannot login using an IC card if -User name or password includes t -User name or password exceeds 2 -The sum of the lengths of the user</li> </ol>	all of the following cond he 0xff character. 255 bytes.	litions are met:		
	bytes or 65527 bytes.  3. If a job is submitted with user name ar is logging into the device with an IC ca		e time as someone		



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Model: VI	Model: VM Option Type H Date: 12-Aug-08 No.: RM344A01				
Version					
	4. Card Authentication Package cannot	be installed over an ear	lier version.		
	Other changes:				
	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 firmward				
	depends on MFPs), and Embedded Softv SDcard Ver.4.14 or later).	vare Architecture SD ca	d Ver.4.14 (SDK/J		
	3. Global Scan NX now supports a prev				
	Note: Requires Global Scan NX version 1 depends on MFPs), and Embedded Softv SDcard Ver.4.14 or later).				
	4. New User Authentication method.				
	The SDK/J Platform now supports Windo				
	5. SDK/J start up is possible after HDD Previously, the uninstallation of the S		of the VM card		
	from the service slot) was required b	efore formatting the dev	ice 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				
	installed or not.				
	HDD Formatting Procedure:				
If any SDK/J applications are installed on the HDD, follow Procedure 1.0the follow Procedure 2.			ure 1.Otherwise,		
	Procedure 1:	torod after the format	CDK/ I decept have		
	Back up any data that needs to be resabackup function. Please do this mar		SDR/J doesn't nave		
	2. Stop all SDK/J applications and unins	-			
	3. Turn off the device.	t (usually slot 2)			
	<ul><li>4. Pull the VM card out of the service slot (usually slot 2).</li><li>5. Turn on the device.</li></ul>				
	<ul><li>6. Use SP5-832-001 to perform the HDD format.</li><li>7. Turn off the device.</li></ul>				
	<ul> <li>8. Insert the VM card into the service slot.</li> <li>9. Turn on the device. Install the SDK/J applications and restore the data back in step 1. SDK/J doesn't have a restore function. Please do this manually.</li> </ul>				
	Procedure 2:				
	1. Back up any data that needs to be res		SDK/J doesn't have		

- a backup function. Please do this manually.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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Reissued: 26-Jan-10

Model: VN	Л Option Type H	Date: 12-Aug-08	No.: RM344A01
Version	Modified Points or Symptom Corrected		
4.13	Other changes:		
	<ol> <li>The speed of switching between SDK use this, "Embedded Software Archite Ver.4.13 or later)"and system firmware applied to the device.</li> <li>Supported for the specification change</li> </ol>	cture SD card Ver.4.13 (version 1.08 or later)	(SDK/J SDcard
4.12	Other Changes:		
	(Minor changes applied for DSDK applicati	ons).	
01.00.00	1st Mass production		

## Technical Bulletin

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Reissued: 23-Apr-10

Model: VM Option Type H	Date: 12-Aug-08	No.: RM344A01a
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#### **RTB Reissue**

The items in bold italics have been corrected.

The items in bold italies have been corrected.				
Subject: Firmware Release Note: VM Option Type H		Prepared by: Y. Ino		
From: 1st Overseas Tech Support Sec., 1st PQM Dept.				
Classification:	Troubleshooting	☐ Part information	☐ Action required	
	☐ Mechanical	☐ Electrical	Service manual revision	
	☐ Paper path	☐ Transmit/receive	Retrofit information	
	☐ Product Safety	Other ( )	☐ Tier 2	

This RTB has been issued to announce the firmware release information for the  ${\bf VM}$   ${\bf Option}$   ${\bf Type}$   ${\bf H}$ .

Version	Program No.	Effective Date
4.20.04	M3445915J_upd	April 2010 production
4.19-01	M3445915H_upd_01	January 2010 production
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
4.20.04	<ol> <li>Symptom corrected:         <ol> <li>If the machine is turned off just after entering Energy Saver mode, it will not be able to enter Energy Saver mode from that point on (the SDK Java platform cannot be started).</li> <li>Wording errors in the display messages used in the SDK application initial settings screen.</li> <li>Installation fails if the FAT block of the SD card is less then 1024 bytes (1KB).</li> <li>SDK applications use 1 more MB of memory than is necessary when loading. This could cause the SDK application to crash.</li></ol></li></ol>
4.19-01	Other changes: Because App2Me Provider V1.5.0 has been added to only MFPs, this option has
	been separated from the one for MFPs.
4.17-01	<ol> <li>Symptom corrected:</li> <li>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.</li> <li>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.</li> <li>Cannot exit the User Tools screen while displaying a JPEG image using an</li> </ol>

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Reissued: 23-Apr-10

Model: VM Option Type H Date: 12-Aug-08 No.: RM344			No.: RM344A01a	
Version	Modified Points or Symptom Corrected			
	SDK/J application. 4. The display language cannot be switched to German. 5. The device Start Key may become disabled when accessing an SDK/Type J application (e.g., GlobalScan NX). This issue may occur when using the default Java and SDK/Type J settings, and the			
	following procedure is performed:  1) Turn on the device. 2) Switch from a device application to an SDK/Type J application after the Java VM has started-up. 6. JPEG images may not be displayed the first time an SDK/Type J application (e.g., GlobalScan NX) is opened. This issue may occur when using the default Java and GlobalScan NX settings, and the following procedure is performed:  1) Turn on the device.			
	<ol> <li>Turn on the device.</li> <li>Switch from a device application to a SDK/J application that uses JPEG-based icons after the Java VM has started-up. JPEG images will not be displayed.</li> <li>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.</li> <li>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.</li> <li>The user can not log in via CAP-ES using the login name and password that contained the following characters are registered:         [€], [,], [f], [,], [^], [4], [-], [-], [-], [TM], [7], [1], [1], [1], [1], [1], [1], [1], [1</li></ol>			
	<ul> <li>Model R-C5: System ver1.12 or late</li> <li>Model Be-C1: System ver1.02 or late</li> <li>When the operator switches from a nor application, if one of the SDK/J application application, this application will be disperated.</li> <li>The tabs on the software keyboard care</li> <li>Support has been added for Embedder and Activation service tool) ver. 2.0.1 or Card Authentication Package / Enhance available.</li> </ul>	ater n-SDK/J application to a tions has been set as th layed first. n now be preset. d Software Remote Ma or later.	ne priority nager (Installation	
4.15	Symptom corrected:  1. Users might not be logged out if both o 1) The user had been logged in via Us 2) The operation panel was displaying such as Enhanced Locked Print NX or	ercode Authentication. the interface for the SD		

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Reissued: 23-Apr-10

Model: VM Option Type H Date: 12-Aug-08 No.: RM344A0					
Version		Symptom Corrected			
	2. After recovering from Energy Saver mode the device is unable to switch between				
	different SDK/J applications.  3. The software keyboard appears and cannot be closed after accessing a SDK				
	<ol> <li>The software keyboard appears and ca application.</li> </ol>	innoi de ciosed aner ac	cessing a SDN		
	This issue may occur as the result of the following procedure:				
	Open the software keyboard using a SDK application, such as GlobalScan				
	NX.	III b	a leavila a anal		
	<ul><li>2) Press either the "OK" or the "Cance</li><li>3) Select a standard MFP application (</li></ul>		е кеуроага.		
	4) Select the SDK application again.	ox. copy, i fint, ctoj.			
	5) The software keyboard will automat	ically appear, and cann	ot be closed.		
	Note: If the SDK application is busy proces				
	GlobalScan NX), the chances of this issue	•	9		
	4. There is a memory leak when an SDK keyboard but fails.	application attempts to	open a sonware		
	This issue may occur as the result of	the following procedure	:		
	1) Touch the user name field to open t	he software keyboard a	ınd input a user		
	name.	lander and the end of the term			
	<ul><li>2) Attempt to open a second software</li><li>3) The keyboard will fail to open, and 3</li></ul>				
	Once the issue develops, the software key				
	restarted.				
	5. An SC997 error will occur after logging	out of the MFP, requiri	ng a restart.		
	Affected products Any 07A or 08S MFPs using GlobalSo	on NV CDK application	version 1 1 1 0 or		
	later.	an NA SDR application	i version i.i.i.o oi		
	Conditions				
	1) 07A models (R-C5, AL-C1, V-C2	,			
	2) When using any of the following	Authentication methods	3:		
	*Admin Authentication *User Authentication				
	*Basic code Authentication	1			
	3) GlobalScan NX is running on the				
	4) Users or Admins must repeated				
	cycling the power. The error will be a Blank Screen After Changing Language				
	If a user or administrator quickly chan	•	settings using the		
	User Tools/Counter/Inquiry screen, a				
	MFP's display panel will be blank afte				
	screen was accessed when GlobalSc	an NX was the active s	creen.		
	Reproduction Procedure:  1) Open GlobalScan NX on the MFP.				
	2) Open the User Tools/Counter/Inc		Language button,		
	then press the Exit button quickly				
	3) "The language is switched." will a		anel. This message		
	only appears if the error has occu 4) The above message will automa		ne display papal will		
	be blank.	ilodily disappear, and the	ic display pariel will		
	Other changes:				

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Reissued: 23-Apr-10

Model: VN	M Option Type H	Date: 12-Aug-08	No.: RM344A01a		
Version	Modified Points or Symptom Corrected				
	<ol> <li>The SDK application installation ti 4 minutes.</li> </ol>	me-out has been changed fr	om 90 seconds to		
4.14	<ol> <li>Symptom corrected:         <ol> <li>Sometimes the display freezes if when the main power is turned or</li> <li>Users cannot login using an IC call. User name or password included -User name or password exceed. The sum of the lengths of the bytes or 65527 bytes.</li> </ol> </li> <li>If a job is submitted with user name is logging into the device with an</li> <li>Card Authentication Package can</li> </ol>	n.  ard if all of the following conduction des the 0xff character.  eds 255 bytes.  user name and password at the sam  IC card, the device will stall.	litions are met: re exactly 247 e time as someone		
	<ol> <li>Card Authentication Package cannot be installed over an earlier version.</li> <li>Other changes:         <ol> <li>The maximum heap memory for Model DI-C1 was increased from 24MB to 29MB.</li> <li>Global Scan NX now supports High Compression PDF files.</li> <li>Note: Requires Global Scan NX version 1.2 (SDK application), System firmwadepends on MFPs), and Embedded Software Architecture SD card Ver.4.14 (SDCard Ver.4.14 or later).</li> <li>Global Scan NX now supports a preview function.</li> <li>Note: Requires Global Scan NX version 1.2 (SDK application), System firmwadepends on MFPs), and Embedded Software Architecture SD card Ver.4.14 (SDCard Ver.4.14 or later).</li> <li>New User Authentication method.</li> <li>New User Authentication method.</li> <li>SDK/J Platform now supports Windows Authentication.</li> <li>SDK/J start up is possible after HDD formatting</li></ol></li></ol>				
	<ul> <li>HDD Formatting Procedure:</li> <li>If any SDK/J applications are installed follow Procedure 2.</li> <li>Procedure 1:</li> <li>1. Back up any data that needs to be a backup function. Please do this</li> <li>2. Stop all SDK/J applications and und 3. Turn off the device.</li> <li>4. Pull the VM card out of the services</li> <li>5. Turn on the device.</li> <li>6. Use SP5-832-001 to perform the Normal Turn off the device.</li> <li>8. Insert the VM card into the services</li> </ul>	e restored after the format. S manually. ninstall them. e slot (usually slot 2). HDD format.	DK/J doesn't have		

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.



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Reissued: 23-Apr-10

Model: VM Option Type H Date: 12-Aug-08 No.: RM344			No.: RM344A01a
Version	Modified Points or Symptom Corrected		
	<ol> <li>Procedure 2:</li> <li>Back up any data that needs to be restored after the format. SDK/J doesn't have a backup function. Please do this manually.</li> <li>Stop all SDK/J applications and uninstall them.</li> <li>Use SP5-832-001 to perform the HDD format.</li> <li>Restart the device.</li> <li>Restore the data backed up in step 1. SDK/J doesn't have a restore function. Please do this manually.</li> </ol>		
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).		
4.11			

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Reissued: 20-Aug-10

Model: VM Option Type H	Date: 12-Aug-08	No.: RM344A01b
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#### **RTB Reissue**

The items in bold italics have been corrected.

The items in bold italies have been corrected.				
Subject: Firmware Release Note: VM Option Type H		Prepared by: Y. Ino		
From: 1st Overseas Tech Support Sec., 1st PQM Dept.				
Troubleshooting	☐ Part information	☐ Action required		
☐ Mechanical	☐ Electrical	Service manual revision		
☐ Paper path	☐ Transmit/receive	☐ Retrofit information		
☐ Product Safety	Other ( )	⊠ Tier 2		
	re Release Note: VM Option Tyres Tech Support Sec., 1st PQ Troubleshooting Mechanical Paper path	re Release Note: VM Option Type H ras Tech Support Sec., 1st PQM Dept.  Troubleshooting Part information Mechanical Electrical Paper path Transmit/receive		

This RTB has been issued to announce the firmware release information for the  ${\bf VM}$   ${\bf Option}$   ${\bf Type}$   ${\bf H}$ .

Version	Program No.	Effective Date	
4.21.05	M3445915K_upd	August 2010 production	
4.20.04	M3445915J_upd	April 2010 production	
4.19-01	M3445915H_upd_01	January 2010 production	
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
4.21.05	<ol> <li>If the SD card slot specified for remote installation of a Type 2 (Javabased) SDK application does not exist on the target device, the application will be installed on a an SD card inserted in a different slot.</li> <li>The Java VM may enter a deadlock state if one thread tries to close a thread that is waiting for I/O data.</li> <li>The username used for Basic Authentication cannot be displayed correctly on the MFP's display panel if the username is 20 characters (bytes) long.</li> <li>If the auto-off timer of the device is set to 1 minute and any SDK application is set to automatically start up, SC997 can occur.</li> <li>The USB card reader may stop working if plugged in immediately after being unplugged.</li> </ol>
4.20.04	<ol> <li>Symptom corrected:</li> <li>If the machine is turned off just after entering Energy Saver mode, it will not be able to enter Energy Saver mode from that point on (the SDK Java platform cannot be started).</li> <li>Wording errors in the display messages used in the SDK application initial settings screen.</li> <li>Installation fails if the FAT block of the SD card is less than 1024 bytes (1KB).</li> <li>SDK applications use 1 more MB of memory than is necessary when loading. This could cause the SDK application to crash.</li> </ol>

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Reissued: 20-Aug-10

Model: VM Option Type H Date: 12-Aug-08 No.: RM344A01I				
Version	Modified Points o	r Symptom Corrected		
	- This only affects Java VM V4.19.			
4.19-01	Other changes: Because App2Me Provider V1.5.0 has been added to only MFPs, this option has been separated from the one for MFPs.			
4.19-01	Because App2Me Provider V1.5.0 has been added to only MFPs, this option has been separated from the one for MFPs.			
	<ul> <li>Authentication is enabled or whether an admin or user has already logged</li> <li>If the User Authentication settings are changed more than 200 times without power cycles, the device might stall or users might not be able to log out.</li> <li>The user can not log in via CAP-ES using the login name and password that contained the following characters are registered:  [€], [,], [f], [,], [^], [,], [-], [-], [-], [™], [,], [i], [□], [□], [□], [□], [□], [□], [□]</li> <li>[¼], [½], [¾], [¿], [β]</li> <li>Other changes:</li> </ul>			
	1. The speed at which the operator can sanother has been increased.  Important: To apply this change, in additionable the following:  - All models: Embedded Software A SDcard Ver.4.08 or later)  - Model V-C2: System ver1.06 or later in Model Al-C1: System ver1.06 or later in Model R-C5: System ver1.02 or later in Model Be-C1: System ver1.02 or later in Model Be-C	n to this firmware, you a architecture SD card Ver ter ater ater	also need to install	

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Reissued: 20-Aug-10

Model: VM Option Type H

Date: 12-Aug-08

No.

Model: VM	Model: VM Option Type H Date: 12-Aug-08 No.: RM344A0					
Version	Modified Points or Symptom Corrected					
	<ol> <li>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.</li> <li>The tabs on the software keyboard can now be preset.</li> <li>Support has been added for Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later.</li> <li>Card Authentication Package / Enhanced Locked Print NX ver.1.3 are now available.</li> </ol>					
4.15	and Activation service tool) ver. 2.0.1 or later.  5. Card Authentication Package / Enhanced Locked Print NX ver.1.3 are now available.  Symptom corrected:  1. Users might not be logged out if both of the following conditions were met:  1) The user had been logged in via Usercode Authentication.  2) The operation panel was displaying the interface for the SDK/J applications such as Enhanced Locked Print NX or Global Scan NX.  2. After recovering from Energy Saver mode the device is unable to switch between different SDK/J applications.  3. 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 (ex. Copy, Print, etc).  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.  4. 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.  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  *Bas					
		e MFP. y login and out of the de be thrown after a logout e Settings				

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Reissued: 20-Aug-10

Model: VN	M Option Type H	Date: 12-Aug-08	No.: RM344A01b	
Version		Symptom Corrected		
	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.			
	Other changes:  1. The SDK application installation time-o 4 minutes.	ut has been changed fr	om 90 seconds to	
4.14	<ol> <li>Symptom corrected:         <ol> <li>Sometimes the display freezes if the JavaTMPlatform button is pressed when the main power is turned on.</li> <li>Users cannot login using an IC card if all of the following conditions are -User name or password includes the 0xff character.</li></ol></li></ol>			
	Other changes:  1. The maximum heap memory for Mode 29MB.  2. Global Scan NX now supports High Co Note: Requires Global Scan NX version 1.3 depends on MFPs), and Embedded Softwa SDcard Ver.4.14 or later).  3. Global Scan NX now supports a previous Note: Requires Global Scan NX version 1.3 depends on MFPs), and Embedded Softwa SDcard Ver.4.14 or later).  4. New User Authentication method. The SDK/J Platform now supports Window 5. SDK/J start up is possible after HDD for Previously, the uninstallation of the SI from the service slot) was required be version 4.14, this is no longer the case applications installed on the HDD and HDD, the HDD can be formatted regainstalled or not.	ompression PDF files.  2 (SDK application), Syare Architecture SD care  w function.  2 (SDK application), Syare Architecture SD care  as Authentication.  ormatting  DK/J Platform (removal fore formatting the device. As long as there are I no applications have s	of the VM card ce HDD.As of no SDK/J tored data to the	
	HDD Formatting Procedure: If any SDK/J applications are installed on t	he HDD, follow Procedo	ure 1.Otherwise,	



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Reissued: 20-Aug-10

Model: VM Option Type H Date: 12-Aug-08 No.: RM3					
Version	Modified Points or Symptom Corrected				
	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.  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.				
	<ol> <li>Back up any data that needs to be restored after the format. SDK/J doesn't have a backup function. Please do this manually.</li> <li>Stop all SDK/J applications and uninstall them.</li> <li>Use SP5-832-001 to perform the HDD format.</li> <li>Restart the device.</li> <li>Restore the data backed up in step 1. SDK/J doesn't have a restore function. Please do this manually.</li> </ol>				
4.13	Other changes:  1. The speed of switching between SDK use this, "Embedded Software Archited Ver.4.13 or later)" and system firmware applied to the device.  2. Supported for the specification change	cture SD card Ver.4.13 e (version 1.08 or later)	(SDK/J SDcard		
4.12	Other Changes: (Minor changes applied for DSDK applications).				
4.11	1st Mass production	·····			

## Technical Bulletin

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⊠ Tier 2

Reissued: 05-Nov-10

Model: VM Option Type H			Date: 1	2-Aug-08	No.: RM344A01c
RTB Reissue The items in bo	ld italics have been c	orrected.			
Subject: Firmwa	re Release Note: VM Opt		Prepared by: K.Hamada		
From: 1st Overse	eas Tech Support Sec., 1	st PQM Dept.			
Classification:	Troubleshooting	☐ Part info	ormation	☐ Action	n required
	☐ Mechanical	☐ Electric	al	☐ Servi	ce manual revision
	☐ Paper path	☐ Transm	it/receive	☐ Retro	fit information

Other (

This RTB has been issued to announce the firmware release information for the  ${\bf VM}$   ${\bf Option}$   ${\bf Type}$   ${\bf H}$ .

Version	Program No.	Effective Date	
4.22.03	M3445915L_upd	October 2010 production	
4.21.05	M3445915K_upd	August 2010 production	
4.20.04	M3445915J_upd	April 2010 production	
4.19-01	M3445915H_upd_01	January 2010 production	
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	

☐ Product Safety

Version	Modified Points or Symptom Corrected		
4.22.03	<ol> <li>The SDK application may not load after turning the device on.</li> <li>The JavaVM would not update the DNS server address after the initial cache, which could eventually prevent the SDK application and DNS server from communicating.</li> <li>Note: This issue does not affect the device's ability to communicate with the</li> </ol>		
4.21.05	DNS server. Fixed:		
	<ol> <li>If the SD card slot specified for remote installation of a Type 2 (Java-based) SDK application does not exist on the target device, the application will be installed on a an SD card inserted in a different slot.</li> <li>The Java VM may enter a deadlock state if one thread tries to close a thread that is waiting for I/O data.</li> <li>The username used for Basic Authentication cannot be displayed correctly on the MFP's display panel if the username is 20 characters (bytes) long.</li> <li>If the auto-off timer of the device is set to 1 minute and any SDK application is set to automatically start up, SC997 can occur.</li> <li>The USB card reader may stop working if plugged in immediately after being unplugged.</li> </ol>		

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Reissued: 05-Nov-10

Model: VI	Model: VM Option Type H Date: 12-Aug-08 No.: RM344A				
Version	Modified Points or Symptom Corrected				
4.20.04	<ol> <li>Symptom corrected:         <ol> <li>If the machine is turned off just after entering Energy Saver mode, it will not be able to enter Energy Saver mode from that point on (the SDK Java platform cannot be started).</li> </ol> </li> <li>Wording errors in the display messages used in the SDK application initial settings screen.</li> <li>Installation fails if the FAT block of the SD card is less than 1024 bytes (1KB).</li> <li>SDK applications use 1 more MB of memory than is necessary when loading. This could cause the SDK application to crash.</li> </ol>				
4.19-01	been separated from the one for MFPs.	en added to only MFPs,	this option has		
4.17-01	- This only affects Java VM V4.19.  Other changes: Because App2Me Provider V1.5.0 has been added to only MFPs, this option has been separated from the one for MFPs.				

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Reissued: 05-Nov-10

Model: VM Option Type H Date: 12-Aug-08 No.: RM344A				
Version	Modified Points or	Symptom Corrected		
	<ul> <li>Important: To apply this change, in addition to this firmware, you also need to install the following: <ul> <li>All models: Embedded Software Architecture SD card Ver.4.08 (SDK/J SDcard Ver.4.08 or later)</li> <li>Model V-C2: System ver1.06 or later</li> <li>Model Al-C1: System ver1.06 or later</li> <li>Model Be-C5: System ver1.12 or later</li> <li>Model Be-C1: System ver1.02 or later</li> </ul> </li> <li>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.</li> <li>The tabs on the software keyboard can now be preset.</li> <li>Support has been added for Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later.</li> <li>Card Authentication Package / Enhanced Locked Print NX ver.1.3 are now available.</li> </ul>			
4.15	<ol> <li>Symptom corrected:         <ol> <li>Users might not be logged out if both o</li> <li>The user had been logged in via Us</li> <li>The operation panel was displaying such as Enhanced Locked Print NX or</li> <li>After recovering from Energy Saver modifferent SDK/J applications.</li> <li>The software keyboard appears and capplication.</li></ol></li></ol>	sercode Authentication. the interface for the SE Global Scan NX. ode the device is unable annot be closed after acthe following procedure a SDK application, such series and cannot be closed after acthe following procedure a SDK application, such series and cannot be closed after acthe following procedure, and cannot series a difficult task (such occurring will increase application attempts to the following procedure he software keyboard action are keyboard and will not open again out of the MFP, requiring an NX SDK application and O8S models (DI-CE) and O8S models (DI-CE) and O8S models (DI-CE)	oK/J applications to switch between cessing a SDK as GlobalScan e keyboard.  ot be closed. ch as a fax job for significantly. open a software  and input a user out a password. Il be leaked. in until the MFP is ang a restart.  oversion 1.1.1.0 or  c1, AT-C2, AP-C2).	



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Reissued: 05-Nov-10

	: 05-Nov-10 // Option Type H	Date: 12-Aug-08	No.: RM344A01c	
Version		Ŭ.		
	*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. 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.			
4.44	Other changes:  1. The SDK application installation time-out has been changed from 90 seconds to 4 minutes.			
4.14	<ol> <li>Symptom corrected:</li> <li>Sometimes the display freezes if the J when the main power is turned on.</li> <li>Users cannot login using an IC card if         <ul> <li>User name or password includes t</li> <li>User name or password exceeds 2</li> <li>The sum of the lengths of the user bytes or 65527 bytes.</li> </ul> </li> <li>If a job is submitted with user name ar is logging into the device with an IC cate.</li> <li>Card Authentication Package cannot be</li> </ol>	all of the following conc he 0xff character. 255 bytes. name and password a nd password at the sam ard, the device will stall.	ditions are met:  are exactly 247  ne time as someone	
	Other changes:  1. The maximum heap memory for Mode 29MB.  2. Global Scan NX now supports High Co Note: Requires Global Scan NX version 1.3 depends on MFPs), and Embedded Softwa SDcard Ver.4.14 or later).  3. Global Scan NX now supports a previous Note: Requires Global Scan NX version 1.3 depends on MFPs), and Embedded Softwa SDcard Ver.4.14 or later).  4. New User Authentication method. The SDK/J Platform now supports Window 5. SDK/J start up is possible after HDD for Previously, the uninstallation of the SI	ompression PDF files.  2 (SDK application), Sare Architecture SD carew function.  2 (SDK application), Sare Architecture SD carews Authentication.  2 SAuthentication.	ystem firmware (It rd Ver.4.14 (SDK/J rystem firmware (It rd Ver.4.14 (SDK/J	



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Model: VM Option Type H Date: 12-Aug-08 No.: RM34-		No.: RM344A01c		
Version	Modified Points or Symptom Corrected			
	from the service slot) was required be version 4.14, this is no longer the cas applications installed on the HDD and HDD, the HDD can be formatted regainstalled or not.	e. As long as there are I no applications have s	no SDK/J tored data to the	
	HDD Formatting Procedure: If any SDK/J applications are installed on t follow Procedure 2. Procedure 1:			
	<ol> <li>Back up any data that needs to be rest a backup function. Please do this manu</li> <li>Stop all SDK/J applications and uninstance</li> <li>Turn off the device.</li> </ol>	ually. all them.	DK/J doesn't have	
	<ul><li>5. Turn on the device.</li><li>6. Use SP5-832-001 to perform the HDD</li><li>7. Turn off the device.</li></ul>	6. Use SP5-832-001 to perform the HDD format.		
	<ol> <li>Insert the VM card into the service slot.</li> <li>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.</li> </ol>			
	<ol> <li>Procedure 2:</li> <li>Back up any data that needs to be rest a backup function. Please do this manu</li> <li>Stop all SDK/J applications and uninsta</li> <li>Use SP5-832-001 to perform the HDD</li> <li>Restart the device.</li> </ol>	ually. all them.	DK/J doesn't have	
	<ol><li>Restore the data backed up in step 1. September 1. September 2. Please do this manually.</li></ol>	SDK/J doesn't have a re	estore function.	
4.13	Other changes:  1. The speed of switching between SDK use this, "Embedded Software Archite Ver.4.13 or later)"and system firmware applied to the device.  2. Supported for the specification change	cture SD card Ver.4.13 e (version 1.08 or later)	(SDK/J SDcard	
4.12	Other Changes: (Minor changes applied for DSDK application			
4.11	1st Mass production			

## Technical Bulletin

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Reissued: 05-Jan-11

Model: VM Option Type H			Date: 1	2-Aug-08	No.: RM344A01d
RTB Reissue The items in bold italics have been corrected.					
Subject: Firmware Release Note: VM Option Type H				Prepared by:	K.Hamada
From: 1st Overse	eas Tech Support Sec., 1st Po	QM Dept.			
Classification:	Troubleshooting	☐ Part info	ormation	Action	required
	☐ Mechanical	☐ Electric	al	☐ Service	e manual revision
	☐ Paper path	☐ Transm	it/receive	☐ Retrof	fit information

Other (

⊠ Tier 2

This RTB has been issued to announce the firmware release information for the  ${\bf VM}$   ${\bf Option}$   ${\bf Type}$   ${\bf H}$ .

Version	Program No.	Effective Date
4.23.00	M3445915M_upd	November 2010 production
4.22.03	M3445915L_upd	October 2010 production
4.21.05	M3445915K_upd	August 2010 production
4.20.04	M3445915J_upd	April 2010 production
4.19-01	M3445915H_upd_01	January 2010 production
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

☐ Product Safety

Version	Modified Points or Symptom Corrected
4.23.00	Minor bug correction.
4.22.03	<ol> <li>Fixed:         <ol> <li>The SDK application may not load after turning the device on.</li> <li>The JavaVM would not update the DNS server address after the initial cache, which could eventually prevent the SDK application and DNS server from communicating.</li> </ol> </li> </ol>
	Note: This issue does not affect the device's ability to communicate with the DNS server.
4.21.05	<ol> <li>Fixed:         <ol> <li>If the SD card slot specified for remote installation of a Type 2 (Java-based) SDK application does not exist on the target device, the application will be installed on a an SD card inserted in a different slot.</li> </ol> </li> <li>The Java VM may enter a deadlock state if one thread tries to close a thread that is waiting for I/O data.</li> <li>The username used for Basic Authentication cannot be displayed correctly on the MFP's display panel if the username is 20 characters (bytes) long.</li> <li>If the auto-off timer of the device is set to 1 minute and any SDK application is set to automatically start up, SC997 can occur.</li> </ol>

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Version	Model: VM Option Type I	1	Date: 12-Aug-08	No.: RM344A01d
4.20.04  Symptom corrected:  1. If the machine is turned off just after entering Energy Saver mode, it will not be able to enter Energy Saver mode from that point on (the SDK Java platform cannot be started).  2. Wording errors in the display messages used in the SDK application initial settings screen.  3. Installation falls if the FAT block of the SD card is less than 1024 bytes (1KB).  4. SDK applications use 1 more MB of memory than is necessary when loading. This could cause the SDK application to crash.  - This only affects Java VM V4.19.  4.19-01  Other changes: Because App2Me Provider V1.5.0 has been added to only MFPs, this option has been separated from the one for MFPs.  Symptom corrected:  1. 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.  2. 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.  3. Cannot exit the User Tools screen while displaying a JPEG image using an SDK/J application.  4. The display language cannot be switched to German.  5. The device Start Key may become disabled when accessing an SDK/Type J application (e.g., GlobalScan NX).  This issue may occur when using the default Java and SDK/Type J settings, and the following procedure is performed:  1) Turn on the device.  2) Switch from a device application to an SDK/Type J application after the Java VM has started-up.  6. JPEG images may not be displayed the first time an SDK/Type J application (e.g., GlobalScan NX) is opened.  This issue may occur when using the default Java and GlobalScan NX settings, and the following procedure is performed:  1) Turn on the device.  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 will not be displayed.  7 For about 20 seconds after a device starts up, SDK appli	Version	Modified Points or	Symptom Corrected	
1. If the machine is turned off just after entering Energy Saver mode, it will not be able to enter Energy Saver mode from that point on (the SDK Java platform cannot be started).  2. Wording errors in the display messages used in the SDK application initial settings screen.  3. Installation falls if the FAT block of the SD card is less than 1024 bytes (1KB).  4. SDK applications use 1 more MB of memory than is necessary when loading. This could cause the SDK application to crash.  This only affects Java VM V4.19.  4.19-01  4.19-01  Other changes:  Symptom corrected:  1. 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.  2. 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.  3. Cannot exit the User Tools screen while displaying a JPEG image using an SDK/J application.  4. The display language cannot be switched to German.  5. The device Start Key may become disabled when accessing an SDK/Type J application (e.g., GlobalScan NX).  This issue may occur when using the default Java and SDK/Type J application after the Java VM has started-up.  6. JPEG images may not be displayed the first time an SDK/Type J application (e.g., GlobalScan NX) is opened.  This issue may occur when using the default Java and GlobalScan NX settings, and the following procedure is performed:  1) Turn on the device.  2) Switch from a device application to an SDK/Type J application after the Java VM has started-up.  6. JPEG images may not be displayed the first time an SDK/Type J application (e.g., GlobalScan NX) is opened.  This issue may occur when using the default Java and GlobalScan NX settings, and the following procedure is performed:  1) Turn on the device.  2) Switch from a device application to a SDK/J application that uses JPEG-based icons after the Java VM has started-up. JPEG			ng if plugged in immedia	ately after being
Because App2Me Provider V1.5.0 has been added to only MFPs, this option has been separated from the one for MFPs.  4.17-01  Symptom corrected:  1. 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.  2. 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.  3. Cannot exit the User Tools screen while displaying a JPEG image using an SDK/J application.  4. The display language cannot be switched to German.  5. The device Start Key may become disabled when accessing an SDK/Type J application (e.g., GlobalScan NX).  This issue may occur when using the default Java and SDK/Type J settings, and the following procedure is performed:  1) Turn on the device.  2) Switch from a device application to an SDK/Type J application after the Java VM has started-up.  6. JPEG images may not be displayed the first time an SDK/Type J application (e.g., GlobalScan NX) is opened.  This issue may occur when using the default Java and GlobalScan NX settings, and the following procedure is performed:  1) Turn on the device.  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 will not be displayed.  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.  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.  9 The user can not log in via CAP-ES using the login name and password that contained the following characters are registered:	1. If the match able to example to example to example to example 2. Wording settings 3. Installati 4. SDK approximate to the country of the c	ichine is turned off just after enter Energy Saver mode from the started).  errors in the display message screen.  on fails if the FAT block of the blications use 1 more MB of mild cause the SDK application only affects Java VM V4.19.	that point on (the SDK apples used in the SDK apples SD card is less than 10 emory than is necessar	Java platform ication initial 024 bytes (1KB).
<ol> <li>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.</li> <li>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.</li> <li>Cannot exit the User Tools screen while displaying a JPEG image using an SDK/J application.</li> <li>The display language cannot be switched to German.</li> <li>The device Start Key may become disabled when accessing an SDK/Type J application (e.g., GlobalScan NX).</li> <li>This issue may occur when using the default Java and SDK/Type J settings, and the following procedure is performed:         <ol> <li>Turn on the device.</li> <li>Switch from a device application to an SDK/Type J application after the Java VM has started-up.</li> <li>JPEG images may not be displayed the first time an SDK/Type J application (e.g., GlobalScan NX) is opened.</li> <li>This issue may occur when using the default Java and GlobalScan NX settings, and the following procedure is performed:</li></ol></li></ol>	Because App	2Me Provider V1.5.0 has bee	n added to only MFPs,	this option has
[€], [,], [f], [,], [°], [-], [-], [TM], [,], [i], [a], [i], [©], [a], [B], [2], [3], [1], [2], [1/4], [1/2], [3/4], [2], [β]  Other changes:	4.17-01 Symptom co 1. The dispusing an mode. 2. If the characte connecte 3. Cannot e SDK/J ap 4. The disp 5. The deviapplication This issue m following pro 1) 2) 6. JPEG im (e.g., Glo This issue m the following 1) 2)  7 For about might not Authentic 8 If the Use power cy 9 The user contained [€], [,], [ [¹/₄], [¹/₂]	rected: ayed image may appear incor SDK application that prohibits tracter string for one line of a cr s or more, it will appear on the d with the following line. xit the User Tools screen while oplication. ay language cannot be switch ce Start Key may become disa on (e.g., GlobalScan NX). ay occur when using the defau cedure is performed: Turn on the device. Switch from a device application Java VM has started-up. ages may not be displayed the obalScan NX) is opened. ay occur when using the defau procedure is performed: Turn on the device. Switch from a device application cased icons after the Java VM displayed. It 20 seconds after a device start at be able to recognize whether existion is enabled or whether are existent as a device might stall or can not log in via CAP-ES usi of the following characters are	the machine from enter- display label is set to a less operation panel as best operation panel as best operation panel as best operation panel as best operation and JPEG important and SDK/Type and SDK/Type on to an SDK/Type on to an SDK/Type on to an SDK/Type on to a SDK/Type on to a SDK/J application has started-up. JPEG in a SDK/J application and started operation and started on the started operation and started	ength of 100 ing directly age using an SDK/Type J J settings, and the oplication after the e J application on NX settings, and on that uses JPEG-images will not be as such as CAP cation or User eady logged into times without the to log out. password that

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Model: VN	M Option Type H	Date: 12-Aug-08	No.: RM344A01d
Version	Modified Points or	Symptom Corrected	
Version	<ol> <li>The speed at which the operator can switch from one SDK/J application to another has been increased.</li> <li>Important: To apply this change, in addition to this firmware, you also need to insthe following:         <ul> <li>All models: Embedded Software Architecture SD card Ver.4.08 (SDK/J SDcard Ver.4.08 or later)</li> <li>Model V-C2: System ver1.06 or later</li> <li>Model Al-C1: System ver1.06 or later</li> <li>Model R-C5: System ver1.12 or later</li> <li>Model Be-C1: System ver1.02 or later</li> </ul> </li> <li>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</li> </ol>		an SDK/J
	<ul> <li>application, this application will be disp</li> <li>The tabs on the software keyboard can</li> <li>Support has been added for Embedde and Activation service tool) ver. 2.0.1 o</li> <li>Card Authentication Package / Enhance available.</li> </ul>	n now be preset.  d Software Remote Ma  r later.	• ,
4.15	Symptom corrected:  1. Users might not be logged out if both of 1) The user had been logged in via Use 2) The operation panel was displaying such as Enhanced Locked Print NX or 2. After recovering from Energy Saver modifferent SDK/J applications.  3. The software keyboard appears and catapplication.  This issue may occur as the result of 1) Open the software keyboard using a NX.  2) Press either the "OK" or the "Cance 3) Select a standard MFP application (4) Select the SDK application again.  5) The software keyboard will automat Note: If the SDK application is busy process GlobalScan NX), the chances of this issue 4. There is a memory leak when an SDK keyboard but fails.  This issue may occur as the result of 1) Touch the user name field to open to 1) Touch the user name field to open to 1) Touch the user name field to open to 1) The keyboard will fail to open, and 30 Once the issue develops, the software key restarted.  5. An SC997 error will occur after logging Affected products Any 07A or 08S MFPs using GlobalScalater.  Conditions	sercode Authentication. the interface for the SE Global Scan NX. ode the device is unable annot be closed after act the following procedure a SDK application, such series and cannot be closed after act the following procedure a SDK application, such ex. Copy, Print, etc). ically appear, and cannot sing a difficult task (such occurring will increase application attempts to the following procedure the software keyboard at keyboard in order to input to the software keyboard at the following procedure the software keyboard at the software keyboard at the following procedure the software keyboard at the software keyboard at the software keyboard at the software will not open again out of the MFP, requiring the software will not open again the software will not open again the software keyboard will not open again the software keyboard will not open again to the MFP, requiring the software keyboard will not open again the software keyboard will no	oK/J applications to switch between cessing a SDK that as GlobalScan the keyboard.  ot be closed. that as a fax job for significantly. open a software that a password. Il be leaked. that a password.

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Model: VN	/I Option Type H	Date: 12-Aug-08	No.: RM344A01d
Version	Modified Points or	Symptom Corrected	
version	1) 07A models (R-C5, AL-C1, V-C2 2) When using any of the following *Admin Authentication *User Authentication *Basic code Authenticatior 3) GlobalScan NX is running on the 4) Users or Admins must repeatedl cycling the power. The error will I cycling the power. The error will I fa user or administrator quickly chan User Tools/Counter/Inquiry screen, a MFP's display panel will be blank afte screen was accessed when GlobalSc Reproduction Procedure:  1) Open GlobalScan NX on the MF 2) Open the User Tools/Counter/Incounter/	and 08S models (DI-C Authentication methods and MFP. by login and out of the de be thrown after a logout e Settings ges a MFP's language s confirmation message of r finishing settings when an NX was the active so P. quiry screen, press the	evice without  settings using the will appear, and the nathe settings creen.  Language button,
	3) "The language is switched." will a only appears if the error has occurs. 4) The above message will automate be blank.  Other changes:	urred.	-
	The SDK application installation time-o     minutes.	ut has been changed fr	om 90 seconds to
4.14	<ol> <li>Symptom corrected:</li> <li>Sometimes the display freezes if the J when the main power is turned on.</li> <li>Users cannot login using an IC card if -User name or password includes t -User name or password exceeds 2 -The sum of the lengths of the user bytes or 65527 bytes.</li> <li>If a job is submitted with user name ar</li> </ol>	all of the following cond he 0xff character. 255 bytes. name and password ar nd password at the sam	litions are met: re exactly 247
	is logging into the device with an IC ca 4. Card Authentication Package cannot b Other changes: 1. The maximum heap memory for Mode 29MB. 2. Global Scan NX now supports High Co Note: Requires Global Scan NX version 1.3 depends on MFPs), and Embedded Softwa SDcard Ver.4.14 or later). 3. Global Scan NX now supports a previous Note: Requires Global Scan NX version 1.3 depends on MFPs), and Embedded Softwa SDcard Ver.4.14 or later). 4. New User Authentication method. The SDK/J Platform now supports Window	to the installed over an early of DI-C1 was increased from the properties of the compression PDF files. It is a compression	rom 24MB to rstem firmware (It d Ver.4.14 (SDK/J



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Model: VM Option Type H Date: 12-Aug-08 No.: RM3			No.: RM344A01d
Version	Modified Points or Symptom Corrected		
	5. SDK/J start up is possible after HDD for Previously, the uninstallation of the SI from the service slot) was required be version 4.14, this is no longer the case applications installed on the HDD and HDD, the HDD can be formatted regainstalled or not.	OK/J Platform (removal fore formatting the devi e. As long as there are no applications have s	ce HDD.As of no SDK/J tored data to the
	<ul> <li>HDD Formatting Procedure:</li> <li>If any SDK/J applications are installed on the follow Procedure 2.</li> <li>Procedure 1:</li> <li>1. Back up any data that needs to be rest a backup function. Please do this manual 2. Stop all SDK/J applications and uninstal 3. Turn off the device.</li> <li>4. Pull the VM card out of the service slot 5. Turn on the device.</li> <li>6. Use SP5-832-001 to perform the HDD 7. Turn off the device.</li> <li>8. Insert the VM card into the service slot.</li> <li>9. Turn on the device. Install the SDK/J applications are installed on the service slot.</li> <li>9. Turn on the device. Install the SDK/J applications are installed on the service slot.</li> <li>9. Turn on the device. Install the SDK/J applications are installed on the service slot.</li> </ul>	ored after the format. Sually. all them. (usually slot 2). format.  pplications and restore	DK/J doesn't have
	Procedure 2:  1. Back up any data that needs to be rest a backup function. Please do this manu 2. Stop all SDK/J applications and uninsta 3. Use SP5-832-001 to perform the HDD 4. Restart the device. 5. Restore the data backed up in step 1. SP Please do this manually.	ually. all them. format.	
4.13	Other changes:  1. The speed of switching between SDK use this, "Embedded Software Architecture Ver.4.13 or later)"and system firmware applied to the device.  2. Supported for the specification change	cture SD card Ver.4.13 (version 1.08 or later)	(SDK/J SDcard
4.12	Other Changes: (Minor changes applied for DSDK applicati		
4.11	1st Mass production		

# Technical Bulletin

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Reissued: 20-Jun-11

Model: VM Option Type H		?-Aug-08	No.: RM344A01e
RTB Reissue The items in bold italics have been corrected.			
Subject: Firmware Release Note: VM Option Type H		Prepared by:	: K.Hamada

Subject: Firmware Release Note: VM Option Type H			Prepared by: K.Hamada
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	Troubleshooting	☐ Part information	☐ Action required
		☐ Electrical	Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	Other ( )	⊠ Tier 2

This RTB has been issued to announce the firmware release information for the  ${\bf VM}$   ${\bf Option}$   ${\bf Type}$   ${\bf H}$ .

Version	Program No.	Effective Date
4.24.03	M3445915N_upd	June 2011 production
4.23.00	M3445915M_upd	November 2010 production
4.22.03	M3445915L_upd	October 2010 production
4.21.05	M3445915K_upd	August 2010 production
4.20.04	M3445915J_upd	April 2010 production
4.19-01	M3445915H_upd_01	January 2010 production
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
4.24.03	Symptom corrected:
	1. Remote Manager v2 may not be able to communicate with the device if it takes more than 1 minute to assign the device an IP address via DHCP.
	2. Users are not logged out after pressing the "Logout" button on the "User Tools" screen when using CAP with basic authentication.
	<ol> <li>If a user was logged in when the On/Off button is used to turn the device off, the "Cannot Logout" message is displayed the next time the On/Off button is used to turn the device on. The message is displayed even though the user has been logged out.</li> <li>An SSL connection cannot be established if a x509 certificate is used but contains a "CRL Distribution Point".</li> </ol>
	Other changes: Support for eDC-i1.2 and Remote Install Manager V1.1 was added.
4.23.00	Minor bug correction.
4.22.03	Fixed: 1. The SDK application may not load after turning the device on. 2. The JavaVM would not update the DNS server address after the initial cache,



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Model: VN	del: VM Option Type H Date: 12-Aug-08 No.: RM344A01e				
Version	Modified Points or	Symptom Corrected			
	which could eventually prevent the SDI communicating.	Sapplication and DNS			
	Note: This issue does not affect the device server.	's ability to communicat	e with the DNS		
4.21.05	<ol> <li>Fixed:         <ol> <li>If the SD card slot specified for remote SDK application does not exist on the installed on a an SD card inserted in a</li> <li>The Java VM may enter a deadlock stathat is waiting for I/O data.</li> </ol> </li> <li>The username used for Basic Authent the MFP's display panel if the usernam</li> <li>If the auto-off timer of the device is se set to automatically start up, SC997 can set to automatically start up.</li> </ol>	target device, the applia different slot. tate if one thread tries to tication cannot be displayed is 20 characters (byto 1 minute and any San occur.	cation will be of close a thread ayed correctly on es) long. DK application is		
4.20.04	<ol> <li>Symptom corrected:</li> <li>If the machine is turned off just after enable to enter Energy Saver mode from cannot be started).</li> <li>Wording errors in the display message settings screen.</li> <li>Installation fails if the FAT block of the</li> <li>SDK applications use 1 more MB of machine This could cause the SDK application - This only affects Java VM V4.19.</li> </ol>	that point on (the SDK es used in the SDK appl SD card is less than 10 emory than is necessar	Java platform ication initial 024 bytes (1KB).		
4.19-01	Other changes: Because App2Me Provider V1.5.0 has bee been separated from the one for MFPs.	n added to only MFPs,	this option has		
4.17-01	<ol> <li>Symptom corrected:         <ol> <li>The displayed image may appear incorusing an SDK application that prohibits mode.</li> <li>If the character string for one line of a characters or more, it will appear on the connected with the following line.</li> <li>Cannot exit the User Tools screen while SDK/J application.</li> <li>The display language cannot be switch.</li> <li>The device Start Key may become disa application (e.g., GlobalScan NX).</li> </ol> </li> <li>This issue may occur when using the defauted following procedure is performed:         <ol> <li>Turn on the device.</li> <li>Switch from a device application Java VM has started-up.</li> <li>JPEG images may not be displayed the (e.g., GlobalScan NX) is opened.</li> <li>This issue may occur when using the defaute.</li> <li>This issue may occur when using the defaute.</li></ol></li></ol>	the machine from enterdisplay label is set to a lee operation panel as be e displaying a JPEG im ed to German. Abled when accessing a full Java and SDK/Type on to an SDK/Type J apper first time an SDK/Type	ength of 100 ing directly age using an n SDK/Type J J settings, and the eplication after the		

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Model: VN	/I Option Type H	Date: 12-Aug-08	No.: RM344A01e	
Version	Modified Points or Symptom Corrected			
	the following procedure is performed:  1) Turn on the device.  2) Switch from a device application based icons after the Java VM	on to a SDK/J application		
	displayed.  7 For about 20 seconds after a device stange might not be able to recognize whether Authentication is enabled or whether at If the User Authentication settings are power cycles, the device might stall or 9 The user can not log in via CAP-ES us contained the following characters are [€], [,], [f], [,], [^], [,], [-], [—], [—], [—], [—], [—], [—], [—], [—	Administrator Authention admin or user has alrest admin or user has alrest anged more than 200 users might not be abled ing the login name and registered:	cation or User eady logged in. times without the to log out. password that	
	Other changes:  1. The speed at which the operator can so another has been increased.  Important: To apply this change, in addition the following:  - All models: Embedded Software A SDcard Ver.4.08 or later)  - Model V-C2: System ver1.06 or later - Model Al-C1: System ver1.06 or later - Model Be-C1: System ver1.12 or later - Model Be-C1: System ver1.12 or later - Model Be-C1: System ver1.02 or later - Model Be-C1: System ver1.03 or later - Model Be-C1: System ver1.04 or later - Mod	n to this firmware, you a rchitecture SD card Ver er ter er ater n-SDK/J application to a tions has been set as th	lso need to install .4.08 (SDK/J	
	<ol> <li>The tabs on the software keyboard car</li> <li>Support has been added for Embedde and Activation service tool) ver. 2.0.1 of Card Authentication Package / Enhance available.</li> </ol>	now be preset. d Software Remote Ma r later.	•	
4.15	Symptom corrected:  1. Users might not be logged out if both o 1) The user had been logged in via Us 2) The operation panel was displaying such as Enhanced Locked Print NX or 2. After recovering from Energy Saver modifferent SDK/J applications. 3. The software keyboard appears and capplication. This issue may occur as the result of 1) Open the software keyboard using a	ercode Authentication. the interface for the SE Global Scan NX. de the device is unable unnot be closed after ac the following procedure	OK/J applications to switch between cessing a SDK	
	NX.  2) Press either the "OK" or the "Cance 3) Select a standard MFP application (4) Select the SDK application again.  5) The software keyboard will automat Note: If the SDK application is busy proces	I" button on the softwar ex. Copy, Print, etc).	e keyboard. ot be closed.	

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Model: VM Option Type H Date: 12-Aug-08 No.: RN			
Version			
	GlobalScan NX), the chances of this issue 4. There is a memory leak when an SDK keyboard but fails. This issue may occur as the result of 1) Touch the user name field to open to name. 2) Attempt to open a second software 3) The keyboard will fail to open, and 30 Once the issue develops, the software key restarted.	occurring will increase application attempts to the following procedure he software keyboard a keyboard in order to inpact to bytes of memory wi	open a software : and input a user out a password. Il be leaked.
	5. An SC997 error will occur after logging Affected products Any 07A or 08S MFPs using GlobalSolater. Conditions 1) 07A models (R-C5, AL-C1, V-C2)	can NX SDK application	version 1.1.1.0 or
	2) When using any of the following  *Admin Authentication  *User Authentication  *Basic code Authenticatior  3) GlobalScan NX is running on the 4) Users or Admins must repeatedl  cycling the power. The error will left.  6. Blank Screen After Changing Languag	Authentication methods  MFP.  y login and out of the deposition of	evice without
	If a user or administrator quickly chan User Tools/Counter/Inquiry screen, a MFP's display panel will be blank afte screen was accessed when GlobalSc Reproduction Procedure:  1) Open GlobalScan NX on the MF 2) Open the User Tools/Counter/Ing then press the Exit button quickly 3) "The language is switched." will only appears if the error has occur, above message will automate blank.	confirmation message was refinishing settings when an NX was the active so P.  quiry screen, press the real appear on the display purred.	will appear, and the of the settings creen.  Language button, anel. This message
	Other changes:  1. The SDK application installation time-o 4 minutes.	ut has been changed fr	om 90 seconds to
4.14	<ol> <li>Symptom corrected:</li> <li>Sometimes the display freezes if the J when the main power is turned on.</li> <li>Users cannot login using an IC card if -User name or password includes t -User name or password exceeds 2 -The sum of the lengths of the user bytes or 65527 bytes.</li> </ol>	all of the following cond he 0xff character. 255 bytes. name and password ar	litions are met: re exactly 247
	3. If a job is submitted with user name ar is logging into the device with an IC ca		e time as someone



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Reissued: 20-Jun-11

Model: VM Option Type H Date: 12-Aug-08 No.: RM344A01e

#### Version **Modified Points or Symptom Corrected** 4. Card Authentication Package cannot be installed over an earlier version. Other changes: 1. The maximum heap memory for Model DI-C1 was increased from 24MB to 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). 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). 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. **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. 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. 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.

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Model: VM Option Type H		Date: 12-Aug-08	No.: RM344A01e
Version	Modified Points or Symptom Corrected		
4.13	Other changes:  1. The speed of switching between SDK use this, "Embedded Software Architecture Ver.4.13 or later)"and system firmware applied to the device.  2. Supported for the specification change	cture SD card Ver.4.13 (version 1.08 or later)	(SDK/J SDcard needs to be
4.12	Other Changes: (Minor changes applied for DSDK applications).		
4.11	1st Mass production		

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Reissued: 15-Nov-11

	Model: VM Option Type H	Date: 20-Jul-11	No.: RM344004a
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#### **RTB Reissue**

The items in **bold italics** have been corrected

1110 1001110 111 20	The Reme in Dela latinee have been concerna.				
Subject: Firmwai	re Release Note: (Java VM v4	for eDC)	Prepared by: H. Tamaki		
From: MFP/Printe	er Tech Service Dept., 1st Tech				
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required		
		☐ Electrical	☐ Service manual revision		
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information		
	☐ Product Safety	$\boxtimes$ Other (Firmware)	⊠ Tier 2		

This RTB has been issued to announce the firmware release information for the **Java VM v4 for eDC.** 

Version	Program No.	Effective Date
4.25.07	M3445915P_edc	November 2011 production
4.24.03	M3445915N_edc	June 2011 production

Version	Modified Points or Symptom Corrected
4.25.07	*This module is for Remote Install Manager and updating JavaVM.
	Symptom corrected: 1. SDK/J starting logo screen does not change. 2. Vulnerability to the re-negotiation of SSL/TLS. 3. Other minor bugs corrections.
	Other changes: Kerberos certification corresponding to RC4-HMAC code form.
4.24.03	Initial release

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☐ Service manual revision

☐ Retrofit information

☐ Tier 2

Reissued: 15-Nov-11

☐ Mechanical

☐ Paper path

☐ Product Safety

Model: VM Option Type H Date:			Date: 1	2-Aug-08	No.: RM344A01f
RTB Reissue					
The items in bol	d italics have been corr	ected.			
Subject: Firmware Release Note: VM Option Type H			Prepared by	: H.Tamaki	
From: MFP/Printer Tech Service Dept., 1st Tech Service S					
Classification:	☐ Troubleshooting	☐ Part info	ormation	☐ Action	n required

☐ Electrical

☐ Transmit/receive

○ Other (Firmware)

This RTB has been issued to announce the firmware release information for the  ${\bf VM}$   ${\bf Option}$   ${\bf Type}$   ${\bf H}$ .

Version	Program No.	Effective Date
4.25.07	M3445915P_upd	November 2011 production
4.24.03	M3445915N_upd	June 2011 production
4.23.00	M3445915M_upd	November 2010 production
4.22.03	M3445915L_upd	October 2010 production
4.21.05	M3445915K_upd	August 2010 production
4.20.04	M3445915J_upd	April 2010 production
4.19-01	M3445915H_upd_01	January 2010 production
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
4.25.07	Symptom corrected:
	1. SDK/J starting logo screen does not change.
	2. Vulnerability to the re-negotiation of SSL/TLS.
	3. Other minor bugs corrections.
	d. Other miller bugs corrections.
	Other changes
	Other changes:
	Kerberos certification corresponding to RC4-HMAC code form.
4.24.03	Symptom corrected:
	1. Remote Manager v2 may not be able to communicate with the device if it takes
	more than 1 minute to assign the device an IP address via DHCP.
	2. Users are not logged out after pressing the "Logout" button on the "User Tools"
	screen when using CAP with basic authentication.
	3. If a user was logged in when the On/Off button is used to turn the device off, the
	"Cannot Logout" message is displayed the next time the On/Off button is used to
	turn the device on. The message is displayed even though the user has been
	logged out.
	4. An SSL connection cannot be established if a x509 certificate is used but



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Model: VM Option Type H		Date: 12-Aug-08	No.: RM344A01f	
Version	Version Modified Points or Symptom Corrected			
	contains a "CRL Distribution Point".			
	Other changes: Support for eDC-i1.2 and Remote Install Manager V1.1 was added.			
4.23.00	Minor bug correction.			
4.22.03	Fixed:  1. The SDK application may not load after turning the device on.  2. The JavaVM would not update the DNS server address after the initial cache, which could eventually prevent the SDK application and DNS server from communicating.			
	Note: This issue does not affect the device's ability to communicate with the DNS server.			
4.20.04	<ol> <li>Fixed:         <ol> <li>If the SD card slot specified for remote installation of a Type 2 (Java-based) SDK application does not exist on the target device, the application will be installed on a an SD card inserted in a different slot.</li> <li>The Java VM may enter a deadlock state if one thread tries to close a thread that is waiting for I/O data.</li> </ol> </li> <li>The username used for Basic Authentication cannot be displayed correctly on the MFP's display panel if the username is 20 characters (bytes) long.</li> <li>If the auto-off timer of the device is set to 1 minute and any SDK application is set to automatically start up, SC997 can occur.</li> <li>The USB card reader may stop working if plugged in immediately after being unplugged.</li> </ol> <li>Symptom corrected:         <ol> <li>If the machine is turned off just after entering Energy Saver mode, it will not be able to enter Energy Saver mode from that point on (the SDK Java platform</li> </ol> </li>			
	<ul> <li>cannot be started).</li> <li>Wording errors in the display message settings screen.</li> <li>Installation fails if the FAT block of the</li> <li>SDK applications use 1 more MB of m This could cause the SDK application - This only affects Java VM V4.19.</li> </ul>	SD card is less than 10 emory than is necessar	)24 bytes (1KB).	
4.19-01	Other changes:  Because App2Me Provider V1.5.0 has been added to only MFPs, this option has been separated from the one for MFPs.			
4.17-01	<ol> <li>Symptom corrected:</li> <li>The displayed image may appear incorrusing an SDK application that prohibits mode.</li> <li>If the character string for one line of a characters or more, it will appear on the connected with the following line.</li> <li>Cannot exit the User Tools screen while SDK/J application.</li> <li>The display language cannot be switch.</li> </ol>	the machine from ente lisplay label is set to a le e operation panel as be e displaying a JPEG im ed to German.	ring Energy Saver ength of 100 ing directly age using an	
	5. The device Start Key may become disa		n SDK/Type J	

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Model: VM Option Type H		Date: 12-Aug-08	No.: RM344A01f	
Version	Modified Points or Symptom Corrected			
	application (e.g., GlobalScan NX).			
	This issue may occur when using the default Java and SDK/Type J settings, and the			
	following procedure is performed:			
	<ol> <li>Turn on the device.</li> <li>Switch from a device application to an SDK/Type J application after the</li> </ol>			
	Java VM has started-up.	on to an oblivitypo o ap	phoduon and the	
	6. JPEG images may not be displayed the first time an SDK/Type J application			
	(e.g., GlobalScan NX) is opened.  This issue may occur when using the default lava and GlobalScan NX settings, and			
	This issue may occur when using the default Java and GlobalScan NX settings, and the following procedure is performed:			
	1) Turn on the device.			
	<ol><li>Switch from a device application</li></ol>			
	based icons after the Java VM has started-up. JPEG images will not be displayed.			
	7 For about 20 seconds after a device st	arts up. SDK application	ns such as CAP	
	might not be able to recognize whether			
	Authentication is enabled or whether a			
	8 If the User Authentication settings are of			
	power cycles, the device might stall or 9 The user can not log in via CAP-ES us			
	contained the following characters are		password that	
	[€], [,], [f], [,], [^], [•], [-], [—], [™]		[®], [²], [³], [¹], [º],	
	[¼], [½], [¾], [¿], [ß]			
	Other changes:	D. I. C		
	1. The speed at which the operator can switch from one SDK/J application to another has been increased.			
	Important: To apply this change, in addition to this firmware, you also need to install			
	the following:			
	<ul> <li>All models: Embedded Software A SDcard Ver.4.08 or later)</li> </ul>	rchitecture SD card Ver	.4.08 (SDK/J	
	- Model V-C2: System ver1.06 or lat	er		
	- Model V-G2. System ver1.06 or later - Model Al-C1: System ver1.06 or later			
	- Model R-C5: System ver1.12 or later			
	<ul> <li>Model Be-C1: System ver1.02 or la</li> </ul>			
	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			
	<ul><li>application, this application will be displayed first.</li><li>The tabs on the software keyboard can now be preset.</li></ul>			
	4. Support has been added for Embedded Software Remote Manager (Installation			
	and Activation service tool) ver. 2.0.1 or later.			
	5. Card Authentication Package / Enhand	ced Locked Print NX ve	r.1.3 are now	
115	available.			
4.15	Symptom corrected:  1 Users might not be logged out if both o	f the following condition	s were met	
	<ol> <li>Users might not be logged out if both of the following conditions were met:</li> <li>The user had been logged in via Usercode Authentication.</li> </ol>			
	The operation panel was displaying the interface for the SDK/J applications			
	such as Enhanced Locked Print NX or Global Scan NX.			
	2. After recovering from Energy Saver mode the device is unable to switch between			
	different SDK/J applications.  3. The software keyboard appears and ca	unnot he closed after as	cessing a SDV	
	3. The software keyboard appears and ca	umot be closed alter ac	cessing a SUN	

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Model: VM Option Type H Date: 12-Aug-08 No.: RM344A01f				
			INU MIVI344AUTI	
Version	Modified Points or Symptom Corrected			
	application.			
	This issue may occur as the result of the following procedure:			
	Open the software keyboard using a SDK application, such as GlobalScan NX.			
	2) Press either the "OK" or the "Cance	el" button on the softwar	e kevboard.	
	3) Select a standard MFP application		,	
	4) Select the SDK application again.	,		
	5) The software keyboard will automat			
	Note: If the SDK application is busy proces			
	GlobalScan NX), the chances of this issue 4. There is a memory leak when an SDK			
	keyboard but fails.	application attempts to	open a sonware	
	This issue may occur as the result of	the following procedure	:	
	Touch the user name field to open to			
	name.	•	·	
	2) Attempt to open a second software			
	3) The keyboard will fail to open, and			
	Once the issue develops, the software key restarted.	board will not open aga	in until the MFP is	
	5. An SC997 error will occur after logging	out of the MFP, requiri	ng a restart.	
	Affected products			
	Any 07A or 08S MFPs using GlobalS	can NX SDK application	n version 1.1.1.0 or	
	later.			
	Conditions	)) and OOC madala (DL (	04 AT CO AD CO\	
	1) 07A models (R-C5, AL-C1, V-C2) and 08S models (DI-C1, AT-C2, AP-C2).			
	When using any of the following Authentication methods:     *Admin Authentication			
	*User Authentication			
	*Basic code Authentication			
	<ul> <li>3) GlobalScan NX is running on the MFP.</li> <li>4) Users or Admins must repeatedly login and out of the device without cycling the power. The error will be thrown after a logout.</li> <li>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</li> </ul>			
	screen was accessed when GlobalSc	an NX was the active s	creen.	
	Reproduction Procedure:  1) Open GlobalScan NX on the MF	D		
	2) Open the User Tools/Counter/In		Language button	
	then press the Exit button quickly		zangaago batton,	
	3) "The language is switched." will		anel. This message	
	only appears if the error has occ		, , , , , , , , , , , , , , , , , , , ,	
	4) The above message will automa	tically disappear, and th	ne display panel will	
	be blank.			
	Other changes:			
	The SDK application installation time-c	ut has been changed fr	om 90 seconds to	
	4 minutes.			

RICC	<b>T</b> ec	hnical <b>B</b> ulle	tin	PAGE: 5/6
	1 Option Type H	Date	: 12-Aug-08	No.: RM344A01f
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4.14	-User name or pass	turned on. g an IC card if all of the word includes the 0xff word exceeds 255 byte this of the user name is. In user name and passe with an IC card, the	ne following cond character. res. and password a sword at the sam device will stall.	ditions are met: re exactly 247 ne time as someone
	<ol> <li>Other changes:</li> <li>The maximum heap memory for Model DI-C1 was increased from 24MB to 29MB.</li> <li>Global Scan NX now supports High Compression PDF files.</li> <li>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).</li> <li>Global Scan NX now supports a preview function.</li> <li>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).</li> <li>New User Authentication method.</li> <li>SDK/J Platform now supports Windows Authentication.</li> <li>SDK/J start up is possible after HDD formatting         <ul> <li>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.</li> </ul> </li></ol>			
	HDD Formatting Procedure If any SDK/J applications ar follow Procedure 2. Procedure 1:  1. Back up any data that n a backup function. Pleas 2. Stop all SDK/J application 3. Turn off the device. 4. Pull the VM card out of the service. 5. Turn on the device. 6. Use SP5-832-001 to per 7. Turn off the device. 8. Insert the VM card into the service. 9. Turn on the device. Instalin step 1. SDK/J doesn't	e installed on the HDI eeds to be restored af se do this manually. ons and uninstall them he service slot (usuall form the HDD format. he service slot. all the SDK/J applicati	fter the format. Son.  Iy slot 2).  ions and restore	SDK/J doesn't have
	Procedure 2:			

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Model: VM Option Type H		Date: 12-Aug-08	No.: RM344A01f
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	<ol> <li>Back up any data that needs to be restored after the format. SDK/J doesn't have a backup function. Please do this manually.</li> <li>Stop all SDK/J applications and uninstall them.</li> <li>Use SP5-832-001 to perform the HDD format.</li> <li>Restart the device.</li> <li>Restore the data backed up in step 1. SDK/J doesn't have a restore function. Please do this manually.</li> </ol>		
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 applicati	ons).	
4.11	1st Mass production	·	