Technical Bulletin

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Reissued: 26-Jan-10

Model: VM Option Type I	Date: 26-Jan-10	No.: RM413001

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: VM Option Type I		Prepared by: Y.Ino	
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 ${\bf VM}$ Option Type I.

Version	Program No.	Effective Date
4.19-01	D4135765G_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 LPs.
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,

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Model: VM Option Type I Date: 26-Jan-10 No.: RM4130		No.: RM413001	
Version	Modified Points or Symptom Corrected		
Version	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: [€], [], [f], [], [], [], [], [], [], [], [], [], [
	Card Authentication Package / En available.	hanced Locked Print N	X ver.1.3 are now
4.15	Symptom corrected: 1. Users might not be logged out if both 1) The user had been logged in visually 2) The operation panel was displated applications such as Enhanced Log. 2. After recovering from Energy Save between different SDK/J application. 3. The software keyboard appears an application. This issue may occur as the result 1) Open the software keyboard used GlobalScan NX. 2) Press either the "OK" or the "Cata 3) Select a standard MFP applicated 4) Select the SDK application against the standard of the software application against the software ap	a Usercode Authenticat ying the interface for the ocked Print NX or Global remode the device is unas. In a cannot be closed after the following proceeding a SDK application, stancel" button on the softion (ex. Copy, Print, etc.)	ion. e SDK/J I Scan NX. able to switch er accessing a SDK dure: such as tware keyboard.

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Model: VM Option Type I Date: 26-Jan-10 No.: RM41		No.: RM413001	
Version	Modified Points or Symptom Corrected		
	5) The software keyboard will auto Note: If the SDK application is busy pr for GlobalScan NX), the chances of th significantly.	ocessing a difficult task	(such as a fax job
	There is a memory leak when an S software keyboard but fails.	SDK application attempt	s to open a
	This issue may occur as the resu 1) Touch the user name field to oper name.	pen the software keyboa	ard and input a user
	 2) Attempt to open a second software 3) The keyboard will fail to open, a Once the issue develops, the software 	and 350 bytes of memor	ry will be leaked.
	MFP is restarted. 5. An SC997 error will occur after log Affected products	ging out of the MFP, red	quiring a restart.
	Any 07A or 08S MFPs using Glob 1.1.1.0 or later. Conditions	oalScan NX SDK applic	ation version
	1) 07A models (R-C5, AL-C1, VC2).	V-C2) and 08S models ((DI-C1, AT-C2, AP-
	2) When using any of the follow *Admin Authentication *User Authentication *Basic code Authentic		hods:
	3) GlobalScan NX is running of 4) Users or Admins must repeat cycling the power. The error 6. Blank Screen After Changing Lang	atedly login and out of the will be thrown after a lo	
	If a user or administrator quickly of the User Tools/Counter/Inquiry so and the MFP's display panel will l settings screen was accessed wh	changes a MFP's languate creen, a confirmation me be blank after finishing s	essage will appear, settings when the
	Reproduction Procedure: 1) Open GlobalScan NX on the 2) Open the User Tools/Counte button, then press the Exit b 3) "The language is switched."	er/Inquiry screen, press utton quickly. will appear on the displ	
	message only appears if the 4) The above message will aut panel will be blank.		nd the display
	Other changes: 1. The SDK application installation tir to 4 minutes.	me-out has been chang	ed from 90 seconds
4.14	Symptom corrected: 1. Sometimes the display freezes if t twice when the main power is turn 2. Users cannot login using an IC ca	ned on. .rd if all of the following (
	-User name or password include	des the Uxff character.	

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Model: VM Option Type I		Date: 26-Jan-10	No.: RM413001
Version	Modified Points	Modified Points or Symptom Corrected	
	3. Use SP5-832-001 to perform the H	IDD 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:		
	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 cha	anges of Remote Mana	ıger.
4.12	Other Changes:		_
	(Minor changes applied for DSDK app	lications).	
01.00.00	1st Mass production.		

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Reissued: 23-Apr-10

Model: VM Option Type I	Date: 26-Jan-10	No.: RM413001a
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RTB Reissue

The items in bold italics have been corrected.

	a nance have been center		
Subject: Firmware Release Note: VM Option Type I		Prepared by: Y. Ino	
From: 1st Overse	eas Tech Support Sec., 1st PQ	M 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 ${\bf VM}$ Option Type I.

Version	Program No.	Effective Date
4.20.04	D4135765H_upd	April 2010 production
4.19-01	D4135765G_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
Version 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 fails if the FAT block of the SD card is less then 1024 bytes (1KB). 4. When the two processes listed below occur simutaneously, the MFP might enter Sleep mode. - The MFP tries to enter Energy Saver mode. - An SDK application (running on the same MFP) tries to prevent the
	 MFP from entering Energy Saver mode. 5. When User Code Authentication is used by a MFP and an SDK application installed on that MFP, users are logged out of the SDK application if the MFP's embedded scanner application's destination registration function ("Prg. Dest." button) is used. 6. 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

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Model: VM Op	tion Type I	Date: 26-Jan-10	No.: RM413001a	
Version	Modified Points or Symptom Corrected			
	been separated from the one for LPs.			
4.17-01	 Symptom corrected: 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. 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 SDK/J application.			
	 The display language cannot be sy The device Start Key may become application (e.g., GlobalScan NX). 	disabled when accessi		
	This issue may occur when using the of the following procedure is performed: 1) Turn on the device. 2) Switch from a device apple.			
	the Java VM has started-u 6. JPEG images may not be displaye (e.g., GlobalScan NX) is opened.	ıp.		
	This issue may occur when using the and the following procedure is perform 1) Turn on the device.		Scan NX settings,	
	 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 CAP might not be able to recognize User Authentication is enabled or vologged in.	e whether Administrator	r Authentication or	
	 8 If the User Authentication settings the power cycles, the device might 9 The user can not log in via CAP-Es 	stall or users might not S using the login name	t be able to log out.	
	contained the following characters [€], [,], [f], [,], [^], [•], [•], [—], [[°], [¼], [½], [¾], [¿], [β] Other changes:	_	, [ª], [®], [²], [³], [¹],	
	 The speed at which the operator can switch from one SDK/J application another has been increased. Important: To apply this change, in addition to this firmware, you also need 			
	 install the following: All models: Embedded Software Architecture SD card Ver.4.08 (SDK, SDcard Ver.4.08 or later) Model V-C2: System ver1.06 or later Model Al-C1: System ver1.06 or later Model R-C5: System ver1.12 or later 			
	Model Be-C1: System ver1.02 When the operator switches from a application, if one of the SDK/J application.	a non-SDK/J application		

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Model: VM Opt	tion Type I	Date: 26-Jan-10	No.: RM413001a	
Version		or Symptom Correcte	d	
	3. The tabs on the software keyboard4. Support has been added for Embedoing(Installation and Activation service)	 Support has been added for Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later. Card Authentication Package / Enhanced Locked Print NX ver.1.3 are now 		
4.15	5. Card Authentication Package / Enhanced Locked Print NX ver.1.3 are now			
	Any 07A or 08S MFPs using Glob 1.1.1.0 or later. Conditions 1) 07A models (R-C5, AL-C1, VC2). 2) When using any of the follow	V-C2) and 08S models wing Authentication met	(DI-C1, AT-C2, AP-	
	*Admin Authentication *User Authentication *Basic code Authentic 3) GlobalScan NX is running o 4) Users or Admins must repeated by the power. The error 6. Blank Screen After Changing Lange	ation n the MFP. atedly login and out of th will be thrown after a lo		

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Model: VM Option Type I Date: 26-Jan-10 No.: RM		No.: RM413001a	
Version	Modified Points or Symptom Corrected		
	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.		
	Other changes: 1. The SDK application installation tir to 4 minutes.	me-out has been chang	ed from 90 seconds
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 me -User name or password includes the 0xff character. -User name or password exceeds 255 bytes. -The sum of the lengths of the user name and password are exactly 24 bytes or 65527 bytes. 3. 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. 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 29MB. 2. Global Scan NX now supports High Compression PDF files. Note: Requires Global Scan NX version 1.2 (SDK application), System firmwa (It depends on MFPs), and Embedded Software Architecture SD card Ver.4.14 (SDK/J SDcard Ver.4.14 or later). 3. Global Scan NX now supports a preview function. Note: Requires Global Scan NX version 1.2 (SDK application), System firmwa (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 ca from the service slot) was required before formatting the device HDD.As oversion 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.		rd are exactly 247 same time as evice will stall.
			es.), System firmware SD card Ver.4.14), System firmware SD card Ver.4.14 oval of the VM card device HDD.As of are no SDK/J ve stored data to



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Model: VM Option Type I Date: 26-Jan-10 No.: RM41300			No.: RM413001a
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: Back up any data that needs to be restored after the format. SDK/J doesn't have a backup function. Please do this manually. Stop all SDK/J applications and uninstall them. Use SP5-832-001 to perform the HDD format. Restart the device. Restore the data backed up in step 1. SDK/J doesn't have a restore function. Please do this manually. 		
4.13	Other changes: 1. The speed of switching between S Note: To use this, "Embedded Sof (SDK/J SDcard Ver.4.13 or later)" later) needs to be applied to the dec. 2. Supported for the specification characterists.	tware Architecture SD of and system firmware (v evice.	card Ver.4.13 ersion 1.08 or
4.12	Other Changes: (Minor changes applied for DSDK applications).		
4.11	1st Mass production	iiodiioji.	

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Reissued: 20-Aug-10

Model: VM Option Type I	Date: 26-Jan-10	No.: RM413001b
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RTB Reissue

The items in bold italics have been corrected.

The Reme in Bela Railes have been confeded.				
Subject: Firmwar	Subject: Firmware Release Note: VM Option Type I		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 ${\bf VM}$ Option Type I.

Version	Program No.	Effective Date
4.21.05	D4135765J_upd	August 2010 production
4.20.04	D4135765H_upd	April 2010 production
4.19-01	D4135765G_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	 Fixed: 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. The Java VM may enter a deadlock state if one thread tries to close a thread that is waiting for I/O data. The username used for Basic Authentication cannot be displayed correctly on the MFP's display panel if the username is 20 characters (bytes) long. 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. The USB card reader may stop working if plugged in immediately after 	
4.20.04	 being unplugged. Symptom corrected: 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). Wording errors in the display messages used in the SDK application initial settings screen. Installation fails if the FAT block of the SD card is less than 1024 bytes (1KB). 	

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Model: VM Opt	Model: VM Option Type I Date: 26-Jan-10 No.: RM4130			
Version	Modified Points	or Symptom Correcte	d	
	 4. When the two processes listed be enter Sleep mode. The MFP tries to enter Energy An SDK application (running of from entering Energy Saver m 5. When User Code Authentication if installed on that MFP, users are MFP's embedded scanner application ("Prg. Dest." button) is used. 	 The MFP tries to enter Energy Saver mode. An SDK application (running on the same MFP) tries to prevent the MFP from entering Energy Saver mode. When User Code Authentication is used by a MFP and an SDK application installed on that MFP, users are logged out of the SDK application if the MFP's embedded scanner application's destination registration function ("Prg. Dest." button) is used. SDK applications use 1 more MB of memory than is necessary when loading. 		
	- This only affects Java VM V4.			
4.19-01	been separated from the one for LPs.	s been added to only MI	FPs, this option has	
4.17-01	 Because App2Me Provider V1.5.0 has been added to only MFPs, this option has been separated from the one for LPs. Symptom corrected: 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. 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. Cannot exit the User Tools screen while displaying a JPEG image using an SDK/J application. The display language cannot be switched to German. 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: Turn on the device. Switch from a device application to an SDK/Type J application after the Java VM has started-up. JPEG images may not be displayed the first time an SDK/Type J application 			
	 This issue may occur when using the and the following procedure is perform 1) Turn on the device. 2) Switch from a device application to based icons after the Java VM has displayed. 7 For about 20 seconds after a device CAP might not be able to recognize User Authentication is enabled or logged in. 8 If the User Authentication settings the power cycles, the device might 19 The user can not log in via CAP-Est contained the following characters [€], [,], [f], [,], [^], [,], [-], [-], [-], [-] 	ned: a SDK/J application the started-up. JPEG images e starts up, SDK application whether Administrator whether an admin or us are changed more than a stall or users might not S using the login name are registered:	at uses JPEG- ges will not be rations such as r Authentication or er has already 200 times without t be able to log out. and password that	

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Model: VM Opt	lodel: VM Option Type I Date: 26-Jan-10 No.: RM413001b			
Version	Modified Points or Symptom Corrected			
version	[°], [¹/4], [½], [³/4], [¿], [β] Other changes: 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: - All models: Embedded Software Architecture SD card Ver.4.08 (SDK/J SDcard Ver.4.08 or later) - Model V-C2: System ver1.06 or later - Model Al-C1: System ver1.06 or later - Model Be-C1: System ver1.12 or later - Model Be-C1: System ver1.02 or later 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 3. The tabs on the software keyboard 4. Support has been added for Emberon (Installation and Activation service) 5. Card Authentication Package / Enavailable. 	application, this application will be displayed first. The tabs on the software keyboard can now be preset. Support has been added for Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later. Card Authentication Package / Enhanced Locked Print NX ver.1.3 are now		
4.15	 Symptom corrected: Users might not be logged out if both to the logged in vision of the user had been logged out if both to user had been logged out if both to user had been logged out if both to user had been logged in vision of the user had been logged in vision of the	a Usercode Authenticat lying the interface for the ocked Print NX or Globa er mode the device is un ons.	ion. e SDK/J Il Scan NX. able to switch	
	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 jot for GlobalScan NX), the chances of this issue occurring will increase significantly.			
	4. There is a memory leak when an S software keyboard but fails. This issue may occur as the resu 1) Touch the user name field to opname. 2) Attempt to open a second softw 3) The keyboard will fail to open, a Once the issue develops, the software MFP is restarted. 5. An SC997 error will occur after log	It of the following procedure the software keyboard in order the sand 350 bytes of memore keyboard will not open	dure: ard and input a user o input a password. ry will be leaked. again until the	

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Model: VM Opt	lodel: VM Option Type I Date: 26-Jan-10 No.: RM41300			
Version	Modified Points or Symptom Corrected			
	Affected products Any 07A or 08S MFPs using GlobalScan NX SDK application version 1.1.1.0 or later. Conditions 1) 07A models (R-C5, AL-C1, V-C2) and 08S models (DI-C1, AT-C2, AP-			
	C2). 2) When using any of the following Authentication methods: *Admin Authentication *User Authentication *Basic code Authentication 3) GlobalScan NX is running on the MFP. 4) Users or Admins must repeatedly login and out of the device without cycling the power. The error will be thrown after a logout. 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.			
	Other changes: 1. The SDK application installation tirt to 4 minutes.	me-out has been chang	ed from 90 seconds	
4.14	 Symptom corrected: Sometimes the display freezes if the twice when the main power is turn. Users cannot login using an IC cannot logi	ned on. Indicate the following of the following and password at the following of the follo	rd are exactly 247 same time as evice will stall.	
	 Other changes: 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). 			

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Model: VM Op	Model: VM Option Type I Date: 26-Jan-10 No.: RM413001b				
Version	Modified Points or Symptom Corrected				
	 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. 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 have a backup function. Please do 2. Stop all SDK/J applications and un 3. Use SP5-832-001 to perform the F4. Restart the device. 5. Restore the data backed up in step Please do this manually.	this manually. install them. IDD format.			
4.13	Other changes: 1. The speed of switching between Solution Note: To use this, "Embedded Solution (SDK/J SDcard Ver.4.13 or later)" later) needs to be applied to the displayed as Supported for the specification change.	ftware Architecture SD of and system firmware (v evice.	card Ver.4.13 ersion 1.08 or		
4.12	Other Changes: (Minor changes applied for DSDK app	-			
4.11	1st Mass production				

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Reissued: 05-Nov-10

Model: VM Option Type I	Date: 26-Jan-10	No.: RM413001c
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RTB Reissue

The items in bold italics have been corrected.

	a nance have been center		
Subject: Firmwar	Subject: Firmware Release Note: VM Option Type I		Prepared by: K.Hamada
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 ${\bf VM}$ Option Type I.

Version	Program No.	Effective Date
4.22.03	D4135765K_upd	October 2010 production
4.21.05	D4135765J_upd	August 2010 production
4.20.04	D4135765H_upd	April 2010 production
4.19-01	D4135765G_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	
4.22.03	 Fixed: The SDK application may not load after turning the device on. 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.	
4.21.05	 Fixed: 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. The Java VM may enter a deadlock state if one thread tries to close a thread that is waiting for I/O data. The username used for Basic Authentication cannot be displayed correctly on the MFP's display panel if the username is 20 characters (bytes) long. 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. The USB card reader may stop working if plugged in immediately after being unplugged. 	

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Model: VM Op	tion Type I	Date: 26-Jan-10	No.: RM413001c		
Version	Modified Points or Symptom Corrected				
4.20.04	be able to enter Energy Saver platform cannot be started).	 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 			
	3. Installation fails if the FAT block (1KB).		·		
	enter Sleep mode. The MFP tries to enter Energy An SDK application (running of from entering Energy Saver m When User Code Authentication installed on that MFP, users are	4. When the two processes listed below occur simultaneously, the MFP might			
	("Prg. Dest." button) is used. 6. SDK applications use 1 more MB of This could cause the SDK applicated This only affects Java VM V4.	MFP's embedded scanner application's destination registration function ("Prg. Dest." button) is used.SDK applications use 1 more MB of memory than is necessary when loading. This could cause the SDK application to crash.			
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 LPs.				
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.				
	 Cannot exit the User Tools screen while displaying a JPEG image using an SDK/J application. The display language cannot be switched to German. The device Start Key may become disabled when accessing an SDK/Type 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: Turn on the device. 				
	2) Switch from a device appl the Java VM has started-to 6. JPEG images may not be displaye (e.g., GlobalScan NX) is opened.	up. d the first time an SDK/	Type J application		
	 This issue may occur when using the default Java and GlobalScan NX setting 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 				

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Model: VM Option Type I Date: 26-Jan-		Date: 26-Jan-10	No.: RM413001c	
Version	Modified Points or Symptom Corrected			
VEISIOII	CAP might not be able to recogniz User Authentication is enabled or v logged in. 8 If the User Authentication settings the power cycles, the device might 9 The user can not log in via CAP-E- contained the following characters [€], [,], [f], [,], [^], [•], [-], [-], [-] [°], [¼], [½], [¾], [¿], [β] Other changes: 1. The speed at which the operator c another has been increased. Important: To apply this change, in ad- install the following:	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. The user can not log in via CAP-ES using the login name and password that contained the following characters are registered: [€], [,], [f], [,], [,], [,], [-], [-], [-], [-], [-		
	 Model V-C2: System ver1.06 or Model Al-C1: System ver1.06 or Model R-C5: System ver1.12 or Model Be-C1: System ver1.02 or Model Be-C1: System	 Model V-C2: System ver1.06 or later Model Al-C1: System ver1.06 or later Model R-C5: System ver1.12 or later Model Be-C1: System ver1.02 or later 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. The tabs on the software keyboard can now be preset. Support has been added for Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later. Card Authentication Package / Enhanced Locked Print NX ver.1.3 are now 		
4.15	Symptom corrected: 1. Users might not be logged out if both 1) The user had been logged in visually 2) The operation panel was displated applications such as Enhanced Logged applications such as Enhanced Logged in visually 2. After recovering from Energy Save between different SDK/J application. The software keyboard appears are application. This issue may occur as the resurce of the software keyboard used GlobalScan NX. 2) Press either the "OK" or the "Cogged as a standard MFP application agas of the SDK application agas of the software keyboard will autonomic to the SDK application is busy profor GlobalScan NX), the chances of the significantly. 4. There is a memory leak when an Software keyboard but fails.	a Usercode Authenticate bying the interface for the ocked Print NX or Global ar mode the device is unons. Indicated the closed after the following processing a SDK application, ancel" button on the softion (ex. Copy, Print, etc. in. In the communically appear, and content of the cocessing a difficult task is issue occurring will in the communication occurring will in the communication.	cion. e SDK/J al Scan NX. nable to switch er accessing a SDK dure: such as etware keyboard. c). cannot be closed. (such as a fax job acrease	

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Model: VM Option Type I Date: 26-Jan-10 No.: RM413				
Version				
Version	This issue may occur as the result of the user name field to open ame. 2) Attempt to open a second softwork of the issue develops, the softward MFP is restarted. 5. An SC997 error will occur after log Affected products Any 07A or 08S MFPs using Glow of the issue develops. Any 07A or 08S MFPs using Glow of the follow of the issue develops. Any 07A or 08S MFPs using Glow of the follow of the issue develops. 2) When using any of the follow of the follow of the issue code Authentication of the issue code Authentication of the issue code Authentication of the issue code and the issue of the issue code Authentication of the issue of the issue code Authentication of the issue code Authe	Attempt to open a second software keyboard in order to input a password. By The keyboard will fail to open, and 350 bytes of memory will be leaked. The keyboard will fail to open, and 350 bytes of memory will be leaked. The the issue develops, the software keyboard will not open again until the is restarted. The SC997 error will occur after logging out of the MFP, requiring a restart. Affected products Any 07A or 08S MFPs using GlobalScan NX SDK application version 1.1.1.0 or later. Conditions 1) 07A models (R-C5, AL-C1, V-C2) and 08S models (DI-C1, AT-C2, AP-C2). 2) When using any of the following Authentication methods: *Admin Authentication *User Authentication *Basic code Authentication 3) GlobalScan NX is running on the MFP. 4) Users or Admins must repeatedly login and out of the device without cycling the power. The error will be thrown after a logout. Flank 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.		
	 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	 Symptom corrected: Sometimes the display freezes if the JavaTMPlatform button is pressed twice when the main power is turned on. Users cannot login using an IC card if all of the following conditions are met:			
	 bytes or 65527 bytes. 3. 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. 4. Card Authentication Package cannot be installed over an earlier version. 			

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Model: VM Op		Date: 26-Jan-10	No.: RM413001c
Version	Modified Points	or Symptom Correcte	d
	Other changes: 1. The maximum heap memory for I 29MB. 2. Global Scan NX now supports His Note: Requires Global Scan NX version (It depends on MFPs), and Embedded (SDK/J SDcard Ver.4.14 or later). 3. Global Scan NX now supports a provide Note: Requires Global Scan NX version (It depends on MFPs), and Embedded (SDK/J SDcard Ver.4.14 or later). 4. New User Authentication method The SDK/J Platform now supports Wirder SDK/J Start up is possible after Heap Previously, the uninstallation of the from the service slot) was required version 4.14, this is no longer the applications installed on the HDD the HDD, the HDD can be formatically supports the service slot on the HDD the HDD, the HDD can be formatically supports the service slot on the HDD the HDD, the HDD can be formatically supports the service slot on the HDD the HDD, the HDD can be formatically supports the service slot on the HDD the HDD, the HDD can be formatically supports the service slot on the HDD the HDD, the HDD can be formatically supports the service slot on the HDD the HDD, the HDD can be formatically supports the service slot on the HDD the HDD, the HDD can be formatically supports the service slot on the HDD the HDD, the HDD can be formatically supports the service slot of the HDD the HDD can be formatically supports the service slot of the HDD the HDD can be formatically supports the service slot of the HDD	gh Compression PDF fill on 1.2 (SDK application d Software Architecture preview function. on 1.2 (SDK application d Software Architecture d Software Architecture d Software Architecture downward Authentication. DD formatting he SDK/J Platform (remed before formatting the e case. As long as there of and no applications has	es. a), System firmware SD card Ver.4.14 a), System firmware SD card Ver.4.14 oval of the VM card device HDD.As of are no SDK/J
	Platform is installed or not. HDD Formatting Procedure: If any SDK/J applications are installed 1. Otherwise, follow Procedure 2. Procedure 1: 1. Back up any data that needs to be have a backup function. Please do 2. Stop all SDK/J applications and up 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 perform the ID Turn off the device. 8. Insert the VM card into the service 9. Turn on the device. Install the SDI backed up in step 1. SDK/J does manually.	e restored after the formothis manually. ninstall them. e slot (usually slot 2). HDD format. e slot. K/J applications and res	at. SDK/J doesn't tore the data
	Procedure 2: 1. Back up any data that needs to be have a backup function. Please do 2. Stop all SDK/J applications and up 3. Use SP5-832-001 to perform the I 4. Restart the device. 5. Restore the data backed up in stee Please do this manually.	o this manually. ninstall them. HDD format.	

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Model: VM Option Type I		Date: 26-Jan-10	No.: RM413001c
Version	Modified Points or Symptom Corrected		d
4.13	Other changes: 1. The speed of switching between Solution Note: To use this, "Embedded Solution (SDK/J SDcard Ver.4.13 or later)" later) needs to be applied to the displayment of the specification change.	tware Architecture SD of and system firmware (v evice.	card Ver.4.13 ersion 1.08 or
4.12	Other Changes: (Minor changes applied for DSDK applications).		
4.11	1st Mass production		

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Reissued: 05-Jan-11

Model: VM Option Type I	Date: 26-Jan-10	No.: RM413001d
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmwar	Subject: Firmware Release Note: VM Option Type I		Prepared by: K.Hamada
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 ${\bf VM}$ Option Type I.

Version	Program No.	Effective Date
4.23.00	D4135765L_upd	November 2010 production
4.22.03	D4135765K_upd	October 2010 production
4.21.05	D4135765J_upd	August 2010 production
4.20.04	D4135765H_upd	April 2010 production
4.19-01	D4135765G_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
4.23.00	Minor bug correction.
4.22.03	 Fixed: The SDK application may not load after turning the device on. 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.
4.21.05	 Fixed: 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. The Java VM may enter a deadlock state if one thread tries to close a thread that is waiting for I/O data. The username used for Basic Authentication cannot be displayed correctly on the MFP's display panel if the username is 20 characters (bytes) long. 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.

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Model: VM Option Type I Date: 26-Jan-10 No.: RM413				
Version	Modified Points or Symptom Corrected			
	5. The USB card reader may stop wo	rking if plugged in imme	ediately after being	
4.20.04	unplugged. Symptom corrected:			
1.20.01	If the machine is turned off just af be able to enter Energy Saver			
	platform cannot be started).			
	2. Wording errors in the display messettings screen.	2. Wording errors in the display messages used in the SDK application initial		
	3. Installation fails if the FAT block (1KB).	of the SD card is les	ss than 1024 bytes	
	4. When the two processes listed be enter Sleep mode.		sly, the MFP might	
	 The MFP tries to enter Energy An SDK application (running of from entering Energy Saver m 	on the same MFP) tries	to prevent the MFP	
	5. When User Code Authentication i		an SDK application	
	installed on that MFP, users are			
	MFP's embedded scanner appl ("Prg. Dest." button) is used.	ication's destination r	egistration function	
		6. SDK applications use 1 more MB of memory than is necessary when loading.		
	This could cause the SDK application to crash.			
4.19-01	- This only affects Java VM V4.	19.		
4.19-01	Other changes: Because App2Me Provider V1.5.0 has	s been added to only M	FPs. this option has	
	been separated from the one for LPs.			
4.17-01	Symptom corrected:		le attende a manage and	
	 The displayed image may appear in while using an SDK application that Energy Saver mode. 			
	2. If the character string for one line of	of a display label is set t	o a length of 100	
	characters or more, it will appear of connected with the following line.	on the operation panel a	s being directly	
	3. Cannot exit the User Tools screen SDK/J application.		G image using an	
	4. The display language cannot be sv5. The device Start Key may become		ing an SDK/Type J	
	application (e.g., GlobalScan NX). This issue may occur when using the	default lava and SDK/T	vne Leettings and	
	the following procedure is performed: 1) Turn on the device.	delauit dava and SDIV I	ype o settings, and	
	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			

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Model: VM Op	Model: VM Option Type I Date: 26-Jan-10 No.: RM41300			
Version	Modified Points or Symptom Corrected			
version	displayed. 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. 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. The user can not log in via CAP-ES using the login name and password that contained the following characters are registered: [€], [,], [f], [,,], [^], [,], [-], [-], [-], [-], [^], [^M], [,], [,], [,], [,], [,], [,], [,], [
4.15	available. Symptom corrected: 1. Users might not be logged out if both 1) The user had been logged in vice 2) The operation panel was displated applications such as Enhanced Logged. 2. After recovering from Energy Save between different SDK/J application. The software keyboard appears are application. This issue may occur as the resurch 1) Open the software keyboard use GlobalScan NX. 2) Press either the "OK" or the "Canal Select a standard MFP application agang 5) The software keyboard will auton Note: If the SDK application is busy profor GlobalScan NX), the chances of the significantly.	a Usercode Authenticate bying the interface for the ocked Print NX or Global ar mode the device is unons. In a cannot be closed after the following processing a SDK application, and cannot be copy, Print, etc. in. It of the following processing a SDK application, and cocessing a difficult task	tion. e SDK/J al Scan NX. nable to switch er accessing a SDK dure: such as itware keyboard. c). cannot be closed. (such as a fax job	

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Model: VM Op	Model: VM Option Type I Date: 26-Jan-10 No.: RM413001			
Version	Modified Points or Symptom Corrected			
	4. There is a memory leak when an Software keyboard but fails. This issue may occur as the resu 1) Touch the user name field to opname. 2) Attempt to open a second software the issue develops, the software MFP is restarted. 5. An SC997 error will occur after log Affected products Any 07A or 08S MFPs using Global 1.1.1.0 or later. Conditions 1) 07A models (R-C5, AL-C1, Name C2). 2) When using any of the followare at the followare form a second Authentication and the MFP's display panel will be settings screen was accessed where the conditions are settings screen was accessed where the condition of th	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. In the second second software keyboard will not open again until the second secon		
	 2) Open the User Tools/Counted button, then press the Exit button, then press the Exit button, then press the Exit button. 3) "The language is switched." message only appears if the 4) The above message will auttopanel will be blank. Other changes: 1. The SDK application installation times. 	utton quickly. will appear on the displ error has occurred. omatically disappear, a	ay panel. This nd the display	
4 1 4	to 4 minutes.			
4.14	 Symptom corrected: Sometimes the display freezes if the twice when the main power is turn. Users cannot login using an IC can are or password included. User name or password exceed the country of the langths of the country. 	led on. rd if all of the following of des the 0xff character. eds 255 bytes.	conditions are met:	
	-The sum of the lengths of the bytes or 65527 bytes. 3. If a job is submitted with user nam	·	·	

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Model: VM Op	Model: VM Option Type I Date: 26-Jan-10 No.: RM413001c				
Version	Modified Points or Symptom Corrected				
	someone is logging into the devic 4. Card Authentication Package can	e with an IC card, the d	evice will stall.		
	 Other changes: 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 1.Otherwise, follow Procedure 2. Procedure 1: 1. Back up any data that needs to be have a backup function. Please do 2. Stop all SDK/J applications and ur 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 perform the F 	e restored after the form this manually. ninstall them. e slot (usually slot 2).			
	 7. Turn off the device. 8. Insert the VM card into the service 9. Turn on the device. Install the SDF backed up in step 1. SDK/J doesn manually. 	K/J applications and res			
	Procedure 2: 1. Back up any data that needs to be have a backup function. Please do 2. Stop all SDK/J applications and ur 3. Use SP5-832-001 to perform the F4. Restart the device. 5. Restore the data backed up in step Please do this manually.	o this manually. ninstall them. HDD format.			

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Model: VM Option Type I		Date: 26-Jan-10	No.: RM413001d
Version	Modified Points or Symptom Corrected		d
4.13	Other changes: 1. The speed of switching between Solution Note: To use this, "Embedded Solution (SDK/J SDcard Ver.4.13 or later)" later) needs to be applied to the displayment of the specification change.	ftware Architecture SD and system firmware (v evice.	card Ver.4.13 rersion 1.08 or
4.12	Other Changes: (Minor changes applied for DSDK app	lications).	
4.11	1st Mass production	•	

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Reissued: 20-Jun-11

Model: VM Option Type I	Date: 26-Jan-10	No.: RM413001e
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RTB Reissue

The items in bold italics have been corrected.

The Reme III sera Raires have seen concered.				
Subject: Firmwar	Subject: Firmware Release Note: VM Option Type I		Prepared by: K.Hamada	
From: 1st Overse	eas Tech Support Sec., 1st PQ	M 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 ${\bf VM}$ Option Type I.

Version	Program No.	Effective Date
4.24.03	D4135765M_upd	June 2011 production
4.23.00	D4135765L_upd	November 2010 production
4.22.03	D4135765K_upd	October 2010 production
4.21.05	D4135765J_upd	August 2010 production
4.20.04	D4135765H_upd	April 2010 production
4.19-01	D4135765G_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:			
4.24.03	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 use but 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.			

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Model: VM Op	Model: VM Option Type I Date: 26-Jan-10 No.: RM413001e				
Version	Modified Points or Symptom Corrected				
	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.				
4.21.05	 Fixed: If the SD card slot specified for rem SDK application does not exist on installed on a an SD card inserted The Java VM may enter a deadlock that is waiting for I/O data. The username used for Basic Author the MFP's display panel if the user If the auto-off timer of the device is is set to automatically start up, SCS The USB card reader may stop woundlugged. 	the target device, the application and different slot. It is state if one thread tries and the entication cannot be displaying the set to 1 minute and any 1997 can occur.	s to close a thread splayed correctly on bytes) long.		
4.20.04	 Symptom corrected: 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). Wording errors in the display messages used in the SDK application initial settings screen. Installation fails if the FAT block of the SD card is less than 1024 bytes (1KB). When the two processes listed below occur simultaneously, the MFP might enter Sleep mode. The MFP tries to enter Energy Saver mode. An SDK application (running on the same MFP) tries to prevent the MFP from entering Energy Saver mode. When User Code Authentication is used by a MFP and an SDK application installed on that MFP, users are logged out of the SDK application if the MFP's embedded scanner application's destination registration function ("Prg. Dest." button) is used. SDK applications use 1 more MB of memory than is necessary when loading. This could cause the SDK application to crash. 				
4.19-01	- 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 LPs.				
4.17-01	 Symptom corrected: 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. 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. Cannot exit the User Tools screen while displaying a JPEG image using an 				

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Model: VM Opt	E: VM Option Type I Date: 26-Jan-10 No.: RM413001e				
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:				
	 Turn on the device. Switch from a device application to an SDK/Type J application after the Java VM has started-up. 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: 				
	 Turn on the device. Switch from a device application to based icons after the Java VM has 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], [,], [^], [,], [-], [-], [,], [,], [,], [,], [,				
	[º], [¹⁄4], [¹⁄2], [³⁄4], [¿], [ß] Other changes: 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 install the following: - All models: Embedded Softwa SDcard Ver.4.08 or later) - Model V-C2: System ver1.06 or Model Al-C1: System ver1.12 or Model Be-C1: System ver1.12 or Model Be-C1: System ver1.12 or Model Be-C1: System ver1.02	re Architecture SD card or later or later or later or later	•		
	 When the operator switches from a application, if one of the SDK/J application, this application will be The tabs on the software keyboard Support has been added for Emberolated (Installation and Activation service) Card Authentication Package / Enavailable. 	a non-SDK/J application plications has been set displayed first. I can now be preset. edded Software Remote tool) ver. 2.0.1 or later.	as the priority e Manager		
4.15	Symptom corrected: 1. Users might not be logged out if bo 1) The user had been logged in vi				

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Model: VM Opt	ion Type I	Date: 26-Jan-10	No.: RM413001e	
Version	Modified Points or Symptom Corrected			
	applications such as Enhanced L2. After recovering from Energy Sav between different SDK/J application	, 11		
	 Open the software keyboard to GlobalScan NX. Press either the "OK" or the "O	 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 		
	 4. There is a memory leak when an software keyboard but fails. This issue may occur as the res Touch the user name field to coname. Attempt to open a second soft The keyboard will fail to open, 	ult of the following proceopen the software keyboard in order tand 350 bytes of memo	dure: ard and input a user o input a password. ry will be leaked.	
	Once the issue develops, the state of the MFP is restarted. 5. An SC997 error will occur after lo Affected products Any 07A or 08S MFPs using Glot 1.1.1.0 or later. Conditions	gging out of the MFP, re	quiring a restart.	
	1) 07A models (R-C5, AL-C1, C2). 2) When using any of the followard and the MFP's display panel will settings screen was accessed was reproduction Procedure: 1) Open GlobalScan NX on the Calculustion, then press the Exit Calculustion.	ewing Authentication met n cation on the MFP. eatedly login and out of the r will be thrown after a loguage Settings changes a MFP's languagescreen, a confirmation make be blank after finishing suchen GlobalScan NX was the MFP. ter/Inquiry screen, pressoutton quickly.	hods: ne device without gout. age settings using essage will appear, settings when the sthe active screen. the Language	

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Model: VM Op	tion Type I	Date: 26-Jan-10	No.: RM413001e
Version	ion Modified Points or Symptom Corrected		
	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	· · · · · · · · · · · · · · · · · · ·		
	 HDD Formatting Procedure: If any SDK/J applications are installed 1.Otherwise, follow Procedure 2. Procedure 1: 1. Back up any data that needs to be have a backup function. Please do 2. Stop all SDK/J applications and un 3. Turn off the device. 4. Pull the VM card out of the service 	restored after the formation this manually. install them.	



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Model: VM Op	tion Type I	Date: 26-Jan-10	No.: RM413001e
Version	Modified Points or Symptom Corrected		
	 Turn on the device. Use SP5-832-001 to perform the HDD format. Turn off the device. Insert the VM card into the service slot. 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: Back up any data that needs to be restored after the format. SDK/J doesn't have a backup function. Please do this manually. Stop all SDK/J applications and uninstall them. Use SP5-832-001 to perform the HDD format. Restart the device. Restore the data backed up in step 1. SDK/J doesn't have a restore function. Please do this manually. 		
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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Reissued: 15-Nov-11

Model: VM Option Type I	Date: 20-Jul-11	No.: RM413002a

RTB Reissue

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

The Reme in Dela Rance have been contested.				
Subject: Firmware Release Note: (Java VM v4 for eDC)		Prepared by: H. Tamaki		
From: MFP/Printer Tech Service Dept., 1st Tech Service Sect.				
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required	
	☐ Mechanical	☐ Electrical	Service manual revision	
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information	
	☐ Product Safety	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	D4135765N_edc	November 2011 production
4.24.03	D4135765M_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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Reissued: 15-Nov-11

Model: VM Option Type I	Date: 26-Jan-10	No.: RM413001f
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RTB Reissue

The items in bold italics have been corrected.

The Reme III bella Railes Have been confeder				
Subject: Firmware Release Note: VM Option Type I		Prepared by: H.Tamaki		
From: MFP/Printer Tech Service Dept., 1st Tech Service S				
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required	
	☐ Mechanical	☐ Electrical	☐ Service manual revision	
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information	
	☐ Product Safety	Other (Firmware)	⊠ Tier 2	

This RTB has been issued to announce the firmware release information for the ${
m VM}$ Option Type I.

Version	Program No.	Effective Date
4.25.07	D4135765N_upd	November 2011 production
4.23.00	D4135765L_upd	November 2010 production
4.22.03	D4135765K_upd	October 2010 production
4.21.05	D4135765J_upd	August 2010 production
4.20.04	D4135765H_upd	April 2010 production
4.19-01	D4135765G_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.		
	Other changes:		
	Kerberos certification corresponding to RC4-HMAC code form.		
4.23.00	Minor bug correction		
4.22.03	Fixed:		
	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.		
4.21.05	Fixed:		
	1. If the SD card slot specified for remote installation of a Type 2 (Java-based)		

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Model: VM Option Type I		Date: 26-Jan-10	No.: RM413001f	
Version	Version Modified Points or Symptom Corrected			
	 SDK application does not exist on the target device, the application will be installed on a an SD card inserted in a different slot. The Java VM may enter a deadlock state if one thread tries to close a thread that is waiting for I/O data. The username used for Basic Authentication cannot be displayed correctly on the MFP's display panel if the username is 20 characters (bytes) long. 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. The USB card reader may stop working if plugged in immediately after being upplugged. 			
4.20.04	 Symptom corrected: 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). Wording errors in the display messages used in the SDK application initial settings screen. Installation fails if the FAT block of the SD card is less than 1024 bytes (1KB). When the two processes listed below occur simultaneously, the MFP might enter Sleep mode. The MFP tries to enter Energy Saver mode. An SDK application (running on the same MFP) tries to prevent the MFP from entering Energy Saver mode. When User Code Authentication is used by a MFP and an SDK application installed on that MFP, users are logged out of the SDK application if the MFP's embedded scanner application's destination registration function ("Prg. Dest." button) is used. SDK applications use 1 more MB of memory than is necessary when loading. This could cause the SDK application to crash. 			
4.19-01	- 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 LPs.			
4.17-01	 Symptom corrected: The displayed image may appear in while using an SDK application that Energy Saver mode. If the character string for one line of characters or more, it will appear of connected with the following line. Cannot exit the User Tools screen SDK/J application. The display language cannot be some application (e.g., GlobalScan NX). This issue may occur when using the following procedure is performed:	at prohibits the machine of a display label is set ton the operation panel a while displaying a JPE witched to German. It disabled when accessing default Java and SDK/Type disation to an SDK/Type	from entering o a length of 100 s being directly G image using an ng an SDK/Type J Type J settings, and	

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Model: VM Option Type I		Date: 26-Jan-10	No.: RM413001f			
Version	Modified Points or Symptom Corrected					
	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. 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. The user can not log in via CAP-ES using the login name and password that					
	contained the following characters		and padoword that			
	[€], [,], [f], [,], [^], [⟨•], [•], [—], [—]		, [ª], [®], [²], [³], [¹],			
	[°], [¼], [½], [¾], [¿], [ß]		, , , , , , , , , , , , , , , , , , , ,			
	Other changes:					
	1. The speed at which the operator ca	an switch from one SDF	C/J application to			
	another has been increased.					
	Important: To apply this change, in addition to this firmware, you also need to install the following:					
	- All models: Embedded Softwa	re Architecture SD card	Ver 4 08 (SDK/J			
	SDcard Ver.4.08 or later)	10 7 II OTIILOOLATO OD GATO	VOI: 1:00 (OD1VO			
	- Model V-C2: System ver1.06 of	or later				
	- Model Al-C1: System ver1.06					
	- Model R-C5: System ver1.12 of					
	- Model Be-C1: System ver1.02		t ODK//			
	2. When the operator switches from a					
	application, if one of the SDK/J application, this application will be		as the phonty			
	3. The tabs on the software keyboard					
	4. Support has been added for Ember	•	e Manager			
	(Installation and Activation service tool) ver. 2.0.1 or later.					
	5. Card Authentication Package / En	hanced Locked Print N	X ver.1.3 are now			
	available.					
4.15	Symptom corrected:	ath of the following cone	litiana wara mati			
	1. Users might not be logged out if both of the following conditions were met:					
	 The user had been logged in via Usercode Authentication. The operation panel was displaying the interface for the SDK/J 					
	applications such as Enhanced Locked Print NX or Global Scan NX.					
	After recovering from Energy Saver mode the device is unable to switch					
	between different SDK/J applications.					
	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.					
	2) 1 1033 Gittler the Oix of the Oix	and batton on the sor	tware neyboard.			

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Model: VM Option Type I		Date: 26-Jan-10	No.: RM413001f		
Version		or Symptom Correcte			
	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 pr				
	for GlobalScan NX), the chances of the	is issue occurring will in	crease		
	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 or	.			
	name.	•	·		
	Attempt to open a second softw				
	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 follow	•	hods:		
	*Admin Authentication				
	*User Authentication *Basic code Authentic	ation			
	3) GlobalScan NX is running o				
	4) Users or Admins must repeat		ne device without		
	cycling the power. The error				
	6. Blank Screen After Changing Lang				
	If a user or administrator quickly of				
	the User Tools/Counter/Inquiry so				
	and the MFP's display panel will l				
	settings screen was accessed whe Reproduction Procedure:	ien Giodaiscan NA was	the active screen.		
	Open GlobalScan NX on the	MFP			
	2) Open the User Tools/Counter		the Language		
	button, then press the Exit b		3 3		
	3) "The language is switched."		ay panel. This		
	message only appears if the				
	4) The above message will aut	omatically disappear, a	nd the display		
	panel will be blank.				
	Other changes:				
	The SDK application installation tire	ne-out has been change	ed from 90 seconds		
	to 4 minutes.	- carriage beam anding			
4.14	Symptom corrected:				
	1. Sometimes the display freezes if t		ton is pressed		
	twice when the main power is turn		a a sa altat a		
	2. Users cannot login using an IC ca	ra if all of the following	conditions are met:		

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Reissued: 15	-Nov-11			
Model: VM Op	otion Type I	Date: 26-Jan-10	No.: RM413001f	
Version	-User name or password includes the 0xff characterUser name or password exceeds 255 bytesThe sum of the lengths of the user name and password are exactly 247 bytes or 65527 bytes. 3. If a job is submitted with user name and password at the same time as someone is logging into the device with an IC card, the device will stall.			
	 Card Authentication Package cannot be installed over an earlier version. Other changes: 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. 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. SDK/J start up is possible after HDD formatting			
	 HDD Formatting Procedure: If any SDK/J applications are installed 1. Otherwise, follow Procedure 2. Procedure 1: 1. Back up any data that needs to be have a backup function. Please do 2. Stop all SDK/J applications and un 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 perform the H 7. Turn off the device. 8. Insert the VM card into the service 9. Turn on the device. Install the SDK backed up in step 1. SDK/J doesn't manually. 	restored after the formation this manually. Install them. slot (usually slot 2). IDD format. slot. JJ applications and reserved.	mat. SDK/J doesn't	
	Procedure 2: 1. Back up any data that needs to be have a backup function. Please do 2. Stop all SDK/J applications and un	this manually.	mat. SDK/J doesn't	

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Model: VM Option Type I		Date: 26-Jan-10	No.: RM413001f
Version	Modified Points or Symptom Corrected		
	 Use SP5-832-001 to perform the HDD format. Restart the device. Restore the data backed up in step 1. SDK/J doesn't have a restore function. 		
4.13	Please do this manually. 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		