Technical Bulletin

Model: VM Option Type J

Date: 21-Apr-09

No.: RM354001

Subject: Firmware Release Note: VM Option Type J			Prepared by: K.Moriizumi	
From: 2nd Tech. Support Sec. Service Support Dept.				
Classification:	Troubleshooting	Part informat	tion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 Other ()	🖂 Tier 2

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

Version	Program No.	Effective Date
5.03-01	D3775911_V503-01	February 2009 production
5.02	-	1st Mass production

Version	Modified Points or Symptom Corrected
5.03-01	 Symptom corrected: Bundle start-up is delayed if the start level setting for automatic bundle start-up (Extended Features Settings menu in WIM) has been set to a large number. For example, if this setting is set to a value of "999999999", it can take tens of hours to perform the start-up. SDK/J Ver5 allows the "BundleRepository" service bundle for the SDK/J platform to be removed via the Uninstall Additional Program screen in WIM (even though it should not be possible to remove such an essential bundle). As a result, an SDK/J platform start-up error occurs.
5.02	1st Mass production

Technical Bulletin

Reissued: 07-May-09

Model: VM Option Type J/K

Date: 21-Apr-09

No.: RM354001a

Subject: Firmware Release Note: VM Option Type J/K		Prepared by: K.Moriizumi		
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	Troubleshooting	Part informat	ion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 Other ()	🛛 Tier 2

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

Version	Program No.	Effective Date
5.04-01	D3775911_V504-01	March 2009 production
5.03-01	D3775911_V503-01	February 2009 production
5.02	-	1st Mass production

Version	Modified Points or Symptom Corrected
5.04-01	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.
	 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.
	Press either the "OK" or the "Cancel" button on the software keyboard.
	 Select a standard MFP application (e.g. Copy, Print, etc). Select the SDK application again.
	 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.

Reissued: 07-May-09

Model: v	l Opt	ion Type J/K	Date: 21-Apr-09	No.: RM354001a
Version		Modified Points	or Symptom Corrected	
 4. There is a memory leak when an SDK application attempts to op software keyboard but fails. This issue may occur as the result of the following procedure: Touch the user name field to open the software keyboard and a user name. Attempt to open a second software keyboard in order to input password. The keyboard will fail to open, and 350 bytes of memory will b leaked. Once the issue develops, the software keyboard will not open aguntil the MFP is restarted. An SC997 error will occur after logging out of the MFP, requiring restart. Affected products Any 07A or 08S MFPs using GlobalScan NX SDK application version 				
	6.	 Conditions OTA models (R-C5, AL-C1, V-C2). When using any of the follow Admin Authentication User Authentication Basic code Authenticat GlobalScan NX is running on Users or Admins must repeat without cycling the power. T Blank Screen After Changing Lat If a user or administrator quicktuusing the User Tools/Counter/It will appear, and the MFP's disp settings when the settings screetwas the active screen. Reproduction Procedure: Open GlobalScan NX on the ID Open the User Tools/Counter button, then press the Exit b "The language is switched." message only appears if the 	ing Authentication meta ation the MFP. tedly login and out of th he error will be thrown inguage Settings. by changes a MFP's lang nquiry screen, a confirm lay panel will be blank a en was accessed when WFP. f/Inquiry screen, press to utton quickly. will appear on the displ error has occurred.	hods: hods: after a logout. guage settings nation message after finishing GlobalScan NX the Language ay panel. This
	Oth	panel will be blank. er changes: The SDK application installation seconds to 4 minutes.	time-out has been cha	nged from 90



Reissued: 07-May-09

Model: VM Option Type J/K Date: 21-Apr-09 No.: RM354			No.: RM354001a		
Version	Modified Points or Symptom Corrected				
5.03-01	 Symptom corrected: Bundle start-up is delayed if the start le up (Extended Features Settings menu number. For example, if this setting is take tens of hours to perform the start- SDK/J Ver5 allows the "BundleReposi platform to be removed via the Uninsta (even though it should not be possible As a result, an SDK/J platform start-up 	in WIM) has been set set to a value of "9999 up. tory" service bundle for all Additional Program s to remove such an ess	to a large 99999", it can ⁻ the SDK/J screen in WIM		
5.02	1st Mass production				

Technical Bulletin

Reissued: 18-Nov-09

Model: VM Option Type J/K

Date: 21-Apr-09

No.: RM354001b

RTB Reissue

The items in bold italics have been corrected.				
Subject: Firmware Release Note: VM Option Type J/K		Prepared by: K.Moriizumi		
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.				
Classification:	Troubleshooting	Part informat	tion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 Other ()	🛛 Tier 2

This RTB has been issued to announce the firmware release information for the VM Option Type J/K.

Version	Program No.	Effective Date
5.07-01	D3775911_V507-01	September 2009 production
5.04-01	D3775911_V504-01	March 2009 production
5.03-01	D3775911_V503-01	February 2009 production
5.02	-	1st Mass production

Version	Modified Points or Symptom Corrected
5.07-01	 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 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. 5. 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.
	 Other changes: 1. 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. 2. The tabs on the software keyboard can now be preset. 3. Card Authentication Package / Enhanced Locked Print NX ver.1.3 are now available.
5.04-01	Symptom corrected: 1. Users might not be logged out if both of the following conditions were met:

Reissued: 18-Nov-09

Model: vi	I Option Type J/K	Date: 21-Apr-09	No.: RM354001b
Version	Modified Points or	Symptom Corrected	
	 The user had been logged in via The operation panel was displaying applications such as Enhanced L After recovering from Energy Saver between different SDK/J applications The software keyboard appears and SDK application 	ng the interface for the SI ocked Print NX or Global mode the device is unable s.	DK/J Scan NX. e to switch
	 SDK application. This issue may occur as the result of 1) Open the software keyboard usin GlobalScan NX. 2) Press either the "OK" or the "Can 3) Select a standard MFP applicatio 4) Select the SDK application again 5) The software keyboard will autom Note: If the SDK application is busy p job for GlobalScan NX), the chances significantly. 	g a SDK application, such cel" button on the softwar n (ex. Copy, Print, etc). atically appear, and canr processing a difficult task	n as re keyboard. not be closed. (such as a fax
	 4. There is a memory leak when an SD software keyboard but fails. This issue may occur as the result of 1) Touch the user name field to ope user name. 2) Attempt to open a second software password. 3) The keyboard will fail to open, an Once the issue develops, the software open a second software pastword. 	the following procedure: In the software keyboard a re keyboard in order to in d 350 bytes of memory w	and input a out a ill be leaked.
	 MFP is restarted. 5. An SC997 error will occur after loggi Affected products Any 07A or 08S MFPs using Globals or later. Conditions 07A models (R-C5, AL-C1, V-C2) C2). 	Scan NX SDK application	version 1.1.1.0
	 2) When using any of the following A Admin Authentication User Authentication Basic code Authentication 3) GlobalScan NX is running on the 4) Users or Admins must repeatedly cycling the power. The error will 6. Blank Screen After Changing Languar If a user or administrator quickly character the User Tools/Counter/Inquiry screand the MFP's display panel will be settings screen was accessed when Reproduction Procedure: 1) Open GlobalScan NX on the MFP 2) Open the User Tools/Counter/Inquickly 	MFP. login and out of the device thrown after a logout. age Settings. Inges a MFP's language en, a confirmation messa blank after finishing settir GlobalScan NX was the c. uiry screen, press the La	settings using ge will appear, ngs when the active screen.



Reissued: 18-Nov-09

Model: VM Option Type J/K Date: 21-Apr-09 No.: RM35		No.: RM354001b			
Version	Modified Points or Symptom Corrected				
	 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: The SDK application installation time-out has been changed from 90 seconds to 4 minutes. 				
5.03-01	 Symptom corrected: Bundle start-up is delayed if the start leup (Extended Features Settings menunumber. For example, if this setting is take tens of hours to perform the start- SDK/J Ver5 allows the "BundleReposition platform to be removed via the Uninstate (even though it should not be possible As a result, an SDK/J platform start-up 	in WIM) has been set t set to a value of "99999 up. tory" service bundle for all Additional Program s to remove such an ess	o a large 99999", it can the SDK/J creen in WIM		
5.02	1st Mass production				

Technical Bulletin

Reissued: 26-Jan-10

Model: VM Option Type K

Date: 21-Apr-09

No.: RM354A01

RTB Reissue

The items in bold italics have been corrected.						
Subject: Firmware Release Note: VM Option Type K			Prepared	d by: Y.Ino		
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.						
Classification:	Troubleshooting	Part informat	tion	Action required		
	Mechanical	Electrical		Service manual revision		
	Paper path	Transmit/rec	eive	Retrofit information		
	Product Safety	🛛 Other ()	🛛 Tier 2		

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

Version	Program No.	Effective Date
5.08-01	M3545800H_upd_01	January 2010 production
5.07-01	D3775911_V507-01	September 2009 production
5.04-01	D3775911_V504-01	March 2009 production
5.03-01	D3775911_V503-01	February 2009 production
5.02	-	1st Mass production

Version	Modified Points or Symptom Corrected
5.08-01	Other changes: Because App2Me Provider V1.5.0 has been added to only MFPs, this option has been separated from the one for MFPs.
5.07-01	 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 SDK/J application. 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. 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.
	 Other changes: 1. 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.

Reissued: 26-Jan-10

Model: VM	Option Type K	Date: 21-Apr-09	No.: RM354A01		
Version	Modified Points or Symptom Corrected				
	 The tabs on the software keyboard car Card Authentication Package / Enhanc available. 		.1.3 are now		
5.04-01		of the following condition sercode Authentication. If the interface for the SI X or Global Scan NX. ode the device is unable annot be closed after ac the following procedure: a SDK application, such el" button on the softwar (ex. Copy, Print, etc). tically appear, and cannot be software, and cannot cessing a difficult task is issue occurring will ind application attempts to the following procedure: the software keyboard a keyboard in order to inp 350 bytes of memory we keyboard will not open g out of the MFP, requiri an NX SDK application and 08S models (DI-C1, thentication methods: IFP. Dgin and out of the device after a logout. ges a MFP's language is confirmation message of r finishing settings when	ns were met: DK/J applications e to switch between ccessing a SDK n as GlobalScan re keyboard. not be closed. (such as a fax job crease significantly. open a software and input a user out a password. ill be leaked. again until the ing a restart. version 1.1.1.0 or AT-C2, AP-C2). ce without cycling settings using the will appear, and the in the settings		



Reissued: 26-Jan-10

Model: VI	Model: VM Option Type KDate: 21-Apr-09No.: RM354A0			
Version	Modified Points or Symptom Corrected			
	 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: The SDK application installation time-out has been changed from 90 seconds to 4 minutes. 			
5.03-01	 Symptom corrected: Bundle start-up is delayed if the start le (Extended Features Settings menu in example, if this setting is set to a value to perform the start-up. SDK/J Ver5 allows the "BundleReposito be removed via the Uninstall Addition it should not be possible to remove sur SDK/J platform start-up error occurs. 	WIM) has been set to a e of "9999999999", it can tory" service bundle for onal Program screen in	large number. For take tens of hours the SDK/J platform WIM (even though	
5.02	1st Mass production			

Technical Bulletin

Reissued: 23-Jun-10

Model: VM Option Type K

Date: 21-Apr-09

No.: RM354A01a

RTB Reissue

The items in bold italics have been corrected.						
Subject: Firmware Release Note: VM Option Type K			Prepared	d by: Y.Ino		
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.						
Classification:	Troubleshooting	Part informat	tion	Action required		
	🗌 Mechanical	Electrical		Service manual revision		
	Paper path	Transmit/rec	eive	Retrofit information		
	Product Safety	🛛 Other ()	🛛 Tier 2		

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

Version	Program No.	Effective Date
5.09.04	M3545800J_upd	June 2010 production
5.08-01	M3545800H_upd_01	January 2010 production
5.07-01	D3775911_V507-01	September 2009 production
5.04-01	D3775911_V504-01	March 2009 production
5.03-01	D3775911_V503-01	February 2009 production
5.02	-	1st Mass production

Version	Modified Points or Symptom Corrected
5.09.04	 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).
5.08-01	Other changes: Because App2Me Provider V1.5.0 has been added to only MFPs, this option has been separated from the one for MFPs.
5.07-01	 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 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

Reissued: 23-Jun-10

Model: vi	I Option Type K	Date: 21-Apr-09	No.: RM354A01a	
Version	Modified Points or	Symptom Corrected		
	 VM has started-up. 5. For about 20 seconds after a device standard might not be able to recognize whether Authentication is enabled or whether and the start of the start	Administrator Authenti	cation or User	
	 Other changes: 1. 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. 2. The tabs on the software keyboard can now be preset. 3. Card Authentication Package / Enhanced Locked Print NX ver.1.3 are now available. 			
5.04-01	 available. Symptom corrected: Users might not be logged out if both of The user had been logged in via Us The operation panel was displaying such as Enhanced Locked Print NJ After recovering from Energy Saver medifferent SDK/J applications. The software keyboard appears and capplication. This issue may occur as the result of tt Open the software keyboard using NX. Press either the "OK" or the "Canced" NX. Press either the "OK" or the "Canced" NX. Press either the "OK" or the "Canced" NX. Press either the SDK application again. The software keyboard will automat Note: If the SDK application is busy profor GlobalScan NX), the chances of thi There is a memory leak when an SDK keyboard but fails. This issue may occur as the result of tt Touch the user name field to open name. Attempt to open a second software The keyboard will fail to open, and to once the issue develops, the software MFP is restarted. An SC997 error will occur after logging Affected products Any 07A or 08S MFPs using GlobalSc later. Conditions 07A models (R-C5, AL-C1, V-C2) a When using any of the following Autor Admin Authentication User Authentication 	sercode Authentication. the interface for the SI x or Global Scan NX. ode the device is unable annot be closed after ac he following procedure: a SDK application, such el" button on the softwar (ex. Copy, Print, etc). tically appear, and can cessing a difficult task s issue occurring will in application attempts to he following procedure: the software keyboard a keyboard in order to in 350 bytes of memory w keyboard will not open g out of the MFP, required an NX SDK application and 08S models (DI-C1,	DK/J applications e to switch between ccessing a SDK n as GlobalScan re keyboard. not be closed. (such as a fax job crease significantly. open a software and input a user put a password. ill be leaked. again until the ing a restart. version 1.1.1.0 or	
	 Basic code Authentication 3) GlobalScan NX is running on the M 	IFP		



Reissued: 23-Jun-10

Model: vi	I Option Type K	Date: 21-Apr-09	No.: RM354A01a	
Version	Modified Points or Symptom Corrected			
	 4) Users or Admins must repeatedly lot the power. The error will be thrown 6. Blank Screen After Changing Languag 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: Open GlobalScan NX on the MFP. Open the User Tools/Counter/Inqui then press the Exit button quickly. "The language is switched." will app only appears if the error has occur The above message will automatica be blank. Other changes: The SDK application installation time-or statement of the statement of th	ogin and out of the devi a after a logout. ge Settings. ges a MFP's language confirmation message v r finishing settings whe an NX was the active se ry screen, press the La bear on the display pan red. ally disappear, and the	settings using the will appear, and the n the settings creen. nguage button, el. This message display panel will	
5.03-01	 4 minutes. Symptom corrected: Bundle start-up is delayed if the start le (Extended Features Settings menu in example, if this setting is set to a value to perform the start-up. SDK/J Ver5 allows the "BundleReposition to be removed via the Uninstall Addition it should not be possible to remove suggest SDK/J platform start-up error occurs. 	WIM) has been set to a e of "999999999", it can tory" service bundle for onal Program screen in	large number. For take tens of hours the SDK/J platform WIM (even though	
5.02	1st Mass production			

Technical Bulletin

Reissued: 23-Jun-10

Model: VM Option Type J

Date: 26-Jan-10

No.: RD463001a

RTB Reissue

The items in bold italics have been corrected.						
Subject: Firmwar	re Release Note: VM Option Ty	Prepared by: Y.Ino				
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.						
Classification:	Troubleshooting	Part informat	tion	Action required		
	Mechanical	Electrical		Service manual revision		
	Paper path	Transmit/rec	eive	Retrofit information		
	Product Safety	🛛 Other ()	🛛 Tier 2		

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

Version	Program No.	Effective Date	
5.09.04	D4635200G_upd	June 2010 production	
5.08-01	D4635200F_upd_01	January 2010 production	
5.07-01	D3775911_V507-01	September 2009 production	
5.04-01	D3775911_V504-01	March 2009 production	
5.03-01	D3775911_V503-01	February 2009 production	
5.02	-	1st Mass production	

Version	Modified Points or Symptom Corrected
5.09.04	 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 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. 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 registration function ("Prg. Dest." button) is used.
5.08-01	Other changes: Because App2Me Provider V1.5.0 has been added to only MFPs, this option has been separated from the one for LPs.
5.07-01	 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

Reissued: 23-Jun-10

Model: VM Op	odel: VM Option Type J Date: 26-Jan-10 No.: RD46300				
Version	Modified Points or Symptom Corrected				
	 connected with the following line. Cannot exit the User Tools screen while displaying a JPEG image using an SDK/J application. 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. 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. 				
	application, if one of the SDK/J ap application, this application will be2. The tabs on the software keyboard	 Other changes: 1. 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. 2. The tabs on the software keyboard can now be preset. 3. Card Authentication Package / Enhanced Locked Print NX ver.1.3 are now 			
5.04-01	 Symptom corrected: Users might not be logged out if b The user had been logged in v The operation panel was displate applications such as Enhance After recovering from Energy Save between different SDK/J application The software keyboard appears at SDK application. This issue may occur as the result Open the software keyboard use GlobalScan NX. Press either the "OK" or the "C Select a standard MFP application aga 5) The software keyboard will aut Note: If the SDK application is buse job for GlobalScan NX), the chance significantly. There is a memory leak when an asoftware keyboard but fails. This issue may occur as the result Touch the user name field to ouser name. Attempt to open a second software sequence. The keyboard will fail to open, Once the issue develops, the soft 	ia Usercode Authentica aying the interface for the d Locked Print NX or Gl er mode the device is un ons. Ind cannot be closed aft t of the following proced sing a SDK application, cancel" button on the so tion (ex. Copy, Print, etc ain. omatically appear, and sy processing a difficult the es of this issue occurring SDK application attemp t of the following proced pen the software keybo ware keyboard in order the and 350 bytes of memo	tion. le SDK/J lobal Scan NX. nable to switch er accessing a lure: such as ftware keyboard. c). cannot be closed. task (such as a fax ig will increase ts to open a lure: ard and input a to input a ry will be leaked.		



Reissued: 23-Jun-10

Model: VM Opt	Aodel: VM Option Type JDate: 26-Jan-10No.: RD46300			
Version	Modified Points or Symptom Corrected			
	 MFP is restarted. An SC997 error will occur after logging out of the MFP, requiring a restart. Affected products Any 07A or 08S MFPs using GlobalScan NX SDK application version 1.1.1.0 or later. Conditions 1) 07A models (R-C5, AL-C1, V-C2) and 08S models (DI-C1, AT-C2, AP-C2). 2) When using any of the following Authentication methods: Admin Authentication User Authentication Basic code Authentication 3) GlobalScan NX is running on the MFP. 4) Users or Admins must repeatedly login and out of the device without cycling the power. The error will be thrown after a logout. 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: 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. 			
5.03-01	 Symptom corrected: Bundle start-up is delayed if the start level setting for automatic bundle start- up (Extended Features Settings menu in WIM) has been set to a large number. For example, if this setting is set to a value of "9999999999", it can take tens of hours to perform the start-up. SDK/J Ver5 allows the "BundleRepository" service bundle for the SDK/J platform to be removed via the Uninstall Additional Program screen in WIM (even though it should not be possible to remove such an essential bundle). As a result, an SDK/J platform start-up error occurs. 			
5.02	1st Mass production			

Technical Bulletin

Reissued: 16-Aug-10

Model: VM Option Type J

Date: 26-Jan-10

No.: RD463001b

RTB Reissue

The items in bold italics have been corrected.				
Subject: Firmware Release Note: VM Option Type J		Prepared	d by: Y.Ino	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.				
Classification:	Troubleshooting	Part informat	tion	Action required
	🗌 Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 Other ()	🛛 Tier 2

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

Version	Program No.	Effective Date
5.10.04	D4635200H_upd	July 2010 production
5.09.04	D4635200G_upd	June 2010 production
5.08-01	D4635200F_upd_01	January 2010 production
5.07-01	D3775911_V507-01	September 2009 production
5.04-01	D3775911_V504-01	March 2009 production
5.03-01	D3775911_V503-01	February 2009 production
5.02	-	1st Mass production

Version	Modified Points or Symptom Corrected
5.10.04	 Symptom corrected: 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 being unplugged.
5.09.04	 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 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

Model: VM Opt	tion Type J	Date: 26-Jan-10	No.: RD463001b	
Version	Modified Points or Symptom Corrected			
5.08-01	from entering Energy Saver m 5. When User Code Authentication is installed on that MFP, users are lo MFP's embedded scanner applica ("Prg. Dest." button) is used. Other changes:	s used by a MFP and ar ogged out of the SDK ar	oplication if the	
	Because App2Me Provider V1.5.0 has been separated from the one for LPs.	been added to only MF	Ps, this option has	
5.07-01	 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 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. 5. 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. 			
	 Other changes: 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. Card Authentication Package / Enhanced Locked Print NX ver.1.3 are now available. 			
5.04-01	 Symptom corrected: Users might not be logged out if both of the following conditions were metally in the user had been logged in via Usercode Authentication. The operation panel was displaying the interface for the SDK/J applications such as Enhanced Locked Print NX or Global Scan NX. After recovering from Energy Saver mode the device is unable to switch between different SDK/J applications. The software keyboard appears and cannot be closed after accessing a SDK application. This issue may occur as the result of the following procedure: Open the software keyboard using a SDK application, such as GlobalScan NX. Press either the "OK" or the "Cancel" button on the software keyboar 3) Select a standard MFP application (ex. Copy, Print, etc). 		tion. le SDK/J lobal Scan NX. nable to switch er accessing a lure: such as ftware keyboard.	

Version Modified Points or Symptom Corrected 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 - User Authentication <tr< th=""><th>Model: VM Opt</th><th colspan="3">Model: VM Option Type JDate: 26-Jan-10No.: RD46300</th></tr<>	Model: VM Opt	Model: VM Option Type JDate: 26-Jan-10No.: RD46300			
 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: Touch the user name field to open the software keyboard and input a user name. Attempt to open a second software keyboard in order to input a password. 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 07A or 08S MFPs using GlobalScan NX SDK application version 1.1.1.0 or later. Conditions 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 Basic code Authentication 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 using the User Tools/Counter/Inquiry screen, press the Language button, then press the Exit button quickly. 'The language is switched.'' will appear on the display panel. This message only appears if the error has occurred. 	Version	Modified Points or Symptom Corrected			
 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 User Authentication 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 used 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 		 5) The software keyboard will autonote: If the SDK application is bus job for GlobalScan NX), the chanc significantly. 4. There is a memory leak when an software keyboard but fails. This issue may occur as the result 	 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. A. 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: 		
 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. 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 		 user name. 2) Attempt to open a second softwork 3) The keyboard will fail to open, a Once the issue develops, the softwork 5. An SC997 error will occur after log Affected products Any 07A or 08S MFPs using Glob or later. Conditions 1) 07A models (R-C5, AL-C1, V-C) 	vare keyboard in order t and 350 bytes of memo ware keyboard will not o gging out of the MFP, re alScan NX SDK applica	to input a bry will be leaked. open again until the equiring a restart. ation version 1.1.1.0	
will be blank. Other changes: The SDK application installation time-out has been changed from 90		 2) When using any of the following - Admin Authentication User Authentication Basic code Authentication 3) GlobalScan NX is running on th 4) Users or Admins must repeated cycling the power. The error w 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 the settings screen was accessed where Reproduction Procedure: 1) Open GlobalScan NX on the M 2) Open the User Tools/Counter/Inquiry so and the MFP's display panel will the settings screen was accessed where the user Tools/Counter/Inquiry so and the MFP's display panel will the settings screen was accessed where the user Tools/Counter/Inquiry screen was accessed where the user Tools/Counter/Inquiry	he MFP. dly login and out of the guage Settings. changes a MFP's langua creen, a confirmation mo be blank after finishing s hen GlobalScan NX was IFP. nquiry screen, press the ckly. I appear on the display rror has occurred. hatically disappear, and	device without out. age settings using essage will appear, settings when the s the active screen. e Language button, panel. This the display panel	



Model: VM Option Type J Date: 26-Jan-10 No.: RD46		No.: RD463001b	
Version	Modified Points or Symptom Corrected		d
5.03-01	 up (Extended Features Settings n number. For example, if this settin take tens of hours to perform the 2. SDK/J Ver5 allows the "BundleRe platform to be removed via the Ur 	 Symptom corrected: Bundle start-up is delayed if the start level setting for automatic bundle start-up (Extended Features Settings menu in WIM) has been set to a large number. For example, if this setting is set to a value of "9999999999", it can take tens of hours to perform the start-up. SDK/J Ver5 allows the "BundleRepository" service bundle for the SDK/J platform to be removed via the Uninstall Additional Program screen in WIM (even though it should not be possible to remove such an essential bundle). 	
5.02	1st Mass production		

Technical Bulletin

Reissued: 16-Aug-10

Model: VM Option Type K

Date: 21-Apr-09

No.: RM354A01b

RTB Reissue

The items in bold italics have been corrected.				
Subject: Firmware Release Note: VM Option Type K		Prepared	d by: Y.Ino	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.				
Classification:	Troubleshooting	Part informat	tion	Action required
	🗌 Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 Other ()	🛛 Tier 2

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

Version	Program No.	Effective Date
5.10.04	M3545800K_upd	July 2010 production
5.09.04	M3545800J_upd	June 2010 production
5.08-01	M3545800H_upd_01	January 2010 production
5.07-01	D3775911_V507-01	September 2009 production
5.04-01	D3775911_V504-01	March 2009 production
5.03-01	D3775911_V503-01	February 2009 production
5.02	-	1st Mass production

Version	Modified Points or Symptom Corrected
5.10.04	 Symptom corrected: 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.
5.09.04	 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 then 1024 bytes (1KB).
5.08-01	Other changes: Because App2Me Provider V1.5.0 has been added to only MFPs, this option has been separated from the one for MFPs.
5.07-01	Symptom corrected: 1. The displayed image may appear incomplete if the power button is pressed while

Model: VI	I Option Type K	Date: 21-Apr-09	No.: RM354A01b
Version		Symptom Corrected	
	 Modified Points or using an SDK application that prohibits mode. If the character string for one line of a characters or more, it will appear on the connected with the following line. Cannot exit the User Tools screen whil SDK/J application. The device Start Key may become disa application (e.g., GlobalScan NX). This issue may occur when using the defate following procedure is performed: Turn on the device. Switch from a device application to VM has started-up. For about 20 seconds after a device stamight not be able to recognize whether Authentication is enabled or whether a application, if one of the SDK/J application will be disp The tabs on the software keyboard cara Card Authentication Package / Enhance available. Symptom corrected: Users might not be logged out if both of the SDK/J application panel was displaying such as Enhanced Locked Print NI. After recovering from Energy Saver m different SDK/J applications. The software keyboard appears and c application. This issue may occur as the result of the SDK/J application. The software keyboard appears and c application. The software keyboard appears and c application. The software keyboard using NX. Press either the "OK" or the "Cancer States of the "Cancer States of the "CK" or the "Cancer States of the "Cancer States of the "CK" or the "Cancer States of the "CK" or the "Cancer States of the "CK" or the "Cancer States of the "Cancer States of the "CK	Symptom Corrected the machine from enter display label is set to a li- e operation panel as be e displaying a JPEG im abled when accessing a ult Java and SDK/Type an SDK/Type J applica arts up, SDK application r Administrator Authention n admin or user has alree n-SDK/J application to a tions has been set as the layed first. now be preset. eed Locked Print NX ver of the following condition sercode Authentication. g the interface for the SI X or Global Scan NX. ode the device is unable annot be closed after ac he following procedure: a SDK application, such el" button on the softwar	ring Energy Saver ength of 100 ing directly age using an n SDK/Type J J settings, and the tion after the Java ns such as CAP cation or User eady logged in. In SDK/J ne priority .1.3 are now ns were met: DK/J applications e to switch between ccessing a SDK n as GlobalScan
	NX.	el" button on the softwar (ex. Copy, Print, etc). tically appear, and cann ocessing a difficult task s issue occurring will ind application attempts to he following procedure: the software keyboard a keyboard in order to inj	re keyboard. not be closed. (such as a fax job crease significantly. open a software and input a user out a password.



Model: VM Option Type K		Date: 21-Apr-09	No.: RM354A01b	
Version	Modified Points or Symptom Corrected			
	 Once the issue develops, the software MFP is restarted. An SC997 error will occur after logging Affected products Any 07A or 08S MFPs using GlobalSc later. Conditions 1) 07A models (R-C5, AL-C1, V-C2) a 2) When using any of the following Au Admin Authentication User Authentication Basic code Authentication GlobalScan NX is running on the M 4) Users or Admins must repeatedly lo the power. The error will be thrown Blank Screen After Changing Languag 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 MFP. 2) Open the User Tools/Counter/Inqui then press the Exit button quickly. 3) "The language is switched." will app only appears if the error has occur 4) The above message will automatica be blank. 	e keyboard will not open g out of the MFP, requiri an NX SDK application and 08S models (DI-C1, othentication methods: IFP. Dgin and out of the device after a logout. ge Settings. ges a MFP's language confirmation message w r finishing settings when an NX was the active set ry screen, press the Lan pear on the display pane red. ally disappear, and the o	ing a restart. version 1.1.1.0 or AT-C2, AP-C2). ce without cycling settings using the will appear, and the n the settings creen. hguage button, el. This message display panel will	
5.03-01	 Symptom corrected: Bundle start-up is delayed if the start le (Extended Features Settings menu in example, if this setting is set to a value to perform the start-up. SDK/J Ver5 allows the "BundleReposition to be removed via the Uninstall Addition it should not be possible to remove surges SDK/J platform start-up error occurs. 	WIM) has been set to a e of "999999999", it can tory" service bundle for onal Program screen in	large number. For take tens of hours the SDK/J platform WIM (even though	
5.02	1st Mass production			

Technical Bulletin

Reissued: 05-Nov-10

Model: VM Option Type J

Date: 26-Jan-10

No.: RD463001c

RTB Reissue

The items in bol	d italics have been correc	ted.		
Subject: Firmware Release Note: VM Option Type J				d by: K.Hamada
From: 1st Overseas Tech Support Sec., 1st PQM Dept.				
Classification:	Troubleshooting	Part informat	tion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 Other ()	🛛 Tier 2

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

Version	Program No.	Effective Date
5.11.03	D4635200J_upd	October 2010 production
5.10.04	D4635200H_upd	July 2010 production
5.09.04	D4635200G_upd	June 2010 production
5.08-01	D4635200F_upd_01	January 2010 production
5.07-01	D3775911_V507-01	September 2009 production
5.04-01	D3775911_V504-01	March 2009 production
5.03-01	D3775911_V503-01	February 2009 production
5.02	-	1st Mass production

Version	Modified Points or Symptom Corrected
5.11.03	Fixed: 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.
5.10.04	 Symptom corrected: 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.
5.09.04	 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.



Reissued: 05-Nov-10

Model: VM Opt	tion Type J	Date: 26-Jan-10	No.: RD463001c	
Version	Modified Points or Symptom Corrected			
	 Installation fails if the FAT block of the SD card is less then 1024 bytes (1KB). 			
	4. 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 m 5. When User Code Authentication is		n SDK application	
	installed on that MFP, users are lo MFP's embedded scanner applica ("Prg. Dest." button) is used.	ogged out of the SDK ap	oplication if the	
5.08-01	Other changes: Because App2Me Provider V1.5.0 has been separated from the one for LPs.	been added to only MF	Ps, this option has	
5.07-01	 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 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. 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. 			
5.04-01	 Other changes: 1. When the operator switches from a application, if one of the SDK/J application, this application will be 2. The tabs on the software keyboard 3. Card Authentication Package / Enhavilable. Symptom corrected: 1. Users might not be logged out if b 1) The user had been logged in v 2) The operation panel was displated 	olications has been set displayed first. I can now be preset. nanced Locked Print NX oth of the following con ia Usercode Authentica aying the interface for th	as the priority (ver.1.3 are now ditions were met: tion. le SDK/J	
	 applications such as Enhance 2. After recovering from Energy Save between different SDK/J application 3. The software keyboard appears a 	er mode the device is up ons.	nable to switch	

on Type J Date: 26-Jan-10 No.: RD463001c			
Modified Points or Symptom Corrected			
 SDK application. This issue may occur as the result of the following procedure: Open the software keyboard using a SDK application, such as GlobalScan NX. Press either the "OK" or the "Cancel" button on the software keyboard. Select a standard MFP application (ex. Copy, Print, etc). Select the SDK application again. The software keyboard will automatically appear, and cannot be closed. 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. 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: Touch the user name field to open the software keyboard and input a user name. 			
 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 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. 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: Open GlobalScan NX on the MFP. Open the User Tools/Counter/Inquiry screen, press the Language button, then press the Exit button quickly. "The language is switched." will appear on the display panel. This message only appears if the error has occurred. The above message will automatically disappear, and the display panel will be blank. 			



Reissued: 05-Nov-10

Model: VM Option Type J		Date: 26-Jan-10	No.: RD463001c
Version	Modified Points or Symptom Corrected		
	seconds to 4 minutes.		
5.03-01	 Symptom corrected: Bundle start-up is delayed if the sing up (Extended Features Settings minumber. For example, if this setting take tens of hours to perform the single state of th	nenu in WIM) has been ig is set to a value of "9 start-up. pository" service bundle install Additional Progra sible to remove such ar	set to a large 99999999", it can e for the SDK/J am screen in WIM
5.02	1st Mass production		

Technical Bulletin

Reissued: 05-Nov-10

Model: VM Option Type K

Date: 21-Apr-09

No.: RM354A01c

RTB Reissue

The items in bol	d italics have been correc	ted.		
Subject: Firmware Release Note: VM Option Type K				d by: K.Hamada
From: 1st Overseas Tech Support Sec., 1st PQM Dept.				
Classification:	Troubleshooting	Part informat	tion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 Other ()	🛛 Tier 2

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

Version	Program No.	Effective Date
5.11.03	M3545800L_upd	October 2010 production
5.10.04	M3545800K_upd	July 2010 production
5.09.04	M3545800J_upd	June 2010 production
5.08-01	M3545800H_upd_01	January 2010 production
5.07-01	D3775911_V507-01	September 2009 production
5.04-01	D3775911_V504-01	March 2009 production
5.03-01	D3775911_V503-01	February 2009 production
5.02	_	1st Mass production

Version	Modified Points or Symptom Corrected
5.11.03	Fixed: 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.
5.10.04	 Symptom corrected: 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.
5.09.04	 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

Reissued: 05-Nov-10

Model: VM Option Type K Date: 21-Apr-09 No.: RM354A0				
Version	Modified Points or	Symptom Corrected		
	settings screen.Installation fails if the FAT block of the SD card is less then 1024 bytes (1KB).			
5.08-01	Other changes: Because App2Me Provider V1.5.0 has been added to only MFPs, this option has been separated from the one for MFPs.			
5.07-01	 been separated from the one for MFPs. 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 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. 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.			
	 Other changes: 1. 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. 2. The tabs on the software keyboard can now be preset. 3. Card Authentication Package / Enhanced Locked Print NX ver.1.3 are now 			
5.04-01	 available. Symptom corrected: Users might not be logged out if both of The user had been logged in via Use The operation panel was displaying such as Enhanced Locked Print N2 After recovering from Energy Saver modifferent SDK/J applications. The software keyboard appears and capplication. This issue may occur as the result of the software keyboard using NX. Press either the "OK" or the "Cancer 3) Select a standard MFP application again. The software keyboard will automation is busy profor GlobalScan NX), the chances of thi 	sercode Authentication. the interface for the SI X or Global Scan NX. ode the device is unable annot be closed after a he following procedure: a SDK application, such el" button on the softwa (ex. Copy, Print, etc). tically appear, and can pocessing a difficult task	DK/J applications e to switch between ccessing a SDK h as GlobalScan re keyboard. not be closed. (such as a fax job	

Technical Bulletin

Reissued: 05-Nov-10

Model: VM Option Type K Date: 21-Apr-09 No.: RM354				
Version	Modified Points or	Symptom Corrected		
Version	 There is a memory leak when an SDK keyboard but fails. This issue may occur as the result of the 1) Touch the user name field to open a name. Attempt to open a second software The keyboard will fail to open, and to Once the issue develops, the software MFP is restarted. An SC997 error will occur after logging Affected products Any 07A or 08S MFPs using GlobalSc later. Conditions 07A models (R-C5, AL-C1, V-C2) a When using any of the following Autoria and the power. The error will be thrown the MFP's display panel will be blank after screen was accessed when GlobalSc Reproduction Procedure: Open the User Tools/Counter/Inquit then pres	application attempts to he following procedure: the software keyboard a keyboard in order to ing 350 bytes of memory we keyboard will not open g out of the MFP, requiri an NX SDK application and 08S models (DI-C1, thentication methods: IFP. Ogin and out of the device after a logout. ges a MFP's languages confirmation message we r finishing settings where an NX was the active set ry screen, press the Lan bear on the display pane- red. ally disappear, and the o	and input a user out a password. ill be leaked. again until the ing a restart. version 1.1.1.0 or AT-C2, AP-C2). ce without cycling settings using the will appear, and the n the settings creen. nguage button, el. This message display panel will	
	The SDK application installation time-out has been changed from 90 seconds to 4 minutes.			
5.03-01	 Symptom corrected: Bundle start-up is delayed if the start le (Extended Features Settings menu in example, if this setting is set to a value to perform the start-up. SDK/J Ver5 allows the "BundleReposition to be removed via the Uninstall Addition it should not be possible to remove surgesDK/J platform start-up error occurs. 	WIM) has been set to a e of "9999999999", it can tory" service bundle for onal Program screen in '	large number. For take tens of hours the SDK/J platform WIM (even though	
5.02	1st Mass production			

Technical Bulletin

Reissued: 05-Jan-11

Model: VM Option Type K

Date: 21-Apr-09

No.: RM354A01d

RTB Reissue

The items in bold italics have been corrected.					
Subject: Firmware Release Note: VM Option Type K			Prepared by: K.Hamada		
From: 1st Overseas Tech Support Sec., 1st PQM Dept.					
Classification:	Troubleshooting	Part informat	tion	Action required	
	Mechanical	Electrical		Service manual revision	
	Paper path	Transmit/rec	eive	Retrofit information	
	Product Safety	🛛 Other ()	🛛 Tier 2	

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

Version	Program No.	Effective Date
5.12.00	M3545800M_upd	November 2010 production
5.11.03	M3545800L_upd	October 2010 production
5.10.04	M3545800K_upd	July 2010 production
5.09.04	M3545800J_upd	June 2010 production
5.08-01	M3545800H_upd_01	January 2010 production
5.07-01	D3775911_V507-01	September 2009 production
5.04-01	D3775911_V504-01	March 2009 production
5.03-01	D3775911_V503-01	February 2009 production
5.02	-	1st Mass production

Version	Modified Points or Symptom Corrected
5.12.00	Minor bug correction.
5.11.03	Fixed: 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.
5.10.04	 Symptom corrected: 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.
5.09.04	 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

Model: VI	Model: VM Option Type K Date: 21-Apr-09 No.: RM354A01d				
Version		Symptom Corrected			
	 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 then 1024 bytes (1KB). 				
5.08-01	Other changes: Because App2Me Provider V1.5.0 has been added to only MFPs, this option has been separated from the one for MFPs.				
5.07-01	 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 SDK/J application. 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 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. For about 20 seconds after a device starts up, SDK applications such as CAF might not be able to recognize whether Administrator Authentication or User Authentication is enabled or whether an admin or user has already logged in. Other changes: 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. Card Authentication Package / Enhanced Locked Print NX ver.1.3 are now available. 				
5.04-01	 Symptom corrected: 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 N2 After recovering from Energy Saver m different SDK/J applications. The software keyboard appears and c application. This issue may occur as the result of t 1) Open the software keyboard using NX. Press either the "OK" or the "Cance 3) Select a standard MFP application again. The software keyboard will automa 	sercode Authentication. the interface for the SI or Global Scan NX. ode the device is unable annot be closed after ac he following procedure: a SDK application, such el" button on the softwar (ex. Copy, Print, etc).	DK/J applications e to switch between ccessing a SDK n as GlobalScan re keyboard.		

Model: VI	I Option Type K	Date: 21-Apr-09	No.: RM354A01d
Version	Modified Points or	Symptom Corrected	
	 Note: If the SDK application is busy profor GlobalScan NX), the chances of thi 4. There is a memory leak when an SDK keyboard but fails. This issue may occur as the result of t 1) Touch the user name field to open 	s issue occurring will in application attempts to he following procedure:	crease significantly. open a software
		350 bytes of memory w keyboard will not open g out of the MFP, requir	ill be leaked. again until the ing a restart.
	 Any 07A or 08S MFPs using GlobalScan NX SDK application version 1.1.1.0 or later. Conditions 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 GlobalScan NX is running on the MFP. 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. 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: Open GlobalScan NX on the MFP. 		
	 4) The above message will automatic be blank. Other changes: The SDK application installation time-of 4 minutes. 		
5.03-01	 Symptom corrected: Bundle start-up is delayed if the start I (Extended Features Settings menu in example, if this setting is set to a value to perform the start-up. SDK/J Ver5 allows the "BundleReposito be removed via the Uninstall Addition it should not be possible to remove su SDK/J platform start-up error occurs. 	WIM) has been set to a e of "999999999", it can tory" service bundle for onal Program screen in	large number. For take tens of hours the SDK/J platform WIM (even though



Technical Bulletin

Model: VM Option Type K		Date: 21-Apr-09	No.: RM354A01d	
Version	Modified Points or Symptom Corrected			
5.02	1st Mass production			

Technical Bulletin

Reissued: 05-Jan-11

Model: VM Option Type J

Date: 26-Jan-10

No.: RD463001d

RTB Reissue

The items in bold italics have been corrected.					
Subject: Firmware Release Note: VM Option Type J			Prepared	d by: K.Hamada	
From: 1st Overse	eas Tech Support Sec., 1st PQ	M Dept.			
Classification:	Troubleshooting	Part informat	tion	Action required	
	🗌 Mechanical	Electrical		Service manual revision	
	Paper path	Transmit/rec	eive	Retrofit information	
	Product Safety	🛛 Other ()	🛛 Tier 2	

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

Version	Program No.	Effective Date
5.12.00	D4635200K_upd	November 2010 production
5.11.03	D4635200J_upd	October 2010 production
5.10.04	D4635200H_upd	July 2010 production
5.09.04	D4635200G_upd	June 2010 production
5.08-01	D4635200F_upd_01	January 2010 production
5.07-01	D3775911_V507-01	September 2009 production
5.04-01	D3775911_V504-01	March 2009 production
5.03-01	D3775911_V503-01	February 2009 production
5.02	-	1st Mass production

Version	Modified Points or Symptom Corrected
5.12.00	Minor bug correction.
5.11.03	Fixed: 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.
5.10.04	 Symptom corrected: 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.
5.09.04	 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).



Model: VM Op	tion Type J	Date: 26-Jan-10	No.: RD463001d
Version	Modified Points	or Symptom Correcte	d
	 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 then 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. 		
5.08-01	Other changes: Because App2Me Provider V1.5.0 has been separated from the one for LPs.	been added to only MF	Ps, this option has
5.07-01	 Sympton 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 device Start Key may become application (e.g., GlobalScan NX). This issue may occur when using the of the following procedure is performed: Turn on the device. Switch from a device application Java VM has started-up. For about 20 seconds after a device CAP might not be able to recogniz User Authentication is enabled or viologged in. 	at prohibits the machine of a display label is set t on the operation panel a while displaying a JPE disabled when accessi default Java and SDK/T on to an SDK/Type J ap ce starts up, SDK applic e whether Administrator	from entering o a length of 100 is being directly G image using an ng an SDK/Type J ype J settings, and plication after the ations such as r Authentication or
	 Other changes: When the operator switches from a application, if one of the SDK/J application, this application will be The tabs on the software keyboard Card Authentication Package / Enlavailable. 	plications has been set displayed first. I can now be preset.	as the priority
5.04-01	 Symptom corrected: 1. Users might not be logged out if b 1) The user had been logged in v 2) The operation panel was displations such as Enhance 2. After recovering from Energy Save 	ia Usercode Authentica aying the interface for th d Locked Print NX or Gi	tion. ne SDK/J lobal Scan NX.

Reissued: 05-Jan-11

Model: VM Opt	ion Type J	Date: 26-Jan-10	No.: RD463001d
Version	Modified Points or Symptom Corrected		
	 between different SDK/J applications. The software keyboard appears and cannot be closed after accessing a SDK application. This issue may occur as the result of the following procedure: Open the software keyboard using a SDK application, such as GlobalScan NX. Press either the "OK" or the "Cancel" button on the software keyboard. Select a standard MFP application (ex. Copy, Print, etc). Select the SDK application again. The software keyboard will automatically appear, and cannot be closed. 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. There is a memory leak when software keyboard but fails. This issue may occur as the ref. Touch the user name field to user name. Attempt to open a second se password. The keyboard will fail to open once the issue develops, the second s	an SDK application attemp esult of the following proce to open the software keybo software keyboard in order en, and 350 bytes of memo	ots to open a dure: bard and input a to input a bry will be leaked.
	 MFP is restarted. 5. An SC997 error will occur afte Affected products Any 07A or 08S MFPs using G or later. Conditions 1) 07A models (R-C5, AL-C1, 	r logging out of the MFP, r GlobalScan NX SDK applic	equiring a restart. ation version 1.1.1.0
	 c2). 2) When using any of the follo Admin Authentication User Authentication Basic code Authentication Basic code Authentication 3) GlobalScan NX is running of the gover. The error of the power. The error of the user or administrator quick the User Tools/Counter/Inquir and the MFP's display panel of settings screen was accessed Reproduction Procedure: 1) Open GlobalScan NX on th 2) Open the User Tools/Counter then press the Exit button of the user or administration of the then press the Exit button of the then press the Exit button of then press the Exit button of then press the Exit button of the user only appears if the thete the thete the thete t	wing Authentication metho ation on the MFP. eatedly login and out of the pr will be thrown after a log Language Settings. kly changes a MFP's langu y screen, a confirmation m will be blank after finishing d when GlobalScan NX wa he MFP. ter/Inquiry screen, press th quickly. " will appear on the display he error has occurred.	device without jout. uage settings using nessage will appear, settings when the s the active screen. ne Language button, y panel. This



Reissued: 05-Jan-11

Model: VM Option Type J Date: 26-Jan-10 No		No.: RD463001d	
Version	Modified Points or Symptom Corrected		
	Other changes: The SDK application installation time-out has been changed from 90 seconds to 4 minutes.		
5.03-01	 seconds to 4 minutes. Symptom corrected: Bundle start-up is delayed if the start level setting for automatic bundle start-up (Extended Features Settings menu in WIM) has been set to a large number. For example, if this setting is set to a value of "999999999", it can take tens of hours to perform the start-up. SDK/J Ver5 allows the "BundleRepository" service bundle for the SDK/J platform to be removed via the Uninstall Additional Program screen in WIM (even though it should not be possible to remove such an essential bundle). As a result, an SDK/J platform start-up error occurs. 		
5.02	1st Mass production		

Technical Bulletin

Reissued: 20-Jun-11

Model: VM Option Type J

Date: 26-Jan-10

No.: RD463001e

RTB Reissue

The items in bold italics have been corrected.					
Subject: Firmware Release Note: VM Option Type J			Prepared by: K.Hamada		
From: 1st Overseas Tech Support Sec., 1st PQM Dept.					
Classification:	Troubleshooting	Part informat	tion	Action required	
	🗌 Mechanical	Electrical		Service manual revision	
	Paper path	Transmit/rec	eive	Retrofit information	
	Product Safety	🛛 Other ()	🛛 Tier 2	

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

Version	Program No.	Effective Date
5.13.02	D4635200L_upd	June 2011 production
5.12.00	D4635200K_upd	November 2010 production
5.11.03	D4635200J_upd	October 2010 production
5.10.04	D4635200H_upd	July 2010 production
5.09.04	D4635200G_upd	June 2010 production
5.08-01	D4635200F_upd_01	January 2010 production
5.07-01	D3775911_V507-01	September 2009 production
5.04-01	D3775911_V504-01	March 2009 production
5.03-01	D3775911_V503-01	February 2009 production
5.02	-	1st Mass production

Version	Modified Points or Symptom Corrected
5.13.02	 Symptom corrected: 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. Users are not logged out after pressing the "Logout" button on the "User Tools" screen when using CAP with basic authentication. 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. SC997 can occur if an SDK application takes more than 15 seconds start up. An SSL connection cannot be established if a x509 certificate is used but contains a "CRL Distribution Point".
5 10 00	Support for eDC-i1.2 and Remote Install Manager V1.1 was added.
5.12.00	Minor bug correction.
5.11.03	Fixed: 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.

Model: VM Option Type J Date: 26-Jan-10 No.: RD46			No.: RD463001e	
Version	· · · · · · · · · · · · · · · · · · ·			
	Note: This issue does not affect the device's ability to communicate with the DNS			
5.10.04	Server.			
5.10.04	 Symptom corrected: 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 			
5.09.04	 Symptom corrected: If the machine is turned off just affibe able to enter Energy Saver more platform cannot be started). Wording errors in the display mess settings screen. Installation fails if the FAT block of (1KB). When the two processes listed be enter Sleep mode. The MFP tries to enter Energy An SDK application (running of from entering Energy Saver more from entering Energy Saver more installed on that MFP, users are low MFP's embedded scanner application ("Prg. Dest." button) is used. 	 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 then 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. 		
5.08-01	Other changes: Because App2Me Provider V1.5.0 has been separated from the one for LPs.	been added to only MF	Ps, this option has	
5.07-01			from entering to a length of 100 is being directly G image using an ing an SDK/Type J K/Type J settings,	

C. Ut	or about 20 seconds after a devic AP might not be able to recognize ser Authentication is enabled or v gged in.	e whether Administrator	ations such as Authentication or	
C. Ut	or about 20 seconds after a devic AP might not be able to recognize ser Authentication is enabled or v gged in.	e starts up, SDK applic whether Administrator	ations such as Authentication or	
	•		-	
1. W ap 2. Th 3. C	er changes: 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. Card Authentication Package / Enhanced Locked Print NX ver.1.3 are now available.			
5.04-01 Symp 1. 1 2. A b 3. 3. T 1 2 3. T 3. T	 bit of the software keyboard will autobe software keyboard will autobe software keyboard will autobe software keyboard will autobe software keyboard MFP application against the software keyboard will autobe software keyboard but fails. The keyboard will fail to open, a second softword. The keyboard will fail to open, a software keyboard will fail to open, and the software keyboard will fail topen, and the software keyboard will fail	ia Usercode Authentica aying the interface for the d Locked Print NX or Gl er mode the device is un ons. Ind cannot be closed aft t of the following proced sing a SDK application, ancel" button on the sof tion (ex. Copy, Print, etc ain. omatically appear, and y processing a difficult t es of this issue occurrin SDK application attemp t of the following proced pen the software keyboard vare keyboard in order t and 350 bytes of memo ware keyboard will not c gging out of the MFP, re alScan NX SDK applica	tion. e SDK/J obal Scan NX. hable to switch er accessing a ure: such as tware keyboard. c). cannot be closed. ask (such as a fax g will increase ts to open a ure: ard and input a to input a ry will be leaked. open again until the quiring a restart. tion version 1.1.1.0 -C1, AT-C2, AP-	



Model: VM Option Type J Date: 26-Jan-10 No.: RD4630			No.: RD463001e
Version	Modified Points or Symptom Corrected		
	 User Authentication Basic code Authentication GlobalScan NX is running on the MFP. 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: Open GlobalScan NX on the MFP. Open the User Tools/Counter/Inquiry screen, press the Language button, then press the Exit button quickly. "The language is switched." will appear on the display panel. This message only appears if the error has occurred. The above message will automatically disappear, and the display panel will be blank. 		
	The SDK application installation til seconds to 4 minutes.		
5.03-01	 Symptom corrected: Bundle start-up is delayed if the st up (Extended Features Settings m number. For example, if this settin take tens of hours to perform the s SDK/J Ver5 allows the "BundleRe platform to be removed via the Un (even though it should not be poss As a result, an SDK/J platform sta 	enu in WIM) has been g is set to a value of "9 start-up. pository" service bundle install Additional Progra sible to remove such an	set to a large 999999999", it can e for the SDK/J am screen in WIM
5.02	1st Mass production		

Technical Bulletin

Reissued: 20-Jun-11

Model: VM Option Type K

Date: 21-Apr-09

No.: RM354A01e

RTB Reissue

The items in bold italics have been corrected.					
Subject: Firmware Release Note: VM Option Type K			Prepared by: K.Hamada		
From: 1st Overseas Tech Support Sec., 1st PQM Dept.					
Classification:	Troubleshooting	Part informat	tion	Action required	
	Mechanical	Electrical		Service manual revision	
	Paper path	Transmit/rec	eive	Retrofit information	
	Product Safety	🛛 Other ()	🛛 Tier 2	

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

Version	Program No.	Effective Date
5.13.02	M3545800N_upd	June 2011 production
5.12.00	M3545800M_upd	November 2010 production
5.11.03	M3545800L_upd	October 2010 production
5.10.04	M3545800K_upd	July 2010 production
5.09.04	M3545800J_upd	June 2010 production
5.08-01	M3545800H_upd_01	January 2010 production
5.07-01	D3775911_V507-01	September 2009 production
5.04-01	D3775911_V504-01	March 2009 production
5.03-01	D3775911_V503-01	February 2009 production
5.02	-	1st Mass production

Version	Modified Points or Symptom Corrected
5.13.02	 Symptom corrected: 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. Users are not logged out after pressing the "Logout" button on the "User Tools" screen when using CAP with basic authentication. 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. SC997 can occur if an SDK application takes more than 15 seconds start up. An SSL connection cannot be established if a x509 certificate is used but contains a "CRL Distribution Point".
5 10 00	Support for eDC-i1.2 and Remote Install Manager V1.1 was added.
5.12.00	Minor bug correction.
5.11.03	Fixed: 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.

Model: VM Option Type K Date: 21-Apr-09 No.: RM354			No.: RM354A01e	
Version		Symptom Corrected		
	Note: This issue does not affect the device	's ability to communicat	te with the DNS	
5.10.04	server. Symptom corrected:			
3.10.04	 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.3. The username used for Basic Authentic			
	MFP's display panel if the username is	20 characters (bytes)	ong.	
	 If the auto-off timer of the device is set to automatically start up, SC997 can of The USB card reader may stop working upplugged 	cour.		
5.09.04	unplugged. Symptom corrected:			
	 If the machine is turned off just after en able to enter Energy Saver mode from cannot be started). 	0 0,	-	
	 Wording errors in the display message settings screen. 	es used in the SDK app	lication initial	
	3. Installation fails if the FAT block of the	SD card is less then 10	024 bytes (1KB).	
5.08-01	Other changes: Because App2Me Provider V1.5.0 has been added to only MFPs, this option has been separated from the one for MFPs.			
5.07-01	 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 c characters or more, it will appear on the connected with the following line.	e operation panel as be	ing directly	
	 Cannot exit the User Tools screen whil SDK/J application. 			
	 The device Start Key may become disa application (e.g., GlobalScan NX). 	· ·		
	This issue may occur when using the defait following procedure is performed: 1) Turn on the device.	ult Java and SDK/Type	J settings, and the	
	 Switch from a device application to VM has started-up. 			
	 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. 			
	 Other changes: 1. 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. 2. The tabs on the software keyboard can now be preset. 			
	3. Card Authentication Package / Enhanced Locked Print NX ver.1.3 are now			

Model: VN	I Option Type K	Date: 21-Apr-09	No.: RM354A01e	
Version	Modified Points or Symptom Corrected			
5.04-01	 available. Symptom corrected: Users might not be logged out if both of The user had been logged in via Us The operation panel was displaying such as Enhanced Locked Print N2 After recovering from Energy Saver modifferent SDK/J applications. The software keyboard appears and c application. This issue may occur as the result of t 1) Open the software keyboard using 	sercode Authentication. the interface for the SI or Global Scan NX. ode the device is unable annot be closed after ac he following procedure:	DK/J applications e to switch between ccessing a SDK	
	 NX. 2) Press either the "OK" or the "Cancel 3) Select a standard MFP application 4) Select the SDK application again. 5) The software keyboard will automa Note: If the SDK application is busy profor GlobalScan NX), the chances of thi 4. There is a memory leak when an SDK keyboard but fails. This issue may occur as the result of t 1) Touch the user name field to open name. 2) Attempt to open a second software 3) The keyboard will fail to open, and Once the issue develops, the software MFP is restarted. 5. An SC997 error will occur after logging Affected products Any 07A or 08S MFPs using GlobalSc later. 	(ex. Copy, Print, etc). tically appear, and can ocessing a difficult task s issue occurring will in- application attempts to he following procedure: the software keyboard a keyboard in order to in 350 bytes of memory w keyboard will not open g out of the MFP, requir	not be closed. (such as a fax job crease significantly. open a software and input a user put a password. ill be leaked. again until the ing a restart.	
	 Conditions 07A models (R-C5, AL-C1, V-C2) a When using any of the following Au Admin Authentication User Authentication Basic code Authentication GlobalScan NX is running on the M Users or Admins must repeatedly lot the power. The error will be thrown Blank Screen After Changing Language If a user or administrator quickly chan User Tools/Counter/Inquiry screen, a MFP's display panel will be blank after screen was accessed when GlobalSc Reproduction Procedure: Open GlobalScan NX on the MFP. 	TFP. Degin and out of the device a after a logout. ges a MFP's language confirmation message of r finishing settings when an NX was the active so	ce without cycling settings using the will appear, and the n the settings creen.	



Model: VM	/M Option Type K Date: 21-Apr-09 No.: RM354A01e			
Version	Modified Points or Symptom Corrected			
	 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: The SDK application installation time-out has been changed from 90 seconds to 4 minutes. 			
5.03-01	 Symptom corrected: Bundle start-up is delayed if the start le (Extended Features Settings menu in example, if this setting is set to a value to perform the start-up. SDK/J Ver5 allows the "BundleReposito be removed via the Uninstall Addition it should not be possible to remove sur SDK/J platform start-up error occurs. 	WIM) has been set to a e of "999999999", it can tory" service bundle for onal Program screen in	large number. For take tens of hours the SDK/J platform WIM (even though	
5.02	1st Mass production			

Technical Bulletin

Reissued: 20-Jun-11

Model: VM Option Type J

Date: 26-Jan-10

No.: RD463001g

RTB Reissue

The items in bold italics have been corrected.					
Subject: Firmware Release Note: VM Option Type J				d by: K.Hamada	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.					
Classification:	Troubleshooting	Part informat	tion	Action required	
	🗌 Mechanical	Electrical		Service manual revision	
	Paper path	Transmit/rec	eive	Retrofit information	
	Product Safety	🛛 Other ()	🛛 Tier 2	

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

Version	Program No.	Effective Date
5.13.02	D4635200L_upd	June 2011 production
5.12.00	D4635200K_upd	November 2010 production
5.11.03	D4635200J_upd	October 2010 production
5.10.04	D4635200H_upd	July 2010 production
5.09.04	D4635200G_upd	June 2010 production
5.08-01	D4635200F_upd_01	January 2010 production
5.07-01	D3775911_V507-01	September 2009 production
5.04-01	D3775911_V504-01	March 2009 production
5.03-01	D3775911_V503-01	February 2009 production
5.02	-	1st Mass production

Version	Modified Points or Symptom Corrected
5.13.02	 Symptom corrected: 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. Users are not logged out after pressing the "Logout" button on the "User Tools" screen when using CAP with basic authentication. 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. SC997 can occur if an SDK application takes more than 15 seconds start up. An SSL connection cannot be established if a x509 certificate is used but contains a "CRL Distribution Point".
5.12.00	Support for eDC-i1.2 and Remote Install Manager V1.1 was added. Minor bug correction.
5.11.03	Fixed: 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.

Model: VM Option Type J Date: 26-Jan-10 No.: RD46			No.: RD463001g	
Version	Modified Points or Symptom Corrected			
	Note: This issue does not affect the device's ability to communicate with the DNS server.			
5.10.04	 Symptom corrected: 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. 			
5.09.04	 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 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. 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 			
5.08-01	 ("Prg. Dest." button) is used. Other changes: Because App2Me Provider V1.5.0 has been added to only MFPs, this option has been separated from the one for LPs. 			
5.07-01	 Symptom corrected: The displayed image may appear 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 device Start Key may become application (e.g., GlobalScan NX). This issue may occur when using t and the following procedure is perficial 1) Turn on the device. Switch from a device application Java VM has started-up. 	at prohibits the machine of a display label is set t on the operation panel a while displaying a JPE disabled when accessi he default Java and SD ormed:	from entering o a length of 100 s being directly G image using an ng an SDK/Type J K/Type J settings,	

Version Modified Points or Symptom Corrected 5. For about 20 seconds after a device starts up, SDK applications s CAP might not be able to recognize whether Administrator Auther User Authentication is enabled or whether an admin or user has a logged in. Other changes: 1. When the operator switches from a non-SDK/J application to an S application, if one of the SDK/J applications has been set as the p application, this application will be displayed first. 2. The tabs on the software keyboard can now be preset. 3. Card Authentication Package / Enhanced Locked Print NX ver.1.3 available. 5.04-01 Symptom corrected: 1. Users might not be logged out if both of the following conditions v 1) The user had been logged in via Usercode Authentication. 2) The operation panel was displaying the interface for the SDK/A applications such as Enhanced Locked Print NX or Global Sc 2. After recovering from Energy Saver mode the device is unable to between different SDK/J applications. 3. The software keyboard appears and cannot be closed after acces SDK application.	entication or already SDK/J priority .3 are now were met: (/J can NX.
 5. For about 20 seconds after a device starts up, SDK applications s CAP might not be able to recognize whether Administrator Auther User Authentication is enabled or whether an admin or user has a logged in. Other changes: When the operator switches from a non-SDK/J application to an S application, if one of the SDK/J applications has been set as the p application, this application will be displayed first. The tabs on the software keyboard can now be preset. Card Authentication Package / Enhanced Locked Print NX ver.1.3 available. 5.04-01 Symptom corrected: Users might not be logged out if both of the following conditions v 1) The user had been logged in via Usercode Authentication. The operation panel was displaying the interface for the SDK/A applications such as Enhanced Locked Print NX or Global Sc After recovering from Energy Saver mode the device is unable to between different SDK/J applications. The software keyboard appears and cannot be closed after acces SDK application. 	entication or already SDK/J priority .3 are now were met: (/J can NX.
 When the operator switches from a non-SDK/J application to an S application, if one of the SDK/J applications has been set as the p application, this application will be displayed first. The tabs on the software keyboard can now be preset. Card Authentication Package / Enhanced Locked Print NX ver.1.3 available. Symptom corrected: Users might not be logged out if both of the following conditions v 1) The user had been logged in via Usercode Authentication. The operation panel was displaying the interface for the SDK/A applications such as Enhanced Locked Print NX or Global Sc After recovering from Energy Saver mode the device is unable to between different SDK/J applications. The software keyboard appears and cannot be closed after access SDK application. 	priority .3 are now were met: (/J can NX.
 Users might not be logged out if both of the following conditions w 1) The user had been logged in via Usercode Authentication. 2) The operation panel was displaying the interface for the SDK/A applications such as Enhanced Locked Print NX or Global Sc 2. After recovering from Energy Saver mode the device is unable to between different SDK/J applications. 3. The software keyboard appears and cannot be closed after access SDK application. 	(/J can NX.
 This issue may occur as the result of the following procedure: Open the software keyboard using a SDK application, such as GlobalScan NX. Press either the "OK" or the "Cancel" button on the software key Select a standard MFP application (ex. Copy, Print, etc). Select the SDK application again. The software keyboard will automatically appear, and cannot key the SDK application is busy processing a difficult task (surjob for GlobalScan NX), the chances of this issue occurring will in significantly. There is a memory leak when an SDK application attempts to ope software keyboard but fails. This issue may occur as the result of the following procedure: Touch the user name field to open the software keyboard and user name. Attempt to open a second software keyboard will not open aga MFP is restarted. An SC997 error will occur after logging out of the MFP, requiring Affected products Any 07A or 08S MFPs using GlobalScan NX SDK application ver or later. Conditions O7A models (R-C5, AL-C1, V-C2) and 08S models (DI-C1, AT C2). 	essing a as keyboard. t be closed. uch as a fax ncrease ben a d input a t a be leaked. gain until the g a restart. ersion 1.1.1.0



Model: VM Op	Model: VM Option Type J Date: 26-Jan-10 No.: RD46300			
Version	Modified Points or Symptom Corrected			
	 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. 			
	seconds to 4 minutes.			
5.03-01	 Symptom corrected: Bundle start-up is delayed if the stup (Extended Features Settings monumber. For example, if this setting take tens of hours to perform the set of hours to perform the set of hours the "BundleRe platform to be removed via the Un (even though it should not be possed as a result, an SDK/J platform states and set of the set of the	enu in WIM) has been g is set to a value of "9 start-up. pository" service bundle install Additional Progra sible to remove such an	set to a large 99999999", it can e for the SDK/J am screen in WIM	
5.02	1st Mass production			



Technical Bulletin

Reissued: 25-Oct-11

Model: VM Option Type K

Date: 20-Jul-11

No.: RM354002a

Subject: Firmware Release Note: (Java VM v5 for eDC)			Prepared	d by: H.Tamaki
From: MFP/Printer Tech Service Dept., 1st Tech Service S				
Classification:	Troubleshooting	Part informat	ion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 Other (Firmw	vare)	🛛 Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v5 for eDC.**

Version	Program No.	Effective Date
5.13.02	D4635200L_edc	June 2011 production

Version	Modified Points or Symptom Corrected	
5.13.02	RTB [RM354002] takes over to the following RTB [RD463002].	
	Since the management number was incorrect.	
5.13.02	Initial release	

Technical Bulletin

Reissued: 15-Nov-11

Model: VM Option Type K

Date: 20-Jul-11

No.: RM354003a

RTB Reissue

The items in bold italics have been corrected.					
Subject: Firmwar	Prepared by: H. Tamaki				
From: MFP/Printe					
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 v5 for eDC.**

Version	Program No.	Effective Date
5.14.02	M3545800P_edc	November 2011 production
5.13.02	M3545800N_edc	June 2011 production

Version	Modified Points or Symptom Corrected
5.14.02	*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. Multi installation to HDD fails for VM card Type-C applications.
	4. Other minor bug corrections.
	Other changes:
	1. Kerberos certification corresponding to RC4-HMAC code form.
	2. VM card Type-C application remote installation.
5.13.02	Initial release

Technical Bulletin

Reissued: 15-Nov-11 Model: VM Option Type J

Date: 25-Oct-11

No.: RD463002a

Subject: Firmware Release Note: (Java VM v5 for eDC)			Prepared	d by: H.Tamaki
From: MFP/Printer Tech Service Dept., 1st Tech Service S				
Classification:	Troubleshooting	Part informat	tion	Action required
	🗌 Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	Other (Firmw	vare)	🛛 Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v5 for eDC.**

Version	Program No.	Effective Date
5.14.02	D4635200M_edc	November 2011 production
5.13.02	D4635200L_edc	June 2011 production

Version	Modified Points or Symptom Corrected
5.14.02	*This module is for Remote Install Manager and updating Java VM.
	Symptom corrected:
	1. SDK/J starting logo screen does not change.
	2. Vulnerability to the re-negotiation of SSL/TLS.
	3. Multi installation to HDD fails for VM card Type-C applications.
	4. Other minor bug corrections.
	Other changes:
	1. Kerberos certification corresponding to RC4-HMAC code form.
	2. VM card Type-C application remote installation.
5.13.02	Initial release

Technical Bulletin

Reissued: 21-Nov-11

Model: VM Option Type J

Date: 26-Jan-10

No.: RD463001h

RTB Reissue

The items in bold italics have been corrected.					
Subject: Firmware Release Note: VM Option Type J			Prepared by: H. Tamaki		
From: 1st Tech Service Sect., MFP/Printer Tech Service 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 J**.

Version	Program No.	Effective Date
5.14.02	D4635200M_upd	November 2011 production
5.13.02	D4635200L_upd	June 2011 production
5.12.00	D4635200K_upd	November 2010 production
5.11.03	D4635200J_upd	October 2010 production
5.10.04	D4635200H_upd	July 2010 production
5.09.04	D4635200G_upd	June 2010 production
5.08-01	D4635200F_upd_01	January 2010 production
5.07-01	D3775911_V507-01	September 2009 production
5.04-01	D3775911_V504-01	March 2009 production
5.03-01	D3775911_V503-01	February 2009 production
5.02	-	1st Mass production

Version	Modified Points or Symptom Corrected		
5.14.02	Symptom corrected:1. SDK/J starting logo screen does not change.2. Vulnerability to the re-negotiation of SSL/TLS.3. Multi installation to HDD fails for VM card Type-C applications.4. Other minor bug corrections.		
	Other changes: 1. Kerberos certification corresponding to RC4-HMAC code form. 2. VM card Type-C application remote installation.		
5.13.02	 Symptom corrected: 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. Users are not logged out after pressing the "Logout" button on the "User Tools" screen when using CAP with basic authentication. 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. SC997 can occur if an SDK application takes more than 15 seconds start up. An SSL connection cannot be established if a x509 certificate is used but 		

Technical Bulletin

PAGE: 2/4

Model: VM Op	tion Type J	Date: 26-Jan-10	No.: RD463001h	
Version	Modified Points	or Symptom Correcte	d	
	contains a "CRL Distribution Point".			
	Other changes:			
	Support for eDC-i1.2 and Remote Install Manager V1.1 was added.			
5.12.00	Minor bug correction.			
5.11.03	Fixed: 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.		nicale with the DNS	
5.10.04	Symptom corrected:			
0.10.04	1. If the SD card slot specified for re	mote installation of a Ty	vpe 2 (Java-based)	
	SDK application does not exist or			
	installed on a an SD card inserted			
	2. The Java VM may enter a deadlo	ck state if one thread tri	es to close a thread	
	that is waiting for I/O data.			
	3. The username used for Basic Aut			
	on the MFP's display panel if the			
	4. If the auto-off timer of the device is set to automatically start up, SC		ly SDK application	
	5. The USB card reader may stop w		ediately after being	
	unplugged.		leolatery after being	
5.09.04	Symptom corrected:			
	1. If the machine is turned off just after entering Energy Saver mode, it			
	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.	f the OD equal is lose the	1001 butes	
	3. Installation fails if the FAT block of (1KB).	or the SD card is less the	en 1024 bytes	
	4. When the two processes listed be	low occur simultaneous	ly the MEP might	
	enter Sleep mode.		iy, the twi r might	
	- The MFP tries to enter Energy	/ Saver mode.		
	- An SDK application (running of		to prevent the MFP	
	from entering Energy Saver m			
	5. When User Code Authentication i			
	installed on that MFP, users are lo			
	MFP's embedded scanner applica ("Prg. Dest." button) is used.	ation's destination regist	ration function	
5.08-01	Other changes:			
5.00-01		s been added to only MI	Ps this option has	
	Because App2Me Provider V1.5.0 has been added to only MFPs, this option has been separated from the one for LPs.			
5.07-01	Symptom corrected:			
	1. The displayed image may appear			
	while using an SDK application the			
	Energy Saver mode.			
	2. If the character string for one line			
	characters or more, it will appear of	on the operation panel a	s being directly	
	connected with the following line.			



Model: VM Option Type J		Date: 26-Jan-10	No.: RD463001h	
Version	Modified Points or Symptom Corrected			
	 Cannot exit the User Tools screen while displaying a JPEG image using an SDK/J application. 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. 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. Other changes: 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. Card Authentication Package / Enhanced Locked Print NX ver.1.3 are now available. 			
5.04-01	 Symptom corrected: Users might not be logged out if b The user had been logged in v The operation panel was displated applications such as Enhance After recovering from Energy Save between different SDK/J application The software keyboard appears at SDK application. This issue may occur as the result Open the software keyboard us GlobalScan NX. Press either the "OK" or the "C Select a standard MFP application aga 5) The software keyboard will aut Note: If the SDK application is bus job for GlobalScan NX), the chance significantly. There is a memory leak when an a software keyboard but fails. This issue may occur as the result Touch the user name field to o user name. Attempt to open a second software sequence. The keyboard will fail to open, Once the issue develops, the softwared. 	ia Usercode Authentica aying the interface for the d Locked Print NX or Gi er mode the device is un ons. nd cannot be closed aft t of the following procect sing a SDK application, cancel" button on the so tion (ex. Copy, Print, etc ain. omatically appear, and sy processing a difficult t res of this issue occurrin SDK application attemp t of the following procect pen the software keybo ware keyboard in order t and 350 bytes of memo	tion. le SDK/J lobal Scan NX. nable to switch er accessing a dure: such as ftware keyboard. c). cannot be closed. task (such as a fax ng will increase ts to open a dure: ard and input a to input a ry will be leaked.	

Model: VM Option Type J		Date: 26-Jan-10	No.: RD463001h	
Version	Modified Points or Symptom Corrected			
	 An SC997 error will occur after logging out of the MFP, requiring a restart. Affected products Any 07A or 08S MFPs using GlobalScan NX SDK application version 1.1.1.0 or later. Conditions 1) 07A models (R-C5, AL-C1, V-C2) and 08S models (DI-C1, AT-C2, AP-C2). 2) When using any of the following Authentication methods: Admin Authentication User Authentication Basic code Authentication 3) GlobalScan NX is running on the MFP. 4) Users or Admins must repeatedly login and out of the device without cycling the power. The error will be thrown after a logout. 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: Open flobalScan NX on the MFP. Open the User Tools/Counter/Inquiry screen, press the Language button, then press the Exit button quickly. "The language is switched." will appear on the display panel. This message only appears if the error has occurred. The above message will automatically disappear, and the display panel will be blank. 			
5.03-01	 Symptom corrected: Bundle start-up is delayed if the stup (Extended Features Settings monumber. For example, if this setting take tens of hours to perform the set of hours to perform the set of hours to perform the set of platform to be removed via the University of the set of hours is a result, an SDK/J platform states 	nenu in WIM) has been og is set to a value of "99 start-up. pository" service bundle install Additional Progra sible to remove such an	set to a large 99999999", it can e for the SDK/J am screen in WIM	
5.02	1st Mass production			

Technical Bulletin

Reissued: 21-Nov-11

Model: VM Option Type K

Date: 21-Apr-09

No.: RM354A01f

RTB Reissue

The items in bold italics have been corrected.					
Subject: Firmware Release Note: VM Option Type K			Prepared by: H. Tamaki		
From: 1st Tech Service Sect., MFP/Printer Tech Service 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 K.**

Version	Program No.	Effective Date
5.14.02	M3545800P_upd	November 2011 production
5.13.02	M3545800N_upd	June 2011 production
5.12.00	M3545800M_upd	November 2010 production
5.11.03	M3545800L_upd	October 2010 production
5.10.04	M3545800K_upd	July 2010 production
5.09.04	M3545800J_upd	June 2010 production
5.08-01	M3545800H_upd_01	January 2010 production
5.07-01	D3775911_V507-01	September 2009 production
5.04-01	D3775911_V504-01	March 2009 production
5.03-01	D3775911_V503-01	February 2009 production
5.02	-	1st Mass production

Version	Modified Points or Symptom Corrected			
5.14.02	Symptom corrected:			
	1. SDK/J starting logo screen does not change.			
	2. Vulnerability to the re-negotiation of SSL/TLS.			
	3. Multi installation to HDD fails for VM card Type-C applications.			
	4. Other minor bug corrections.			
	Other changes:			
	1. Kerberos certification corresponding to RC4-HMAC code form.			
	2. VM card Type-C application remote installation.			
5.13.02	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.			
	 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. SC997 can occur if an SDK application takes more than 15 seconds start up.			
	5. An SSL connection cannot be established if a x509 certificate is used but			

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	contains a "CRL Distribution Point". Other changes: Support for eDC-i1.2 and Remote Install Manager V1.1 was added.			
5.12.00	Minor bug correction.		u.	
5.11.03	Fixed: 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.			
5.10.04	 Symptom corrected: 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. 			
5.09.04	 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 then 1024 bytes (1KB). 			
5.08-01	 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: 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 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 VM has started-up. For about 20 seconds after a device stated 			

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	might not be able to recognize whether Administrator Authentication or User Authentication is enabled or whether an admin or user has already logged in.					
	 Other changes: 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. Card Authentication Package / Enhanced Locked Print NX ver.1.3 are now available 					
5.04-01	 Card Authentication Package / Enhanced Locked Print NX ver. 1.3 are now available. Symptom corrected: Users might not be logged out if both of the following conditions were met: 					
	 name. 2) Attempt to open a second software 3) The keyboard will fail to open, and Once the issue develops, the software MFP is restarted. 5. An SC997 error will occur after logging Affected products Any 07A or 08S MFPs using GlobalSc later. Conditions 1) 07A models (R-C5, AL-C1, V-C2) a 2) When using any of the following Au Admin Authentication User Authentication Basic code Authentication 3) GlobalScan NX is running on the M 4) Users or Admins must repeatedly log the power. The error will be thrown 	350 bytes of memory we keyboard will not open g out of the MFP, requiring an NX SDK application and 08S models (DI-C1, athentication methods:	ill be leaked. again until the ing a restart. version 1.1.1.0 or AT-C2, AP-C2).			

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	 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: Open GlobalScan NX on the MFP. Open the User Tools/Counter/Inquiry screen, press the Language button, then press the Exit button quickly. "The language is switched." will appear on the display panel. This message only appears if the error has occurred. The above message will automatically disappear, and the display panel will be blank. 			
	The SDK application installation time-out has been changed from 90 seconds to 4 minutes.			
5.03-01	 Symptom corrected: Bundle start-up is delayed if the start level setting for automatic bundle start-up (Extended Features Settings menu in WIM) has been set to a large number. For example, if this setting is set to a value of "9999999999", it can take tens of hours to perform the start-up. SDK/J Ver5 allows the "BundleRepository" service bundle for the SDK/J platform to be removed via the Uninstall Additional Program screen in WIM (even though it should not be possible to remove such an essential bundle). As a result, an SDK/J platform start-up error occurs. 			
5.02	1st Mass production			