# RICOH

# Technical Bulletin

PAGE: 1/2

Model: VM Option Type L		Date: 07-Oct-09		09	No.: RD467001	
Subject: Firmware Release Note: VM Option Type L				Prepared by: K.Moriizumi		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part information		ation Action		n required
	Mechanical	Electrical		Service manual re		e manual revision
	Paper path	🗌 Transmit/recei		eive Retrofit information		fit information
	Product Safety	🛛 Other (I	-irmv	vare)	🛛 Tier 2	

Version	Program No.	Effective Date
6.02	D4675200C	August 2009 production
6.01	D4675200B	1st Mass production

Version	Modified Points or Symptom Corrected
6.02	<ul> <li>Symptom corrected:</li> <li>1. The displayed image may appear incomplete if the power button is pressed when using an SDK application that prohibits the machine from entering Energy Saver mode.</li> <li>2. The button displays (labels) are not displayed in Turkish, Catalan, Russian, Finnish, Czech, or Hungarian on 4-line LCD models.</li> </ul>
	<changed> <ol> <li>Support for the Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later.</li> <li>Card Authentication Package ver.1.3 is now supported.</li> <li>ELP NX ver.1.3 is now supported.</li> </ol></changed>
	<fixed> 1. An SC997 error will occur after logging out of the device, requiring a restart.</fixed>
	Affected products ST-C4 using GlobalScan NX SDK application version 1.3.0.0 or later.
	<ul> <li>Conditions <ul> <li>a) When using any of the following Authentication methods: <ul> <li>Admin Authentication</li> <li>User Authentication</li> <li>Basic code Authentication</li> </ul> </li> <li>b) GlobalScan NX is running on the device.</li> <li>c) Users or Admins must repeatedly login and out of the device without cycling the power. The error will be thrown after a logout.</li> </ul> </li> <li>2. The SDK/J' s software keyboard does not close after logging out of the</li> </ul>
	<ul> <li>device while the software keyboard is in use.</li> <li>This issue occurs when any of the following device Authentication Methods are used:</li> <li>User Code Authentication</li> </ul>



Model: VM Option Type L		Date: 07-Oct-09	No.: RD467001		
Version	Modified Points or Symptom Corrected				
	<ul> <li>Basic Authentication</li> <li>LDAP Authentication</li> <li>Windows Authentication</li> <li>Integration Server Authenticat</li> <li>3. Users might not be logged out if be</li> <li>1) The user had been logged in v</li> <li>2) The operation panel was applications such as Enhance</li> </ul>	oth of the following cond via Usercode Authentica displaying the interfa	ation. ce for the SDK/J		
6.01	1st Mass production				



#### Reissued: 26-Nov-09

Model: VM Option Type L		Date: 07-Oct-09		No.: RD467001a		
Subject: Firmware Release Note: VM Option Type L				Prepared by: Y.Ino		
From: 1st Overseas Tech Support Sec., 1st PQM Dept.						
Classification:	Troubleshooting	Part informa		— .		n required
	Mechanical	Electrical				ice manual revision
	Paper path	Transmit/rec		eive 🗌 F	Retrofit information	
	Product Safety	Other (I	Firmv	vare) 🛛 🏼 🖂 T	ïer 2	

Version	Program No.	Effective Date
6.03	D4675200D	October 2009 production
6.02	D4675200C	August 2009 production
6.01	D4675200B	1st Mass production

Version	Modified Points or Symptom Corrected
6.03	Patch Notes:
	<ul> <li>Fixed: The device Start Key may become disabled when accessing a SDK/Type J application (e.g., GlobalScan NX).</li> <li>This issue may occur when using the default Java and SDK/Type J settings, and the following procedure is performed:</li> <li>a) Turn on the device.</li> <li>b) Switch from a device application to a SDK/Type J application after the Java VM has started-up.</li> </ul>
	Fixed: The device "User Tools" menu may become unusable. This issue may occur when an SDK/Type J application (e.g., GlobalScan NX) tries to open a software keyboard while an authentication screen is displayed.
6.02	<ul> <li>Symptom corrected:</li> <li>1. The displayed image may appear incomplete if the power button is pressed when using an SDK application that prohibits the machine from entering Energy Saver mode.</li> <li>2. The button displays (labels) are not displayed in Turkish, Catalan, Russian, Finnish, Czech, or Hungarian on 4-line LCD models.</li> </ul>
	<changed> <ol> <li>Support for the Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later.</li> <li>Card Authentication Package ver.1.3 is now supported.</li> <li>ELP NX ver.1.3 is now supported.</li> </ol></changed>
	<pre><fixed> 1. An SC997 error will occur after logging out of the device, requiring a restart.</fixed></pre>



## Reissued: 26-Nov-09

Model: VM Option Type L Date: 07-Oct-09 No.: RD467						
Version	Modified Points or Symptom Corrected					
	Affected products ST-C4 using GlobalScan NX SDK application version 1.3.0.0 or later.					
	Conditions <ul> <li>a) When using any of the followin</li> <li>Admin Authentication</li> <li>User Authentication</li> <li>Basic code Authentication</li> <li>Basic code Authentication</li> <li>b) GlobalScan NX is running on t</li> <li>c) Users or Admins must repeating the power. The error w</li> </ul> 2. The SDK/J's software keyboard device while the software keyboard device while the software keyboard this issue occurs when any of the are used: <ul> <li>User Code Authentication</li> <li>Basic Authentication</li> <li>LDAP Authentication</li> <li>Integration Server Authentication</li> </ul>	on the device. Itedly login and out of vill be thrown after a log does not close after d is in use. e following device Auth	the device without out. logging out of the			
	<ul> <li>3. Users might not be logged out if both of the following conditions were met: <ol> <li>The user had been logged in via Usercode Authentication.</li> <li>The operation panel was displaying the interface for the SDK/J applications such as Enhanced Locked Print NX or Global Scan NX.</li> </ol></li></ul>					
6.01	1st Mass production					



## Reissued: 30-Nov-09

Model: VM Option Type L		Date: 07-Oct-09		9	No.: RD467001b	
Subject: Firmware Release Note: VM Option Type L				Prepared by: Y.Ino		
From: 1st Overseas Tech Support Sec., 1st PQM Dept.						
Classification:	Troubleshooting	Part informa		tion 🗌 Action requi		n required
	🗌 Mechanical	Electrical		🗌 Service manual revi		ce manual revision
	Paper path	Transmit/rec		eive 🗌 Retrofit information		fit information
	Product Safety	Other (	Firmv	vare)	🛛 Tier 2	

Version	Program No.	Effective Date
6.04	D4675200E	November 2009 production
6.03	D4675200D	October 2009 production
6.02	D4675200C	August 2009 production
6.01	D4675200B	1st Mass production

Version	Modified Points or Symptom Corrected
6.04	Patch Notes:
	<ul> <li>Fixed: The device Start Key may become disabled when accessing a SDK/Type J application (e.g., GlobalScan NX).</li> <li>This issue may occur when using the default Java and SDK/Type J settings, and the following procedure is performed:</li> <li>a) Turn on the device.</li> <li>b) Switch from a device application to a SDK/Type J application after the Java VM has started-up.</li> </ul>
	Fixed: The device "User Tools" menu may become unusable. This issue may occur when an SDK/Type J application (e.g., GlobalScan NX) tries to open a software keyboard while an authentication screen is displayed.
	Fixed: The job list of ELP-NX is not displayed. This issue always occurs when using ELP-NX on a Model S-C4. When accessed, the job list menu is totally blank.
6.03	Patch Notes:
	Fixed: The device Start Key may become disabled when accessing a 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: a) Turn on the device.
	b) Switch from a device application to a SDK/Type J application after the Java VM has started-up.



## Reissued: 30-Nov-09

Model: VM Op	tion Type L	Date: 07-Oct-09	No.: RD467001b		
Version		or Symptom Correcte			
	Fixed: The device "User Tools" menu This issue may occur when an SDK tries to open a software keyboard whil	/Type J application (e.	g., GlobalScan NX)		
6.02	<ul> <li>Symptom corrected:</li> <li>1. The displayed image may appear incomplete if the power button is pressed when using an SDK application that prohibits the machine from entering Energy Saver mode.</li> <li>2. The button displays (labels) are not displayed in Turkish, Catalan, Russian, Finnish, Czech, or Hungarian on 4-line LCD models.</li> </ul>				
	<changed> <ol> <li>Support for the Embedded Soft Activation service tool) ver. 2.0.1 c</li> <li>Card Authentication Package ver.</li> <li>ELP NX ver.1.3 is now supported.</li> </ol></changed>	or later.	er (Installation and		
	<fixed> 1. An SC997 error will occur after log</fixed>	iging out of the device,	requiring a restart.		
	Affected products ST-C4 using GlobalScan NX SDK app	blication version 1.3.0.0	or later.		
	<ul> <li>Conditions <ul> <li>a) When using any of the followin</li> <li>Admin Authentication</li> <li>User Authentication</li> <li>Basic code Authenticati</li> <li>b) GlobalScan NX is running on the code of the power. The error with the power. The error with the software keyboard device while the software keyboard the the software keyboard the the software keyboard the the software keyboard the software keyboard the power.</li> <li>The SDK/J' s software keyboard device while the software keyboard the the software keyboard the software keyboard</li></ul></li></ul>	on the device. atedly login and out of vill be thrown after a log I does not close after d is in use. e following device Auth	the device without out. logging out of the		
6.01	<ul> <li>3. Users might not be logged out if both of the following conditions were met: <ol> <li>The user had been logged in via Usercode Authentication.</li> <li>The operation panel was displaying the interface for the SDK/applications such as Enhanced Locked Print NX or Global Scan NX.</li> </ol> </li> </ul>				
0.01	1st Mass production				



### Reissued: 19-Aug-10

Model: VM Option Type L

Date: 07-Oct-09 No

No.: RD467001c

#### **RTB Reissue**

The items in bold italics have been corrected.

Subject: Firmware Release Note: VM Option Type L		Prepared by: Y.Ino		
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 (Firmw	vare)	🛛 Tier 2

Version	Program No.	Effective Date
6.05.08	D4675200F_upd	July 2010 production
6.04	D4675200E	November 2009 production
6.03	D4675200D	October 2009 production
6.02	D4675200C	August 2009 production
6.01	D4675200B	1st Mass production

Version	Modified Points or Symptom Corrected
6.05.08	Symptom corrected:
	1. If the operator initiates Energy Saver mode manually just after turning
	on the main power, the machine will return to the Ready condition within a several seconds.
	2. 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).
	3. The following occurs when installing a Type 2 (Java-based) SDK
	application:
	- The window that shows the installation status remains displayed
	<ul> <li>The machine cannot go off-line unless the main power switch is turned off</li> </ul>
	<ul> <li>The "NullPointerException" error message is displayed inside the SDK application screen.</li> </ul>
	4. 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.
	5. Wording errors in the display messages used in the SDK application
	initial settings screen.
	6. Installation fails if the FAT block of the SD card is less then 1024 bytes
	(1KB).
	7. When the two processes listed below occur simutaneously, the MFP might enter Sleep mode.
	- The MFP tries to enter Energy Saver mode.
	- An SDK application (running on the same MFP) tries to prevent the



## Reissued: 19-Aug-10

Model: VM Op	tion Type L	Date: 07-Oct-09	No.: RD467001c
Version	Modified Points MFP from entering Energy S	or Symptom Correcte	d
	<ol> <li>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.</li> <li>The Java VM may enter a deadlock state if one thread tries to close a thread that is waiting for I/O data.</li> <li>The username used for Basic Authentication cannot be displayed correctly on the MFP's display panel if the username is 20 characters (bytes) long.</li> </ol>		
	<ol> <li>If the auto-off timer of the device application is set to automatica</li> <li>The USB card reader may stop being unplugged.</li> </ol>	lly start up, SC997 ca	n occur.
6.04	Patch Notes: Fixed: The device Start Key may beco J application (e.g., GlobalScan NX). This issue may occur when using the off the following procedure is performed: a) Turn on the device. b) Switch from a device application Java VM has started-up.	default Java and SDK/T	ype J settings, and
	Fixed: The device "User Tools" menu This issue may occur when an SDK/Ty tries to open a software keyboard whil Fixed: The job list of ELP-NX is not dis This issue always occurs when using accessed, the job list menu is totally b	ype J application (e.g., ) e an authentication scre splayed. ELP-NX on a Model S-0	GlobalScan NX) een is displayed.
6.03	Patch Notes: Fixed: The device Start Key may beco J application (e.g., GlobalScan NX). This issue may occur when using the of the following procedure is performed: a) Turn on the device. b) Switch from a device application Java VM has started-up.	default Java and SDK/T on to a SDK/Type J app	ype J settings, and lication after the
	Fixed: The device "User Tools" menu This issue may occur when an SDK/Ty tries to open a software keyboard whil	ype J application (e.g.,	GlobalScan NX)
6.02	<ul> <li>Symptom corrected:</li> <li>1. The displayed image may appear when using an SDK application th Energy Saver mode.</li> <li>2. The button displays (labels) are not</li> </ul>	at prohibits the machine	e from entering



## Reissued: 19-Aug-10

Model: VM Op	VM Option Type L Date: 07-Oct-09 No.: RD467001c		
Version	Modified Points or Symptom Corrected		
	Finnish, Czech, or Hungarian on 4-line LCD models.		
	<changed> <ol> <li>Support for the Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later.</li> <li>Card Authentication Package ver.1.3 is now supported.</li> <li>ELP NX ver.1.3 is now supported.</li> </ol></changed>		
	<fixed> 1. An SC997 error will occur after logging out of the device, requiring a restart.</fixed>		
	Affected products ST-C4 using GlobalScan NX SDK app	blication version 1.3.0.0	or later.
	<ul> <li>Conditions <ul> <li>a) When using any of the following Authentication methods: <ul> <li>Admin Authentication</li> <li>User Authentication</li> <li>Basic code Authentication</li> </ul> </li> <li>b) GlobalScan NX is running on the device.</li> <li>c) Users or Admins must repeatedly login and out of the device without cycling the power. The error will be thrown after a logout.</li> </ul> </li> <li>2. The SDK/J's software keyboard does not close after logging out of the device while the software keyboard is in use. <ul> <li>This issue occurs when any of the following device Authentication</li> <li>Basic Authentication</li> <li>LDAP Authentication</li> <li>Windows Authentication</li> <li>Integration Server Authentication</li> </ul> </li> </ul>		he device without ogout. jing out of the
	<ol> <li>Users might not be logged out if both of the following conditions were met:         <ol> <li>The user had been logged in via Usercode Authentication.</li> <li>The operation panel was displaying the interface for the SDK/J applications such as Enhanced Locked Print NX or Global Scan NX.</li> </ol> </li> </ol>		
6.01	1st Mass production		



### Reissued: 07-Dec-10

Model: VM Option Type L

Date: 07-Oct-09

No.: RD467001d

#### **RTB Reissue**

The items in bold italics have been corrected.

Subject: Firmware Release Note: VM Option Type L		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 (Firmw	vare)	🛛 Tier 2

Version	Program No.	Effective Date
6.06.03	D4675200G_upd	November 2010 production
6.05.08	D4675200F_upd	July 2010 production
6.04	D4675200E	November 2009 production
6.03	D4675200D	October 2009 production
6.02	D4675200C	August 2009 production
6.01	D4675200B	1st Mass production

Version	Modified Points or Symptom Corrected
6.06.03	Symptom corrected: 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.
6.05.08	<ol> <li>Symptom corrected:         <ol> <li>If the operator initiates Energy Saver mode manually just after turning on the main power, the machine will return to the Ready condition within a several seconds.</li> <li>If the machine is turned off just after entering Energy Saver mode, it will not be able to enter Energy Saver mode from that point on (the SDK Java platform cannot be started).</li> <li>The following occurs when installing a Type 2 (Java-based) SDK application:                 <ul></ul></li></ol></li></ol>



## Reissued: 07-Dec-10

Model: VM Op	tion Type L	Date: 07-Oct-09	No.: RD467001d	
Version	Modified Points or Symptom Corrected			
	<ol> <li>Modified Points or Symptom Corrected</li> <li>Installation fails if the FAT block of the SD card is less than 1024 bytes (1KB).</li> <li>When the two processes listed below occur simultaneously, the MFP might enter Sleep mode.         <ul> <li>The MFP tries to enter Energy Saver mode.</li> <li>An SDK application (running on the same MFP) tries to prevent the MFP from entering Energy Saver mode.</li> </ul> </li> <li>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.</li> <li>The Java VM may enter a deadlock state if one thread tries to close a thread that is waiting for I/O data.</li> <li>The username used for Basic Authentication cannot be displayed correctly on the MFP's display panel if the username is 20 characters (bytes) long.</li> <li>If the auto-off timer of the device is set to 1 minute and any SDK application is set to automatically start up, SC997 can occur.</li> </ol>			
	12. The USB card reader may stop we unplugged.		leulately alter beilig	
6.04	<ul> <li>Patch Notes:</li> <li>Fixed: The device Start Key may become disabled when accessing a SDK/Type J application (e.g., GlobalScan NX).</li> <li>This issue may occur when using the default Java and SDK/Type J settings, and the following procedure is performed: <ul> <li>a) Turn on the device.</li> <li>b) Switch from a device application to a SDK/Type J application after the Java VM has started-up.</li> </ul> </li> <li>Fixed: The device "User Tools" menu may become unusable.</li> <li>This issue may occur when an SDK/Type J application (e.g., GlobalScan NX) tries to open a software keyboard while an authentication screen is displayed.</li> <li>Fixed: The job list of ELP-NX is not displayed.</li> <li>This issue always occurs when using ELP-NX on a Model S-C4. When accessed, the job list menu is totally blank.</li> </ul>			
0.03	<ul> <li>Patch Notes:</li> <li>Fixed: The device Start Key may beco J application (e.g., GlobalScan NX).</li> <li>This issue may occur when using the of the following procedure is performed: <ul> <li>a) Turn on the device.</li> <li>b) Switch from a device application Java VM has started-up.</li> </ul> </li> <li>Fixed: The device "User Tools" menu This issue may occur when an SDK/Ty tries to open a software keyboard whill</li> </ul>	default Java and SDK/T on to a SDK/Type J app may become unusable. ype J application (e.g., (	ype J settings, and lication after the GlobalScan NX)	



## Reissued: 07-Dec-10

Model: VM Op	otion Type L Date: 07-Oct-09 No.: RD467001d		
Version	Modified Points or Symptom Corrected		
6.02	<ol> <li>Symptom corrected:</li> <li>The displayed image may appear when using an SDK application th Energy Saver mode.</li> <li>The button displays (labels) are no Finnish, Czech, or Hungarian on 4</li> </ol>	at prohibits the machine of displayed in Turkish,	e from entering
	Activation service tool) ver. 2.0.1 c	nanged> Support for the Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later. Card Authentication Package ver.1.3 is now supported.	
	<fixed> 1. An SC997 error will occur after log</fixed>	gging out of the device,	requiring a restart.
	Affected products ST-C4 using GlobalScan NX SDK app	lication version 1.3.0.0	or later.
	Conditions <ul> <li>a) When using any of the follow</li> <li>Admin Authentication</li> <li>User Authentication</li> <li>Basic code Authentication</li> <li>Basic code Authentication</li> <li>b) GlobalScan NX is running of</li> <li>c) Users or Admins must repecycling the power. The erro</li> </ul> 2. The SDK/J's software keyboard of device while the software keyboard of device while the software keyboard <ul> <li>This issue occurs when Authentication Mathematication Mathematication</li> <li>User Code Authentication</li> <li>LDAP Authentication</li> <li>Windows Authenticatiation</li> </ul>	ation on the device. atedly login and out of t r will be thrown after a l loes not close after logg rd is in use. en any of the following o ethods are used: ation	he device without ogout. jing out of the
6.01	<ul> <li>3. Users might not be logged out if b</li> <li>1) The user had been logged i</li> <li>2) The operation panel was dis applications such as Enhan</li> <li>1st Mass production</li> </ul>	n via Usercode Authent splaying the interface fo	tication. or the SDK/J

### Reissued: 05-Jan-11

Model: VM Option Type L

Date: 07-Oct-09 No

No.: RD467001e

#### **RTB Reissue**

The items in bold italics have been corrected.

Subject: Firmware Release Note: VM Option Type L		Prepare	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 (Firmw	vare)	🛛 Tier 2

Version	Program No.	Effective Date
6.07.00	D4675200H_upd	December 2010 production
6.06.03	D4675200G_upd	November 2010 production
6.05.08	D4675200F_upd	July 2010 production
6.04	D4675200E	November 2009 production
6.03	D4675200D	October 2009 production
6.02	D4675200C	August 2009 production
6.01	D4675200B	1st Mass production

Version	Modified Points or Symptom Corrected		
6.07.00	Minor bug correction.		
6.06.03	Symptom corrected: 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.		
6.05.08	<ol> <li>Symptom corrected:         <ol> <li>If the operator initiates Energy Saver mode manually just after turning on the main power, the machine will return to the Ready condition within a several seconds.</li> <li>If the machine is turned off just after entering Energy Saver mode, it will not be able to enter Energy Saver mode from that point on (the SDK Java platform cannot be started).</li> <li>The following occurs when installing a Type 2 (Java-based) SDK application:                 <ul> <li>The machine cannot go off-line unless the main power switch is turned off</li> <li>The "NullPointerException" error message is displayed inside the SDK application screen.</li> <li>If the SD card slot specified for remote installation of a Type 2 (Java-based) SDK application will be installed on a an SD card inserted in a different slot.</li> <li>State on the target device, the application will be installed on a an SD card inserted in a different slot.</li> </ul> </li> </ol></li> </ol>		



## Reissued: 05-Jan-11

Model: VM Op	tion Type L	Date: 07-Oct-09	No.: RD467001e	
Version	Modified Points	or Symptom Correcte	d	
	<ol> <li>Wording errors in the display messages used in the SDK application initial settings screen.</li> <li>Installation fails if the FAT block of the SD card is less than 1024 bytes (1KB).</li> <li>When the two processes listed below occur simultaneously, the MFP might enter Sleep mode.         <ul> <li>The MFP tries to enter Energy Saver mode.</li> <li>An SDK application (running on the same MFP) tries to prevent the MFP from entering Energy Saver mode.</li> </ul> </li> <li>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.</li> </ol>			
	<ol> <li>The Java VM may enter a deadlock state if one thread tries to close a thread that is waiting for I/O data.</li> <li>The username used for Basic Authentication cannot be displayed correctly on the MFP's display panel if the username is 20 characters (bytes) long.</li> <li>If the auto-off timer of the device is set to 1 minute and any SDK application is set to automatically start up, SC997 can occur.</li> <li>The USB card reader may stop working if plugged in immediately after being unplugged.</li> </ol>			
6.04	<ul> <li>Patch Notes:</li> <li>Fixed: The device Start Key may become disabled when accessing a SDK/Type J application (e.g., GlobalScan NX).</li> <li>This issue may occur when using the default Java and SDK/Type J settings, and the following procedure is performed: <ul> <li>a) Turn on the device.</li> <li>b) Switch from a device application to a SDK/Type J application after the Java VM has started-up.</li> </ul> </li> <li>Fixed: The device "User Tools" menu may become unusable.</li> <li>This issue may occur when an SDK/Type J application (e.g., GlobalScan NX) tries to open a software keyboard while an authentication screen is displayed.</li> <li>Fixed: The job list of ELP-NX is not displayed.</li> <li>This issue always occurs when using ELP-NX on a Model S-C4. When accessed, the job list menu is totally blank.</li> </ul>			
6.03	<ul> <li>Patch Notes:</li> <li>Fixed: The device Start Key may beco J application (e.g., GlobalScan NX).</li> <li>This issue may occur when using the of the following procedure is performed: <ul> <li>a) Turn on the device.</li> <li>b) Switch from a device application Java VM has started-up.</li> </ul> </li> </ul>	me disabled when acce default Java and SDK/T	ype J settings, and	
	Fixed: The device "User Tools" menu	may become unusable.		



## Reissued: 05-Jan-11

Model: VM Op	tion Type L	Date: 07-Oct-09	No.: RD467001e		
Version	Modified Points or Symptom Corrected				
	This issue may occur when an SDK/Type J application (e.g., GlobalScan NX)				
6.02	tries to open a software keyboard whi Symptom corrected:	le an authentication scr	een is displayed.		
0.02	<ol> <li>The displayed image may appear incomplete if the power button is pressed when using an SDK application that prohibits the machine from entering Energy Saver mode.</li> <li>The button displays (labels) are not displayed in Turkish, Catalan, Russian, Finnish, Czech, or Hungarian on 4-line LCD models.</li> <li></li> <li></li> <li></li> <li>Support for the Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later.</li> <li>Card Authentication Package ver.1.3 is now supported.</li> <li>ELP NX ver.1.3 is now supported.</li> </ol>				
	<pre><fixed> 1. An SC997 error will occur after logging out of the device, requiring a resta</fixed></pre>				
	Affected products ST-C4 using GlobalScan NX SDK application version 1.3.0.0 or later.				
		ation on the device. eatedly login and out of or will be thrown after a does not close after logg rd is in use. en any of the following o lethods are used: ation	the device without logout. ging out of the		
6.01	<ul> <li>3. Users might not be logged out if k</li> <li>1) The user had been logged</li> <li>2) The operation panel was d applications such as Enhar</li> <li>1st Mass production</li> </ul>	in via Usercode Authen isplaying the interface for	tication. or the SDK/J		

### Reissued: 20-Jun-11

Model: VM Option Type L	VM Option Type L	Option	VM	Model:
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Date: 07-Oct-09

No.: RD467001f

#### **RTB Reissue**

The items in bold italics have been corrected.

Subject: Firmware Release Note: VM Option Type L			Prepare	d by: K. Hamada
From: 1st Overseas Tech Support Sec., 1st PQM Dept.				
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

Version	Program No.	Effective Date
6.08.02	D4675200J_upd	June 2011 production
6.07.00	D4675200H_upd	December 2010 production
6.06.03	D4675200G_upd	November 2010 production
6.05.08	D4675200F_upd	July 2010 production
6.04	D4675200E	November 2009 production
6.03	D4675200D	October 2009 production
6.02	D4675200C	August 2009 production
6.01	D4675200B	1st Mass production

Version	Modified Points or Symptom Corrected			
6.08.02	<ol> <li>Symptom corrected:         <ol> <li>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.</li> <li>Users are not logged out after pressing the "Logout" button on the "User Tools" screen when using CAP with basic authentication.</li> <li>If a user was logged in when the On/Off button is used to turn the device off, the "Cannot Logout" message is displayed the next time the On/Off button is used to turn the device on. The message is displayed even though the user has been logged out.</li> <li>SC997 can occur if an SDK application takes more than 15 seconds start up.</li> <li>An SSL connection cannot be established if a x509 certificate is used but contains a "CRL Distribution Point".</li> </ol> </li> <li>Other changes: Support for eDC-i1.2 and Remote Install Manager V1.1 was added.</li> </ol>			
6.07.00	Minor bug correction.			
6.06.03	Symptom corrected: 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.			



## Reissued: 20-Jun-11

Model: VM Op	tion Type L	Date: 07-Oct-09	No.: RD467001f		
Version	Modified Points or Symptom Corrected				
	Note: This issue does not affect the de	evice's ability to commu	nicate with the DNS		
0.05.00	server.				
6.05.08	<ol> <li>Symptom corrected:         <ol> <li>If the operator initiates Energy Saver mode manually just after turning on the main power, the machine will return to the Ready condition within a several seconds.</li> <li>If the machine is turned off just after entering Energy Saver mode, it will not be able to enter Energy Saver mode from that point on (the SDK Java platform cannot be started).</li> <li>The following occurs when installing a Type 2 (Java-based) SDK application:                 <ul></ul></li></ol></li></ol>				
	<ul> <li>application screen.</li> <li>If the SD card slot specified for remote installation of a Type 2 (Java-based)</li> <li>SDK application does not exist on the target device, the application will be installed on a an SD card inserted in a different slot.</li> <li>Wording errors in the display messages used in the SDK application initial</li> </ul>				
	settings screen. Installation fails if the FAT block of the SD card is less than 1024 bytes (1KB).				
6.04	<ul> <li>(1KB).</li> <li>7. When the two processes listed below occur simultaneously, the MFP might enter Sleep mode. <ul> <li>The MFP tries to enter Energy Saver mode.</li> <li>An SDK application (running on the same MFP) tries to prevent the MFI from entering Energy Saver mode.</li> </ul> </li> <li>8. 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.</li> <li>9. The Java VM may enter a deadlock state if one thread tries to close a threat that is waiting for I/O data.</li> <li>10. The username used for Basic Authentication cannot be displayed correctly on the MFP's display panel if the username is 20 characters (bytes) long.</li> <li>11. If the auto-off timer of the device is set to 1 minute and any SDK application is set to automatically start up, SC997 can occur.</li> <li>12. The USB card reader may stop working if plugged in immediately after beir unplugged.</li> </ul>				
	Patch Notes: Fixed: The device Start Key may beco J application (e.g., GlobalScan NX). This issue may occur when using the of the following procedure is performed: a) Turn on the device. b) Switch from a device application Java VM has started-up.	default Java and SDK/T	ype J settings, and		



## Reissued: 20-Jun-11

Model: VM Op	tion Type L	Date: 07-Oct-09	No.: RD467001f
Version		or Symptom Correcte	
	Fixed: The device "User Tools" menu This issue may occur when an SDK/Ty tries to open a software keyboard whil Fixed: The job list of ELP-NX is not dis This issue always occurs when using	ype J application (e.g., ( e an authentication scre splayed.	GlobalScan NX) een is displayed.
	accessed, the job list menu is totally b		
6.03	Patch Notes: Fixed: The device Start Key may becc J application (e.g., GlobalScan NX). This issue may occur when using the the following procedure is performed: a) Turn on the device. b) Switch from a device application Java VM has started-up.	default Java and SDK/T	ype J settings, and
	Fixed: The device "User Tools" menu This issue may occur when an SDK/T tries to open a software keyboard whil	ype J application (e.g., (	GlobalScan NX)
6.02	<ul> <li>Symptom corrected:</li> <li>1. The displayed image may appear incomplete if the power button is pressed when using an SDK application that prohibits the machine from entering Energy Saver mode.</li> <li>2. The button displays (labels) are not displayed in Turkish, Catalan, Russian Finnish, Czech, or Hungarian on 4-line LCD models.</li> </ul>		e from entering
	<changed> <ol> <li>Support for the Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later.</li> <li>Card Authentication Package ver.1.3 is now supported.</li> <li>ELP NX ver.1.3 is now supported.</li> <li></li> <li></li> <li></li> <li>An SC997 error will occur after logging out of the device, requiring a restart.</li> <li>Affected products</li> </ol></changed>		
<ul> <li>ST-C4 using GlobalScan NX SDK application version 1.3.0.0 or la</li> <li>Conditions <ul> <li>a) When using any of the following Authentication method</li> <li>Admin Authentication</li> <li>User Authentication</li> <li>Basic code Authentication</li> <li>b) GlobalScan NX is running on the device.</li> <li>c) Users or Admins must repeatedly login and out of the d cycling the power. The error will be thrown after a logou</li> </ul> </li> <li>2. The SDK/J' s software keyboard does not close after logging of device while the software keyboard is in use.</li> </ul>		thods: he device without ogout.	



## Reissued: 20-Jun-11

Model: VM Option Type L Date: 07-Oct-09		Date: 07-Oct-09	No.: RD467001f	
Version	Modified Po	Modified Points or Symptom Corrected		
		- This issue occurs when any of the following device		
	Authentication Methods are used:			
	- User Code Authentication			
	- Basic Authentication			
	- LDAP Authentication			
	<ul> <li>Windows Authentication</li> </ul>			
	- Integration Server Authentication			
	<ol> <li>Users might not be logged out if both of the following conditions were met:         <ol> <li>The user had been logged in via Usercode Authentication.</li> <li>The operation panel was displaying the interface for the SDK/J applications such as Enhanced Locked Print NX or GlobalScan NX.</li> </ol> </li> </ol>			
6.01	1st Mass production			

## RICOH

## Technical Bulletin

Reissued: 15-Nov-11

Model: VM Option Type L

Date: 20-Jul-11

No.: RD467002a

#### **RTB Reissue**

The items in <b>bold italics</b> have been corrected.					
Subject: Firmware Release Note: (Java VM v6 for eDC)			Prepared by: H. Tamaki		
From: MFP/Printer Tech Service Dept., 1st Tech Service Sect.					
Classification:	Troubleshooting	Part information	Action required		
	Mechanical	Electrical	Service manual revision		
	Paper path	Transmit/receive	Retrofit information		
	Product Safety	🛛 Other (Firmware)	🖂 Tier 2		

This RTB has been issued to announce the firmware release information for the **Java VM** v6 for eDC.

Version	Program No.	Effective Date
6.09.01	D4675200K_edc	November 2011 production
6.08.02	D4675200J_edc	June 2011 production

Version	Modified Points or Symptom Corrected		
6.09.01	*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.		
6.08.02	Initial release		



### Reissued: 21-Nov-11

Model: VM Option Type L

Date: 07-Oct-09

No.: RD467001g

#### **RTB Reissue**

The items in bold italics have been corrected.

Subject: Firmware Release Note: VM Option Type L			Prepared by: H. Tamaki
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept			
Classification:	Troubleshooting Mechanical Paper path	<ul> <li>Part information</li> <li>Electrical</li> <li>Transmit/receive</li> </ul>	<ul> <li>Action required</li> <li>Service manual revision</li> <li>Retrofit information</li> </ul>
	Product Safety	Other (Firmware)	🖾 Tier 2

Version	Program No.	Effective Date
6.09.01	D4675200K_upd	November 2011 production
6.08.02	D4675200J_upd	June 2011 production
6.07.00	D4675200H_upd	December 2010 production
6.06.03	D4675200G_upd	November 2010 production
6.05.08	D4675200F_upd	July 2010 production
6.04	D4675200E	November 2009 production
6.03	D4675200D	October 2009 production
6.02	D4675200C	August 2009 production
6.01	D4675200B	1st Mass production

om corrected: K/J starting logo screen does not change. Inerability to the re-negotiation of SSL/TLS. Iti installation to HDD fails for VM card Type-C applications. her minor bug corrections. changes: rberos certification corresponding to RC4-HMAC code form. I card Type-C application remote installation.
rberos certification corresponding to RC4-HMAC code form.
calu i ype c application remote instanation.
om corrected: emote Manager v2 may not be able to communicate with the device if it as more than 1 minute to assign the device an IP address via DHCP. ers are not logged out after pressing the "Logout" button on the "User ols" screen when using CAP with basic authentication. a user was logged in when the On/Off button is used to turn the device off, e "Cannot Logout" message is displayed the next time the On/Off button is ed to turn the device on. The message is displayed even though the user s been logged out. 2997 can occur if an SDK application takes more than 15 seconds start



### Reissued: 21-Nov-11

Model: VM Option Type L Date: 07-Oct-09 No.: RD4670			
Version	Modified Points or Symptom Corrected		
	Contains a "CRL Distribution Point Other changes: Support for eDC-i1.2 and Remote Inst		
6.07.00	Minor bug correction.		
6.06.03	Symptom corrected: The JavaVM would not update the DN which could eventually prevent the SD communicating. Note: This issue does not affect the de server.	K application and DNS	server from
6.05.08	<ul> <li>Server.</li> <li>Symptom corrected:</li> <ol> <li>If the operator initiates Energy Samain power, the machine will returs seconds.</li> <li>If the machine is turned off just affibe able to enter Energy Saver morplatform cannot be started).</li> <li>The following occurs when installition - The window that shows the installine - The WullPointerException" entry off</li> <li>The The "NullPointerException" entry application screen.</li> </ol></ul> 4. If the SD card slot specified for real SDK application does not exist on installed on a an SD card inserted 5. Wording errors in the display mest settings screen. 6. Installation fails if the FAT block of (1KB). 7. When the two processes listed be enter Sleep mode. <ul> <li>The MFP tries to enter Energy</li> <li>An SDK application (running of from entering Energy Saver mistalled on that MFP, users are low MFP's embedded scanner application is installed on that MFP, users are low MFP's embedded scanner application is installed on that MFP, users are low MFP's embedded scanner application is installed on that MFP, users are low MFP's embedded scanner application ("Prg. Dest." button) is used. </li> <li>9. The Java VM may enter a deadloor that is waiting for I/O data.</li> <li>10. The username used for Basic Aut on the MFP's display panel if the user is set to automatically start up, SC</li> <li>12. The USB card reader may stop wounplugged.</li> </ul>	rn to the Ready condition ter entering Energy Sav de from that point on (the ing a Type 2 (Java-base stallation status remains the unless the main power for message is displaye mote installation of a Typ the target device, the a lin a different slot. sages used in the SDK f the SD card is less that low occur simultaneous Saver mode. In the same MFP) tries the ode. Saver mode. In the same MFP) tries the ode. Saver mode. In the same MFP) tries the ode. Saver mode the SDK ap ation's destination regist ck state if one thread trie hentication cannot be d username is 20 character is set to 1 minute and a 2997 can occur.	on within a several er mode, it will not he SDK Java ed) SDK application: a displayed ver switch is turned d inside the SDK (pe 2 (Java-based)) application will be application initial an 1024 bytes sly, the MFP might to prevent the MFP in SDK application oplication if the ration function es to close a thread isplayed correctly ers (bytes) long. ny SDK application
6.04	Patch Notes:		
0.07			



## Reissued: 21-Nov-11

Model: VM Op	tion Type L	Date: 07-Oct-09	No.: RD467001g	
Version	Modified Points or Symptom Corrected			
	<ul> <li>Fixed: The device Start Key may become disabled when accessing a SDK/Ty J application (e.g., GlobalScan NX).</li> <li>This issue may occur when using the default Java and SDK/Type J settings, a the following procedure is performed: <ul> <li>a) Turn on the device.</li> <li>b) Switch from a device application to a SDK/Type J application after the Java VM has started-up.</li> </ul> </li> </ul>			
	Fixed: The device "User Tools" menu may become unusable. This issue may occur when an SDK/Type J application (e.g., GlobalSca tries to open a software keyboard while an authentication screen is disp			
	Fixed: The job list of ELP-NX is not displayed. This issue always occurs when using ELP-NX on a Model S-C4. When accessed, the job list menu is totally blank.			
6.03	<ul> <li>Patch Notes:</li> <li>Fixed: The device Start Key may become disabled when accessing a SDK/Type J application (e.g., GlobalScan NX).</li> <li>This issue may occur when using the default Java and SDK/Type J settings, and the following procedure is performed: <ul> <li>a) Turn on the device.</li> <li>b) Switch from a device application to a SDK/Type J application after the Java VM has started-up.</li> </ul> </li> </ul>			
	Fixed: The device "User Tools" menu may become unusable. This issue may occur when an SDK/Type J application (e.g., GlobalScan N tries to open a software keyboard while an authentication screen is display			
6.02	<ol> <li>Symptom corrected:</li> <li>The displayed image may appear when using an SDK application th Energy Saver mode.</li> <li>The button displays (labels) are no Finnish, Czech, or Hungarian on 4</li> </ol>	at prohibits the machine ot displayed in Turkish,	e from entering	
	<changed> <ol> <li>Support for the Embedded Software</li> <li>Activation service tool) ver. 2.0.1 of 2.</li> <li>Card Authentication Package ver.</li> <li>ELP NX ver.1.3 is now supported.</li> </ol></changed>	or later. 1.3 is now supported.	nstallation and	
	<fixed> 1. An SC997 error will occur after log Affected products ST-C4 using GlobalScan NX SDK app</fixed>			
	Conditions			



## Reissued: 21-Nov-11

Model: VM Option Type L Date: 07-Oct-09 No.: RD46		No.: RD467001g	
Version	Modified Points or Symptom Corrected		
	a) When using any of the following Authentication methods:		
	- Admin Authentication		
	- User Authentication		
	<ul> <li>Basic code Authentication</li> </ul>		
	b) GlobalScan NX is running on the device.		
	c) Users or Admins must repeatedly login and out of the device without		
	cycling the power. The error will be thrown after a logout.		
	2. The SDK/J's software keyboard does not close after logging out of the		
	device while the software keyboard is in use This issue occurs when any of the following device		
	Authentication Methods are used:		
	<ul> <li>User Code Authentication</li> <li>Basic Authentication</li> </ul>		
	- LDAP Authentication		
	- Windows Authentication		
	<ul> <li>Integration Server Authentication</li> <li>Users might not be logged out if both of the following conditions were met: <ol> <li>The user had been logged in via Usercode Authentication.</li> </ol> </li> </ul>		
	2) The operation panel was displaying the interface for the SDK/J		
	applications such as Enha	Inced Locked Print NX or	<sup>r</sup> GlobalScan NX.
6.01	1st Mass production		