Model: VM Option Type L		Date: 07-Oct-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	☐ 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 **VM Option Type L.**

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	**Symptom corrected:**
	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.
	2. The button displays (labels) are not displayed in Turkish, Catalan, Russian, Finnish, Czech, or Hungarian on 4-line LCD models.
	
	\<Changed>
	1. Support for the Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later.
	2. Card Authentication Package ver.1.3 is now supported.
	3. ELP NX ver.1.3 is now supported.
	
	\<Fixed>
	1. An SC997 error will occur after logging out of the device, requiring a restart.
	
	Affected products
	ST-C4 using GlobalScan NX SDK application version 1.3.0.0 or later.
	
	Conditions
	   a) When using any of the following Authentication methods:
	     • Admin Authentication
	     • User Authentication
	     • Basic code Authentication
	   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:
	   - User Code Authentication

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Version	Modified Points or Symptom Corrected

	- Basic Authentication
	- LDAP Authentication
	- Windows Authentication
	- Integration Server Authentication
	
	3. Users might not be logged out if both of the following conditions were met:
	  1) The user had been logged in via Usercode Authentication.
	  2) The operation panel was displaying the interface for the SDK/J applications such as Enhanced Locked Print NX or Global Scan NX.

6.01	1st Mass production

RICOH **T**echnical **B**ulletin

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 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 **VM Option Type L.**

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:* *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.* *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	Symptom corrected: 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. 2. The button displays (labels) are not displayed in Turkish, Catalan, Russian, Finnish, Czech, or Hungarian on 4-line LCD models. <Changed> 1. Support for the Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later. 2. Card Authentication Package ver.1.3 is now supported. 3. ELP NX ver.1.3 is now supported. <Fixed> 1. An SC997 error will occur after logging out of the device, requiring a restart.

Model: VM Option Type L	Date: 07-Oct-09	No.: RD467001a

Version	Modified Points or Symptom Corrected

	Affected products
	ST-C4 using GlobalScan NX SDK application version 1.3.0.0 or later.
	
	Conditions
	     a) When using any of the following Authentication methods:
	         • Admin Authentication
	         • User Authentication
	         • Basic code Authentication
	     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:
	    - User Code Authentication
	    - Basic Authentication
	    - LDAP Authentication
	    - Windows Authentication
	    - Integration Server Authentication
	
	3. Users might not be logged out if both of the following conditions were met:
	    1) The user had been logged in via Usercode Authentication.
	    2) The operation panel was displaying the interface for the SDK/J applications such as Enhanced Locked Print NX or Global Scan NX.

6.01	1st Mass production

Reissued: 30-Nov-09

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

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:* *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.* *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.

Model: VM Option Type L	Date: 07-Oct-09	No.: RD467001b

Version	Modified Points or Symptom Corrected
	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	Symptom corrected:
	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.
	2. The button displays (labels) are not displayed in Turkish, Catalan, Russian, Finnish, Czech, or Hungarian on 4-line LCD models.
	
	<Changed>
	1. Support for the Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later.
	2. Card Authentication Package ver.1.3 is now supported.
	3. ELP NX ver.1.3 is now supported.
	
	<Fixed>
	1. An SC997 error will occur after logging out of the device, requiring a restart.
	
	Affected products
	ST-C4 using GlobalScan NX SDK application version 1.3.0.0 or later.
	
	Conditions
	    a) When using any of the following Authentication methods:
	        • Admin Authentication
	        • User Authentication
	        • Basic code Authentication
	    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:
	    - User Code Authentication
	    - Basic Authentication
	    - LDAP Authentication
	    - Windows Authentication
	    - Integration Server Authentication
	
	3. Users might not be logged out if both of the following conditions were met:
	    1) The user had been logged in via Usercode Authentication.
	    2) The operation panel was displaying the interface for the SDK/J applications such as Enhanced Locked Print NX or Global Scan NX.

6.01	1st Mass production

Reissued: 19-Aug-10

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

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* *- The machine cannot go off-line unless the main power switch is turned off* *- The "NullPointerException" error message is displayed inside the SDK application screen.* *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 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*

Reissued: 19-Aug-10

Model: VM Option Type L	Date: 07-Oct-09	No.: RD467001c

Version	Modified Points or Symptom Corrected
	MFP from entering Energy Saver mode. 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.*** 9. ***The Java VM may enter a deadlock state if one thread tries to close a thread that is waiting for I/O data.*** 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.*** 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.*** 12. ***The USB card reader may stop working if plugged in immediately after being unplugged.***

6.04	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.
	
	 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.
	
	 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	Symptom corrected: 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. 2. The button displays (labels) are not displayed in Turkish, Catalan, Russian,

Model: 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>
	1. Support for the Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later.
	2. Card Authentication Package ver.1.3 is now supported.
	3. ELP NX ver.1.3 is now supported.
	
	<Fixed>
	1. An SC997 error will occur after logging out of the device, requiring a restart.
	
	Affected products
	ST-C4 using GlobalScan NX SDK application version 1.3.0.0 or later.
	
	Conditions
	    a) When using any of the following Authentication methods:
	      - Admin Authentication
	      - User Authentication
	      - Basic code Authentication
	    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:
	      - User Code Authentication
	      - Basic Authentication
	      - LDAP Authentication
	      - Windows Authentication
	      - Integration Server Authentication
	
	3. Users might not be logged out if both of the following conditions were met:
	    1) The user had been logged in via Usercode Authentication.
	    2) The operation panel was displaying the interface for the SDK/J applications such as Enhanced Locked Print NX or Global Scan NX.

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 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 **VM Option Type L.**

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	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
	   - The machine cannot go off-line unless the main power switch is turned off
	   - The "NullPointerException" error message is displayed inside the SDK application screen.
	 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.

Model: VM Option Type L	Date: 07-Oct-09	No.: RD467001d

Version	Modified Points or Symptom Corrected
	6. Installation fails if the FAT block of the SD card is less than 1024 bytes (1KB).
	7. 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.
	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.
	9. The Java VM may enter a deadlock state if one thread tries to close a thread that is waiting for I/O data.
	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.
	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.
	12. The USB card reader may stop working if plugged in immediately after being unplugged.

6.04	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.
	
	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.
	
	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.

Reissued: 07-Dec-10

Model: VM Option Type L	Date: 07-Oct-09	No.: RD467001d

Version	Modified Points or Symptom Corrected

6.02	Symptom corrected:
	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.
	2. The button displays (labels) are not displayed in Turkish, Catalan, Russian, Finnish, Czech, or Hungarian on 4-line LCD models.
	
	<Changed>
	1. Support for the Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later.
	2. Card Authentication Package ver.1.3 is now supported.
	3. ELP NX ver.1.3 is now supported.
	
	<Fixed>
	1. An SC997 error will occur after logging out of the device, requiring a restart.
	
	Affected products
	ST-C4 using GlobalScan NX SDK application version 1.3.0.0 or later.
	
	Conditions
	      a) When using any of the following Authentication methods:
	            - Admin Authentication
	            - User Authentication
	            - Basic code Authentication
	      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:
	          - User Code Authentication
	          - Basic Authentication
	          - LDAP Authentication
	          - Windows Authentication
	          - Integration Server Authentication
	
	3. Users might not be logged out if both of the following conditions were met:
	     1) The user had been logged in via Usercode Authentication.
	     2) The operation panel was displaying the interface for the SDK/J applications such as Enhanced Locked Print NX or GlobalScan NX.

6.01	1st Mass production

Reissued: 05-Jan-11

Model: VM Option Type L	Date: 07-Oct-09	No.: RD467001e

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 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 **VM Option Type L.**

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	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
	   - The machine cannot go off-line unless the main power switch is turned off
	   - The "NullPointerException" error message is displayed inside the SDK application screen.
	 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.

Model: VM Option Type L	Date: 07-Oct-09	No.: RD467001e

Version	Modified Points or Symptom Corrected

	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 than 1024 bytes (1KB).
	7. 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.
	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.
	9. The Java VM may enter a deadlock state if one thread tries to close a thread that is waiting for I/O data.
	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.
	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.
	12. The USB card reader may stop working if plugged in immediately after being unplugged.

6.04	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.
	
	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.
	
	Fixed: The device "User Tools" menu may become unusable.

Reissued: 05-Jan-11

Model: VM Option 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) tries to open a software keyboard while an authentication screen is displayed.

6.02	Symptom corrected:
	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.
	2. The button displays (labels) are not displayed in Turkish, Catalan, Russian, Finnish, Czech, or Hungarian on 4-line LCD models.
	
	<Changed>
	1. Support for the Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later.
	2. Card Authentication Package ver.1.3 is now supported.
	3. ELP NX ver.1.3 is now supported.
	
	<Fixed>
	1. An SC997 error will occur after logging out of the device, requiring a restart.
	
	Affected products
	ST-C4 using GlobalScan NX SDK application version 1.3.0.0 or later.
	
	Conditions
	    a) When using any of the following Authentication methods:
	       - Admin Authentication
	       - User Authentication
	       - Basic code Authentication
	    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:
	       - User Code Authentication
	       - Basic Authentication
	       - LDAP Authentication
	       - Windows Authentication
	       - Integration Server Authentication
	
	3. Users might not be logged out if both of the following conditions were met:
	    1) The user had been logged in via Usercode Authentication.
	    2) The operation panel was displaying the interface for the SDK/J applications such as Enhanced Locked Print NX or GlobalScan NX.

6.01	1st Mass production

Reissued: 20-Jun-11

Model: VM Option Type L	Date: 07-Oct-09	No.: RD467001f

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 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 **VM Option Type L.**

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	*Symptom corrected:* *1. Remote Manager v2 may not be able to communicate with the device if it takes more than 1 minute to assign the device an IP address via DHCP.* *2. Users are not logged out after pressing the "Logout" button on the "User Tools" screen when using CAP with basic authentication.* *3. If a user was logged in when the On/Off button is used to turn the device off, the "Cannot Logout" message is displayed the next time the On/Off button is used to turn the device on. The message is displayed even though the user has been logged out.* *4. 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 contains a "CRL Distribution Point".* *Other changes:* *Support for eDC-i1.2 and Remote Install Manager V1.1 was added.*
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 Option Type L	Date: 07-Oct-09	No.: RD467001f

Version	Modified Points or Symptom Corrected
	Note: This issue does not affect the device's ability to communicate with the DNS server.

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
	  - The machine cannot go off-line unless the main power switch is turned off
	  - The "NullPointerException" error message is displayed inside the SDK application screen.
	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 than 1024 bytes (1KB).
	7. 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.
	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.
	9. The Java VM may enter a deadlock state if one thread tries to close a thread that is waiting for I/O data.
	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.
	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.
	12. The USB card reader may stop working if plugged in immediately after being unplugged.

6.04	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.

Model: VM Option Type L	Date: 07-Oct-09	No.: RD467001f

Version	Modified Points or Symptom Corrected
	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.
	
	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	Symptom corrected:
	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.
	2. The button displays (labels) are not displayed in Turkish, Catalan, Russian, Finnish, Czech, or Hungarian on 4-line LCD models.
	
	<Changed>
	1. Support for the Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later.
	2. Card Authentication Package ver.1.3 is now supported.
	3. ELP NX ver.1.3 is now supported.
	
	<Fixed>
	1. An SC997 error will occur after logging out of the device, requiring a restart.
	
	Affected products
	ST-C4 using GlobalScan NX SDK application version 1.3.0.0 or later.
	
	Conditions
	    a) When using any of the following Authentication methods:
	        - Admin Authentication
	        - User Authentication
	        - Basic code Authentication
	    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.

Reissued: 20-Jun-11

Model: VM Option Type L		Date: 07-Oct-09	No.: RD467001f
Version	**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 - Windows Authentication - Integration Server Authentication 3. Users might not be logged out if both of the following conditions were met: 　1) The user had been logged in via Usercode Authentication. 　2) The operation panel was displaying the interface for the SDK/J applications such as Enhanced Locked Print NX or GlobalScan NX.		
6.01	1st Mass production		

Reissued: 15-Nov-11

Model: **VM Option Type L**	Date: 20-Jul-11	No.: RD467002a

RTB Reissue

The items in **_bold italics_** 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	☐ 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 **VM Option Type L.**

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

Version	Modified Points or Symptom Corrected
6.09.01	*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	Symptom corrected: 1. Remote Manager v2 may not be able to communicate with the device if it takes more than 1 minute to assign the device an IP address via DHCP. 2. Users are not logged out after pressing the "Logout" button on the "User Tools" screen when using CAP with basic authentication. 3. If a user was logged in when the On/Off button is used to turn the device off, the "Cannot Logout" message is displayed the next time the On/Off button is used to turn the device on. The message is displayed even though the user has been logged out. 4. 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

Model: VM Option Type L	Date: 07-Oct-09	No.: RD467001g

Version	Modified Points or Symptom Corrected
	contains a "CRL Distribution Point". Other changes: Support for eDC-i1.2 and Remote Install Manager V1.1 was added.
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	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
	  - The machine cannot go off-line unless the main power switch is turned off
	  - The "NullPointerException" error message is displayed inside the SDK application screen.
	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 than 1024 bytes (1KB).
	7. 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.
	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.
	9. The Java VM may enter a deadlock state if one thread tries to close a thread that is waiting for I/O data.
	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.
	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.
	12. The USB card reader may stop working if plugged in immediately after being unplugged.

6.04	Patch Notes:

Model: VM Option Type L	Date: 07-Oct-09	No.: RD467001g

Version	Modified Points or Symptom Corrected

	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.
	
	 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.
	
	 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	Symptom corrected: 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. 2. The button displays (labels) are not displayed in Turkish, Catalan, Russian, Finnish, Czech, or Hungarian on 4-line LCD models. <Changed> 1. Support for the Embedded Software Remote Manager (Installation and Activation service tool) ver. 2.0.1 or later. 2. Card Authentication Package ver.1.3 is now supported. 3. ELP NX ver.1.3 is now supported. <Fixed> 1. An SC997 error will occur after logging out of the device, requiring a restart. Affected products ST-C4 using GlobalScan NX SDK application version 1.3.0.0 or later. Conditions

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Model: VM Option Type L	Date: 07-Oct-09	No.: RD467001g

Version	Modified Points or Symptom Corrected

	a) When using any of the following Authentication methods:
	      - Admin Authentication
	      - User Authentication
	      - Basic code Authentication
	   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:
	      - User Code Authentication
	      - Basic Authentication
	      - LDAP Authentication
	      - Windows Authentication
	      - Integration Server Authentication
	
	3. Users might not be logged out if both of the following conditions were met:
	   1) The user had been logged in via Usercode Authentication.
	   2) The operation panel was displaying the interface for the SDK/J applications such as Enhanced Locked Print NX or GlobalScan NX.

6.01	1st Mass production