Reissued: 7-Apr-05

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001a

RTB Reissue

The items in bold italics have been added.

Subject: Controller Firmware Release History (System)	Prepared by: A. Ishiyama
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
	☒ Other ( )		

This RTB has been issued to announce the firmware history for the <u>System</u> of the Model K-P4 (G116 model).

Version	Program No.	C. SUM	Effective Date
1.03	*G1165430B*	*B52D*	*April '05 production*
1.01	G1165430A	F297	1st mass production (Jan 2005)

Descriptions of changes

Version	Symptom Corrected
1.03	*(Minor change applied for the Japan model only).*
1.01	1st Mass Production

Model: Model K-P4	Date: 17-Feb-05	No.: RG116002b

RTB Reissue
The items in bold italics have been added.

Subject: Controller Firmware Release History (Printer)	Prepared by: A. Ishiyama
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
	☒ Other ( )		

This RTB has been issued to announce the firmware history for the <u>Printer</u> of the Model K-P4 (G116 model).

Version	Program No.	C. SUM	Effective Date
1.04.2	*G1165441C*	*1AFF*	*July '05 production*
1.03	G1165441B	5703	April '05 production
1.01	G1165441A	D99C	1st mass production (Jan 2005)

Version	Symptom Corrected

1.04.2	1. *Sometimes, the keys on the operation panel do not work when the machine is in the Toner End condition.*
	2. *Sometimes, the machine stalls when a duplex job is sent from an RPCS driver and then the job is cancelled.*
	
	Other changes:
	3. *Some features of a customization were added as standard:*
	 - *The IP address is displayed on the LCD.*
	 - *Thai and non-English Latin characters can be printed with the PS driver*
	
	<u>Important</u>: To use these new features, you need to install all of the following firmware together as a set.
	    System v1.04 or later (P/N #G1165430C)
	    Printer v1.04.2 or later (P/N #G1165441C)
	    Websys v1.02 or later (P/N #G1165433B)

1.03	No changes (version standardization with System firmware only).
1.01	1st Mass Production

RICOH

Technical Bulletin

Reissued: 29-Jun-05

Model: Model K-P4	Date: 17-Feb-05	No.: RG116003a

RTB Reissue

The items in bold italics have been added.

Subject: Controller Firmware Release History (NCS)	Prepared by: A. Ishiyama
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
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the <u>NCS.</u>

Version	Program No.	C. SUM	Effective Date
4.14.1	*G1165432B*	*A964*	*July '05 production*
4.08.1	G1165432A	12A6	1st mass production (Jan 2005)

Version	Symptom Corrected
4.14.1	*1. If the paper type setting is changed with WIM while "Permit Settings by SNMPv1 and v2" is disabled, the browser will timeout. The paper type setting change will not be saved.* *2. SNMPv1/v2 will still send SNMP traps even if the SNMPv1/v2 function is disabled.* *3. Sometimes after a power cycle, the device will be unable to accept jobs from standard TCP/IP or SDM ports.* *4. The SNMP buffer may become full when a lot of SNMP traffic is sent to the device. As a result, the device cannot reply to SNMP requests.* *5. SDM for Admin cannot retrieve 1394 hostnames and devices when it is installed on a client PC with 1394 and Ethernet interfaces.* *6. The SNMP service may not start when the device is turned on. Utilities using SNMP do not receive status updates from the device.* *Other changes:* *Some features of a customization were added as standard:* *- The device can accept more than one diprint (port9100) session.* *- Communication via diprint (port 9100) is asynchronous.*
4.08.1	1st Mass Production

Model: Model K-P4	Date: 21-Apr-06	No.: RG116004b

RTB Reissue

The items in **bold italics** have been added.

Subject: Controller Firmware Release History (Websys)	Prepared by: H. Saitoh
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 ☒ Other ( )	

This RTB has been issued to announce the firmware release information for the <u>Websys.</u>

Version	Program No.	C. SUM	Effective Date
1.02	G1165433B	E686	July '05 production
1.00	G1165433A	9274	1st mass production (Jan 2005)

Version	Symptom Corrected
1.02	**Note: Websys firmware Ver 1.02 or later must be used with System firmware v1.04 or later and Printer firmware v1.04.2 or later and NCS firmware v4.14.1 or later.** **System v1.04 (P/N #G1165430C) or later** **Printer v1.04.2 (P/N #G1165441C) or later** **NCS v4.14.1 (P/N #G1165432B) or later** **Websys v1.02 or later (P/N #G1165433B)** The following features from a customization were added to WIM as standard: - Display IP Address on the Display Panel: The device's IP address is displayed on the LCD. (Sp5-055-001; [Configuration – Device Settings – System]) - Permit ROM Update: Allows the ROM firmware to be updated remotely via the local network. (Sp5-886-001; [Configuration – ROM Update]
1.00	1st Mass Production

RICOH

Technical Bulletin

Reissued: 30-Nov-05

Model: Model K-P4	Date: 17-Feb-05	No.: RG116005a

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Netfile)	Prepared by: A. Ishiyama
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
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the Netfile.

Version	Program No.	Effective Date
1.00	*G1165435B*	*November '05 production*
0.25	G1165435A	1st mass production (Jan 2005)

Version	Symptom Corrected
1.00	*The following operations may not be completed if two or more PCs access the printer at the same time:* *- Configuring the device with the "User Management Tool" of SDM for Admin.* *- Printing to an SDM port.*
0.25	1st Mass Production

RICOH

Technical Bulletin

Model: Model K-P4	Date: 17-Feb-05	No.: RG116006

Subject: Firmware Release History (Font)	Prepared by: A. Ishiyama
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
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the Font.

Version	Program No.	C. SUM	Effective Date
1.01	G1165444A	21F7	1st mass production (Jan 2005)

Version	Symptom Corrected
1.01	1st Mass Production

Reissued: 30-Nov-05

Model: Model K-P4	Date: 17-Feb-05	No.: RG116007a

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Engine)		Prepared by: A. Ishiyama
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ( )	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Action required ☐ Service manual revision ☐ Retrofit information

This RTB has been issued to announce the firmware release information for the Engine.
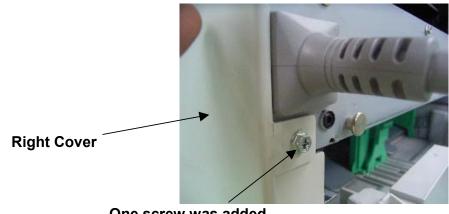
Version	Program No.	Effective Date
1.03:20	*G1115136C*	*November 2005 production*
1.02:20	G1115136B	1st mass production (Jan 2005)

Version	Symptom Corrected
1.03:20	*SP5930-2 was added to Meter Charge Mode:*

5930	Meter charge mode	
5930 1	**No,** Yes	Enables or disables meter-charge mode.
5930 2	**No,** Yes	Displays or does not display "Replace Maintenance Kit"
		Important: Turn the main switch off/on after changing this setting. **Meter charge mode disabled (Default):** • The meter charge counter is not shown when the Menu key is pressed. • The PM counter resets automatically after the user replaces the fusing unit. • Regardless of setting of SP5930 2, the machine displays "Replace Maintenance Kit" (the user replaces the maintenance kit items). **Meter charge mode enabled:** • The meter charge counter is shown immediately after the Menu key is pressed. • The technician must reset the PM counter after finishing PM. **Display of "Replace Maintenance Kit" (SP5930 2):** When enabling meter charge mode, you can select display/not display of "Replace Maintenance Kit" by SP5930 2. • If it is set to "Yes", "Replace Maintenance Kit" is displayed on the operation panel when the PM counter runs out. • If it is set to "No", "Replace Maintenance Kit" is not displayed on the operation panel when the PM counter runs out.

Important: To use the above new feature, you need to install all of the following firmware together as a set.

- *System v1.05 or later (P/N #G1165430D)*
- *Printer v1.05 or later (P/N #G1165441D)*
- *Engine v1.03:20 or later (P/N #G1115136C)*

1.02:20	1st Mass Production

Model: Model K-P4	Date: 25-Mar-05	No.: RG116008

Subject: Right Cover	Prepared by: A. Ishiyama
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
	☐ Other ( )		

The procedure below was changed from the beginning of mass production:

One screw (🔩 **x 1**) was added to the step for removing the right cover. See the **bold, underlined** area.

3.3.6 EXTERIOR COVERS [G116]

To remove the left or right cover, separate the machine from the optional paper tray unit first.

Open the front cover.

G091R702.WMF

G091R703.WMF

[A]: Left cover (🔩 x 2)
[B]: Front cover (3 clamps, 2 harnesses)
[C]: Right cover (3 hooks **and 🔩 x 1**)

Right Cover

One screw was added

Reissued: 21-Jun-07

Model: Model K-P4	Date: 25-Mar-05	No.: RG116009a

RTB Reissue
The items in **bold italics** were added or changed, and some items were deleted.

Subject: Bypass Tray Paper Pick-up Mechanism	Prepared by: Y.Yoshida
From: 1st Tech. Support Sec. Service Support Dept.	

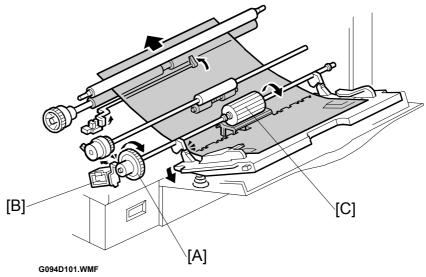| Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

Important Note on the Bypass Feed Mechanism

The paper feed mechanism for the bypass tray was **permanently changed** to a solenoid system. **This is to ensure high reliability of the paper feed mechanism.**

Note:
● This is the same solenoid system that is used on the C-P1/K-P3.
● See MB MG116005 for the P/N details.

Solenoid System: Same as the C-P1/K-P3 system

G094D101.WMF

[A] Bypass feed gear

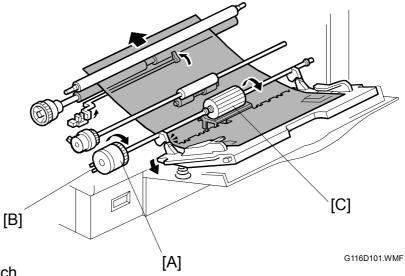[B] Solenoid

[C] Bypass feed roller

Model: Model K-P4	Date: 25-Mar-05	No.: RG116009a

Clutch System: Originally designed for the C-P2/K-P4

G116D101.WMF

[A] Bypass feed clutch

[B] Stopper

[C] Bypass feed roller

Model: Model K-P4	Date: 19-Apr-05	No.: RG116010

Subject: Controller NVRAM		Prepared by: A. Ishiyama
From: 1st Technical Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☒ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Other ( )	

Important Note: Blank NVRAM Service Parts

When you replace the controller NVRAM in the field, use the part shown below. This part is already listed in the Parts Catalog.

Model	Part No.	Description	IC No.	Product Code	Parts Catalog Information	
					Page	Index
K-P1	14075335	RAM – STK12C68-P55	IC27	G056/G058	27, 29	119
K-P2	14075497	RAM – FM1808-120-P	IC54	G073	27, 29	124
				G074	31, 33	121
K-P3	14075856	RAM – FM18L08-70-P	IC68	G091	29, 35	126
K-P4	14076465	RAM:FM25L256-PG(REV.AG)	IC5	G116	40, 45	130
C-P1	14075856	RAM – FM18L08-70-P	IC68	G094	31, 37	122
				G095	41, 47	126
C-P2b	14075856	RAM – FM18L08-70-P	IC68	G112	53, 57	121
C-P2c	14076465	RAM:FM25L256-PG(REV.AG)	IC5	G113	60, 65	130

- This is **completely blank** NVRAM. When you get this part from the Parts Center, it does **not** have a value of "0".

- After you install this NVRAM and turn the power OFF/ON, the machine will put a value of "0" inside the NVRAM.

IMPORTANT: When you install this NVRAM, make sure it is a <u>completely new</u> service part. DO NOT install the NVRAM if it was already used. If you do, machine problems can occur.

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

RTB Correction
The items in bold italics have been corrected or added.

Subject: Remote Firmware Update	Prepared by: H. Someya
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
	☒ Other ( )		

1. OVERVIEW

The remote firmware update function (referred to as RFU) is used to update the firmware remotely. Service representatives do this over the network. Note that this information is intended for service representatives only and not for end users.

2. SUPPORTED MODELS AND FIRMWARE

The models supporting RFU and the types of firmware that can be updated are shown in Fig. 1:

"04A": Autumn 2004

Printers

Model	Group	System	Network	WebSys	Printer	Engine
Model J-P2	*Before 04A*	OK	OK	---	OK	OK
Model J-P2CF	*Before 04A*	OK	OK	---	OK	OK
Model K-P3	*Before 04A*	OK	OK	OK	OK	OK
Model C-P1	*Before 04A*			OK	OK	OK
Model J-P3	*Before 04A*	OK	OK	OK	OK	OK
Model PL-P1	*Before 04A*	OK	OK	OK	OK	NG
Model G-P1	*04A and later*	*OK*	*OK*	*OK*	*OK*	*OK*
Model C-P2	*04A and later*	*OK*	*OK*	*OK*	*OK*	*OK*
Model K-P4	*04A and later*	*OK*	*OK*	*OK*	*OK*	*OK*

MFPs

Model	Group	System	Network	WebSys	Printer	PS	Engine
Model A-C3e/f	*Before 04A*	OK	OK	OK	OK	OK	OK
Model R-C3	*Before 04A*	OK	OK	OK	OK	OK	OK
Model K-C2	*Before 04A*	OK	OK	OK	OK	OK	OK
Model S-C2	*Before 04A*	OK	OK	OK	OK	OK	OK
Model B-C2e	*Before 04A*	OK	OK	OK	OK	OK	OK
Model J-C1	*Before 04A*	OK	OK	OK	OK	OK	OK
Model MT-C2	*04A and later*	*OK*	*OK*	*OK*	*OK*	*OK*	*OK*

Fig. 1 Models supporting RFU

OK: Remote firmware update via the network is possible.
NG: Remote firmware update via the network is not possible.

The following models do not support RFU:

- Printers:
  Model K-P1/P2, Model J-P1, Model A-P3, Model U-P1, Model AR-P1, and not GW products

- MFPs:
  Model A-C2/C3, Model R-C2, Model U-C1, Model MT-C1, and not GW products

3. SYSTEM REQUIREMENTS

Network Interface:
- 10 Base-T or faster Ethernet LAN
- IEEE1284 (Centronics) (A setting must be changed in SP mode.)
Note: IEEE1284 does not support error recovery after a power loss.

For Recovery Mode:
- 10 Base-T or faster Ethernet LAN – the note above says that only 1284 doesn't support it.

Protocols:
For RFU Mode & Recovery Mode:
- FTP (The port must be open)

Operating System:
- Windows Server 2003
- Windows XP
- Windows 2000
- Windows NT 4.0
- Windows 9x/Me
- Mac OS
- UNIX/Linux (Any version)
Note: RFU is available for any OS from which FTP is possible.

Unsupported environments:
- IPP
- SMB over TCP/IP
- Direct port
- AutoNet (169.254.x.x) with DHCP

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

Ftp settings and commands:
- *User name (default):*
- ➢ *Before 04A:*   *rsysupdate*
- ➢ *04A and later:*   *admin*

- *Password (default):*
- ➢ *Before 04A:*   *password*
- ➢ *04A and later:*   *(no password)*

Note: These default passwords are the same as the administrator passwords.

- Transfer mode: binary
- FTP commands supported:
  - ➢ binary (Transfer data in binary mode)
  - ➢ dir (List files and directories)
  - ➢ put "file name"
  - ➢ get version.txt - (Obtain the version.txt file and display its contents.)
  - ➢ get errlog.txt - (Obtain the errlog.txt file and display its contents.)

4. STATUS OF UNUPDATEABLE MACHINE

If the printer is in any of the following statuses, RFU will not work.
- Print job in progress (copier, printer, fax, network)
- Scan job in progress (copier, scanner, fax)
- Receiving a print image from the network
- Operation panel is in use
- Incoming/Outgoing fax message
- SC condition

You can check the status of the target machine using WebImageMonitor or SmartDeviceMonitor.

Reissued: 15-Apr-05

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

5. UPDATING PROCEDURE

Recommendation:
It is strongly recommended that RFU be performed on-site, to minimize the chances of a power-down during RFU.

5.1 Auto Rebooting

After receiving new firmware, the machine firmware is updated and the machine is automatically rebooted using the updated firmware. Fig.2 shows the kind of reboot required after the firmware is updated.

Printers

Model	System	Network	WebSys	Printer	Engine
Model J-P2	Auto	Auto	---	Auto	Auto
Model J-P2CF	Auto	Auto	---	Auto	Auto
Model K-P3	Auto		Auto	Auto	Auto
Model C-P1	Auto		Auto	Auto	Auto
Model J-P3	Auto	Auto	Auto	Auto	Auto
Model PL-P1	Auto	Auto	Auto	Auto	N/A
Model G-P1	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*
Model C-P2	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*
Model K-P4	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*

MFPs

Model	System	Network	WebSys	Printer	PS	Engine
Model A-C3e/f	Auto	Auto	Auto	Auto	Auto	Manual
Model R-C3	Auto	Auto	Auto	Auto	Auto	Manual
Model K-C2	Auto	Auto	Auto	Auto	Auto	Auto
Model S-C2	Auto	Auto	Auto	Auto	Auto	Auto
Model B-C2e	Auto	Auto	Auto	Auto	Auto	Auto
Model J-C1	Auto	Auto	Auto	Auto	Auto	Auto
Model MT-C2	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*

Fig. 2 Reboot Method

Auto: Automatically rebooted after updating the firmware.
Manual: The machine must be manually rebooted after updating the firmware.

5.2 Preparation

Before you update the firmware by RFU, carry out three items as shown below.

5.2.1 Checking the IP address

For a machine with static IP address:

- Search for the IP address using SmartDeviceMonitor for Admin or Web
- SmartDeviceMonitor.
- If the hostname of the machine is registered in a DNS server, use the nslookup command with the machines hostname. This can also be used for dynamic IP addresses if you are using DDNS.
- If the computer name of the machine is registered in a WINS server use the <……..> command.

For a machine with a dynamic IP address:

- Print the config sheet or the SMC for the machine.
- Check the IP address in the DHCP server.

5.2.2 Firmware

- Please download firmware (*.rru or *.rfu files) from our support site and store it in a folder on a local PC to be used for RFU.

5.2.3 Checking the machine status

- Please check the status of the target machine using WebImageMonitor or SmartDeviceMonitor.

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

5.3 RFU for Windows

1. Open a command prompt.
   - o [Start]-[Program]-[Accessories]-[Command Prompt]
2. Logon to the machine using ftp.

```
C:\> ftp xxx.xxx.xxx.xxx          Specify the machine's IP address

Connected to xxx.xxx.xxx.xxx.

220 (Product name) FTP server (1.00)ready.

User (IP address:(none)):
```

3. Enter the user name.

```
User (IP address:(none)):rsysupdate       User name

331 Password required for rsysupdate.

Password:
```

4. Enter the password.

```
Password:xxxxx

230 User rsysupdate logged in.          Login successful.

ftp>
```

5. Enter "dir" to check that version.txt exists.

```
ftp> dir

200 PORT command successful.

150 Opening ASCII mode data connection for '/'.

-r--r--r--root root 200 Jan 1 01:08 help

-r--r--r--root root 200 Jan 1 01:08 info

-r--r--r--root root 200 Jan 1 01:08 install

-r--r--r--root root 200 Jan 1 01:08 prnlog

-r--r--r--root root 200 Jan 1 01:08 stat

-r--r--r--root root 200 Jan 1 01:08 syslog

-r--r--r--root root 200 Jan 1 01:08 version.txt

-r--r--r--root root 200 Jan 1 01:08 errlog.txt

226 Transfer complete.

ftp:372 bytes received in n.nn Seconds n.nn Kbytes/sec.

ftp>
```

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

6. Enter "get version.txt -" to check the machine's firmware version.

```
200 PORT command successful.

150 Opening ASCII mode data connection for 'version.txt'.

PartNo.              Module Name          Version          Module ID

--------------------------------------------------------------------------------------

G0000000             os & copy            0.20             XXXXXX_copy

G0000000             os & pf              0.20             XXXXXX_system

G570xxxx             Onboard Scn          2.04             XXXXXX_scn

G5705387A            OptDIMM Fax          1.07             XXXXXX_fax

G5700000             printer              0.19             XXXXXX_printer

G5705383D            Network DocBox       2.00             XXXXXX_netfile

G0805920A            Network              0.71             XXXXXX_net

G0805601             ENGINE               R0.14 :06        XXXXXX_eplot

...

--------------------------------------------------------------------------------------

226 Transfer complete.

ftp>
```

7. Enter "binary" to set the file transfer mode to binary.

```
ftp> binary

200 Type set to I.

ftp>
```

8. Navigate to the directory on your PC containing the file xxx.rru.
9. Transmit the firmware module file (*.rru or *.rfu) using the "put" command.

```
ftp> put xxx.rru

200 PORT command successful.

150 Opening BINARY mode data connection for 'xxx.rru'.

226 Transfer complete.

ftp:nnnnnn bytes sent in s.ss Seconds pp.pp Kbytes/sec.

ftp>
```
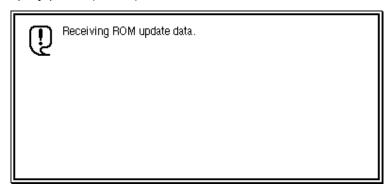
Note: Do not turn off the power of the machine while updating the firmware.

When the machine starts to receive the file, the following message appears on the machine's control panel and normal machine functions are disabled.
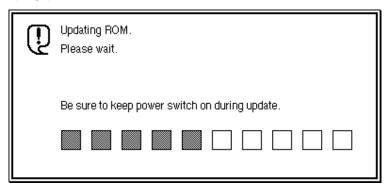
o Display panel (MFPs)

> ⚠ Receiving ROM update data.

o Display (Printers)

> ROM Update
> Receiving Data

10. Once the machine has received the entire firmware module file, the firmware update starts automatically.

The following message appears:

o Display panel (MFPs)

> ⚠ Updating ROM.
> Please wait.
>
> Be sure to keep power switch on during update.
>
> ▨ ▨ ▨ ▨ ▨ ☐ ☐ ☐ ☐ ☐

o Display (Printers)

> Updating...
> *** _____

Note: If the controller firmware is being updated, this message is displayed in English only.

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

11. After the firmware has been updated, the machine must restart. This may be automatic depending on the firmware and model.
12. Enter "bye" to exit ftp.

```
ftp> bye
C:\>
```

13. Check the firmware version as shown in step 6.
14. Update all required firmware by repeating steps 1 to 13 as necessary.

5.4 RFU for UNIX(LINUX)

1. Logon to the machine using ftp.

```
host% ftp "ip address"
User ("ip address"): User Name (for Administrator)
230 User xxxx logged in.
331 Password required for rsysupdate.
Password: Password (for Administrator)
230 User xxxx logged in.
Connected to "ip address"
Remote system type is UNIX.
Using binary mode to transfer files.
```

2. Change to binary mode.

```
ftp> binary
200 Type set to I.
```

3. Send the firmware data (*.rru or *.rfu) to the machine.

```
ftp> put "File Name of Firmware"
200 PORT command successful.
150 Opening BINARY mode data connection for "File Name of Firmware".
226 Transfer complete.
ftp: nnnnnn bytes sent in s.ss Seconds pp.p Kbytes/sec.
ftp>
```

4. Close the ftp session.

```
ftp> bye
host%
```

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

5.5 Firmware Update for Centronics (IEEE1284)

Note:
- Firmware update via a centronics interface does not require a password.
- The only method of recovery available via a centronics interface is an IC or SD card.

1. Check the target firmware version by printing out the SMC sheet with SP5-990-4.
2. Set SP5-856-2 to a value of **1**. This will configure the machine for firmware update via the Centronics I/F.
3. Send the firmware to the target machine with the copy command.

```
C:\>copy/b "file name"
```

4. Cycle the machine's power (off then on).
5. Confirm the firmware version as shown in step 1.
6. Update all required firmware by repeating steps 1 to 5 as necessary.

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

5.6 Checking the Result of the Update

Check that the firmware has been updated.

Note:

- After transmitting the firmware file from the computer, it takes approximately 3 to 5 minutes for updating to complete and the machine to restart.
- To check the result, you need to logon to the machine again using ftp. However, you cannot log on during the update process, so you are unable to check that the update has completed until the machine has restarted.

If the update was successful

- Once the firmware has been updated successfully, the system automatically restarts using the new firmware.
  After the restart, verify that the firmware has been updated to the new version. Check that the error code in the error data file (errlog.txt) is "0" by performing procedure 7.1 "Checking the error status" (below).
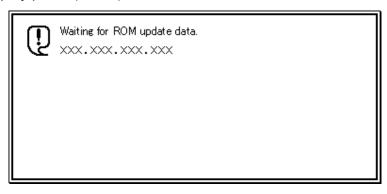
If an error occurs

- If an error occurs during the update, the system automatically restarts, the message shown below appears, and the machine waits to receive the firmware file again. If the update is interrupted by a power failure, the same thing happens once the power is restored.

  Log on to the machine again using ftp and then resend the firmware file to the machine.

The following message appears for Type 1 firmware:

o Display panel (MFPs)

o Display (Printers)

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

6. ERROR RECOVERY

There are three ways to recover from a loss of power during RFU.

6.1 Recovery Procedure

There are three types for recovery after a power loss during RFU. (This will depend on the firmware and model). Procedures for types 1, 2 and 3 are on the next page.

Find the firmware and model you are downloading to, and <u>begin with the type</u> shown in the table below.

Recommendation:
As mentioned in *5. Updating Procedure*, it is strongly recommended that RFU be performed on-site, to minimize the chances of a power-down during RFU.

Printers

Model	System	Network	WebSys	Printer	Engine	Card Type
Model J-P2	Type1	Type1	---	Type1	Type1	IC
Model J-P2CF	Type1	Type1	---	Type1	Type1	IC
Model K-P3	Type1		Type1	Type1	Type1	IC
Model C-P1	Type1		Type1	Type1	Type1	IC
Model J-P3	Type1	Type3	Type3	Type3	Type1	SD
Model PL-P1	Type1	Type1	Type1	Type1	N/A	SD
Model G-P1	*Type1*	*Type1*	*Type1*	*Type1*	*Type1*	*SD*
Model C-P2	*Type1*	*Type1*	*Type1*	*Type1*	*Type1*	*SD*
Model K-P4	*Type1*	*Type1*	*Type1*	*Type1*	*Type1*	*SD*

MFPs

Model	System	Network	WebSys	Printer	PS	Engine	Card Type
Model A-C3e/f	Type2	Type2	Type2	Type2	Type2	Type1	IC
Model R-C3	Type2	Type2	Type2	Type2	Type2	Type1	IC
Model K-C2	Type1	Type1	Type1	Type3	Type3	Type3	SD
Model S-C2	Type1	Type1	Type1	Type3	Type3	Type1	SD
Model B-C2e	Type2	Type2	Type2	Type3	Type3	Type3	SD
Model J-C1	Type1	Type1	Type1	Type3	Type3	Type1	SD
Model MT-C2	*Type2*	*Type2*	*Type1*	*Type1*	*Type1*	*Type1*	*SD*

Fig. 3 Recovery Method

Important: Do not turn the main power off while you perform any of the procedures.

Procedure for type 1:

1. Restore power to the machine. The machine will wait for the operator to start the update.

2. Connect to the machine by FTP and upload the *.rru or *.rfu files.

Procedure for type 2:

1. Try 'Procedure for type 1'.

2. If this does not work, restore power to the machine.

3. Upload the firmware from an SD card or IC card.

Procedure for type 3:

1. Try 'Procedure for type 1'.

2. If this does not work, try 'Procedure for type 2'.

3. If this does not work, replace the internal SD card or circuit board.

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

7. TROUBLESHOOTING

7.1 Checking the error status

You can check the error status using ftp.

Check whether an error occurred by viewing errlog.txt. This file is in the same directory as version.txt.

1. Logon to the machine using ftp.
2. Enter "dir" to check that errlog.txt exists.

```
ftp> dir

200 PORT command successful.

150 Opening ASCII mode data connection for '/'.

-r--r--r-- root root 200 Jan  1 01:08 help

-r--r--r-- root root 200 Jan  1 01:08 syslog

-r--r--r-- root root 200 Jan  1 01:08 version.txt

-r--r--r-- root root 200 Jan  1 01:08 errlog.txt

226 Transfer complete.

ftp: 191 bytes received in n.nn Seconds n.nn Kbytes/sec.

ftp>
```

3. Enter "get errlog.txt -" to check the error code.

```
ftp> get errlog.txt -

200 PORT command successful.

150 Opening ASCII mode data connection for 'errlog.txt'.

Module ID: xxxxxxxx

Error Code: 51

226 Transfer complete.

ftp: 31 bytes received in n.nn Seconds n.nn Kbytes/sec.

ftp>
```

The information in errlog.txt consists of the module IDs of the firmware modules that caused errors and the corresponding error codes.

For what the error codes mean and how to respond to them, see section 7.2 (below).

4. Enter "bye" to exit ftp.

```
ftp> bye
C:\>
```

Model: General RTB		Date: 15-Nov-04	No.: RGene019a

7.2 Error Code List

Error Code	Description/Causes	Solutions
51	The machine cannot be updated. • The machine is processing a print job. • The machine is processing a scan job. • The machine is receiving image data from the network. • The control panel is in use. • The machine is sending or receiving a fax. • The machine has detected a problem corresponding to an SC (service call) number (SC640 to SC649, SC670 to SC679, SC691, SC818, SC819, SC820 to SC839, and SC990).	Check that the machine is idle, and then try updating again. If an SC number appears, contact your service representative.
52	The file contains erroneous data. • The data is too large or too small. • The CRC (cyclic redundancy check) value and the checksum do not match. • The firmware does not match the target machine. • The firmware was not completely uploaded or is corrupt.	Download the correct file from the website, and then try updating again.
53	An error occurred while updating. • The machine is off.	If using a DNS server, the machine's IP address might have been changed. Check the IP address, and then try updating again.

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001b

RTB Reissue
The items in bold italics have been added.

Subject: Controller Firmware Release History (System)	Prepared by: A. Ishiyama
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
	☒ Other ( )		

This RTB has been issued to announce the firmware history for the <u>System</u> of the Model K-P4 (G116 model).

Version	Program No.	C. SUM	Effective Date
1.04	*G1165430C*	*8E8C*	*July '05 production*
1.03	G1165430B	B52D	April '05 production
1.01	G1165430A	F297	1st mass production (Jan 2005)

Descriptions of changes

Version	Symptom Corrected
1.04	*1. A communication error occurs between the mainframe and RC Gate.*
	2. Sometimes, the firmware cannot be updated via RC Gate.
	3. The firmware cannot be updated if the administrator password is blank.
	4. The image shifts when the left margin is set to 3mm.
	Other changes:
	5. Some features of a customization were added as standard:
	* - SP5-055-001 (Display IP Address):*
	* Displays the IP address on the second line of the operation panel when the printer is in the Ready condition.*
	* 0: OFF (default)*
	* 1: ON*
	* - SP5-886-001 (ROM Update):*
	* Allows the ROM firmware to be updated remotely via the local network.*
	* 0: ON (default)*
	* 1: OFF*
	NOTE: The settings for the two SP modes above can be changed with Web Image Monitor.
	<u>*Important*</u>*: To use these new features, you need to install all of the following firmware together as a set.*
	* System v1.04 or later (P/N #G1165430C)*
	* Printer v1.04.2 or later (P/N #G1165441C)*
	* Websys v1.02 or later (P/N #G1165433B)*

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001b

Version	Symptom Corrected
1.03	(Minor change applied for Japan model only).
1.01	1st Mass Production

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001c

RTB Reissue

The items in bold italics have been added.

Subject: Controller Firmware Release History (System)	Prepared by: A. Ishiyama
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
	☒ Other ( )		

This RTB has been issued to announce the firmware history for the <u>System</u> of the Model K-P4 (G116 model).

Version	Program No.	Effective Date
1.05	*G1165430D*	*November '05 production*
1.04	G1165430C	July '05 production
1.03	G1165430B	April '05 production
1.01	G1165430A	1st mass production (Jan 2005)

Descriptions of changes

Version	Symptom Corrected
1.05	1. *SP5930-2 has newly been added.* *Note: See RTB RG116007a (Engine firmware history) for details.* *Important: To use the above new feature, you need to install all of the following firmware together as a set.* ** System v1.05 or later (P/N #G1165430D)* ** Printer v1.05 or later (P/N #G1165441D* ** Engine v1.03:20 or later (P/N #G1115136C)* 2. *Sometimes, the firmware cannot be updated via RC Gate by FTP.* *Important: To apply this correction, you need to install all of the following firmware together as a set.* ** System v1.05 or later (P/N #G1165430D)* ** NCS v4.15.2 or later (P/N #G1165432C)* 3. *When the printer receives more than 300 login attempts since the last power ON:* - *The administrator cannot login to the printer via WIM.* - *Users cannot print if User Authentication is enabled.* 4. *Sometimes, the ROM Update menu is not displayed in WIM (GFPR #RC05070002)*

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001c

Version	Symptom Corrected

1.04	1. A communication error occurs between the mainframe and RC Gate.
	2. Sometimes, the firmware cannot be updated via RC Gate.
	3. The firmware cannot be updated if the administrator password is blank.
	4. The image shifts when the left margin is set to 3mm.
	Other changes:
	5. Some features of a customization were added as standard:
	   - Sp5-055-001 (Display IP Address):
	     Displays the IP address on the second line of the operation panel when the printer is in the Ready condition.
	     0: OFF (default)
	     1: ON
	   - Sp5-886-001 (ROM Update):
	     Allows the ROM firmware to be updated remotely via the local network.
	     0: ON (default)
	     1: OFF
	NOTE: The settings for the two SP modes above can be changed via Web Image Monitor.
	
	Important: To use these new features, you need to install all of the following firmware together as a set.
	    System v1.04 or later (P/N #G1165430C)
	    Printer v1.04.2 or later (P/N #G1165441C)
	    Websys v1.02 or later (P/N #G1165433B)

1.03	(Minor change applied for Japan model only).
1.01	1st Mass Production

Model: Model K-P4	Date: 17-Feb-05	No.: RG116002c

RTB Reissue
The items in bold italics have been added.

Subject: Controller Firmware Release History (Printer)	Prepared by: A. Ishiyama
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
	☒ Other ( )		

This RTB has been issued to announce the firmware history for the <u>Printer</u> of the Model K-P4 (G116 model).

Version	Program No.	Effective Date
1.05	***G1165441D***	***November '05 production***
1.04.2	G1165441C	July '05 production
1.03	G1165441B	April '05 production
1.01	G1165441A	1st mass production (Jan 2005)

Version	Symptom Corrected
1.05	**1. *SP5930-2 has newly been added.*** ***Note: See RTB RG116007a (Engine firmware history) for details.*** ***<u>Important</u>: To use the above new feature, you need to install all of the following firmware together as a set.*** **** System v1.05 or later (P/N #G1165430D)*** **** Printer v1.05 or later (P/N #G1165441D)*** **** Engine v1.03:20 or later (P/N #G1115136C)*** **1. *The printer sometimes stalls after it continuously prints out about 65K pages in duplex mode.***

Model: Model K-P4	Date: 17-Feb-05	No.: RG116002c

Version	Symptom Corrected
1.04.2	1. Sometimes, the keys on the operation panel do not work when the machine is in the Toner End condition. 2. Sometimes, the machine stalls when a duplex job is sent from an RPCS driver and then the job is cancelled. Other changes: 3. Some features of a customization were added as standard: - The IP address is displayed on the LCD. - Thai and non-English Latin characters can be printed with the PS driver Important: To use these new features, you need to install all of the following firmware together as a set. System v1.04 or later (P/N #G1165430C) Printer v1.04.2 or later (P/N #G1165441C) Websys v1.02 or later (P/N #G1165433B)
1.03	No changes (version standardization with System firmware only).
1.01	1st Mass Production

Model: Model K-P4	Date: 21-Apr-06	No.: RG116003c

RTB Reissue

The items in **bold italics** have been added.

Subject: Controller Firmware Release History (NCS)	Prepared by: H. Saitoh
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
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the <u>NCS.</u>

Version	Program No.	Effective Date
4.15.2	G1165432C	November '05 production
4.14.1	G1165432B	July '05 production
4.08.1	G1165432A	1st mass production (Jan 2005)

Version	Symptom Corrected

4.15.2	1. Sometimes, the firmware cannot be updated via RC Gate by FTP.
	 <u>Important</u>: To apply this correction, you need to install all of the following firmware together as a set.
	   * System v1.05 or later (P/N #G1165430D)
	   * NCS v4.15.2 or later (P/N #G1165432C)
	
	 2. Firmware update via WIM fails if the administrator uses a password or username that is 24 bytes or larger. After this, WIM may not connect to the device.

Model: Model K-P4	Date: 21-Apr-06	No.: RG116003c

Version	Symptom Corrected
4.14.1	***Note: NCS firmware Ver 4.14.1 or later must be used with websys firmware Ver1.02 or later.*** 　***Websys v1.02 (P/N #G1165433B) or later*** 　***NCS v4.14.1 (P/N #G1165432B) or later*** 1. If the paper type setting is changed via WIM while "Permit Settings by SNMPv1 and v2" is disabled, the browser will timeout. The paper type setting change will not be saved. 2. SNMPv1/v2 will still send SNMP traps even if the SNMPv1/v2 function is disabled. 3. Sometimes after a power cycle, the device will be unable to accept jobs from standard TCP/IP or SDM ports. 4. The SNMP buffer may become full when a lot of SNMP traffic is sent to the device. As a result, the device cannot reply to SNMP requests. 5. SDM for Admin cannot retrieve 1394 hostnames and devices when it is installed on a client PC with 1394 and Ethernet interfaces. 6. The SNMP service may not start when the device is turned on. Utilities using SNMP do not receive status updates from the device. Other changes: Some features of a customization were added as standard: -　The device can accept more than one diprint (port9100) session. -　Communication via diprint (port 9100) is asynchronous.
4.08.1	1st Mass Production

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001d

RTB Reissue

The items in bold italics have been added.

Subject: Controller Firmware Release History (System)	Prepared by: H. Saitoh
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
	☒ Other ( )		

This RTB has been issued to announce the firmware history for the <u>System</u> of the Model K-P4 (G116 model).

Version	Program No.	Effective Date
1.06	*G1165430E*	*April '06 production*
1.05	G1165430D	November '05 production
1.04	G1165430C	July '05 production
1.03	G1165430B	April '05 production
1.01	G1165430A	1st mass production (Jan 2005)

Descriptions of changes

Version	Symptom Corrected
1.06	*Sometimes, RC Gate cannot get the counter data from the device.*
1.05	1. Sp5930-2 has been newly added. Note: See RTB RG116007a (Engine firmware history) for details. Important: To use the above new feature, you need to install all of the following firmware together as a set. * System v1.05 or later (P/N #G1165430D) * Printer v1.05 or later (P/N #G1165441D) * Engine v1.03:20 or later (P/N #G1115136C) 2. Sometimes, the firmware cannot be updated via RC Gate by FTP. Important: To apply this correction, you need to install all of the following firmware together as a set. * System v1.05 or later (P/N #G1165430D) * NCS v4.15.2 or later (P/N #G1165432C) 3. When the printer receives more than 300 login attempts since the last power ON: - The administrator cannot login to the printer via WIM. - Users cannot print if User Authentication is enabled. 4. Sometimes, the ROM Update menu is not displayed in WIM (GFPR #RC05070002)

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001d

Version	Symptom Corrected

1.04	1. A communication error occurs between the mainframe and RC Gate.
	 2. Sometimes, the firmware cannot be updated via RC Gate.
	 3. The firmware cannot be updated if the administrator password is blank.
	 4. The image shifts when the left margin is set to 3mm.
	 Other changes:
	 5. Some features of a customization were added as standard:
	    - Sp5-055-001 (Display IP Address):
	      Displays the IP address on the second line of the operation panel when the printer is in the Ready condition.
	      0: OFF (default)
	      1: ON
	    - Sp5-886-001 (ROM Update):
	      Allows the ROM firmware to be updated remotely via the local network.
	      0: ON (default)
	      1: OFF
	 NOTE: The settings for the two SP modes above can be changed via Web Image Monitor.
	
	 <u>Important</u>: To use these new features, you need to install all of the following firmware together as a set.
	    System v1.04 or later (P/N #G1165430C)
	    Printer v1.04.2 or later (P/N #G1165441C)
	    Websys v1.02 or later (P/N #G1165433B)

1.03	(Minor change applied for Japan model only).
1.01	1st Mass Production

Model: Model K-P4	Date: 17-Feb-05	No.: RG116002d

RTB Reissue
The items in bold italics have been added.

Subject: Controller Firmware Release History (Printer)	Prepared by: Hiromoto Saitoh
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
	☒ Other ( )		

This RTB has been issued to announce the firmware history for the <u>Printer</u> of the Model K-P4 (G116 model).

Version	Program No.	Effective Date
1.06	***G1165441E***	***April '06 production***
1.05	G1165441D	November '05 production
1.04.2	G1165441C	July '05 production
1.03	G1165441B	April '05 production
1.01	G1165441A	1st mass production (Jan 2005)

Version	Symptom Corrected
1.06	1. ***Sending jobs to IBS (Intelligence Barcode Solution) might cause the device to stall if submitted via USB, Centronix or Bluetooth.*** 2. ***When PCL data is printed using HDD fonts, print speed might be reduced.*** 3. ***After a certain number of PCL jobs are printed using HDD fonts, the device may stall. (GFPR#RE05060001)*** ***Other changes:*** 1. ***The Summary Report can be printed out by turning ON the main power switch while holding down the Start key.***
1.05	2. Sp5930-2 has newly been added. Note: See RTB RG116007a (Engine firmware history) for details. <u>Important</u>: To use the above new feature, you need to install all of the following firmware together as a set. * System v1.05 or later (P/N #G1165430D) * Printer v1.05 or later (P/N #G1165441D * Engine v1.03:20 or later (P/N #G1115136C) 1. The printer sometimes stalls after it continuously prints out about 65K pages in duplex mode.

Reissued: 25-May-06

Model: Model K-P4	Date: 17-Feb-05	No.: RG116002d

Version	Symptom Corrected

1.04.2	1. Sometimes, the keys on the operation panel do not work when the machine is in the Toner End condition.
	2. Sometimes, the machine stalls when a duplex job is sent from an RPCS driver and then the job is cancelled.
	
	Other changes:
	3. Some features of a customization were added as standard:
	  - The IP address is displayed on the LCD.
	  - Thai and non-English Latin characters can be printed with the PS driver
	
	Important: To use these new features, you need to install all of the following firmware together as a set.
	    System v1.04 or later (P/N #G1165430C)
	    Printer v1.04.2 or later (P/N #G1165441C)
	    Websys v1.02 or later (P/N #G1165433B)

1.03	No changes (version standardization with System firmware only).
1.01	1st Mass Production

RICOH

Technical Bulletin

Reissued: 13-Jul-06

Model: Model K-P4	Date: 13-Jul-06	No.: RG116011b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (DESS)	Prepared by: A. Ishiyama
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
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the <u>DESS</u>.

Version	Program No.	Effective Date
3.07	***G1396097A***	***March 2006 Production***
3.06A.1	G1396097	March 2006 Production
2.06	G8206917	1st mass production

Version	Symptom Corrected
3.07	***Symptom corrected:*** ***The SSL/TLS rollback vulnerability. (TechMail#TS060225).***
3.06A.1	Other changes: The maximum encryption level was increased from 56 bit to 256 bit (see RTB RG116012 for details).
2.06	1st Mass Production

RICOH

Technical Bulletin

PAGE: 1/1

Model: Model K-P4	Date: 25-Jul-06	No.: RG116012

Subject: Optional DESS Module		Prepared by: A. Ishiyama
From: 1st Technical Support Sec. Service Support Dept.		

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

Change in Specifications of the DESS Module
(Network Data Protection Unit Type B)

Summary

The following specification was changed, and as a result, the option name, product code, EDP code and firmware P/N were also changed.

Specification change:

The maximum encryption level was increased from 56 bit to **256 bit**.

Note: See RTB RG116011a.

Affected Models

- Model C-P2c: G113
- Model K-P4d: G116

Applied From

- March 2006

Affected Options:	Old DESS Module (Before Specification Change):	New DESS Module (After Specification Change):
Option Name	Network Data Protection Unit Type B	**Network Data Protection Unit Type C** [Note]
Product Code	G820-01	**G880-01**
EDP Code	402363	**402530**
Firmware Part No.	Old Part No.	**New Part No.**
	G8206917	**G1396097**

Note: This is the same option as the one used on Model Ar-P2.

Model: Model K-P4	Date: 17-Feb-05	No.: RG116002e

RTB Reissue

The items in bold italics have been added.

Subject: Controller Firmware Release History (Printer)	Prepared by: Hiromoto Saitoh
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
	☒ Other ( )		

This RTB has been issued to announce the firmware history for the <u>Printer</u> of the Model K-P4 (G116 model).

Version	Program No.	Effective Date
1.07	***G1165441F***	***October 2006 production***
1.06	G1165441E	April '06 production
1.05	G1165441D	November '05 production
1.04.2	G1165441C	July '05 production
1.03	G1165441B	April '05 production
1.01	G1165441A	1st mass production (Jan 2005)

Version	Symptom Corrected
1.07	***A test print is not correctly counted.***
1.06	1. Sending jobs to IBS (Intelligence Barcode Solution) might cause the device to stall if submitted via USB, Centronix or Bluetooth. 2. When PCL data is printed using HDD fonts, print speed might be reduced. 3. After a certain number of PCL jobs are printed using HDD fonts, the device may stall. (GFPR#RE05060001) Other changes: 1. The Summary Report can be printed out by turning ON the main power switch while holding down the Start key.
1.05	2. Sp5930-2 has newly been added. Note: See RTB RG116007a (Engine firmware history) for details. <u>Important</u>: To use the above new feature, you need to install all of the following firmware together as a set. * System v1.05 or later (P/N #G1165430D) * Printer v1.05 or later (P/N #G1165441D * Engine v1.03:20 or later (P/N #G1115136C) 1. The printer sometimes stalls after it continuously prints out about 65K pages in duplex mode.

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Model: Model K-P4	Date: 17-Feb-05	No.: RG116002e

Version	Symptom Corrected

1.04.2	1. Sometimes, the keys on the operation panel do not work when the machine is in the Toner End condition.
	2. Sometimes, the machine stalls when a duplex job is sent from an RPCS driver and then the job is cancelled.
	
	Other changes:
	3. Some features of a customization were added as standard:
	 - The IP address is displayed on the LCD.
	 - Thai and non-English Latin characters can be printed with the PS driver
	
	Important: To use these new features, you need to install all of the following firmware together as a set.
	    System v1.04 or later (P/N #G1165430C)
	    Printer v1.04.2 or later (P/N #G1165441C)
	    Websys v1.02 or later (P/N #G1165433B)

1.03	No changes (version standardization with System firmware only).
1.01	1st Mass Production

Reissued: 26-Jan-07

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001e

RTB Reissue

The items in bold italics have been added.

Subject: Controller Firmware Release History (System)	Prepared by: Y.Murata
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
	☒ Other ( )		

This RTB has been issued to announce the firmware history for the <u>System</u> of the Model K-P4 (G116 model).

Version	Program No.	Effective Date
1.07	*G1165430F*	*October 2006 production*
1.06	G1165430E	April '06 production
1.05	G1165430D	November '05 production
1.04	G1165430C	July '05 production
1.03	G1165430B	April '05 production
1.01	G1165430A	1st mass production (Jan 2005)

Descriptions of changes

Version	Symptom Corrected
1.07	*1. Sometimes, an image problem occurs or the machine stalls while printing a job with a large number of sheets.*
1.06	Sometimes, RC Gate cannot get the counter data from the device.
1.05	1. Sp5930-2 has been newly added. Note: See RTB RG116007a (Engine firmware history) for details. Important: To use the above new feature, you need to install all of the following firmware together as a set. * System v1.05 or later (P/N #G1165430D) * Printer v1.05 or later (P/N #G1165441D * Engine v1.03:20 or later (P/N #G1115136C) 2. Sometimes, the firmware cannot be updated via RC Gate by FTP. Important: To apply this correction, you need to install all of the following firmware together as a set. * System v1.05 or later (P/N #G1165430D) * NCS v4.15.2 or later (P/N #G1165432C) 3. When the printer receives more than 300 login attempts since the last power ON: - The administrator cannot login to the printer via WIM. - Users cannot print if User Authentication is enabled. 4. Sometimes, the ROM Update menu is not displayed in WIM (GFPR #RC05070002)

Reissued: 26-Jan-07

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001e

Version	Symptom Corrected

1.04	1. A communication error occurs between the mainframe and RC Gate.
	2. Sometimes, the firmware cannot be updated via RC Gate.
	3. The firmware cannot be updated if the administrator password is blank.
	4. The image shifts when the left margin is set to 3mm.
	Other changes:
	5. Some features of a customization were added as standard:
	    - Sp5-055-001 (Display IP Address):
	      Displays the IP address on the second line of the operation panel when the printer is in the Ready condition.
	      0: OFF (default)
	      1: ON
	    - Sp5-886-001 (ROM Update):
	      Allows the ROM firmware to be updated remotely via the local network.
	      0: ON (default)
	      1: OFF
	NOTE: The settings for the two SP modes above can be changed via Web Image Monitor.
	
	Important: To use these new features, you need to install all of the following firmware together as a set.
	    System v1.04 or later (P/N #G1165430C)
	    Printer v1.04.2 or later (P/N #G1165441C)
	    Websys v1.02 or later (P/N #G1165433B)

1.03	(Minor change applied for Japan model only).
1.01	1st Mass Production

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001f

RTB Reissue

The items in bold italics have been added.

Subject: Controller Firmware Release History (System)	Prepared by: Y.Murata
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
	☒ Other ( )		

This RTB has been issued to announce the firmware history for the <u>System</u> of the Model K-P4 (G116 model).

Version	Program No.	Effective Date
1.09	*G1165430H*	*July 2007 production*
1.08	*G1165430G*	*April 2007 production*
1.07	G1165430F	October 2006 production
1.06	G1165430E	April '06 production
1.05	G1165430D	November '05 production
1.04	G1165430C	July '05 production
1.03	G1165430B	April '05 production
1.01	G1165430A	1st mass production (Jan 2005)

Descriptions of changes

Version	Symptom Corrected
1.09	*Symptom corrected:* *1. The image is shifted downward (as it should), but sometimes the bottom of the image appears on the next page.* *(example: When the Header/Footer/Adjust image position/Binding margins setting in the printer driver is changed)* *Note: Normally, the image is shifted downward and the bottom part is deleted (does not appear on the next page).* *Other changes:* *2. New SP mode: SP5828-045.* *With this SP mode, Centronix can be enabled/disabled.*
1.08	*Other changes:* *1. The default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes.* *2. SC868 occurrence conditions: From this version, the SC will not be displayed if a damaged SD card is inside the card slot when the main power is turned on.*
1.07	1. Sometimes, an image problem occurs or the machine stalls while printing a job with a large number of sheets.
1.06	Sometimes, RC Gate cannot get the counter data from the device.
1.05	1. Sp5930-2 has been newly added. Note: See RTB RG116007a (Engine firmware history) for details.

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001f

Version	Symptom Corrected

	<u>Important</u>: To use the above new feature, you need to install all of the following firmware together as a set.
	  * System v1.05 or later (P/N #G1165430D)
	  * Printer v1.05 or later (P/N #G1165441D
	  * Engine v1.03:20 or later (P/N #G1115136C)
	
	2. Sometimes, the firmware cannot be updated via RC Gate by FTP.
	   <u>Important</u>: To apply this correction, you need to install all of the following firmware together as a set.
	   * System v1.05 or later (P/N #G1165430D)
	   * NCS v4.15.2 or later (P/N #G1165432C)
	
	3. When the printer receives more than 300 login attempts since the last power ON:
	    - The administrator cannot login to the printer via WIM.
	    - Users cannot print if User Authentication is enabled.
	4. Sometimes, the ROM Update menu is not displayed in WIM (GFPR #RC05070002)

1.04	1. A communication error occurs between the mainframe and RC Gate.
	2. Sometimes, the firmware cannot be updated via RC Gate.
	3. The firmware cannot be updated if the administrator password is blank.
	4. The image shifts when the left margin is set to 3mm.
	Other changes:
	5. Some features of a customization were added as standard:
	    - Sp5-055-001 (Display IP Address):
	      Displays the IP address on the second line of the operation panel when the printer is in the Ready condition.
	      0: OFF (default)
	      1: ON
	    - Sp5-886-001 (ROM Update):
	      Allows the ROM firmware to be updated remotely via the local network.
	      0: ON (default)
	      1: OFF
	NOTE: The settings for the two SP modes above can be changed via Web Image Monitor.
	
	<u>Important</u>: To use these new features, you need to install all of the following firmware together as a set.
	   System v1.04 or later (P/N #G1165430C)
	   Printer v1.04.2 or later (P/N #G1165441C)
	   Websys v1.02 or later (P/N #G1165433B)

1.03	(Minor change applied for Japan model only).
1.01	1st Mass Production

RICOH

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Reissued: 13-Jun-07

Model: Model K-P4	Date: 17-Feb-05	No.: RG116002f

RTB Reissue

The items in bold italics have been added.

Subject: Controller Firmware Release History (Printer)	Prepared by: Y.Murata
From: 1st Tech. Support Sec. Service Support Dept.	
Classification: ☐ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ( )	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

This RTB has been issued to announce the firmware history for the <u>Printer</u> of the Model K-P4 (G116 model).

Version	Program No.	Effective Date
1.09	*G1165441H*	*July 2007 production*
1.08	*G1165441G*	*April 2007 production*
1.07	G1165441F	October 2006 production
1.06	G1165441E	April '06 production
1.05	G1165441D	November '05 production
1.04.2	G1165441C	July '05 production
1.03	G1165441B	April '05 production
1.01	G1165441A	1st mass production (Jan 2005)

Version	Symptom Corrected
1.09	*No changes (version standardization with System firmware only).*
1.08	*Symptom corrected:* *[RPCS]* *1. A P2 memory error occurs when using originals that use many clips.* *2. A memory leak occurs when the resolution or bit number is changed.* *3. Thin lines are not printed out when using 90-degree rotation in Mode 3.* *[PS3]* *4. When a simplex job is performed in between two duplex jobs, the booklet direction from the first duplex job is automatically applied to the second duplex job.* *Other changes:* *5. The default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes.*
1.07	A test print is not correctly counted.

RICOH

Model: Model K-P4	Date: 17-Feb-05	No.: RG116002f

Version	Symptom Corrected
1.06	1. Sending jobs to IBS (Intelligence Barcode Solution) might cause the device to stall if submitted via USB, Centronix or Bluetooth. 2. When PCL data is printed using HDD fonts, print speed might be reduced. 3. After a certain number of PCL jobs are printed using HDD fonts, the device may stall. (GFPR#RE05060001) Other changes: 1. The Summary Report can be printed out by turning ON the main power switch while holding down the Start key.

1.05	2. Sp5930-2 has newly been added.
	Note: See RTB RG116007a (Engine firmware history) for details.
	
	Important: To use the above new feature, you need to install all of the following firmware together as a set.
	  * System v1.05 or later (P/N #G1165430D)
	  * Printer v1.05 or later (P/N #G1165441D
	  * Engine v1.03:20 or later (P/N #G1115136C)
	
	1. The printer sometimes stalls after it continuously prints out about 65K pages in duplex mode.

1.04.2	1. Sometimes, the keys on the operation panel do not work when the machine is in the Toner End condition.
	2. Sometimes, the machine stalls when a duplex job is sent from an RPCS driver and then the job is cancelled.
	
	Other changes:
	3. Some features of a customization were added as standard:
	  - The IP address is displayed on the LCD.
	  - Thai and non-English Latin characters can be printed with the PS driver
	
	Important: To use these new features, you need to install all of the following firmware together as a set.
	    System v1.04 or later (P/N #G1165430C)
	    Printer v1.04.2 or later (P/N #G1165441C)
	    Websys v1.02 or later (P/N #G1165433B)

1.03	No changes (version standardization with System firmware only).
1.01	1st Mass Production

Reissued: 15-Jun-07

Model: Model K-P4	Date: 21-Apr-06	No.: RG116003d

RTB Reissue

The items in **bold italics** have been added.

Subject: Controller Firmware Release History (NCS)	Prepared by: Y.Murata
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 ☐ Other ( )

This RTB has been issued to announce the firmware release information for the <u>NCS.</u>

Version	Program No.	Effective Date
4.15.4	**G1165432D**	**July 2007 production**
4.15.2	G1165432C	November '05 production
4.14.1	G1165432B	July '05 production
4.08.1	G1165432A	1st mass production (Jan 2005)

Version	Symptom Corrected
4.15.4	**Symptom corrected:** **1. An IEEE 1284 job might result in the device to becoming locked in the Waiting state.**
4.15.2	1. Sometimes, the firmware cannot be updated via RC Gate by FTP. <u>Important</u>: To apply this correction, you need to install all of the following firmware together as a set. * System v1.05 or later (P/N #G1165430D) * NCS v4.15.2 or later (P/N #G1165432C) 2. Firmware update via WIM fails if the administrator uses a password or username that is 24 bytes or larger. After this, WIM may not connect to the device.

Reissued: 30-Jun-05

Model: Model K-P4	Date: 21-Apr-06	No.: RG116003c

Version	Symptom Corrected

4.14.1	Note: NCS firmware Ver 4.14.1 or later must be used with websys firmware Ver1.02 or later.
	    Websys v1.02 (P/N #G1165433B) or later
	    NCS v4.14.1 (P/N #G1165432B) or later
	
	1. If the paper type setting is changed via WIM while "Permit Settings by SNMPv1 and v2" is disabled, the browser will timeout. The paper type setting change will not be saved.
	2. SNMPv1/v2 will still send SNMP traps even if the SNMPv1/v2 function is disabled.
	3. Sometimes after a power cycle, the device will be unable to accept jobs from standard TCP/IP or SDM ports.
	4. The SNMP buffer may become full when a lot of SNMP traffic is sent to the device. As a result, the device cannot reply to SNMP requests.
	5. SDM for Admin cannot retrieve 1394 hostnames and devices when it is installed on a client PC with 1394 and Ethernet interfaces.
	6. The SNMP service may not start when the device is turned on. Utilities using SNMP do not receive status updates from the device.
	
	Other changes:
	Some features of a customization were added as standard:
	- The device can accept more than one diprint (port9100) session.
	- Communication via diprint (port 9100) is asynchronous.

4.08.1	1st Mass Production

Model: Model K-P4	Date: 17-July-07	No.: RG116013

Subject: Incorrect format of ID2	Prepared by: A. Ishiyama
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 ( )	

SYMPTOM

1. The format of the ID2 is incorrect on the SMC printout (SP5811-003) and in the RC Gate UI when trying to register a device as "managed".
2. The target device cannot be found in the @Remote Center GUI when trying to perform a remote firmware update (RFU).

Example: The device serial number is **Q3356100001** (SP5811-001).

Incorrect ID2 format: **Q335** (six spaces) 6100001
Correct ID2 format: **Q33** (six spaces) 56100001
   Q33: Device prefix
   561: YMM (production year and month)

CAUSE

The ID2 was programmed in the device at the factory in the incorrect format.
Affected units: From first production to March 2007 production.

Note: There are some limited cases in which the ID2 is in the correct format. In these cases, the ID2 was then restored using the @Remote Center GUI (e.g., after the NV-RAM was replaced in the field).

SOLUTION

As shown in the table below, only Symptom 2 has an effect on @Remote Center operations (and this effect is minor):

@Remote Monitoring/Function	Meter Reading	Reporting	Toner Replenishment	Call Handling	RFU
Correct ID2 (e.g. Q33)	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**
Incorrect ID2 (e.g. Q335)	**Yes**	**Yes**	**Yes**	**Yes**	**(Symptom 2)**

Therefore,

Symptom 1: **No action required in the field**
Symptom 2: Try searching for the target device using the incorrect ID2 format (e.g. Q335).
        If you cannot find it, try using the correct ID2 format (e.g. Q33).
        See next page for a screenshot of the Model Select List.
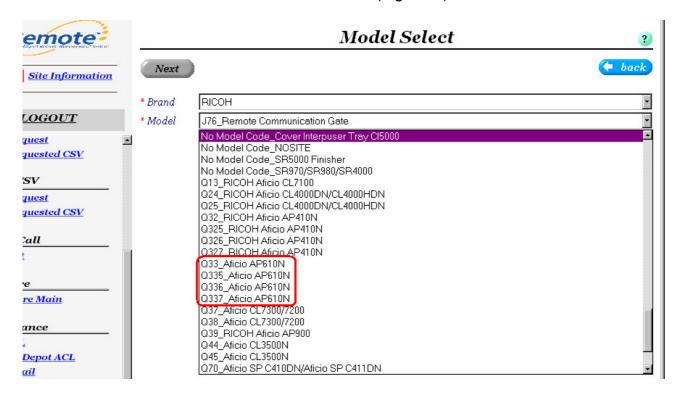
Model Select List

Note: Most devices are listed with the incorrect ID2 format (e.g. Q335, Q336 or Q337), but some are listed with the correct ID2 format (e.g. Q33).

Reissued: 15-Nov-07

Model: Model K-P4	Date: 17-Feb-05	No.: RG116007b

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (Engine)	Prepared by: Y.Murata
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
	☐ Other ( )		

This RTB has been issued to announce the firmware release information for the <u>Engine.</u>

Version	Program No.	Effective Date
1.04:20	*G1115136D*	*October 2007 production*
1.03:20	G1115136C	November 2005 production
1.02:20	G1115136B	1st mass production (Jan 2005)

Version	Symptom Corrected
1.04:20	*(Minor modifications applied).*

Model: Model K-P4	Date: 17-Feb-05	No.: RG116007b

Version	Symptom Corrected

1.03:20	Sp5930-2 was added to Meter Charge Mode:
	
	<table><tr><td>5930</td><td colspan="2">Meter charge mode</td></tr><tr><td>5930 1</td><td>**No,** Yes</td><td>Enables or disables meter-charge mode.</td></tr><tr><td>5930 2</td><td>**No,** Yes</td><td>Display or Not display of "Replace Maintenance Kit"</td></tr></table>
	Important: Turn the main switch off/on after changing this setting.
	Meter charge mode disabled (Default):
	• The meter charge counter is not shown when the Menu key is pressed.
	• The PM counter resets automatically after the user replaces the fusing unit.
	• Regardless of setting of SP5930 2, the machine displays "Replace Maintenance Kit" (the user replaces the maintenance kit items).
	Meter charge mode enabled:
	• The meter charge counter is shown immediately after the Menu key is pressed.
	• The technician must reset the PM counter after finishing PM.
	Display of "Replace Maintenance Kit" (SP5930 2):
	When enabling meter charge mode, you can select display/not display of "Replace Maintenance Kit" by SP5930 2.
	• If it is set to "Yes", "Replace Maintenance Kit" is displayed on the operation panel when the PM counter runs out.
	• If it is set to "No", "Replace Maintenance Kit" is not displayed on the operation panel when the PM counter runs out.
	
	Important: To use the above new feature, you need to install all of the following firmware together as a set.
	    System v1.05 or later (P/N #G1165430D)
	    Printer v1.05 or later (P/N #G1165441D
	    Engine v1.03:20 or later (P/N #G1115136C)

1.02:20	1st Mass Production

Model: Kir-P4 duplex unit	Date: 9-Sep-08	No.: RG116014

Subject: Duplex Jam	Prepared by: Yasuo Yoshida
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 ( )	☒ Tier2

Symptom

A duplex jam occurs or the paper folds at the leading edge.

Cause

The paper may hit the paper guide, especially when it is curled.

Solution

Install the following Mylar, which will make the paper feed more smoothly.

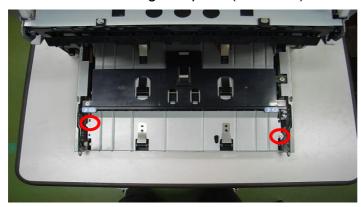P/N: **G1684473**– Mylar
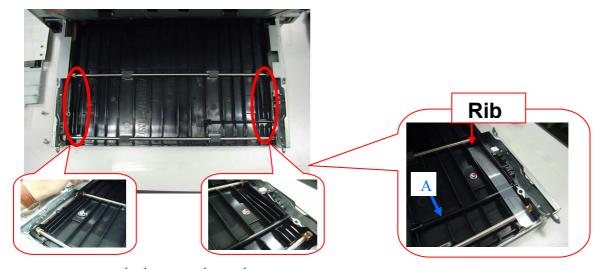Quantity: 2

See the procedure on the next page.

Model: Kir-P4 duplex unit	Date: 9-Sep-08	No.: RG116014

Mylar Installation Procedure

1. Turn the main power of the printer OFF, and then remove the duplex unit.
2. Put the duplex unit on a flat surface.
3. Remove the metal guide plate (2 screws).

4. Attach the two Mylars to the **left and right** sides of the duplex unit, as shown below.
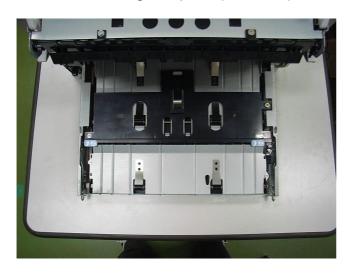

Rib

A

Important:

- Before you attach the Mylar, clean the attachment surface with alcohol.
- Make sure to align the Mylar against the rib as shown.
- Make sure the block does not touch the shaft [A].

5. Reattach the guide plate (2 screws).

6. Reattach the duplex unit.
7. Print out some samples and check the image quality.

Reissued: 09-Sep-08

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001g

RTB Reissue

The items in bold italics have been added.

Subject: Controller Firmware Release History (System)	Prepared by: Y.Gaman
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
	☒ Other ( )		

This RTB has been issued to announce the firmware history for the <u>System</u> of the Model K-P4 (G116 model).

Version	Program No.	Effective Date
1.10	*G1165430J*	*August 2008 production*
1.09	G1165430H	July 2007 production
1.08	G1165430G	April 2007 production
1.07	G1165430F	October 2006 production
1.06	G1165430E	April '06 production
1.05	G1165430D	November '05 production
1.04	G1165430C	July '05 production
1.03	G1165430B	April '05 production
1.01	G1165430A	1st mass production (Jan 2005)

Descriptions of changes

Version	Symptom Corrected
1.10	*Other changes:* *The firmware was modified to support the new Fujitsu hard disk drive.*
1.09	Symptom corrected: 1. The image is shifted downward (as it should), but sometimes the bottom of the image appears on the next page. (ex. When the Header/Footer/Adjust image position/Binding margins setting in the printer driver is changed) Note: Normally, the image is shifted downward and the bottom part is deleted (does not appear on the next page). Other changes: 2. New SP mode: SP5828-045. With this SP mode, Centronix can be enabled/disabled.
1.08	Other changes: 1. The default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes. 2. SC868 occurrence conditions: From this version, the SC will not be displayed if a damaged SD card is inside the card slot when the main power is turned on.
1.07	1. Sometimes, an image problem occurs or the machine stalls while printing a job with a large number of sheets.
1.06	Sometimes, RC Gate cannot get the counter data from the device.

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001g

Version	Symptom Corrected

1.05	1. Sp5930-2 has been newly added.
	   Note: See RTB RG116007a (Engine firmware history) for details.
	
	   Important: To use the above new feature, you need to install all of the following firmware together as a set.
	    * System v1.05 or later (P/N #G1165430D)
	    * Printer v1.05 or later (P/N #G1165441D
	    * Engine v1.03:20 or later (P/N #G1115136C)
	
	2. Sometimes, the firmware cannot be updated via RC Gate by FTP.
	   Important: To apply this correction, you need to install all of the following firmware together as a set.
	    * System v1.05 or later (P/N #G1165430D)
	    * NCS v4.15.2 or later (P/N #G1165432C)
	
	3. When the printer receives more than 300 login attempts since the last power ON:
	   - The administrator cannot login to the printer via WIM.
	   - Users cannot print if User Authentication is enabled.
	4. Sometimes, the ROM Update menu is not displayed in WIM (GFPR #RC05070002)

1.04	1. A communication error occurs between the mainframe and RC Gate.
	2. Sometimes, the firmware cannot be updated via RC Gate.
	3. The firmware cannot be updated if the administrator password is blank.
	4. The image shifts when the left margin is set to 3mm.
	Other changes:
	5. Some features of a customization were added as standard:
	   - Sp5-055-001 (Display IP Address):
	     Displays the IP address on the second line of the operation panel when the printer is in the Ready condition.
	     0: OFF (default)
	     1: ON
	   - Sp5-886-001 (ROM Update):
	     Allows the ROM firmware to be updated remotely via the local network.
	     0: ON (default)
	     1: OFF
	NOTE: The settings for the two SP modes above can be changed via Web Image Monitor.
	
	Important: To use these new features, you need to install all of the following firmware together as a set.
	   System v1.04 or later (P/N #G1165430C)
	   Printer v1.04.2 or later (P/N #G1165441C)
	   Websys v1.02 or later (P/N #G1165433B)

1.03	(Minor change applied for Japan model only).
1.01	1st Mass Production

Model: Model K-P4	Date: 17-Feb-05	No.: RG116002g

RTB Reissue
The items in bold italics have been added.

Subject: Controller Firmware Release History (Printer)	Prepared by: Y.Gaman
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
	☒ Other ( )		

This RTB has been issued to announce the firmware history for the <u>Printer</u> of the Model K-P4 (G116 model).

Version	Program No.	Effective Date
1.10	*G1165441J*	*August 2008 production*
1.09	G1165441H	July 2007 production
1.08	G1165441G	April 2007 production
1.07	G1165441F	October 2006 production
1.06	G1165441E	April '06 production
1.05	G1165441D	November '05 production
1.04.2	G1165441C	July '05 production
1.03	G1165441B	April '05 production
1.01	G1165441A	1st mass production (Jan 2005)

Version	Symptom Corrected
1.10	***Other changes:*** ***The firmware was modified to support the new Fujitsu hard disk drive.***
1.09	No changes (version standardization with System firmware only).
1.08	Symptom corrected: [RPCS] 1. A P2 memory error occurs when using originals that use many clips. 2. A memory leak occurs when the resolution or bit number is changed. 3. Thin lines are not printed out when using 90-degree rotation in Mode 3. [PS3] 4. When a simplex job is performed in between two duplex jobs, the booklet direction from the first duplex job is automatically applied to the second duplex job. Other changes: 5. The default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes.
1.07	A test print is not correctly counted.

Model: Model K-P4	Date: 17-Feb-05	No.: RG116002g

Version	Symptom Corrected
1.06	1. Sending jobs to IBS (Intelligence Barcode Solution) might cause the device to stall if submitted via USB, Centronix or Bluetooth. 2. When PCL data is printed using HDD fonts, print speed might be reduced. 3. After a certain number of PCL jobs are printed using HDD fonts, the device may stall. (GFPR#RE05060001) Other changes: 1. The Summary Report can be printed out by turning ON the main power switch while holding down the Start key.

1.05	2. Sp5930-2 has newly been added.
	   Note: See RTB RG116007a (Engine firmware history) for details.
	
	   Important: To use the above new feature, you need to install all of the following firmware together as a set.
	    * System v1.05 or later (P/N #G1165430D)
	    * Printer v1.05 or later (P/N #G1165441D
	    * Engine v1.03:20 or later (P/N #G1115136C)
	
	1. The printer sometimes stalls after it continuously prints out about 65K pages in duplex mode.

1.04.2	1. Sometimes, the keys on the operation panel do not work when the machine is in the Toner End condition.
	2. Sometimes, the machine stalls when a duplex job is sent from an RPCS driver and then the job is cancelled.
	
	Other changes:
	3. Some features of a customization were added as standard:
	  - The IP address is displayed on the LCD.
	  - Thai and non-English Latin characters can be printed with the PS driver
	
	Important: To use these new features, you need to install all of the following firmware together as a set.
	    System v1.04 or later (P/N #G1165430C)
	    Printer v1.04.2 or later (P/N #G1165441C)
	    Websys v1.02 or later (P/N #G1165433B)

1.03	No changes (version standardization with System firmware only).
1.01	1st Mass Production

Reissued: 09-Jun-09

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001h

RTB Reissue

The items in bold italics have been added.

Subject: Controller Firmware Release History (System)	Prepared by: Y.Murata
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
	☒ Other ( )		

This RTB has been issued to announce the firmware history for the <u>System</u> of the Model K-P4 (G116 model).

Version	Program No.	Effective Date
1.11	*G1165430K*	*July 2009 production*
1.10	G1165430J	August 2008 production
1.09	G1165430H	July 2007 production
1.08	G1165430G	April 2007 production
1.07	G1165430F	October 2006 production
1.06	G1165430E	April '06 production
1.05	G1165430D	November '05 production
1.04	G1165430C	July '05 production
1.03	G1165430B	April '05 production
1.01	G1165430A	1st mass production (Jan 2005)

Descriptions of changes

Version	Symptom Corrected
1.11	*Symptom corrected:* *1. The device might not be able to access the network under the following conditions:* *– The device is connected to a hub that has link flapping enabled.* *– The device "Ethernet speed" is not "Auto".*
1.10	Other changes: The firmware was modified to support the new Fujitsu hard disk drive.
1.09	Symptom corrected: 1. The image is shifted downward (as it should), but sometimes the bottom of the image appears on the next page. (Ex. When the Header/Footer/Adjust image position/Binding margins setting in the printer driver is changed) Note: Normally, the image is shifted downward and the bottom part is deleted (does not appear on the next page). Other changes: 2. New SP mode: SP5828-045. With this SP mode, Centronix can be enabled/disabled.

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001h

Version	**Symptom Corrected**
1.08	Other changes: 1. The default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes. 2. SC868 occurrence conditions: From this version, the SC will not be displayed if a damaged SD card is inside the card slot when the main power is turned on.
1.07	1. Sometimes, an image problem occurs or the machine stalls while printing a job with a large number of sheets.
1.06	Sometimes, RC Gate cannot get the counter data from the device.

1.05	1. Sp5930-2 has been newly added.
	Note: See RTB RG116007a (Engine firmware history) for details.
	
	Important: To use the above new feature, you need to install all of the following firmware together as a set.
	  * System v1.05 or later (P/N #G1165430D)
	  * Printer v1.05 or later (P/N #G1165441D
	  * Engine v1.03: 20 or later (P/N #G1115136C)
	
	2. Sometimes, the firmware cannot be updated via RC Gate by FTP.
	Important: To apply this correction, you need to install all of the following firmware together as a set.
	  * System v1.05 or later (P/N #G1165430D)
	  * NCS v4.15.2 or later (P/N #G1165432C)
	
	3. When the printer receives more than 300 login attempts since the last power ON:
	  - The administrator cannot login to the printer via WIM.
	  - Users cannot print if User Authentication is enabled.
	4. Sometimes, the ROM Update menu is not displayed in WIM (GFPR #RC05070002)

1.04	1. A communication error occurs between the mainframe and RC Gate.
	2. Sometimes, the firmware cannot be updated via RC Gate.
	3. The firmware cannot be updated if the administrator password is blank.
	4. The image shifts when the left margin is set to 3mm.
	Other changes:
	5. Some features of a customization were added as standard:
	  - Sp5-055-001 (Display IP Address):
	    Displays the IP address on the second line of the operation panel when the printer is in the Ready condition.
	    0: OFF (default)
	    1: ON
	  - Sp5-886-001 (ROM Update):
	    Allows the ROM firmware to be updated remotely via the local network.
	    0: ON (default)
	    1: OFF
	NOTE: The settings for the two SP modes above can be changed via Web Image Monitor.
	
	Important: To use these new features, you need to install all of the following firmware together as a set.

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001h

Version	Symptom Corrected
	System v1.04 or later (P/N #G1165430C) Printer v1.04.2 or later (P/N #G1165441C) Websys v1.02 or later (P/N #G1165433B)
1.03	(Minor change applied for Japan model only).
1.01	1st Mass Production

Model: Model K-P4	Date: 17-Feb-05	No.: RG116002h

RTB Reissue
The items in bold italics have been added.

Subject: Controller Firmware Release History (Printer)	Prepared by: Y.Murata
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 ( )	☒ Tier 2

This RTB has been issued to announce the firmware history for the <u>Printer</u> of the Model K-P4 (G116 model).

Version	Program No.	Effective Date
1.11	***G1165441K***	***July 2009 production***
1.10	G1165441J	August 2008 production
1.09	G1165441H	July 2007 production
1.08	G1165441G	April 2007 production
1.07	G1165441F	October 2006 production
1.06	G1165441E	April '06 production
1.05	G1165441D	November '05 production
1.04.2	G1165441C	July '05 production
1.03	G1165441B	April '05 production
1.01	G1165441A	1st mass production (Jan 2005)

Version	Symptom Corrected
1.11	***The default setting for the Energy Saver timer was changed from 5 minutes to 1 minute.***
1.10	Other changes: The firmware was modified to support the new Fujitsu hard disk drive.
1.09	No changes (version standardization with System firmware only).
1.08	Symptom corrected: [RPCS] 1. A P2 memory error occurs when using originals that use many clips. 2. A memory leak occurs when the resolution or bit number is changed. 3. Thin lines are not printed out when using 90-degree rotation in Mode 3. [PS3] 4. When a simplex job is performed in between two duplex jobs, the booklet direction from the first duplex job is automatically applied to the second duplex job. Other changes: 5. The default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes.
1.07	A test print is not correctly counted.

Model: Model K-P4	Date: 17-Feb-05	No.: RG116002h

Version	Symptom Corrected
1.06	1. Sending jobs to IBS (Intelligence Barcode Solution) might cause the device to stall if submitted via USB, Centronix or Bluetooth. 2. When PCL data is printed using HDD fonts, print speed might be reduced. 3. After a certain number of PCL jobs are printed using HDD fonts, the device may stall. (GFPR#RE05060001) Other changes: 1. The Summary Report can be printed out by turning ON the main power switch while holding down the Start key.
1.05	2. Sp5930-2 has newly been added. Note: See RTB RG116007a (Engine firmware history) for details. Important: To use the above new feature, you need to install all of the following firmware together as a set. * System v1.05 or later (P/N #G1165430D) * Printer v1.05 or later (P/N #G1165441D * Engine v1.03: 20 or later (P/N #G1115136C) 1. The printer sometimes stalls after it continuously prints out about 65K pages in duplex mode.
1.04.2	1. Sometimes, the keys on the operation panel do not work when the machine is in the Toner End condition. 2. Sometimes, the machine stalls when a duplex job is sent from an RPCS driver and then the job is cancelled. Other changes: 3. Some features of a customization were added as standard: - The IP address is displayed on the LCD. - Thai and non-English Latin characters can be printed with the PS driver Important: To use these new features, you need to install all of the following firmware together as a set. System v1.04 or later (P/N #G1165430C) Printer v1.04.2 or later (P/N #G1165441C) Websys v1.02 or later (P/N #G1165433B)
1.03	No changes (version standardization with System firmware only).
1.01	1st Mass Production

Model: K-P4	Date: 18-Sep-09	No.: RG116015

Subject: SC code correction	Prepared by: Y. Murata
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
	☐ Other ( )		☒ Tier2

Change/Reason: SC code correction.

1. **Please delete the following SCs from the service manual.**
   640/641/800/822/835/836/837/862/955/999

2. **Please add the following SCs to the service manual.**

SC	Description	Cause / Required action
826	Self-diagnostic Error: RTC/optional NVRAM The RTC device is not detected.	• RTC defective. • NVRAM without RTC installed. • Backup battery discharged. Replace the NVRAM with another NVRAM with an RTC device.
861	HDD: Reboot error The HDD does not become ready within 30 seconds after the power is supplied to the HDD.	• Loose connection. • Defective cables. • Defective HDD. • Defective controller. 1. Check the connection between the HDD and controller. 2. Check and replace the cables. 3. Replace the HDD. 4. Replace the controller board.
866	SD card authentication error A correct license is not found in the SD card.	• SD-card data is corrupted. Store correct data in the SD card.
867	SD card ejection error	The SD card is ejected from the slot. 1. Install the SD card. 2. Turn the main switch off and on.
868	The SD card is ejected from the slot.	An error report is sent from the SD card reader. • An error is detected in the SD card.
	• -13 to -3: File system error. • Other number: Device error.	1. For a file system error, format the SD card on your PC. 2. For a device error, turn the mains switch off and on. 3. Replace the SD card. 4. Replace the controller board.

SC	Description	Cause / Required action
870	Address book error	• Defective software program. • Defective HDD. • Incorrect path to the server.
	An error is detected in the data copied to the address book over a network.	1. Initialize the address book data. 2. Initialize the user information. 3. Replace the HDD.
920	Printer application error	• Defective software
	An error is detected in the printer application program.	• Unexpected hardware resource (e.g., memory shortage)
		1. Software defective; switch off/on, or change the controller firmware if the problem is not solved 2. Install an optional memory.
921	Printer font error	• A necessary font is not found in the SD card.
	A necessary font is not found in the SD card.	• The SD card data is corrupted.
		Check that the SD card has the correct data.
992	Undefined error	Defective software program
		• An error undetectable by any other SC code occurred

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Model: K-P4	Date: 14-Oct-09	No.: RG116016

Subject: Part catalog correction	Prepared by: Y. Murata
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
	☐ Other ( )		☐ Tier2

Change/Reason: Part catalog correction.

Incorrect Part Number	Correct Part Number	Description	Q'ty	Int	Page	Index
G0881506	G1111203	COVER:FRONT:EU:ASS'Y(G116)	1	-	3	50
-	G1111206	COVER:FRONT:NA:ASS'Y(G116)	1	-	3	50

Reissued: 28-Jan-10

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001i

RTB Reissue

The items in bold italics have been added.

Subject: Controller Firmware Release History (System)	Prepared by: K.Nakano
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware history for the <u>System</u> of the Model K-P4 (G116 model).

Version	Program No.	Effective Date
1.12	*G1165430L*	*March 2010 production*
1.11	G1165430K	July 2009 production
1.10	G1165430J	August 2008 production
1.09	G1165430H	July 2007 production
1.08	G1165430G	April 2007 production
1.07	G1165430F	October 2006 production
1.06	G1165430E	April '06 production
1.05	G1165430D	November '05 production
1.04	G1165430C	July '05 production
1.03	G1165430B	April '05 production
1.01	G1165430A	1st mass production (Jan 2005)

Descriptions of changes

Version	Symptom Corrected
1.12	*Symptom corrected:* *Unable to connect to the network when the MAC address Ricoh vendor code is changed from 00-00-74 to the new address 00-26-73.*

1.11	Symptom corrected:
	 1. Device might not be able to access the network under the following conditions:
	   – The device is connected to a HUB that has link flapping enabled.
	   – The device "Ethernet speed" is not "Auto".

1.10	Other changes: The firmware was modified to support the new Fujitsu hard disk drive.
1.09	Symptom corrected: 1. The image is shifted downward (as it should), but sometimes the bottom of the image appears on the next page. (Ex. When the Header/Footer/Adjust image position/Binding margins setting in the printer driver is changed) Note: Normally, the image is shifted downward and the bottom part is deleted (does not appear on the next page). Other changes: 2. New SP mode: SP5828-045. With this SP mode, Centronix can be enabled/disabled.

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001i

Version	Symptom Corrected
1.08	Other changes: 1. The default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes. 2. SC868 occurrence conditions: From this version, the SC will not be displayed if a damaged SD card is inside the card slot when the main power is turned on.
1.07	1. Sometimes, an image problem occurs or the machine stalls while printing a job with a large number of sheets.
1.06	Sometimes, RC Gate cannot get the counter data from the device.

1.05	1. Sp5930-2 has been newly added.
	  Note: See RTB RG116007a (Engine firmware history) for details.
	
	  Important: To use the above new feature, you need to install all of the following firmware together as a set.
	   * System v1.05 or later (P/N #G1165430D)
	   * Printer v1.05 or later (P/N #G1165441D
	   * Engine v1.03: 20 or later (P/N #G1115136C)
	
	2. Sometimes, the firmware cannot be updated via RC Gate by FTP.
	  Important: To apply this correction, you need to install all of the following firmware together as a set.
	   * System v1.05 or later (P/N #G1165430D)
	   * NCS v4.15.2 or later (P/N #G1165432C)
	
	3. When the printer receives more than 300 login attempts since the last power ON:
	   - The administrator cannot login to the printer via WIM.
	   - Users cannot print if User Authentication is enabled.
	4. Sometimes, the ROM Update menu is not displayed in WIM (GFPR #RC05070002)

1.04	1. A communication error occurs between the mainframe and RC Gate.
	2. Sometimes, the firmware cannot be updated via RC Gate.
	3. The firmware cannot be updated if the administrator password is blank.
	4. The image shifts when the left margin is set to 3mm.
	Other changes:
	5. Some features of a customization were added as standard:
	   - Sp5-055-001 (Display IP Address):
	     Displays the IP address on the second line of the operation panel when the printer is in the Ready condition.
	     0: OFF (default)
	     1: ON
	   - Sp5-886-001 (ROM Update):
	     Allows the ROM firmware to be updated remotely via the local network.
	     0: ON (default)
	     1: OFF
	NOTE: The settings for the two SP modes above can be changed via Web Image Monitor.
	
	Important: To use these new features, you need to install all of the following firmware together as a set.

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Reissued: 28-Jan-10

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001i

Version	Symptom Corrected
	System v1.04 or later (P/N #G1165430C) Printer v1.04.2 or later (P/N #G1165441C) Websys v1.02 or later (P/N #G1165433B)
1.03	(Minor change applied for Japan model only).
1.01	1st Mass Production

Model: Model K-P4	Date: 21-Apr-06	No.: RG116003e

RTB Reissue

The items in **bold italics** have been added.

Subject: Controller Firmware Release History (NCS)	Prepared by: K.Nakano
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.	
Classification: ☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Other ( )	

This RTB has been issued to announce the firmware release information for the <u>NCS.</u>

Version	Program No.	Effective Date
4.15.5	***G1165432E***	***January 2010 production***
4.15.4	G1165432D	July 2007 production
4.15.2	G1165432C	November '05 production
4.14.1	G1165432B	July '05 production
4.08.1	G1165432A	1st mass production (Jan 2005)

Version	Symptom Corrected
4.15.5	***Other changes:*** ***1. Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing.*** ***2. The MFP now supports CIFS, DFS and NTLM v2.***
4.15.4	Symptom corrected: 1. IEEE 1284 job might result in the device to becoming locked in the Waiting state.

4.15.2	1. Sometimes, the firmware cannot be updated via RC Gate by FTP.
	    <u>Important</u>: To apply this correction, you need to install all of the following firmware together as a set.
	     * System v1.05 or later (P/N #G1165430D)
	     * NCS v4.15.2 or later (P/N #G1165432C)
	
	2. Firmware update via WIM fails if the administrator uses a password or username that is 24 bytes or larger. After this, WIM may not connect to the device.

4.14.1	Note: NCS firmware Ver 4.14.1 or later must be used with websys firmware Ver1.02 or later.
	    Websys v1.02 (P/N #G1165433B) or later
	    NCS v4.14.1 (P/N #G1165432B) or later
	
	1. If the paper type setting is changed via WIM while "Permit Settings by SNMPv1 and v2" is disabled, the browser will timeout. The paper type setting change will not be saved.
	2. SNMPv1/v2 will still send SNMP traps even if the SNMPv1/v2 function is disabled.
	3. Sometimes after a power cycle, the device will be unable to accept jobs from standard TCP/IP or SDM ports.

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Model: Model K-P4	Date: 21-Apr-06	No.: RG116003c

Version	Symptom Corrected
	4. The SNMP buffer may become full when a lot of SNMP traffic is sent to the device. As a result, the device cannot reply to SNMP requests. 5. SDM for Admin cannot retrieve 1394 hostnames and devices when it is installed on a client PC with 1394 and Ethernet interfaces. 6. The SNMP service may not start when the device is turned on. Utilities using SNMP do not receive status updates from the device. Other changes: Some features of a customization were added as standard: - The device can accept more than one diprint (port9100) session. - Communication via diprint (port 9100) is asynchronous.
4.08.1	1st Mass Production

Model: Model K-P4	Date: 17-Feb-05	No.: RG116002i

RTB Reissue
The items in bold italics have been added.

Subject: Controller Firmware Release History (Printer)	Prepared by: K.Nakano
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☒ Tier 2

This RTB has been issued to announce the firmware history for the <u>Printer</u> of the Model K-P4 (G116 model).

Version	Program No.	Effective Date
1.12	***G1165441L***	***March 2010 production***
1.11	G1165441K	July 2009 production
1.10	G1165441J	August 2008 production
1.09	G1165441H	July 2007 production
1.08	G1165441G	April 2007 production
1.07	G1165441F	October 2006 production
1.06	G1165441E	April '06 production
1.05	G1165441D	November '05 production
1.04.2	G1165441C	July '05 production
1.03	G1165441B	April '05 production
1.01	G1165441A	1st mass production (Jan 2005)

Version	Symptom Corrected
1.12	***Symptom corrected:*** ***Following a paper jam caused by a paper size mismatch, the "Load the correct paper size" alert message is cleared when the paper tray is opened and closed.***
1.11	The default setting for the Energy Saver timer was changed from 5 minutes to 1 minute.
1.10	Other changes: The firmware was modified to support the new Fujitsu hard disk drive.
1.09	No changes (version standardization with System firmware only).
1.08	Symptom corrected: [RPCS] 1. A P2 memory error occurs when using originals that use many clips. 2. A memory leak occurs when the resolution or bit number is changed. 3. Thin lines are not printed out when using 90-degree rotation in Mode 3. [PS3] 4. When a simplex job is performed in between two duplex jobs, the booklet direction from the first duplex job is automatically applied to the second duplex job.

Model: Model K-P4	Date: 17-Feb-05	No.: RG116002i

Version	Symptom Corrected
	Other changes: 5. The default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes.
1.07	A test print is not correctly counted.
1.06	1. Sending jobs to IBS (Intelligence Barcode Solution) might cause the device to stall if submitted via USB, Centronix or Bluetooth. 2. When PCL data is printed using HDD fonts, print speed might be reduced. 3. After a certain number of PCL jobs are printed using HDD fonts, the device may stall. (GFPR#RE05060001) Other changes: 1. The Summary Report can be printed out by turning ON the main power switch while holding down the Start key.
1.05	2. Sp5930-2 has newly been added. Note: See RTB RG116007a (Engine firmware history) for details. Important: To use the above new feature, you need to install all of the following firmware together as a set. * System v1.05 or later (P/N #G1165430D) * Printer v1.05 or later (P/N #G1165441D * Engine v1.03: 20 or later (P/N #G1115136C) 1. The printer sometimes stalls after it continuously prints out about 65K pages in duplex mode.

1.04.2	1. Sometimes, the keys on the operation panel do not work when the machine is in the Toner End condition.
	2. Sometimes, the machine stalls when a duplex job is sent from an RPCS driver and then the job is cancelled.
	
	 Other changes:
	 3. Some features of a customization were added as standard:
	  - The IP address is displayed on the LCD.
	  - Thai and non-English Latin characters can be printed with the PS driver
	
	Important: To use these new features, you need to install all of the following firmware together as a set.
	　System v1.04 or later (P/N #G1165430C)
	　Printer v1.04.2 or later (P/N #G1165441C)
	　Websys v1.02 or later (P/N #G1165433B)

1.03	No changes (version standardization with System firmware only).
1.01	1st Mass Production

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Technical Bulletin

PAGE: 1/1

Model: K-P4	Date: 24-Feb-10	No.: RG116017

Subject: Service Manual Correction	Prepared by: K. Nakano
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		☒ Tier2

Service Manual Correction

5.3.1 SERVICE MODE TABLE (pg. 5-3)

Corrected the fusing temperature range to "150~**190**".

1105	Fusing Temp.	
	Adjusts the fusing temperatures for printing and standby mode.	
1105 1	Fusing temp	[150 ~ ~~200~~ 170 / 5 deg.] **DFU**
	Adjusts the fusing temperature for printing on normal paper.	
1105 2	Fusing T Stand	[140 ~ 175 / **168** / 1 deg.] **DFU**
	Adjusts the fusing temperature for standby mode.	

Note: If you try to set the fusing temperature to a value higher than 190, the machine will not accept the setting.

Model: Model K-P4	Date: 17-Feb-05	No.: RG116002j

RTB Reissue
The items in bold italics have been added.

Subject: Controller Firmware Release History (Printer)	Prepared by: K.Nakano
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☒ Tier 2

This RTB has been issued to announce the firmware history for the <u>Printer</u> of the Model K-P4 (G116 model).

Version	Program No.	Effective Date
1.13	*G1165441M*	*October 2010 production*
1.12	G1165441L	March 2010 production
1.11	G1165441K	July 2009 production
1.10	G1165441J	August 2008 production
1.09	G1165441H	July 2007 production
1.08	G1165441G	April 2007 production
1.07	G1165441F	October 2006 production
1.06	G1165441E	April '06 production
1.05	G1165441D	November '05 production
1.04.2	G1165441C	July '05 production
1.03	G1165441B	April '05 production
1.01	G1165441A	1st mass production (Jan 2005)

Version	Symptom Corrected
1.13	*Symptom corrected:* *If the Auto Continue setting is "Immediate" and the source tray runs out of paper, the device will stall. This only occurred if the paper ran out after several small jobs (30 or 40) were submitted back to back.*
1.12	Symptom corrected: Following a paper jam caused by a paper size mismatch, the "Load the correct paper size" alert message is cleared when the paper tray is opened and closed.
1.11	The default setting for the Energy Saver timer was changed from 5 minutes to 1 minute.
1.10	Other changes: The firmware was modified to support the new Fujitsu hard disk drive.
1.09	No changes (version standardization with System firmware only).
1.08	Symptom corrected: [RPCS] 1. A P2 memory error occurs when using originals that use many clips. 2. A memory leak occurs when the resolution or bit number is changed. 3. Thin lines are not printed out when using 90-degree rotation in Mode 3.

Model: Model K-P4	Date: 17-Feb-05	No.: RG116002j

Version	Symptom Corrected
	[PS3] 4. When a simplex job is performed in between two duplex jobs, the booklet direction from the first duplex job is automatically applied to the second duplex job. Other changes: 5. The default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes.
1.07	A test print is not correctly counted.
1.06	1. Sending jobs to IBS (Intelligence Barcode Solution) might cause the device to stall if submitted via USB, Centronix or Bluetooth. 2. When PCL data is printed using HDD fonts, print speed might be reduced. 3. After a certain number of PCL jobs are printed using HDD fonts, the device may stall. (GFPR#RE05060001) Other changes: 1. The Summary Report can be printed out by turning ON the main power switch while holding down the Start key.
1.05	2. Sp5930-2 has newly been added. Note: See RTB RG116007a (Engine firmware history) for details. Important: To use the above new feature, you need to install all of the following firmware together as a set. * System v1.05 or later (P/N #G1165430D) * Printer v1.05 or later (P/N #G1165441D * Engine v1.03: 20 or later (P/N #G1115136C) 1. The printer sometimes stalls after it continuously prints out about 65K pages in duplex mode.
1.04.2	1. Sometimes, the keys on the operation panel do not work when the machine is in the Toner End condition. 2. Sometimes, the machine stalls when a duplex job is sent from an RPCS driver and then the job is cancelled. Other changes: 3. Some features of a customization were added as standard: - The IP address is displayed on the LCD. - Thai and non-English Latin characters can be printed with the PS driver Important: To use these new features, you need to install all of the following firmware together as a set. System v1.04 or later (P/N #G1165430C) Printer v1.04.2 or later (P/N #G1165441C) Websys v1.02 or later (P/N #G1165433B)
1.03	No changes (version standardization with System firmware only).
1.01	1st Mass Production

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001j

RTB Reissue

The items in bold italics have been added.

Subject: Controller Firmware Release History (System)	Prepared by: Y. Nishida
From: 3rd 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 history for the <u>System</u> of the Model K-P4 (G116 model).

Version	Program No.	Effective Date	Availability of RFU
1.12k1	*G1165430L_LRP02572*	*July 2014 production*	*Available*
1.12	G1165430L	March 2010 production	Available
1.11	G1165430K	July 2009 production	Available
1.10	G1165430J	August 2008 production	Available
1.09	G1165430H	July 2007 production	Available
1.08	G1165430G	April 2007 production	Available
1.07	G1165430F	October 2006 production	Available
1.06	G1165430E	April '06 production	Available
1.05	G1165430D	November '05 production	Available
1.04	G1165430C	July '05 production	Available
1.03	G1165430B	April '05 production	Available
1.01	G1165430A	1st mass production (Jan 2005)	Available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

Descriptions of changes

Version	Symptom Corrected
1.12k1	*Symptom corrected:* *1. If a host on the network (not the LP) has 2 network cards with the same IP address, the LP's print/copy quality might be reduced or an SC818 error will be shown on the operation panel.*
1.12	Symptom corrected: Unable to connect to the network when the MAC address Ricoh vendor code is changed from 00-00-74 to the new address 00-26-73.

1.11	Symptom corrected:
	 1. Device might not be able to access the network under the following conditions:
	   – The device is connected to a HUB that has link flapping enabled.
	   – The device "Ethernet speed" is not "Auto".

1.10	Other changes: The firmware was modified to support the new Fujitsu hard disk drive.
1.09	Symptom corrected: 1. The image is shifted downward (as it should), but sometimes the bottom of the image appears on the next page.

Model: Model K-P4	Date: 17-Feb-05	No.: RG116001j

Version	Symptom Corrected
	(Ex. When the Header/Footer/Adjust image position/Binding margins setting in the printer driver is changed) Note: Normally, the image is shifted downward and the bottom part is deleted (does not appear on the next page). Other changes: 2. New SP mode: SP5828-045. With this SP mode, Centronix can be enabled/disabled.
1.08	Other changes: 1. The default setting for the Energy Saver timer was changed from 15 minutes to 5 minutes. 2. SC868 occurrence conditions: From this version, the SC will not be displayed if a damaged SD card is inside the card slot when the main power is turned on.
1.07	1. Sometimes, an image problem occurs or the machine stalls while printing a job with a large number of sheets.
1.06	Sometimes, RC Gate cannot get the counter data from the device.
1.05	1. Sp5930-2 has been newly added. Note: See RTB RG116007a (Engine firmware history) for details. Important: To use the above new feature, you need to install all of the following firmware together as a set. * System v1.05 or later (P/N #G1165430D) * Printer v1.05 or later (P/N #G1165441D * Engine v1.03: 20 or later (P/N #G1115136C) 2. Sometimes, the firmware cannot be updated via RC Gate by FTP. Important: To apply this correction, you need to install all of the following firmware together as a set. * System v1.05 or later (P/N #G1165430D) * NCS v4.15.2 or later (P/N #G1165432C) 3. When the printer receives more than 300 login attempts since the last power ON: - The administrator cannot login to the printer via WIM. - Users cannot print if User Authentication is enabled. 4. Sometimes, the ROM Update menu is not displayed in WIM (GFPR #RC05070002)
1.04	1. A communication error occurs between the mainframe and RC Gate. 2. Sometimes, the firmware cannot be updated via RC Gate. 3. The firmware cannot be updated if the administrator password is blank. 4. The image shifts when the left margin is set to 3mm. Other changes: 5. Some features of a customization were added as standard: - Sp5-055-001 (Display IP Address): Displays the IP address on the second line of the operation panel when the printer is in the Ready condition. 0: OFF (default) 1: ON - Sp5-886-001 (ROM Update):

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Model: Model K-P4	Date: 17-Feb-05	No.: RG116001j

Version	Symptom Corrected

	Allows the ROM firmware to be updated remotely via the local network.
	0: ON (default)
	1: OFF
	NOTE: The settings for the two SP modes above can be changed via Web Image Monitor.
	
	Important: To use these new features, you need to install all of the following firmware together as a set.
	    System v1.04 or later (P/N #G1165430C)
	    Printer v1.04.2 or later (P/N #G1165441C)
	    Websys v1.02 or later (P/N #G1165433B)

1.03	(Minor change applied for Japan model only).
1.01	1st Mass Production