RICOH Reissued:04-OCT-06

Technical Bulletin

Model: Model G-P2

Date: 18-May-06

No.: RG160001d

RTB Reissue

| The items in bold italics have been corrected or added. | | | | | |
|---|---|--|-----------------------|--|--|
| Subject: Firmware Release History (Printer) | | | Prepared by: S. Tomoe | | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part information Electrical Transmit/rection | | Action required Service manual revision Retrofit information | |

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

| Version | Program No. | Effective Date |
|---------|-------------|-------------------------|
| 1.05 | G1615261D | October 2006 production |
| 1.04 | G1615261C | July 2006 production |
| 1.03 | G1615261B | July 2006 production |
| 1.02 | G1615261A | June 2006 production |
| 1.01 | G1615261 | 1st mass production |

| Version | Symptom Corrected | | |
|---------|--|--|--|
| 1.05 | Other changes: Only the version of the firmware was changed, to match it with the version of the System firmware. (The firmware itself was not changed). | | |
| 1.04 | If a general user signs in without being authenticated and prints out a machine report, the counter for a different (authenticated) user is incremented. Note: Normally, the print should be counted as "Other". The counter for Meter Charge Mode is displayed as a "Page Counter" on the LCD, even after "Development Counter" is selected. Note: The counter is displayed correctly on the counter sheet. | | |
| 1.03 | Symptom corrected: The characters on the Color Test Chart and Color Sheet are not printed correctly. Changed: Faster rendering for RPCS full color images. | | |
| 1.02 | The device locks-up with the message "Setting change" on the display panel while it is changing to Cardsave mode or Hex Dump mode. Note : After a time-out (Auto Reset Timer: default 60 sec), the machine will successfully be changed to Cardsave mode or Hex Dump mode. | | |
| 1.01 | 1st mass production | | |

Reissued:10-Jan-07

Model: Model G-P2

Date: 1-Jun-06

No.: RG160002b

RTB Reissue

| The items in hol | The items in hold italics have been added. | | | | | |
|--|---|--|-----------------------|--|--|--|
| Subject: Firmware Release History (Network DocBox) | | | Prepared by: S. Tomoe | | | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part information Electrical Transmit/rec | [| Action required Service manual revision Retrofit information | | |

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

| Version | Program No. | Effective Date |
|---------|-------------|--------------------------|
| 2.00.1 | G1615254B | January 2007 production |
| 2.00 | G1615254A | November 2006 production |
| 1.00 | G1615254 | 1st mass production |

| Version | Symptom Corrected |
|---------|---|
| 2.00.1 | Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 1.07 or later - Websys firmware ver 1.05 or later - Network DocBox firmware ver 2.00.1 or later - Printer firmware ver 1.07 or later |
| 2.00 | Firmware download error occurs if the power is turned OFF and ON during a remote firmware update (RFU). |
| 1.00 | 1st mass production |

Technical Bulletin

Reissued:5-Jun-06 Model: Model G-P2

Date: 18-May-06

No.: RG160003a

RTB Reissue

| The items in bold italics have been corrected or added. | |
|---|--|
| | |
| | |

| Subject: Firmware Release History (Websys) | | | Prepared by: S. Tomoe | |
|--|---|---|-----------------------|--|
| From: 1st Tech. Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part informat Electrical Transmit/rec | | Action required Service manual revision Retrofit information |

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

| Version | Program No. | Effective Date |
|---------|-------------|----------------------|
| 1.03 | G1615253A | June 2006 production |
| 1.02 | G1615253 | 1st mass production |

| Version | Symptom Corrected |
|---------|--|
| 1.03 | Some of the device settings specified using the WebSmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices. Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor. |
| 1.02 | 1st mass production |

RICOH Reissued:04-OCT-06

Technical Bulletin

Model: Model G-P2

Date: 18-May-06

No.: RG160004b

RTB Reissue

| he items in bold italics have been added. | | | | |
|--|---|--------------|-----------------------|--|
| Subject: Firmware Release History (NIB) | | | Prepared by: S. Tomoe | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part informa | | Action required Service manual revision Retrofit information |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 6.05 | G1615252B | September 2006 production |
| 6.03 | G1615252A | June 2006 production |
| 6.00 | G1615252 | 1st mass production |

| Version | Symptom Corrected |
|---------|---|
| 6.05 | 1. Fixed: The device might not be able to retrieve an IP address from |
| | a DHCP server under specific conditions (GFPR#RC06060003). |
| | 2. Fixed: Some mmesg logs or portions of mmesg logs cannot be acquired using RlogTool v2.X. (TechMail#TS060625) |
| 6.03 | The device might not obtain an IP address from DHCP server if Autonet is disabled. In some cases, "Cannot connect with DHCP Server.(101)" will be displayed on the operation panel. Deputing the power server of links that cent via oftents he deleted from |
| | 2. Recycling the power causes all jobs that sent via sftp to be deleted from the sftp spool and the error message "#[brmsp1 YY/MM/DD hh:mm:ss |
| | Nothing target APL. ERR: " will be written in the system log. Conditions of occurence: |
| | - "Spool Printing" is enabled. Display Panel->System Default: disabled |
| | - "Job Spooling (Protocol)" for sftp is enabled. SP5-828-069 BitSwitch#6 Default: enabled |
| | - "Job Spooling Clear: Start Time" is enabled. SP5-828-066 Default: enabled |
| | The device can not connect in environments with multiple NetWare servers in the same NDS tree. |
| | (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) |
| | 4. The SSID is shown as blank in the Configuration Page, even if the SSID |
| | has been configured. This will only happen if the SSID is exactly 32 characters in length. |
| 6.00 | 1st mass production |



Technical Bulletin

Reissued: 27-Mar-07

| Model: Model G-P2 | Date: 1-Jun-06 | No.: RG160005a |
|-------------------|----------------|----------------|
| Model: Madel O DO | Dete: 1 lun 00 | |

RTB REISSUE

| The items in b | old italics have b | been added. | |
|----------------|--------------------|------------------|--|
| Subject: Firmy | are Release Histor | ry (Pict Bridge) | |

| Subject: Firmware Release History (Pict Bridge) | | | Prepared | by: S. Tomoe |
|--|---|--|----------|--|
| From: 1st Tech. Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part information Electrical Transmit/rec | | Action required Service manual revision Retrofit information |

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

| Version | Program No. | Effective Date |
|---------|-------------|--------------------------|
| 1.01 | G8745160A | February 2007 production |
| 1.00 | G8745160 | 1st mass production |

| Version | Symptom Corrected |
|---------|-----------------------|
| 1.01 | Minor bug correction. |
| 1.00 | 1st mass production |

Technical Bulletin

PAGE: 1/1

| Model: Model G-P2 | | | Date: 1-Jun-06 | | 6 | No.: RG160006 |
|--|--------------------------------|-----------|----------------|----------|------------|-------------------|
| Subject: Firmware Release History (Font) | | | | Prepared | l by: S. T | omoe |
| From: 1st Tech. § | Support Sec. Service Support I | Dept. | | | | |
| Classification: | Troubleshooting | Part info | orma | tion | Action | n required |
| l | Mechanical | Electric | al | | Servic | e manual revision |
| l | Paper path | 🗌 Transm | it/rec | eive | Retrof | fit information |
| | Other () | | | | | |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------|
| 1.00 | G1615262 | 1st mass production |

| Version | Symptom Corrected | |
|---------|---------------------|--|
| 1.00 | 1st mass production | |

Technical Bulletin

Reissued: 11-Mar-08

Model: Model G-P2

Date: 1-Jun-06

No.: RG160007a

| Subject: Firmware Release (Engine) | | | Prepared by: K. Morizumi | |
|--|----------------------------|---------------|--------------------------|--|
| From: 1st Tech. Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting Mechanical | Part informat | tion | Action required Service manual revision |
| | Paper path | | eive | Retrofit information |
| | Other () | | | |

This RTB has been issued to announce the firmware release information for the Model G-P2 engine board.

For: G-P2a

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 1.02:02 | G1585130C | September 2007 production |
| 1.01:02 | G1585130B | April 2006 production |
| 1.00:02 | G1585130A | 1st mass production |

For: G-P2b

| Version | Program No. | Effective Date |
|---------|-------------|-----------------------|
| 1.01:02 | G1595130B | April 2006 production |
| 1.00:02 | G1595130A | 1st mass production |

| Ver | sion | Symptom Corrected | |
|---------|---------|--|--|
| G-P2a | G-P2b | | |
| 1.02:02 | - | Other changes: | |
| | | Firmware standardization (Model G-P2L). | |
| 1.01:02 | 1.01:02 | The @Remote center cannot obtain the toner bottle installation date. | |
| | | The printer sometimes returns to the "Ready" condition during the Color Calibration. | |
| 1.00:02 | 1.00:02 | 1st mass production | |



Technical Bulletin

Reissued:5-Jul-06

| Model: Model G-P2 | Date: 8-Jun-06 | No.: RG160008a |
|-------------------|----------------|----------------|

RTB Reissue

The items in bold italics have been corrected or added.

| Subject: Firmware Release History (System) | | | | Prepared by: S. Tomoe | |
|--|---|--|--|--|--|
| From: 1st Tech. S | Support Sec. Service Support D |)ept. | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part information Electrical Transmit/rection | | Action required Service manual revision Retrofit information | |

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

| Version | Program No. | Effective Date |
|---------|-------------|----------------------|
| 1.03 | G1615250B | July 2006 production |
| 1.02 | G1615250A | June 2006 production |
| 1.01 | G1615250 | 1st mass production |

| Version | Symptom Corrected |
|---------|---|
| 1.03 | • Symptom corrected:SC670 or SC991 occurs if the machine is |
| | connected to @Remote (Cumin). Fixed: The SDK application might not be installed using WIM. |
| 1.02 | The device that has the 'Autentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions: LDAP Search LDAP Connection Test LDAP Authentication Either the scanner or fax applications, or the entire device might stall if an LDAP search reference; recursively spans 3 or more servers. The following functions might not work correctly. Add/change/delete users or groups from the Address Book via the display panel/Web Image Monitor/SmartDeviceMonitor for Admin. All Administrator Authentication and User Authentication functions. Devices configured using the WebSmartDeviceMonitor version2.0 Batch Configuration function, will automatically have the 'LDAP Search Timeout(SP5-846-010 default: 60 sec)' setting configured as 0. As a result, all LDAP Searchs might fail. Parts of the Czech, Polish and Hungarian versions of WebImageMonitor might appear garbled. |
| | 7. The @Remote center cannot obtain the temperature/humidity data. |
| 1.01 | 1st mass production |

Technical Bulletin

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| Model: G-P2 Date | | | ate:11-Jul-06 | | No.: RG160009 | |
|--|-------------------------------------|-----------|---------------|----------|---------------|--------------------|
| Subject: Installation procedure for DOS | | | | Prepared | d by: S. 1 | Готое |
| From: 1st Tech. Support Sec. Service Support Dept. | | | | | | |
| Classification: | 1: Troubleshooting Part information | | tion | Action | n required | |
| | Mechanical | Electric | al | | Servic | ce manual revision |
| | Paper path | 🗌 Transm | it/rec | eive | Retro | fit information |
| | Product Safety | 🛛 Other (| |) | | |

Procedure for Installing the Data Overwrite Security Unit on Model G-P2

Data Overwrite Security Unit Type E (G874)

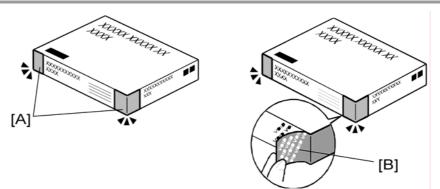
Before You Begin the Procedure

Make sure that the following settings are not at their factory default values:

- Supervisor login password
- Administrator login name
- Administrator login password

If any of these settings is at a factory default value, tell the customer these settings must be changed before you do the installation procedure.

Seal Check and Removal



CAUTION:

You must check the box seals to make sure that they were not removed after the items were sealed in the box at the factory before you do the installation.

- 1. Check the box seals [A] on each corner of the box.
 - Make sure that a tape is attached to each corner.
 - The surfaces of the tapes must be blank. If you see "VOID" on the tapes, do not install the components in the box.
- 2. If the surfaces of the tapes do not show "VOID", remove them from the corners of the box.
- 3. You can see the "VOID" marks [B] when you remove each seal. In this condition, they cannot be attached to the box again.

Technical Bulletin

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Model: G-P2

Date:11-Jul-06

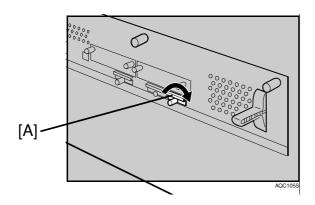
No.: RG160009

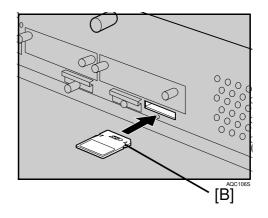
Installation Procedure

CAUTION:

Unplug the main machine power cord before you do the following procedure.

You must install the data overwrite security unit in SD Card slot 1. However, the PictBridge option is also installed in SD Card slot 1. You must do the SD Card Appli move procedure first if you have the PictBridge option installed and you want to install the data overwrite security unit.





- 1. Turn off the main power switch if the machine is turned on.
- 2. Disconnect the network cable.
- 3. Remove the slot cover [A] of SD card slot 1 (X 1).
- 4. Turn the SD-card [B] label face up. Then push it slowly into slot 1 until you hear a click.
- 5. Turn on the main power switch.
- 6. Go into the SP mode and push "EXECUTE" with SP5-878.
- 7. Exit the SP mode and turn off the main power switch.
- 8. Connect the network cable.
- 9. Turn on the machine power.
- 10. Do SP5990-005 (SP print mode Diagnostic Report).
- 11. Make sure the <u>ROM number and firmware version</u> in area [C] of the diagnostic report are the same as those in area [D].
 - [A]: "ROM Number/Firmware Version" "HDD Format Option"
 - [B]: "Loading Program" "GW2a_zoffy"

| Diagnostic Report: | "ROM No. / Firmware Version" [C] | "Loading Program" [D] |
|-------------------------|-------------------------------------|-----------------------|
| Data Overwrite Security | HDD Format Option: | GW2a_zoffy: |
| Unit | B7355060 / 0.03 | B7355060 / 0.03 |

🗙 Important

The ROM number and firmware version number change when the firmware is upgraded. However, the important thing is to make sure the numbers in [C] are the same as the numbers in [D].



| Model: G-P2 | Date:11-Ju |
|-------------|------------|
|-------------|------------|

ul-06 No.: RG160009

If the ROM numbers are not the same, or the version numbers are not the same, this means the unit was not installed correctly.

- If this happens:
 - 1) Make sure the unit type is Type E.
 - 2) If the unit type is not Type E, do the installation procedure again using Type E.
 - 3) If the unit type is Type E, but the numbers still do not match:
 - 1. Replace the NV-RAM
 - 2. Do the installation procedure again

RIGOH

Technical Bulletin

Reissued: 31-Jul-06 Model: G-P2

Date: 27-Jul-06

No.: RG160010a

RTB Reissue

| The items in bold italics | have been | corrected or | added. | |
|---------------------------|-----------|--------------|--------|--|
| | | | | |
| | | | | |

| Subject: Uneven Image Density | | | Prepared by: S. Tomoe | |
|-------------------------------|---|---|-----------------------|--|
| From: 1st Tech. S | Support Sec. Service Support I | Dept. | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part informat Electrical Transmit/rec | | Action required Service manual revision Retrofit information |

SYMPTOM

The image density of black solid image areas is uneven when printing in full-color mode.

Note: This occurs more often when printing at 1200x1200dpi with an RPCS driver, and at 600x600dpi with a PS3 driver.



| Technical |
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Reissued: 31-Jul-06 Model: G-P2

RIGOH

Date: 27-Jul-06

No.: RG160010a

CAUSE

The precision tool used at the factory to adjust the laser power of the laser diode was not calibrated correctly. As a result, the laser power was slightly weak (10% weaker than the specification) on machines produced from April 6th to the cut-in S/Ns listed below.

SOLUTION

Production Line

The laser power was changed to the optimum value from July 14, 2006 production.

Action in the field

Do the following if you receive a report of this symptom from the field.

• Change the following SP modes to the values shown below **in bold**.

| Model | SP Mode | Change to this value: |
|--------------------------------|-----------|-----------------------|
| G-P2a (G160 models) | 9-913-003 | 63 |
| G-P2b (G161 models) | 9-913-004 | 139 |
| | 9-913-005 | 38 |
| | 9-913-006 | 252 |
| G-P2b (G161 models) | 9-913-003 | 63 |
| G-P2a (G160 models) | 9-913-004 | 63 |
| | 9-913-005 | 38 |
| | 9-913-006 | 176 |

| Tec | chnical | B ulletin |
|-----|---------|------------------|
| | | |

Reissued: 31-Jul-06

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Model: G-P2 Date: 27-Jul-06 No.: RG160010a

Important: Do the following if you replace the laser diode to fix a **different symptom** on machines **produced before the cut-in S/N** listed below:

- 1. Check the values of the SP modes. If they are the same, change them to the values shown below.
- 2. Replace **all four** laser diode units at the same time, even if only one needs to be replaced.

Note: If you do not replace them at the same time, the image density for all colors might not be the same.

| Model | SP Mode | Change to this value: |
|--------------------------------|-----------|-----------------------|
| G-P2a (G160 models) | 9-913-003 | 50 |
| G-P2b (G161 models) | 9-913-004 | 110 |
| | 9-913-005 | 30 |
| | 9-913-006 | 200 |
| G-P2b (G161 models) | 9-913-003 | 50 |
| G-P2a (G160 models) | 9-913-004 | 50 |
| | 9-913-005 | 30 |
| | 9-913-006 | 140 |

Model: G-P2

Date: 27-Jul-06

No.: RG160010a

Cut-in serial numbers

The following serial numbers are temporary information. We will update it as soon as it is fixed.

| Version | Product Code | Serial # |
|-------------|-----------------|--|
| | G160-11 | ТВА |
| | G160-17 | Q7069100426 ~ Q7069100536 |
| | G160-22 | Q7069101729, Q7069101730, Q7069101733, Q7069101734 |
| | G160-26 | ТВА |
| Model G-P2a | G160-27 | Q7069102060, Q7069102070, Q7069102159, Q7069102171, Q7069102180, Q7069102199, Q7069102216, Q7069102249, Q7069102232, Q7069102235, Q7069102239 ~ Q7069102242, Q7069102245, Q7069102247 ~ Q7069102249, Q7069102280, Q7069102255, Q7069102267, Q7069102289, Q7069102280, Q7069102281, Q7069102284 ~ Q7069102300, Q7069102309, Q7069102359, Q7069102317, Q7069102300, Q7069102309, Q7069102359, Q7069102317, Q7069102319, Q7069102335, Q7069102359, Q7069102361, Q7069102364, Q7069102382, Q7069102371, Q7069102372, Q7069102375, Q7069102382, Q7069102383, Q7069102385, Q7069102389, Q7069102391, Q7069102394 ~ Q7069102402, Q7069102404, Q7069102407 ~ Q7069102413, Q7069102415, Q7069102404, Q7069102425, Q7069102433 ~ Q7069102435, Q7069102438 ~ Q7069102425, Q7069102433 ~ Q7069102445, Q7069102438 ~ Q7069102444, Q7069102446 ~ Q7069102445, Q7069102451 ~ Q7069102444, Q7069102446 ~ Q7069102445, Q7069102451 ~ Q7069102454, Q70691024457, Q70691024459, Q7069102451 ~ Q7069102462, Q7069102446 ~ Q7069102448, Q7069102478 ~ Q7069102462, Q7069102465, Q7069102523 ~ Q7069102478 ~ Q7069102515, Q7069102517, Q7069102523 ~ Q7069102526, Q7069102531, Q7069102551 ~ Q7069102556, Q7069102559 ~ Q7069102549, Q7069102551 ~ Q7069102556, Q7069102559 ~ Q7069102549, Q7069102577, Q7069102556, Q7069102559 ~ Q7069102567, Q7069102577, Q7069102556, Q7069102559 ~ Q7069102567, Q7069102577, Q7069102550, Q7069102559 ~ Q7069102584, Q7069102577, Q7069102550, Q7069102559 ~ Q7069102584, Q7069102577, Q7069102550, Q7069102559 ~ Q7069102584, Q7069102577, Q7069102550, Q7069102559 ~ Q7069102584, Q70691025787, Q7069102550, Q7069102557 ~ Q7069102584, Q70691025787, Q7069102550, Q7069102557 ~ Q7069102584, Q70691025787, Q7069102550, Q7069102550 ~ Q7069102584, Q70691025787, Q7069102550 ~ Q7069102587, Q7069102621, Q7069102849, Q7069102626 ~ Q7069102832, Q7069102834 ~ Q7069102849, Q7069102851 ~ Q7069102832, Q7069102834 ~ Q7069102849, Q7069102851 ~ Q7069102835, Q7069102834 ~ Q7069102849, Q7069102828 ~ Q7069102856 ~ Q7069103001 ~ Q7069103084 |
| Model G-P2b | G161-11 | ТВА |
| | G161-17 | ТВА |

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Reissued: 31-Jul-06

| Model: G-P2 | | | Date: 27-Jul-06 | No.: RG160010a |
|-------------|---------|---|--|--|
| | G161-22 | Q7169100200, Q7169 Q7169100211, Q7169 Q7169100221, Q7169 Q7169100230, Q7169 Q7169100238 ~ Q7169 Q7169100314 ~ Q7169 Q7169100326 ~ Q7169 Q7169100361, Q7169 Q7169100374, Q7169 Q7169100385, Q7169 Q7169100394, Q7169 Q7169100414, Q7169 Q7169100422, Q7169 | 9100191, Q716910019 100202 ~ Q716910020 100213, Q7169100216 100222, Q7169100224 100232, Q7169100235 9100249, Q716910025 9100321, Q716910032 9100354, Q716910034 9100354, Q7169100365 100363, Q7169100365 100376 ~ Q7169100391 100395, Q7169100397 100416 ~ Q7169100427 100425, Q7169100425 100433, Q7169100425 | 4, Q7169100206 ~ ~ Q7169100218, , Q7169100226 ~ , Q7169100236, 1 ~ Q7169100312, 3, Q7169100324, 8 ~ Q7169100350, 6 ~ Q7169100359, ~ Q7169100370, 2, Q7169100384, ~ Q7169100392, ~ Q7169100412, 8, Q7169100420 ~ , Q7169100479 ~ |
| | G161-26 | TBA | | |
| | G161-27 | Q7169100761 ~ Q716 | 9100737, Q716910074 9100785, Q716910078 100800 ~ Q716910082 | 7 ~ Q7169100796, |

RIGOH

Technical Bulletin

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| Model: G-P2 | | e: 27-Jul-06 | No.: RG160011 | | |
|--|---|--------------|-----------------------|---------------|--------------------|
| Subject: Counter Display | | | Prepared by: S. Tomoe | | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | | | |
| Classification: | Classification: Troubleshooting Deart informa | | orma | tion 🛛 Actior | n required |
| | Mechanical | Electric | al | Servie | ce manual revision |
| | Paper path | 🗌 Transm | it/rec | eive 🗌 Retro | fit information |
| | Other () | | | | |

SYMPTOM

The counter for Meter Charge Mode is displayed as "Page Counter" on the LCD, even after "Development Counter" (SP5-045-01) is selected.

Note: The counter is displayed correctly on the counter sheet.

CAUSE

Printer firmware bug

SOLUTION

Modified Firmware

The printer firmware was modified to correct this symptom. Firmware number: **G1615261C** Firmware version: **v1.04**

Production Line

The above firmware was applied to the production line from July 17, 2006.

ACTION IN THE FIELD

Install the modified firmware:

- At a service visit for machines already in the field that use a "Development Counter" counting method
- At machine installation for new machines that will use a "Development Counter" counting method



Model: G-P2

Date: 27-Jul-06

No.: RG160011

CUT-IN SERIAL NUMBERS

The following serial numbers are temporary information. We will update it as soon as it is fixed.

| Version | Product Code | Serial # | | |
|-------------|-----------------|--------------|--|--|
| | G160-11 | Q7069100294~ | | |
| | G160-17 | Q7069100537~ | | |
| Model G-P2a | G160-22 | Q7069200001~ | | |
| | G160-26 | 9W78760001~ | | |
| | G160-27 | Q7069103084~ | | |
| | G161-11 | Q7169100001~ | | |
| | G161-17 | Q7169200001~ | | |
| Model G-P2b | G161-22 | Q7169300001~ | | |
| | G161-26 | 9W88860001~ | | |
| | G161-27 | Q7169100821~ | | |

RICOH Reissued:04-OCT-06

Technical Bulletin

revision

Model: Model G-P2

Other (

Date: 18-May-06

No.: RG160003b

RTB Reissue

| The items in bol | ld italics have been correc | cted or added. | | |
|-------------------|---|----------------|----------|----------------------|
| Subject: Firmwar | re Release History (Websys) | | Prepared | by: S. Tomoe |
| From: 1st Tech. S | Support Sec. Service Support I | Dept. | | |
| Classification: | Classification: Troubleshooting Part inform | | tion | Action required |
| | Mechanical | Electrical | | Service manual rev |
| | Paper path | Transmit/rec | eive | Retrofit information |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 1.04 | G1615253B | September 2006 production |
| 1.03 | G1615253A | June 2006 production |
| 1.02 | G1615253 | 1st mass production |

)

| Version | Symptom Corrected |
|---------|--|
| 1.04 | WIM contains wording errors. 1. "Term of Validity" in German (Configuration > Security > Site Certificate). (Wrong) Laufzeit (Correct) Laufzeit der Gültigkeit Note: The above text contains special language-specific characters. |
| | 2. Hold Print in German (Type column in Print Job List) (Wrong) Druck anhalt (Correct) Angehaltener Druck |
| | "Are you sure you want to uninstall it?" in Portuguese (Extended Feature Info This is shown as a confirmation before an SDK is uninstalled.) (Wrong) Tem a certeza de que não pretende desinstalar? (Correct) Tem a certeza de que pretende desinstalar? Note: The above text contains special language-specific characters. |
| | 4. "Copy Extended Features" in Portuguese (Configuration > Extended Feature Settings). (Wrong) Funções avançadas de cópia (Correct) Copiar funções avançadas Note: The above text contains special language-specific characters. |

)

Reissued:04-OCT-06

| Model: Model G-P2 | | | Date: 18-May-06 | No.: RG160003b | | |
|-------------------|----------|---|--|----------------|--|--|
| Version | | Symptom Corrected 5. "Change SMTP Auth. Password" in Hungarian (Configuration > E-mail). (Wrong) SMTP jelszó módosítása (Correct) SMTP hitelesítési jelszó módosítása Note: The above text contains special language-specific characters. | | | | |
| | 5. | | | | | |
| | 6. | "Copy Extended Features" in Finnish (Configuration > Extended Feature Settings). (Wrong) Kopioinnin lisäominaisuudet (Correct) Kopioi lisäominaisuudet Note: The above text contains special language-specific characters. | | | | |
| | 7. | Key Display in Swedish (Addre (Wrong) Tangentskärm (Correct) Tangentnamn Note: The above text contains s characters. | | ific | | |
| 1.03 | 1. 2. | Some of the device settings specie WebSmartDeviceMonitor version2 not be applied to target devices. Errors in the way the French, Port Bottle", are worded in Web Image | 2.0 Batch Configuration uguese, and Danish for | | | |
| 1.02 | 1st | mass production | | | | |



Technical Bulletin

Reissued:05-Oct-06

| Model: Model G-P2 | Date: 8-Jun-06 | No.: RG160008b |
|-------------------|----------------|----------------|

RTB Reissue

The items in bold italics have been corrected or added.

| Subject: Firmware Release History (System) | | | | Prepared by: S. Tomoe | |
|--|---|---------------------------------------|--|--|--|
| From: 1st Tech. Support Sec. Service Support Dept. | | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part informat Electrical Transmit/rec | | Action required Service manual revision Retrofit information | |

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

| Version | Program No. | Effective Date |
|---------|-------------|-------------------------|
| 1.05 | G1615250C | October 2006 production |
| 1.03 | G1615250B | July 2006 production |
| 1.02 | G1615250A | June 2006 production |
| 1.01 | G1615250 | 1st mass production |

| Version | Symptom Corrected | | | |
|---------|--|--|--|--|
| 1.05 | Symptom corrected: | | | |
| | 1. SC819 might occur if the device is restarted during a remote firmware update. | | | |
| | <i>2. The machine might freeze during a detailed self-diagnostic.</i> | | | |
| | 3. SC990 occurs when the machine prints out the SMC report. | | | |
| | 4. Wording errors: English, Italian, Norwegian, Portuguese, Spanish, | | | |
| | German, Hungarian, Finnish and Swedish. | | | |
| 1.03 | • Symptom corrected:SC670 or SC991 occurs if the machine is connected to | | | |
| | @Remote (Cumin). Fixed: The SDK application might not be installed using WIM. | | | |



Reissued:05-Oct-06

| Model: Model G-P2 Date: 8-Jun-06 No.: RG160 | | No.: RG160008b | | |
|---|---|---|--|--|
| Version | Symptom Corrected | | | |
| 1.02 | able to authenticate a valid user user name contains non-ASCII | - LDAP Connection Test | | |
| | Either the scanner or fax applica LDAP search reference; recursiv The following functions might no - Add/change/delete users or gro panel/Web Image Monitor/Smar | EibAr Addication Either the scanner or fax applications, or the entire device might stall if an LDAP search reference; recursively spans 3 or more servers. The following functions might not work correctly. Add/change/delete users or groups from the Address Book via the display panel/Web Image Monitor/SmartDeviceMonitor for Admin. All Administrator Authentication and User Authentication functions. | | |
| | Devices configured using the WebSmartDeviceMonitor version2.0 Batch Configuration function, will automatically have the 'LDAP Search Timeout(SP5-846-010 default: 60 sec)' setting configured as 0. As a result, all LDAP Searches might fail. Parts of the Czech, Polish and Hungarian versions of WebImageMonitor might appear garbled. The debug logging data cannot be stored in an SD card. The @Remote center cannot obtain the temperature/humidity data. | | | |
| 1.01 | 7. The @Remote center cannot ob 1st mass production | | | |

Technical Bulletin

Reissued:10-Jan-07 Model: Model G-P2

Date: 18-May-06

No.: RG160001e

RTB Reissue

| The items in bold italics have been corrected or added. | |
|---|--|
| | |
| | |

| Subject: Firmware Release History (Printer) | | | Prepared by: S. Tomoe | |
|--|-----------------|------------------|-----------------------|-------------------------|
| From: 1st Tech. Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting | Part information | tion | Action required |
| | 🗌 Mechanical | Electrical | | Service manual revision |
| | Paper path | Transmit/rec | eive | Retrofit information |
| | ⊠ Other () | | | |

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

| Version | Program No. | Effective Date |
|---------|-------------|-------------------------|
| 1.07 | G1615261E | January 2007 production |
| 1.05 | G1615261D | October 2006 production |
| 1.04 | G1615261C | July 2006 production |
| 1.03 | G1615261B | July 2006 production |
| 1.02 | G1615261A | June 2006 production |
| 1.01 | G1615261 | 1st mass production |

| Version | Symptom Corrected |
|---------|---|
| 1.07 | Symptom corrected: All pages of PS jobs containing a mix of simplex and duplex pages, are printed as simplex. (FPR#RC06070007). PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753). PCL jobs that include separator pages might be printed as garbage characters (FPR#RC06040009/RC0610007). PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met: |

Technical Bulletin

PAGE: 2/2

Reissued:10-Jan-07

| Model: Mode | GP2 | Date: 18-May-06 | No.: RG160001e |
|-------------|--|---|--------------------------------------|
| Version | Symptom Corrected | | |
| | System firmware ver 1.07 or later Websys firmware ver 1.05 or later Network DocBox firmware ver 2.00.1 or later Printer firmware ver 1.07 or later | | |
| | Other changes: 1. The device supports Unicode for Japanese/Korean/Tradition are only available with the U | onal Chinese/Simplif | fied Chinese |
| 1.05 | Other changes: Only the version of the firmware wa version of the System firmware. (The firmware itself was not chang | | it with the |
| 1.04 | If a general user signs in without a machine report, the counter for a incremented. Note: Normally, the print should be The counter for Meter Charge M Counter"on the LCD, even after "D Note: The counter is displayed cord | different (authenticat counted as "Other". ode is displayed as a evelopment Counter" | ed) user is "Page is selected. |
| 1.03 | Symptom corrected: The characters on the Color Test C printed correctly. Changed: Faster rendering for RPC | Chart and Color Sheet | |
| 1.02 | The device locks-up with the mess display panel while it is changing to mode. Note : After a time-out (Auto Reset machine will successfully be chang Dump mode. | age "Setting change Cardsave mode or H Timer: default 60 sec | Hex Dump c), the |
| 1.01 | 1st mass production | | |

Technical Bulletin

Reissued:10-Jan-07 Model: Model G-P2

Date: 18-May-06

No.: RG160003c

RTB Reissue

| | - |
|---|---|
| The items in bold italics have been corrected or added. | |

| Subject: Firmware Release History (Websys) | | | Prepared by: S. Tomoe | |
|--|-----------------|---------------|-----------------------|-------------------------|
| From: 1st Tech. Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting | Part informat | ion | Action required |
| | Mechanical | Electrical | | Service manual revision |
| | Paper path | Transmit/rec | eive | Retrofit information |
| | ⊠ Other () | | | |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 1.05 | G1615253C | January 2007 production |
| 1.04 | G1615253B | September 2006 production |
| 1.03 | G1615253A | June 2006 production |
| 1.02 | G1615253 | 1st mass production |

| Version | Symptom Corrected | |
|---------|---|--|
| 1.05 | The device might stop replying to On-Demand Email Notification requests until the power is cycled if the device receives 10 or more requests at a time. The WebImageMonitor service is stopped if a restoration of the addressbook is cancelled before completion. If a user tries to access WebImageMonitor, a 404 error will be returned. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue (#3), all of the following firmware must be applied: System firmware ver 1.07 or later Websys firmware ver 1.05 or later Network DocBox firmware ver 2.00.1 or later | |
| 1.04 | Printer firmware ver 1.07 or later WIM monitor contains wording errors. "Term of Validity" in German (Configuration > Security > Site Certificate). (Wrong) Laufzeit (Correct) Laufzeit der Gültigkeit Note: The above text contains special language-specific characters. Hold Print in German (Type column in Print Job List) (Wrong) Druck anhalt | |

Technical Bulletin

PAGE: 2/2

Reissued:10-Jan-07

| Model: Model G-P2 Date: 18-May-06 No.: RG160 | | | No.: RG160003c | | | |
|--|---|--|-----------------|--|--|--|
| Version | | Symptom Corrected | | | | |
| | (Correct) Angehaltener Druck | | | | | |
| | Feature Info This is shown as uninstalled.) (Wrong) Tem a certeza de que (Correct) Tem a certeza de que | "Are you sure you want to uninstall it?" in Portuguese (Extended Feature Info This is shown as a confirmation before an SDK is uninstalled.) (Wrong) Tem a certeza de que não pretende desinstalar? (Correct) Tem a certeza de que pretende desinstalar? Note: The above text contains special language-specific characters. "Copy Extended Features" in Portuguese (Configuration > Extended Feature Settings). (Wrong) Funções avançadas de cópia (Correct) Copiar funções avançadas Note: The above text contains special language-specific characters. | | | | |
| | Feature Settings). (Wrong) Funções avançadas d (Correct) Copiar funções avanç | | | | | |
| | (Wrong) SMTP jelszó módosítá (Correct) SMTP hitelesítési jels | "Change SMTP Auth. Password" in Hungarian (Configuration > E-mail). (Wrong) SMTP jelszó módosítása (Correct) SMTP hitelesítési jelszó módosítása Note: The above text contains special language-specific characters. | | | | |
| | "Copy Extended Features" in F Feature Settings). (Wrong) Kopioinnin lisäominais (Correct) Kopioi lisäominaisuud Note: The above text contains s | udet | | | | |
| | Key Display in Swedish (Addre (Wrong) Tangentskärm (Correct) Tangentnamn Note: The above text contains s | pecial language-specific | characters. | | | |
| 1.03 | Some of the device settings spe WebSmartDeviceMonitor version not be applied to target devices Errors in the way the French, Pe Bottle", are worded in Web Image | cified using the n2.0 Batch Configuration prtuguese, and Danish fo | function, might | | | |
| 1.02 | 1st mass production | | | | | |

Technical Bulletin

Reissued:10-Jan-07 Model: Model G-P2

Date: 18-May-06 No

No.: RG160004c

RTB Reissue

| The items in bold italics have been added. | | | | | | |
|---|-----------------|------------------|------|-------------------------|--|--|
| Subject: Firmware Release History (NIB) Prepared by: S. Tomoe | | | | | | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | | | | |
| Classification: | Troubleshooting | Part information | tion | Action required | | |
| | Mechanical | Electrical | | Service manual revision | | |
| Paper path Transmit/receive Retrofit information | | | | Retrofit information | | |
| | ⊠ Other () | | | | | |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 6.05.1 | G1615252C | January 2007 production |
| 6.05 | G1615252B | September 2006 production |
| 6.03 | G1615252A | June 2006 production |
| 6.00 | G1615252 | 1st mass production |

| Version | Symptom Corrected | |
|---------|---|----|
| 6.05.1 | 1. The device cannot login to Windows Vista via SMB. | |
| | 2. SMB printing is sporadically unavailable. | |
| | 3. The device might be unable to obtain an IP address from a DHCP | |
| | Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002). | |
| 6.05 | 1. Fixed: The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003). | |
| | Fixed: Some mmesg logs or portions of mmesg logs cannot be acquired using RlogTool v2.X. (TechMail#TS060625) | |
| 6.03 | The device might not obtain an IP address from DHCP server if Autonet is disabled. In some cases, "Cannot connect with DHCP Server.(101)" will be displayed on the operation panel. | |
| | Recycling the power causes all jobs that sent via sftp to be deleted from the sftp spool and the error message "#[br ms pl YY/ MM DD hh: mm ss Not hi ng t ar get APL. ERR: " will be written in the system log. Conditions of occurence: | |
| | - "Spool Printing" is enabled. Display Panel->System Default: disabled | |
| | - "Job Spooling (Protocol)" for sftp is enabled. SP5-828-069 BitSwitch#6 Default: enabled | |
| | - "Job Spooling Clear: Start Time" is enabled. SP5-828-066 Default: enabled | |
| | The device can not connect in environments with multiple NetWare servers i the same NDS tree. | in |
| | (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) | |



Technical Bulletin

Reissued:10-Jan-07

| Model: Model G-P2 | | Date: 18-May-06 | No.: RG160004c |
|-------------------|---|-----------------|----------------|
| Version | Version Symptom Corrected | | |
| | 4. The SSID is shown as blank in the Configuration Page, even if the SSID had been configured. This will only happen if the SSID is exactly 32 characters length. | | |
| 6.00 | 1st mass production | | |



Technical Bulletin

Reissued:10-Jan-07

| Model: Model G-P2 Date: 8-Jun-06 No.: RG160008c | RTB Roissue | | |
|---|------------------|----------------|----------------|
| | Model: Model GP2 | Date: 8-Jun-06 | No.: RG160008c |

RTB Reissue

The items in bold italics have been corrected or added.

| Subject: Firmware Release History (System) | | | Prepared by: S. Tomoe | |
|--|---|---|-----------------------|--|
| From: 1st Tech. Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part informat Electrical Transmit/rec | | Action required Service manual revision Retrofit information |

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

| Version | Program No. | Effective Date |
|---------|-------------|-------------------------|
| 1.07 | G1615250D | January 2007 production |
| 1.05 | G1615250C | October 2006 production |
| 1.03 | G1615250B | July 2006 production |
| 1.02 | G1615250A | June 2006 production |
| 1.01 | G1615250 | 1st mass production |

| Version | Symptom Corrected |
|---------|--|
| 1.07 | 1. Sometimes, the machine does not switch over to Energy Saver mode. |
| | 2. A proxy server error occurs if the main power is turned ON/OFF while |
| | the machine is connected to RC-Gate (@Remote). |
| | 3. The default setting for an Auto SC Call (@Remote) was changed from |
| | OFF to ON. |
| | 4. The job log will become corrupted and can no longer be uploaded to |
| | WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job |
| | is being processed. |
| | 5. The device is unable to follow an LDAP search reference if the device |
| | and LDAP server are communicating via SSL. This problem affects the |
| | following functions: |
| | - LDAP Search |
| | - LDAP Connection Test |
| | - LDAP Authentication |
| | - Windows Authentication |
| | 6. ROM updates will fail via WebImageMonitor if the Transfer Log Setting |
| | is On. |



Reissued:10-Jan-07

| Model: Model (| el: Model G-P2 Date: 8-Jun-06 No.: RG160008c | | | | |
|----------------|--|--------------------------|---------------------|--|--|
| Version | Sympton | n Corrected | | | |
| | 7. Accessing the document server in WIM via a single sign-on server | | | | |
| | might result in "404 Not Found". This only happens if the url used to | | | | |
| | access WIM contains a "Host Name" and "Domain Name" (The | | | | |
| | "domain name" setting in the MFP is not blank.). It does not happen if | | | | |
| | the url contains an IP address. | | | | |
| | | | | | |
| | Note: To fix this issue (#7), all o | f the following firmwa | are must be | | |
| | applied: | | | | |
| | - System firmware ver 1.07 or | later | | | |
| | - Websys firmware ver 1.05 or | later | | | |
| | - Network DocBox firmware v | er 2.00.1 or later | | | |
| | - Printer firmware ver 1.07 or | later | | | |
| 1.05 | 1. SC819 error might occur if the devic | e is restarted during a | remote firmware | | |
| | update. | | | | |
| | 2. The machine might freeze during a | detailed self-diagnostic | | | |
| | 3. SC990 occurs when the machine pr | ints out the SMC report | t. | | |
| | 4. Wording errors: English, Italian, Nor | wegian, Portuguese, S | panish, German, | | |
| | Hungarian, Finnish and Swedish. | | | | |
| 1.03 | 1. Symptom corrected: SC670 or SC | 991 occurs if the mach | ine is connected to | | |
| | @Remote (Cumin). | | | | |
| 1.02 | 2. Fixed: The SDK application might | | | | |
| 1.02 | The device that has the 'Autentica able to authenticate a valid user o | | | | |
| | user name contains non-ASCII ch | | - | | |
| | This problem effects the following - LDAP Search | functions: | | | |
| | - LDAP Search - LDAP Connection Test | | | | |
| | - LDAP Authentication | ana autha antina davia. | e might stell if en | | |
| | Either the scanner or fax applications, or the entire device might stall if an LDAP search reference; recursively spans 3 or more servers. The following functions might not work correctly. | | | | |
| | | | | | |
| | Add/change/delete users or groups from the Address Book via the display panel/Web Image Monitor/SmartDeviceMonitor for Admin. All Administrator Authentication and User Authentication functions. | | | | |
| | | | | | |
| | 4. Devices configured using the WebSmartDeviceMonitor version2.0 Batch Configuration function, will automatically have the 'LDAP Search | | | | |
| | Timeout(SP5-846-010 default: 60 | | | | |
| | all LDAP Searches might fail. | | | | |
| | Parts of the Czech, Polish and Hu might appear garbled. | ngarian versions of We | bimageMonitor | | |



Reissued:10-Jan-07

| Model: Model GP2 | | Date: 8-Jun-06 | No.: RG160008c |
|------------------|---|----------------|----------------|
| Version | Symptom Corrected | | |
| | 6. The debug logging data cannot be stored in an SD card. 7. The @Remote center cannot obtain the temperature/humidity data. | | idity data. |
| 1.01 | 1st mass production | • | - |

Technical Bulletin

Reissued: 24-Apr-07 Model: Model G-P2

Date: 18-May-06

No.: RG160004d

RTB Reissue

| The items in bold italics have been added. | | | | | | |
|---|---|--|--|--|--|--|
| Subject: Firmware Release History (NIB) Prepared by: S. Tomoe | | | | | | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | | | | |
| Classification: | Troubleshooting Mechanical Paper path | Part information Electrical Transmit/rec | | Action required Service manual revision Retrofit information | | |
| | 🛛 Other () | | | | | |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 6.05.4 | G1615252D | May 2007 production |
| 6.05.1 | G1615252C | January 2007 production |
| 6.05 | G1615252B | September 2006 production |
| 6.03 | G1615252A | June 2006 production |
| 6.00 | G1615252 | 1st mass production |

| Version | Symptom Corrected |
|---------|---|
| 6.05.4 | Symptom corrected: A 404 error will be returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration. The device will not be registered with a DNS server by a DHCP relay agent. The device fails to renew with the DDNS server, it will not try again. IPP clients might not print to devices that joined the network using mDNS (Bonjour). |
| 6.05.1 | The device cannot login to Windows Vista via SMB. SMB printing is sporadically unavailable. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002). |
| 6.05 | Fixed: The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003). Fixed: Some mmesg logs or portions of mmesg logs cannot be acquired using RlogTool v2.X. (TechMail#TS060625) |
| 6.03 | The device might not obtain an IP address from DHCP server if Autonet is disabled. In some cases, "Cannot connect with DHCP Server.(101)" will be displayed on the operation panel. Recycling the power causes all jobs that sent via sftp to be deleted from the sftp spool and the error message "#[brmsp1 YY/MM/DD hh:mm:ss Nothing target APL. ERR:" will be written in the system log. Conditions of occurence: - "Spool Printing" is enabled. Display Panel->System |



Reissued: 24-Apr-07

| Model: Model G-P2 Date: 18-May-06 No.: RG1600 | | No.: RG160004d | |
|---|---|--|---|
| Version | Sympt | om Corrected | |
| | Default: disabled - "Job Spooling (Protocol)" for sfi Default: enabled - "Job Spooling Clear: Start Time Default: enabled 3. The device can not connect in er the same NDS tree. (GFPR#RC05120001/RC060200 | " is enabled. SP5-828- vironments with multip 10/RE06030007/RE06 | 066 le NetWare servers in 030001) |
| | The SSID is shown as blank in the been configured. This will only have length. | | |
| 6.00 | 1st mass production | | |

Technical Bulletin

Reissued: 02-May-07 Model: Model G-P2

Date: 18-May-06

No.: RG160003d

RTB Reissue

| The items in bold italics have been corrected or added. | | | | |
|---|---|--|----------|--|
| Subject: Firmware Release History (Websys) | | | Prepared | d by: S. Tomoe |
| From: 1st Tech. Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part information Electrical Transmit/rec | | Action required Service manual revision Retrofit information |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 1.06 | G1615253D | May 2007 production |
| 1.05 | G1615253C | January 2007 production |
| 1.04 | G1615253B | September 2006 production |
| 1.03 | G1615253A | June 2006 production |
| 1.02 | G1615253 | 1st mass production |

| Version | Symptom Corrected | |
|---------|--|--|
| 1.06 | Symptom corrected: The printing of stored jobs (e.g. Locked Print) is not shown in WIM's Job History. This only affects devices with the optional HDD. The XSS vulnerability on WIM. (TechMail#OTS-2007-2118) Using WebImageMoniter in the Safari browser, address book back- up files cannot be downloaded. | |
| 1.05 | The device might stop replying to On-Demand Email Notification requests until the power is cycled if the device recieves 10 or more requests at a time. The WebImageMonitor service is stopped if a restoration of the addressbook is cancelled before completion. If a user tries to access WebImageMonitor, a 404 error will be returned. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue(#3), all of the following firmware must be applied: System firmware ver 1.07 or later Network DocBox firmware ver 2.00.1 or later Printer firmware ver 1.07 or later | |
| 1.04 | WIM monitor contains wording errors. 1. "Term of Validity" in German (Configuration > Security > Site Certificate). | |

Reissued: 02-May-07

| Model: Model G-P2 Date: 18-May-06 No.: RG1600 | | | No.: RG160003d | | |
|---|---|---|-----------------|--|--|
| Version | Symptom Corrected | | | | |
| | (Wrong) Laufzeit (Correct) Laufzeit der Gültigkeit Note: The above text contains s | | | | |
| | Hold Print in German (Type cole (Wrong) Druck anhalt (Correct) Angehaltener Druck | | | | |
| | Feature Info This is shown as uninstalled.) (Wrong) Tem a certeza de que (Correct) Tem a certeza de que | "Are you sure you want to uninstall it?" in Portuguese (Extended Feature Info This is shown as a confirmation before an SDK is uninstalled.) (Wrong) Tem a certeza de que não pretende desinstalar? (Correct) Tem a certeza de que pretende desinstalar? Note: The above text contains special language-specific characters. | | | |
| | Feature Settings). (Wrong) Funções avançadas de (Correct) Copiar funções avança | "Copy Extended Features" in Portuguese (Configuration > Extended Feature Settings). (Wrong) Funções avançadas de cópia (Correct) Copiar funções avançadas Note: The above text contains special language-specific characters. | | | |
| | (Wrong) SMTP jelszó módosítás (Correct) SMTP hitelesítési jelsz | "Change SMTP Auth. Password" in Hungarian (Configuration > E-mail). (Wrong) SMTP jelszó módosítása (Correct) SMTP hitelesítési jelszó módosítása Note: The above text contains special language-specific characters. | | | |
| | Feature Settings). (Wrong) Kopioinnin lisäominaisu (Correct) Kopioi lisäominaisuude | "Copy Extended Features" in Finnish (Configuration > Extended Feature Settings). (Wrong) Kopioinnin lisäominaisuudet (Correct) Kopioi lisäominaisuudet Note: The above text contains special language-specific characters. | | | |
| | (Wrong) Tangentskärm (Correct) Tangentnamn | | | | |
| 1.03 | Some of the device settings spe WebSmartDeviceMonitor version not be applied to target devices. Errors in the way the French, Po Bottle", are worded in Web Imag | cified using the 12.0 Batch Configuration rtuguese, and Danish for | function, might | | |
| 1.02 | 1st mass production | | | | |

Technical Bulletin

Reissued: 10-May-07 Model: Model G-P2

Date: 18-May-06

No.: RG160001f

RTB Reissue

| The items in bold italics have been corrected or added. | | | | |
|---|---|--|----------|--|
| Subject: Firmware Release History (Printer) | | | Prepared | d by: S. Tomoe |
| From: 1st Tech. Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part informa Electrical Transmit/rec | | Action required Service manual revision Retrofit information |

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

| Version | Program No. | Effective Date |
|---------|-------------|-------------------------|
| 1.08 | G1615261F | May 2007 production |
| 1.07 | G1615261E | January 2007 production |
| 1.05 | G1615261D | October 2006 production |
| 1.04 | G1615261C | July 2006 production |
| 1.03 | G1615261B | July 2006 production |
| 1.02 | G1615261A | June 2006 production |
| 1.01 | G1615261 | 1st mass production |

| Version | Symptom Corrected | |
|---------|--|--|
| 1.08 | Symptom corrected: 1. After the device is powered-up, it might stay in the "Please wait." state indefinitely. This only affected devices that used an SNTP server and that had the "Auto Reset Timer" disabled. | |
| 1.07 | Symptom corrected: All pages of PS jobs containing a mix of simplex and duplex pages, are printed as simplex.(FPR#RC06070007). PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753). PCL jobs that include seperator pages might be printed as garbage characters (FPR#RC06040009/RC0610007). PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met: | |

Reissued: 10-May-07

| Model: Model G-P2 Date: 18-May-06 No.: RG16 | | | No.: RG160001f | |
|---|--|----------|----------------|--|
| Version | Symptom Corrected | | | |
| | used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. | | | |
| | Note: To fix this issue(#5), all of the following firmware must be applied: - System firmware ver 1.07 or later | | | |
| | Websys firmware ver 1.05 o Network DocBox firmware v | or later | | |
| | Printer firmware ver 1.07 or later | | | |
| | Other changes: 1. The device supports Unicode v3.0 fonts. Unicode v3.0 fonts for Japanese/Korean/Traditional Chinese/Simplified Chinese are only available with the Unicode Font Package for SAP. | | | |
| 1.05 | Other changes: Only the version of the firmware was changed, to match it with the version of the System firmware. (The firmware itself was not changed). | | | |
| 1.04 | 1. If a general user signs in without being authenticated and prints out a machine report, the counter for a different (authenticated) user is incremented. | | | |
| | Note: Normally, the print should be counted as "Other". | | | |
| | 2. The counter for Meter Charge Mode is displayed as a "Page Counter"on the LCD, even after "Development Counter" is selected. Note: The counter is displayed correctly on the counter sheet. | | | |
| 1.03 | Symptom corrected: The characters on the Color Test Chart and Color Sheet are not printed correctly. Changed: Faster rendering for RPCS full color images. | | | |
| 1.02 | The device locks-up with the message "Setting change" on the display panel while it is changing to Cardsave mode or Hex Dump mode. | | | |
| | Note : After a time-out (Auto Reset Timer: default 60 sec), the machine will successfully be changed to Cardsave mode or Hex Dump mode. | | | |
| 1.01 | 1st mass production | | | |

Technical Bulletin

Reissued: 10-May-07

Model: Model G-P2

| Date. 8-Jun-06 NO RG1600080 | Date: 8-Jun-06 | No.: RG160008d |
|-----------------------------|----------------|----------------|
|-----------------------------|----------------|----------------|

RTB Reissue

The items in bold italics have been corrected or added.

| Subject: Firmware Release History (System) | | Prepared by: S. Tomoe | | |
|--|---|--|-------------------|--|
| From: 1st Tech. Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part information Electrical Transmit/rec | Service manual re | |

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

| Version | Program No. | Effective Date |
|---------|-------------|-------------------------|
| 1.08 | G1615250E | May 2007 production |
| 1.07 | G1615250D | January 2007 production |
| 1.05 | G1615250C | October 2006 production |
| 1.03 | G1615250B | July 2006 production |
| 1.02 | G1615250A | June 2006 production |
| 1.01 | G1615250 | 1st mass production |

| Version | Symptom Corrected | |
|---------|--|--|
| 1.08 | mptoms corrected: Printer does not respond to stand-alone scanners that are connected by USB. This results in the error message "Cannot connect or find the specified printer. Click [Back] to continue." being displayed in Web Status Monitor. This only occurs if the Paper Source Tray has been configured (in Web status Monitor of the scanner). Entries such as "usercode/username" in the Job Log or Access Log might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries. SC868 occurred when the CVM Card is corrupted. (FPR#: RC06110007) It is impossible to select any application button in User Tools and SP mode. Note: This symptom occurs under the following conditions. The machine is connected to the @Remote system (SP5-816-003 is set to "1"). The controller board has just been replaced. Communication between RC Gate (external and embedded) and the device does not work properly. | |
| 1.07 | 1. Sometimes, the machine does not switch over to Energy Saver mode. | |
| | 2. A proxy server error occurs if the main power is turned ON/OFF while the | |
| | machine is connected to RC-Gate (@Remote). | |
| | 3. The default setting for an Auto SC Call (@Remote) was changed from OFF | |
| | to ON. | |



Reissued: 10-May-07

| Model: Model G-P2 | | Date: 8-Jun-06 | No.: RG160008d | |
|-------------------|--|--------------------------------------|-----------------------|--|
| Version | Symptom Corrected | | | |
| | The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job is | | | |
| | | | | |
| | being processed. | | | |
| | 5. The device is unable to follow an LDAP search reference if the device and | | | |
| | LDAP server are communicating v | ia SSL. This problem a | affects the following | |
| | functions: - LDAP Search | | | |
| | | | | |
| | - LDAP Connection Test | | | |
| | - LDAP Authentication | | | |
| | - Windows Authentication | | | |
| | 6. ROM updates will fail via Weblma | geMonitor if the Transfe | er Log Setting is | |
| | On. | | | |
| | 7. Accessing the document server in | ••• | • | |
| | result in "404 Not Found". This only | | | |
| | contains a "Host Name" and "Dom | | - | |
| | the MFP is not blank.). It does not happen if the url contains an IP address. | | | |
| | Note: To fix this issue(#7), all of the following firmware must be applied: | | | |
| | System firmware ver 1.07 or later Websys firmware ver 1.05 or later | | | |
| | | | | |
| | - Network DocBox firmware ver | 2.00.1 or later | | |
| | - Printer firmware ver 1.07 or lat | - Printer firmware ver 1.07 or later | | |
| 1.05 | 1. SC819 error might occur if the device | e is restarted during a | remote firmware | |
| | update. | | | |
| | 2. The machine might freeze during a | detailed self-diagnostic | | |
| | 3. SC990 occurs when the machine pr | ints out the SMC report | t. | |
| | 4. Wording errors: English, Italian, Norwegian, Portuguese, Spanish, German, | | | |
| 4.00 | Hungarian, Finnish and Swedish. | | | |
| 1.03 | 1. Symptom corrected:SC670 or SC | 991 occurs if the machi | ne is connected to | |
| | @Remote (Cumin). | not be installed using W | A/18.4 | |
| 1.02 | Fixed: The SDK application might The device that has the 'Autentica' | | | |
| | able to authenticate a valid user o | | s only occurs if the | |
| | user name contains non-ASCII characters. This problem effects the following functions: | | | |
| | - LDAP Search | | | |
| | - LDAP Connection Test | | | |



Reissued: 10-May-07

| Model: Model (| : Model G-P2 Date: 8-Jun-06 No.: RG160008 | | |
|----------------|---|--|--|
| Version | Symptom Corrected | | |
| | LDAP Authentication Either the scanner or fax applicat LDAP search reference; recursive The following functions might not Add/change/delete users or gro panel/Web Image Monitor/SmartI All Administrator Authentication | ions, or the entire device ely spans 3 or more serv work correctly. ups from the Address Bo DeviceMonitor for Admin and User Authenticatior | vers. bok via the display n functions. |
| 1.01 | Configuration function, will automatically have the 'LDAP Search Timeout(SP5-846-010 default: 60 sec)' setting configured as 0. As a result, all LDAP Searches might fail. Parts of the Czech, Polish and Hungarian versions of WebImageMonitor might appear garbled. The debug logging data cannot be stored in an SD card. The @Remote center cannot obtain the temperature/humidity data. | | |
| 1.01 | 1st mass production | | |

RICOH Reissued: 13-Jun-07

Technical Bulletin

Model: Model G-P2

Date: 18-May-06

No.: RG160004e

RTB Reissue

| The items in bold italics have been added. | | | | | |
|--|-----------------|------------------|---------|-------------------------|--|
| Subject: Firmware Release History (NIB) | | | Prepare | d by: K. Moriizumi | |
| From: 1st Tech. Support Sec. Service Support Dept. | | Dept. | | | |
| Classification: | Troubleshooting | Part information | tion | Action required | |
| | Mechanical | Electrical | | Service manual revision | |
| | Paper path | Transmit/rec | eive | Retrofit information | |
| | ⊠ Other () | | | | |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 6.05.5 | G1615252E | July 2007 production |
| 6.05.4 | G1615252D | May 2007 production |
| 6.05.1 | G1615252C | January 2007 production |
| 6.05 | G1615252B | September 2006 production |
| 6.03 | G1615252A | June 2006 production |
| 6.00 | G1615252 | 1st mass production |

| Version | Symptom Corrected |
|---------|--|
| 6.05.5 | Symptom corrected: 1. SMB folders cannot be registered in the address book. (TechMail#OTS-2007-1913) 2. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913) |
| 6.05.4 | Symptom corrected: A 404 error will be returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration. The device will not be registered with a DNS server by a DHCP relay agent. The device fails to renew with the DDNS server, it will not try again. IPP clients might not print to devices that joined the network using mDNS (Bonjour). |
| 6.05.1 | The device cannot login to Windows Vista via SMB. SMB printing is sporadically unavailable. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002). |
| 6.05 | Fixed: The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003). Fixed: Some mmesg logs or portions of mmesg logs cannot be acquired using RlogTool v2.X. (TechMail#TS060625) |
| 6.03 | The device might not obtain an IP address from DHCP server if Autonet is disabled. In some cases, "Cannot connect with DHCP Server.(101)" will be displayed on the operation panel. |



Reissued: 13-Jun-07

| Model: Model G-P2 | | Date: 18-May-06 | No.: RG160004e |
|-------------------|--|--|---|
| Version | Symptom Corrected | | |
| | Recycling the power causes all jest sftp spool and the error message target APL. ERR: "will be writte Conditions of occurence: "Spool Printing" is enabled. Dis Default: disabled "Job Spooling (Protocol)" for sft Default: enabled "Job Spooling Clear: Start Time Default: enabled The device can not connect in er the same NDS tree. (GFPR#RC05120001/RC060200) The SSID is shown as blank in th been configured. This will only halength. | bbs that sent via sftp to b "#[brmsp1 YY/MM/DD hh n in the system log. play Panel->System p is enabled. SP5-828-0 " is enabled. SP5-828-0 nvironments with multiple 10/RE06030007/RE060 ne Configuration Page, e | :mm:ss Nothing 69 BitSwitch#6 66 9 NetWare servers in 30001) ven if the SSID has |
| 6.00 | 1st mass production | | |

Technical Bulletin

Reissued: 21-Jun-07

Model: Model G-P2

RTB Reissue

The items in bold italics have been corrected or added.

| Subject: Firmware Release History (System) | | | Prepared | by: K.Moriizumi |
|--|--|--|----------|--|
| From: 1st Tech. Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part information Electrical Transmit/rec | | Action required Service manual revision Retrofit information |

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

| Version | Program No. | Effective Date |
|---------|-------------|-------------------------|
| 1.09 | G1615250F | July 2007 production |
| 1.08 | G1615250E | May 2007 production |
| 1.07 | G1615250D | January 2007 production |
| 1.05 | G1615250C | October 2006 production |
| 1.03 | G1615250B | July 2006 production |
| 1.02 | G1615250A | June 2006 production |
| 1.01 | G1615250 | 1st mass production |

| Version | Symptom Corrected |
|---------|--|
| 1.09 | (Minor changes applied for the Japan model only). |
| 1.08 | Symptom corrected: |
| | 1. Printer does not respond to stand-alone scanners that are connected by |
| | USB. This results in the error message "Cannot connect or find the specified |
| | printer. Click [Back] to continue." being displayed in Web Status Monitor. |
| | This only occurs if the Paper Source Tray has been configured (in Web |
| | status Monitor of the scanner). |
| | 2. Entries such as "usercode/username" in the Job Log or Access Log, might |
| | be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if |
| | there are a large number of entries. |
| | 3. SC868 is occurred when the CVM Card is corrupted. (FPR#: RC06110007) |
| | 4. It is impossible to select any application button in User Tools and SP mode. |
| | Note: This symptom occurs under the following conditions. |
| | The machine is connected to the @Remote system (SP5-816-003 is set |
| | to "1"). |
| | The controller board has just been replaced. |
| | 5. Communication between RC Gate (external and embedded) and the device |



Reissued: 21-Jun-07

| Model: Model | odel: Model G-P2 Date: 8-Jun-06 No.: RG160008 | | | | |
|--------------|---|---|-----------------------|--|--|
| Version | Symptom Corrected | | | | |
| | does not work properly. | | | | |
| 1.07 | 1. Sometimes, the machine does no | Sometimes, the machine does not switch over to Energy Saver mode. | | | |
| | 2. A proxy server error occurs if the | main power is turned O | N/OFF while the | | |
| | machine is connected to RC-Gate | e (@Remote). | | | |
| | 3. The default setting for an Auto So | The default setting for an Auto SC Call (@Remote) was changed from OFF | | | |
| | to ON. | | | | |
| | 4. The job log will become corrupte | d and can no longer be | uploaded to | | |
| | WebSmartDeviceMonitor ver 2.0 | if the MFP power is cyc | led while a job is | | |
| | being processed. | | | | |
| | 5. The device is unable to follow an | LDAP search reference | e if the device and | | |
| | LDAP server are communicating | via SSL. This problem a | affects the following | | |
| | functions: | | | | |
| | - LDAP Search | | | | |
| | - LDAP Connection Test | | | | |
| | - LDAP Authentication | | | | |
| | - Windows Authentication | | | | |
| | · | ROM updates will fail via WebImageMonitor if the Transfer Log Setting is | | | |
| | | On. | | | |
| | | Accessing the document server in WIM via an single sign-on server might | | | |
| | | result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in | | | |
| | | the MFP is not blank.). It does not happen if the url contains an IP address. | | | |
| | | | | | |
| | Note: To fix this issue(#7), all of t | he following firmware m | ust be applied: | | |
| | - System firmware ver 1.07 or I | U U | | | |
| | - Websys firmware ver 1.05 or | later | | | |
| | - Network DocBox firmware ve | r 2.00.1 or later | | | |
| | - Printer firmware ver 1.07 or la | iter | | | |
| 1.05 | 1. SC819 error might occur if the devi | ce is restarted during a | remote firmware | | |
| | update. | | | | |
| | 2. The machine might freeze during a | detailed self-diagnostic | | | |
| | 3. SC990 occurs when the machine p | rints out the SMC report | t. | | |
| | 4. Wording errors: English, Italian, No | rwegian, Portuguese, S | panish, German, | | |
| | Hungarian, Finnish and Swedish. | | | | |



Reissued: 21-Jun-07

| Model: Model G-P2 Date: 8-Jun-06 No.: RG1 | | | No.: RG160008e |
|---|---|--|--|
| Version | Sympt | om Corrected | |
| 1.03 | 1. Symptom corrected:SC670 or Second | C991 occurs if the machi | ne is connected to |
| | @Remote (Cumin).2. Fixed: The SDK application migl | nt not be installed using V | VIM. |
| 1.02 | The device that has the 'Autention able to authenticate a valid user user name contains non-ASCII of This problem effects the followin - LDAP Search LDAP Connection Test LDAP Authentication Either the scanner or fax applicat LDAP search reference; recursiv The following functions might note - Add/change/delete users or grow panel/Web Image Monitor/Smarther - All Administrator Authentication Devices configured using the Web Configuration function, will autor Timeout(SP5-846-010 default: 6 all LDAP Searches might fail. Parts of the Czech, Polish and H might appear garbled. The @Remote center cannot ob | ation: High Security' sett on an LDAP server. This haracters. g functions: tions, or the entire device rely spans 3 or more server t work correctly. DeviceMonitor for Admir and User Authentication beSmartDeviceMonitor ver natically have the 'LDAP 0 sec)' setting configured lungarian versions of We be stored in an SD card. | ing might not be conly occurs if the e might stall if an vers. bok via the display n. n functions. ersion2.0 Batch Search I as 0. As a result, blmageMonitor |
| 1.01 | 1st mass production | | |

Technical Bulletin

Reissued: 28-Dec-07 Model: Model G-P2

Date: 18-May-06

No.: RG160001g

RTB Reissue

| The items in bold italics have been corrected or added. | | | | |
|---|---|--|--|--|
| Subject: Firmware Release History (Printer) | | Prepared by: K.Moriizumi | | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part information Electrical Transmit/rec | | Action required Service manual revision Retrofit information |

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

| Version | Program No. | Effective Date |
|---------|-------------|-------------------------|
| 1.09 | G1615261G | July 2007 production |
| 1.08 | G1615261F | May 2007 production |
| 1.07 | G1615261E | January 2007 production |
| 1.05 | G1615261D | October 2006 production |
| 1.04 | G1615261C | July 2006 production |
| 1.03 | G1615261B | July 2006 production |
| 1.02 | G1615261A | June 2006 production |
| 1.01 | G1615261 | 1st mass production |

| Version | Symptom Corrected |
|---------|--|
| 1.09 | Symptom corrected: 1. If the delete or print button is pressed repeatedly, the message "No jobs exist" might be displayed on the Operation Panel even if stored jobs (Sample Print/Hold Print/Stored Print) do exist on the device HDD. 2. PCL jobs containing character codes that are not on the font SD card might cause the device to stall. 3. Jobs containing bitmapped PCL fonts might cause the device to stall. 4. When the job is created using SAP DeviceType or Barcode &OCR package for SAP System DT, the following issues will occur. When sending a BOP job, the printer status stays at "Processing" and the job is not printed. Memory leak occurs when printing a bitmap font with insufficient memory condition. |
| 1.08 | Symptom corrected: After the device is powered-up, it might stay in the "Please wait." state indefinitely. This only affected devices that used an SNTP server and that had the "Auto Reset Timer" disabled. |
| 1.07 | Symptom corrected: All pages of PS jobs containing a mix of simplex and duplex pages, are printed as simplex.(FPR#RC06070007). PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753). PCL jobs that include seperator pages might be printed as garbage |

Reissued: 28-Dec-07

| Model: Model | G-P2 | Date: 18-May-06 | No.: RG160001g | |
|--------------|---|---|---|--|
| Version | Symptom Corrected | | | |
| | characters or portions of character conditions are met: - "Shift load to printer" selected Distribution setting. | 4. PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met: "Shift load to printer" selected for the RPCS driver's Job Load Distribution setting. Image rotation required: Portrait document to LEF paper -or- Landscape | | |
| | Accessing the document server in result in "404 Not Found". This only contains a "Host Name" and "Dom the MFP is not blank.). It does not Note: To fix this issue(#5), all of the | / happens if the url used ain Name" (The "doma happen if the url contai ne following firmware m | d to access WIM in name" setting in ns an IP address. | |
| | Websys firmware ver 1.05 or la Network DocBox firmware ver | System firmware ver 1.07 or later Websys firmware ver 1.05 or later Network DocBox firmware ver 2.00.1 or later Printer firmware ver 1.07 or later | | |
| | Other changes: 1. The device supports Unicode v3.0 Japanese/Korean/Traditional Chir with the Unicode Font Package for | nese/Simplified Chinese | | |
| 1.05 | Other changes: Only the version of the firmware was of System firmware. (The firmware itself was not changed) | - | h the version of the | |
| 1.04 | If a general user signs in without be report, the counter for a different (auth Note: Normally, the print should be co The counter for Meter Charge Mode LCD, even after "Development Counter Note: The counter is displayed correct | ing authenticated and p lenticated) user is incre unted as "Other". e is displayed as a "Pag er" is selected. | mented. e Counter"on the | |
| 1.03 | Symptom corrected: The characters on the Color Test Cha correctly. Changed: Faster rendering for RPCS | full color images. | | |
| 1.02 | The device locks-up with the message while it is changing to Cardsave mode Note : After a time-out (Auto Reset Tir successfully be changed to Cardsave | e or Hex Dump mode. ner: default 60 sec), the | e machine will | |
| 1.01 | 1st mass production | | | |

Technical Bulletin

Reissued: 25-Jan-08 Model: Model G-P2

Date: 18-May-06

RTB Reissue

| The items in bold italics have been corrected or added. | | | | |
|---|-----------------|------------------|---------|-------------------------|
| Subject: Firmware Release History (Printer) | | | Prepare | d by: K.Moriizumi |
| From: 1st Tech. Support Sec. Service Support Dept. | | Dept. | | |
| Classification: | Troubleshooting | Part information | tion | Action required |
| | Mechanical | Electrical | | Service manual revision |
| | Paper path | Transmit/rec | eive | Retrofit information |
| | 🖾 Other () | | | |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 1.10 | G1615261H | September 2007 production |
| 1.09 | G1615261G | July 2007 production |
| 1.08 | G1615261F | May 2007 production |
| 1.07 | G1615261E | January 2007 production |
| 1.05 | G1615261D | October 2006 production |
| 1.04 | G1615261C | July 2006 production |
| 1.03 | G1615261B | July 2006 production |
| 1.02 | G1615261A | June 2006 production |
| 1.01 | G1615261 | 1st mass production |

| Version | Symptom Corrected |
|---------|---|
| 1.10 | Symptom corrected: All pages in a mixed simplex/duplex job will be assigned the same simplex/duplex setting as the first page. This only affected jobs submitted using the RPCS driver's API. Various printing anomalies when printing PowerPoint2007 jobs that have Autoshapes and shadows. This can occur if printing with both of the following RPCS driver settings: Resolution: 1800 x 600 dpi |
| | Job Load Distribution: Shift load to driver |
| 1.09 | Symptom corrected: 1. If the delete or print button is pressed repeatedly, the message "No jobs exist" might be displayed on the Operation Panel even if stored jobs (Sample Print/Hold Print/Stored Print) do exsist on the device HDD. 2. PCL jobs containing character codes that are not on the font SD card, might cause the device to stall. 3. Jobs containing bitmapped PCL fonts might cause the device to stall. 4. When the job is created using SAP DeviceType or Barcode &OCR package for SAP System DT, the following issues will occur. When sending a BOP job, the printer status stays at "Processing" and the job is not printed. Memory leak occurs when printing a bitmap font with insufficient memory |



Reissued: 25-Jan-08

| Model: Model G-P2 Date: 18-May-06 No.: RG16 | | | | |
|---|---|-------------------------|--|--|
| Version | | | | |
| | condition. | | | |
| 1.08 | Symptom corrected: 1. After the device is powered-up, it might stay in the "Please wait." state indefinitely. This only affected devices that used an SNTP server and that had the "Auto Reset Timer" disabled. | | | |
| 1.07 | had the "Auto Reset Timer" disabled. Symptom corrected: All pages of PS jobs containing a mix of simplex and duplex pages, are printed as simplex.(FPR#RC06070007). PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753). PCL jobs that include seperator pages might be printed as garbage characters (FPR#RC06040009/RC0610007). PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met: "Shift load to printer" selected for the RPCS driver's Job Load Distribution setting. Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue(#5), all of the following firmware must be applied: System firmware ver 1.07 or later Websys firmware ver 1.07 or later Petioner firmware ver 1.07 or later Other changes: The device supports Unicode v3.0 fonts. Unicode v3.0 fonts for Japanese/Korean/Traditional Chinese/Simplified Chinese are only available with the Unicode Font Package for SAP. | | | |
| | | | | |
| 1.05 | Other changes: Only the version of the firmware was changed, to match it with the version of the System firmware. (The firmware itself was not changed). | | | |
| 1.04 | If a general user signs in without being authenticated and prints out a machine report, the counter for a different (authenticated) user is incremented. Note: Normally, the print should be counted as "Other". The counter for Meter Charge Mode is displayed as a "Page Counter" on the LCD, even after "Development Counter" is selected. Note: The counter is displayed correctly on the counter sheet. | | | |
| 1.03 | Symptom corrected: The characters on the Color Test Cha correctly. Changed: Faster rendering for RPCS | art and Color Sheet are | | |



Reissued: 25-Jan-08

| Model: Model G-P2 | | Date: 18-May-06 | No.: RG160001h |
|-------------------|---|-----------------|----------------|
| Version | Symptom Corrected | | |
| 1.02 | The device locks-up with the message "Setting change" on the display panel while it is changing to Cardsave mode or Hex Dump mode. Note : After a time-out (Auto Reset Timer: default 60 sec), the machine will successfully be changed to Cardsave mode or Hex Dump mode. | | machine will |
| 1.01 | 1st mass production | | |



Model: Model G-P2

Technical Bulletin

Reissued: 25-Jan-08

| Date: 8-Jun-06 | No.: RO |
|----------------|---------|
| Date. 8-Jun-06 | INO RO |

No.: RG160008f

RTB Reissue

The items in bold italics have been corrected or added.

| Subject: Firmware Release History (System) | | Prepared by: K.Moriizumi | | |
|--|-----------------|--------------------------|------|-------------------------|
| From: 1st Tech. Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting | Part informat | ion | Action required |
| | Mechanical | Electrical | | Service manual revision |
| | Paper path | Transmit/rec | eive | Retrofit information |
| | ⊠ Other () | | | |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 1.10 | G1615250G | September 2007 production |
| 1.09 | G1615250F | July 2007 production |
| 1.08 | G1615250E | May 2007 production |
| 1.07 | G1615250D | January 2007 production |
| 1.05 | G1615250C | October 2006 production |
| 1.03 | G1615250B | July 2006 production |
| 1.02 | G1615250A | June 2006 production |
| 1.01 | G1615250 | 1st mass production |

| Version | Symptom Corrected |
|---------|---|
| 1.10 | Symptom corrected: 1. If the power is turned OFF/ON during a Remote Firmware Update (RFU), and the Data Overwrite Security option is installed, the update is not automatically retried when the printer reboots. 2. RFU cannot be performed while the printer is booting up. 3. The job processing speed is slower when the DataOverwriteSecurity option is installed. 4. The device might not be able to access the network under the following conditions (FPR#RC07050005): The device is connected to a hub that has link flapping enabled. The device "Ethernet speed" is not "Auto". 5. The device sporadically fails to login to an Integration server. |
| 1.09 | (Minor changes applied for the Japan model only). |
| 1.08 | Symptom corrected: Printer does not respond to stand-alone scanners that are connected by USB. This results in the error message "Cannot connect or find the specified printer. Click [Back] to continue." being displayed in Web Status Monitor. This only occurs if the Paper Source Tray has been configured (in Web status Monitor of the scanner). Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries. |



Reissued: 25-Jan-08

| Model: Model | G-P2 | Date: 8-Jun-06 | No.: RG160008f | |
|--------------|---|--|---|--|
| Version | Sympto | om Corrected | | |
| | 4. It is impossible to select any appl Note: This symptom occurs unde The machine is connected to to "1"). The controller board has just | Note: This symptom occurs under the following conditions. The machine is connected to the @Remote system (SP5-816-003 is set to "1"). The controller board has just been replaced. Communication between RC Gate (external and embedded) and the device | | |
| 1.07 | Sometimes, the machine does not A proxy server error occurs if the machine is connected to RC-Gate The default setting for an Auto St to ON. The job log will become corrupte WebSmartDeviceMonitor ver 2.0 being processed. The device is unable to follow an LDAP server are communicating functions: LDAP Search LDAP Connection Test LDAP Authentication Windows Authentication ROM updates will fail via WebIma On. Accessing the document server in result in "404 Not Found". This on contains a "Host Name" and "Dor the MFP is not blank.). It does no | main power is turned O e (@Remote). C Call (@Remote) was o d and can no longer be if the MFP power is cycl LDAP search reference via SSL. This problem a ageMonitor if the Transfe n WIM via an single sign ly happens if the url use nain Name" (The "doma t happen if the url conta | N/OFF while the changed from OFF uploaded to led while a job is e if the device and affects the following er Log Setting is -on server might d to access WIM in name" setting in ins an IP address. | |
| | Note: To fix this issue(#7), all of t - System firmware ver 1.07 or l - Websys firmware ver 1.05 or - Network DocBox firmware ver - Printer firmware ver 1.07 or la | ater later ⁻ 2.00.1 or later ter | | |
| 1.05 | SC819 error might occur if the development of the development of the machine might freeze during SC990 occurs when the machine 4. Wording errors: English, Italian, German, Hungarian, Finnish and S | a detailed self-diagnosti prints out the SMC repo Norwegian, Portuguese | c. rt. | |
| 1.03 | Symptom corrected:SC670 or SC @Remote (Cumin). Fixed: The SDK application might | 991 occurs if the machi | | |
| 1.02 | The device that has the 'Autentica able to authenticate a valid user of user name contains non-ASCII of This problem effects the following - LDAP Search | on an LDAP server. This naracters. | | |



Reissued: 25-Jan-08

| Model: Model G-P2 | | Date: 8-Jun-06 | No.: RG160008f |
|-------------------|---|----------------|---|
| Version | Version Symptom Corrected | | |
| Version | Symptom Corrected - LDAP Connection Test - LDAP Authentication 2. Either the scanner or fax applications, or the entire device might stall if an LDAP search reference; recursively spans 3 or more servers. 3. The following functions might not work correctly. - Add/change/delete users or groups from the Address Book via the display panel/Web Image Monitor/SmartDeviceMonitor for Admin. - All Administrator Authentication and User Authentication functions. 4. Devices configured using the WebSmartDeviceMonitor version2.0 Batch Configuration function, will automatically have the 'LDAP Search Timeout(SP5-846-010 default: 60 sec)' setting configured as 0. As a result, all LDAP Searches might fail. 5. Parts of the Czech, Polish and Hungarian versions of WebImageMonitor might appear garbled. | | vers. ook via the display n. n functions. ersion2.0 Batch Search I as 0. As a result, |
| | The debug logging data cannot be stored in an SD card. The @Remote center cannot obtain the temperature/humidity data. | | |
| 1.01 | 1st mass production | | |

Technical Bulletin

Reissued: 29-Jan-08 Model: Model G-P2

Date: 18-May-06

No.: RG160001i

RTB Reissue

| The items in bold italics have been corrected or added. | | | | | |
|---|---|--|--|--|--|
| Subject: Firmware Release History (Printer) | | Prepared by: K.Moriizumi | | | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part information Electrical Transmit/rec | | Action required Service manual revision Retrofit information | |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 1.11 | G1615261J | January 2008 production |
| 1.10 | G1615261H | September 2007 production |
| 1.09 | G1615261G | July 2007 production |
| 1.08 | G1615261F | May 2007 production |
| 1.07 | G1615261E | January 2007 production |
| 1.05 | G1615261D | October 2006 production |
| 1.04 | G1615261C | July 2006 production |
| 1.03 | G1615261B | July 2006 production |
| 1.02 | G1615261A | June 2006 production |
| 1.01 | G1615261 | 1st mass production |

| Version | Symptom Corrected |
|---------|---|
| 1.11 | Symptom corrected: PCL jobs containing fonts with a number of characters that is evenly divisible by 256 might cause the device to stall. (GFPR#RE0706006, RA07090001) Subsequent PCL jobs will be canceled after the device prints a large number of jobs (more than 2000) submitted by the PCL 6 driver. (GFPR#RE07080008) |
| 1.10 | Symptom corrected: 1. All pages in a mixed simplex/duplex job will be assigned the same simplex/duplex setting as the first page. This only affected jobs submitted using the RPCS driver's API. 2. Various printing anomalies when printing PowerPoint2007 jobs that have Autoshapes and shadows. This can occur if printing with both of the following RPCS driver settings: Resolution: 1800 x 600 dpi Job Load Distribution: Shift load to driver |
| 1.09 | Symptom corrected: 1. If the delete or print button is pressed repeatedly, the message "No jobs exist" might be displayed on the Operation Panel even if stored jobs (Sample Print/Hold Print/Stored Print) do exsist on the device HDD. 2. PCL jobs containing character codes that are not on the font SD card, might |

Reissued: 29-Jan-08

| Model: Model G-P2 Date: 18-May-06 No.: R | | | No.: RG160001i | |
|--|---|--|----------------------|--|
| Version | Sympto | m Corrected | | |
| | 4. When the job is created using SAF for SAP System DT, the following When sending a BOP job, the the job is not printed. | Jobs containing bitmapped PCL fonts might cause the device to stall. When the job is created using SAP DeviceType or Barcode &OCR package for SAP System DT, the following issues will occur. When sending a BOP job, the printer status stays at "Processing" and the job is not printed. Memory leak occurs when printing a bitmap font with insufficient memory | | |
| 1.08 | Symptom corrected: 1. After the device is powered-up, it | rices that used an SNTF | | |
| 1.07 | printed as simplex.(FPR#RC06070 2. PCL data might be printed as garb pages of PCL data are printed with 3. PCL jobs that include seperator pacharacters (FPR#RC06040009/RC 4. PDF files printed using Adobe Acro characters or portions of character conditions are met: "Shift load to printer" selected Distribution setting. Image rotation required: Portra document to SEF paper. 5. Accessing the document server in result in "404 Not Found". This only contains a "Host Name" and "Dom the MFP is not blank.). It does not | ntaining a mix of simplex and duplex pages, are R#RC06070007). ted as garbage characters after several hundred printed without a power-off. (Techmail#TS060753). eperator pages might be printed as garbage 040009/RC0610007). Adobe Acrobat and the RPCS driver might be missing of characters. This occurs if both of the following " selected for the RPCS driver's Job Load ired: Portrait document to LEF paper -or- Landscape aper. It server in WIM via an single sign-on server might d".This only happens if the url used to access WIM ' and "Domain Name" (The "domain name" setting in It does not happen if the url contains an IP address. #5), all of the following firmware must be applied: er 1.07 or later mware ver 2.00.1 or later | | |
| | The device supports Unicode v3.0 Japanese/Korean/Traditional Chir with the Unicode Font Package for | nese/Simplified Chinese | | |
| 1.05 | Other changes: Only the version of the firmware was of System firmware. (The firmware itself was not changed) | • | h the version of the | |



Reissued: 29-Jan-08

| Model: Model G-P2 | | Date: 18-May-06 | No.: RG160001i |
|-------------------|---|-----------------|----------------|
| Version | Symptom Corrected | | |
| 1.04 | If a general user signs in without being authenticated and prints out a machine report, the counter for a different (authenticated) user is incremented. Note: Normally, the print should be counted as "Other". The counter for Meter Charge Mode is displayed as a "Page Counter" on the LCD, even after "Development Counter" is selected. Note: The counter is displayed correctly on the counter sheet. | | |
| 1.03 | Symptom corrected: The characters on the Color Test Chart and Color Sheet are not printed correctly. Changed: Faster rendering for RPCS full color images. | | |
| 1.02 | The device locks-up with the message "Setting change" on the display panel while it is changing to Cardsave mode or Hex Dump mode. Note : After a time-out (Auto Reset Timer: default 60 sec), the machine will successfully be changed to Cardsave mode or Hex Dump mode. | | |
| 1.01 | 1st mass production | | |

Technical Bulletin

Reissued: 29-Jan-08

Model: Model G-P2

| Date: 8-Jun-06 | No.: RG160008g |
|----------------|----------------|

RTB Reissue

The items in bold italics have been corrected or added.

| Subject: Firmware Release History (System) | | | Prepared by: K.Moriizumi | |
|--|---|---------------------------------------|--------------------------|--|
| From: 1st Tech. S | Support Sec. Service Support | Dept. | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part informat Electrical Transmit/rec | | Action required Service manual revision Retrofit information |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 1.11 | G1615250H | January 2008 production |
| 1.10 | G1615250G | September 2007 production |
| 1.09 | G1615250F | July 2007 production |
| 1.08 | G1615250E | May 2007 production |
| 1.07 | G1615250D | January 2007 production |
| 1.05 | G1615250C | October 2006 production |
| 1.03 | G1615250B | July 2006 production |
| 1.02 | G1615250A | June 2006 production |
| 1.01 | G1615250 | 1st mass production |

| Version | Symptom Corrected |
|---------|---|
| 1.11 | Symptom corrected: 1. 2 separate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur: The device stalls while the first job is being stored to the HDD. After the stall, the printer is rebooted and another job is submitted for storage. The first and second store must be to/from the same application (Copy/Scanner/Printer). |
| | Other changes: 1. The new features of "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)" are now supported. For the details of these features, please refer to the release notes for "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)". |
| 1.10 | Symptom corrected: If the power is turned OFF/ON during a Remote Firmware Update (RFU), and the Data Overwrite Security option is installed, the update is not automatically retried when the printer reboots. RFU cannot be performed while the printer is booting up. The job processing speed is slower when the DataOverwriteSecurity option is installed. |



Reissued: 29-Jan-08

| Model: Model | Model: Model G-P2 Date: 8-Jun-06 No.: RG16 | | | |
|--------------|--|--|---|--|
| Version | Symptom Corrected | | | |
| | 4. Device might not be able to access conditions (FPR#RC07050005): The device is conneted to a HI The device "Ethernet speed" is 5. The device sporadically fails to log | s the network under the JB that has link flapping s not "Auto". | g enabled. | |
| 1.09 | (Minor changes applied for the Japan | model only) | | |
| 1.08 | Symptom corrected: Printer does not respond to stand- USB. This results in the error mes printer. Click [Back] to continue." & This only occurs if the Paper Sour status Monitor of the scanner). | -alone scanners that are sage "Cannot connect o being displayed in Web | or find the specified Status Monitor. | |
| | Entries such as "usercode/userna be shown incorrectly in Web Sma there are a large number of entrie SC868 is occurred when the CVM It is impossible to select any applie Note: This symptom occurs under | rtDeviceMonitor ver 2.x. s. I Card is corrupted. (FP cation button in User To the following conditions | . This only occurs if R#: RC06110007) ools and SP mode. s. | |
| 1.07 | to "1"). – The controller board has just b 5. Communication between RC Gate does not work properly. | The controller board has just been replaced. Communication between RC Gate (external and embedded) and the device | | |
| 1.07 | Sometimes, the machine does not A proxy server error occurs if the machine is connected to RC-Gate The default setting for an Auto SC to ON. The job log will become corrupted WebSmartDeviceMonitor ver 2.0 i being processed. | main power is turned Ol (@Remote). Call (@Remote) was c d and can no longer be | N/OFF while the changed from OFF uploaded to | |
| | 5. The device is unable to follow an LDAP server are communicating v functions: LDAP Search LDAP Connection Test LDAP Authentication Windows Authentication 6. ROM updates will fail via Weblma | <i>i</i> a SSL. This problem a | affects the following | |
| | On. 7. Accessing the document server in result in "404 Not Found". This onl contains a "Host Name" and "Dom the MFP is not blank.). It does not | y happens if the url use nain Name" (The "doma happen if the url contai | d to access WIM in name" setting in ins an IP address. | |
| | Note: To fix this issue(#7), all of th - System firmware ver 1.07 or la - Websys firmware ver 1.05 or l - Network DocBox firmware ver | ater | | |



Reissued: 29-Jan-08

| Model: Model G-P2 Date: 8-Jun-06 No.: RG1600 | | | No.: RG160008g | |
|--|--|---|----------------|--|
| Version | on Symptom Corrected | | | |
| | - Printer firmware ver 1.07 or la | ter | | |
| 1.05 | update. 2. The machine might freeze during 3. SC990 occurs when the machine | The machine might freeze during a detailed self-diagnostic. SC990 occurs when the machine prints out the SMC report. 4. Wording errors: English, Italian, Norwegian, Portuguese, Spanish, | | |
| 1.03 | 1. Symptom corrected:SC670 or SC @Remote (Cumin). | 991 occurs if the machi | | |
| 1.02 | The device that has the 'Autentical able to authenticate a valid user of user name contains non-ASCII of This problem effects the following - LDAP Search LDAP Connection Test LDAP Authentication Either the scanner or fax applicati LDAP search reference; recursive The following functions might not Add/change/delete users or group panel/Web Image Monitor/SmartI All Administrator Authentication Devices configured using the Well Configuration function, will autom Timeout(SP5-846-010 default: 60 all LDAP Searches might fail. Parts of the Czech, Polish and Humight appear garbled. The debug logging data cannot be | Fixed: The SDK application might not be installed using WIM. The device that has the 'Autentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication Either the scanner or fax applications, or the entire device might stall if an LDAP search reference; recursively spans 3 or more servers. The following functions might not work correctly. - Add/change/delete users or groups from the Address Book via the display panel/Web Image Monitor/SmartDeviceMonitor for Admin. - All Administrator Authentication and User Authentication functions. Devices configured using the WebSmartDeviceMonitor version2.0 Batch Configuration function, will automatically have the 'LDAP Search Timeout(SP5-846-010 default: 60 sec)' setting configured as 0. As a result, all LDAP Searches might fail. Parts of the Czech, Polish and Hungarian versions of WebImageMonitor might appear garbled. | | |
| 1.01 | | | | |
| 1.01 | | | | |

RICOH Reissued: 29-Feb-08

Technical Bulletin

Model: Model G-P2

Date: 18-May-06

No.: RG160001j

RTB Reissue

| The items in bold italics have been corrected or added. | | | | | |
|---|---|--|--|--|--|
| Subject: Firmware Release History (Printer) | | Prepared by: K.Moriizumi | | | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part information Electrical Transmit/rec | | Action required Service manual revision Retrofit information | |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 1.12 | G1615261K | April 2008 productions |
| 1.11 | G1615261J | January 2008 production |
| 1.10 | G1615261H | September 2007 production |
| 1.09 | G1615261G | July 2007 production |
| 1.08 | G1615261F | May 2007 production |
| 1.07 | G1615261E | January 2007 production |
| 1.05 | G1615261D | October 2006 production |
| 1.04 | G1615261C | July 2006 production |
| 1.03 | G1615261B | July 2006 production |
| 1.02 | G1615261A | June 2006 production |
| 1.01 | G1615261 | 1st mass production |

| Version | Symptom Corrected |
|---------|---|
| 1.12 | Symptom corrected: Changing the ToneCtlValue setting (SP1-104) changes the gradation of the "Default Value" instead of the "Current Value". This can be seen in the printer's "Color Sheet" (SP1-103-001). The username/usercode used to submit a stored job (Sample Print/Locked Print/Hold Print/Stored Print) is not shown in the Job Log of Web SmartDeviceMonitor ver 2.x. |
| 1.11 | Symptom corrected: PCL jobs containing fonts with a number of characters that is evenly divisible by 256, might cause the device to stall. (GFPR#RE0706006, RA07090001) Subsequent PCL jobs will be canceled after the device prints a large number of jobs (more than 2000) submitted by the PCL 6 driver. (GFPR#RE07080008) |
| 1.10 | Symptom corrected: All pages in a mixed simplex/duplex job will be assigned the same simplex/duplex setting as the first page. This only affected jobs submitted using the RPCS driver's API. Various printing anomalies when printing PowerPoint2007 jobs that have Autoshapes and shadows. This can occur if printing with both of the following RPCS driver settings: |

Reissued: 29-Feb-08

| Model: Model (| Model G-P2 Date: 18-May-06 No.: RG160001j | | |
|----------------|---|--|--|
| Version | Symptom Corrected | | |
| | Resolution: 1800 x 600 dpi | | |
| 1.09 | Job Load Distribution: Shift load Symptom corrected: | ad to driver | |
| 1.00 | Symptom corrected: If the delete or print button is pressed repeatedly, the message "No jobs exist" might be displayed on the Operation Panel even if stored jobs (Sample Print/Hold Print/Stored Print) do exsist on the device HDD. PCL jobs containing character codes that are not on the font SD card, might cause the device to stall. Jobs containing bitmapped PCL fonts might cause the device to stall. When the job is created using SAP DeviceType or Barcode &OCR package for SAP System DT, the following issues will occur. When sending a BOP job, the printer status stays at "Processing" and the job is not printed. Memory leak occurs when printing a bitmap font with insufficient memory | | |
| 1.08 | condition. Symptom corrected: | | |
| | 1. After the device is powered-up, it indefinitely. This only affected dev | ices that used an SNTF | |
| 1.07 | All pages of PS jobs containing a r printed as simplex.(FPR#RC06070 PCL data might be printed as garb pages of PCL data are printed with PCL jobs that include seperator pacharacters (FPR#RC06040009/RC PDF files printed using Adobe Acro characters or portions of character conditions are met: "Shift load to printer" selected Distribution setting. Image rotation required: Portra document to SEF paper. Accessing the document server in result in "404 Not Found".This only contains a "Host Name" and "Dom the MFP is not blank.). It does not Note: To fix this issue(#5), all of th | indefinitely. This only affected devices that used an SNTP server and that had the "Auto Reset Timer" disabled. ymptom corrected: All pages of PS jobs containing a mix of simplex and duplex pages, are printed as simplex. (FPR#RC06070007). PCL data might be printed as garbage characters after several hundred pages of PCL data are printed as garbage characters after several hundred pages of PCL data are printed as garbage characters agerbage characters (FPR#RC06040009/RC0610007). PCL jobs that include seperator pages might be printed as garbage characters (FPR#RC06040009/RC0610007). PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met: "Shift load to printer" selected for the RPCS driver's Job Load Distribution setting. Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue(#5), all of the following firmware must be applied: System firmware ver 1.07 or later Websys firmware ver 1.07 or later Printer firmware ver 1.07 or later | |

Reissued: 29-Feb-08

| Model: Model G-P2 Date: 18-May-06 No.: RG1 | | No.: RG160001j | |
|--|---|----------------|--|
| Version | Symptom Corrected | | |
| 1.05 | Other changes: Only the version of the firmware was changed, to match it with the version of the System firmware. (The firmware itself was not changed). | | |
| 1.04 | If a general user signs in without being authenticated and prints out a machine report, the counter for a different (authenticated) user is incremented. Note: Normally, the print should be counted as "Other". The counter for Meter Charge Mode is displayed as a "Page Counter" on the LCD, even after "Development Counter" is selected. Note: The counter is displayed correctly on the counter sheet. | | |
| 1.03 | Symptom corrected: The characters on the Color Test Chart and Color Sheet are not printed correctly. Changed: Faster rendering for RPCS full color images. | | |
| 1.02 | The device locks-up with the message "Setting change" on the display panel while it is changing to Cardsave mode or Hex Dump mode. Note : After a time-out (Auto Reset Timer: default 60 sec), the machine will successfully be changed to Cardsave mode or Hex Dump mode. | | |
| 1.01 | 1st mass production | | |

Technical **B**ulletin

| Model: General | | Date: 12-Mar-08 | | 08 | No.: RGene027 | |
|--|-----------------|-------------------|--------|------|---------------|--------------------|
| Subject: New Wiress LAN Option | | Prepared by: H.K. | | | | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | | | | |
| Classification: | Troubleshooting | Part info | orma | tion | Action | n required |
| | Mechanical | Electric | al | | Servic | ce manual revision |
| | Paper path | 🗌 Transm | it/rec | eive | Retrof | fit information |
| | Product Safety | Other (| |) | | |

Important Information on the Release of a New **Wireless LAN Option**

Overview

- 1. Production of a new wireless LAN option, the IEEE 802.11b Interface Unit Type N, began in March 2008. This will replace the current wireless LAN options listed below, as the vendor discontinued production on a key part contained in these options.
- 2. Make sure to see below for the target models and action in the field, including the necessary firmware versions.

Details

1. Discontinued wireless LAN options:

| for US | | | |
|---------|-----------|-----------------------------------|--|
| Code | EDP | Description | Note |
| B736-06 | 412176 IE | EEE 802.11b Interface Unit Type E | discontinued in 1st 2007 |
| G813-01 | | 02.11b Interface Unit Type F | discontinued in 1st 2007 due to country origin issue |
| G813-08 | 403019 8 | 02.11b Interface Unit Type F | change from EDP:402345 |
| G813-04 | | EEE802.11b Interface Unit Type H | discontinued in 1st 2007 due to country origin issue |
| G813-07 | 403018 IE | EEE802.11b Interface Unit Type H | change from EDP:402378 |
| G874-39 | 402631 IE | EEE802.11b Interface Unit Type I | discontinued in 1st 2007 due to country origin issue |
| G874-48 | 403017 IE | EE802.11b Interface Unit Type I | change from EDP:402631 |

for EU and Asia

| Code | EDP | Description | Note |
|---------|--------|------------------------------------|--|
| B736-07 | 412177 | IEEE 802.11b Interface Unit Type E | discontinued in 1st 2007 |
| G813-02 | 402358 | 802.11b Interface Unit Type F | discontinued in 1st 2007 due to country origin issue |
| G813-10 | 403020 | 802.11b Interface Unit Type F | change from EDP:402358 |
| G813-05 | 402379 | IEEE802.11b Interface Unit Type H | discontinued in 1st 2006 due to RoHS |
| G813-45 | 412996 | IEEE802.11b Interface Unit Type H | discontinued in 1st 2007 due to country origin issue |
| G813-09 | 414421 | IEEE802.11b Interface Unit Type H | change from EDP:412996 |

2. Specifications of the new wireless LAN option:



Print_B7367059.pc

| Specification Sheet: | |
|----------------------|---|
| Model Name: | IEEE 802.11b Interface Unit Type N |
| Machine code: | B736-16 |
| EDP code: | 414525 |
| Package: | All-in-one (PCB, LAN card, and cover are pre-assembled) |
| Channel freq. range: | 2412 MHz to 2462 MHz (11ch.) |
| Transmission speed: | 1Mbps, 2Mbps, 5.5 Mbps, 11Mbps |
| | |

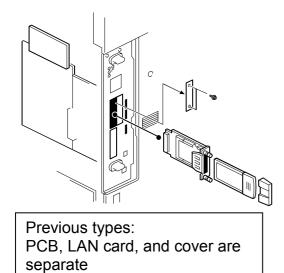


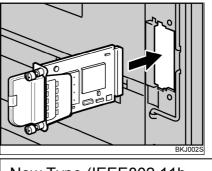
Technical Bulletin

Model: General

Date: 12-Mar-08

No.: RGene027





New Type (IEEE802.11b Interface Unit Type N): Pre-assembled

Action in the Field

1. MFP Models

Update the firmware on the target MFP models to the necessary versions at the installation.

See "Target Models" below.

2. LP Models

Update the firmware on the target LP models to the necessary versions if the customer requests it. The following notice to customers (from the Operating Instructions) lists the firmware versions necessary to use the new wireless LAN option. If a firmware update is necessary, the customer contacts their sales or service representative. **See "Target Models" below.**

Notice to users (excerpt on next page):



Model: General

Date: 12-Mar-08

No.: RGene027

Excerpt from the Operating Instructions for LP models

Installing the Optional Wireless LAN Interface Unit

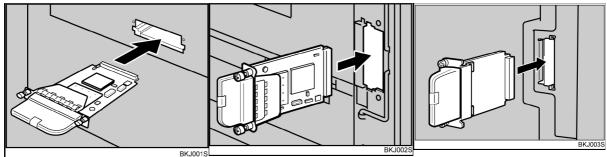
Important:

- Before handling the wireless LAN interface unit, ground yourself by touching something metal to discharge any static electricity. Static electricity can damage the wireless LAN interface unit.
- Do not subject the wireless LAN interface unit to physical shocks.
- 1. Turn off the power of the printer, and then unplug the power cable and the interface cable.
- 2. Remove the two screws from the interface unit's slot cover, and then remove the slot cover.

The removed cover is not used when installing the wireless LAN interface unit. Keep it for possible future use.

For details about the location of the interface unit slot, see the manual provided with your printer.

3. Attach the wireless LAN interface unit.



Insert the end of the wireless LAN interface unit into the slot. Slot types vary according to device. For details, see the manual provided with your printer.

4. Fasten the wireless LAN interface unit to the controller board with the two screws. Check the wireless LAN interface unit is connected firmly to be controller board.

Note

- Use a coin or similar object if the screws do not turn easily.
- After finishing installation, you can check the wireless LAN interface unit is properly installed: Print the configuration page from the [List / Test Print] menu. If it is installed properly, the name of wireless LAN interface unit will appear for "Device Connection" on the configuration page.
- If the wireless LAN interface unit is not installed properly, reinstall it following this procedure. If you cannot install it properly even after attempting reinstallation, contact your sales or service representative.
- You need to make settings with the control panel before using the wireless LAN interface unit. For more information, see the manual provided with your printer.

| Technical Bulletin |
|--------------------|
|--------------------|

Model: General

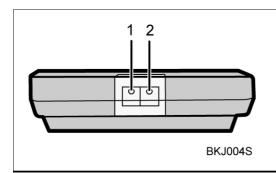
RICOH

Date: 12-Mar-08

No.: RGene027

Checking the Connection

To check the connection, use the two lights on the optional wireless LAN interface unit.



- 1. The orange light indicates normal network connectivity.
- 2. The green light indicates that the optional wireless LAN interface unit is properly powered.

If both lights are lit, the wireless connection is fully operational.

Reissued: 10-Jun-08

| Model: General | Date: 12-Mar-08 | No.: RGene027b |
|----------------|-----------------|----------------|
|----------------|-----------------|----------------|

Target Models

MFP

| | Model | System firmware | NCS firmware | • | Applied to the production line |
|-----|---------------------|--------------------|--------------|--------|--------------------------------|
| 01. | Athena- C1/C1k | 1.68 | 5.17 | 1.12 | 2008 February |
| 02. | Apollon-C1 | 1.67 | 5.17 | 1.09 | 2008 February |
| 03. | Pegasus-C1 | 1.31 | 5.17 | 1.08 | 2008 March |
| 04. | Kir-C3(GW) | 1.08 | 6.14 | 1.07 | 2008 March |
| 05. | Stella- C3(GW) | 1.05 | 6.14 | 1.06 | 2008 March |
| 06. | Parisian- C1(GW) | 1.02 | 6.14 | 1.03 | 2008 March |
| 07. | Neptune-C2 | (2.00) | (6.10) | (1.08) | 2008 May |
| 08. | Martini-C3.5 | 3.01 | 5.56 | 2.03 | 2008 April |

Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options:
- Bellini-C3, Themis-C1, Adonis-C4.5, Russian-C4.5, Jupiter-C2, Martini-C2.5, Martini-C3

LΡ

| | Model | System firmware | NCS firmware | | Applied to the production line |
|-----|-------------|--------------------|--------------|------|--------------------------------|
| 01. | Gaia-P2 | 1.12 | 6.05.7 | 1.07 | 2008 April |
| 02. | Gaia-P2L | 1.01 | 6.05.7 | 1.07 | 2008 April |
| 03. | Apollon-P1d | 1.07 | 6.05.7 | 1.03 | 2008 March |
| 04. | Adonis-P4 | 1.08 | 6.05.7 | 1.05 | 2008 April |
| 05. | Martini-P2 | 1.10 | 6.05.7 | 1.02 | 2008 April |
| 06. | Sincere-P1 | 1.08* | 6.10 | 1.03 | 2008 February |
| 07. | Neptune-P1 | 1.02 | 6.10 | 1.03 | 2008 May |

Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options: Kir-P4, Ares-P2, Jupiter-P4
- *: The notice to customers for Sincere -P1 mentions "version 1.07" for the System firmware, but 1.07 was not used for the production. The correct version is 1.08.

Technical Bulletin

Reissued: 04-Apr-08 Model: Model G-P2

Date: 18-May-06

No.: RG160003e

RTB Reissue

| The items in bold italics have been corrected or added. | | | | | | |
|---|---|--------------------------|------|--|--|--|
| Subject: Firmware Release History (Websys) | | Prepared by: K.Moriizumi | | | | |
| From: 1st Tech. 8 | Support Sec. Service Support I | Dept. | | | | |
| Classification: | Troubleshooting Mechanical Paper path | Part informa | | Action required Service manual revision Retrofit information | | |
| | \square Other () | | cive | | | |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 1.07 | G1615253E | April 2008 production |
| 1.06 | G1615253D | May 2007 production |
| 1.05 | G1615253C | January 2007 production |
| 1.04 | G1615253B | September 2006 production |
| 1.03 | G1615253A | June 2006 production |
| 1.02 | G1615253 | 1st mass production |

| Version | Symptom Corrected |
|---------|--|
| 1.07 | Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.12 or later), Websys firmware (version 1.07 or later) and NCS firmware (version 6.05.7 or later) needs to be applied to the device. |
| | Symptom corrected: 1. The error message "Method Not Allowed" might be displayed in the web browser of a client that clicks a link in WIM's "To Link Page" page. 2. Logged in users can change WIM's "Configuration > System> Device Name" setting without being granted the necessary privileges. |
| 1.06 | Symptom corrected: The printing of stored jobs (ie. Locked Print) is not shown in WIM's Job History. This only affects devices with the optional HDD. The XSS vulnerability on WIM. (TechMail#OTS-2007-2118) Using WebImageMoniter in the Safari browser, address book back-up files cannot be downloaded. |
| 1.05 | The device might stop replying to On-Demand Email Notification requests until the power is cycled if the device recieves 10 or more requests at a time. The WebImageMonitor service is stopped if a restoration of the addressbook is cancelled before completion. If a user tries to access WebImageMonitor, a 404 error will be returned. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM |

Reissued: 04-Apr-08

| Model: Model G-P2 Date: 18-May-06 No.: F | | | No.: RG160003e | | |
|--|--|---|----------------|--|--|
| Version | | Corrected | | | |
| | | contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. | | | |
| | System firmware ver 1.07 or lat Websys firmware ver 1.05 or lat Network DocBox firmware ver 2 | Note: To fix this issue(#3), all of the following firmware must be applied: System firmware ver 1.07 or later Websys firmware ver 1.05 or later Network DocBox firmware ver 2.00.1 or later Printer firmware ver 1.07 or later | | | |
| 1.04 | WIM monitor contains wording errors. 1. "Term of Validity" in German (Conf (Wrong) Laufzeit (Correct) Laufzeit der Gültigkeit Note: The above text contains spec | | | | |
| | Hold Print in German (Type column (Wrong) Druck anhalt (Correct) Angehaltener Druck | n in Print Job List) | | | |
| | Info This is shown as a confirma (Wrong) Tem a certeza de que não (Correct) Tem a certeza de que pre | "Are you sure you want to uninstall it?" in Portuguese (Extended Feature Info This is shown as a confirmation before an SDK is uninstalled.) (Wrong) Tem a certeza de que não pretende desinstalar? (Correct) Tem a certeza de que pretende desinstalar? Note: The above text contains special language-specific characters. "Copy Extended Features" in Portuguese (Configuration > Extended Feature Settings). (Wrong) Funções avançadas de cópia (Correct) Copiar funções avançadas Note: The above text contains special language-specific characters. | | | |
| | Feature Settings). (Wrong) Funções avançadas de có (Correct) Copiar funções avançada | | | | |
| | "Change SMTP Auth. Password" in Hungarian (Configuration > E-mail) (Wrong) SMTP jelszó módosítása (Correct) SMTP hitelesítési jelszó módosítása Note: The above text contains special language-specific characters. | | | | |
| | ktended Feature characters. | | | | |
| | Key Display in Swedish (AddressB (Wrong) Tangentskärm (Correct) Tangentnamn Note: The above text contains spece | | characters. | | |



Reissued: 04-Apr-08

| Model: Model | G-P2 | Date: 18-May-06 | No.: RG160003e | |
|--------------|---|---|-----------------|--|
| Version | Symptom Corrected | | | |
| 1.03 | Some of the device settings spec version2.0 Batch Configuration fu devices. Errors in the way the French, Por Bottle", are worded in Web Image | nction, might not be app tuguese, and Danish for | blied to target | |
| 1.02 | 1st mass production | | | |

Technical Bulletin

Reissued: 04-Apr-08 Model: Model G-P2

Date: 18-May-06

No.: RG160004f

RTB Reissue

| The items in bol | d italics have been addec | l. | | |
|-------------------|------------------------------|------------------|---------|-------------------------|
| Subject: Firmwar | e Release History (NIB) | | Prepare | d by: K. Moriizumi |
| From: 1st Tech. S | Support Sec. Service Support | Dept. | | |
| Classification: | Troubleshooting | Part information | tion | Action required |
| | Mechanical | Electrical | | Service manual revision |
| | Paper path | Transmit/rec | eive | Retrofit information |
| | ⊠ Other () | | | |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 6.05.7 | G1615252F | April 2008 production |
| 6.05.5 | G1615252E | July 2007 production |
| 6.05.4 | G1615252D | May 2007 production |
| 6.05.1 | G1615252C | January 2007 production |
| 6.05 | G1615252B | September 2006 production |
| 6.03 | G1615252A | June 2006 production |
| 6.00 | G1615252 | 1st mass production |

| Version | Symptom Corrected |
|-------------------|---|
| Version 6.05.7 | Symptom Corrected Symptom corrected: The performance of WIM might be reduced if SSDP is enabled on the device. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011) The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer. An SSL2.0 client code fails to properly check for NULL (CVE-2006-4343). (TechMail#OTS-2008-185) Multiple RSA implementations fail to properly handle signatures (CVE-2006-4339). (TechMail#OTS-2008-276). The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed: The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel. The Communication Mode is changed to "Ad hoc mode" and then |

Reissued: 04-Apr-08

| 9. The Interface Speed in NIL WLAN is enabled. Other changes: 1. The new WLAN card is not Note: To use this new carr Websys firmware (version 6.05.7 or later) needs to b 6.05.5 Symptom corrected: 1. SMB folders can not be reg 2007-1913) 2. Extra steps are required if for Scan to SMB. (TechMail 6.05.4 Symptom corrected: 1. A 404 error will be returned configured via a WebSmatt 2. The device will not be regis 3. The device fails to renew w 4. IPP clients might not print to (Bonjour). 6.05.1 1. The device cannot login to 2. SMB printing is sporadicall 3. The device might be unable through a DHCP Relay Age (FPR#RE06110003/RE067 6.05 1. Fixed: The device might not obtair disabled. In some cases, "C displayed on the operation 2. Recycling the power causes sftp spool and the error mean target APL. ERR:" will be Conditions of occurrence: - "Spool Printing" is enabled. | d, System firmware (version of 1.07 or later) and NCS firm e applied to the device. istered in the address book. a user provides an invalid us #OTS-2007-1913) by WIM after the "Date and to DeviceMonitor ver.2.0 Batch tered with a DNS server by a tith the DDNS server, it will no o devices that joined the netw Windows Vista via SMB. y unavailable. e to obtain an IP address from ent 10011/RC06120002). | S-2008-543) on 1.12 or later), mware (version (TechMail#OTS- ername or password time" setting is Configuration. DHCP relay agent. ot try again. vork using mDNS |
|--|--|--|
| 9. The Interface Speed in NIL WLAN is enabled. Other changes: 1. The new WLAN card is not Note: To use this new carr Websys firmware (version 6.05.7 or later) needs to b 6.05.5 Symptom corrected: 1. SMB folders can not be reg 2007-1913) 2. Extra steps are required if for Scan to SMB. (TechMail 6.05.4 Symptom corrected: 1. A 404 error will be returned configured via a WebSmart 2. The device will not be regis 3. The device fails to renew w 4. IPP clients might not print to (Bonjour). 6.05.1 1. The device cannot login to 2. SMB printing is sporadicall 3. The device might be unable through a DHCP Relay Age (FPR#RE06110003/RE067 6.05 1. Fixed: The device might not obtair disabled. In some cases, "C displayed on the operation 2. Recycling the power causes sftp spool and the error mean target APL. ERR:" will be Conditions of occurrence: - "Spool Printing" is enabled. | B summary will be shown a be available. (TechMail#OT d, System firmware (version 1.07 or later) and NCS firm e applied to the device. istered in the address book. a user provides an invalid us #OTS-2007-1913) by WIM after the "Date and to DeviceMonitor ver.2.0 Batch tered with a DNS server by a tith the DDNS server, it will no o devices that joined the netw Windows Vista via SMB. y unavailable. e to obtain an IP address from ent 10011/RC06120002). | S-2008-543) on 1.12 or later), mware (version (TechMail#OTS- ername or password time" setting is Configuration. DHCP relay agent. ot try again. vork using mDNS |
| 1. SMB folders can not be reg 2007-1913) 2. Extra steps are required if for Scan to SMB. (TechMai 6.05.4 Symptom corrected: 1. A 404 error will be returned configured via a WebSmart 2. The device will not be regis 3. The device fails to renew w 4. IPP clients might not print to (Bonjour). 6.05.1 1. The device cannot login to 2. SMB printing is sporadicall 3. The device might be unable through a DHCP Relay Age (FPR#RE06110003/RE067 6.05 1. Fixed: The device might not server under specific conditi 2. Fixed: Some mmesg logs o using RlogTool v2.X. (Tech 6.03 1. The device might not obtair disabled. In some cases, "O displayed on the operation 2. Recycling the power causes sftp spool and the error mes target APL. ERR:" will be Conditions of occurence: - "Spool Printing" is enabled | a user provides an invalid us #OTS-2007-1913) by WIM after the "Date and to DeviceMonitor ver.2.0 Batch tered with a DNS server by a with the DDNS server, it will no o devices that joined the netw Windows Vista via SMB. y unavailable. to obtain an IP address from ent 10011/RC06120002). | ername or password time" setting is Configuration. DHCP relay agent. ot try again. vork using mDNS |
| 1. A 404 error will be returned configured via a WebSmart 2. The device will not be regis 3. The device fails to renew w 4. IPP clients might not print to (Bonjour). 6.05.1 1. The device cannot login to 2. SMB printing is sporadicall 3. The device might be unable through a DHCP Relay Age (FPR#RE06110003/RE067 6.05 1. Fixed: The device might no server under specific condit 2. Fixed: Some mmesg logs o using RlogTool v2.X. (Tech 6.03 1. The device might not obtain disabled. In some cases, "O displayed on the operation 2. Recycling the power causes sftp spool and the error mest target APL. ERR:" will be Conditions of occurence: - "Spool Printing" is enabled | DeviceMonitor ver.2.0 Batch tered with a DNS server by a ith the DDNS server, it will no o devices that joined the netv Windows Vista via SMB. y unavailable. e to obtain an IP address from ent 10011/RC06120002). | Configuration. DHCP relay agent. ot try again. vork using mDNS |
| 6.05.1 1. The device cannot login to 2. SMB printing is sporadicall 3. The device might be unable through a DHCP Relay Age (FPR#RE06110003/RE067 6.05 1. Fixed: The device might no server under specific condit 2. Fixed: Some mmesg logs o using RlogTool v2.X. (Tech 6.03 1. The device might not obtain disabled. In some cases, "O displayed on the operation 2. Recycling the power causes sftp spool and the error mean target APL. ERR:" will be Conditions of occurence: - "Spool Printing" is enabled. | y unavailable. e to obtain an IP address froi ent 10011/RC06120002). | m a DHCP Server |
| 6.05 1. Fixed: The device might norserver under specific condit 2. Fixed: Some mmesg logs of using RlogTool v2.X. (Tech 6.03 1. The device might not obtain disabled. In some cases, "Ordisplayed on the operation 2. Recycling the power causes sftp spool and the error mean target APL. ERR:" will be Conditions of occurence: - "Spool Printing" is enabled | | |
| 6.03 1. The device might not obtain disabled. In some cases, "O displayed on the operation 2. Recycling the power causes sftp spool and the error mean target APL. ERR:" will be Conditions of occurence: - "Spool Printing" is enabled | ions (GFPR#RC06060003). r portions of mmesg logs car | |
| Default: enabled | an IP address from DHCP s cannot connect with DHCP S panel. s all jobs that sent via sftp to ssage "#[brmsp1 YY/MM/DD h written in the system log. | erver.(101)" will be be deleted from the h:mm:ss Nothing 069 BitSwitch#6 066 |



Technical Bulletin

Reissued: 04-Apr-08

| Model: Model | G-P2 | Date: 18-May-06 | No.: RG160004f |
|--------------|---------------------|-----------------|----------------|
| Version | Sympto | m Corrected | |
| 6.00 | 1st mass production | | |

Technical Bulletin

Reissued: 28-Jul-08

Model: Model G-P2

Date: 08-Jun-06 No.: RG160008h

RTB Reissue

The items in bold italics have been corrected or added.

| Subject: Firmware Release History (System) | | | Prepared by: K.Moriizumi | |
|--|--|---|--------------------------|--|
| From: 1st Tech. S | Support Sec. Service Support I | Dept. | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part informat Electrical Transmit/rec | | Action required Service manual revision Retrofit information |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 1.12 | G1615250J | April 2008 production |
| 1.11 | G1615250H | January 2008 production |
| 1.10 | G1615250G | September 2007 production |
| 1.09 | G1615250F | July 2007 production |
| 1.08 | G1615250E | May 2007 production |
| 1.07 | G1615250D | January 2007 production |
| 1.05 | G1615250C | October 2006 production |
| 1.03 | G1615250B | July 2006 production |
| 1.02 | G1615250A | June 2006 production |
| 1.01 | G1615250 | 1st mass production |

| Version | Symptom Corrected | | | |
|---------|--|--|--|--|
| 1.12 | Symptom corrected: 1. IPv6 Type 0 Route Headers allow sender to control routing (CVE-2007-2242). (TechMail#TS080184) 2. RC Gate communication fails in wireless LAN environments. | | | |
| | Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.12 or later), Websys firmware (version 1.07 or later) and NCS firmware (version 6.05.7 or later) needs to be applied to the device. | | | |
| 1.11 | Symptom corrected: 1. 2 separate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur: 1. The device stalls while the first job is being stored to the HDD. 2. After the stall, the printer is rebooted and another job is submitted for storage. 3. The first and second store must be to/from the same application (Copy/Scanner/Printer). | | | |
| | Other changes: 1. The new features of "Embedded Software Architecture SD card Ver.2.11 | | | |



Reissued: 28-Jul-08

| Model: Model (| G-P2 | Date: 08-Jun-06 | No.: RG160008h | |
|----------------|---|---|--|--|
| Version | Symptom Corrected | | | |
| | (SDK/J SDcard Ver.2.11)" are now supported. For the details of these features, please refer to the release notes for "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)". | | | |
| 1.10 | Symptom corrected: 1. If the power is turned OFF/ON during a Remote Firmware Update (RFU), and the Data Overwrite Security option is installed, the update is not automatically retried when the printer reboots. 2. RFU cannot be performed while the printer is booting up. 3. The job processing speed is slower when the DataOverwriteSecurity option is installed. 4. Device might not be able to access the network under the following conditions (FPR#RC07050005): The device is conneted to a HUB that has link flapping enabled. The device "Ethernet speed" is not "Auto". 5. The device sporadically fails to login to an Integration server. | | | |
| 1.09 | (Minor changes applied for the Japan | | | |
| 1.08 | Symptom corrected: Printer does not respond to stand-alone scanners that are connected by USB. This results in the error message "Cannot connect or find the specified printer. Click [Back] to continue." being displayed in Web Status Monitor. This only occurs if the Paper Source Tray has been configured (in Web status Monitor of the scanner). Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries. SC868 is occurred when the CVM Card is corrupted. (FPR#: RC06110007) It is impossible to select any application button in User Tools and SP mode. Note: This symptom occurs under the following conditions. The machine is connected to the @Remote system (SP5-816-003 is set to "1"). The controller board has just been replaced. Communication between RC Gate (external and embedded) and the device | | | |
| 1.07 | does not work properly. Sometimes, the machine does not A proxy server error occurs if the r machine is connected to RC-Gate The default setting for an Auto SC to ON. The job log will become corrupted WebSmartDeviceMonitor ver 2.0 i being processed. The device is unable to follow an LDAP server are communicating v functions: LDAP Search LDAP Connection Test LDAP Authentication Windows Authentication | main power is turned O (@Remote). Call (@Remote) was o and can no longer be f the MFP power is cycl LDAP search reference via SSL. This problem a | N/OFF while the changed from OFF uploaded to led while a job is e if the device and affects the following | |

Reissued: 28-Jul-08

| Model: Model G-P2 Date: 08-Jun-06 | | | No.: RG160008h | | |
|-----------------------------------|--|--|---|--|--|
| Version | Symp | Symptom Corrected | | | |
| | result in "404 Not Found".This o contains a "Host Name" and "Do | On. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. | | | |
| | System firmware ver 1.07 or Websys firmware ver 1.05 o Network DocBox firmware ver Printer firmware ver 1.07 or | Note: To fix this issue(#7), all of the following firmware must be applied: System firmware ver 1.07 or later Websys firmware ver 1.05 or later Network DocBox firmware ver 2.00.1 or later Printer firmware ver 1.07 or later | | | |
| 1.05 | SC819 error might occur if the de update. | evice is restarted during a | a remote firmware | | |
| | The machine might freeze during SC990 occurs when the machine 4. Wording errors: English, Italian German, Hungarian, Finnish and | e prints out the SMC repo n, Norwegian, Portuguese | ort. | | |
| 1.03 | @Remote (Cumin). | Symptom corrected:SC670 or SC991 occurs if the machine is connected to @Remote (Cumin). Fixed: The SDK application might not be installed using WIM. | | | |
| 1.02 | The device that has the 'Autentia able to authenticate a valid user user name contains non-ASCII of This problem effects the followin - LDAP Search LDAP Connection Test LDAP Authentication Either the scanner or fax applicat LDAP search reference; recursin The following functions might not - Add/change/delete users or grip panel/Web Image Monitor/Smar All Administrator Authentication Devices configured using the W Configuration function, will auton Timeout(SP5-846-010 default: 6 all LDAP Searches might fail. Parts of the Czech, Polish and H might appear garbled. | cation: High Security' sett on an LDAP server. This characters. g functions: ations, or the entire device vely spans 3 or more server t work correctly. Dups from the Address Be tDeviceMonitor for Admir n and User Authentication ebSmartDeviceMonitor ver natically have the 'LDAP 0 sec)' setting configured fungarian versions of We | ting might not be s only occurs if the e might stall if an vers. ook via the display n. n functions. ersion2.0 Batch Search d as 0. As a result, | | |
| | | The debug logging data cannot be stored in an SD card. The @Remote center cannot obtain the temperature/humidity data. | | | |
| 1.01 | 1st mass production | | | | |

Technical Bulletin

Reissued: 09-Sep-08 Model: Model G-P2

Date: 18-May-06

No.: RG160001k

RTB Reissue

| The items in bol | d italics have been correc | cted or added. | | |
|--|----------------------------|--------------------------|------|-------------------------|
| Subject: Firmware Release History (Printer) | | Prepared by: K.Moriizumi | | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting | Part information | tion | Action required |
| | Mechanical | Electrical | | Service manual revision |
| | Paper path | Transmit/rec | eive | Retrofit information |
| | Other () | | | |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 1.13 | G1615261L | August 2008 productions |
| 1.12 | G1615261K | April 2008 productions |
| 1.11 | G1615261J | January 2008 production |
| 1.10 | G1615261H | September 2007 production |
| 1.09 | G1615261G | July 2007 production |
| 1.08 | G1615261F | May 2007 production |
| 1.07 | G1615261E | January 2007 production |
| 1.05 | G1615261D | October 2006 production |
| 1.04 | G1615261C | July 2006 production |
| 1.03 | G1615261B | July 2006 production |
| 1.02 | G1615261A | June 2006 production |
| 1.01 | G1615261 | 1st mass production |

| Version | Symptom Corrected |
|---------|--|
| 1.13 | Other changes: |
| | The firmware was modified to support the new Fujitsu hard disk drive. |
| 1.12 | Symptom corrected: Changing the ToneCtlValue setting (SP1-104), changes the gradation of the "Default Value" instead of the "Current Value". This can be seen in the printer's "Color Sheet" (SP1-103-001). The username/usercode used to submit a stored job (Sample Print/Locked Print/Hold Print/Stored Print) is not shown in the Job Log of Web SmartDeviceMonitor ver 2.x. |
| 1.11 | Symptom corrected: PCL jobs containing fonts with a number of characters that is evenly divisible by 256, might cause the device to stall. (GFPR#RE0706006, RA07090001) Subsequent PCL jobs will be canceled after the device prints a large number of jobs (more than 2000) submitted by the PCL 6 driver. (GFPR#RE07080008) |
| 1.10 | Symptom corrected: 1. All pages in a mixed simplex/duplex job will be assigned the same simplex/duplex setting as the first page. This only affected jobs submitted using the RPCS driver's API. |

Reissued: 09-Sep-08

| Model: Model G-P2 Date: 18-May-06 No.: RG16 | | | No.: RG160001k | |
|---|--|--|---|--|
| Version | Symptom Corrected | | | |
| | Various printing anomalies when p Autoshapes and shadows. This can occur if printing with both Resolution: 1800 x 600 dpi Job Load Distribution: Shift load | of the following RPCS | | |
| | Symptom corrected: If the delete or print button is pressed repeatedly, the message "No jobs exist" might be displayed on the Operation Panel even if stored jobs (Sample Print/Hold Print/Stored Print) do exsist on the device HDD. PCL jobs containing character codes that are not on the font SD card, might cause the device to stall. Jobs containing bitmapped PCL fonts might cause the device to stall. When the job is created using SAP DeviceType or Barcode &OCR package for SAP System DT, the following issues will occur. When sending a BOP job, the printer status stays at "Processing" and the job is not printed. Memory leak occurs when printing a bitmap font with insufficient memory | | | |
| | condition. Symptom corrected: 1. After the device is powered-up, it might stay in the "Please wait." state indefinitely. This only affected devices that used an SNTP server and that had the "Auto Reset Timer" disabled. | | | |
| | Symptom corrected: All pages of PS jobs containing a m printed as simplex.(FPR#RC06070 PCL data might be printed as garba pages of PCL data are printed with PCL jobs that include seperator pa characters (FPR#RC06040009/RC PDF files printed using Adobe Acro characters or portions of characters conditions are met: "Shift load to printer" selected to Distribution setting. Image rotation required: Portra document to SEF paper. Accessing the document server in result in "404 Not Found".This only contains a "Host Name" and "Doma the MFP is not blank.). It does not 1 Note: To fix this issue(#5), all of th System firmware ver 1.07 or la Websys firmware ver 1.07 or lat Other changes: | nix of simplex and duple 0007). age characters after se out a power-off. (Tech ges might be printed as 0610007). obat and the RPCS drive s. This occurs if both of for the RPCS driver's Je it document to LEF pap WIM via an single sign- r happens if the url used ain Name" (The "domai happen if the url contain happen if the url contain ter ater 2.00.1 or later | veral hundred mail#TS060753). s garbage er might be missing the following ob Load oer -or- Landscape -on server might d to access WIM in name" setting in ns an IP address. | |

Reissued: 09-Sep-08

| Model: Model G-P2 Date: 18-May-06 No.: RG1 | | No.: RG160001k | |
|--|--|----------------|--------------------|
| Version | Symptom Corrected | | |
| | Japanese/Korean/Traditional Chir with the Unicode Font Package fo | | are only available |
| 1.05 | Other changes: Only the version of the firmware was changed, to match it with the version of the System firmware. (The firmware itself was not changed). | | |
| 1.04 | If a general user signs in without being authenticated and prints out a machine report, the counter for a different (authenticated) user is incremented. Note: Normally, the print should be counted as "Other". The counter for Meter Charge Mode is displayed as a "Page Counter" on the LCD, even after "Development Counter" is selected. | | |
| 1.03 | Note: The counter is displayed correctly on the counter sheet. Symptom corrected: The characters on the Color Test Chart and Color Sheet are not printed correctly. Changed: Faster rendering for RPCS full color images. | | |
| 1.02 | The device locks-up with the message "Setting change" on the display panel while it is changing to Cardsave mode or Hex Dump mode. Note : After a time-out (Auto Reset Timer: default 60 sec), the machine will successfully be changed to Cardsave mode or Hex Dump mode. | | machine will |
| 1.01 | 1st mass production | | |

Technical Bulletin

Reissued: 09-Sep-08

Model: Model G-P2

| Date: 08-Jun-06 | No.: RG160008i |
|-----------------|----------------|

RTB Reissue

The items in bold italics have been corrected or added.

| Subject: Firmware Release History (System) | | | Prepared by: K.Moriizumi | |
|--|---|--|--------------------------|--|
| From: 1st Tech. Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part information Electrical Transmit/rec | | Action required Service manual revision Retrofit information |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 1.13 | G1615250K | August 2008 production |
| 1.12 | G1615250J | April 2008 production |
| 1.11 | G1615250H | January 2008 production |
| 1.10 | G1615250G | September 2007 production |
| 1.09 | G1615250F | July 2007 production |
| 1.08 | G1615250E | May 2007 production |
| 1.07 | G1615250D | January 2007 production |
| 1.05 | G1615250C | October 2006 production |
| 1.03 | G1615250B | July 2006 production |
| 1.02 | G1615250A | June 2006 production |
| 1.01 | G1615250 | 1st mass production |

| Version | Symptom Corrected |
|---------|--|
| 1.13 | Other changes: |
| | The firmware was modified to support the new Fujitsu hard disk drive. |
| 1.12 | Symptom corrected: 1. IPv6 Type 0 Route Headers allow sender to control routing (CVE-2007-2242). (TechMail#TS080184) 2. RC Gate communication fails in wireless LAN environments. |
| | Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.12 or later), Websys firmware (version 1.07 or later) and NCS firmware (version 6.05.7 or later) needs to be applied to the device. |
| 1.11 | Symptom corrected: 1. 2 separate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur: 1. The device stalls while the first job is being stored to the HDD. 2. After the stall, the printer is rebooted and another job is submitted for storage. 3. The first and second store must be to/from the same application (Copy/Scanner/Printer). |

Reissued: 09-Sep-08

| Model: Model | Model: Model G-P2 Date: 08-Jun-06 No.: RG160008i | | | | |
|--------------|---|---|--|--|--|
| Version | Symptom Corrected | | | | |
| | Other changes: 1. The new features of "Embedded S (SDK/J SDcard Ver.2.11)" are now features, please refer to the releas Architecture SD card Ver.2.11 (SD | supported. For the det e notes for "Embedded | ails of these | | |
| 1.10 | Symptom corrected: If the power is turned OFF/ON durant and the Data Overwrite Security of automatically retried when the print RFU cannot be performed while th The job processing speed is slowed is installed. Device might not be able to access conditions (FPR#RC07050005): The device is connected to a HIL The device "Ethernet encod" is installed. | otion is installed, the up ter reboots. e printer is booting up. r when the DataOverwr s the network under the JB that has link flapping | date is not iteSecurity option following | | |
| | The device "Ethernet speed" is 5. The device sporadically fails to log | | /er. | | |
| 1.09 | (Minor changes applied for the Japan model only). | | | | |
| 1.08 | Symptom corrected: Printer does not respond to stand-alone scanners that are connected by USB. This results in the error message "Cannot connect or find the specified printer. Click [Back] to continue." being displayed in Web Status Monitor. This only occurs if the Paper Source Tray has been configured (in Web status Monitor of the scanner). Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries. SC868 is occurred when the CVM Card is corrupted. (FPR#: RC06110007) It is impossible to select any application button in User Tools and SP mode. Note: This symptom occurs under the following conditions. The machine is connected to the @Remote system (SP5-816-003 is set to "1"). The controller board has just been replaced. Communication between RC Gate (external and embedded) and the device does not work properly. | | | | |
| 1.07 | Sometimes, the machine does not A proxy server error occurs if the machine is connected to RC-Gate The default setting for an Auto SC to ON. The job log will become corrupted WebSmartDeviceMonitor ver 2.0 i being processed. The device is unable to follow an LDAP server are communicating v functions: LDAP Search LDAP Connection Test | main power is turned Ol (@Remote). Call (@Remote) was c and can no longer be f the MFP power is cycl LDAP search reference | N/OFF while the changed from OFF uploaded to ed while a job is e if the device and | | |



Reissued: 09-Sep-08

| Model: Model | odel: Model G-P2 Date: 08-Jun-06 No.: RG160008i | | | |
|--------------|---|---|---|--|
| Version | Symptom Corrected | | | |
| | LDAP Authentication Windows Authentication ROM updates will fail via WebIma On. | Windows Authentication ROM updates will fail via WebImageMonitor if the Transfer Log Setting is | | |
| | Accessing the document server in result in "404 Not Found". This on contains a "Host Name" and "Dor the MFP is not blank.). It does not blank.). It does not blank is sue(#7), all of the System firmware ver 1.07 or later. | result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue(#7), all of the following firmware must be applied: System firmware ver 1.07 or later Websys firmware ver 1.05 or later Network DocBox firmware ver 2.00.1 or later | | |
| 1.05 | SC819 error might occur if the dev update. The machine might freeze during a SC990 occurs when the machine | SC819 error might occur if the device is restarted during a remote firmware update. The machine might freeze during a detailed self-diagnostic. SC990 occurs when the machine prints out the SMC report. 4. Wording errors: English, Italian, Norwegian, Portuguese, Spanish, | | |
| 1.03 | Symptom corrected:SC670 or SC @Remote (Cumin). | . Symptom corrected:SC670 or SC991 occurs if the machine is connected to @Remote (Cumin). | | |
| 1.02 | The device that has the 'Autentical able to authenticate a valid user of user name contains non-ASCII of This problem effects the following - LDAP Search LDAP Connection Test LDAP Authentication Either the scanner or fax application LDAP search reference; recursive The following functions might not Add/change/delete users or group panel/Web Image Monitor/SmartI All Administrator Authentication Devices configured using the Web Configuration function, will autom Timeout(SP5-846-010 default: 60 all LDAP Searches might fail. Parts of the Czech, Polish and Humight appear garbled. | ation: High Security' sett on an LDAP server. This haracters. functions: ons, or the entire device ely spans 3 or more serv work correctly. ups from the Address Be DeviceMonitor for Admir and User Authentication oSmartDeviceMonitor ve atically have the 'LDAP sec)' setting configured ungarian versions of We | ing might not be conly occurs if the e might stall if an vers. bok via the display n. n functions. ersion2.0 Batch Search I as 0. As a result, | |
| | 7. The @Remote center cannot obtain the temperature/humidity data. | | | |
| 1.01 | 1st mass production | | | |

Technical Bulletin

Reissued: 24-Dec-08 Model: Model G-P2

Date: 18-May-06

No.: RG160001I

RTB Reissue

| The items in bold italics have been corrected or added. | | | | |
|---|-----------------|------------------|-------------------|-------------------------|
| Subject: Firmware Release History (Printer) | | Prepared | d by: K.Moriizumi | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting | Part information | tion | Action required |
| | Mechanical | Electrical | | Service manual revision |
| | Paper path | Transmit/rec | eive | Retrofit information |
| | Other () | | | |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 1.14 | G1615261M | December 2008 productions |
| 1.13 | G1615261L | August 2008 productions |
| 1.12 | G1615261K | April 2008 productions |
| 1.11 | G1615261J | January 2008 production |
| 1.10 | G1615261H | September 2007 production |
| 1.09 | G1615261G | July 2007 production |
| 1.08 | G1615261F | May 2007 production |
| 1.07 | G1615261E | January 2007 production |
| 1.05 | G1615261D | October 2006 production |
| 1.04 | G1615261C | July 2006 production |
| 1.03 | G1615261B | July 2006 production |
| 1.02 | G1615261A | June 2006 production |
| 1.01 | G1615261 | 1st mass production |

| Version | Symptom Corrected |
|---------|---|
| 1.14 | Symptom corrected: 1. The device function used to rotate a job by 180 degrees will have no effect in either of the following situations: Printing from the bypass tray or a tray containing slip sheets or cover sheets. Finishing functions including duplex and collate are cancelled by the device during printing. Note: This problem doesn't affect the driver's rotation function. If the Menu > Supplies button on the device is pressed during printing of an RPCS job, duplex will be cancelled. If a user attempts to cancel several jobs simultaneously, some of the jobs might not be cancelled. |
| 1.13 | Other changes: The firmware was modified to support the new Fujitsu hard disk drive. |
| 1.12 | Symptom corrected: 1. Changing the ToneCtlValue setting (SP1-104), changes the gradation of the "Default Value" instead of the "Current Value". This can be seen in the printer's "Color Sheet" (SP1-103-001). |

Reissued: 24-Dec-08

| Model: Model | Iodel: Model G-P2 Date: 18-May-06 No.: RG1600011 | | | | |
|--------------|---|---|---|--|--|
| Version | Symptom Corrected | | | | |
| | The username/usercode used to submit a stored job (Sample Print/Locked Print/Hold Print/Stored Print) is not shown in the Job Log of Web SmartDeviceMonitor ver 2.x. | | | | |
| 1.11 | by 256, might cause the device to 2. Subsequent PCL jobs will be cancer | PCL jobs containing fonts with a number of characters that is evenly divisible by 256, might cause the device to stall. (GFPR#RE0706006, RA07090001) Subsequent PCL jobs will be canceled after the device prints a large number of jobs (more than 2000) submitted by the PCL 6 driver. | | | |
| 1.10 | Symptom corrected: All pages in a mixed simplex/duple simplex/duplex setting as the first pusing the RPCS driver's API. Various printing anomalies when p Autoshapes and shadows. This can occur if printing with both Resolution: 1800 x 600 dpi Job Load Distribution: Shift load | oage. This only affected rinting PowerPoint2007 of the following RPCS o | jobs submitted | | |
| 1.09 | Symptom corrected: If the delete or print button is pressed repeatedly, the message "No jobs exist" might be displayed on the Operation Panel even if stored jobs (Sample Print/Hold Print/Stored Print) do exsist on the device HDD. PCL jobs containing character codes that are not on the font SD card, might cause the device to stall. Jobs containing bitmapped PCL fonts might cause the device to stall. When the job is created using SAP DeviceType or Barcode &OCR package for SAP System DT, the following issues will occur. When sending a BOP job, the printer status stays at "Processing" and the job is not printed. Memory leak occurs when printing a bitmap font with insufficient memory condition. | | | | |
| 1.08 | Symptom corrected: 1. After the device is powered-up, it indefinitely. This only affected devided the "Auto Reset Timer" disable | ices that used an SNTF | | | |
| 1.07 | Symptom corrected: All pages of PS jobs containing a r printed as simplex.(FPR#RC060702) PCL data might be printed as garb pages of PCL data are printed with PCL jobs that include seperator pa characters (FPR#RC06040009/RC02) PDF files printed using Adobe Across characters or portions of character conditions are met: "Shift load to printer" selected Distribution setting. Image rotation required: Portra document to SEF paper. | 0007). age characters after se nout a power-off. (Tech iges might be printed as 0610007). obat and the RPCS driv s. This occurs if both of for the RPCS driver's Jo | veral hundred mail#TS060753) . s garbage er might be missing the following bb Load | | |

Reissued: 24-Dec-08 Model: Model G-P2 Date: 18-May-06 No.: RG1600011 Version Symptom Corrected 5. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue(#5), all of the following firmware must be applied: System firmware ver 1.07 or later Websys firmware ver 1.05 or later Network DocBox firmware ver 2.00.1 or later Printer firmware ver 1.07 or later Other changes: 1. The device supports Unicode v3.0 fonts. Unicode v3.0 fonts for Japanese/Korean/Traditional Chinese/Simplified Chinese are only available with the Unicode Font Package for SAP. 1.05 Other changes: Only the version of the firmware was changed, to match it with the version of the System firmware. (The firmware itself was not changed). 1. If a general user signs in without being authenticated and prints out a machine 1.04 report, the counter for a different (authenticated) user is incremented. Note: Normally, the print should be counted as "Other". 2. The counter for Meter Charge Mode is displayed as a "Page Counter" on the LCD, even after "Development Counter" is selected. Note: The counter is displayed correctly on the counter sheet. 1.03 Symptom corrected: The characters on the Color Test Chart and Color Sheet are not printed correctly. Changed: Faster rendering for RPCS full color images. The device locks-up with the message "Setting change...." on the display panel 1.02 while it is changing to Cardsave mode or Hex Dump mode. Note : After a time-out (Auto Reset Timer: default 60 sec), the machine will successfully be changed to Cardsave mode or Hex Dump mode. 1.01 1st mass production

Technical Bulletin

Reissued: 06-Jan-09 Model: Model G-P2

Date: 18-May-06

No.: RG160004g

RTB Reissue

| The items in bold italics have been added. | | | | |
|--|---|--|---------------------------|--|
| Subject: Firmware Release History (NIB) | | | Prepared by: K. Moriizumi | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part information Electrical Transmit/rec | | Action required Service manual revision Retrofit information |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 6.05.9 | G1615252G | January 2009 production |
| 6.05.7 | G1615252F | April 2008 production |
| 6.05.5 | G1615252E | July 2007 production |
| 6.05.4 | G1615252D | May 2007 production |
| 6.05.1 | G1615252C | January 2007 production |
| 6.05 | G1615252B | September 2006 production |
| 6.03 | G1615252A | June 2006 production |
| 6.00 | G1615252 | 1st mass production |

| Version | Symptom Corrected |
|---------|--|
| 6.05.9 | Symptom corrected: The device might not be able to access the network after the Log collection tool is run. IPP print jobs are cancelled. This happens very infrequently. After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will not accept any more jobs until rebooted. |
| 6.05.7 | Symptom corrected: The performance of WIM might be reduced if SSDP is enabled on the device. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011) The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer. An SSL2.0 client code fails to properly check for NULL(CVE-2006-4343). (TechMail#OTS-2008-185) Multiple RSA implementations fail to properly handle signatures(CVE-2006-4339). (TechMail#OTS-2008-276). The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA. |

| Model: Model C | G-P2 | Date: 18-May-06 | No.: RG160004g |
|----------------|--|--|---|
| Version | Sympto | om Corrected | |
| | 8. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed: The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel. The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited. 9. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled. | | |
| | Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.12 or later), Websys firmware (version 1.07 or later) and NCS firmware (version 6.05.7 or later) needs to be applied to the device. | | |
| 6.05.5 | Symptom corrected: 1. SMB folders can not be registered in the address book. (TechMail#OTS-2007-1913) 2. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913) | | |
| 6.05.4 | Symptom corrected: A 404 error will be returned by WI configured via a WebSmartDevice The device will not be registered via. The device fails to renew with the IPP clients might not print to device (Bonjour). | Monitor ver.2.0 Batch (with a DNS server by a DDNS server, it will not | Configuration. DHCP relay agent. t try again. |
| 6.05.1 | The device cannot login to Windo SMB printing is sporadically unav The device might be unable to ob through a DHCP Relay Agent (FPR#RE06110003/RE06110011 | ailable. tain an IP address from I/RC06120002). | |
| 6.05 | Fixed: The device might not be at server under specific conditions (0 Fixed: Some mmesg logs or portion using RlogTool v2.X. (TechMail#T | GFPR#RC06060003). ons of mmesg logs canr | |
| 6.03 | The device might not obtain an IP disabled. In some cases, "Cannot displayed on the operation panel. Recycling the power causes all jo sftp spool and the error message target APL. ERR:" will be writter Conditions of occurence: "Spool Printing" is enabled. Disp Default: disabled "Job Spooling (Protocol)" for sftp Default: enabled "Job Spooling Clear: Start Time" Default: enabled The device can not connect in environment. | connect with DHCP Se bs that sent via sftp to b "#[brmsp1 YY/MM/DD hh n in the system log. lay Panel->System o is enabled. SP5-828-0 b is enabled. SP5-828-0 | erver.(101)" will be be deleted from the fmm:ss Nothing 69 BitSwitch#6 |



| Model: Model G-P2 Date: 18-May-06 No.: RG160004 | | No.: RG160004g | |
|---|---|----------------|--|
| Version | Symptom Corrected | | |
| | the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) 4. The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length. | | |
| 6.00 | 1st mass production | | |

Technical Bulletin

Reissued: 06-Jan-09

Model: Model G-P2

| Date: 08-Jun-06 No.: RG1600 |
|-----------------------------|
|-----------------------------|

RTB Reissue

| The item | s in b | old italics | have b | een cori | rected or | added. |
|----------|--------|-------------|--------|----------|-----------|--------|
| | | | | | | |

| Subject: Firmware Release History (System) | | | Prepared by: K.Moriizumi | |
|--|-----------------|---------------|--------------------------|-------------------------|
| From: 1st Tech. Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting | Part informat | tion | Action required |
| | Mechanical | Electrical | | Service manual revision |
| | Paper path | Transmit/rec | eive | Retrofit information |
| | ⊠ Other () | | | |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 1.14 | G1615250L | January 2009 production |
| 1.13 | G1615250K | August 2008 production |
| 1.12 | G1615250J | April 2008 production |
| 1.11 | G1615250H | January 2008 production |
| 1.10 | G1615250G | September 2007 production |
| 1.09 | G1615250F | July 2007 production |
| 1.08 | G1615250E | May 2007 production |
| 1.07 | G1615250D | January 2007 production |
| 1.05 | G1615250C | October 2006 production |
| 1.03 | G1615250B | July 2006 production |
| 1.02 | G1615250A | June 2006 production |
| 1.01 | G1615250 | 1st mass production |

| Version | Symptom Corrected |
|---------|---|
| 1.14 | Symptom corrected: "Connection error: Check proxy settings" is displayed when the @Remote gateway server is down. The result of RFU is not informed to @Remote center. If the "User Account Enhance Unit" is installed, the following problems might occur: Information in the "Counter per User" sheet might be incorrect. A duplicate might be created when the driver registers a User Code in the addressbook. The User Code counter that is incremented might not correspond to the user that submitted the job. An SC990 error might occur if a job that contains a large amount of data per page is printed in duplex. An example of a potentially affected job is printing photos with a Layout of 16 per sheet. |
| 1.13 | Other changes: The firmware was modified to support the new Fujitsu hard disk drive. |
| 1.12 | Symptom corrected: 1. IPv6 Type 0 Route Headers allow sender to control routing (CVE-2007-2242). (TechMail#TS080184) 2. RC Gate communication fails in wireless LAN environments. |

| Model: Model | Model: Model G-P2 Date: 08-Jun-06 No.: RG160008 | | | | |
|--------------|--|--|---|--|--|
| Version | Symptom Corrected | | | | |
| | Other changes: 1. The new WLAN card is now availa Note: To use this new card, Syster firmware (version 1.07 or later) and needs to be applied to the device. | n firmware (version 1.1 | 2 or later), Websys | | |
| 1.11 | Symptom corrected: 2 separate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur: The device stalls while the first job is being stored to the HDD. After the stall, the printer is rebooted and another job is submitted for storage. The first and second store must be to/from the same application (Copy/Scanner/Printer). | | | | |
| | (SDK/J SDcard Ver.2.11)" are now | The new features of "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)" are now supported. For the details of these features, please refer to the release notes for "Embedded Software | | | |
| 1.10 | Symptom corrected: If the power is turned OFF/ON during a Remote Firmware Update (RFU), and the Data Overwrite Security option is installed, the update is not automatically retried when the printer reboots. RFU cannot be performed while the printer is booting up. The job processing speed is slower when the DataOverwriteSecurity option is installed. Device might not be able to access the network under the following conditions (FPR#RC07050005): | | | | |
| | The device is conneted to a HUB that has link flapping enabled. The device "Ethernet speed" is not "Auto". The device sporadically fails to login to an Integration server. | | | | |
| 1.09 | (Minor changes applied for the Japan | | | | |
| 1.08 | Symptom corrected: Printer does not respond to stand-USB. This results in the error mes printer. Click [Back] to continue." to This only occurs if the Paper Sour status Monitor of the scanner). Entries such as "usercode/userna be shown incorrectly in Web Small there are a large number of entries. SC868 is occurred when the CVM It is impossible to select any applier Note: This symptom occurs under - The machine is connected to t to "1"). | alone scanners that are sage "Cannot connect o being displayed in Web ce Tray has been config me" in the Job Log or A rtDeviceMonitor ver 2.x s. Card is corrupted. (FP cation button in User To the following conditions | or find the specified Status Monitor. gured (in Web Access Log, might . This only occurs if R#: RC06110007) pols and SP mode. s. | | |
| | The controller board has just b Communication between RC Gate | | ed) and the device | | |



| Model: Model G-P2 Date: 08-Jun-06 No.: RG | | | No.: RG160008j | |
|---|---|---|---|--|
| Version | Symptom Corrected | | | |
| | does not work properly. | | | |
| 1.07 | Sometimes, the machine does not A proxy server error occurs if the r machine is connected to RC-Gate The default setting for an Auto SC to ON. The job log will become corrupted WebSmartDeviceMonitor ver 2.0 if being processed. The device is unable to follow an LDAP server are communicating v functions: LDAP Search LDAP Connection Test LDAP Authentication Windows Authentication | The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job is being processed. The device is unable to follow an LDAP search reference if the device and LDAP server are communicating via SSL. This problem affects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication | | |
| | On. 7. Accessing the document server in result in "404 Not Found". This only contains a "Host Name" and "Dom the MFP is not blank.). It does not Note: To fix this issue(#7), all of th System firmware ver 1.07 or la Websys firmware ver 1.05 or la Network DocBox firmware ver Printer firmware ver 1.07 or lat | y happens if the url use hain Name" (The "doma happen if the url contai he following firmware mu hter ater 2.00.1 or later | d to access WIM in name" setting in ins an IP address. | |
| 1.05 | SC819 error might occur if the dev update. The machine might freeze during a SC990 occurs when the machine p 4. Wording errors: English, Italian, German, Hungarian, Finnish and S | detailed self-diagnostion prints out the SMC repo Norwegian, Portuguese | c. rt. | |
| 1.03 | Symptom corrected:SC670 or SC991 occurs if the machine is connected to @Remote (Cumin). Fixed: The SDK application might not be installed using WIM. | | | |
| 1.02 | The device that has the 'Autentica able to authenticate a valid user o user name contains non-ASCII ch This problem effects the following LDAP Search LDAP Connection Test LDAP Authentication Either the scanner or fax application LDAP search reference; recursive The following functions might not v - Add/change/delete users or group panel/Web Image Monitor/SmartD | tion: High Security' sett n an LDAP server. This aracters. functions: ons, or the entire device ly spans 3 or more serv work correctly. ps from the Address Bo | ing might not be only occurs if the e might stall if an /ers. bok via the display | |



| Model: Model G-P2 | | Date: 08-Jun-06 | No.: RG160008j |
|-------------------|---|-----------------|--|
| Version | Symptom Corrected | | |
| | All Administrator Authentication and User Authentication functions. Devices configured using the WebSmartDeviceMonitor version2.0 Batch Configuration function, will automatically have the 'LDAP Search Timeout(SP5-846-010 default: 60 sec)' setting configured as 0. As a result, all LDAP Searches might fail. Parts of the Czech, Polish and Hungarian versions of WebImageMonitor might appear garbled. The debug logging data cannot be stored in an SD card. | | version2.0 Batch ? Search d as 0. As a result, ebImageMonitor |
| | 7. The @Remote center cannot obtain the temperature/humidity data. | | |
| 1.01 | 1st mass production | | |

Technical Bulletin

Model: Model G-P2

Reissued: 25-Nov-10

Date: 18-May-06

No.: RG160004h

RTB Reissue

| The items in bold italics have been added. | | | | |
|---|-----------------|---------------|----------|-------------------------|
| Subject: Firmware Release History (NIB) | | | Prepared | d by: K. Moriizumi |
| From: 2nd Overseas Tech Support Sec., 2nd PQM Dept. | | | | |
| Classification: | Troubleshooting | Part informat | tion | Action required |
| | Mechanical | Electrical | | Service manual revision |
| | Paper path | Transmit/rec | eive | Retrofit information |
| | Other () | | | |

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

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------|
| 6.05.12 | G1615252J | December 2010 production |
| 6.05.9 | G1615252G | January 2009 production |
| 6.05.7 | G1615252F | April 2008 production |
| 6.05.5 | G1615252E | July 2007 production |
| 6.05.4 | G1615252D | May 2007 production |
| 6.05.1 | G1615252C | January 2007 production |
| 6.05 | G1615252B | September 2006 production |
| 6.03 | G1615252A | June 2006 production |
| 6.00 | G1615252 | 1st mass production |

| Version | Symptom Corrected |
|---------|--|
| 6.05.12 | Symptom corrected: Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Addressbook. The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40 bytes. The printer's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The printer will still be successfully authenticated because it is able to fail back to NTLMv2. If the printer's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the printer is rebooted. An httpd timeout has been implemented to prevent Web Image Monitor lockups that sometimes occurred when applications accessed the printer by http. If Windows Authentication is enabled, printing a large number of copies of a job might take longer than might typically be expected. |
| | Other changes: |

Reissued: 25-Nov-10

| Model: Model C | G-P2 | Date: 18-May-06 | No.: RG160004h | |
|----------------|--|--|-------------------------------|--|
| Version | Sympt | om Corrected | | |
| | Windows Authentication fails lower-case European characte The device's SMB timeout was when being used across submincreased to 10 sec. | if the username or pas ers. s too short (1sec). This | caused problems | |
| 6.05.9 | Symptom corrected: The device might not be able to a tool is run. IPP print jobs are cancelled. This After a job consisting of a multipl | happened very infreque e of exactly 8KB (8192 b | ently. bytes) is submitted | |
| 6.05.7 | After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted. Symptom corrected: The performance of WIM might be reduced if SSDP is enabled on the device. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011) The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer. An SSL2.0 client code fails to properly check for NULL(CVE-2006-4343). (TechMail#OTS-2008-185) Multiple RSA implementations fail to properly handle signatures(CVE-2006- 4339). (TechMail#OTS-2008-276). The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed: | | | |
| 6.05.5 | Symptom corrected: 1. SMB folders can not be registere 2007-1913) 2. Extra steps are required if a use for Scan to SMB. (TechMail#OTS) | d in the address book. (⁻ r provides an invalid use | | |
| 6.05.4 | Symptom corrected: 1. A 404 error will be returned by W configured via a WebSmartDevic 2. The device will not be registered | IM after the "Date and ti eMonitor ver.2.0 Batch (| Configuration. | |

Reissued: 25-Nov-10

| -P2 | Date: 18-May-06 | No.: RG160004h |
|--|---|---|
| Sympt | om Corrected | |
| 4. IPP clients might not print to devi (Bonjour). | ces that joined the netwo | |
| SMB printing is sporadically una The device might be unable to o through a DHCP Relay Agent | vailable. btain an IP address from | a DHCP Server |
| server under specific conditions (Fixed: Some mmesg logs or portiusing RlogTool v2.X. (TechMail# | GFPR#RC06060003). ions of mmesg logs canr TS060625) | not be acquired |
| disabled. In some cases, "Canno displayed on the operation panel Recycling the power causes all josftp spool and the error message target APL. ERR:" will be writte Conditions of occurence: "Spool Printing" is enabled. Displate Default: disabled "Job Spooling (Protocol)" for sft Default: enabled "Job Spooling Clear: Start Time Default: enabled 3. The device can not connect in enthe same NDS tree. (GFPR#RC05120001/RC060200) 4. The SSID is shown as blank in the been configured. This will only harded | t connect with DHCP Se bbs that sent via sftp to b "#[brmsp1 YY/MM/DD hh n in the system log. blay Panel->System p is enabled. SP5-828-0 " is enabled. SP5-828-0 vironments with multiple 10/RE06030007/RE060 e Configuration Page, e | erver.(101)" will be be deleted from the :mm:ss Nothing 69 BitSwitch#6 66 e NetWare servers in 30001) ven if the SSID has |
| | | |
| | Sympta The device fails to renew with the IPP clients might not print to devi (Bonjour). The device cannot login to Wind SMB printing is sporadically unat The device might be unable to of through a DHCP Relay Agent (FPR#RE06110003/RE0611001 Fixed: The device might not be a server under specific conditions (Fixed: Some mmesg logs or portiusing RlogTool v2.X. (TechMail#) The device might not obtain an IF disabled. In some cases, "Cannodisplayed on the operation panel. Recycling the power causes all josftp spool and the error message target APL. ERR:" will be writte Conditions of occurence: "Spool Printing" is enabled. Disp Default: disabled "Job Spooling (Protocol)" for sftp Default: enabled The device can not connect in enthe same NDS tree. (GFPR#RC05120001/RC060200 The SSID is shown as blank in the | Symptom Corrected 3. The device fails to renew with the DDNS server, it will not 4. IPP clients might not print to devices that joined the network (Bonjour). 1. The device cannot login to Windows Vista via SMB. 2. SMB printing is sporadically unavailable. 3. The device might be unable to obtain an IP address from through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002). 1. Fixed: The device might not be able to retrieve an IP add server under specific conditions (GFPR#RC06060003). 2. Fixed: Some mmesg logs or portions of mmesg logs canrusing RlogTool v2.X. (TechMail#TS060625) 1. The device might not obtain an IP address from DHCP sed disabled. In some cases, "Cannot connect with DHCP Sed disabled. In some cases, "Cannot connect with DHCP Sed disabled. In some cases, "Cannot connect with DHCP Sed disabled. In some cases, "Cannot connect with DHCP Sed disabled. In some cases, "Cannot connect with DHCP Sed disabled. In some cases, "Cannot connect with DHCP Sed disabled. In some cases, "Cannot connect with DHCP Sed disabled. In some cases, "Cannot connect with DHCP Sed disabled. In some cases, "Cannot connect with DHCP Sed disabled. In some cases, "Cannot connect with DHCP Sed disabled. In some cases, "Cannot connect with DHCP Sed disabled. In some cases, "Cannot connect with DHCP Sed disabled. In some cases, "Cannot connect with DHCP Sed disabled. In some cases, "Cannot connect with DHCP Sed disabled. In some cases, "Cannot connect with the same log. Conditions of occurence: "Spool Printing" is enabled. Display Panel->System Default: disabled "Job Spooling (Protocol)" for sftp is enabled. SP5-828-00 Default: enabled <l< td=""></l<> |

Technical Bulletin

Reissued: 02-May-11 Model: Model G-P2

Date: 1-Jun-06

No.: RG160007b

| Subject: Firmware Release (Engine) | | | Prepared | d by: K. Moriizumi |
|---|-----------------|---------------|----------|-------------------------|
| From: 2nd Overseas Tech Support Sec., 2nd PQM Dept. | | | | |
| Classification: | Troubleshooting | Part informat | tion | Action required |
| | 🗌 Mechanical | Electrical | | Service manual revision |
| | Paper path | Transmit/rec | eive | Retrofit information |
| | Product Safety | 🛛 Other | | 🛛 Tier 2 |

This RTB has been issued to announce the firmware release information for the Model G-P2 engine board.

For: G-P2a

| Version | Program No. | Effective Date | Availability of RFU |
|----------|-------------|---------------------------|---------------------|
| 1.02A:02 | G1585130C_ | - | Available |
| | LR0498 | | |
| 1.02:02 | G1585130C | September 2007 production | Available |
| 1.01:02 | G1585130B | April 2006 production | Available |
| 1.00:02 | G1585130A | 1st mass production | Available |

For: G-P2b

| Version | Program No. | Effective Date | Availability of RFU |
|----------|-------------|-----------------------|---------------------|
| 1.01A:02 | G1595130B_ | - | Available |
| | LR0477 | | |
| 1.01:02 | G1595130B | April 2006 production | Available |
| 1.00:02 | G1595130A | 1st mass production | Available |

| Version | | Symptom Corrected |
|----------|----------|--|
| G-P2a | G-P2b | |
| 1.02A:02 | 1.01A:02 | Symptom corrected: Toner End calls for all four colors are sent to the @Remote Center, even when only one toner color has reached the Toner End condition. |
| 1.02:02 | - | Other changes: • Firmware standardization (Model G-P2L). |
| 1.01:02 | 1.01:02 | The @Remote center cannot obtain the toner bottle installation date. The printer sometimes returns to the "Ready" condition during the Color Calibration. |
| 1.00:02 | 1.00:02 | 1st mass production |

Technical Bulletin

Reissued: 18-Feb-15 Model: Model G-P2

Date: 01-Jun-06 No

No.: RG160007c

RTB Reissue

The items in bold italics have been corrected or added.

| Subject: Firmware Release (Engine) | | | Prepared by: Y. Suzuki |
|--|-----------------|------------------|-------------------------|
| From: 3rd Tech Service Sect., MFP/Printer Tech Service Dept. | | | |
| Classification: | Troubleshooting | Part information | Action required |
| | 🗌 Mechanical | Electrical | Service manual revision |
| | Paper path | Transmit/receiv | e Retrofit information |
| | Product Safety | 🛛 Other | 🖂 Tier 2 |

This RTB has been issued to announce the firmware release information for the Model G-P2 engine board.

For: G-P2a

| Version | Program No. | Effective Date | Availability of RFU |
|----------|-------------|---------------------------|---------------------|
| 1.03:02 | G1585130D | - | Available |
| 1.02A:02 | G1585130C_ | - | Available |
| | LR0498 | | |
| 1.02:02 | G1585130C | September 2007 production | Available |
| 1.01:02 | G1585130B | April 2006 production | Available |
| 1.00:02 | G1585130A | 1st mass production | Available |

For: G-P2b

| Version | Program No. | Effective Date | Availability of RFU |
|----------|----------------------|-----------------------|---------------------|
| 1.02:02 | G1595130C | - | Available |
| 1.01A:02 | G1595130B_ LR0477 | - | Available |
| 1.01:02 | G1595130B | April 2006 production | Available |
| 1.00:02 | G1595130A | 1st mass production | Available |



Reissued: 18-Feb-15

Model: Model G-P2

Date: 01-Jun-06

No.: RG160007c

| Ver | sion | Symptom Corrected |
|----------|----------|--|
| G-P2a | G-P2b | |
| 1.03:02 | 1.02:02 | Other changes: 1. The following SP modes are automatically changed as shown when SP1-001-039 is set to "10.0"(maximum) and SP7-804-002 is executed: SP7-853-002, 003, 004, 005, 009 : +1 SP7-803-002, 003, 004, 005, 009 (Paper counter of PCUs and transfer belt unit): Resets to "0" SP7-803-017, 018, 019, 020, 025 (Rotation distance of PCUs and transfer belt unit): Resets to "0" SP7-803-037, 038, 039, 040, 045 (Rotation "%" of PCUs and transfer belt unit): Resets to "0" SP7-803-050, 051, 054 (Life of PCUs and transfer belt unit): Resets to "0" |
| | | 2. Minor correction was applied for the customized model for the Japanese market. |
| 1.02A:02 | 1.01A:02 | Symptom corrected: Toner End calls for all four colors are sent to the @Remote Center, even when only one toner color has reached the Toner End condition. |
| 1.02:02 | - | Other changes: • Firmware standardization (Model G-P2L). |
| 1.01:02 | 1.01:02 | The @Remote center cannot obtain the toner bottle installation date. The printer sometimes returns to the "Ready" condition during the Color Calibration. |
| 1.00:02 | 1.00:02 | 1st mass production |