

Reissued: 03-Jly-09

Model: S-P2	Date: 16-Oct-08	No.: RM001001a
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RTB Reissue

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

Subject: Firmware Release Note: Network DocBox		Prepared by: Y.Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<i>1.02</i>	<i>M0015345B</i>	<i>Aug 2009 production</i>
1.01	M0015345A	1st Mass production

Version	Modified Points or Symptom Corrected
<i>1.02</i>	<i>Symptom corrected: 1. Duplicate logs might be transfered to Web SmartDeviceMonitor ver 2.x.</i>
1.01	1st Mass production.

Reissued: 26-Oct-10

Model: S-P2	Date: 16-Oct-08	No.: RM001002e
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RTB Reissue

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

Subject: Firmware Release Note: Network Support		Prepared by: K.Nakano	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
<i>8.70</i>	<i>M0015344E</i>	<i>November 2010 production</i>
8.63	M0015344D	December 2009 production
8.60	M0015344C	July 2009 production
8.57	M0015344B	January 2008 production.
8.56.1	M0015344A	1st Mass production.

Version	Modified Points or Symptom Corrected
<i>8.70</i>	<p><i>Symptom corrected:</i> <i>If the MFP/LP has a statically configured IP address and domain, it always sends a HELO using just its hostname. SMTP servers that require client HELOs to include the client's FQDN will close the connection. The result of this was that the MFP/LP was unable to send emails.</i></p> <p><i>Other changes:</i> -----</p> <p><i>SSL-related changes:</i> <i>Note: The new field will only appear if Web Support firmware version 1.04 or later and Printer firmware version 1.06 or later have also been applied to the device.</i></p> <ol style="list-style-type: none"> <i>When the device creates a certificate request, it is now able to specify which algorithm (SHA1 or MD5) it wants used to sign the certificate. This has been implemented by adding a field "Algorithm Signature" to the certificate request form.</i> <i>Web Image Monitor now shows the certificate's key length in:</i> <ul style="list-style-type: none"> <i>Configuration > Security > Device Certificate > Details</i> <i>Specific versions of SSL or TLS (SSLv2, SSLv3, or TLSv1) can now be enabled/disabled using Web Image Monitor. The setting can be configured from either of the following locations:</i> <ul style="list-style-type: none"> <i>Configuration > Security > Network Security</i> <i>Configuration > Security > SSL/TLS</i> <i>The encryption strength used for SSL can now be configured. This can be done using either of the following settings in Web Image Monitor:</i>

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Version	Modified Points or Symptom Corrected
	<ul style="list-style-type: none"> - Configuration > Security > Network Security - Configuration > Security > SSL/TLS <p>-----</p> <p>5. For security reasons, the device will no longer accept SSL incoming, or establish outgoing, connections that use NULL or ADH ciphers.</p>
8.63	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. If IPDS is enabled, the device controller will not be able to enter STR mode (aka "Off/Sleep Mode", "Off Mode" or "Sleep Mode") 2. The printer's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity that lasts until the printer reinitializes the network connection (10 seconds). 3. If either of the WSD Printer or Netware functions are enabled, the following problems might occur. If these problems occur, they typically last for about 2.5 hours. <ol style="list-style-type: none"> 1) The network might become unresponsive. 2) Menu can be accessed but configuration changes will not be applied. 4. Windows authentication might fail on a domain controller whose hostname contains 2 byte characters. 5. SDK/J applications might not be able to recognize some supported USB devices. 6. When the device IP address and DNS server location are obtained from DHCP, the domain specified by the device setting "IPv4 > Domain Name > Specify" will be overwritten by the domain obtained from DHCP.
8.60	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. If a User Paper Type is changed from a paper type that doesn't support duplex to one that supports duplex, then duplex jobs that use that User Paper Type will be printed in simplex. Note: To fix this problem, NCS firmware (version 8.60 or later) and Websys firmware (version 1.03 or later) need to be applied to the device. 2. When jobs are submitted to the device's lpr port repeatedly, some of the jobs might not be printed. 3. If IPP authentication is enabled, printing through an IPP port from a Windows Vista/Server 2008 client might result in printing failure. 4. Multiple Windows Vista/Server 2008 PCs might not be able to access the device through IPSec.
8.57	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. IPP print jobs are cancelled. This happened very infrequently. 2. 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.
8.56.1	1st Mass production.

Model: S-P2	Date: 16-Oct-08	No.: RM001003
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Subject: Firmware Release Note: Option Netware		Prepared by: Y.Gaman	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
8.56.1	M3525801	1st Mass production.

Version	Modified Points or Symptom Corrected
8.56.1	1st Mass production.

Reissued: 26-Oct-10

Model: S-P2	Date: 16-Oct-08	No.: RM001004b
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Web Support		Prepared by: K.Nakano	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
1.04	M0015346C	October 2010 production
1.03	M0015346B	July 2009 production
1.00.1	M0015346A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.04	<p>Symptom corrected: <i>Web Image Monitor contained Finnish (Suomi) wording errors.</i></p> <p>Other changes: SSL-related changes: Note: The new fields will only appear if Network Support firmware version 8.70 or later and Printer firmware version 1.06 or later have also been applied to the device.</p> <p>No1. When the device creates a certificate request, it is now able to specify which algorithm (SHA1 or MD5) it wants used to sign the certificate. This has been implemented by adding a field "Algorithm Signature" to the certificate request form.</p> <p>No2. Web Image Monitor now shows the certificate's key length in: - Configuration > Security > Device Certificate > Details</p> <p>No3. Specific versions of SSL or TLS (SSLv2, SSLv3, or TLSv1) can now be enabled/disabled using Web Image Monitor. The setting can be configured from either of the following locations: - Configuration > Security > Network Security - Configuration > Security > SSL/TLS</p> <p>No4. The encryption strength used for SSL can now be configured. This can be done using either of the following settings in Web Image Monitor: - Configuration > Security > Network Security - Configuration > Security > SSL/TLS</p>
1.03	<p>Symptom corrected:</p> <ol style="list-style-type: none"> If a User Paper Type is changed from a paper type that doesn't support duplex to one that supports duplex, then duplex jobs that use that User Paper Type will be printed in simplex. <p>Note: To fix this problem, NCS firmware (version 8.60 or later) and Websys</p>

Reissued: 26-Oct-10

Model: S-P2		Date: 16-Oct-08	No.: RM001004b
Version	Modified Points or Symptom Corrected		
	<p>firmware (version 1.03 or later) need to be applied to the device.</p> <ol style="list-style-type: none"> Some specific events will cause the User Entry ID to be missing from logs downloaded via WIM. Miscellaneous wording errors in logs downloaded via WIM. The names of files stored in the device (File Name) are not recorded in logs downloaded from WIM. User Entry IDs in logs downloaded via WIM are 0. This occurred if the status of the Lockout function was changed for the user associated with the User Entry ID. <p>Other changes:</p> <ol style="list-style-type: none"> Some new items have been added to the Access Log. <ul style="list-style-type: none"> Unfinished jobs (ie. those in the processing state) are now recorded in logs downloaded via WIM. Log entries with future dates (as the result of a change of the device clock) are now recorded in logs downloaded via WIM. The overwriting of a log entry is now logged. Old entries are overwritten if the maximum number of entries has been reached. <p>Maximum number of entries:</p> <p>Access Log (with HDD): 6000</p> <p>Access Log (without HDD): 500</p> <p>Job Log (with HDD): 2000</p> <p>Job Log (without HDD): 500</p> <ol style="list-style-type: none"> 3. Entries in the Result column of logs downloaded via WIM, are now worded differently. 		
1.00.1	1st Mass production.		

Reissued: 16-Nov-11

Model: S-P2	Date: 16-Oct-08	No.: RM001005b
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Engine		Prepared by: Y. Gaman	
From: 3rd Tech Service Sect., MFP/Printer Tech Service Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
1.07	M0015811B	December 2009 production
1.05	M0015811A	1st Mass production

Version	Modified Points or Symptom Corrected
1.07	<p>Symptom corrected:</p> <ol style="list-style-type: none"> If the machine receives print job B while in the process of performing print job A print job B will be printed out as blank sheets and SC230 will occur. Conversely, if job A is received while job B is being performed, job A will also be printed out, as blank sheets but the SC will not occur. <ul style="list-style-type: none"> - Print job A: Set for 1200x600dpi printing - Print job B: Set for any other resolution <p><i>Do not install this firmware on a board which has a newer version of firmware (the newer version of the firmware starts with a "A" e.g. v.A2.0:**).</i></p> <p><i>If you install the old firmware on the new engine board by mistake, the new engine board will be damaged, and there is no way to repair except replace it.</i></p>
1.05	1st Mass production

Reissued: 12-Apr-12

Model: S-P2	Date: 16-Oct-08	No.: RM001006d
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Option PCL		Prepared by: Y.Nishida	
From: 3rd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date	Availability of RFU
1.05	M0015357E	May 2012 production	Available
1.04	M0015357D	January 2011 production	Available
1.03	M0015357C	February 2010 production	Available
1.02	M0015357B	October 2009 production	Available
1.01	M0015357A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.05	Symptom corrected: <ol style="list-style-type: none"> The printing of documents containing more than 65,535 Bezier curves results in the device hanging up ("Printing ..." is displayed indefinitely). (GFPR#RE10070008) Characters or symbols missing from the printouts of jobs containing HP-GL/2. (GFPR#RC10070002) Objects out of position in PCL5 jobs containing HP-GL/2 and macro. (GFPR#RE08040008, GFPR#RE10110009) Multiple-glyph fonts are not printed at all if any of the glyphs are missing. An example of a multiple-glyph font is a letter with 2 dots over it such as 'Ä'. The 2 dots and the letter might be separate glyphs. If for example the 2 dots are missing, the 'A' should still be printed. (GFPR#RE11040007) Image rotation might result in parts of a page being blacked out. (GFPR#RA11030001) HP-GL jobs might be missing objects or fail to print completely. (GFPR#RE11040006, GFPR#RE11090002, GFPR#RE12010005)

Reissued: 12-Apr-12

Model: S-P2		Date: 16-Oct-08	No.: RM001006d
Version	Modified Points or Symptom Corrected		
1.04	Symptom corrected: <ol style="list-style-type: none">1. When a page object is superimposed over top of another, the overlapping portions of the objects might be printed in black even if they were not black objects.2. PCL XL error resulting in jobs being cancelled occurring under a very specific set of circumstances.3. A device stall might occur if using a very specific combination of font types.4. PCL5 raster images are omitted from the printout if any part of the raster image is located outside of the printable area. This did not occur if using the driver.		
1.03	Symptom corrected: <ol style="list-style-type: none">1. PCL jobs containing macros might be printed slowly.2. PCL jobs containing images might be printed slowly.		
1.02	Symptom corrected: <ol style="list-style-type: none">1. The device suddenly stops printing PCL5 macros after printing a large number of pages (500 or more) and continues to omit macros from PCL5 jobs until the device is rebooted.		
1.01	1st Mass production		

Reissued: 10-Oct-12

Model: S-P2	Date: 16-Oct-08	No.: RM001007j
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RTB Reissue

The items in bold italics have been changed.

Subject: Firmware Release Note: Printer		Prepared by: Y.Nishida	
From: 3rd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date	Availability of RFU
1.08	<i>M0015351J</i>	<i>November 2012 production</i>	<i>Not available</i>
1.07	M0015351H	April 2011 production	Not available
1.06	M0015351G	January 2011 production	Not available
1.05	M0015351F	February 2010 production	Available
1.04	M0015351E	October 2009 production	Available
1.03	M0015351D	August 2009 production	Available
1.02	M0015351C	July 2009 production	Available
1.01	M0015351B	March 2009 production	Available
1.00	M0015351A	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
1.08	<i>Symptom corrected: Remote configuration of the device using tools such as Web Image Monitor to "Reset Current Job" when there is no current job, results in the printer stalling.</i>
1.07	Symptom corrected: <ol style="list-style-type: none"> 1. An IPDS Form using a "User Paper Type" can be assigned to a tray that is unable to print that Paper Type. This only occurred if the IPDS form was assigned to the tray via Web Image Monitor. 2. Any job (compressed or not compressed) might cause the device to stall if "Menu > System > Print Compressed Data" = ON. 3. Resetting IPDS fonts (Web Image Monitor > Configuration > Printer > Reset IPDS Fonts) twice in a row or printing the IPDS Font List (Menu button > List/Test Print > IPDS Font List) twice in a row might result in the device stalling. 4. An IPDS Form can be created with an unsupported "Media Orientation" (ie. A3 LEF). 5. An IPDS Form can be created with unsupported dimensions using Web Image Monitor (Configuration > IPDS Form List > Media Size = Custom Size > Cross Feed Dimension/Feed Dimension). Once created it can be selected using the IPDS Form Allocation setting.

Reissued: 10-Oct-12

Model: S-P2	Date: 16-Oct-08	No.: RM001007j
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Version	Modified Points or Symptom Corrected
	<p>Note: Supported dimensions for this model are: Cross Feed Dimension: 139.7 - 216.0 mm Feed Dimension: 160.0 - 356.0 mm</p> <ol style="list-style-type: none"> Configuration of the Virtual Printer setting "Input Tray = Bypass" can result in other recently configured Virtual Printer settings being lost after the device reboots. If a job is submitted while the Printer application is still in the process of starting up, the Printer application might stall with "Processing..." displayed on the operation panel. <p>Other changes: A new BitSwitch#6-7 has been added. When set to '1', if multiple collated copies are printed, the device no longer responds to PJI USTATUS with the number of pages in the current copy. Instead the device will return the total number of pages for all copies.</p>
1.06	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Suspending a job (Suspend/Resume button) and then opening a tray might result in the printer hanging. The job cannot be resumed and the printer must be rebooted. Jobs not containing any PJI commands are held by the device and not printed until another job is submitted or a button is pressed on the device. This occurred if the device entered in energy saver mode immediately after printing a diagnostics page (List/Test Print, etc.). Multiple jobs that are released (printed from the hard disk) by the same user might result in some of the jobs being recorded in the device's Job History as being printed by "----". This only affects the use of the following Job Types and only occurs if User Authentication is enabled: <ul style="list-style-type: none"> Sample Print Hold Print Locked Print Stored Print IPDS jobs are cancelled if submitted to a tray whose paper type is configured as a "User Paper Type". <p>Other changes: The setting "Menu>Maintenance>HTTP Cleartext" has been added. Note: For this change to take effect, Network Support firmware version 8.70 or later and Web Support firmware version 1.04 or later both need to be applied to the printer.</p>
1.05	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The device becomes unresponsive displaying "Waiting for Print data..." if any of the following settings are changed while the device has an active IPDS session. <ul style="list-style-type: none"> Printer Features System Settings

Reissued: 10-Oct-12

Model: S-P2	Date: 16-Oct-08	No.: RM001007j
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Version	Modified Points or Symptom Corrected
	<ul style="list-style-type: none"> - Tray Paper Settings - Adjustment Settings for Operators <p>Note: The printer status returned to Ready after the IPDS session timed out.</p> <p>2. If all of the following conditions are met, the MFP stalls, displaying "Resetting Job...":</p> <ul style="list-style-type: none"> - The job currently being printed is not IPDS. - There is an IPDS job in the queue. - A paper out or paper misfeed occurs. - The user tries to cancel all jobs. <p>It is not possible to cancel jobs via WIM or SmartDeviceMonitor for Client/Admin during printing of an IPDS job.</p>
1.04	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Jobs smaller than 2Kb cause slow printing if the Printer Language is AUTO. 2. Printing multiple jobs of differing PDLs to Virtual Printers of differing priorities might result in the device stalling.
1.03	<p>Other changes:</p> <ol style="list-style-type: none"> 1. IPDS jobs can no longer be deleted from the print queue. WIM: Job > Current/Waiting Jobs > Delete Reservation Operation Panel: Job List > Delete Reservation <p>Note: This change was made because deleting IPDS jobs from the print queue stalled the device.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. If any non-IPDS job in the print queue is deleted while receiving an IPDS job, the device will stall. WIM: Job > Current/Waiting Jobs > Delete Reservation Operation Panel: Job List > Delete Reservation 2. If printing of an IPDS job is interrupted by an error requiring operator attention (paper jam, cover open, etc.), an alert is sent to the host after the error state has been recovered, instead of when the device first enters the error state.
1.02	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The device might stall if an IPDS job draws pages from both the interposer and an MFP tray, and a jam occurs. 2. The device doesn't recognize PCL option Barcode/OCR fonts. <p>Other changes:</p> <ol style="list-style-type: none"> 1. The default setting for the Energy Saver timer was changed from 5 minutes to 1 minute.

Reissued: 10-Oct-12

Model: S-P2		Date: 16-Oct-08	No.: RM001007j
Version	Modified Points or Symptom Corrected		
1.01	<p>Symptom corrected:</p> <ol style="list-style-type: none">1. If the Selective User Authentication function (SP5-420-041) and User Authentication are both enabled, unauthenticated users can directly access the urls of WIM's Printer Job History, Printer Error Log and Print Job List.2. If a captured IPDS job is deleted using WIM while the device is in Energy Saver mode, the device will stall.3. A jam or other minor error affecting an IPDS job might cause the device to stall.4. If any of the menus in the operation panel are opened while another user has established an IPDS session, the device will stall. <p>Note: The Host Interface, Paper Input and IPDS menus were unaffected.</p> <ol style="list-style-type: none">5. An IPDS form cannot be assigned to both the bypass tray and another tray.6. If the device receives a non-IPDS job while it is processing an IPDS job, the device will stall.		
1.00	1st Mass production		

Model: S-P2	Date: 26-Jan-09	No.: RM001009
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Subject: Firmware Release Note: SD Card Font		Prepared by: Y.Gaman	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
1.04	M0015337	1st Mass production

Version	Modified Points or Symptom Corrected
1.04	1st Mass production

Model: S-P2	Date: 26-Jan-09	No.: RM001010
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Subject: Firmware Release Note: RPCS		Prepared by: Y.Gaman	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
3.8.6	M0015352	1st Mass production

Version	Modified Points or Symptom Corrected
3.8.6	1st Mass production

Reissued: 25-Mar-14

Model: S-P2	Date: 18-Feb-09	No.: RM001011e
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: PS3/PDF		Prepared by: Y.Nishida	
From: 3rd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **PS3/PDF**.

Version	Program No.	Effective Date	Availability of RFU
1.05	<i>M0015358G</i>	<i>May 2014 production</i>	<i>Available</i>
1.04	M0015358F	May 2012 production	Available
1.03	M0015358E	April 2011 production	Available
1.02	M0015358D	February 2010 production	Available
1.01	M0015358C	March 2009 production	Available
1.0.0a	M0015358B	-	Available
1.0.0	M0015358A	1st Mass production	Available

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

Version	Modified Points or Symptom Corrected
1.05	<i>Symptom corrected:</i> <i>- Printer stalls with "Printing" displayed on the operation panel, if printing PDF files that are left empty of particular resource objects.</i>
1.04	Symptom corrected: 1. PDF Direct jobs containing an encoding that was defined outside of the font dictionary, might be cancelled. (GFPR#RE10060010) 2. Only the first page of a PDF containing multiple pages might be printed if submitted using PDF Direct. (GFPR#RE10080008) 3. PDF jobs submitted using PDF Direct and containing Cross Reference Tables meeting very specific conditions, might be output as blank pages. (GFPR#RE10080008) 4. Extended ASCII characters in PDFs submitted via PDF Direct are garbled in the print out. (GFPR#RE10060010) 5. A bug in the way black and white images were processed caused them to be printed more slowly under very specific conditions. (GFPR#RE10080001) 6. If "TBCP" is selected as the PostScript data format (PS menu > Data Format), error reports might not be generated even if "Print Error Report" is ON. (GFPR#RC10090004) 7. In-line images might be omitted from jobs output using PDF Direct. (GFPR#RE10100005) 8. A bug in the way black and white images were processed caused them to be printed more slowly under very specific conditions. (GFPR#RE10080001)

Reissued: 25-Mar-14

Model: S-P2		Date: 18-Feb-09	No.: RM001011e
Version	Modified Points or Symptom Corrected		
	9. Part of an image might fail to print in cases where "ReusableStreamDecode Filter" is called using the "PaintProc" command. (GFPR#RE11020014) 10. PDF direct print jobs containing CID fonts are canceled. (GFPR#RE11050014) 11. PDF direct jobs cause the Printer to stall displaying "Processing" indefinitely. This occurred if the PDF contained a Resource that contained a font name defined using binary (instead of ASCII). (GFPR#RE11080005) 12. When a PS job is submitted with PS operator such as "gsave" or "grestore" occurred a number of run time mismatch, the device will output as blank pages. (GFPR#RC11090007) 13. Characters are cut off if the PS job contains wrong printable area information.		
1.03	Symptom corrected: Multiple copies are submitted but only 1 copy is printed. This can occur if the following conditions are met: - All trays are locked (Operation panel: Menu > Paper Input > (all trays are) Aut. Tray Select = OFF, Web Image Monitor: Configuration > Device Settings > Paper > (all trays are) Apply Auto Paper Select=OFF) - Menu > System > Tray Switching = OFF		
1.02	Symptom corrected: 1. Slow printing if following applications configure circular gradient to images: - DTP applications (Quark XPress, Corel DRAW, etc.) - Adobe applications (Illustrator, Acrobat, etc.) - Microsoft Office 2007 2. The printer might hang up in the case where a host system (HP Output Management for an example) separates PDL/PS data into numbers of small packets.		
1.01	Symptom corrected: 1. The part number displayed for the PS3/PDF firmware is missing its suffix. 2. The part numbers for the firmware listed under "Option PS3" in WIM are not displayed correctly. Important: Do the following in order to upgrade the PS3/PDF firmware from v1.00 to v1.01. 1) First, upgrade the System firmware to ver1.01. 2) Then, upgrade the PS3/PDF firmware directly from v1.00 to v1.00a. 3) Finally, upgrade the PS3/PDF firmware directly from v1.00a to this version (1.01). Note: The PS3/PDF firmware cannot be downgraded from v1.01 to v1.00.		
1.0.0a	Symptom corrected: 1. The part number displayed for the PS3/PDF firmware is missing its suffix. 2. The part numbers for the firmware listed under "Option PS3" in WIM are not displayed correctly. Important: Do the following in order to apply the above changes. 1) First, upgrade the System firmware to ver1.01. 2) Then, upgrade the PS3/PDF firmware directly from v1.00 to this version (1.00a).		
1.0.0	1st Mass production		

Reissued: 25-Mar-14

Model: S-P2	Date: 18-Feb-09	No.: RM001011e
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Reissued: 13-Jun-11

Model: S-P2	Date: 30-Mar-09	No.: RM001012c
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RTB Reissue

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

Subject: Firmware Release Note: Option IPDS		Prepared by: K. Nakano	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date	Availability of RFU
<i>7.073</i>	<i>M3525813C</i>	<i>May 2011 production</i>	<i>Not available</i>
7.033	M3525813B	May 2010 production	Not available
5.537	M3525813A	April 2009 production	Available
5.534	M3525813	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<i>7.073</i>	<i>Symptom corrected:</i> <i>1. Barcode "CODE 128" might be printed with the wrong dimensions</i> <i>2. If a job contains 2 different fonts of the same name, characters might be unexpectedly printed in bold or italics, or in some cases might be garbled.</i> <i>3. Jobs that contain large images and use soft fonts might be cancelled.</i>
7.033	Other changes: Object Containers can now be used for sending images (gif, tiff, jpg) to the printer. Symptom corrected: 1. Mixed simplex/duplex IPDS jobs result in the device stalling with the error "Internal Error 0x0040C" displayed on the operation panel. 2. Any font that is not in CFF "Compact Font Format", will not be printed in IPDS jobs. 3. If the machine jams while printing the IPDS font list, it can be made to stall by either of the following operations: - Try to print the IPDS font list again. - Try to print any IPDS job. 4. Duplex IPDS jobs are printed simplex if the MFP is powered up while a tray is open. Specifically, the tray that is open during power up must be the one specified in the Duplex IPDS job. 5. IPDS jobs containing images might cause the device to stall with the error "Internal Error 0x3414" displayed on the operation panel.

Reissued: 13-Jun-11

Model: S-P2		Date: 30-Mar-09	No.: RM001012c
Version	Modified Points or Symptom Corrected		
	<ul style="list-style-type: none">6. Gray patterns consisting of hatching might not be shown in the printout. Instead the gray pattern was just a black box.7. If a host prematurely terminates an IPDS session with the MFP, subsequent IPDS jobs cannot be printed. The data-in LED will just blink. Though any premature termination of an IPDS session could cause the problem, testing has shown that the problem was most likely to occur if the IPDS session was terminated mid-job.		
5.537	Minor bug correction.		
5.534	1st Mass production IMPORTANT: To use the IPDS option, install this firmware together with Printer firmware version 1.01 or later.		

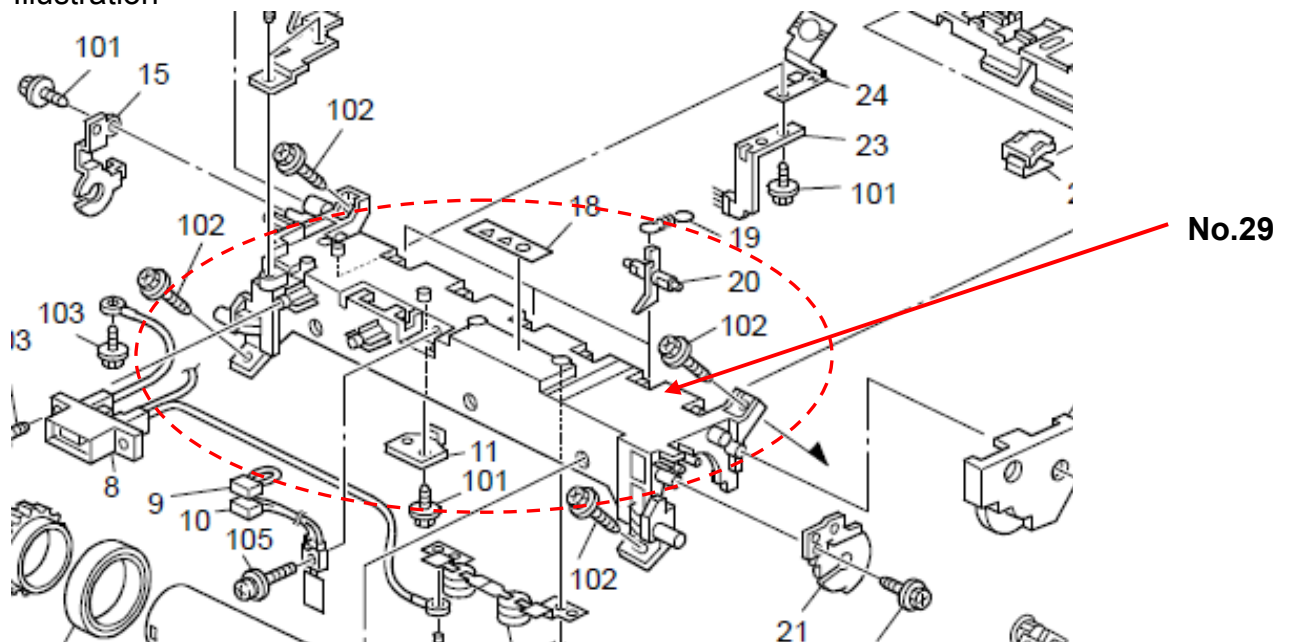
Model: Model S-P2	Date: 13-May-09	No.: RM001013
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Subject: Added the new part		Prepared by: Y.Murata	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Old P/N	New P/N	Description	Q'ty	Int	Page	Index	Note
-	G1754629	FRAME:FUSING:UPPER:A SS'Y	1	-	17	29	-

Change/Reason: Added the following parts.

-Illustration-



Reissued: 14-May-12

Model: S-P2	Date: 18-Sep-09	No.: RM001014a
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RTB Reissue

The areas in ***bold/italics*** were added.

Subject: SC code addition		Prepared by: Y. Nishida	
From: 3rd Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier2

Service Manual Revision
Add the following SC descriptions.

<i>SC</i>	<i>Description</i>	<i>Cause / Required action</i>
<i>842</i>	<i>Nand-Flash verify error</i>	<i>Defective Nand-Flash.</i>
	<i>Nand-Flash verify error was detected during the update process.</i>	<i>Turn off the machine and turn it back on.</i>
<i>899</i>	<i>Software malfunction</i>	<i>Software malfunction.</i>
	<i>Engine board and controller mismatch detected.</i>	<i>1. Turn off the machine and turn it back on. 2. Upgrade firmware to the latest version.</i>
<i>955</i>	<i>Memory setting error</i>	<i>Defective software.</i>
	<i>The IPU does not respond with the settings that are required to start image processing.</i>	<i>Turn off the machine and turn it back on.</i>

Reissued: 14-May-12

Model: S-P2	Date: 18-Sep-09	No.: RM001014a
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Please delete the following SC from the service manual.
995

Please add the following SCs to the service manual.

SC	Description	Cause / Required action
641	BICU control data transfer abnormal	<ul style="list-style-type: none"> Defective controller board External noise Defective engine board
	A sampling of the control data sent from the BICU reveals an abnormality.	<ol style="list-style-type: none"> Replace the controller board. Replace the engine board.
671	Engine board mismatch error	<ul style="list-style-type: none"> Wrong engine board installed. Wrong controller board installed. Check the type of engine board and controller board.
	Engine board and controller mismatch detected.	<ol style="list-style-type: none"> Replace the engine board. Replace the controller board.
674	Video transmission error	Defective controller board.
		Replace the controller board.
833 (0F30) (0F31)	Self-diagnostic error 8: Engine I/F ASIC • ASIC for system control could not be detected. After the PCI configuration, the device ID for the ASIC could not be checked.	<ul style="list-style-type: none"> ASCI (Mandolin) for system control is defective Interface between North Bridge and AGPI is defective
		• Replace the controller board
(0F41)	• ASIC for system control could not be detected. After the PCI configuration, the device ID for the ASIC could not be checked.	• Memory device defective
		• Replace the controller board
(50B1)	Could not initialize or read the bus connection.	<ul style="list-style-type: none"> Bus connection defective, loose SSCG defective
		• Replace the controller board
(50B2)	Value of the SSCG register is incorrect.	<ul style="list-style-type: none"> Bus connection loose, defective SSCG defective
		• Replace the controller board

Reissued: 14-May-12

Model: S-P2	Date: 18-Sep-09	No.: RM001014a
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SC	Description	Cause / Required action
835 (1102)	The controller detects that the loop-back connector is not properly connected.	<ul style="list-style-type: none"> • Loose connection • Defective loop-back connector • Defective Centronics connector • Defective controller
(110C)	A DMA data abnormality is detected even when the loopback connector is properly set.	<ol style="list-style-type: none"> 1. Turn the main switch off and on. 2. Check the connection between the Centronics connector and loop-back connector. 3. Reconnect the loop-back connector. 4. Replace the controller.
(1120)	The loop-back connector is not set when starting the detailed self-diagnostics.	
859	HDD Encryption unit error	<ul style="list-style-type: none"> • The HDD is not correctly installed. • No HDD installed • Unformatted HDD • The encryption key on the controller is different from the one on the HDD • Power failure during the data encryption
	A serious error occurs when the HDD data is encrypted to update an encryption key with the HDD encryption unit.	
		<ol style="list-style-type: none"> 1. Install the HDD correctly. 2. Initialize the HDD.
862	Bad sector overflow	• HDD defective.
	There more 100 bad sectors in image storage area of the HDD.	Format HDD.
877	HDD Data Overwrite Security SD card error	<ul style="list-style-type: none"> • Defective SD card • SD card not installed
	The 'all delete' function cannot be executed but the Data Overwrite Security Unit is installed and activated.	<ol style="list-style-type: none"> 1. Replace the NVRAM and then install the new SD card. 2. Check and reinstall the SD card.
921	Printer font error	<ul style="list-style-type: none"> • A necessary font is not found in the SD card. • The SD card data is corrupted.
	A necessary font is not found in the SD card.	
		Check that the SD card stores correct data.

Reissued: 14-May-12

Model: S-P2	Date: 18-Sep-09	No.: RM001014a
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	Description	Cause / Required action
992	Software error: Undefined	• Software defective.
	An error not controlled by the system occurred (the error does not come under any other SC code).	Turn the machine power off and on.
994	Operation Panel Management Records Exceeded	No action required because this SC does not interfere with operation of the machine.
	An error occurred because the number of records exceeded the limit for images managed in the service layer of the firmware. This can occur if there are too many application screens open on the operation panel.	
997	Application Selection Error	• Software bug.
	An application did not start after pressing the appropriate key on the operation panel.	• A RAM or DIMM option required by the application is not installed or not installed correctly. 1. Change the firmware for the application that failed 2. Install or re-install the RAM or DIMM option.
998	Application start error	• Loose connection of RAM-DIMM, ROM-DIMM
	No applications start within 60 seconds after the power is turned on.	• Defective controller • Software problem 1. Check if the RAM-DIMM and ROM-DIMM are correctly connected. 2. Reinstall the controller system firmware. 3. Replace the controller.

Model: S-P2	Date: 22-Oct-09	No.: RM001015
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Subject: IPDS Option Release		Prepared by: K. Nakano	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Installation Procedure for the IPDS Option When Used on the Model S-P2

The IPDS option was released in June 2009. The installation procedure for this option on the Model S-P2 is shown below.

IPDS OPTION

Accessories

Description	Q'ty
1. IPDS Emulation SD Card	1

Important: Only one Slot 1 is available for SD cards that contain applications. If you want to use more than one application, merge all applications into one SD card (SP5873-001).

Installation

1. Make sure the following requirements have been met.

Requirements:

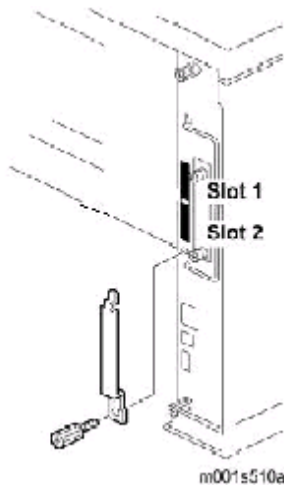
- The 128MB (or more) DMM Memory must be installed.
- No firmware update is needed (applied from the beginning of mass production)

2. Turn OFF the main switch.

Model: S-P2

Date: 22-Oct-09

No.: RM001015



Loosen the screw and remove the SD card slot cover at an angle ( x 1).

3. Insert the IPDS SD Card into **Slot 1 (Upper slot)** until it clicks.

Important:

- Pushing on the SD Card releases it for removal. Make sure the SD card is inserted and locked in place. If it is partially out of the slot, push it in gently until it locks in place.
- If Slot 1 (upper slot) is occupied, insert the attached SD card into Slot 2 (lower slot) and the IPDS SD card into Slot 1. Then, merge the application into the IPDS SD card.

4. Reassemble the cover and turn ON the main switch.

5. Do the following setting “A” or “B” to enable the IPDS function.

A. [Enable the IPDS function via telnet]

1. Connect the machine via telnet.
2. Execute the following commands:

```
msh> set ipds up
```

***If you want to stop the function.

```
msh> set ipds down
```

B. [Enable the IPDS option via WebImageMonitor]

1. Log in to WebImageMonitor.
2. Change the setting to enable IPDS.

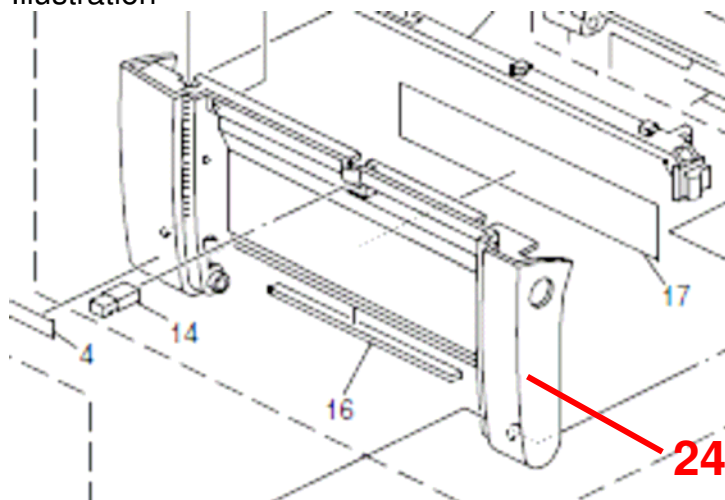
Model: Model S-P2	Date: 13-Jan-10	No.: RM001016
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Subject: Added the new part		Prepared by: Y.Murata	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Old P/N	New P/N	Description	Q'ty	Int	Page	Index	Note
-	G1751566	DOOR:FRONT	1	-	5	24	-

Change/Reason: Newly added the following parts.

-Illustration-



Model: Model S-P2		Date: 17-Jun-10	No.: RM001017
Subject: Engine board		Prepared by: Y.Murata	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Please note that the part number of the engine board differs between NA models and EU models.

P/N	Description	Q'ty	Int	Page	Index	Note
M0015011	PCB:EGB: NA :ASS'Y	1	-	27	10	-
M0015007	PCB:EGB: EU :ASS'Y	1	-	27	10	-

Model: S-P2		Date: 16-March-11	No.: RM001018
Subject: Printer Service Mode		Prepared by: I.Soh	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The items in ***bold italics*** have been added to the M001 Service Manual.

Please add the following information to Section.5 "Service Tables" of the M001 Service Manual (pg.85).

Printer Controller Service Mode

Service Mode Menu ("1. Service Menu")

1001	Bit Switch		
006	Bit Switch 6	0	1
	Timing of the PjL Status ReadBack (JOB END) when printing multiple collated copies.	0: Disabled	1: Enable
	This bit switch determines the timing of the PjL USTATUS JOB END sent when multiple collated copies are being printed. 0 (default): JOB END is sent by the device to the client after the first copy has completed printing. This causes the page counter to be incremented after the first copy and then again at the end of the job. 1: JOB END is sent by the device to the client after the last copy has finished printing. This causes the page counter to be incremented at the end of each job.		

Model: S-P2		Date: 17-Aug-11	No.: RM001019
Subject: CPU and firmware Change Notification		Prepared by: K.Nakano	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Important Information About Engine PCB Replacement

Background

Due to the March 11 earthquake and tsunami disaster in the Tohoku region of Japan, many production facilities in the area suffered extensive damage. This has caused an interruption in the supply of electrical parts for engine PCBs used in Ricoh products. To continue machine production, a different type of CPU had to be used in engine PCBs.

Service parts changes

- 1) As a result, a modified version of the engine firmware is preloaded on boards that use the new CPU. This change is shown in the first and second lines in the table below.

Note: There is **no difference** in machine function or performance. This is why the interchangeability of boards with the old and new CPUs is O/O.

- 2) The board containing the old CPU (and old firmware) is still available to order, under a new part number. This is shown in the third and fourth lines in the table below.

Note: This is because some machines in the field still require the old firmware version (e.g. customized machines, locally tested/approved machines).

Old Part Number	New Part Number	Description	I/C
M0015007	M0015008	PCB:EGB: EU :ASS'Y	O/O
M0015011	M0015013	PCB:EGB: NA :ASS'Y	O/O
-	M0015009	PCB:EGB:S-P2: EU :ASS'Y	-
-	M0015016	PCB:EGB:S-P2: NA :ASS'Y	-

Cut-in S/N: TBA

Important Notes

Make sure to keep the following in mind:

- Do not install the old firmware (v.1.07 or older) on the new engine board. This is because the old firmware **cannot be used** on the new board, and the new firmware (v.A2.0:20 : The new version starts with "A") cannot be used on the old board. For this reason, the new firmware will not be released to the field.
- If you replace the engine board on a machine that still requires the old firmware version, as mentioned above, please order the board using P/N M0015009 or M0015016.

Model:S-P2		Date: 1-Jul-13	No.: RM001020
Subject: Servie Manual Correction (Error Messages)		Prepared by: Y. Nishida	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other () <input type="checkbox"/> Tier 2		

Service Manual Correction

The following table was missing from the Service Manual.

5. System Maintenance Reference

- Firmware Update
- Error Messages

Code	Meaning	Solution
20	Cannot map logical address	<ul style="list-style-type: none"> ▪ Cycle the machine off/on. ▪ If the program starts in the SD card, reinsert the SD card. ▪ If you cannot resolve the problem with the above steps, replace the controller board.
21	Not enough memory for downloading	<ul style="list-style-type: none"> ▪ Cycle the machine off/on. ▪ If you cannot resolve the problem with the above steps, replace the controller board.
22	Cannot decompress compressed data	<ul style="list-style-type: none"> ▪ Cycle the machine off/on. ▪ Replace the SD card that was used to update ▪ If you cannot resolve the problem with the above steps, replace the controller board.
24	SD card access error	<ul style="list-style-type: none"> ▪ Cycle the machine off/on. ▪ Make sure SD card is inserted correctly, or use another SD card. ▪ If you cannot resolve the problem with the above steps, replace the controller board.
30	Cannot download stamp data (no HDD)	<ul style="list-style-type: none"> ▪ Connect HDD correctly. ▪ In the case of HDD failure, replace the HDD. ▪ Cannot be downloaded to a machine with no HDD.
31	Data incorrect for continuous download	<ul style="list-style-type: none"> ▪ Insert the SD card with the remaining data required for the download, the re-start the procedure. ▪ If the update cannot be made even if you insert the correct SD card, there is a possibility that the SD card is broken. Retry again with a different SD card.
32	Different SD card between download	<ul style="list-style-type: none"> ▪ Setting the SD card was interrupted. Cycle the machine off/on.

Model:S-P2		Date: 1-Jul-13	No.: RM001020
Code	Meaning	Solution	
	interruption and download resumption	<ul style="list-style-type: none"> ▪ If the update cannot be made even if you insert the correct SD card, there is a possibility that the SD card is broken. Retry again with a different SD card. ▪ If you cannot resolve the problem with the above steps, replace the controller board. ▪ If the program is in the SD card, reinsert the SD card. 	
33	Incorrect version data in the SD card	<ul style="list-style-type: none"> ▪ Acquire correct update data then install again. 	
34	Module error - Correct module (destination) is not in the SD card.	<ul style="list-style-type: none"> ▪ Acquire the correct data (Japan, Overseas, OEM, etc.) then install again. 	
35	Module error – Module in the SD card is not for this machine	<ul style="list-style-type: none"> ▪ Acquire correct update data then install again. 	
36	Module error – The machine does not have the program that you are trying to download.	<ul style="list-style-type: none"> ▪ Install the correct program in advance. ▪ Make sure SD card is inserted correctly. ▪ If the update cannot be made even if you insert the correct SD card, there is a possibility that the SD card is broken. Retry again with a different SD card. 	
38	Program version is not allowed to update	<ul style="list-style-type: none"> ▪ Acquire correct update data then install again. 	
40	Engine module download failed	<ul style="list-style-type: none"> ▪ Cycle the machine off/on. ▪ If the download failed again, replace the controller board. 	
42	Operation/language module download failed	<ul style="list-style-type: none"> ▪ Cycle the machine off/on. ▪ If the download failed again, replace the controller board. 	
43	Stamp data module download failed	<ul style="list-style-type: none"> ▪ Cycle the machine off/on. ▪ If the update cannot be made even if you insert the correct SD card, there is a possibility that the SD card is broken. Retry again with a different SD card. 	
44	Controller module download failed (access error)	<ul style="list-style-type: none"> ▪ Cycle the machine off/on. ▪ If the program is in the SD card, replace the SD card. ▪ If the program is in the controller board, replace the controller board. 	
49	Firmware update is prohibited	<ul style="list-style-type: none"> ▪ Firmware update is disabled. Retry after changing the SP5-886-001 setting to 0. 	

Model:S-P2	Date: 1-Jul-13	No.: RM001020
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Code	Meaning	Solution
50	Digital certificate check result of updating data was NG.	<ul style="list-style-type: none">Acquire correct update data then install again.

Model: S-P2		Date: 27-July-15	No.RM001021
Subject: Parts catalog correction "Drive Section"		Prepared by: N.Yasuda	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other () <input type="checkbox"/> Tier 2		

Change: Part number of the following gear

Old part number	New part number	Description	Q'ty	Int	Note
G0881103	G1681110	GEAR:OPC:ASS'Y	1	X/O	Change of the material

11.Drive Section (M001)

Index No.	Part No.	Description	Q'ty Per Assembly
1	M001 1050	Brushless Motor:DC24V:31W	1
2	G052 1102	Drive Unit Bracket	1
3	G175 3209	Magnetic Clutch	1
4	G175 2554	Spring Clutch Bracket	1
5	G129 2551	Magnetic Clutch:1turn:Z41	1
6	G052 1104	Gear - Fusing 1	1
7	G052 1108	Gear - Paper Feed 1	1
8	G052 1109	Gear - Paper Feed 2	1
9	G052 1113	Gear - Paper Feed 6	1
10	G052 1112	Gear - Paper Feed 5	1
11	G052 1111	Gear - Paper Feed 4	1
12	G052 1110	Gear - Paper Feed 3	1
13	G175 1106	Gear - 45Z	1
14	G052 1107	Gear - Pulley - Fusing	1
15	5353 1803	Wave Washer	1
16	G052 1120	Spring - Paper Exit Release	1
17	G052 1121	Drive Belt	1
18	G052 1123	Spacer - Drive Unit	1
19	G088 1103	Gear:PCU	1
20	G052 1105	Gear - Fusing 2	1
21	G175 2555	Harness Holder	1
22	G102 3324	Rivet:Toner Supply:DIA5	1
23	M001 1080	Supporter:Harness:Main	1

Index No.	Part No.	Description	Q'ty Per Assembly
101	0450 3010N	Tapping Screw - M3x10	
102	0805 0089	Retaining Ring - M4	
103	0450 4010N	Tapping Screw:M4x10	
104	1105 0489	Harness Clamp - LWS 1316	

G0881103 ⇒ **G1681110**
GEAR:OPC:ASS'Y

