

Reissued: 18-Feb-15

Model: G-P3	Date: 12-Mar-08	No.: RG190001e
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Engine		Prepared by: Y. Suzuki	
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 **Engine**.

Version	Program No.	Effective Date	Availability of RFU
<i>V1.09:02</i>	<i>G1905230G</i>	<i>February 2015 production</i>	<i>Available</i>
V1.08:02	G1905230F	August 2014 production	Available
V1.07:02	G1905230E	February 2011 production	Available
V1.06:02	G1905230D	October 2010 production	Available
V1.05 :02	G1905230C	September 2008 production	Available
V1.03 :02	G1905230A	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>V1.09:02</i>	<p><i>Other changes:</i> <i>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:</i></p> <ul style="list-style-type: none"> - <i>SP7-853-002, 003, 004, 005, 009 : +1</i> - <i>SP7-803-002, 003, 004, 005, 009 (Paper counter of PCUs and transfer belt unit): Resets to "0"</i> - <i>SP7-803-017, 018, 019, 020, 025 (Rotation distance of PCUs and transfer belt unit): Resets to "0"</i> - <i>SP7-803-037, 038, 039, 040, 045 (Rotation "%" of PCUs and transfer belt unit): Resets to "0"</i> - <i>SP7-803-050, 051, 054 (Life of PCUs and transfer belt unit): Resets to "100%"</i>
V1.08:02	Other changes: Minor correction was applied for the customized model for the Japanese market.
V1.07:02	Other changes: Minor change was applied for the Japanese domestic model.
V1.06:02	Other changes: Minor changes were applied for the Japanese domestic model.
V1.05 :02	Symptom corrected: SC270 occurs (misdetection) when RC Gate tries to communicate with the device to acquire the regular device information.
V1.03 :02	1st Mass production.

Reissued: 21-Jan-10

Model: G-P3	Date: 3-Dec-08	No.: RG190002b
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: NFA		Prepared by: K.Moriizumi	
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 **NFA**.

Version	Program No.	Effective Date
1.01	G1905804C	January 2010 production
1.00	G1905804B	December production '08
0.20	G1905804A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.01	Symptom corrected: 1. Duplicate logs might be transferred to Web SmartDeviceMonitor
1.00	Symptom corrected: 1. Job names that include the "%s" character prevent Web SmartDeviceMonitor from retrieving the MFP's job list. 2. Job names that include the "%s" character prevent the Document server from being accessed by the web service. The result is that the Document Server cannot be seen from Web Image Monitor. 3. The setting that controls access to the Debug Log (SP5842-001 bit #7) has no effect.
0.20	1st Mass production.

Reissued: 05-Nov-10

Model: G-P3	Date: 12-Mar-08	No.: RG190003c
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: NCS		Prepared by: K. Moriizumi	
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 **NCS**.

Version	Program No.	Effective Date
8.06	G1905802D	October 2010 production
8.04	G1905802C	December 2008 production
8.03	G1905802B	September 2008 production
8.02	G1905802A	1st Mass production

Version	Modified Points or Symptom Corrected
8.06	<p>Symptom corrected:</p> <ol style="list-style-type: none"> When jobs are submitted to the device's lpr port repeatedly, some of the jobs might not be printed. If IPP authentication is enabled, printing through an IPP port from a Windows Vista/Server 2008 client might result in printing failure. If both SNTP and Date/Time settings are configured in Web Image Monitor, Web Image Monitor might not be accessible. This happened very infrequently (about 1% of the time). Multiple Windows Vista/Server 2008 PCs might not be able to access the device through IPSec. 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). 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"> The network might become unresponsive. Menu can be accessed but configuration changes will not be applied. Windows authentication might fail on a domain controller whose hostname contains 2 byte characters.

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Model: G-P3	Date: 12-Mar-08	No.: RG190003c
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Version	Modified Points or Symptom Corrected
	<p>8. <i>SDK/J applications might not be able to recognize some supported USB devices.</i></p> <p>9. <i>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.</i></p> <p>10. <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>11. <i>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.</i></p> <p>12. <i>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.</i></p> <p>13. <i>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.</i></p> <p>14. <i>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.</i></p> <p>Other changes: -----</p> <p>SSL-related changes: <i>Note: The new field will only appear if Web Support firmware version 1.06 or later and Printer firmware version 1.08 or later have also been applied to the device.</i></p> <p>1. <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></p> <p>2. <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> </p> <p>3. <i>Specific versions of SSL or TLS (SSLv2, SSLv3, or TLSv1) can now be</i></p>

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Version	Modified Points or Symptom Corrected
	<p><i>enabled/disabled using Web Image Monitor. The setting can be configured from either of the following locations:</i></p> <ul style="list-style-type: none"> - <i>Configuration > Security > Network Security</i> - <i>Configuration > Security > SSL/TLS</i> <p>4. The encryption strength used for SSL can now be configured. This can be done using either of the following settings in Web Image Monitor:</p> <ul style="list-style-type: none"> - <i>Configuration > Security > Network Security</i> - <i>Configuration > Security > SSL/TLS</i> <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> <p>6. Windows Authentication fails if the username or password includes lower-case European characters.</p> <p>7. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.</p>
8.04	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. If the device fails to establish a WPA or WPA2 connection once, it will not try again until rebooted. 2. The device is unable to roam between access points using different versions of the IEEE 802.11 standard (a, b, or g). 3. LPR jobs submitted by an HP-UX, AIX or Netware 6.5 (SP6 or SP7) host will be cancelled, resulting in an error. Note: This problem will not affect Netware 6.5 SP7 if the patch "iprntnw65sp7b.zip" has been installed. http://download.novell.com/Download?buildid=HsQQ9fMHax0~ 4. The device doesn't advertise its hostname via DHCP option 12. The DNS server might not be updated by DHCP. 5. IPP print jobs are cancelled. This happened very infrequently. 6. 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. <p>Other changes:</p> <ol style="list-style-type: none"> 1. Kerberos authentication support for Windows Server 2008.
8.03	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. An SC819 error might be shown on the operation panel if the device is accessed via IPsec repeatedly without a power cycle. 2. If an LPR job is submitted to the device followed by an AppleTalk job, the device will stall. 3. If WPA2 is configured for a device, the Access Log List in WSDM ver. 2.x will always show the WPA Encryption Method as TKIP and never as CCMP (AES), regardless of actual settings. 4. Jobs submitted using the IE ftp client result in an SC991 error. This only occurs using Windows XP x64. 5. SNMP events (Access Violation or Lockout) are not recorded in the Access Log. 6. If the sending of a Scan to Email using SMIME is interrupted (i.e. A job is

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Version	Modified Points or Symptom Corrected
	submitted to the printer or the device application is switched before the email has been sent), an SC997 error will occur. 7. When a WSD client boots, the device's WSD service might be stopped. 8. "Date/Time" changes initiated by an SNTP server are not recorded in the Access Log. 9. The device might not be able to access the network once the Log collection tool is run (TechMail#TS080441).
8.02	1st Mass production

Reissued: 24-Oct-08

Model: G-P3	Date: 12-Mar-08	No.: RG190004a
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Option PctBrdg		Prepared by: K.Moriizumi	
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 checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
<i>1.01</i>	<i>M3445103B</i>	<i>Oct 2008 production</i>
1.00	M3445103A	1st Mass production.

Version	Modified Points or Symptom Corrected
<i>1.01</i>	<i>Other changes: Supports the DI-C1.</i>
1.00	1st Mass production.

Reissued: 19-Apr-12

Model: G-P3	Date: 12-Mar-08	No.: RG190005d
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: PCL		Prepared by: T.Aiiso	
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 (Firmware)		

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

Version	Program No.	Effective Date	Availability of RFU
1.04	G1905808E	May 2012 production	Available
1.03	G1905808D	January 2011 production	Available
1.02	G1905808C	October 2009 production	Available
1.01	G1905808B	December 2008 production	Available
1.00	G1905808A	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
1.04	<p>Symptom corrected:</p> <ol style="list-style-type: none"> White backgrounds of 1200 or 600 dpi images are printed in color. (GFPR#RE10080012) 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) 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 'A'. 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)

Reissued: 19-Apr-12

Model: G-P3	Date: 12-Mar-08	No.: RG190005d
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Version	Modified Points or Symptom Corrected
1.03	Symptom corrected: <ol style="list-style-type: none"> 1. Pixelation might occur when printing 1200x1200 dpi images on paper that is at least 700mm in length. 2. PCL jobs containing images might be printed slowly. 3. PCL5e/c jobs are canceled if all of the following conditions are met: <ul style="list-style-type: none"> - The job specifies that a custom paper size by drawn from the bypass tray. - "User Tools/Counter > System Settings > Tray Paper Settings > Printer Bypass Paper Size" is something other than "Custom size" 4. Every object on the page is shifted in one direction. This problem only affected HP-GL/2 jobs. 5. 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. 6. PCL XL error resulting in jobs being cancelled occurring under a very specific set of circumstances. 7. A macro that is only supposed to be printed on the first page of a job, might also be printed on subsequent pages. 8. A device stall might occur if using a very specific combination of font types.
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. 2. Part of pentagon shaped graphics not printed.
1.01	Single page PCL jobs containing a Vertical Cursor Positioning command are split in two and printed on 2 pieces of paper. Jobs submitted using a Windows or MacOS driver were not affected.
1.00	1st Mass production

Reissued: 11-Oct-11

Model: G-P3	Date: 12-Mar-08	No.: RG190006b
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: PS3/PDF		Prepared by: K.Moriizumi	
From: MFP/Printer Tech Service Dept., 2nd Tech Service Sect.			
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 **PS3/PDF**.

Version	Program No.	Effective Date
1.03	G1905809D	October 2011 production
1.02	G1905809C	February 2010 production
1.01	G1905809B	July 2009 production
1.00	G1905809A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.03	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <i>If printing a PDF Direct job containing embedded fonts that have the same name but are actually different fonts, characters will be garbled.</i> <i>If the submission of a PDF Direct job results in a disk-full error, all subsequent PDF Direct jobs (even ones that don't exceed the disk size) will be reset.</i> Note: The occurrence of the problem and effectiveness of the fix are unrelated to whether or not the device has a hard disk or is using a RAM disk. <i>If the driver's "CMYK Simulation Profile" setting is anything other than OFF, jobs might cause the device to stall.</i> <i>If printing a PDF Direct job that calls a "download font" from the hard disk (or RAM disk), one of the other resident fonts might be used instead. (GFPR#RE10070014)</i>
1.02	Symptom corrected: Batch printing of PDF documents results in a memory overflow and all jobs being cancelled.
1.01	Minor bug correction.
1.00	1st Mass production.

Reissued: 04-Dec-12

Model: G-P3	Date: 12-Mar-08	No.: RG190007j
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Printer		Prepared by: Y. Suzuki	
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
1.10	G1905806K	January 2013 production	Not available
1.09	G1905806J	January 2011 production	Not available
1.08	G1905806H	November 2010 production	Not available
1.07	G1905806G	January 2010 production	Not available
1.06	G1905806F	October 2009 production	Not available
1.05	G1905806E	March 2009 production	Not available
1.04	G1905806D	December 2008 production	Not available
1.03	G1905806C	September 2008 production	Not available
1.02	G1905806B	June 2008 production	Available
1.00	G1905806A	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
1.10	Symptom corrected: PS jobs with a large number of images might be unexpectedly reset.
1.09	Symptom corrected: 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. Other Changes: When multiple collated copies are printed, the device no longer responds to PjL USTATUS with the number of pages in the current copy. Instead the device now returns the total number of pages for all copies. A new BitSwitch#6-7 has been added. When set to '1', if multiple collated copies are printed, the device no longer responds to PjL USTATUS with the number of pages in the current copy. Instead the device will return the total number of pages for all copies.
1.08	Symptom corrected: 1. "Web Image Monitor > Configuration > Printer > Basic Settings > B&W Page Detect" is still displayed even though Meter Click Charge mode (SP5-930-001) is enabled (1).

Reissued: 04-Dec-12

Model: G-P3	Date: 12-Mar-08	No.: RG190007j
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Version	Modified Points or Symptom Corrected
	<p>2. 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.</p> <p>3. 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.).</p> <p>Other changes: The setting "Menu > Host Interface > Network > Permit SSL/TLS Comm." has been added. Note: For this change to take effect, Network Support firmware version 8.06 or later and Web Support firmware version 1.06 or later both need to be applied to the printer.</p>
1.07	Minor bugs were fixed.
1.06	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Users who are prevented from printing in color (via UserCode auth.) will crash the printer if they try to print multiple stored BW jobs. Jobs smaller than 2Kb cause slow printing if the Printer Language is AUTO. If the Auto Continue setting is "Immediate" and the source tray runs out of paper, the device will stall. This only occurred if the paper ran out after several small jobs (30 or 40) were submitted back to back. Jobs including the "@PJI DEFAULT" environment variable RESOLUTION or BITSPERDOT result in an SC997 error. Printing multiple jobs of differing PDLs to Virtual Printers of differing priorities might result in the device stalling. Low priority RPCS jobs are canceled by high priority jobs when using Virtual Printer.
1.05	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Minor bug correction
1.04	<p>Symptom corrected:</p> <ol style="list-style-type: none"> If the Menu > Supplies button on the device is pressed during printing of an RPCS job, duplex will be cancelled. 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. Personal Information Protect (SP5-888-001 = 1) is unable to prevent users from directly accessing the urls of WIM's Printer Job History, Printer Error Log and Print Job List.
1.03	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Storing a large number of jobs to the device HDD as Job Type (I.e. Stored Print, Locked Print) might cause the device to stall if User Authentication is enabled. Extended Auto Tray Switching is always on regardless of what the Operation Panel shows. Extended Auto Tray Switching information is not included in Configuration Page.

Reissued: 04-Dec-12

Model: G-P3		Date: 12-Mar-08	No.: RG190007j
Version	Modified Points or Symptom Corrected		
	4. The Extended Auto Tray Switching menu is not displayed in WIM.		
1.02	Symptom corrected: SC866 (SD card authentication error) occurs when installing an SD card option.		
1.00	1st Mass production		

Model: G-P3	Date: 13-Mar-08	No.: RG190008
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Subject: Firmware Release Note: RPCS		Prepared by: K.Moriizumi	
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 checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
3.7.4.1.2	G1905807A	1st Mass production.

Version	Modified Points or Symptom Corrected
3.7.4.1.2	1st Mass production.

Reissued: 05-Nov-10

Model: G-P3	Date: 12-Mar-08	No.: RG190010c
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Web Support		Prepared by: K. Moriizumi	
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
<i>1.06</i>	<i>G1905803D</i>	<i>October 2010 production</i>
1.05	G1905803C	January 2010 production
1.04.1	G1905803B	September 2008 production
1.02	G1905803A	1st Mass production

Version	Modified Points or Symptom Corrected
<i>1.06</i>	<p><i>Other changes:</i> <i>SSL-related changes:</i> <i>Note: The new fields will only appear if Network Support firmware version 8.06 or later and Printer firmware version 1.08 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> - <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> - <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> - <i>Configuration > Security > Network Security</i> - <i>Configuration > Security > SSL/TLS</i>
1.05	Other: Minor bug correction.

Reissued: 05-Nov-10

Model: G-P3	Date: 12-Mar-08	No.: RG190010c
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Version	Modified Points or Symptom Corrected
1.04.1	Symptom corrected: - Configuration > Security > IPsec > Encryption Key Auto Exchange Settings are not saved if configured via WIM. Other changes: - Traditional Chinese is now available in WIM for European Models. Note: To use this language, Websys firmware ver. 1.04.1 or later, System firmware ver.1.03 or later need to be applied.
1.02	1st Mass production

Model: Model G-P3		Date: 4-Apr-08	No.: RG190011
Subject: Service Manual Correction		Prepared by: K. Moriizumi	
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 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 ()	

The Service Manual was corrected as follows.

Section 5. Service Tables (pg. 278)

Replace the description for Sp5907 with the following:

5907	[Plug/ Play] Plug/ Play Name Selection	
5907 001	*CTL	[0 to 6 / 0 / 1 / step] 0: Ricoh, Aficio SP C420DN 1: SAVIN, CLP131DN 2: Gestetner, SP C420DN 3: NRG, SP C420DN 4: LANIER, LP331cn/SP C420 5: IKON, BPRO3131CP 6: InfoPrint, IP SP C420DN

Model: Model G-P3		Date: 3-Jun-08	No.: RG190012
Subject: SC866 (SD card authentication error)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" 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 type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier2

SYMPTOM

SC866 (SD Card Authentication Error) occurs when installing an SD card option if the System firmware is older than Ver1.02.

CAUSE

Due to a firmware bug (System), the machine cannot authenticate the SD card.

Note: There is nothing wrong with the SD card or application itself. The problem is with the System/Copy firmware.

SOLUTION

If you want to install an SD card option, update the System and Printer firmware to **Ver1.02 (G1905801B, G1905806B)** or later before you install the option.

SD Card Options

The symptom may occur when you install any of the following options on machines that contain System and Printer firmware older than Ver1.02.

Option Name	Code
VM Card Type H	M344-07/09/10

Model: G-P3		Date: 14-May-09	No.: RG190013
Subject: SC270		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" 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 type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

SC270 occurs.

CAUSE

- 1) Firmware bug (@Remote)
- 2) The laser shutter is bent and contacts the laser unit housing.

SOLUTION

- 1) Update the Engine firmware to version V1.05:02 or later.
- 2) If this does not solve the symptom, replace the laser shutter with P/N G1901990 (optical housing cover).

Reissued:14-Oct-09

Model: G-P3	Date: 04-Sep-09	No.: RG190014a
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RTB Reissue

The chapter “Installation of Card Authentication Package ” and “Updating Enhanced Locked Print NX Application and Filter” have been modified.

Subject: Card Authentication Package V1.3 Installation / Activation Guide		Prepared by: K. Morizumi	
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

This RTB has been issued to announce the Card Authentication Package V1.3 Installation / Activation Guide release information.

Installation

Overview

There are several combinations for using "Card Authentication Package" and "Enhanced Locked Print NX".

- **Embedded Type A:** This is for a customer who wants to use "Card Authentication Package" and "Enhance Locked Print NX".
- **Embedded Type B:** This is for a customer who wants to use only "Card Authentication Package".
- **Server Type A:** This is for a customer who wants to use "Card Authentication Package Enterprise Server" and "Enhance Locked Print NX".
- **Server Type B:** This is for a customer who wants to use only "Card Authentication Package Enterprise Server".

Here is the matrix of possible combinations.

	Embedded Type A	Embedded Type B	Server Type A	Server Type B
CAP	Yes	Yes	Yes	Yes
CAP-ES	No	No	Yes	Yes
ELP-NX	Yes	No	Yes	No

- CAP: Card Authentication Package
- CAP-ES: Card Authentication Package Enterprise Server
- ELP-NX: Enhanced Locked Print NX (Application and Filter)

Confirmation Points before Installation

- Make sure that the firmware of the **target machine** is the latest version.
- Make sure that the firmware of the **VM card** is the latest version.
- Check the following SP settings;
 - Bit 0 of SP5401-160 (SSP: Super Service Program) must be set to "0".
 - All bits of SP5401-162 (Extend Certification Detail) must be set to "0".
 - Bit 0 of SP5401-230 (Customized Authentication) must be set to "0".

Installation of Card Authentication Package

"Working with the Machine"

1. Install a card reader device in a suitable location.
2. Connect the USB cable from the card reader device to the USB slot of the target machine.

Note

- The position of the USB slot may vary depending on the machine.

3. Secure the cable clamp to the USB slot.
4. Install the VM card in the service slot of the target machine.
5. Turn on the target machine.

"Working with the PC"

6. Prepare the applications related to the "Card Authentication Package" and "Enhanced Locked Print NX Package" on your PC.
7. Unzip the zip file of the "D4890001.zip" and "D4900001.zip".
8. Open the "readme.html" from each unzipped file.

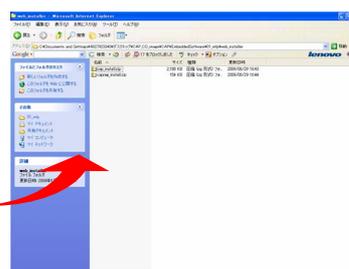
RICOH: <CAP>

Device Name	SD Image	Remote Install Image
Aficio MP 2550 / 2550B / 3350 / 3350B		
Aficio MP 4000 / 4000B / 5000 / 5000B	sd_image	remote_installer
Aficio MP C2050 / C2550		
Aficio MP C6000 / C7500		
Aficio MP C2800 / C3300	sd_image	remote_installer
Aficio MP C4000 / C5000		
Aficio MP 6001 / 7001 / 8001 / 9001		
Aficio MP 171	sd_image	remote_installer
Aficio SP 8200DN	sd_image	remote_installer
Aficio SP C420DN	sd_image	remote_installer
Aficio SP C820DN / C821DN	sd_image	remote_installer



RICOH: <ELPNX>

Device Name	SD Image	Remote Install Image
Aficio MP 2550 / 2550B / 3350 / 3350B		
Aficio MP 4000 / 4000B / 5000 / 5000B	sd_image	remote_installer
Aficio MP C2050 / C2550		
Aficio MP C6000 / C7500		
Aficio MP C2800 / C3300	sd_image	remote_installer
Aficio MP C4000 / C5000		
Aficio MP 6001 / 7001 / 8001 / 9001		
Aficio MP 171	sd_image	remote_installer
Aficio SP 8200DN	sd_image	remote_installer
Aficio SP C420DN	sd_image	remote_installer
Aficio SP C820DN / C821DN	sd_image	remote_installer



9. Click the "remote installer" of the target machine
10. Copy the zip file of each application on your PC

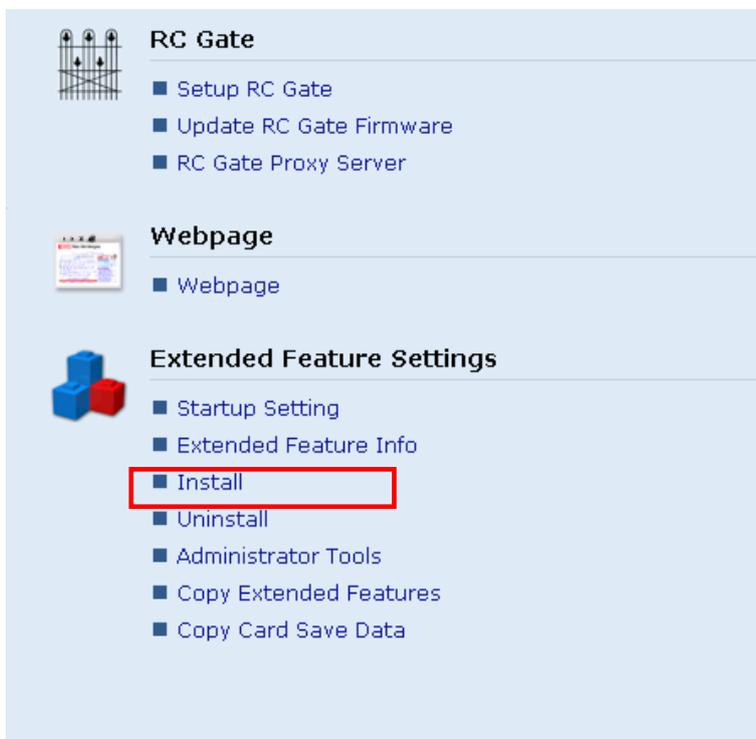
- Please refer to the following for the location of the application folder.

Model Name	Product Code	Application Name	Application Folder	File Name
Model G-P3	G190	CAP	/03_lp/web_installer/	cap_install.zip
		ELP Application	/01_mips/03_lp/web_installer/	elpnx_lp_install.zip
		ELP Filter		100732416.mod

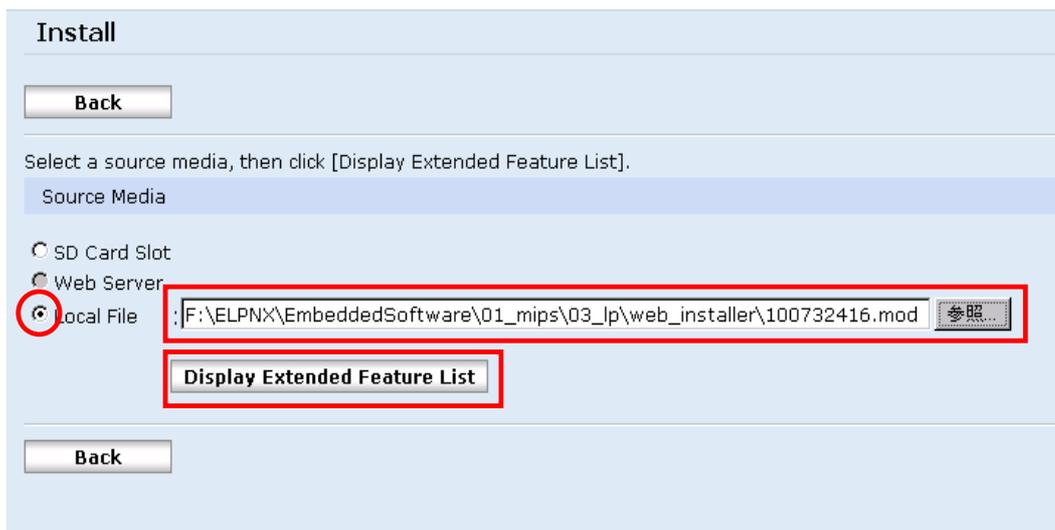
11. Run the Web Image Monitor for the target machine.
12. Ask a machine administrator to login to the target machine with the login name and password of the machine's administrator.



13. Press "Configuration" in the main display.



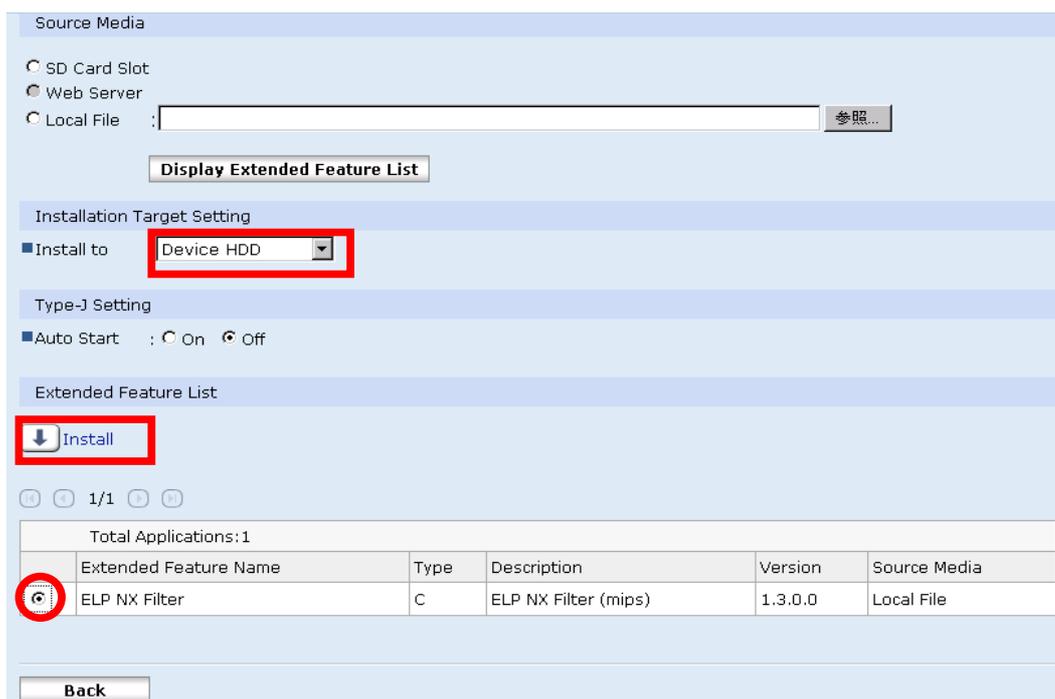
14. Press "Install".



15. Select “Local File” button and select a SDK application file that you want to install then press “Display Extended Feature List”

Note

Make sure that the correct application file name and folder.
Please refer to the table on page 3.



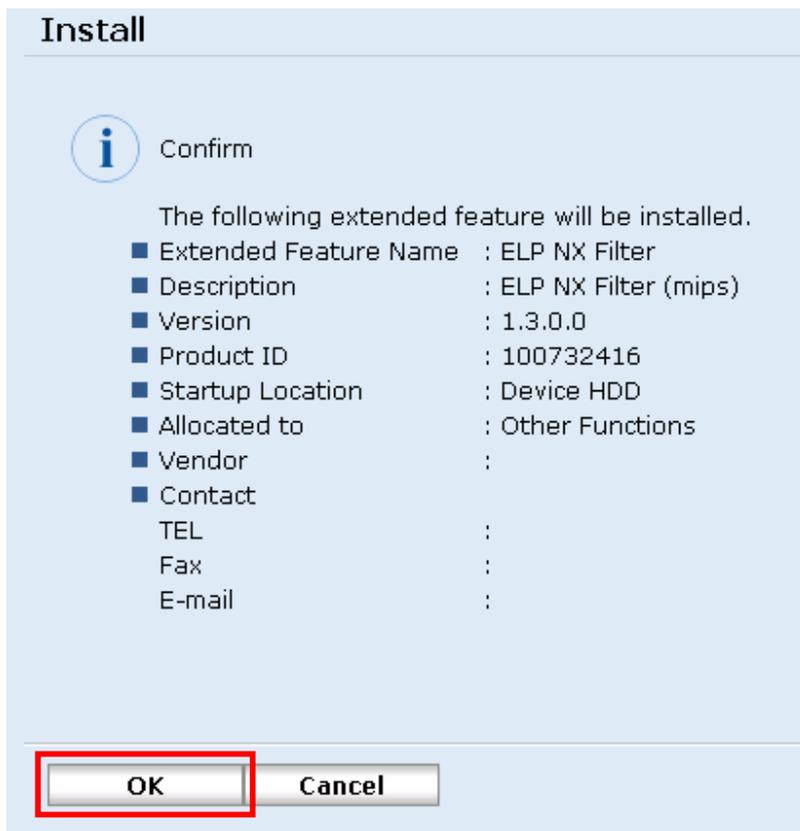
16. Select the destination of the installed SDK application.

The following table shows the destination of the installed SDK application.

Application	Destination
Card Authentication Package	SD Card
Enhanced Locked Print NX Application	SD Card
Enhanced Locked Print NX Filter	HDD

17. Press the radio button of the SDK application that you want to install.

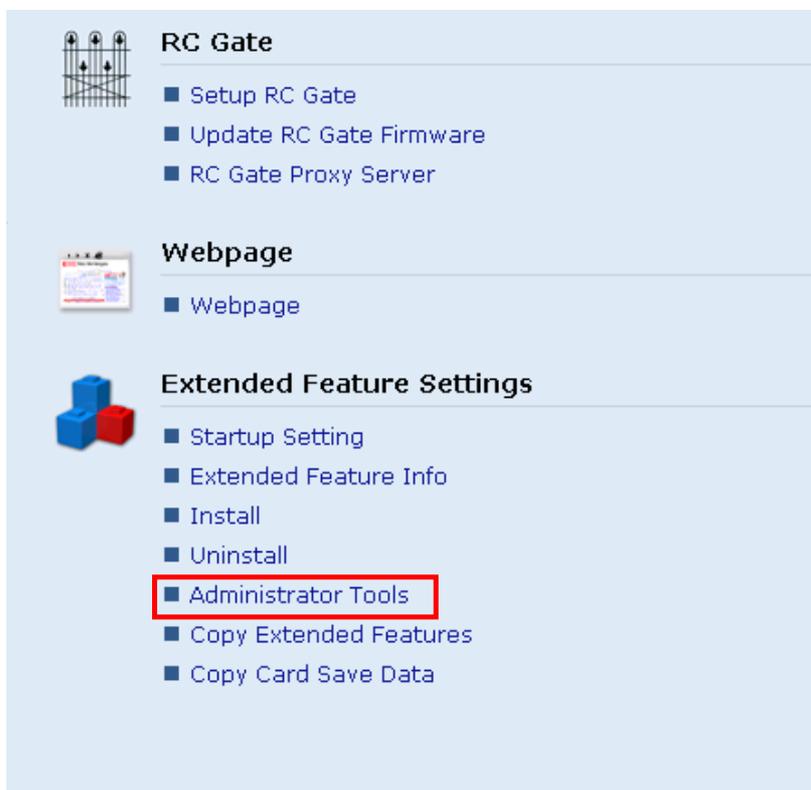
18. Press "Install".



19. Check the information for the installed SDK application.

20. Press "OK" to complete this installation.

21. If you want to install other SDK application, perform from step 15.



22. Press "Administrator Tools" in the mail view.

Heap / Stack Size Settings

■ Heap Size : MB (2 - 16 MB)

■ Stack Size : KB (32 - 64 KB)

■ Memory Status

System Memory : Free (Total:)

Heap : Free (Total:)

Apply **Back**

23. Input an appropriate value of the Heap size (see the table below) then press "Apply".

Required heap size for the "Copy Extended Feature" depends on a combination of installed applications. For details, refer to the table below.

CAP	ELP-NX	GlobalScan NX	Required Heap Size
Yes	-	-	8 MB
Yes	Yes	-	16 MB
Yes	Yes	Yes	16 MB
Yes	-	Yes	16 MB

24. Turn the target machine off and on.

"Working with the PC"

25. Activate the "Card Authentication Package" and "Enhanced Locked Print" (if it is installed) with the Remote Manager.

Note

- For details, see "DSDK Application Installation" in the "Embedded Software Remote Manager Installation/Activation Guide".

The following steps from 26 to 34 should be done by a machine administrator.

26. Configure the card reader settings with the Card Authentication Package Web UI.

27. Run the Web Image monitor for the target machine.

28. Login to the target machine with the login name and password of the machine's administrator.

29. Select "Address Book"

Address List

Back

 **Change**  **Add User**  **Add Group**  **Delete**  **Maintenance**

View: Search for:

1/2 Page : **Go** Display Items : Number of Regi

	Registration No.	Name	Freq.	Title 1	Title 2	Title 3	User Code	Fax Destination
	00001	asomura	On	---	---	---	asomura	---
	00002	masa	On	OPQ	---	---	masa	---

30. Select Registration No. and press "Change".

Authentication Information

■ User Code :

■ SMTP Authentication : Specify Other Auth. Info below: Do not Specify
 Login User Name :
 Login Password : **Change**

■ Folder Authentication : Specify Other Auth. Info below: Do not Specify
 Login User Name :
 Login Password : **Change**

■ LDAP Authentication : Specify Other Auth. Info below: Do not Specify
 Login User Name :
 Login Password : **Change**

■ Available Functions
 Copier: Full Color Two-color Single Color Black & White
 Color Copy Mode Limitation: Limit to Auto Color Selection Full Color / Auto Color Selection
 Printer: Color Black & White
 Other functions: Document Server Facsimile Scanner JavaTM/X

31. Select "JavaTM/X" and press "OK".

32. Turn the target machine off and on.

Uninstallation

Uninstalling Card Authentication Package

1. Turn on the target machine.
2. Deactivate "Card Authentication Package" and "Enhanced Locked Print-NX Application" with the Remote Manager. For details, see "Deactivation" in the "Embedded Software Remote Manager Installation/Activation Guide".

★ Important

Before uninstalling activated SDK applications, deactivation must be done. Otherwise, the product key will be wasted.

3. Uninstall the SDK applications which you want to remove, except for the Java VM application, with the operation panel or Web Image Monitor.
4. Turn the target machine off and on.
5. Uninstall the Java VM application with the operation panel or Web Image Monitor..
6. Change the following SP settings.
 - Bit 0 of SP5401-160 (SSP: Super Service Program) must be set to "0".
 - All bits of SP5401-162 (Extend Certification Detail) must be set to "0".
 - Bit 0 of SP5401-230 (Customized Authentication) must be set to "0".
7. Turn off the target machine, and then remove the VM card from the target machine.

Remote Updating Procedure

Updating Card Authentication Package

★ Important

First update the Java VM Platform if the Java VM Platform and Card Authentication Package are supposed to be updated at the same time.

1. Ask a machine administrator to disable the Card Authentication Package with the operation panel.

↓ Note

- Disable other Card Authentication Packages if they have been installed in the machine.
- You can also disable the Card Authentication Package with the web image monitor.

2. Launch the Remote Manager.
3. Add a Card Authentication Package for updating in the Remote Manager

↓ Note

See the "Adding a Card Authentication Package in the "Remote Manager" sub section of the "Card Authentication Package Installation" section of the Remote Manager Operation Guide.

4. Install the Card Authentication Package for updating in the target machine

↓ Note

See the "Installing the Card Authentication Package in the Target Machine" sub section of the "Card Authentication Package Installation" section of the Remote Manager Operation Guide.

5. Turn off and on the target machine.
6. Ask a machine administrator to check if the version of the Card Authentication Package is updated and if the installed Card Authentication Package is "Starting Up"

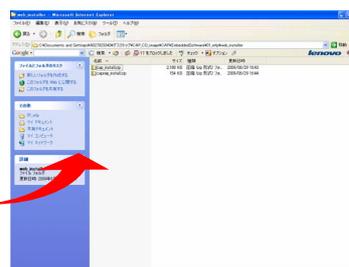
Updating Enhanced Locked Print NX Application and Filter

Enhanced Locked Print NX Application

1. Prepare the applications related to the “Enhanced Locked Print NX Package” on your PC.
2. Unzip the zip file of the “D4900001.zip”.
3. Open the "readme.html" from unzipped file.

RICOH:

Device Name	SD Image	Remote Install Image
Aficio MP 2550 / 2550B / 3350 / 3350B		
Aficio MP 4000 / 4000B / 5000 / 5000B	sd_image	remote_installer
Aficio MP C2050 / C2550		
Aficio MP C6000 / C7500		
Aficio MP C2800 / C3300	sd_image	remote_installer
Aficio MP C4000 / C5000		
Aficio MP 6001 / 7001 / 8001 / 9001		
Aficio MP 171	sd_image	remote_installer
Aficio SP 8200DN	sd_image	remote_installer
Aficio SP C420DN	sd_image	remote_installer
Aficio SP C820DN / C821DN	sd_image	remote_installer



4. Click the “remote installer” of the target machine
5. Copy the zip file of each application on your PC

- Please refer to the following for the location of the application folder.

Model Type	Product Code	Application Folder	File Name
Model G-P3	G190	/01_mips/03_lp/web_image/	elpnx_lp_install.zip

7. Ask a machine administrator to disable the ELP NX application using Web Image Monitor.
8. Login to the ELP Administrative Tool.
9. Export the system configuration file.

Note

See the “Exporting/Importing the System Configuration File” section of the “ELP Administrator’s Guide.”

10. Uninstall the ELP NX Filter using the Remote Manager.
11. Install the new version (the update) of the ELP NX Filter using Remote Manager.
12. Reissue the product license using Remote Manager.
13. Store the obtained product license in the target machine using Remote Manager.

Note

For details about steps from 10 to 13, see the “Uninstallation Procedure” section of the “Remote Manager Operation Guide.”

14. Import the system configuration file.

Note

See the “Exporting/Importing the System Configuration File” section of the “ELP Administrator’s Guide.”

15. Turn the main power of the target machine OFF/ON.
16. Ask a machine administrator to confirm that the ELP NX application has been

successfully updated to the target version, and that this application is operating normally.

Enhanced Locked Print NX Filter

The update procedure is the same as the installation procedure (see page 3 of this document).

Appendix

Matrix of Available Installation/Activation Tools

	Installation Destination	Action	WIM	Remote Manager	SD Card
CAP	Target Machine	Installation	Yes	Yes	No
		Activation	No	Yes	No
		Version Up Activation	Yes	Yes	No
CAP-ES	Server	Installation	No	No	No
		Activation	No	No	No
ELP-NX APP	Target Machine	Installation	Yes	Yes	No
		Activation	No	Yes	No
		Version Up Activation	Yes	Yes	No
ELP-NX Filter	Target Machine	Installation	Yes	No	No
		Activation	-	-	-
		Version Up Activation	Yes	No	No

- CAP: Card Authentication Package Embedded Type
- CAP-ES: Card Authentication Package Server Type
- ELP-NX APP: Enhanced Locked Print - NX Application
- ELP-NX Filter: Enhanced Locked Print - NX Filter
- WIM: Web Image Monitor
- -: Not necessary

Installation File Types

SD Card

- Unzipped folder of each application

Remote Manager

- Zip file of each application

Web Image Monitor

- All applications except ELP-NX Filter: Zip file (same as RM)
- ELP-NX Filter: Unzipped folder in the /sdk/webinstaller folder.

Model: G-P3		Date: 08-Dec-09	No.: RG190015
Subject: Print speed correction for small paper sizes		Prepared by: K. Moriizumi	
From: 1st Overseas Tech Support Sec., 1st 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Information on Print Speed Correction for the G-P1/P2/P3

Please note the following explanation on print speed correction, which is mentioned in the Service Manual for the model G-P3 (Section 6, pg. 399) and G-P1 (pg. 6-61).

Corrections for Small Paper Sizes (less than A5)

These corrections prevent too much heating of the fusing unit when paper widths less than A5 are used. In multi-page printing with this size of paper, the heating roller's temperature is not the same in all areas because the small size paper does not go through the two ends of the heating roller. The temperature of locations that do not touch the paper becomes higher than other locations during multi-page printing. The following corrections decrease this problem.

- Print speed: This is decreased after 15 pages. Then, 30 seconds after this, the print speed increases to the standard temperature again. You can adjust this with SP 1911 1 to 3.

Additional information:

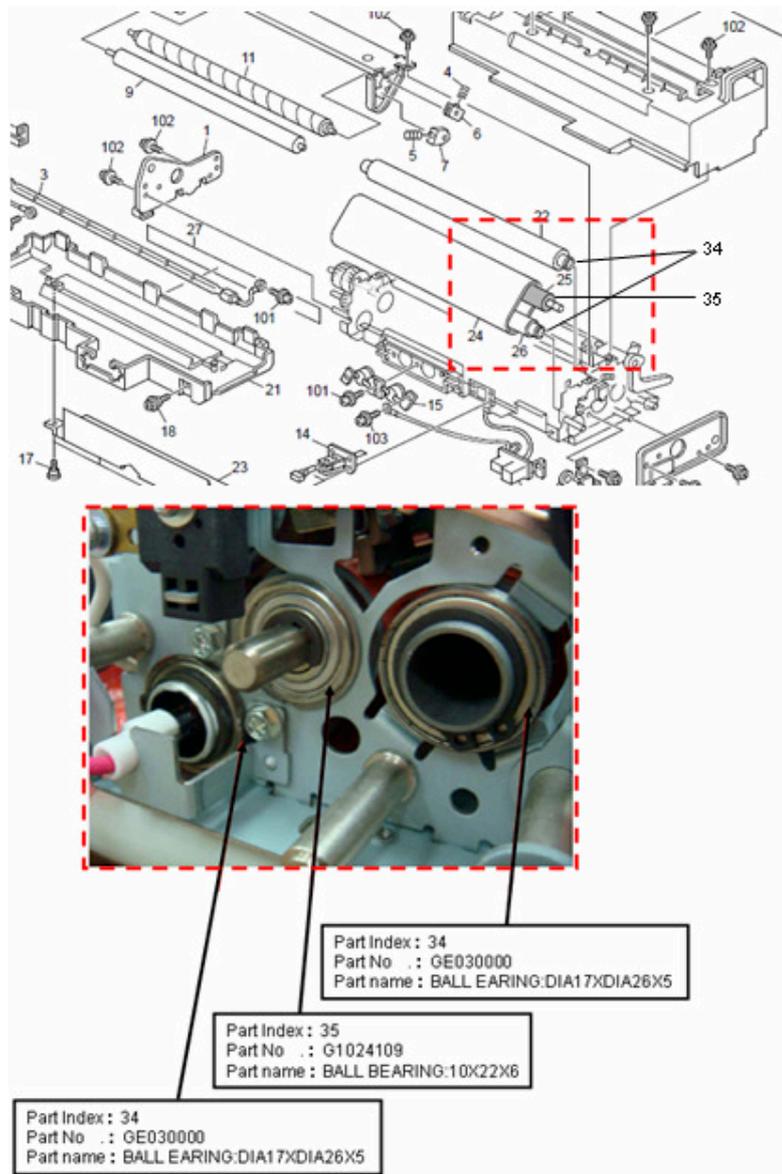
- The adjustment (page count/time) is not reset when a paper jam or the Paper End condition occurs.
- The adjustment will be reset if the Toner End condition or SC occurs, or Process Control or Color Calibration is performed.
- After the adjustment is performed, the machine waits 30 seconds before performing the next print job (at which time the print speed is returned to normal).

Model: G-P3		Date:04-Jun-12	No.: RG190016
Subject: Part addition : BALL BEARING - FUSHING UNIT		Prepared by: Tohru.Aiso	
From: 3rd Tech Service Sect., MFP/P Tech Service 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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	GE030000	BALL EARING:DIA17XDIA26X5	0 - 1		24	34*	
	G1024109	BALL BEARING:10X22X6	0 - 1		24	35*	

* : New Index

Change/Reason: These parts were missing from the Parts Catalog.

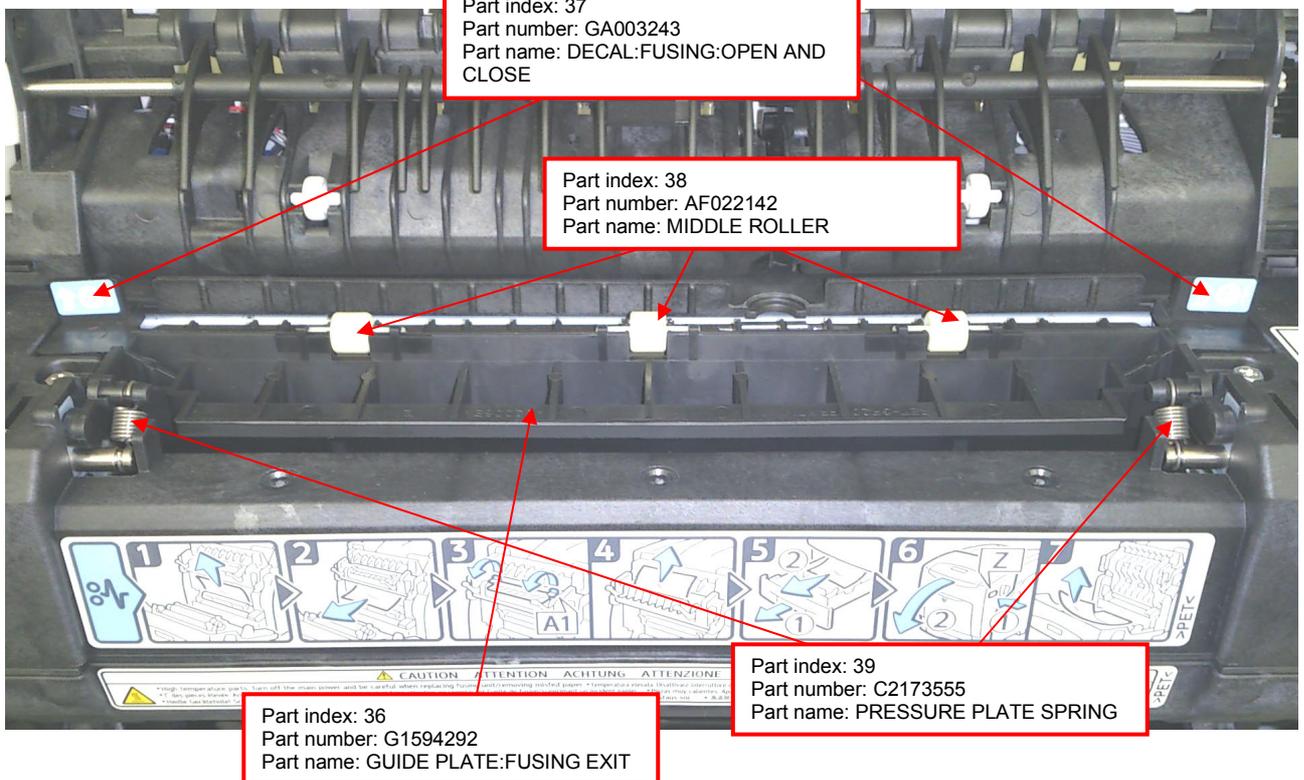
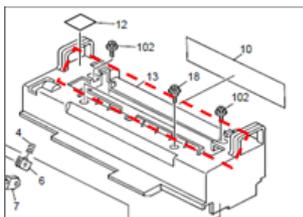


Model: G-P3		Date: 23-Jan-13	No.: RG190017
Subject: Part addition: Fuser Exit Guide		Prepared by: Y. Suzuki	
From: 3rd Tech Service Sect.,MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> 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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	G1594292	GUIDE PLATE:FUSING EXIT	0 - 1		24	36*	Add
	GA003243	DECAL:FUSING:OPEN AND CLOSE	0 - 2		24	37*	Add
	AF022142	MIDDLE ROLLER	0 - 3		24	38*	Add
	C2173555	PRESSURE PLATE SPRING	0 - 2		24	39*	Add

* : New Index

Change/Reason: These parts were missing from the Parts Catalog.

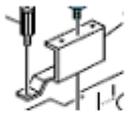
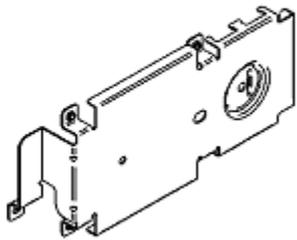
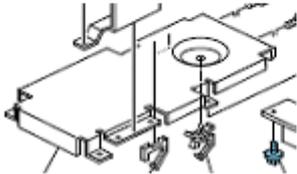


Model: G-P3		Date: 31-Jan-13	No.: RG190018
Subject: BRACKET:HDD BOARD:CONTROL BOARD		Prepared by: Y. Suzuki	
From: 3rd Tech Service Sect.,MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> 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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
G1905142	G1905136	BRACKET:HDD:BOARD	1 - 0	X/O	42	14	
G1905136			1 - 1	O/O	42	15	

Change: P/N G1905142 and G1905136 were combined as shown above from first production.

Reason: To simplify assembly at the factory.

Old part		New part	
Number	Illustration	Number	Illustration
G1905142		G1905136	
G1905136			

Model: G-P3		Date: 26-Mar-13	No.: RG190019
Subject: Service manual revision (SC 878)		Prepared by: Y. Suzuki	
From: 3rd Tech Service Sect.,MFP/P Tech Service Dept.			
Classification:	<input checked="" 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 checked="" type="checkbox"/> Tier 2

Service Manual Revision

The following description for SC878 was missing.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
878	CTL D	TPM system authentication error
		The system firmware is not authenticated by TPM (security chip)
		Incorrect updating for the system firmware, defective flash ROM on the controller board. Replace the controller board.

Model: G-P3		Date: 27-Jan-14	No.: RG190020
Subject: Display of loaded paper amount		Prepared by: Y.Suzuki	
From: 3rd Tech Service Sect.,MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input checked="" 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 checked="" type="checkbox"/> Tier 2

SYMPTOM

The icon for 11-30% paper remaining in the tray (≡) does not change even when the actual amount of paper remaining reaches 1-10%.

Correct display:

Display	Percent of paper remaining in tray:
≡	71 – 100%
≡	31 – 70%
≡	11 - 30%
⌋	1 - 10%
⌋	0%

Incorrect display:

Display	Percent of paper remaining in tray:
≡	71 – 100%
≡	31 – 70%
≡	11 - 30%, 1 - 10%
⌋	Not displayed
⌋	0%

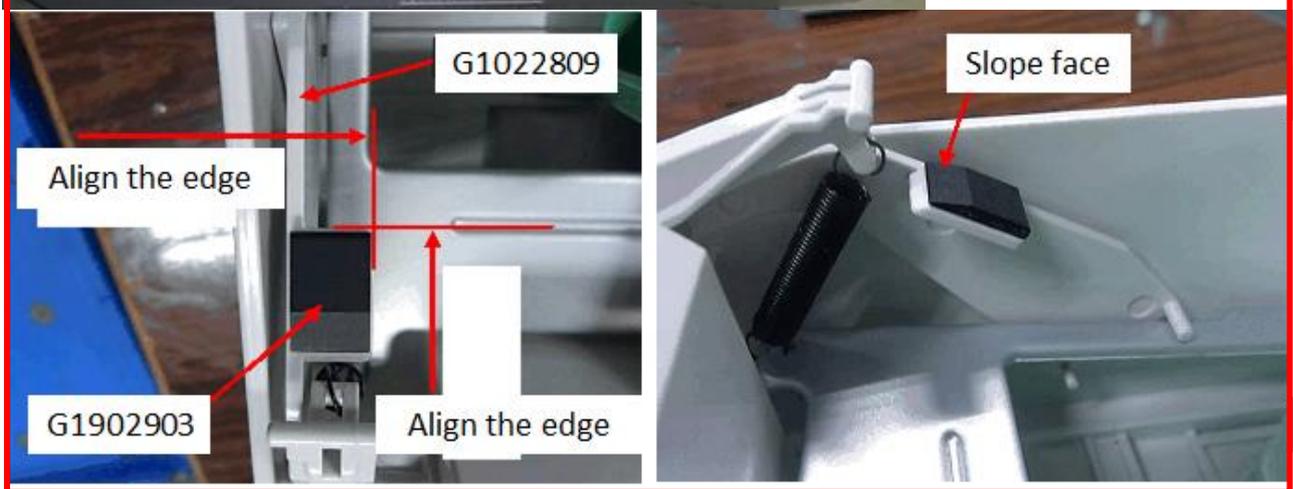
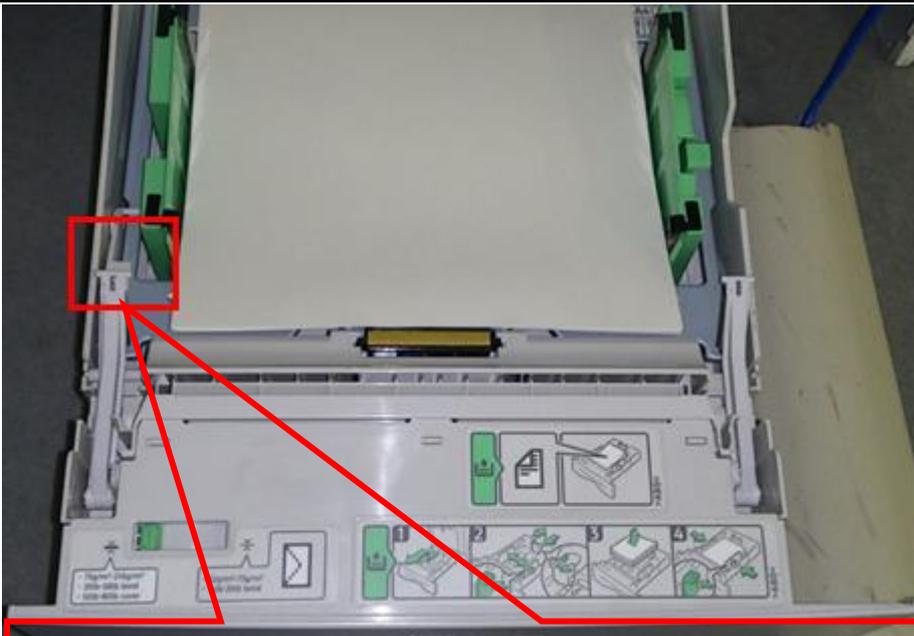
CAUSE

Tolerance stack-up (cumulative effect of parts tolerance)

SOLUTION

Add a spacer (G1902903) to the BASE PAPER VOLUME SENSOR BOARD (G1022809) or install the new part(s) shown below.

Model: G-P3	Date: 27-Jan-14	No.: RG190020
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Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
G1592527	G1592528	PAPER TRAY:ASS'Y	1 - 1	X/O	7	*	Spacer added
G1022809	G1902904	PAPER VOLUME SENSOR BOARD:BASE:ADHESION	1 - 1	X/O	7	15	Spacer added
	G1902903	SPACER:PAPER VOLUME SENSOR	0 - 1		7		Add

Model: G-P3		Date: 16-Sep-15	No.: RG190026
Subject: New Controller Board for higher reliability		Prepared by: H.K.	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" 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 checked="" type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
G1905713	G1905714	PCB:CTL:GAIA-P3:EXP:SUB-ASS'Y	1 - 1	X/O	41	4	

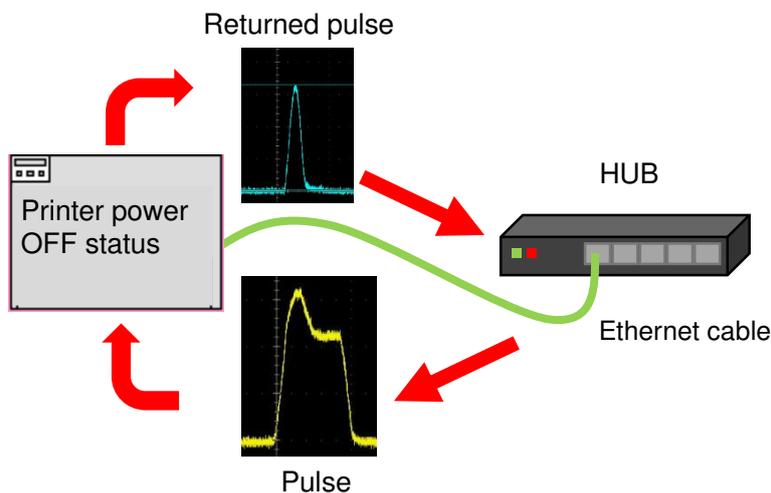
SYMPTOM

Interference in network communication may occur if the printer is connected to a hub and the printer switch has been turned OFF (or the power cable was unplugged).

NOTE: The problem does not occur while the printer is in energy saver mode.

CAUSE

A pulse generated from a hub is transmitted to the printer while the printer is switched OFF (or unplugged). After transmitted to the printer, it then returns to the hub, causing interference in network communication.



SOLUTION

A circuit on the Controller Board was modified.