

Reissued: 14-Jan-11

Model: AP-P2	Date: 11-Dec-08	No.: RG188001e
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Engine		Prepared by: M. Kumagai	
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 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
1.08:04	G1895114J	January 2011 production	Available
1.07:04	G1895114H	October 2009 production	Available
1.06:04	G1895114G	July 2009 production	Available
1.05:04	G1895114F	June 2009 production	Available
1.04:04	G1895114E	December 2008 production	Available
1.03:04	G1895114D	1st Mass production	Available

Version	Modified Points or Symptom Corrected
1.08:04	<p>Symptom corrected: <i>Under the following conditions, the final page or the pages near the end of the 1st copy are stapled into the 2nd copy.</i></p> <ol style="list-style-type: none"> <i>The customer sets "Staple" on the printer driver and makes two or more copies.</i> <i>Paper end occurs on the final page or near the end of the 1st copy.</i> <p>Other change:</p> <ol style="list-style-type: none"> <i>Jam 1 (Cover open) occurs frequently in the bridge unit. Please refer to RTB#RD029-059 for more details.</i> <i>When the machine is in the paper end condition during limitless feed mode, the machine does the next job faster than the previous job.</i>
1.07:04	<p>Symptom corrected: Following SP mode does not work. SP9511-001 to 003 : Skew Origin Set SP6137-001 to 004 : Finisher Free Run (Only for B793 Finisher) SP2183-001 to 012 : Main Scan Length Detection (DFU) SP2184-001 to 004 : Main Scan Length Detection Target (DFU)</p>
1.06:04	<p>Other changes: The occurrence conditions of SC548 (fusing unit rotation error) were changed so that it is triggered only when the abnormal signal is detected 4 times consecutively (previously, it was triggered with just one detection).</p>

Reissued: 14-Jan-11

Model: AP-P2		Date: 11-Dec-08	No.: RG188001e
Version	Modified Points or Symptom Corrected		
1.05:04	Symptom corrected: 1. A print job is interrupted by the following errors, and then after the errors are cleared, SC990 or SC819 occur. - The paper full condition occurs during a Booklet job. - The toner End condition occurs. 2. Jam 17 occurs frequently when performing staple jobs.		
1.04:04	Symptom corrected: Changes to SR3020/3030-related SP settings are not applied unless the main power is turned OFF/ON.		
1.03:04	1st Mass production		

Reissued: 26-Nov-10

Model: AP-P2	Date: 11-Dec-08	No.: RG188002c
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: NIB		Prepared by: M. Kumagai	
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 type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
8.70	G1895766F	November 2010 production
8.64	G1895766E	January 2010 production
8.57.2	G1895766D	December 2008 production
8.57	G1895766C	1st Mass production

Version	Modified Points or Symptom Corrected
8.70	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <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> <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> <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> <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> <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>

Reissued: 26-Nov-10

Model: AP-P2	Date: 11-Dec-08	No.: RG188002c
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Version	Modified Points or Symptom Corrected
	<p>Other changes: -----</p> <p>SSL-related changes: <i>Note: The new field will only appear if Web Support firmware version 1.08.1 or later and Printer firmware version 1.05 or later have also been applied to the device.</i></p> <ol style="list-style-type: none"> 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> 2. <i>Web Image Monitor now shows the certificate's key length in:</i> - <i>Configuration > Security > Device Certificate > Details</i> 3. <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> 4. <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> <p>-----</p> <ol style="list-style-type: none"> 5. <i>For security reasons, the device will no longer accept SSL incoming, or establish outgoing, connections that use NULL or ADH ciphers.</i> 6. <i>Windows Authentication fails if the username or password includes lower-case European characters.</i> 7. <i>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.</i>
8.64	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Repeatedly inserting and removing a USB device might result in an SC819 error. This is caused by a memory leak and will only occur if the power has not been recycled. 2. 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. <i>Note: To fix this problem, NCS firmware (version 8.64 or later) and Websys firmware (version 1.07 or later) need to be applied to the device.</i> 3. When jobs are submitted to the device's lpr port repeatedly, some of the jobs might not be printed. 4. If IPP authentication is enabled, printing through an IPP port from a Windows Vista/Server 2008 client might result in printing failure. 5. Multiple Windows Vista/Server 2008 PCs might not be able to access the

Reissued: 26-Nov-10

Model: AP-P2		Date: 11-Dec-08	No.: RG188002c
Version	Modified Points or Symptom Corrected		
	<p>device through IPSec.</p> <ol style="list-style-type: none"> 6. 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). 7. 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. <ul style="list-style-type: none"> - The network might become unresponsive. - Menu can be accessed but configuration changes will not be applied. 8. Windows authentication might fail on a domain controller whose hostname contains 2 byte characters. 9. SDK/J applications might not be able to recognize some supported USB devices. 10. 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. 		
8.57.2	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. 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~ 2. The device doesn't advertise its hostname via DHCP option 12. The DNS server might not be updated by DHCP. 3. IPP print jobs are cancelled. This happened very infrequently. 4. 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. The following error message will be displayed if an incompatible USB device is connected. <p>Incompatible USB device has been connected. Check the USB device.</p> <p>Note: To display this message, System firmware (version 1.01 or later) and NCS firmware (version 8.57.2 or later) needs to be applied to the device.</p>		
8.57	1st Mass production		

Reissued: 18-Mar-14

Model: AP-P2	Date: 11-Dec-08	No.: RG188003e
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: PCL		Prepared by: Y. Urushihara	
From: 1st 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 (Firmware)	<input checked="" type="checkbox"/> Tier2

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

Version	Program No.	Effective Date	Availability of RFU
1.05	G1885764F	May 2012 production	Available
1.04	G1885764E	May 2012 production	Available
1.03	G1885764D	April 2011 production	Available
1.02	G1885764C	February 2010 production	Available
1.01	G1885764B	October 2009 production	Available
1.00	G1885764A	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: If a PCL5 job contains a picture frame that is drawn by HP/GL2, unexpected lines might be printed or some lines might be missing. (GFPR#RA09020002, GFPR#RA10050003, GFPR#RE13090003)
1.04	Symptom corrected: <ol style="list-style-type: none"> Mixed orientation jobs printed might be bound on the wrong edge. (GFPR#RC10040001, GFPR#RC11030004, GFPR#RC11040003) 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) 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 '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) 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: 18-Mar-14

Model: AP-P2	Date: 11-Dec-08	No.: RG188003e
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Version	Modified Points or Symptom Corrected
1.03	Symptom corrected: <ol style="list-style-type: none">1. If a PCL6 job is printed to a shift tray immediately following a PCL5 job, each page of the PCL6 job will be shifted instead of each job or copy being shifted. Note: This problem was reported most often in cases where a PCL6 job is printed with the Windows PCL5 Separator page (PCL.sep).2. 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.3. PCL XL error resulting in jobs being cancelled occurring under a very specific set of circumstances.4. A device stall might occur if using a very specific combination of font types.5. 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.
1.02	Other changes: <ol style="list-style-type: none">1. PCL jobs containing macros might be printed slowly.2. PCL jobs containing images might be printed slowly.
1.01	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.
1.00	1st Mass production

Reissued: 22-Feb-10

Model: AP-P2	Date: 11-Dec-08	No.: RG188004b
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: SubSystem		Prepared by: M. Kumagai	
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 type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
<i>P.17</i>	<i>G1895769F</i>	<i>February 2010 production</i>
P.16	G1895769E	March 2009 production
P.15	G1895769D	1st Mass production

Version	Modified Points or Symptom Corrected
<i>P.17</i>	<i>Symptom corrected: SC816 occurs if the PC (connected to the printer via USB) recovers from or enters standby mode while the printer is in STR mode.</i>
P.16	Symptom corrected: The MFP might not reply to an IPv6 ping while in Energy Saver mode.
P.15	1st Mass production

Reissued: 28-Jun-11

Model: AP-P2	Date: 11-Dec-08	No.: RG188005g
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Printer(For G188)		Prepared by: M. Kumagai	
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 type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **Printer(for G188)**.

Version	Program No.	Effective Date	Availability of RFU
1.06	G1885773H	April 2011 production	Available
1.05	G1885773G	November 2010 production	Available
1.04	G1885773F	February 2010 production	Available
1.03	G1885773E	October 2009 production	Available
1.02	G1885773D	March 2009 production	Available
1.01	G1885773C	December 2008 production	Available
1.00	G1885773B	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
1.06	<p>Symptom corrected:</p> <ol style="list-style-type: none"> PS jobs with a large number of images might be unexpectedly reset. <i>Any job (compressed or not compressed) might cause the device to stall if "Menu > System > Print Compressed Data" = ON.</i> 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>
1.05	<p>Symptom corrected:</p> <ol style="list-style-type: none"> "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). 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.

Reissued: 28-Jun-11

Model: AP-P2		Date: 11-Dec-08	No.: RG188005g
Version	Modified Points or Symptom Corrected		
	<p>3. Jobs not containing any PjL 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 8.70 or later and Web Support firmware version 1.08.1 or later both need to be applied to the printer.</p>		
1.04	<p>Symptom corrected: An admin login/logout will be logged every time the administrator accesses a new WIM page. Note: To fix this problem, System firmware (version 1.04 or later), Websys firmware (version 1.07 or later) and Printer firmware (version 1.04 or later) needs to be applied to the device.</p>		
1.03	<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. Printing multiple jobs of differing PDLs to Virtual Printers of differing priorities might result in the device stalling. Jobs smaller than 2Kb cause slow printing if the Printer Language is AUTO. 		
1.02	<p>New SP has been added. NOTE: This is used only in the factory.</p>		
1.01	<p>Reverse time of drum unit and intermediate transfer belt were changed as following values.</p> <p>SP2-902-001 OPC Drum Reverse Time All: BW default(msec): 30 -> 50 SP2-902-002 OPC Drum Reverse Time All: FC default(msec): 30 ->50 SP2-904-003 Image Transfer Roller Reverse Time ALL default(msec): 30 -> 40</p>		
1.00	<p>1st Mass production</p>		

Reissued: 28-Jun-11

Model: AP-P2	Date: 11-Dec-08	No.: RG188006g
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Printer(For G189)		Prepared by: M. Kumagai	
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 type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the **Printer (for G189)**.

Version	Program No.	Effective Date	Availability of RFU
1.06	G1895773H	April 2011 production	Not available
1.05	G1895773G	November 2010 production	Not available
1.04	G1895773F	February 2010 production	Available
1.03	G1895773E	October 2009 production	Available
1.02	G1895773D	March 2009 production	Available
1.01	G1895773C	December 2008 production	Available
1.00	G1895773B	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
1.06	<p>Symptom corrected:</p> <ol style="list-style-type: none"> PS jobs with a large number of images might be unexpectedly reset. <i>Any job (compressed or not compressed) might cause the device to stall if "Menu > System > Print Compressed Data" = ON.</i> 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>
1.05	<p>Symptom corrected:</p> <ol style="list-style-type: none"> "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). 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.

Reissued: 28-Jun-11

Model: AP-P2	Date: 11-Dec-08	No.: RG188006g
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Version	Modified Points or Symptom Corrected
	<p>3. Jobs not containing any PjL 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 8.70 or later and Web Support firmware version 1.08.1 or later both need to be applied to the printer.</p>
1.04	<p>Symptom corrected: An admin login/logout will be logged every time the administrator accesses a new WIM page. Note: To fix this problem, System firmware (version 1.04 or later), Websys firmware (version 1.07 or later) and Printer firmware (version 1.04 or later) needs to be applied to the device.</p>
1.03	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Users who are prevented from printing in color (via UserCode auth.) will crash the printer if they try to print multiple stored BW jobs. 2. Printing multiple jobs of differing PDLs to Virtual Printers of differing priorities might result in the device stalling. 3. Jobs smaller than 2Kb cause slow printing if the Printer Language is AUTO.
1.02	<p>New SP has been added. NOTE: This is used only in the factory.</p>
1.01	<p>The default values for the following SP modes were changed. Note: As a result, the reverse time for the drum unit and intermediate transfer belt were increased.</p> <p>SP2-902-001 OPC Drum Reverse Time All: BW Default (msec): 30->50 SP2-902-002 OPC Drum Reverse Time All: FC Default (msec): 30->50 SP2-904-003 Image Transfer Roller Reverse Time ALL Default (msec): 30->40</p>
1.00	1st Mass production

Reissued: 18-Mar-11

Model: AP-P2	Date: 11-Dec-08	No.: RG188007d
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: PS3/PDF		Prepared by: M.Kumagai	
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 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	Availability of RFU
1.05	G1885765E	April 2011 production	Available
1.04	G1885765D	February 2010 production	Available
1.03	G1885765C	August 2009 production	Available
1.02	G1885765B	December 2008 production	Available
1.01	G1885765A	1st Mass production	Available

Note: Definition of Availability of RFU

“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	<p>Symptom corrected:</p> <p>1. 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.</p> <p>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.</p> <p>2. If the driver's "CMYK Simulation Profile" setting is anything other than OFF, jobs might cause the device to stall.</p> <p>3. 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.</p>
1.04	<p>Symptom corrected:</p> <p>1. Batch printing of PDF documents results in a memory overflow and all jobs being cancelled.</p>
1.03	<p>Symptom corrected:</p> <p>1. PDF Direct Printing of PDFs containing multiple images might result in the PS error "limit check" being printed.</p>
1.02	<p>Symptom corrected:</p> <p>1. PDF jobs submitted to the printer via DesktopBinder or by an SDK application result in an error message or garbled text.</p>
1.01	1st Mass production

Reissued: 16-Apr-12

Model: AP-P2	Date: 11-Dec-08	No.: RG188008a
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: RPCS		Prepared by: Y. Urushihara	
From: 1st 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 **RPCS**.

Version	Program No.	Effective Date	Availability of RFU
3.8.4.2.2	G1895774B	May 2012 production	Available
3.8.4.2.1	G1895774A	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
3.8.4.2.2	Symptom corrected - The image might be blacked out or black and white colors might be inverted when printing jobs that contain consecutive ROP commands.
3.8.4.2.1	1st Mass production.

Reissued: 26-Nov-10

Model: AP-P2	Date: 11-Dec-08	No.: RG188011c
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: WebSystem		Prepared by: M. Kumagai	
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 type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
1.08.1	G1895768F	October 2010 production
1.07	G1895768E	February 2010 production
1.06.2	G1895768D	December 2008 production
1.06	G1895768C	1st Mass production

Version	Modified Points or Symptom Corrected
1.08.1	<p>SSL-related changes: Note: The new fields will only appear if Network Support firmware version 8.70 or later and Printer firmware version 1.05 or later have also been applied to the device.</p> <ol style="list-style-type: none"> 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. Web Image Monitor now shows the certificate's key length in: <ul style="list-style-type: none"> Configuration > Security > Device Certificate > Details 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: <ul style="list-style-type: none"> Configuration > Security > Network Security Configuration > Security > SSL/TLS The encryption strength used for SSL can now be configured. This can be done using either of the following settings in Web Image Monitor: <ul style="list-style-type: none"> Configuration > Security > Network Security Configuration > Security > SSL/TLS
1.07	<p>Other changes:</p> <ol style="list-style-type: none"> An admin login/logout will be logged everytime the administrator accesses a new WIM page.

Reissued: 26-Nov-10

Model: AP-P2	Date: 11-Dec-08	No.: RG188011c
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Version	Modified Points or Symptom Corrected
	<p>Note: To fix this problem, System firmware (version 1.04 or later), Websys firmware (version 1.07 or later) and Printer firmware (version 1.04 or later) needs to be applied to the device.</p> <ol style="list-style-type: none"> 2. Some new items have been added to the Access Log. 3. - Unfinished jobs (ie. those in the processing state) are now recorded in logs downloaded via WIM. <ul style="list-style-type: none"> - 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 style="margin-left: 40px;">Maximum number of entries: Access Log (with HDD): 6000 Access Log (without HDD): 500 Job Log (with HDD): 2000 Job Log (without HDD): 500</p> 4. Entries in the Result column of logs downloaded via WIM, are now worded differently. <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Some specific events will cause the User Entry ID to be missing from logs downloaded via WIM. 2. Miscellaneous wording errors in logs downloaded via WIM. 3. The names of files stored in the device (File Name) are not recorded in logs downloaded from WIM. 4. 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. 5. 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 8.64 or later) and Websys firmware (version 1.07 or later) need to be applied to the device.</p>
1.06.2	<p>Symptom corrected: Titles for the following SP modes were missing: SP5516-001: "Individual PM Part Alarm"</p>
1.06	1st Mass production

Model: AP-P2	Date: 20-Feb-09	No.: RG188012
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Subject: Firmware Release Note: Net File		Prepared by: N. Yoshida	
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 firmware release information for the **Net File**.

Version	Program No.	Effective Date
1.01	G1895767B	November 2008 production
1.00	G1895767A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.01	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Job names that include the "%s" character prevent Web SmartDeviceMonitor from retrieving the MFP's job list. 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. The setting that controls access to the Debug Log (SP5842-001 bit #7) has no effect.
1.00	1st Mass production.

Model: AP-P2	Date: 20-Feb-09	No.: RG188013
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Subject: Firmware Release Note: PictBridge		Prepared by: N. Yoshida	
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 firmware release information for the **PictBridge**.

Version	Program No.	Effective Date
1.00	M3545813A	1st Mass production

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

Model: AP-P2	Date: 20-Feb-09	No.: RG188014
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Subject: Firmware Release Note: Option Netware		Prepared by: N. Yoshida	
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 firmware release information for the **Option Netware**.

Version	Program No.	Effective Date
8.57	M3545801	1st Mass production

Version	Modified Points or Symptom Corrected
8.57	1st Mass production

Model: Model AP-P2		Date: 2-Apr-09	No.: RG188015
Subject: Replacement Items		Prepared by: N.Yoshida	
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 items in bold italics have been modified.

User Maintenance Items

The user replaces the following maintenance items.

Mainframe

Replacement Items

Item	Remarks
<ul style="list-style-type: none"> ▪ PCU - BK, C, M, Y ▪ Waste Toner Bottle 	40 KP (YMC, BK)
<ul style="list-style-type: none"> ▪ Image Transfer Belt Unit ▪ Paper Transfer Roller ▪ Fusing Unit ▪ Dust Filter 	160 KP
<ul style="list-style-type: none"> ▪ Paper Transfer Roller ▪ Image Transfer Belt Unit 	200 KP

Chart: A4 (LT), 5%

Mode: 3 pages/Job

Environment: Recommended temperature and humidity

Yield changes depend on circumstances and print conditions.

An error message shows when a maintenance counter gets to the value in the PM table when the machine's default settings are used.

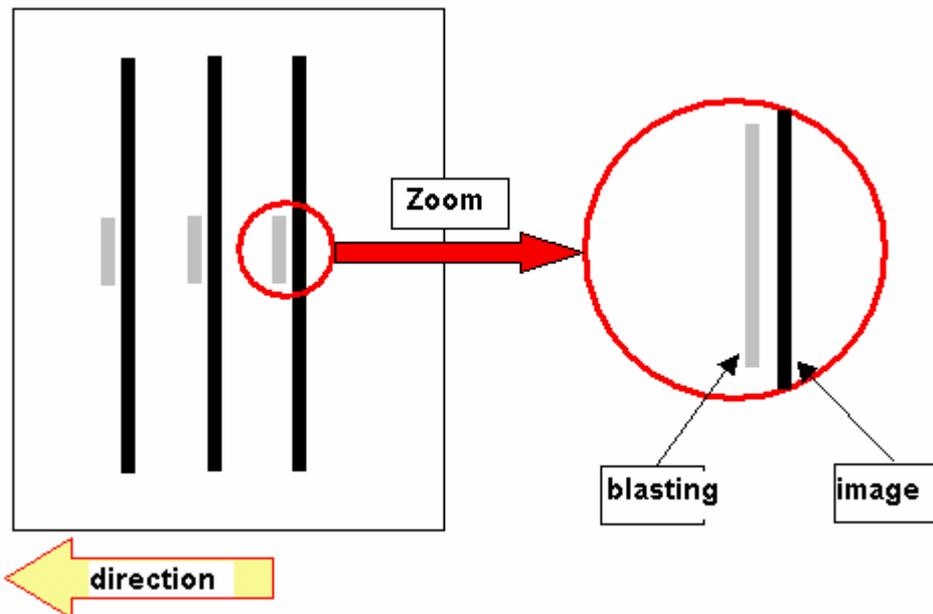
It is not necessary to reset counters for each part. The machine detects new components automatically and resets the necessary counters.

Model: AP-P2		Date:29-Jun-09	No.: RG188016
Subject: Toner blasting		Prepared by: N.Yoshida	
From: 2nd 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 ()	

SYMPTOM

Toner blasting appears just ahead of the image along the paper feed direction.

- Location of toner blasting -



- Occurrence conditions -

- Occurs only with black and white printing
- Occurs mainly at the center of the image but sometimes at the side edges.

CAUSE

Related to paper transfer roller bias

SOLUTION

1. Change the paper transfer roller bias.
SP 2-403-001 Plain: Bias Sep DC: Plain: 1st
34 -> 50

NOTE: This will slightly increase the visibility of grainy images in solid image areas.

Model: AP-P2

Date:29-Jun-09

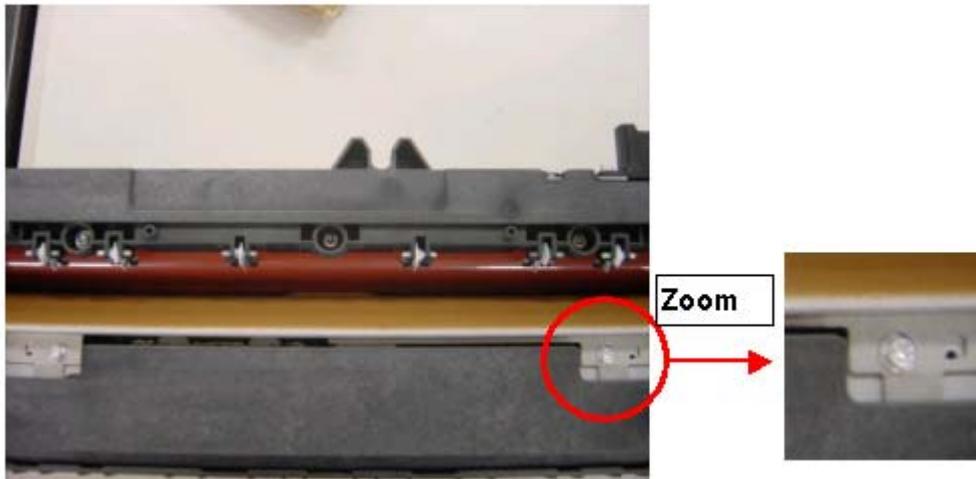
No.: RG188016

2. Change the position of the fusing guide plate.

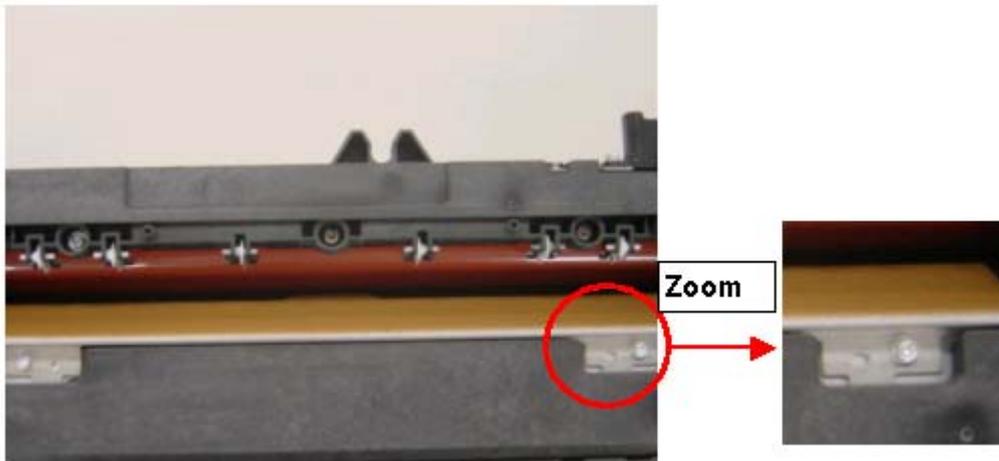
- Change the position of the screw shown below, and then move the guide plate toward the pressure roller.

After this screw position is changed, in some cases, mimizu ('earth worms', slight wrinkling) may occur with the first print made of the day.

- Before the position of the guide plate screw is changed -



- After the position of guide plate screw is changed -



The position of the screw hole is shown below.



Model: Ap-P2		Date: 4-Sep-09	No.: RG188018
Subject: Duplex jam or Z-fold jam		Prepared by: M. Kumagai	
From: 2nd 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

This RTB applies only to the **AP-P2d**.

SYMPTOM

A duplex jam or Z-fold jam may occur if a duplex print job is performed

Note:

- This symptom only occurs on the Ap-P2d (50cpm model).
- This symptom has a greater tendency to occur under low-temperature conditions.
- Once the symptom occurs, it will continue to occur.

CAUSE

The motor torque of duplex bypass motors from a specific lot was higher than the specification maximum. This increased the level of vibration during motor rotation, which led to resonance when the vibration reached a certain frequency. Eventually, this caused the motor to disengage and rotate in idle.

SOLUTION

Production line

The following changes were made from June 2009 production of Ap-P2d mainframes:

1. Wheels were added to the motor pulley to minimize resonance as provisional countermeasure.
2. An extra check was added to further ensure that the motor torque does not exceed the specification maximum and change to the new parts number as permanent countermeasure.

Note: The motor after above additional check does not contain additional wheel in line 1.

Action requirement in the field

Replace the duplex bypass motor with the following new part: **P/N B2232745**

IMPORTANT:

- The harness wiring around the motor was also changed, so make sure to replace the motor **in accordance with the procedure on the next page**.
- The service parts stock at SPC Japan has been replaced with the new motors.

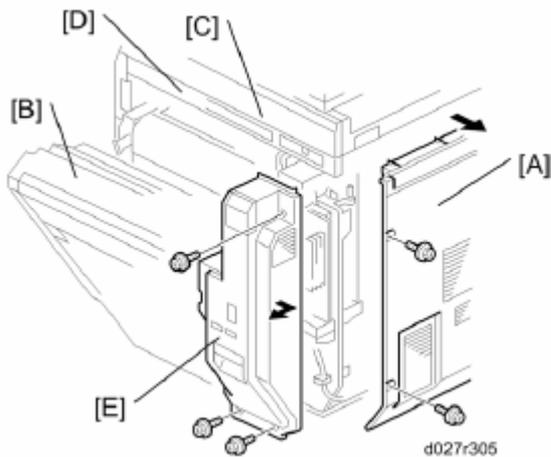
Model: Ap-P2	Date: 4-Sep-09	No.: RG188018
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Affected Units

This issue affects the following Ap-P2d mainframes:

Model Name	Code	Serial Number
Ap-P2d	G189-17	(No affected units)
	G189-22	(No affected units)
	G189-27	S4896420052 to S4896420082
	G189-29	(No affected units)

Duplex/Bypass Motor Replacement Procedure

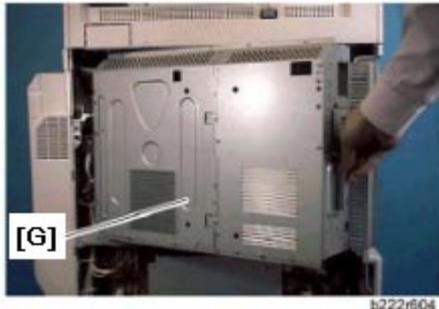


1. Remove the rear cover [A] (screw x 6).
2. Open the right door [B].
3. Remove the scanner right cover [C] (screw x 2).
4. Remove the right top cover [D] (screw x 1).
5. Remove the right rear cover [E] (screw x 3).
6. Release the front link [F] (clamp x1) while the right cover is still open.



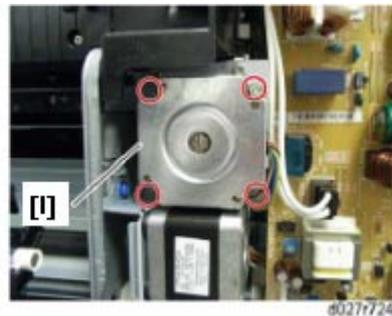
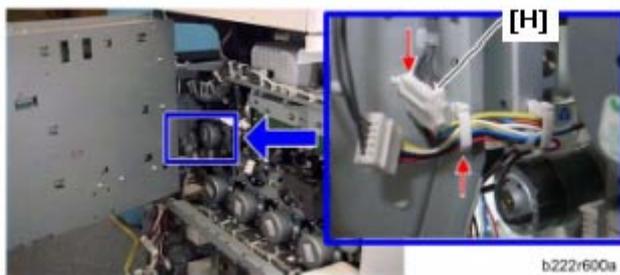
Model: Ap-P2	Date: 4-Sep-09	No.: RG188018
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7. Open the controller box [G] (screw x 6).



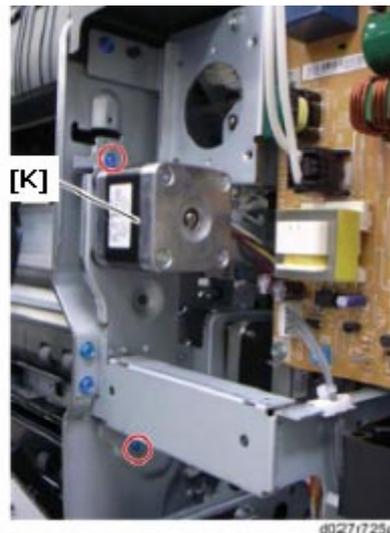
8. Disconnect the connector [H] (connector x 1).

9. Remove the pressure roller contact motor [I] (screw x 4).



10. Disconnect the connector [J] (connector x 1).

11. Remove the duplex by-pass motor with bracket [K] (screw x 2).



12. Attach the new duplex by-pass motor (P/N B2232745) with bracket [K] (screw x 2).

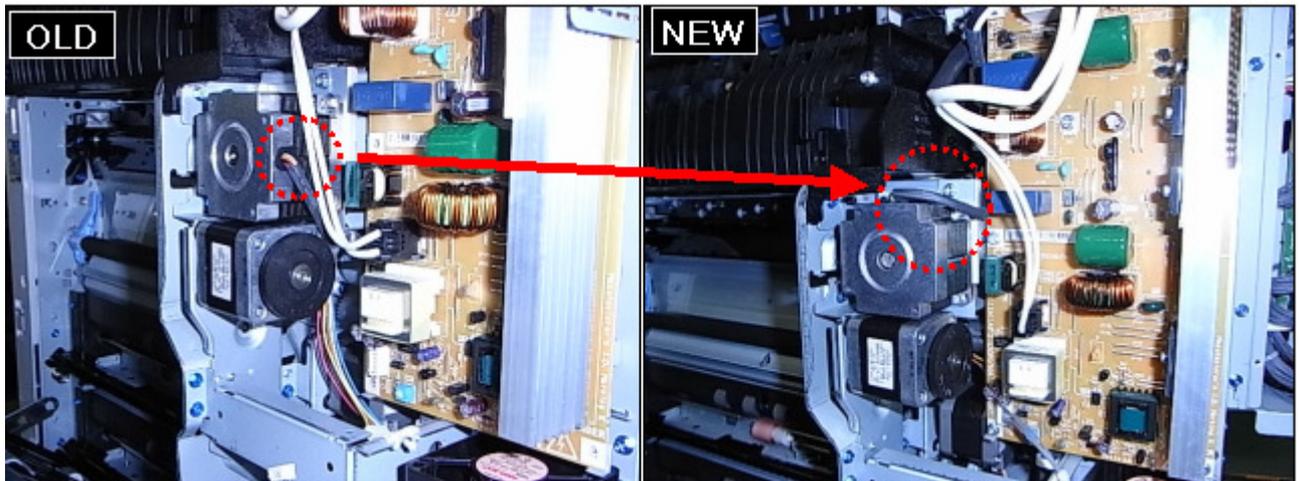
Model: Ap-P2

Date: 4-Sep-09

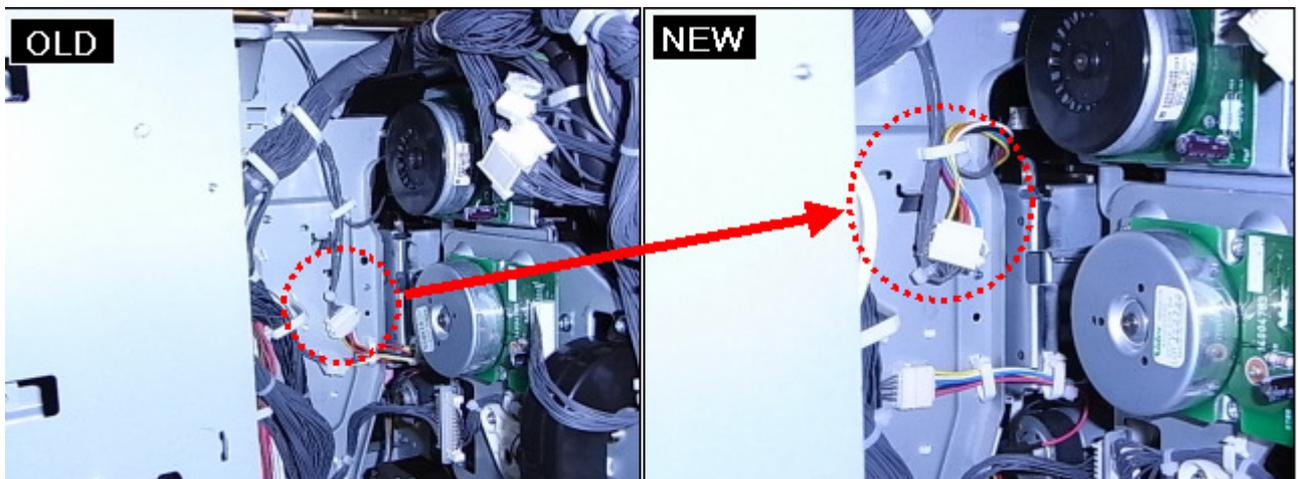
No.: RG188018

13. Attach the pressure roller contact motor [I] (screw x 4) in the “NEW” orientation shown below.

Important: Make sure that the opening in the pressure contact motor for the harness is **facing up** (and not right). This is to prevent the harness from touching the wheel of the duplex bypass motor.



14. Change the harness clamps to the “NEW” orientation shown below.

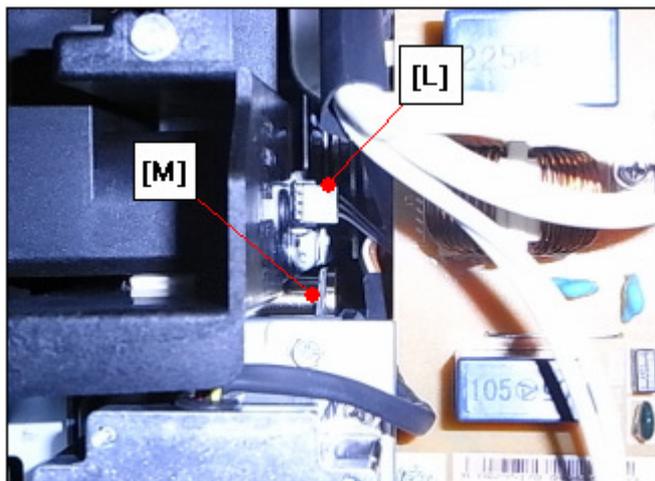


Model: Ap-P2

Date: 4-Sep-09

No.: RG188018

15. Make sure that the harness is not touching the sensor [L] or shaft [M].



Reissued:18-Mar-11

Model: AP-P2	Date: 16-Sep-09	No.: RG188019a
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RTB Reissue

The items in ***bold italics*** were corrected or added.

Subject: Bit Switch		Prepared by: N. Yoshida	
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 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

SP1-XXX (Service Mode)

The following explanation **in blue** is added in the Service Manual.

1001	Bit Switch			
001	Bit Switch 1		0	1
	bit 0	DFU	-	-
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	No I/O Timeout	0: Disable	1: Enable
		Enable: The MFP I/O Timeout setting will have no effect. I/O Timeouts will never occur.		
	bit 4	SD Card Save Mode	0: Disable	1: Enable
		Enable: Print jobs will be saved to an SD Card in the GW SD slot (* "Card Save Function" in "System Maintenance Reference" section of the Field Service Manual).		
	bit 5	DFU	-	-
bit 6	DFU	-	-	
bit 7	[RPCS,PCL]: Printable area frame border	0: Disable	1: Enable	
	Enable: The machine prints all RPCS and PCL jobs with a border on the edges of the printable area.			

1001	Bit Switch			
002	Bit Switch 2		0	1
	bit 0	DFU	-	-
	bit 1	DFU	-	-

Reissued:18-Mar-11

Model: AP-P2	Date: 16-Sep-09	No.: RG188019a
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bit 2	Applying a collation Type	Shift Collate	Normal Collate
	<p>A collation type (shift or normal) will be applied to all jobs that do not already have a 'Collate Type' configured.</p> <p> Note</p> <ul style="list-style-type: none"> If #5-0 is enabled, this Bit Switch has no effect. 		
bit 3	[PCL5e/c,PS]: PDL Auto Switching	0: Enable	1: Disable
	<p>Disable: The MFPs ability to change the PDL processor mid-job. Some host systems submit jobs that contain both PS and PCL5e/c. If Auto PDL switching is disabled, these jobs will not be printed properly.</p>		
bit 4	DFU	-	-
bit 5	DFU	-	-
bit 6	DFU	-	-
bit 7	DFU	-	-

1001	Bit Switch			
003	Bit Switch 3	0	1	
	bit 0	DFU	-	
	bit 1	DFU	-	
	bit 2	[PCL5e/c]: Legacy HP compatibility	0: Disable	1: Enable
		<p>Enable: Uses the same left margin as older HP models such as HP4000/HP8000. In other words, the left margin defined in the job (usually "<ESC>*r0A") will be changed to "<ESC>*r1A"</p>		
	bit 3	DFU	-	
	bit 4	DFU	-	
	bit 5	DFU	-	
	bit 6	DFU	-	
bit 7	DFU	-		

1001	Bit Switch		
004	Bit Switch 4 DFU	-	-

1001	Bit Switch		
005	Bit Switch 5	0	1

Reissued:18-Mar-11

Model: AP-P2	Date: 16-Sep-09	No.: RG188019a
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bit 0	Show "Collate Type", "Staple Type" and "Punch Type" buttons on the operation panel.	Disable	Enable	
	If enabled, users will be able to configure a Collate Type, Staple Type, and Punch Type from the operation panel. The available types will depend on the device and configured options. After enabling the function, the settings will appear under: "User Tools > Printer Features > System"			
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	[PS] PS Criteria	Pattern3	Pattern1
		Change the number of PS criterion used by the PS interpreter to determine whether a job is PS data or not. Pattern3: includes most PS commands. Pattern1: A small number of PS tags and headers		
	bit 4	Increase max number of the stored jobs to 1000 jobs.	Disable (100)	Enable (1000)
		Enable: Changes the maximum number of jobs that can be stored on the HDD via Job Type settings to 1000. The default is 100.		
	bit 5	DFU	-	-
bit 6	Method for determining the image rotation for the edge to bind on.	Disable	Enable	
	If enabled, the image rotation will be performed as they were in the specifications of older models for the binding of pages of mixed orientation jobs. The old models are below: - PCL: Pre-04A models - PS/PDF/RPCS:Pre-05S models			
bit 7	Letterhead mode printing	Disabled	Enable (Duplex)	
	Routes all pages through the duplex unit. If this is disabled, simplex pages or the last page of an odd-paged duplex job, are not routed through the duplex unit. This could result in problems with letterhead/pre-printed pages.			

1001	Bit Switch			
006	Bit Switch 6	0	1	
	bit0 to 5	DFU	-	-
	bit6	PDL Auto Detection timeout of jobs submitted via USB or Parallel Port(IEEE 1284)	0:Disable (Immediately)	1:Enable (10 seconds)

Reissued:18-Mar-11

Model: AP-P2	Date: 16-Sep-09	No.: RG188019a
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	<i>To be used if PDL auto- detection fails. A failure of PDL auto-detection doesn't necessarily mean that the job can't be printed. This bit switch tells the device whether to time-out immediately (default) upon failure or to wait 10 seconds.</i>	
bit7	<i>Timing of the PDL Status ReadBack (JOB END) when printing multiple collated copies</i>	<i>0:Disable 1:Enable</i>
	<i>This bit switch determines the timing of the PDL 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.</i>	

1001	Bit Switch		
007	Bit Switch 7 DFU	-	-

1001	Bit Switch			
008	Bit Switch 8	0	1	
	bit 0	DFU	-	-
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	[PCL,PS]: Allow BW jobs to print without requiring User Code	Disable	Enable
		Enable: BW jobs submitted without a user code will be printed even if usercode authentication is enabled. <input type="button" value="Note"/> <ul style="list-style-type: none"> Color jobs will not be printed without a valid user code. 		
	bit 4	DFU	-	-
	bit 5	DFU	-	-
	bit 6	[PS]: Orientation Auto Detect Fuction	Disable	Enable
Automatically chooses page orientations of PostScript jobs (Landscape or Portrait) based on the content. <input type="button" value="Note"/> Applied to PS firmware ver 1.01				
bit 7	DFU	-	-	

Reissued:21-Oct-09

Model: AP-P2	Date: 01-Sep-09	No.: RG188017a
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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: N. Yoshida	
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 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.

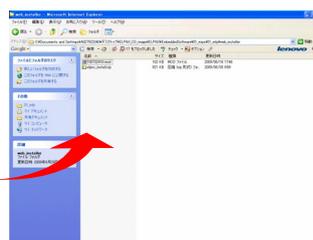
3. Secure the cable clamp to the USB slot.
4. Install the VM card in the service slot of the target machine.
5. Turn on the target machine.

"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

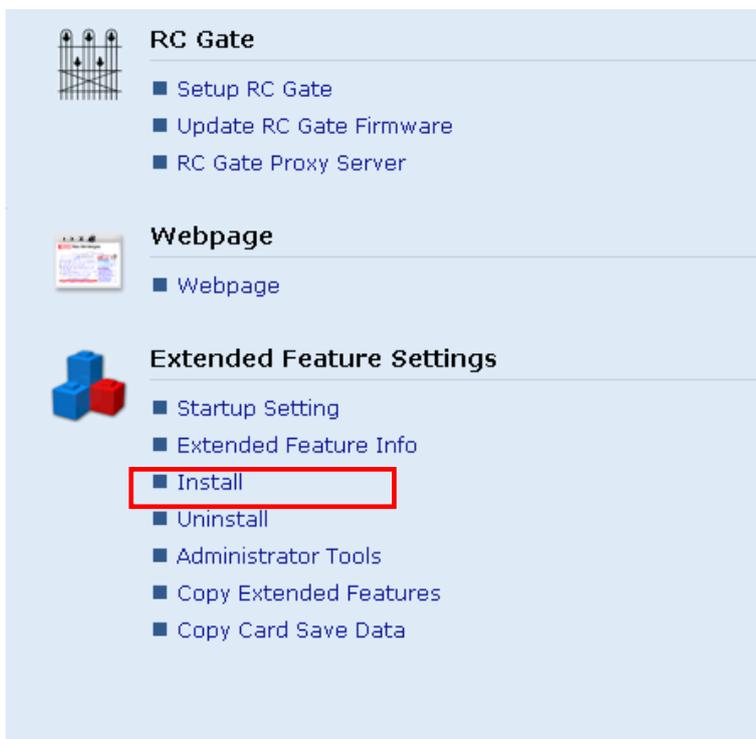
- Please refer to the following for the location of the application folder.

Model Name	Product Code	Application Name	Application Folder	File Name
Model AL-P1	G179	CAP	/03_lp/web_installer/	cap_install.zip
		ELP Application	/01_mips/03_lp/web_installer/	elpnx_lp_install.zip
		ELP Filter		100732416.mod

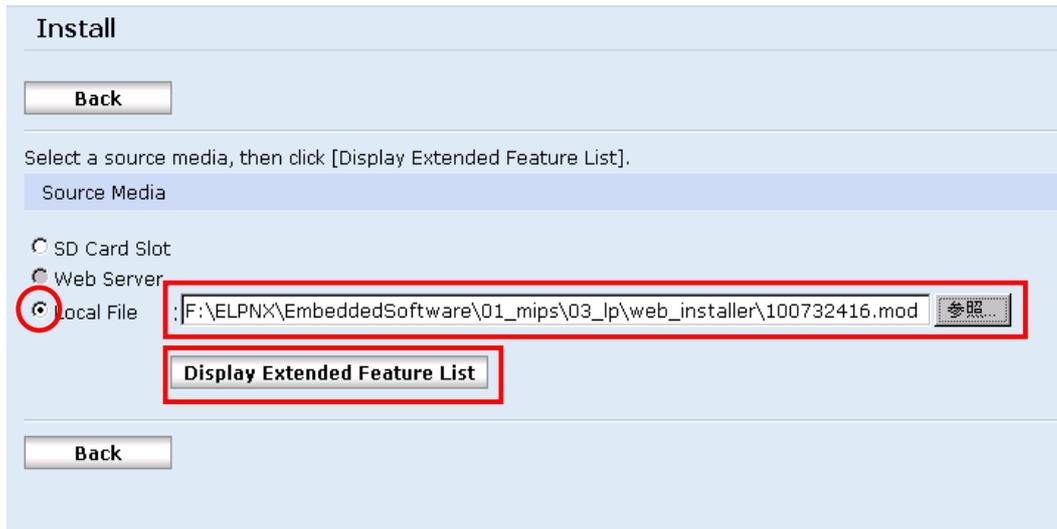
11. Run the Web Image Monitor for the target machine.
12. Ask a machine administrator to login to the target machine with the login name and password of the machine's administrator.



13. Press "Configuration" in the main display.



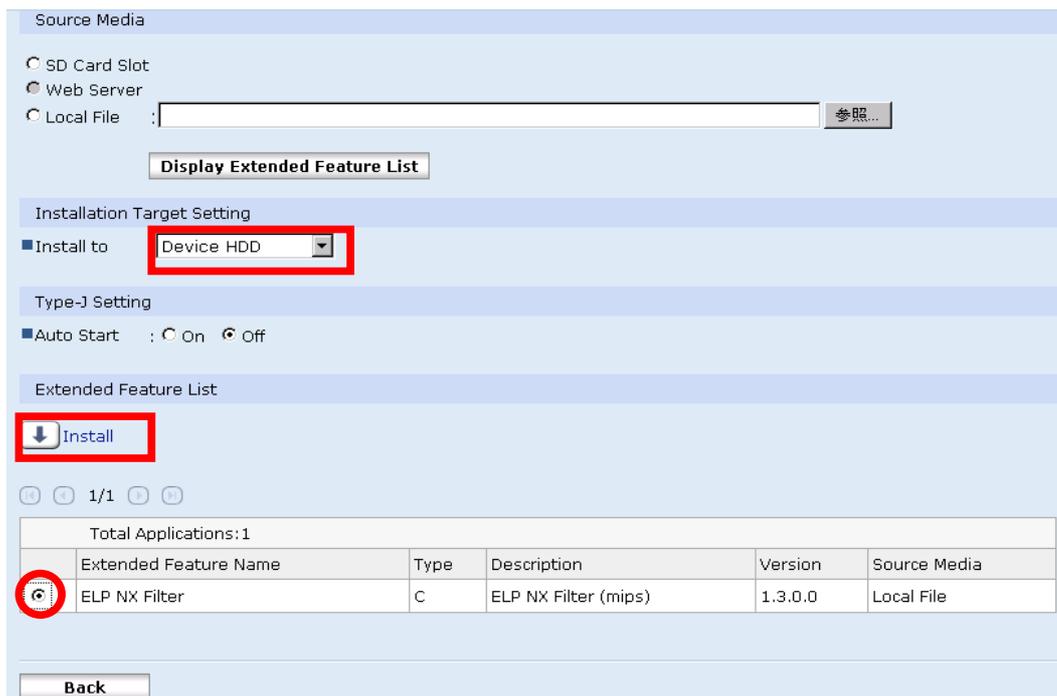
14. Press "Install".



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.



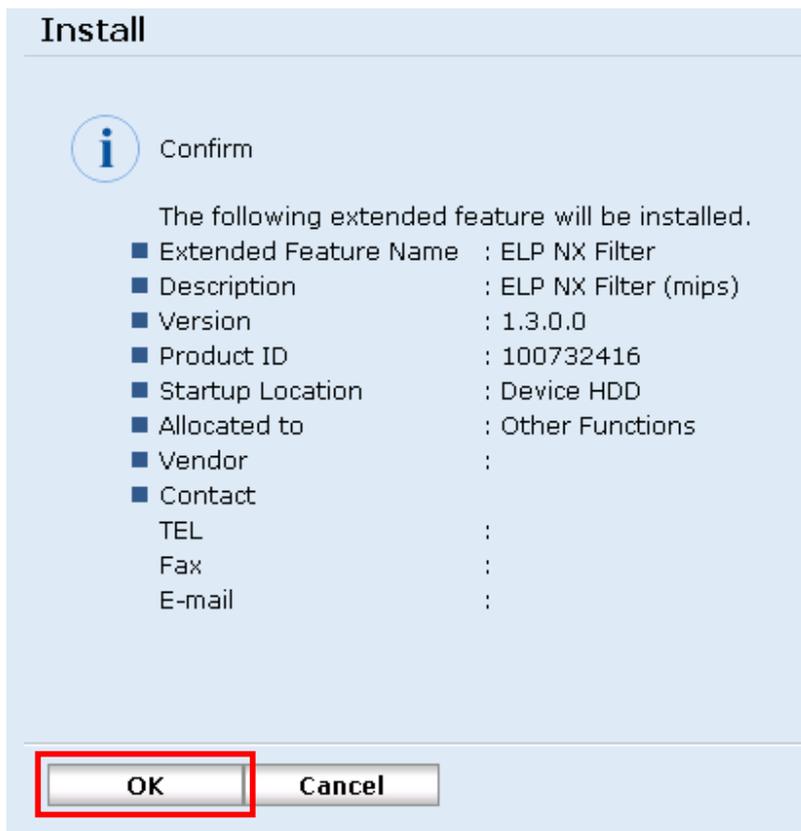
16. Select the destination of the installed SDK application.

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.

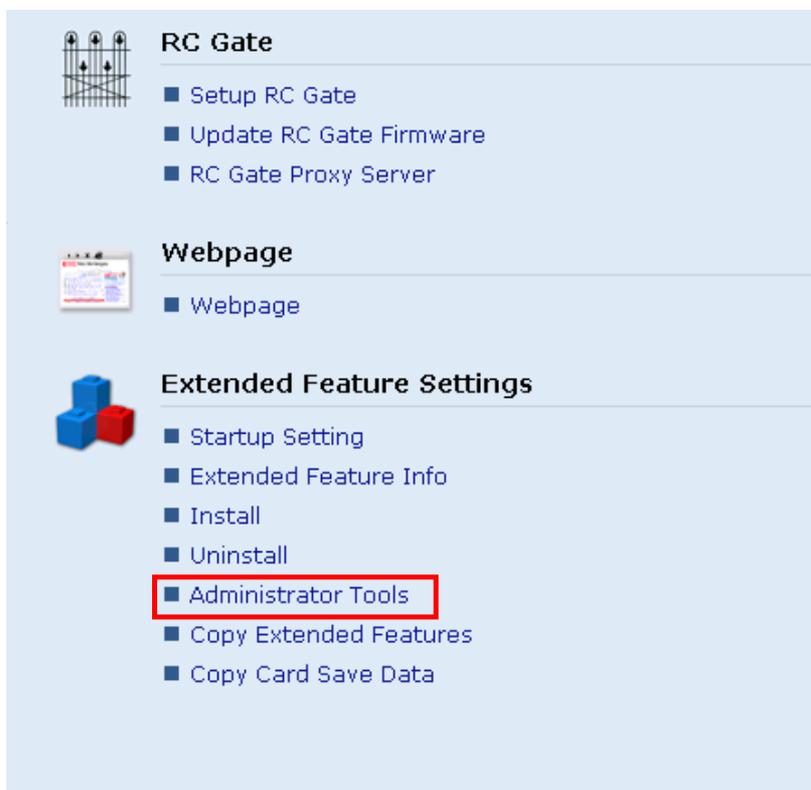
18. Press "Install".



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"

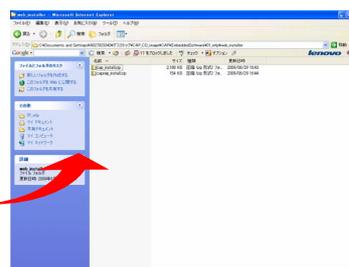
Updating Enhanced Locked Print NX Application and Filter

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 AL-P1	G179	/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: AP-P2		Date: 24-May-10	No.: RG188020
Subject: MAC Address Change Notification		Prepared by: N.Yoshida	
From: 1st Overseas Tech Support Sec., 1st PQM 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 ()	

MAC Address Change Notification

Overview:

- The number of available MAC address codes used on Ricoh MFP/LPs has been depleted. Therefore, a new vendor code has been assigned to all affected models.
- The part number of the PCB used on G188/G189 was changed as follows:

Old Part Number	New Part Number	Description	I/C
G1885715	G1885716	Controller: PCB for G188	O/O
G1895715	G1895716	Controller: PCB for G189	O/O

New MAC address affected:

Model	Code	Production Line
AP-P2c/d	G188/G189	Nov at RAI

Connection issues and solutions:

- MFP/LPs that use the new MAC address have connection issues with the following Ricoh software products:

SmartDeviceMonitor for Admin/SmartDeviceMonitor for Admin V8/Accounting Report Package

1. The User Management Tool and the Addressbook Management Tool do not work.
2. Printing jobs and machine status cannot be reset.
3. The MFP/LP's NIB password cannot be changed.
4. The NIB Setting Tool does not work.

SmartDeviceMonitor for Client / DeskTopBinder SmartDeviceMonitor for Client

Automatic protocol/port number specification does not work when adding the SmartDeviceMonitor port.

Web Smart DeviceMonitor

The device is detected as another vendor's product.

RC Gate S

The device is detected as another vendor's product.

Model: AP-P2	Date: 24-May-10	No.: RG188020
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- The issues described above have been resolved by the following update versions, which have already been released to the field. If any of these issues occur, update to the following version(s) or newer:

Product Name	Version	Web Release date *
SmartDeviceMonitor for Admin V7	V7.4.3.0	Oct. 23, 2009
DeskTopBinder SmartDeviceMonitor for Client	V8.7.5.0	Oct. 23, 2009
DeskTopBinder lite	V5.4.1.1	Nov. 06, 2009
Web SmartDeviceMonitor	V02.07.00-04	Dec. 25, 2009
RC Gate S	V01.01.03	Dec. 10, 2009
SmartDeviceMonitor for Admin V8	V8.1.1.0	Nov. 06, 2009
SmartDeviceMonitor Accounting Report Package	V1.1.1.0	Nov. 06, 2009

Other important notes:

- The controller firmware was also modified in order to support both the old and new MAC addresses. System FW version **1.04** and newer support the MAC addresses, but an SC error may occur if the old firmware is installed on a PCB with the new MAC address.
- PCBs that contain the old MAC address will still be available under the following P/N , but the quantities are **very limited**. Therefore, only order this board **if the customer needs to continue using the old firmware** (such as a customized version of firmware) when the PCB breaks.

Model	Part Number	Description
AP-P2c	G1885719	Controller: PCB for G188
AP-P2d	G1895719	Controller: PCB for G189

For regular parts replacement, please order the board containing the new MAC address, and advise the customer to update the utility as necessary.

Model: AP-P2		Date: 20-Aug-10	No.: RG188021
Subject: SP mode does not work		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM 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

The following SP modes do not work.

SP No	
SP9511 to 003	Skew Origin Set
SP6137 to 004	Finisher Free Run (Only for B793 Finisher)
SP2183 to 012	Main Scan Length Detection (DFU)
SP2184 to 004	Main Scan Length Detection Target (DFU)

CAUSE

Firmware problem

SOLUTION

Update engine firmware to the following version or later.

Category	Version	
Engine	1.07:04	G1895114H

Note: The above engine firmware has been reflected in machines of the following serial number.

Cut in serial number

Model Name	Code	Serial Number
Ap-P2d	G189-17	S4997000216
	G189-22	S4997110001
	G189-27	S4997120001
	G189-29	S4997130001
Ap-P2c	G189-17	From 1 st mass production
	G189-22	From 1 st mass production
	G189-27	S4897120001
	G189-29	From 1 st mass production

Model: AP-P2		Date: 25-Aug-10	No.: RG188022
Subject: IH inverter improvement		Prepared by: N. Yoshida	
From: 1st Overseas Tech Support Sec., 1st PQM 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 ()	

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0295172	D0295173	INVERTOR: IH: EU	1-1	X/O	-	-	-

This part number is in the 3DPC.

Change

A capacitor on the IH inverter has been changed.

Reason

The following issue can occur.

Symptom

A fuse on the PSU can blow out at the following times.

- Main switch ON
- Front door or duplex unit close

Cause

A broken element on the IH inverter.

Temporary blackout can cause over voltage. As the result, it causes the element to break.

Solution

Action required in the field

Change the IH inverter.

Countermeasure on mass production

A new part has been implemented on 2009 Nov mass production.

Reissued:22-Sept-10

Model: AP-P2	Date: 30-Aug-10	No.: RG188023a
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RTB ReissueThe items in ***bold italics*** were corrected or added.

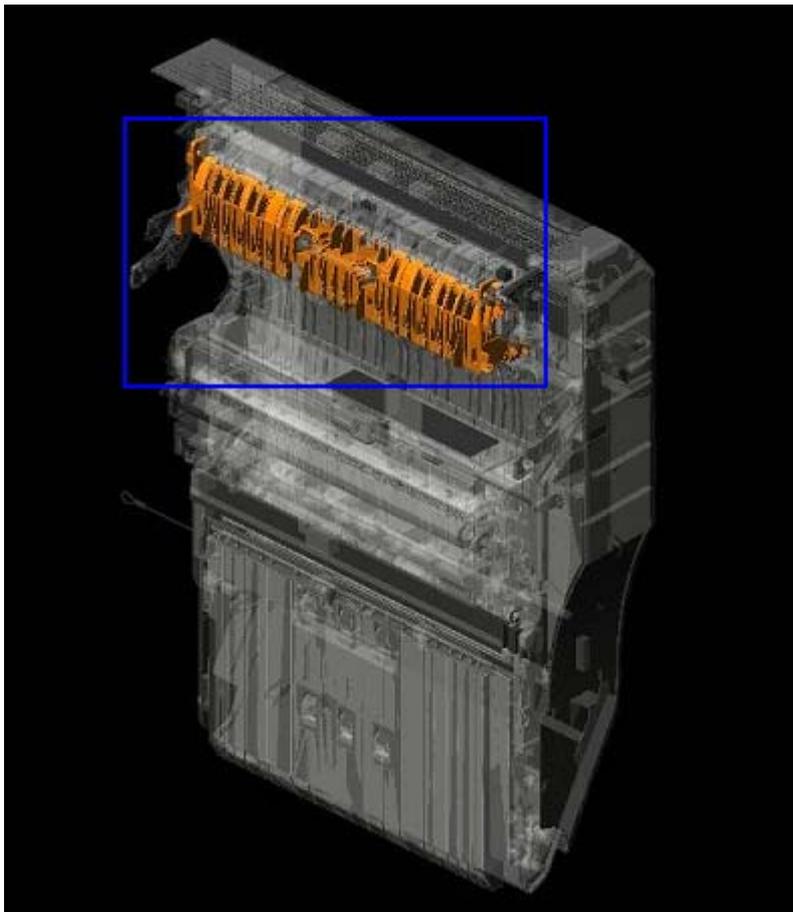
Subject: Toner blasting image <i>Duplex Jam</i>		Prepared by: N.Yoshida	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> 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 ()	

SYMPTOM

JAM 64 or 67 occurs in the duplex unit.

CAUSE

High temperature and a mechanical load cause the fusing entrance guide plate to bend.



Reissued:22-Sept-10

Model: AP-P2	Date: 30-Aug-10	No.: RG188023a
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SOLUTION

Replace the guide plate with the new part shown below.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0294491	D0294492	Fusing Entrance Guide Plate	1	X/O	-	-	-

Note: This change was applied to machines in production from October 2009.

Change: A stay was added inside the guide plate.

Reason: To further strengthen the stay.

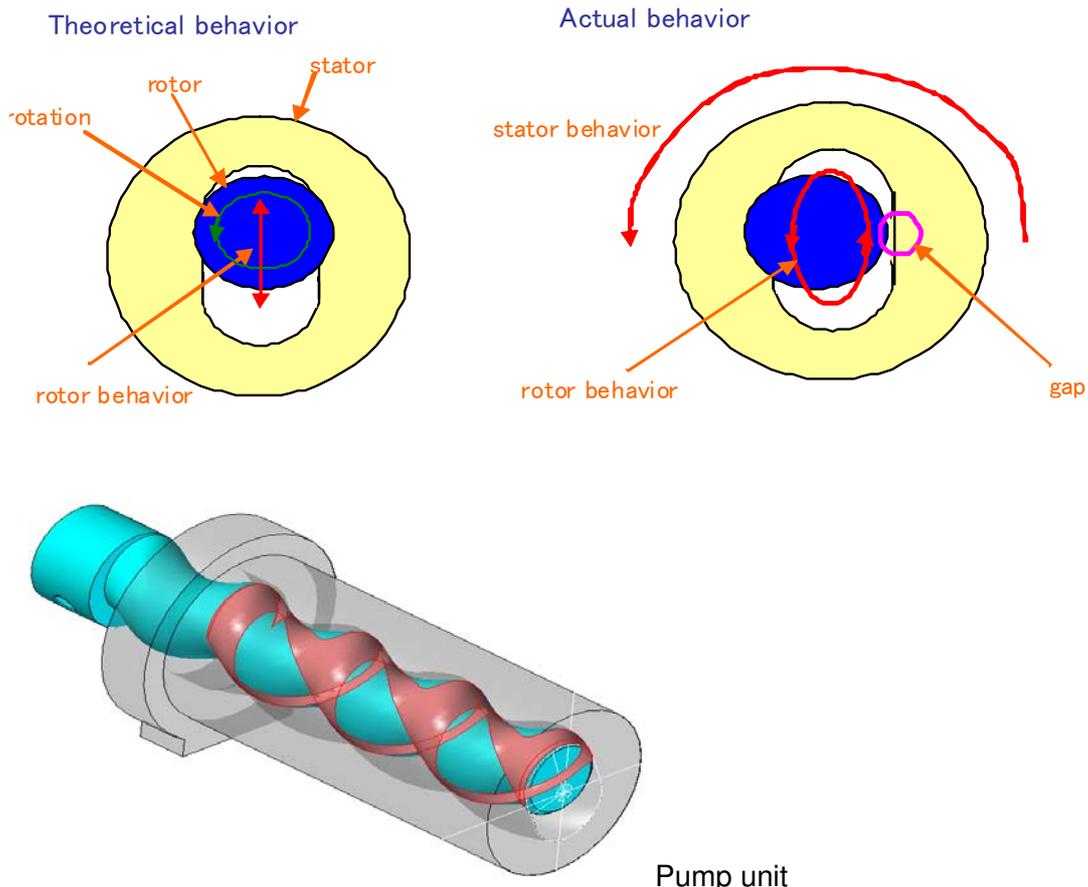
Model: AP-P2		Date: 01-Sept-10	No.: RG188024
Subject: Toner end not recovered		Prepared by: N.Yoshida	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<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 ()	

SYMPTOM

The “Toner End” display is not cleared when the toner bottle is replaced.

CAUSE

The rotor inside the pump unit moves in an elliptical pattern (instead of straight up and down), as shown in the illustration on the right below. This causes a gap to form between the rotor and stator. As a result, toner is not supplied correctly from the toner bottle to the development unit, and the machine incorrectly detects the Toner End condition.



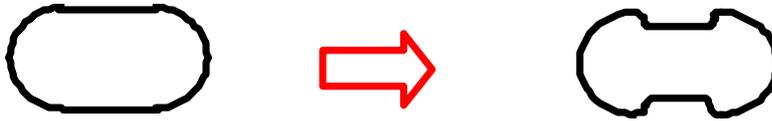
Model: AP-P2

Date: 01-Sept-10

No.: RG188024

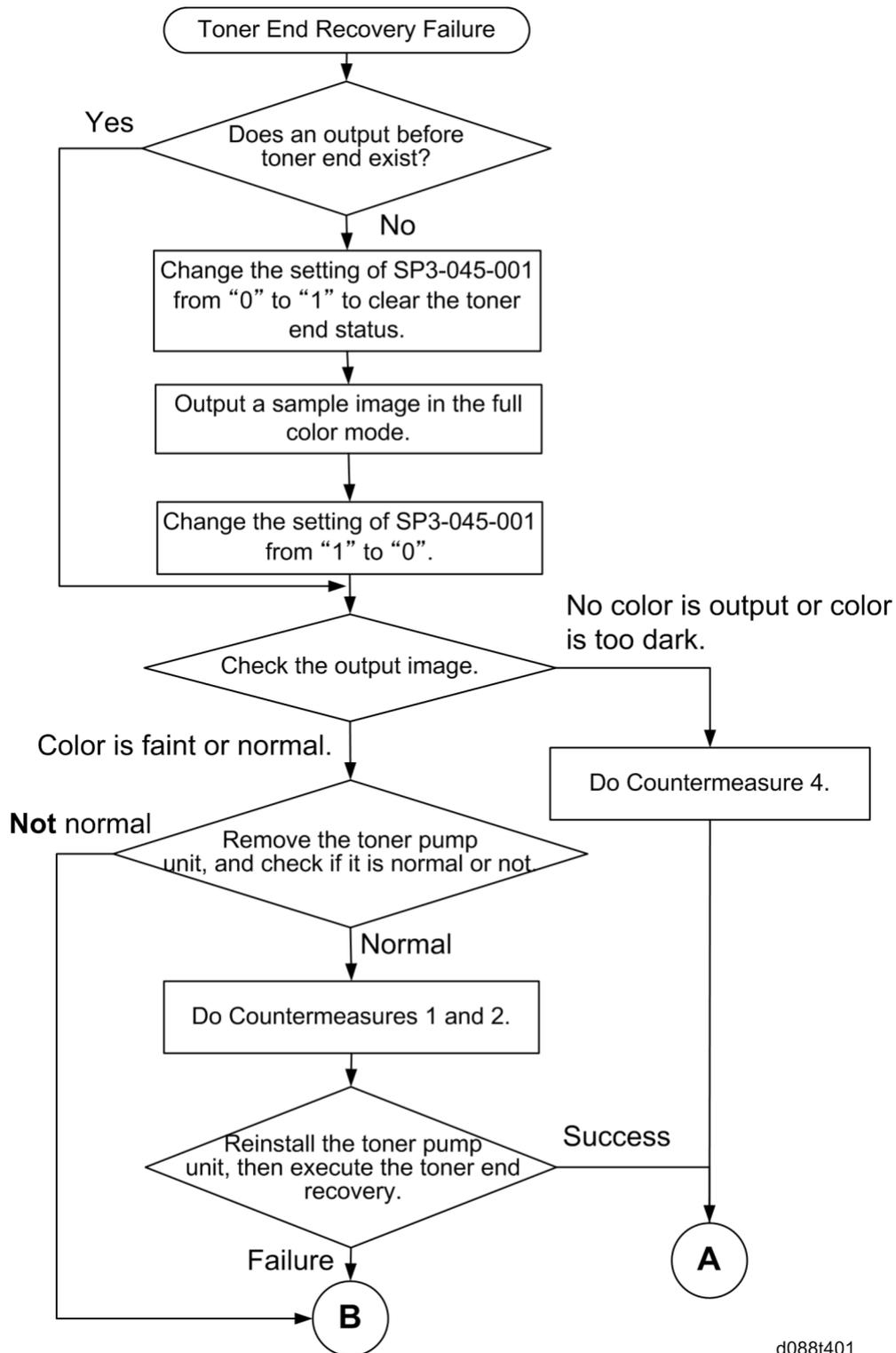
SOLUTION**Production line:**

The shape of the stator was changed as follows, which prevents a gap from forming between the rotor and stator.

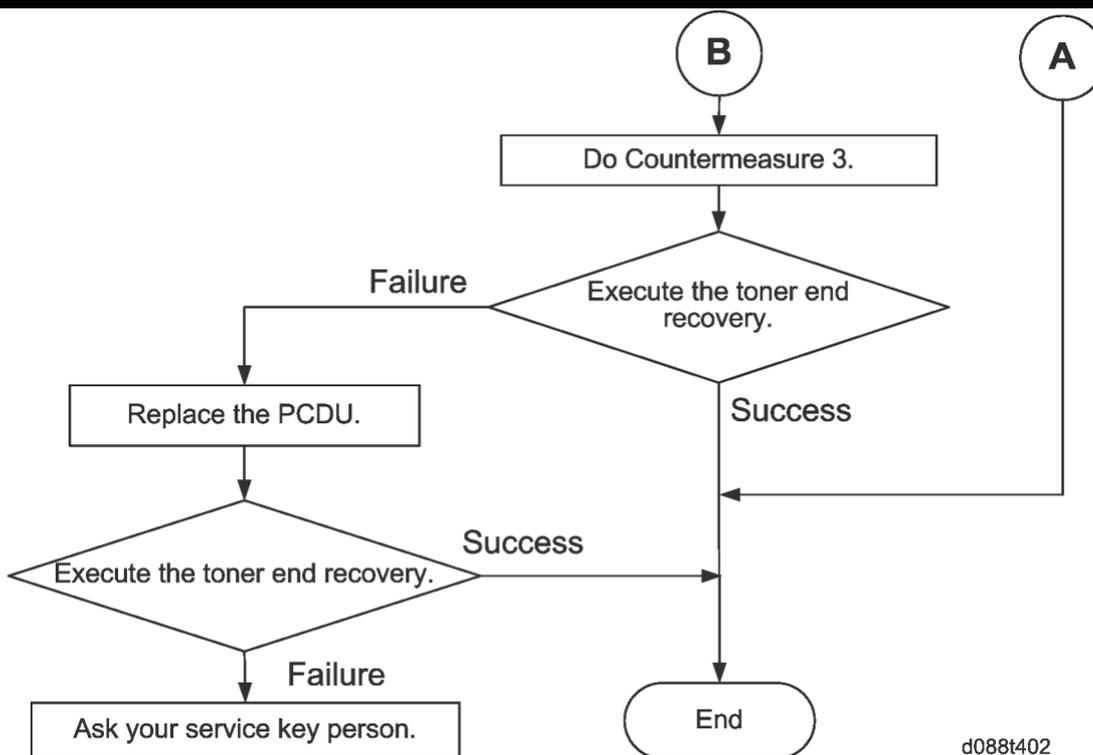
**In the field:**

Follow the flow chart on the next page and take the recommended action.

Model: AP-P2	Date: 01-Sept-10	No.: RG188024
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Model: AP-P2	Date: 01-Sept-10	No.: RG188024
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d088t402

Countermeasure 1

1. Check the toner supply tube.
2. If it is bent or disconnected, straighten it out or connect it correctly.

Countermeasure 2

1. Remove the toner bottle for the color on which the symptom occurs.
2. Disconnect the toner supply tube from the toner pump unit.
3. Remove the toner that is blocked in the toner supply tube with a vacuum cleaner.

Countermeasure 3

Replace the toner pump unit.

Note: This is to prevent the pump unit from becoming damaged with time.

Old part number	New part number	Description	Q' ty	Int
D0293201	D0293221	Pump unit BK	1	X/O
D0293202	D0293222	Pump unit Y	1	X/O
D0293203	D0293223	Pump unit C	1	X/O
D0293204	D0293224	Pump unit M	1	X/O

NOTE: S/N will be updated soon.

Countermeasure 4

Replace the PCU.

Model: AP-P2		Date: 24-Sept-10	No.: RG188025
Subject: Y Toner End is not cleared		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" 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

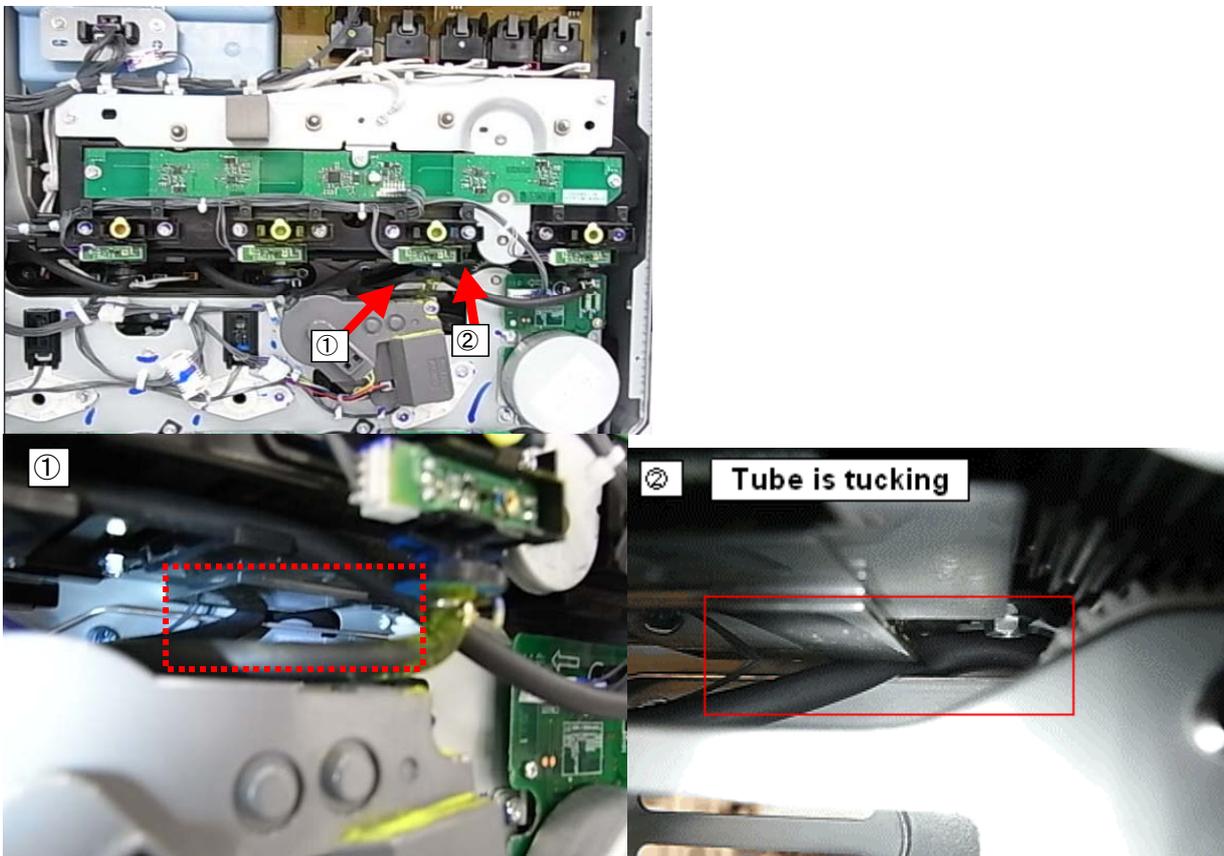
“Toner End” is indicated for Y toner, even though there is still toner left inside the bottle.

Note:

- This occurs when the machine is installed, when the value of the FC counter is under 1000.
- This condition does not clear when the Y toner bottle is replaced with a new one.

CAUSE

The toner supply unit was not attached correctly to the machine at the factory. As a result, the Y toner supply tube is tucked between the frame of the machine and the toner supply unit (see the picture below). Toner gets clogged inside the tube over time, eventually triggering the Toner End condition.



Model: AP-P2	Date: 24-Sept-10	No.: RG188025
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Affected Units

This issue affects the following AP-P2c/P2d mainframes.

Model Name	Code	Serial Number	Note
Ap-P2c	G188-17	S4906500188 to S4906500210 S4906600001 to S4906600046	May - June 2010 production (RAI)
	G188-22	S4906510001 to S4906510053 S4906610001 to S4906610008	
	G188-27	S4906520001 to S4906520240 S4906620001 to S4906620045	
	G188-29	S4906530001 to S4906530027	
Ap-P2d	G189-17	S4806500032 to S4806500064 S4806600001 to S4806600021	
	G189-22	S4806510001 to S4806510015 S4806610001 to S4806610005	
	G189-27	S4806520001 to S4806520008 S4806620001 to S4806620005	

SOLUTION

Production line:

The production line inspection was made more strict, so that the tube will not get tucked between the frame and the toner supply unit.

Applied from: Aug 5, 2010 production

In the field:

Check the condition of the Y toner supply tube. Replace the Y pump unit assembly if the tube is tucked between the machine frame and the toner supply unit.

See the procedure on the next page

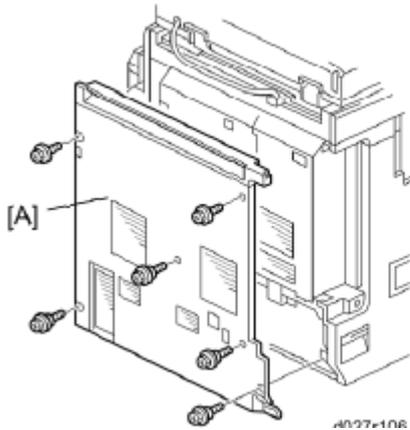
New part number	Description
D0293222	Pump unit Y

Model: AP-P2

Date: 24-Sept-10

No.: RG188025

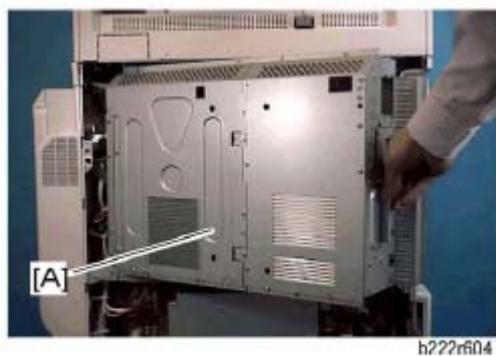
1. Remove the rear cover (screw x 6).



2. Remove the screws circled in red below (screw x 6).

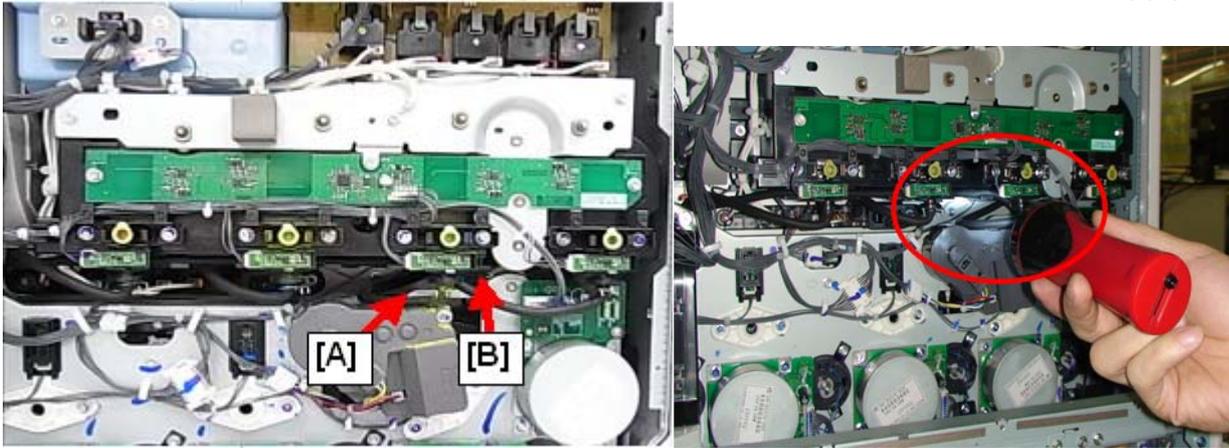


3. Open the controller box.

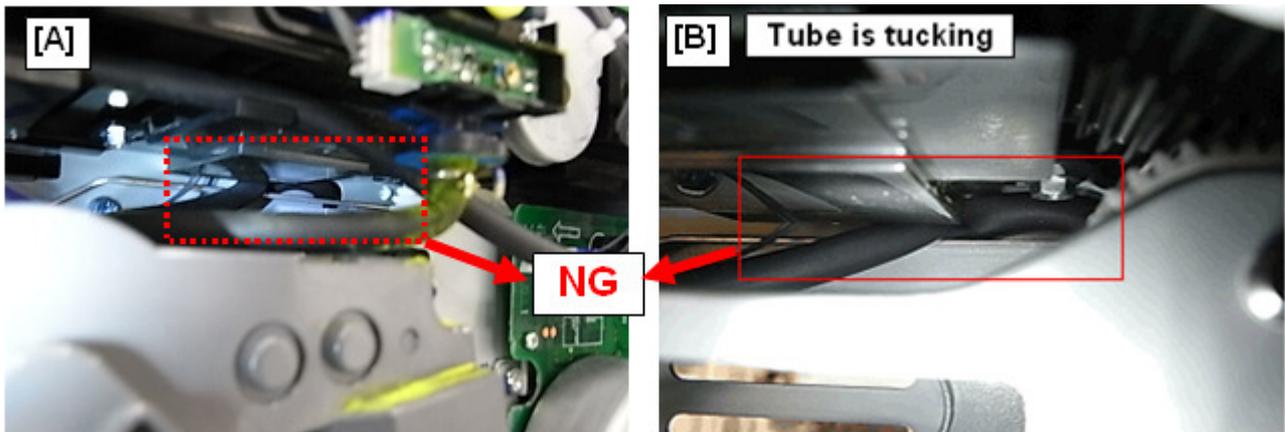


Model: AP-P2	Date: 24-Sept-10	No.: RG188025
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4. Shine a light on points [A] and [B], and check the condition of the Y toner supply tube.



5. If the Y toner supply tube is tucked between the toner supply unit and the machine frame, shown in the photo below with [A] or [B], replace the Y pump unit (including the toner supply tube).



Model: AP-P2

Date: 24-Sept-10

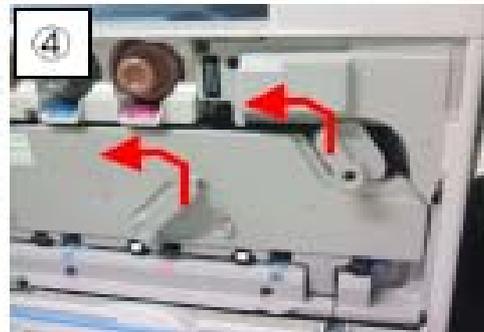
No.: RG188025

6. Open the duplex unit

Note: The picture below is the MFP model.



7. Open the front cover and PCU cover.



8. Remove the ITB unit

Important: Be careful not to damage the belt of the unit.

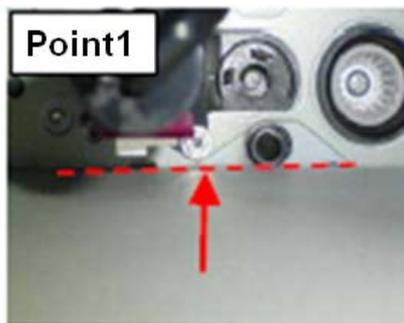


Model: AP-P2	Date: 24-Sept-10	No.: RG188025
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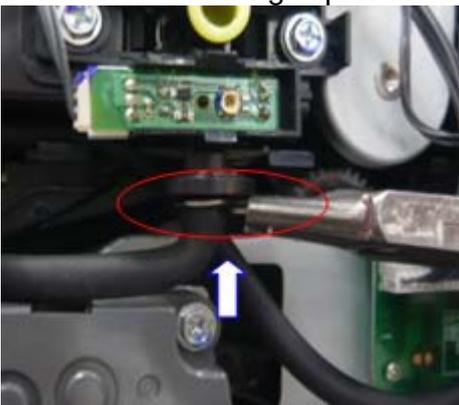
9. Put a piece of paper inside the machine as shown in the photo. This is to prevent the screw and toner from dropping inside the machine.

Important:

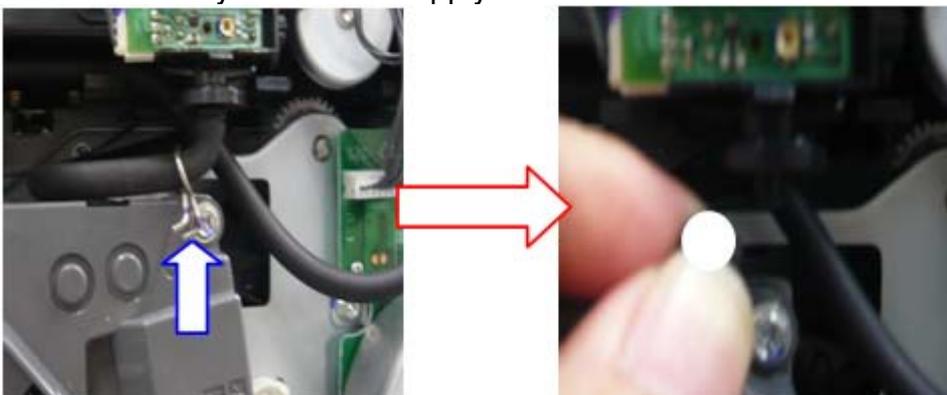
- 1) Make sure that the paper is parallel with the rear frame ("Point 1").
- 2) Make sure screws and other foreign objects cannot drop into the writing unit ("Point 2").



10. Remove the ring clip on the Y toner supply unit with a pair of tweezers.

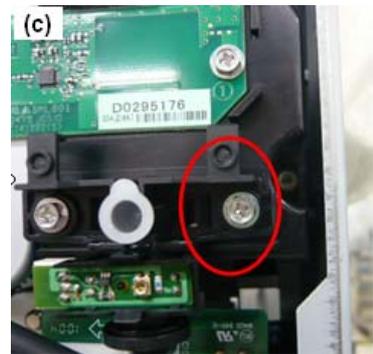
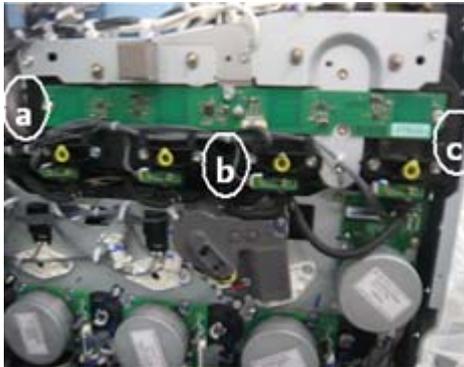


11. Pull out the yellow toner supply tube..



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12. Remove the three screws shown below (“a”, “b”, and “c”).



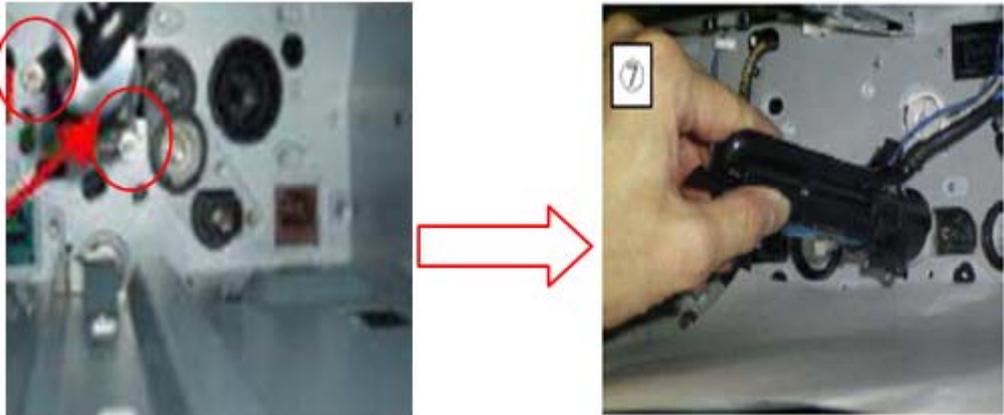
13. Push the tube inside the machine.



]

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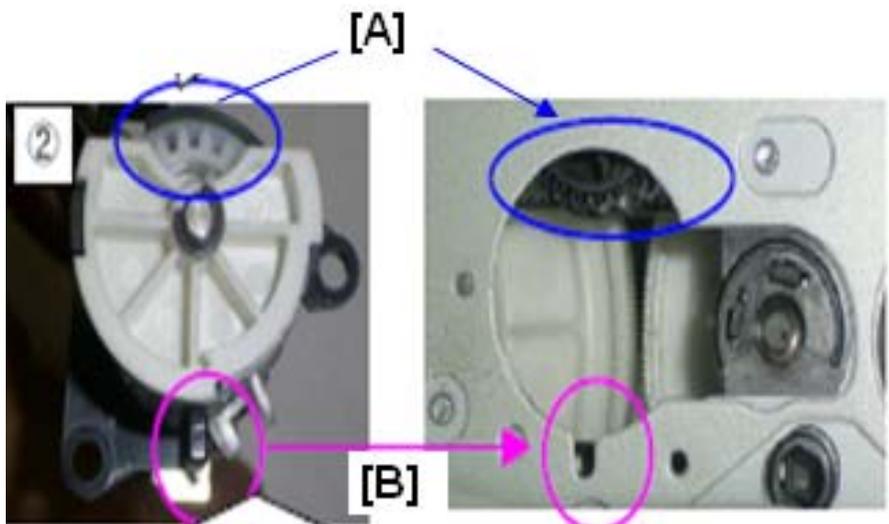
14. Remove the Y pump unit together with the toner supply tube (screw x 2).



15. Attach the Y pump unit (screw x 2).



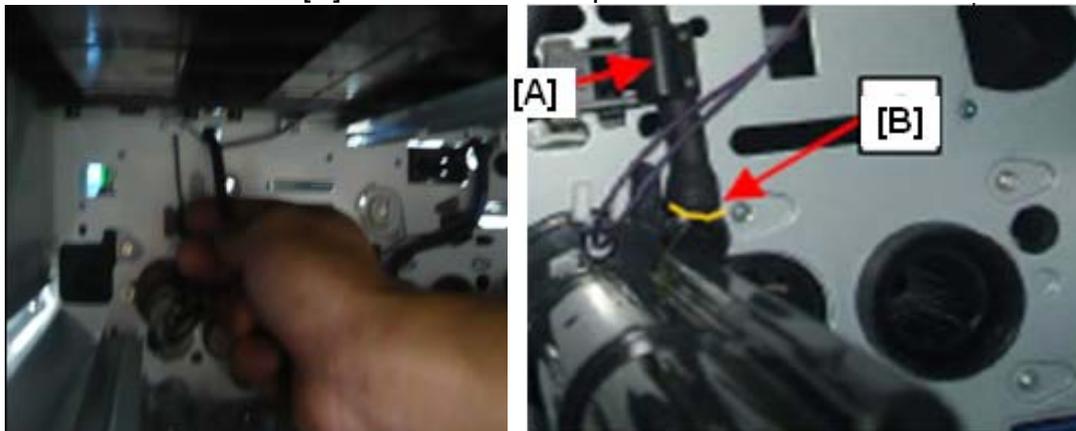
Important: If it is difficult to attach them in the correct position, attach the rotation gear [A] first. Confirm that the concavity and convexity of [B] are correct, as shown in the photo below.



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16. Run the tube from the front side to the rear side.

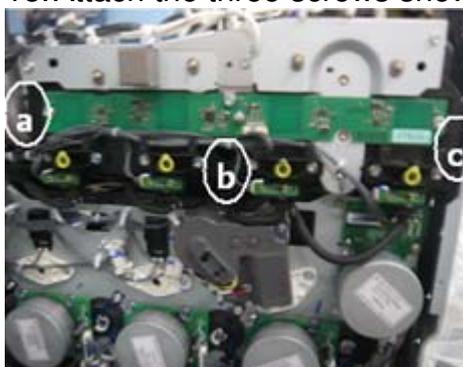
Important: Make sure to attach the harness [B] to the white clamp, and the toner supply tube [A] to the black clamp.



17. Pull out the toner supply tube from the front to the rear side of the machine.



18. Attach the three screws shown below (“a”, “b”, and “c”).

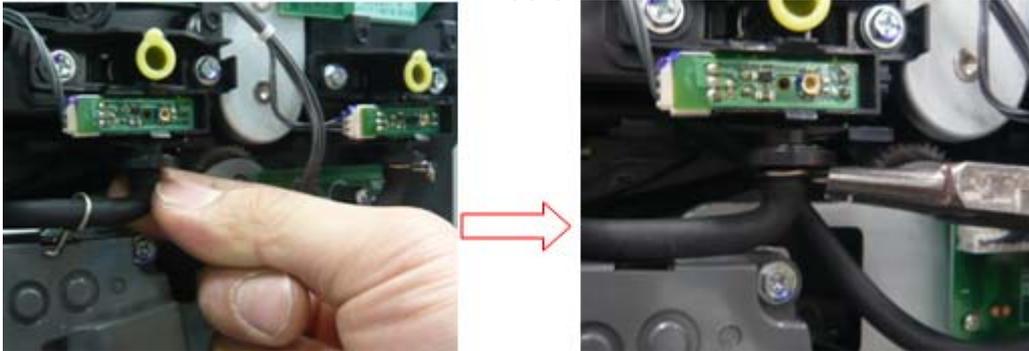


Model: AP-P2

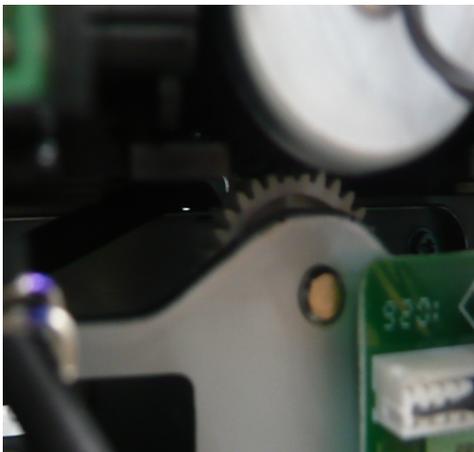
Date: 24-Sept-10

No.: RG188025

19. Connect the tube to the toner supply unit, and then adjust the position.



Important: Make sure that the tube is not tucked or folded. Also, make sure that the gear does not touch the tube.



Model: AP-P2		Date: 18-Apr-11	No.: RG188026
Subject: Service manual revision (SC681)		Prepared by: M. Kumagai	
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 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 areas in **bold** were added.

No.	Sub code	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
681	001 ~ 005	D	RFID: Communication error due to the following:
			<ul style="list-style-type: none"> ▪ Poor connection with harness that connects RFID controller board and BCU board ▪ Defective RFID controller board. ▪ Defective BCU board ▪ Electrical noise
	061 ~ 064	D	<ul style="list-style-type: none"> ▪ Check the connection of the harness that runs between the RFID controller board and BCU board. ▪ Check the connection of the GND line for the ITB unit. ▪ Check the physical condition of this harness and replace it if it is damaged. ▪ Replace the RFID controller board. ▪ Replace the BCU board
			RFID: Communication error due to the following:
071 ~ 074	D	<ul style="list-style-type: none"> ▪ Defective RFID reader and writer ▪ Defective RFID controller board ▪ Electrical noise 	
		<ul style="list-style-type: none"> ▪ Replace the toner cartridge for the affected color (See table below). ▪ Replace the BCU board ▪ Replace the RFID controller board. 	
		RFID: Communication error due to the following:	
081 ~ 164	D	RFID: Communication error due to the following:	

Model: AP-P2	Date: 18-Apr-11	No.: RG188026
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No.	Sub code	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
			<ul style="list-style-type: none"> ▪ Defective RFID reader and writer ▪ Electrical noise
			<ul style="list-style-type: none"> ▪ Replace the toner cartridge for the affected color (See table below). ▪ If the SC still occurs, see note below.

- For sub codes 061–164:

Use the following table to determine the affected toner cartridge.

Sub code (last digit)	Affected toner cartridge
**1	BK
**2	M
**3	C
**4	Y

- For sub codes 081–164:

In some cases, replacing the toner cartridge may not clear the SC. If this happens, the cause is probably a board or harness defect, which affects all four colors.

In such cases:

- Check the physical condition of the harness that connects RFID controller board and BCU board. If it is damaged, replace it.
- Check the physical condition of the RFID controller board and BCU board. If they are damaged, replace them.

Model:AP-P2		Date: 21-Apr-11	No.: RG188027
Subject: LCT Spec		Prepared by: N.Yoshida	
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 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

RTB Reissue

The item in ***bold/italics*** was corrected.

Service Manual, Appendix (pg. 18)

Large Capacity Tray

Paper Size:	A4 LEF/LT LEF
Paper Weight:	60 g/m ² to 169 256 g/m ² , 16 lb. to 45 lb.
Tray Capacity:	2,000 sheets (80 g/m ² , 20lb.)
Remaining Paper Detection:	5 steps (100%, 70%, 30%, 10%, Empty): Right Tray 4 steps (100%, 70%, 30%, Empty): Left Tray
Power Source:	DC 24 V, 5 V (from copier/printer)
Power Consumption:	50 W (Max.)/30 W (Ave.)
Weight:	25 kg (55 lb.)
Size (W x D x H):	580 mm x 620 mm x 260 mm (22.8" x 24.4" x 10.2")

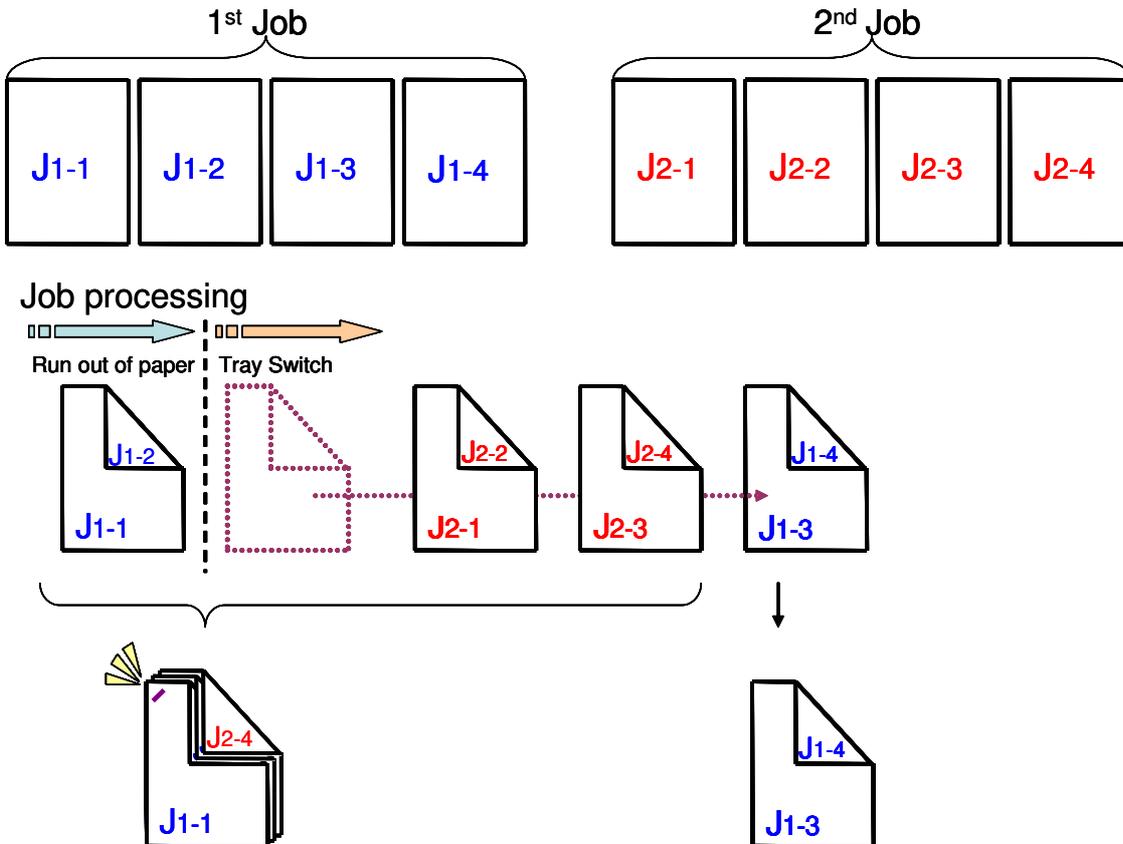
Model: AP-P2		Date: 13-May-11	No.: RG188028
Subject: Job mixing problem with Duplex, Staple function.		Prepared by: H. Tamaki	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> 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

When the machine is performing two consecutive print jobs with Stapling, both jobs are stapled together except for the last sheet of the first job. This last sheet is then printed out separately.

Conditions:

- Both jobs are duplex print jobs
- Both jobs are set for Stapling
- Paper runs out during the first job, just before the last duplex sheet is printed out
- At that time, the machine switches to another paper tray via Auto Tray Switch



Model: AP-P2

Date: 13-May-11

No.: RG188028

CAUSE

Engine firmware bug

SOLUTION**Production line**

The Engine firmware was modified as follows.

AP-P2

Version	Program No.	Applied from:
1.08:04	G1895114J	January 2011 production

In the fieldUpdate the **Engine firmware** to the version shown above or newer.

Model: Model At/Ap-C2	Date: 12-Oct-12	No.: RD025068
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Subject: Paper Exit Unit : Open and Close:Ass'y		Prepared by: Yuji Urushihara	
From: 1st 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"/> Other ()		

24. Duplex Unit

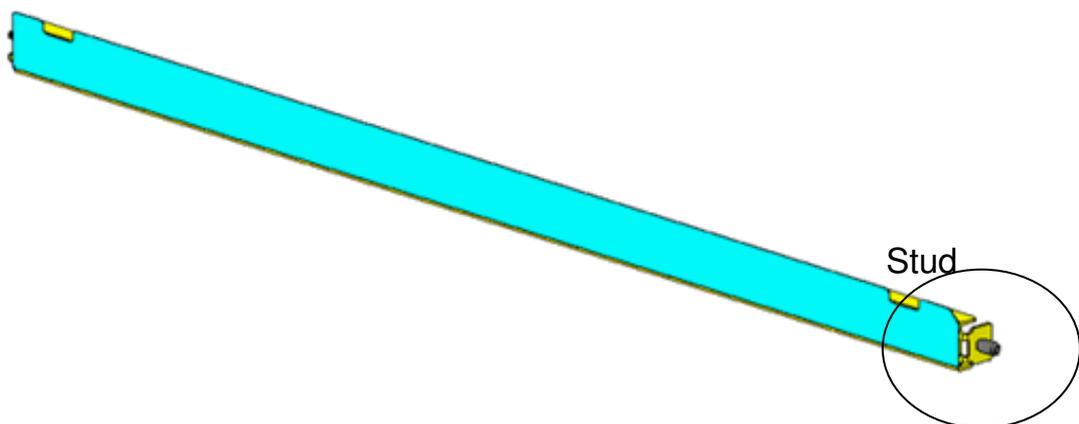
Old part number	New part number	Description	Q'ty	Int	Note
D0294592	D0294580	Paper Exit Unit: Open and Close : ASS'Y	1-1	X/O	-

Changes:

1. The bracket with a screw hole at the front side of the stay was changed to a stud fixture.
2. The torque specification for the screw (still used at the rear side) was changed from $0.7 \pm 0.1 \text{N/m}$ to $0.5 \pm 0.1 \text{N/m}$.
3. This stay is now included in the service parts assembly shown in the table above (see Fig. 2)

Reason: To prevent paper jams by minimizing the range of motion (twisting) of the stay.

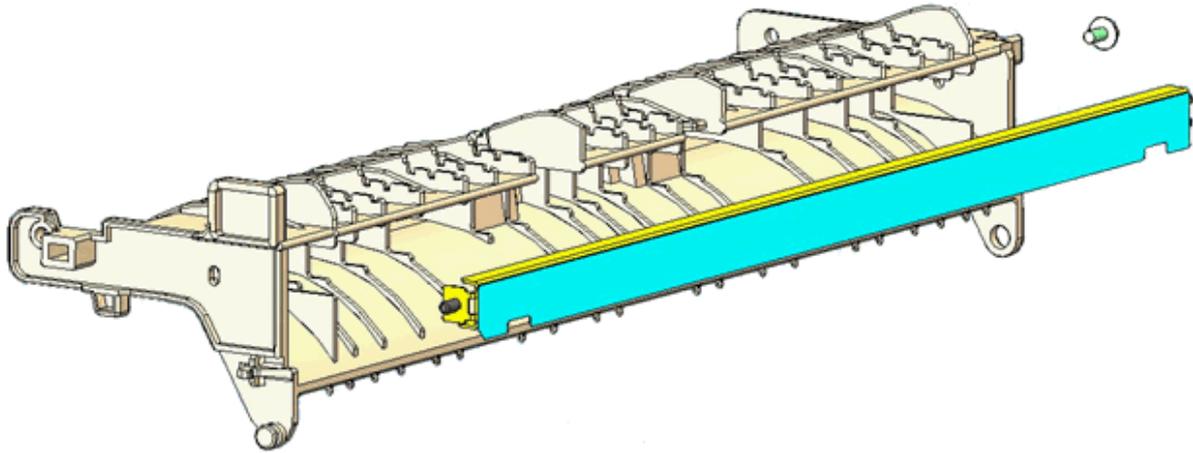
Fig. 1



Model: Model At/Ap-C2

Date: 12-Oct-12

No.: RD025068

Fig. 2 (Paper Exit Unit: Open and Close: ASS'Y)

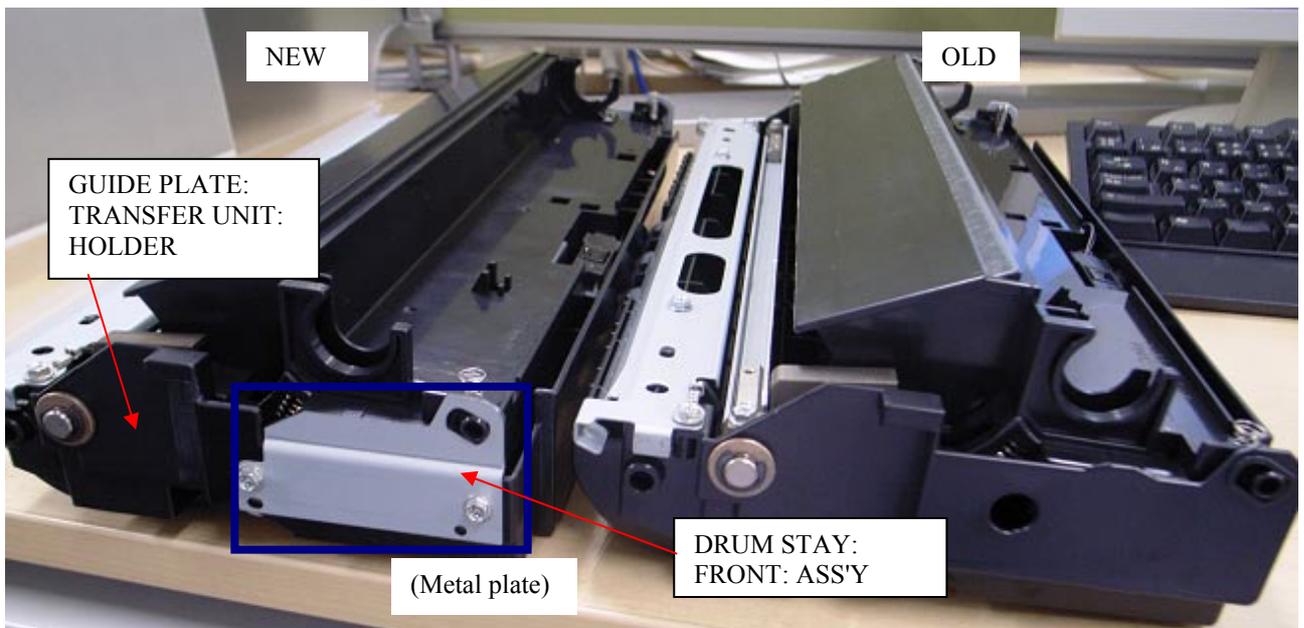
Model: AP-P2		Date: 04-Mar-13	No.: RG188029
Subject: Parts change information.		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action 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
G1896286	G1896288	CASE:TRANSFER ROLLER	1	X/X	-	-	
D0894663	D0894664	GUIDE PLATE:TRANSFER UNIT:HOLDER	1	X/X			
	D0894665	SHAFT:HOLDER:REAR	1	X/X	-	-	-
	04583010N	HEXAGON HEAD TAPPING SCREW:3X10	1	X/X	-	-	-
	D0894666	DRUM STAY:FRONT	1	X/X	-	-	-
	04583008N	HEXAGON HEAD TAPPING SCREW:3X8	2	X/X	-	-	-

Change: The material of the parts was changed from a resin to a metal.

Reason: To further increase the load-bearing strength of the parts.

Important: Interchangeability is **X/O as a set** (all six parts together).



Model: AP-P2	Date: 04-Mar-13	No.: RG188029
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