

Model: Basil		Date: 28-Oct-05	No.: RA768001
Subject: Firmware Release History		Prepared by: Yuji Urushihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	C. SUM	Effective Date
3.16-1.11	A7685226A A7685221A	B30B 1454	Mass Production
3.18-1.11	A7685226B A7685221A	26A2 1454	February 2005 Production
3.20-1.12	A7685226C A7685221B	C7F8 64E2	May 2005 Production
3.21-1.12	A7685226D A7685221B	- 64E2	October 2005 production

Version	Symptom Corrected
3.21-1.12	<ol style="list-style-type: none"> 1. Changed the default privilege of "perform remote firmware update" from "Disabled" to "Enabled". 2. Supports the PCMCIA driver. 3. Changed the idle-time interval for entering RC Gate sleep mode from "7days" to "3 hours". 4. Changed the RC Gate recovery check interval from sleep mode from "24 hours" to "1 hour". 5. Wording changed from "Proxy Address" to "Proxy IP Address". 6. Changed the SSID for wireless LAN from "30 digits" to "32 digits". 7. Added a debug screen that can be used to monitor communication status between RC Gate and the device. 8. RC Gate cannot register device IP Addresses more than once. 9. SSL communication between RC Gate and the device works properly (bug fix).
3.20-1.12	Corrected the communication error between RC Gate and Device to change the obtaining way for MIB OID information.
3.18-1.11	Changed CE mode password from "service" to "rst107C/S"
3.16-1.11	1st Mass Production

Model: Basil		Date: 7-Feb-06	No.: RA768002
Subject: RC Gate new function		Prepared by: Yuji Urushihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The following changes were made to the Service Manual.

IMPORTANT:

- Changes #1-4 apply to: v3.34 or later. The release date for v3.34 will be announced later.
- Changes #5-8 apply to: All versions

1. Add the following procedure.

Section 3.1, Trouble Shooting, pg. 15

RC Gate Shutdown

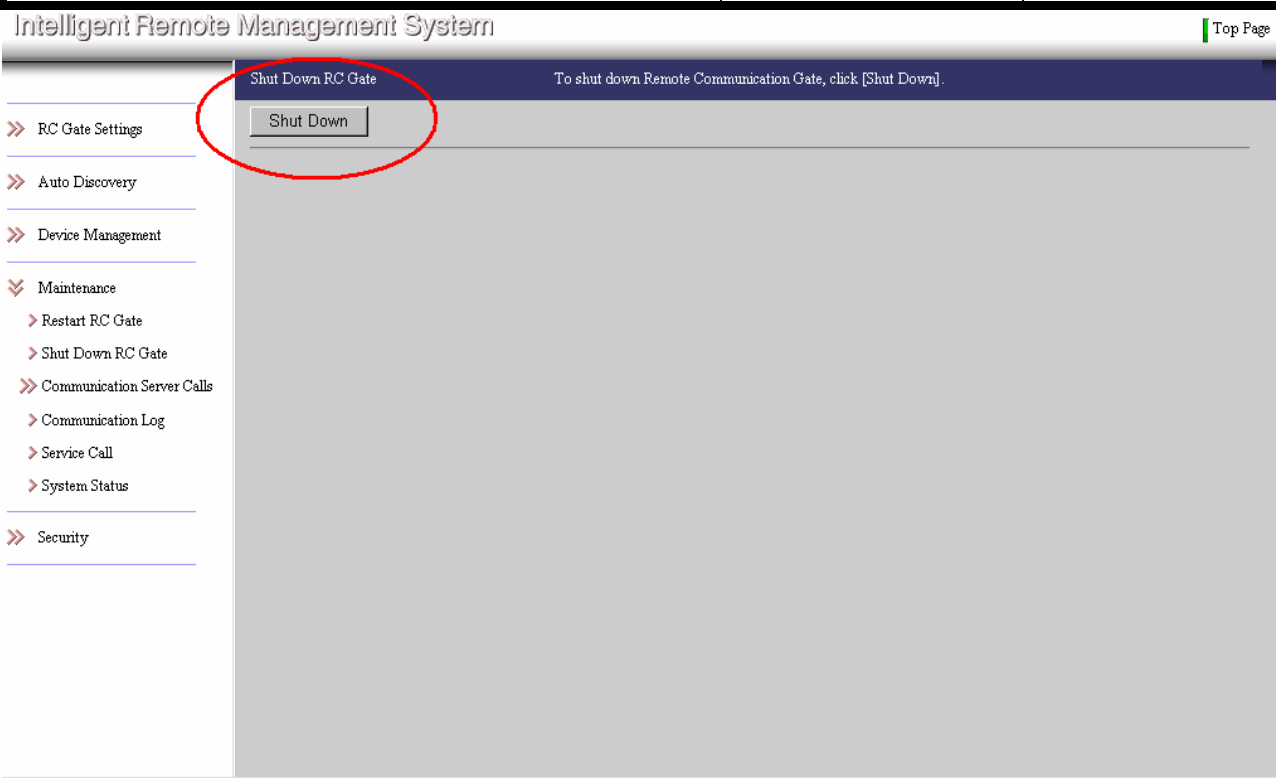
Do this procedure to shut down RC Gate.

1. Log in to RC Gate.
2. Go to: *Maintenance* → *Shut Down RC Gate*.
3. Click on the "Shutdown" button.

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2. Add the following procedure.

Section 3.4.2, Trouble Shooting, pg. 48

Connection Test between the Device and RC Gate

Do this procedure to test the connection between RC Gate and the device.

1. Log in to RC Gate in CE Mode.
2. Go to: *RC Gate and Device Setting* → *Maintenance* → *Device Status Check* → *Device Connect Check*
3. Select the type of connection in the *Connection Type* menu.
4. Input the device's IP address in the *IP Address* field.
5. Click on the "Start" button.

Intelligent Remote Management System

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Device Connection Check

Select the Connection type. And input the IP address at the LAN(SNMP) or LAN(HTTP), or select the Device ID at the RS-485, then click[Start].

Start

Connection type : LAN(HTTP)

IP address : xxx.xxx.xxx.xxx

Device ID (RS-485) : 0

RC Gate Settings

Auto Discovery

Device Management

Maintenance

Restart RC Gate

Shut Down RC Gate

Communication Server Ca

Log

Memory

Service Call

System Status

CenterConnectCheck

DeviceStatusCheck

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> System Status

> CenterConnectCheck

>> DeviceStatusCheck

> DeviceConnectCheck

> DeviceInternalLog

>> Security

Device Connection Check

Check starting...

6. Check the connection status in the red circle shown below.

Intelligent Remote Management System

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> Restart RC Gate

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>> Communication Server Ca

>> Log

> Memory

> Service Call

> System Status

> CenterConnectCheck

>> DeviceStatusCheck

> DeviceConnectCheck

> DeviceInternalLog

>> Security

Device Connection Check

Check the device connection status.

Back

Target Device

- Connection type : LAN(HTTP)
- IP address : 133.139.157.37

Registered Device Information

- Machine ID : K60 00000033
- MAC address : 00:00:74:90:bff4
- Model name : RICOH Aficio Color5560
- Connection type : LAN(HTTP)

Communication Check

- Ping : OK
- HTTPS : OK
- HTTPS(Rescue) : OK
- FTP : OK
- MAC address : 00:00:74:90:bff4 - Matched
- RC Gate IP Address : 133.139.237.222 - Not matched
- Machine ID : K60 00000033 - Matched
- Model name : RICOH Aficio Color5560
- Function flag : 0
- IF setting : 0
- Periodic acquisition : OK
- Counter acquisition : OK

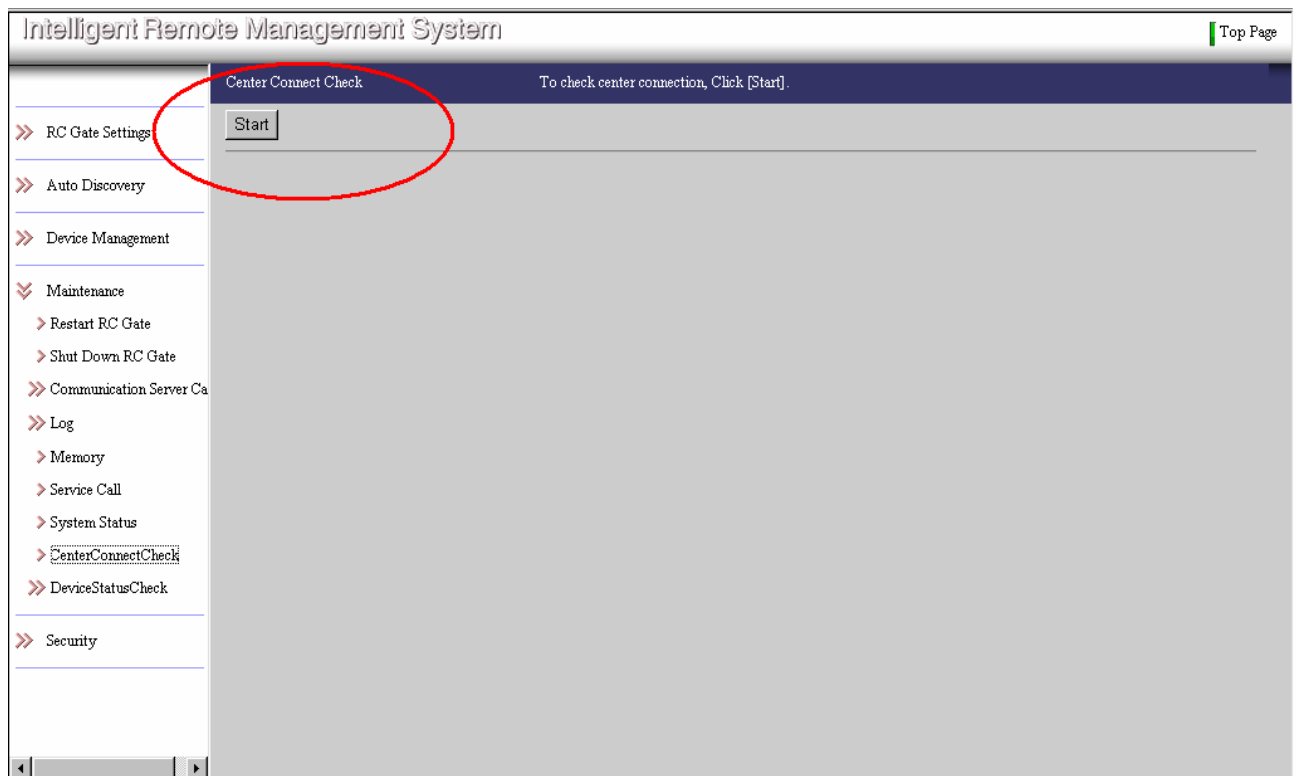
3. Add the following procedure.

Section 3.4.2, Trouble Shooting, pg. 48

Connection Test Between the Gateway and RC Gate

Do this procedure to test the connection between RC Gate and the Gateway at the @Remote Center.

1. Log in to RC Gate in CE Mode.
2. Go to: *RC Gate and Device Setting* → *Maintenance* → *Log* → *Center Connect Check*
3. Click on the “Start” button.

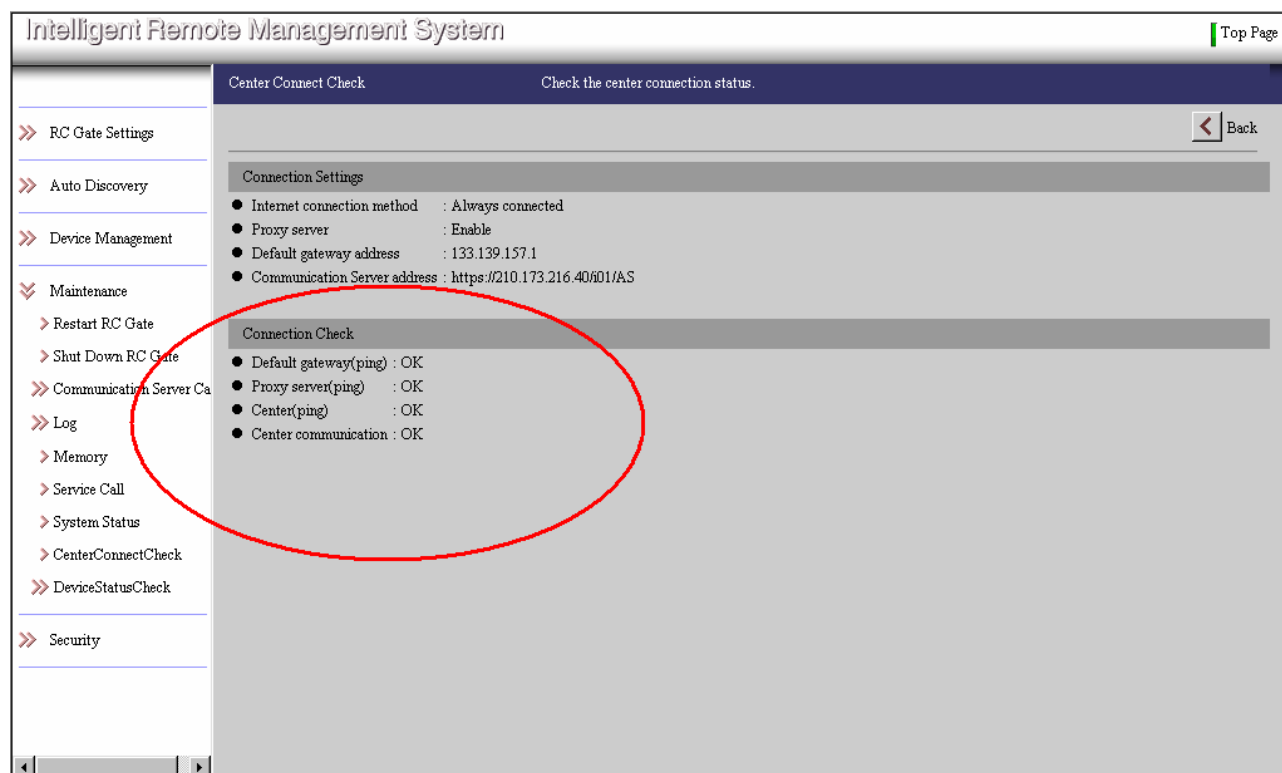


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4. Check the connection status in the red circle shown below.



4. Add the following procedure.

Section 3.4.2, Trouble Shooting, pg. 48

Creating a Device Internal Log

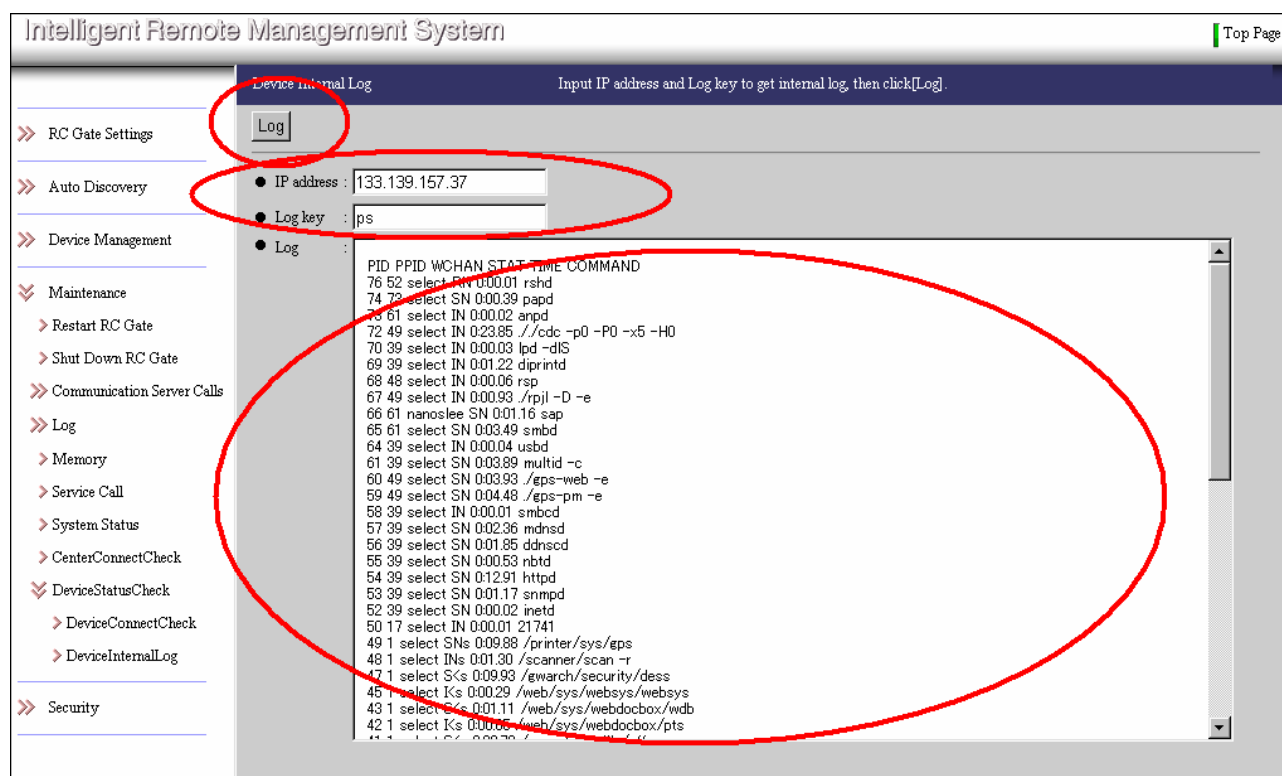
Do this procedure to create a Device Internal Log in the Intelligent Remote Management System. RC Gate will get the data from the device, and then send it to the PC.

Important: Make sure to do this procedure before you turn OFF the device main power. This is because the data is stored in volatile memory in the device, so it is erased when the device main power is turned OFF.

1. Log in to RC Gate in CE Mode.
2. Go to: *RC Gate and Device Setting → Maintenance → Device Status Check → Device Internal Log*

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3. Input the device's IP address in the *IP Address* field.
4. Input "**ps**" in the *Log Key* field.
5. Click on the "Log" button.
6. Press [CNTRL+C] to copy all of the log data.
7. Paste the log data into a text file, and save the file as "**ps.txt**".



8. Do Steps 5-8 again (total six times), with these differences:
 - 2nd time: Input "**syslog**" in the *Log Key* field, and save the log file as "**syslog.txt**"
 - 3rd time: Input "**2222**" in the *Log Key* field, and save the log file as "**2222.txt**"
 - 4th time: Input "**8181**" in the *Log Key* field, and save the log file as "**8181.txt**"
 - 5th time: Input "**7777**" in the *Log Key* field, and save the log file as "**7777.txt**"
 - 6th time: Input "**2000**" in the *Log Key* field, and save the log file as "**2000.txt**"

Note: The above Information for inputting code in the Log Key field is just an example. Depending on the problem occurring in the field, Ricoh Japan will request other different codes.

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5. **Delete** the descriptions for error codes # -7200 to -7206.

Section 3.3: Error Codes, pg. 38

Note: These error codes are not used by RC Gate.

6. **Add** the following:

Section 1.2, Preparation Items, pg. 2

System Requirements

The terminal that you use to install RC Gate must have the following installed:

Operating system: An operating system that supports one of the browsers mentioned below.

Browser: Netscape Navigator 7.1 or later
Microsoft Internet Explorer 6.0 or later

IMPORTANT: Make sure that the password is displayed in the browser as unreadable characters, e.g. "*****".

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7. **Add** the following:

Section 5.1, Accessing CE Mode, pg. 52

Important:

1. When you change the CE password, specify a new password using 8 to 13 alphanumeric and symbolic characters
2. You can use the following single-byte characters for the password:
space ! " # \$ % & ' () * + , - . / 0 1 2 3 4 5 6 7 8 9 : ; < = > ? @ A B C D E F G H I J K L M N O P Q R S T U V W X Y Z [\] ^ _ a b c d e f g h i j k l m n o p q r s t u v w x y z
3. Avoid using well-known words or phrases, or repeated characters that can easily be guessed.
4. Do not leave passwords written where they can be seen.

Important:

1. Customers can control CE mode access. If you cannot login to RC Gate in CE mode, please ask the customer to change the permit access for the CE.

8. **Add** the following:

Section 3.2, Dip Switches, pg. 17

Important:

Perform a memory clear whenever you remove the RC Gate from the installation site (e.g. when the service contract is over, when you replace a broken RC Gate, etc.). This is because the customer data may still be inside the RC Gate when you remove it from the installation site.

Reissued: 15-May-06

Model: Basil	Date: 28-Oct-05	No.: RA768001a
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RTB Reissue

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date
3.34-1.12	A7685233Z	May 2006 production
3.21-1.12	A7685226D A7685221B	October 2005 production
3.20-1.12	A7685226C A7685221B	May 2005 Production
3.18-1.11	A7685226B A7685221A	February 2005 Production
3.16-1.11	A7685226A A7685221A	Mass Production

Note: For the firmware v3.34-1.12, only remote update from @remote center is available, but the firmware file for local update is not available.

Reissued: 15-May-06

Model: Basil

Date: 28-Oct-05

No.: RA768001a

Version	Symptom Corrected
3.34-1.12	<p>1. <i>If RC Gate finds over 100 devices to newly register, an error occurs while the user selects which 100 they wish to register.</i> <i>Note: By specification, up to 100 devices can be registered.</i></p> <p>2. <i>Sometimes, RC Gate does not do a retry if it cannot get the counter data from the device, and the old counter data is sent to the Center.</i></p> <p>3. <i>Sometimes, a memory overflow occurs (Appliance SC) when a large amount of data is received from a CSS-connected device.</i> <i>Note: The firmware was changed so that RC Gate accepts a maximum of 8K of data.</i></p> <p>4. <i>Remote Firmware Update fails when RC Gate logs in to the Center more than once without logging out.</i> <i>Note: The firmware was changed so that RC Gate must log out before it logs in a second time.</i></p> <p>Other changes: To conform to the ISO15408 standard:</p> <p>1. <i>The Shutdown function was added to RC Gate:</i> <i>[Maintenance] – [Shut Down RC Gate]</i> <i>Note:</i> <i>- If the RC Gate main power switch is turned OFF without the Shutdown function, the log data stored since the last update will be erased (maximum 1 hour's worth of log data).</i> <i>- The Shutdown function prevents damage to the SD card and data inside RC Gate.</i></p> <p>2. <i>The firmware was changed so that the user must input the proxy server IP address in the HTTP Proxy Settings screen.</i></p> <p>3. <i>The 3DES encryption algorithm was added for HTTPS.</i> <i>Note: From this firmware version, RC Gate supports the 3DES, DES and RC2 encryption algorithms for HTTPS.</i></p> <p>4. <i>The timing for the System Log Backup (RAM to SD card) was changed as follows:</i> <i>Old: At shutdown and once a week</i> <i>New: At shutdown and every hour</i></p>

Reissued: 15-May-06

Model: Basil		Date: 28-Oct-05	No.: RA768001a
3.21-1.12	<ol style="list-style-type: none">1. Changed the default privilege of "perform remote firmware update" from "Disabled" to "Enabled".2. Supports the PCMCIA driver.3. Changed the idle-time interval for entering RC Gate sleep mode from "7days" to "3 hours".4. Changed the RC Gate recovery check interval from sleep mode from "24 hours" to "1 hour".5. Wording changed from "Proxy Address" to "Proxy IP Address".6. Changed the SSID for wireless LAN from "30 digits" to "32 digits".7. Added a debug screen that can be used to monitor communication status between RC Gate and the device.8. RC Gate cannot register device IP Addresses more than once.9. SSL communication between RC Gate and the device works properly (bug fix).		
3.20-1.12	Correct the communication error between RC Gate and Device to change the obtaining way for MIB OID information.		
3.18-1.11	Changed CE mode password from "service" to "rst107C/S"		
3.16-1.11	1st Mass Production		

Reissued: 30-Aug-06

Model: Basil	Date: 28-Oct-05	No.: RA768001b
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RTB Reissue

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

Note: Only the P/N was changed. No changes were made to the contents of the firmware.

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

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

Version	Program No.	Effective Date
3.34-1.12	<i>A7685233</i>	May 2006 production
3.21-1.12	A7685226D A7685221B	October 2005 production
3.20-1.12	A7685226C A7685221B	May 2005 Production
3.18-1.11	A7685226B A7685221A	February 2005 Production
3.16-1.11	A7685226A A7685221A	Mass Production

Note: For the firmware v3.34-1.12, only remote update from @remote center is available, but the firmware file for local update is not available.

Reissued: 30-Aug-06

Model: Basil	Date: 28-Oct-05	No.: RA768001b
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Version	Symptom Corrected
3.34-1.12	<ol style="list-style-type: none"> 1. If RC Gate finds over 100 devices to newly register, an error occurs while the user selects which 100 they wish to register. Note: By specification, up to 100 devices can be registered. 2. Sometimes, RC Gate does not do a retry if it cannot get the counter data from the device, and the old counter data is sent to the Center. 3. Sometimes, a memory overflow occurs (Appliance SC) when a large amount of data is received from a CSS-connected device. Note: The firmware was changed so that RC Gate accepts a maximum of 8K of data. 4. Remote Firmware Update fails when RC Gate logs in to the Center more than once without logging out. Note: The firmware was changed so that RC Gate must log out before it logs in a second time. <p>Other changes:</p> <p>To conform to the ISO15408 standard:</p> <ol style="list-style-type: none"> 1. The Shutdown function was added to RC Gate: [Maintenance] – [Shut Down RC Gate] Note: <ul style="list-style-type: none"> - If the RC Gate main power switch is turned OFF without the Shutdown function, the log data stored since the last update will be erased (maximum 1 hour's worth of log data). - The Shutdown function prevents damage to the SD card and data inside RC Gate. 2. The firmware was changed so that the user must input the proxy server IP address in the HTTP Proxy Settings screen. 3. The 3DES encryption algorithm was added for HTTPS. Note: From this firmware version, RC Gate supports the 3DES, DES and RC2 encryption algorithms for HTTPS. 4. The timing for the System Log Backup (RAM to SD card) was changed as follows: Old: At shutdown and once a week New: At shutdown and every hour

Reissued: 30-Aug-06

Model: Basil		Date: 28-Oct-05	No.: RA768001b
3.21-1.12	<ol style="list-style-type: none">1. Changed the default privilege of "perform remote firmware update" from "Disabled" to "Enabled".2. Supports the PCMCIA driver.3. Changed the idle-time interval for entering RC Gate sleep mode from "7days" to "3 hours".4. Changed the RC Gate recovery check interval from sleep mode from "24 hours" to "1 hour".5. Wording changed from "Proxy Address" to "Proxy IP Address".6. Changed the SSID for wireless LAN from "30 digits" to "32 digits".7. Added a debug screen that can be used to monitor communication status between RC Gate and the device.8. RC Gate cannot register device IP Addresses more than once.9. SSL communication between RC Gate and the device works properly (bug fix).		
3.20-1.12	Correct the communication error between RC Gate and Device to change the obtaining way for MIB OID information.		
3.18-1.11	Changed CE mode password from "service" to "rst107C/S"		
3.16-1.11	1st Mass Production		

Model: RC Gate (Basil) and @Remote Center		Date: 12-Mar-07	No.: RA768003
Subject: New Daylight Savings Time (DST) for @Remote		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB applies to all areas in the N.A. market that observe DST.

Necessary Action for New DST Compliance

The U.S. law regarding DST (daylight-saving time) was changed. As mentioned below, please **DO NOT** manually change the RC Gate time setting.

The Change

From 2007, DST will begin on the **second Sunday in March** (clocks are moved ahead one hour), and will end on the first Sunday in November (clocks are moved back one hour).

How this Affects RC Gate and the @Remote Center

In 2007, DST will begin on **March 11**. However, the current firmware for RC Gate and the @Remote Center will change over to DST on the first Sunday in April (**April 1, 2007**). So between March 11 and April 1, the RC Gate/@Remote time settings will be one hour behind.

Necessary Action

● Temporary

DO NOT change the RC Gate time setting. Let the one-hour difference continue until the software automatically changes over to DST on April 1.

Note:

- ✧ The @Remote Center operates on UTC time. So if you change the time setting on the RC Gate manually, this might cause a problem with the @Remote Center timing control.
- ✧ From March 11 to April 1, the “call occurrence time”, “counter acquisition time” and other items will be one hour behind the actual time.

● Permanent

RC Gate: Update the firmware in the field after April 1, 2007 (release schedule: TBA).

@Remote Center: The firmware will be updated from Japan (release schedule: TBA), and a separate RTB will be released.

Reissued: 03-Apr-07

Model: Basil	Date: 28-Oct-05	No.: RA768001d
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RTB Reissue

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

~~**Note:** Only the P/N was changed. No changes were made to the contents of the firmware.~~

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

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

Version	Program No.	Effective Date
3.39-1.12A	A7685233A	March 2007 production
3.34-1.12	A7685233	May 2006 production
3.21-1.12	A7685226D A7685221B	October 2005 production
3.20-1.12	A7685226C A7685221B	May 2005 Production
3.18-1.11	A7685226B A7685221A	February 2005 Production
3.16-1.11	A7685226A A7685221A	Mass Production

Note: For the firmware v3.34-1.12 and later versions, only remote update from @remote center is available, but the firmware file for local update is not available.

Version	Symptom Corrected
3.39-1.12A	Symptom corrected: <ol style="list-style-type: none"> Sometimes RC Gate shuts down if a problem occurs while it is rebooting (once a week). Note: From this firmware version onward, RC Gate will trigger an SC and try the reboot again if a problem occurs during reboot. A communication failure occurs while RC Gate is reading the device data via S-SENSE. If the RC Gate power is turned off while managing the device's status from "Monitored" to "Managed", following this, the operation cannot be retried.

Reissued: 03-Apr-07

Model: Basil	Date: 28-Oct-05	No.: RA768001d
Version	Symptom Corrected	
	<p>Other changes:</p> <ol style="list-style-type: none"> New feature: <i>RC Gate can capture the MIB serial number from both standard and non-GW private MIB devices, and then use this data at Auto Discovery or when changing the device's registration status to "Managed".</i> <i>In accordance with this change, the following changes were made to the RC Gate GUI:</i> <ul style="list-style-type: none"> <i>A "Serial Number Setting" menu was added to CE mode. Here, the operator inputs the OID for capturing the MIB S/N from a private MIB.</i> <i>This new menu includes a [MIB OID Test] button, which is used to test the OID of the private MIB before actual registration.</i> 	
3.34-1.12	<ol style="list-style-type: none"> If RC Gate finds over 100 devices to newly register, an error occurs while the user selects which 100 they wish to register. Note: By specification, up to 100 devices can be registered. Sometimes, RC Gate does not do a retry if it cannot get the counter data from the device, and the old counter data is sent to the Center. Sometimes, a memory overflow occurs (Appliance SC) when a large amount of data is received from a CSS-connected device. Note: The firmware was changed so that RC Gate accepts a maximum of 8K of data. Remote Firmware Update fails when RC Gate logs in to the Center more than once without logging out. Note: The firmware was changed so that RC Gate must log out before it logs in a second time. <p>Other changes: To conform to the ISO15408 standard:</p> <ol style="list-style-type: none"> The Shutdown function was added to RC Gate: [Maintenance] – [Shut Down RC Gate] Note: <ul style="list-style-type: none"> If the RC Gate main power switch is turned OFF without the Shutdown function, the log data stored since the last update will be erased (maximum 1 hour's worth of log data). The Shutdown function prevents damage to the SD card and data inside RC Gate. The firmware was changed so that the user must input the proxy server IP address in the HTTP Proxy Settings screen. The 3DES encryption algorithm was added for HTTPS. Note: From this firmware version, RC Gate supports the 3DES, DES and RC2 encryption algorithms for HTTPS. The timing for the System Log Backup (RAM to SD card) was changed as follows: 	

Reissued: 03-Apr-07

Model: Basil		Date: 28-Oct-05	No.: RA768001d
Version	Symptom Corrected		
	Old: At shutdown and once a week New: At shutdown and every hour		
3.21-1.12	<ol style="list-style-type: none">1. Changed the default privilege of "perform remote firmware update" from "Disabled" to "Enabled".2. Supports the PCMCIA driver.3. Changed the idle-time interval for entering RC Gate sleep mode from "7days" to "3 hours".4. Changed the RC Gate recovery check interval from sleep mode from "24 hours" to "1 hour".5. Wording changed from "Proxy Address" to "Proxy IP Address".6. Changed the SSID for wireless LAN from "30 digits" to "32 digits".7. Added a debug screen that can be used to monitor communication status between RC Gate and the device.8. RC Gate cannot register device IP Addresses more than once.9. SSL communication between RC Gate and the device works properly (bug fix).		
3.20-1.12	Correct the communication error between RC Gate and Device to change the obtaining way for MIB OID information.		
3.18-1.11	Changed CE mode password from "service" to "rst107C/S"		
3.16-1.11	1st Mass Production		

Model: RC Gate (Basil)		Date: 25-Jun-07	No.: RA768004
Subject: New Feature in CE Mode		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other ()		

Important Information on Auto Capture of the MIB Serial Number

- From firmware version **3.39-1.12A**, RC Gate can capture both standard and private MIB serial numbers from the device (announcement: see RTB RA768001d). As a result, RC Gate uses this MIB serial number instead of the MAC address as the "device serial number". To capture the MIB serial number, RC Gate uses a serial number OID (an address within the MIB where the serial number is located).
- Serial number OIDs for standard and pre-GW MIBs are pre-programmed from version **3.39-1.12A**, so capturing is automatic. But for non-Ricoh MIB devices, you need to register the MIB serial number manually. This RTB shows how to do this.

Serial number OIDs that are already pre-programmed (Standard MIB)

The device serial number for non-Ricoh MIBs will change as follows (e.g. CSV file):

- With firmware ver3.34-1.12 or older:

Appliance SerialNumber	VendorName	ModelName	Device SerialNumber	MAC Address
J7641000xxx	HP	hp color LaserJet 5550	MAC00110ab9a8b5	
J7641000xxx	HP	HP Color LaserJet 8500	MAC000e7feaa039	
J7641000xxx	HP	hp LaserJet 4200	MAC00306ec97dfa	
J7641000xxx	HP	hp LaserJet 9050	MAC0012797e8f59	

- With firmware **ver3.39-1.12A or newer:**

Appliance SerialNumber	VendorName	ModelName	Device SerialNumber
J7750200xxx	HP	hp color LaserJet 5550	JPEJ55V001
J7750200xxx	HP	HP Color LaserJet 8500	MAC000e7feaa039
J7750200xxx	HP	hp LaserJet 4200	USGNM17287
J7750200xxx	HP	hp LaserJet 9050	JPCS533005

In this example, the MIB serial number for the HP Color Laser Jet 8500 could not be captured at Auto Discovery. This means that this MIB uses a private MIB serial number. To change the device serial number from its MAC address to its MIB serial number, you need to do the procedure on the following page.

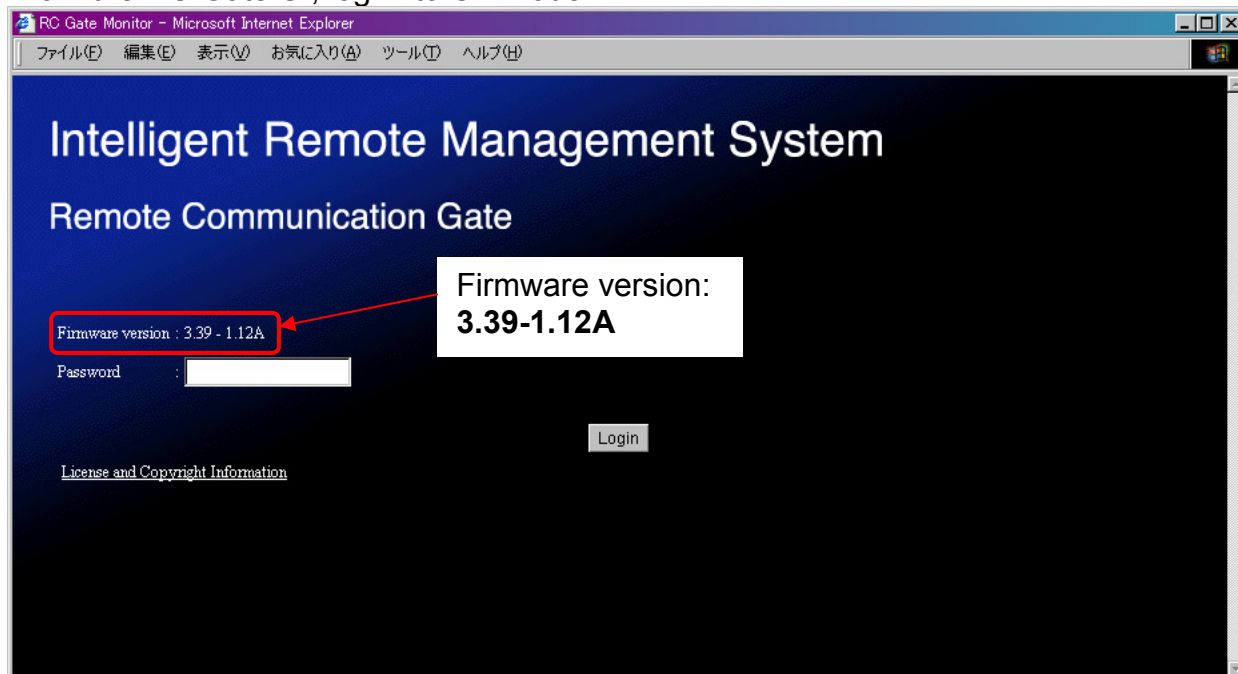
Model: RC Gate (Basil)

Date: 25-Jun-07

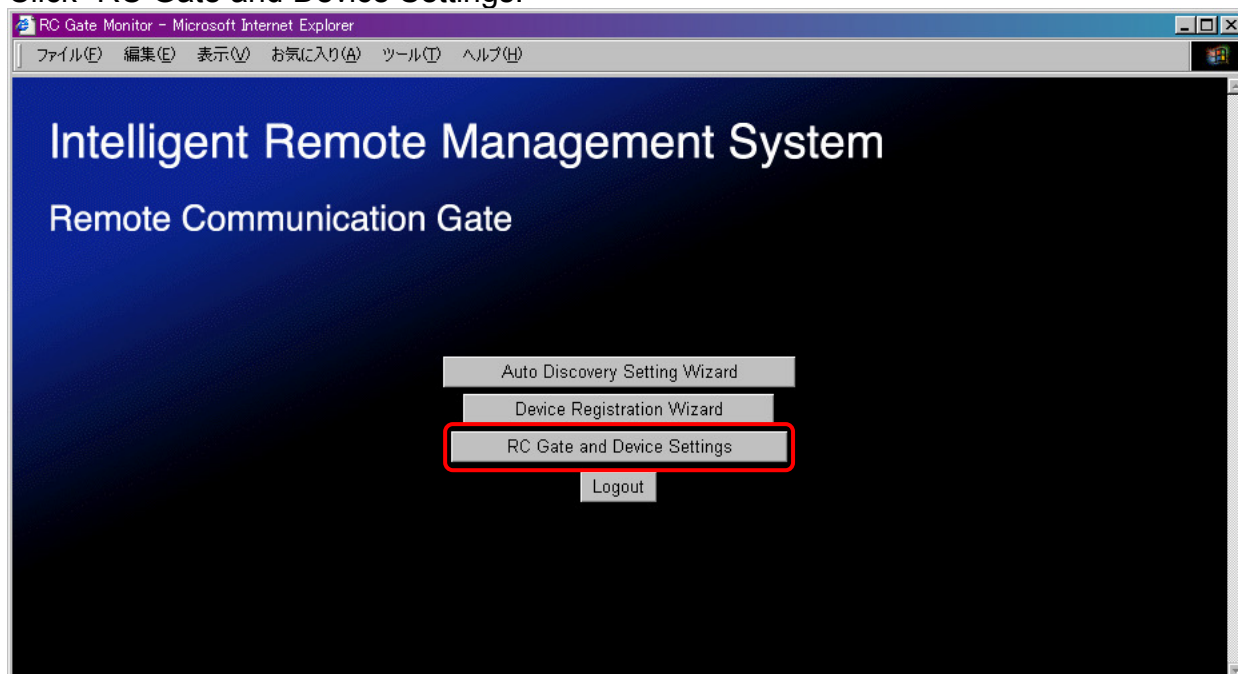
No.: RA768004

Manually programming the serial number OID to capture a private MIB serial number

1. From the RC Gate UI, log in to CE Mode.



2. Click "RC Gate and Device Settings."



Model: RC Gate (Basil)

Date: 25-Jun-07

No.: RA768004

3. Expand the “Serial Number Setting” menu, and then click “Serial Number Setting”.

RC Gate Monitor - Microsoft Internet Explorer

Intelligent Remote Management System

Top Page

Basic Change setting(s), then click [Apply].

Apply Restore

- RC Gate ID : J7750200139
- Model name :
- RC Gate location :
- Application version : 3.39
- Application last updated : 4/4/2007 13:19:16
- OS version : 1.12A
- OS last updated : 4/4/2007 13:18:40
- language : English
- Time zone : (GMT+09:00)Osaka,Sapporo,Tokyo
- Service depot : RCL Service
- Service depot contact : 0123-456-7890
- Log max. capacity : 64KB
- Log collection level : Errors
- Auth key version : 1

Left sidebar menu:

- RC Gate Settings
- Auto Discovery
- Device Management
- Maintenance
- Security
- SerialNumber Setting**
 - SerialNumber Setting

4. The following screen is displayed.

RC Gate Monitor - Microsoft Internet Explorer

Intelligent Remote Management System

Top Page

SerialNumber Setting Change setting(s), then click [Apply].

MIB OID Test Apply Restore

(1) 1.3.6.1.4.1.		Comment :	
(2) 1.3.6.1.4.1.		Comment :	
(3) 1.3.6.1.4.1.		Comment :	
(4) 1.3.6.1.4.1.		Comment :	
(5) 1.3.6.1.4.1.		Comment :	
(6) 1.3.6.1.4.1.		Comment :	
(7) 1.3.6.1.4.1.		Comment :	
(8) 1.3.6.1.4.1.		Comment :	
(9) 1.3.6.1.4.1.		Comment :	
(10) 1.3.6.1.4.1.		Comment :	

Left sidebar menu:

- RC Gate Settings
- Auto Discovery
- Device Management
- Maintenance
- Security
- SerialNumber Setting**
 - SerialNumber Setting

5. Enter up to ten different serial number OIDs in the left field, and then the name of the models or other notes for each one in the right field.

Model: RC Gate (Basil)

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6. If you want to make sure any of the serial number OIDs is correct, **before you input the serial number OID**, press “MIB OID Test”.

The screenshot shows the 'SerialNumber Setting' page in the 'Intelligent Remote Management System'. The page title is 'SerialNumber Setting' with a subtitle 'Change setting(s), then click [Apply]'. On the left is a navigation menu with options: RC Gate Settings, Auto Discovery, Device Management, Maintenance, Security, SerialNumber Setting (selected), and SerialNumber Setting (sub-item). The main area contains a table with 10 rows, each with a serial number (1-10), an IP address field (all set to 1.3.6.1.4.1), and a Comment field. At the top right of the main area, there are three buttons: 'MIB OID Test' (highlighted with a red box), 'Apply', and 'Restore'.

7. In the MIB OID Test screen, enter the IP address and then the serial number OIDs for the device(s). Then, click “Start”.

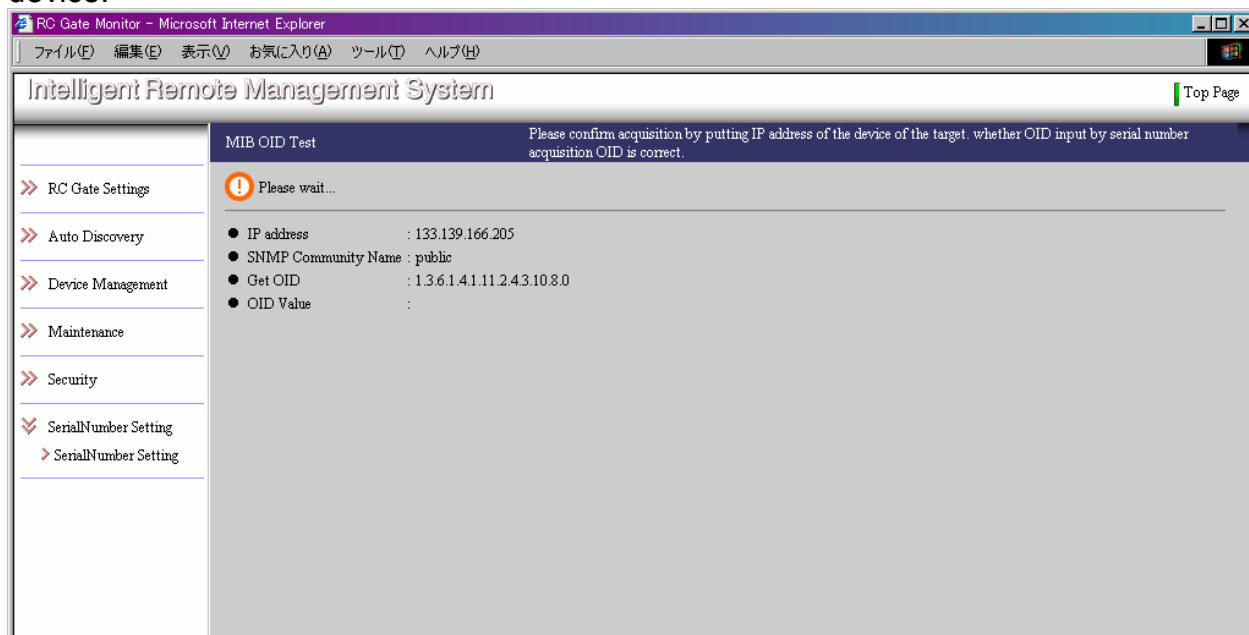
The screenshot shows the 'MIB OID Test' page in the 'Intelligent Remote Management System'. The page title is 'MIB OID Test' with a subtitle 'Please confirm acquisition by putting IP address of the device of the target, whether OID input by serial number acquisition OID is correct.' On the left is the same navigation menu as in the previous screenshot. The main area contains a 'Start' button (highlighted with a red box) and a list of input fields: 'IP address' (133.139.166.205), 'SNMP Community Name' (public), 'Get OID' (1.3.6.1.4.1.11.2.4.3.10.8.0), and 'OID Value'. A red box highlights the 'Start' button and the four input fields.

Model: RC Gate (Basil)

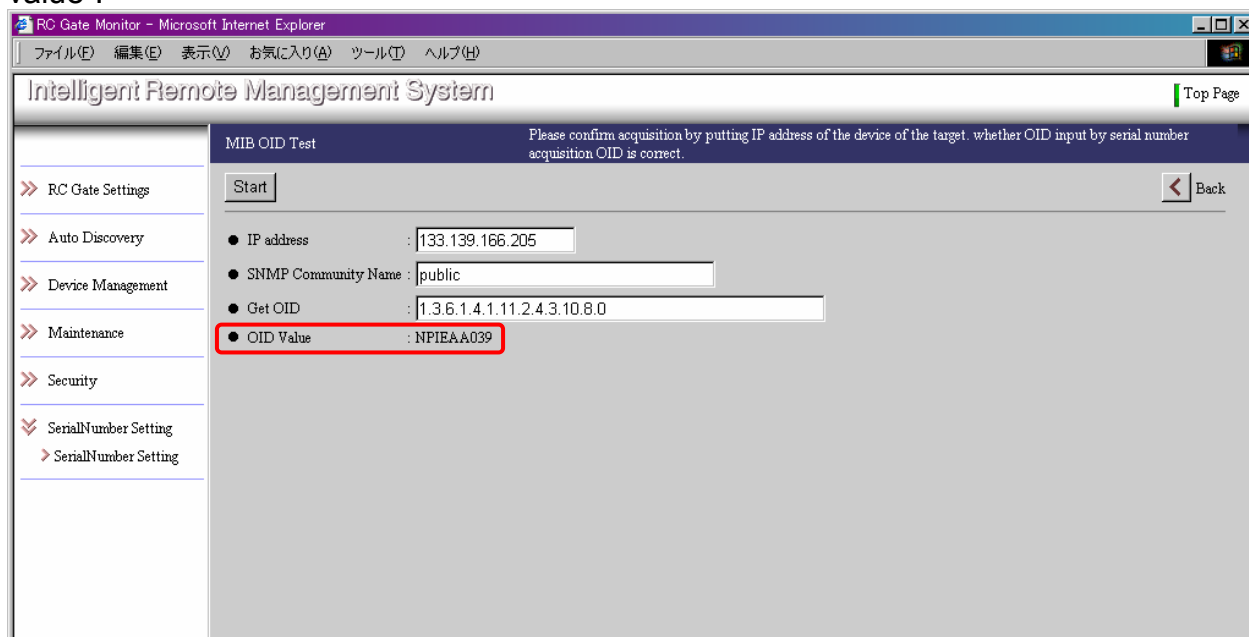
Date: 25-Jun-07

No.: RA768004

8. RC Gate will then check to see if the serial number OID is correct for the specified device.



9. If the serial number OID is correct, the MIB serial number is displayed next to “OID value”.



10. Click “Back” to return to the settings screen.

Model: RC Gate (Basil)

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11. To then obtain the MIB serial numbers for multiple non-Ricoh MIBs, enter up to ten different serial number OIDs in the left field, and then the name of the models or other notes for each one in the right field. Then click “Apply”.

Important: Do not enter the prefix for serial number OIDs (1.3.6.1.4.1). Only enter the digits following this prefix.

RC Gate Monitor - Microsoft Internet Explorer

ファイル(E) 編集(E) 表示(V) お気に入り(A) ツール(T) ヘルプ(H)

Intelligent Remote Management System Top Page

SerialNumber Setting Change setting(s), then click [Apply].

MIB OID Test **Apply** Restore

(1)	1.3.6.1.4.1.	11.2.4.3.10.8.0	Comment :	HP Color LJ8500
(2)	1.3.6.1.4.1.		Comment :	
(3)	1.3.6.1.4.1.		Comment :	
(4)	1.3.6.1.4.1.		Comment :	
(5)	1.3.6.1.4.1.		Comment :	
(6)	1.3.6.1.4.1.		Comment :	
(7)	1.3.6.1.4.1.		Comment :	
(8)	1.3.6.1.4.1.		Comment :	
(9)	1.3.6.1.4.1.		Comment :	
(10)	1.3.6.1.4.1.		Comment :	

OID Input Field **Comment Field**

12. Click “OK”.

Microsoft Internet Explorer

Are you sure you want to apply the new setting(s)?

OK キャンセル

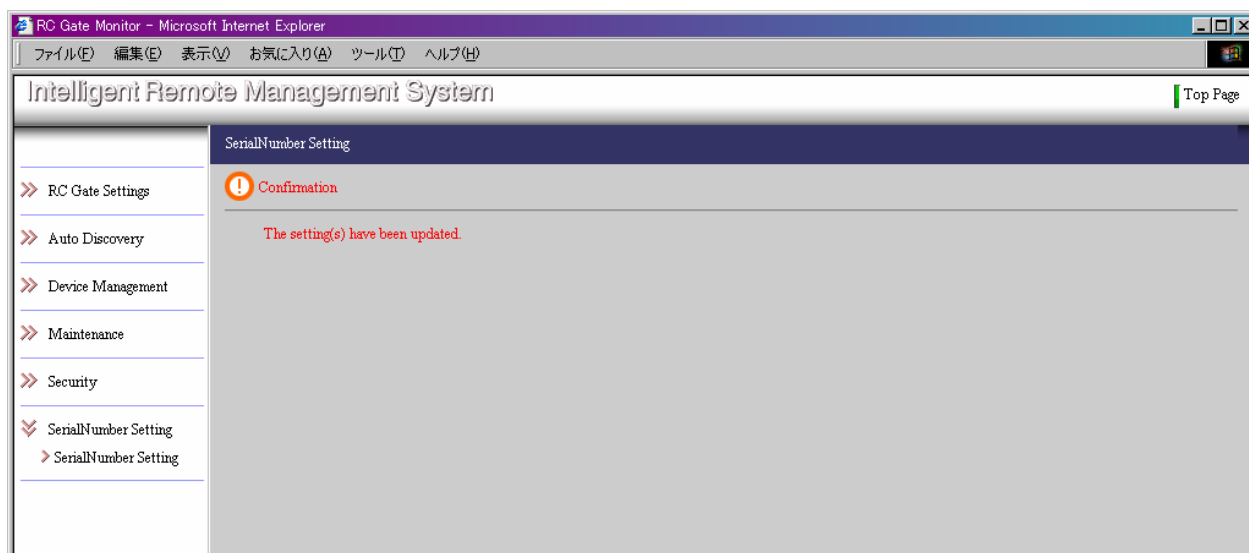
Model: RC Gate (Basil)

Date: 25-Jun-07

No.: RA768004

13. The settings have now been applied. RC Gate will capture the MIB serial numbers at the next Auto Discovery.

Note: The MIB serial numbers are not fully applied until after they are captured at the next Auto Discovery **and** are then sent to the @Remote Center at the next communication with the center.



APPENDIX

1. Function details

There are two types of MIB serial numbers that RC Gate can capture:

- Standard MIB Serial No.: prtGeneralSerialNumber (OID= 1.3.6.1.2.1.43.5.1.1.17.1)
- Private MIB Serial No.: Specified OID from RC Gate GUI (Max. 10 OIDs, No. 1-10)

Note: Some known serial number OIDs for pre-GW Ricoh devices are already pre-programmed into the new RC Gate firmware. Example:

* ricohEngSerialNumber (OID = 1.3.6.1.4.1.367.3.2.1.2.1.4.0)

2. Order of capture

Standard MIB serial no. → Private MIB serial no. (from no. 1 to 10)

During Auto Discovery, RC Gate tries to capture the MIB serial number through the following process:

1. Tries the standard MIB OID
2. If no response within one second, tries each private MIB OID in order (#1-10).

If a match is found, this MIB serial number is captured, and the search moves on to the next device.

Note: When you enter the private MIB OIDs in the screen shown above, it is recommended to put the OIDs with the most chance of success at the top (e.g. models with the most number of machines connected, models with the most commonly-known OIDs). This will save time during Auto Discovery.

3. Remarks

- Maximum size of MIB serial number: 256 bytes
Note: If the size exceeds 256 bytes, only the first 256 bytes are used.
- The maximum size and available characters for the OID and comments fields in the GUI shown above:

	Max digits:	Available characters:
OID input field	64 bytes	ASCII numbers, "." (period)
Comment field	128 bytes	Numbers, ASCII Text

- Even after the MIB serial numbers are registered at the @Remote Center, for non-Ricoh MIB devices, the MAC address is still used as the "Machine ID" in the RC Gate GUI registration screen.

Reissued: 31-Aug-07

Model: Basil	Date: 28-Oct-05	No.: RA768001e
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RTB Reissue

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

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

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

Version	Program No.	Effective Date
3.46-1.14	A7685233B	October 2007 production
3.39-1.12A	A7685233A	March 2007 production
3.34-1.12	A7685233	May 2006 production
3.21-1.12	A7685226D A7685221B	October 2005 production
3.20-1.12	A7685226C A7685221B	May 2005 Production
3.18-1.11	A7685226B A7685221A	February 2005 Production
3.16-1.11	A7685226A A7685221A	Mass Production

Note: For the firmware v3.34-1.12 and later versions, only remote update from @Remote center is available, but the firmware file for local update is not available.

Version	Symptom Corrected
3.46-1.14	Symptom corrected: <ol style="list-style-type: none"> 1. From this firmware version, if RC Gate is in Sleep mode, it will not accept Supply Calls from the device. (Previously, supply call was stored in the RC Gate when the RC Gate was in Sleep mode.) Note: This is to ensure that Supply Calls resent from the same device while RC Gate is in Sleep mode are not misinterpreted at the @Remote Center as separate calls. 2. If RC Gate receives many device alarm calls and cannot extract them, a memory leak and Appliance (RC Gate) SC occur. 3. The System Log stored in the RC Gate cannot be updated properly. 4. RC Gate cannot reboot, due to a defective sector on the SD card

Reissued: 31-Aug-07

Model: Basil	Date: 28-Oct-05	No.: RA768001e
Version	Symptom Corrected	
	<p>(an SD card sector check was added).</p> <p>Other changes:</p> <ol style="list-style-type: none"> Information obtained by the @Remote Center from a MIB device will be checked to make sure it does not contain invalid text code (i.e. text code other than displayable ASCII). The "hourly" setting for AutoDiscovery was deleted (AutoDiscovery cannot be set in hourly cycles). The MIB device search logic was changed so that RC Gate can search for Samsung and other OEM products. An IP masking feature was added, which allows the operator to mask the IP address sent from the RC Gate to the @Remote Center. To test the response of an RC Gate in Sleep mode to a communication from the @Remote Center, the Center will initiate a polling session instead of generating a Test Call. The maximum number of retries and retry interval for obtaining "errlog.txt" can now be changed from the Web interface. Setting range and default values: <ul style="list-style-type: none"> -Retry interval: 1-99 sec (default: 30 sec) -Max. number of retries: 0-9 times (default: 3 times) Supports the new SP mode added to MFP/LPs that can enable RFU to be performed only when the device is in Energy Saver mode (see the Release Notes for each MFP/LP). The warm-up time was reduced by about 30 seconds. RC Gate does not need to reboot after changes are made to the IP address or other network settings. Supports the ISA proxy server (NTLMv2 Authentication). 	
3.39-1.12A	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Sometimes RC Gate shuts down if a problem occurs while it is rebooting (once a week). Note: From this firmware version onward, RC Gate will trigger an SC and try the reboot again if a problem occurs during reboot. A communication failure occurs while RC Gate is reading the device data via S-SENSE. If the RC Gate power is turned off while managing the device's status from "Monitored" to "Managed", following this, the operation cannot be retried. <p>Other changes:</p> <ol style="list-style-type: none"> New feature: RC Gate can capture the MIB serial number from both standard and non-GW private MIB devices, and then use this data at Auto Discovery or when changing the device's registration status to "Managed". 	

Reissued: 31-Aug-07

Model: Basil	Date: 28-Oct-05	No.: RA768001e
Version	Symptom Corrected	
	<p>In accordance with this change, the following changes were made to the RC Gate GUI:</p> <ul style="list-style-type: none"> – A "Serial Number Setting" menu was added to CE mode. Here, the operator inputs the OID for capturing the MIB S/N from a private MIB. – This new menu includes a [MIB OID Test] button, which is used to test the OID of the private MIB before actual registration. 	
3.34-1.12	<ol style="list-style-type: none"> 1. If RC Gate finds over 100 devices to newly register, an error occurs while the user selects which 100 they wish to register. Note: By specification, up to 100 devices can be registered. 2. Sometimes, RC Gate does not do a retry if it cannot get the counter data from the device, and the old counter data is sent to the Center. 3. Sometimes, a memory overflow occurs (Appliance SC) when a large amount of data is received from a CSS-connected device. Note: The firmware was changed so that RC Gate accepts a maximum of 8K of data. 4. Remote Firmware Update fails when RC Gate logs in to the Center more than once without logging out. Note: The firmware was changed so that RC Gate must log out before it logs in a second time. <p>Other changes: To conform to the ISO15408 standard:</p> <ol style="list-style-type: none"> 1. The Shutdown function was added to RC Gate: [Maintenance] – [Shut Down RC Gate] Note: <ul style="list-style-type: none"> – If the RC Gate main power switch is turned OFF without the Shutdown function, the log data stored since the last update will be erased (maximum 1 hour's worth of log data). – The Shutdown function prevents damage to the SD card and data inside RC Gate. 2. The firmware was changed so that the user must input the proxy server IP address in the HTTP Proxy Settings screen. 3. The 3DES encryption algorithm was added for HTTPS. Note: From this firmware version, RC Gate supports the 3DES, DES and RC2 encryption algorithms for HTTPS. 4. The timing for the System Log Backup (RAM to SD card) was changed as follows: Old: At shutdown and once a week New: At shutdown and every hour 	
3.21-1.12	<ol style="list-style-type: none"> 1. Changed the default privilege of "perform remote firmware update" from "Disabled" to "Enabled". 2. Supports the PCMCIA driver. 3. Changed the idle-time interval for entering RC Gate sleep mode from "7days" to "3 hours". 	

Reissued: 31-Aug-07

Model: Basil		Date: 28-Oct-05	No.: RA768001e
Version	Symptom Corrected		
	<ul style="list-style-type: none">4. Changed the RC Gate recovery check interval from sleep mode from "24 hours" to "1 hour".5. Wording changed from "Proxy Address" to "Proxy IP Address".6. Changed the SSID for wireless LAN from "30 digits" to "32 digits".7. Added a debug screen that can be used to monitor communication status between RC Gate and the device.8. RC Gate cannot register device IP Addresses more than once.9. SSL communication between RC Gate and the device works properly (bug fix).		
3.20-1.12	Correct the communication error between RC Gate and Device to change the obtaining way for MIB OID information.		
3.18-1.11	Changed CE mode password from "service" to "rst107C/S"		
3.16-1.11	1st Mass Production		

Model: RC Gate (Basil)		Date: 11-Oct-07	No.: RA768005
Subject: Service Manual Correction (Error Codes List)		Prepared by: A. Ishiyama	
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"/> Other ()		

New error codes (shown in red) were added to section “3.3 Error Codes” of the Service Manual as follows:

3.3 Error Codes

Page 20

Error Code	Symptom	Required Action
-1350 (SC 202)	SD Card in the RC Gate is defective (Unused sector)	1. Replace the RC Gate-specific SC card with another of the same type. 2. Replace the RC Gate if this SD card is not available. 3. Contact your supervisor if the error code still appears.
-1351 (SC 203)	SD Card in the RC Gate is defective (Used sector)	1. Replace the RC Gate-specific SC card with another of the same type. 2. Replace the RC Gate if this SD card is not available. 3. Contact your supervisor if the error code still appears.

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Error Code	Symptom	Required Action
-2386	Communication server error (already programmed a device that has the same IP address at the center)	Retry the registration after correcting the IP address.
-2387	Center does not give approval to the replacement of RC Gate. After the replacement procedure for an individual RC Gate is performed at the center (“Appliance Replacement” menu), this RC Gate is newly installed on site with a completely new request number.	Contact your supervisor. 1. Make sure that the request number is: “#J77 xxxxxxxx” (# + Old Appliance S/N with six spaces). Refer to the Appliance replacement procedure in the service manual. 2. Contact your supervisor if you do not remember the serial number for the old RC Gate (i.e. the Old Appliance S/N).

Reissued: 28-Jan-08

Model: Basil	Date: 28-Oct-05	No.: RA768001f
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RTB Reissue

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

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

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

Version	Program No.	Effective Date
3.50-1.15	A7685233C	January 2008 production
3.46-1.14	A7685233B	October 2007 production
3.39-1.12A	A7685233A	March 2007 production
3.34-1.12	A7685233	May 2006 production
3.21-1.12	A7685226D A7685221B	October 2005 production
3.20-1.12	A7685226C A7685221B	May 2005 Production
3.18-1.11	A7685226B A7685221A	February 2005 Production
3.16-1.11	A7685226A A7685221A	Mass Production

Note: For the firmware v3.34-1.12 and later versions, only remote update from @Remote center is available, but the firmware file for local update is not available.

Version	Symptom Corrected
3.50-1.15	Symptom corrected: <ol style="list-style-type: none"> RC Gate cannot reboot due to a defective sector on the SD card (permanent solution). RC Gate freezes and changes to a "disconnected" status under the following conditions: <ul style="list-style-type: none"> The RC Gate firmware is upgraded to ver3.46 by RFU Windows Authentication (ISA proxy server) is enabled on the user's machine The user's network environment uses a domain controller Note: In such environments, the domain name is required at the head of the user name (e.g. domain\userid)

Reissued: 28-Jan-08

Model: Basil	Date: 28-Oct-05	No.: RA768001f
Version	Symptom Corrected	
	<p>3. RC Gate freezes (red and orange LEDs blinking) and a "Disconnect Call" is sent to the @Remote Center under the following conditions:</p> <ul style="list-style-type: none"> – RC Gate (internal SD card) already contains a device System firmware file at least 9.3MB in size for one of the products listed below, AND – The RC Gate firmware is then updated by RFU to ver3.46-1.14 or older (see RTB RA768006 for more details). <p>Note: In addition, this RC Gate will be displayed in the Disconnect List in the center GUI.</p> <p>MFP: MT-C2.5, TH-C1, V-C1, J-C2, A-C4, R-C4, At-C1, Ap-C1, PG-C1, B-C3, MT-C3, A-C4.5, R-C4.5, K-C3, N-C2, PR-C1, S-C3, all future models</p> <p>LP: G-P2, all future models</p> <p>Other changes:</p> <p>1. Supports the change in the Rescue function made to 2007 mainframe products (error code 53 was added).</p>	
3.46-1.14	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. From this firmware version, if RC Gate is in Sleep mode, it will not accept Supply Calls from the device. (Previously, supply call was stored in the RC Gate when the RC Gate was in Sleep mode.) <p>Note: This is to ensure that Supply Calls resent from the same device while RC Gate is in Sleep mode are not misinterpreted at the @Remote Center as separate calls.</p> <ol style="list-style-type: none"> 2. If RC Gate receives many device alarm calls and cannot extract them, a memory leak and Appliance (RC Gate) SC occur. 3. The System Log stored in the RC Gate cannot be updated properly. 4. RC Gate cannot reboot, due to a defective sector on the SD card (an SD card sector check was added). <p>Other changes:</p> <ol style="list-style-type: none"> 5. Information obtained by the @Remote Center from a MIB device will be checked to make sure it does not contain invalid text code (i.e. text code other than displayable ASCII). 6. The "hourly" setting for AutoDiscovery was deleted (AutoDiscovery cannot be set in hourly cycles). 7. The MIB device search logic was changed so that RC Gate can search for Samsung and other OEM products. 8. An IP masking feature was added, which allows the operator to mask the IP address sent from the RC Gate to the @Remote Center. 9. To test the response of an RC Gate in Sleep mode to a communication from the @Remote Center, the Center will initiate a 	

Reissued: 28-Jan-08

Model: Basil	Date: 28-Oct-05	No.: RA768001f
Version	Symptom Corrected	
	<p>polling session instead of generating a Test Call.</p> <p>10. The maximum number of retries and retry interval for obtaining "errlog.txt" can now be changed from the Web interface. Setting range and default values: -Retry interval: 1-99 sec (default: 30 sec) -Max. number of retries: 0-9 times (default: 3 times)</p> <p>11. Supports the new SP mode added to MFP/LPs that can enable RFU to be performed only when the device is in Energy Saver mode (see the Release Notes for each MFP/LP).</p> <p>12. The warm-up time was reduced by about 30 seconds.</p> <p>13. RC Gate does not need to reboot after changes are made to the IP address or other network settings.</p> <p>14. Supports the ISA proxy server (NTLMv2 Authentication).</p>	
3.39-1.12A	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Sometimes RC Gate shuts down if a problem occurs while it is rebooting (once a week). Note: From this firmware version onward, RC Gate will trigger an SC and try the reboot again if a problem occurs during reboot. 2. A communication failure occurs while RC Gate is reading the device data via S-SENSE. 3. If the RC Gate power is turned off while managing the device's status from "Monitored" to "Managed", following this, the operation cannot be retried. <p>Other changes:</p> <ol style="list-style-type: none"> 1. New feature: RC Gate can capture the MIB serial number from both standard and non-GW private MIB devices, and then use this data at Auto Discovery or when changing the device's registration status to "Managed". In accordance with this change, the following changes were made to the RC Gate GUI: <ul style="list-style-type: none"> - A "Serial Number Setting" menu was added to CE mode. Here, the operator inputs the OID for capturing the MIB S/N from a private MIB. - This new menu includes a [MIB OID Test] button, which is used to test the OID of the private MIB before actual registration. 	
3.34-1.12	<ol style="list-style-type: none"> 1. If RC Gate finds over 100 devices to newly register, an error occurs while the user selects which 100 they wish to register. Note: By specification, up to 100 devices can be registered. 2. Sometimes, RC Gate does not do a retry if it cannot get the counter data from the device, and the old counter data is sent to the Center. 3. Sometimes, a memory overflow occurs (Appliance SC) when a large amount of data is received from a CSS-connected device. 	

Reissued: 28-Jan-08

Model: Basil	Date: 28-Oct-05	No.: RA768001f
Version	Symptom Corrected	
	<p>Note: The firmware was changed so that RC Gate accepts a maximum of 8K of data.</p> <p>4. Remote Firmware Update fails when RC Gate logs in to the Center more than once without logging out. Note: The firmware was changed so that RC Gate must log out before it logs in a second time.</p> <p>Other changes: To conform to the ISO15408 standard:</p> <ol style="list-style-type: none"> 1. The Shutdown function was added to RC Gate: [Maintenance] – [Shut Down RC Gate] Note: <ul style="list-style-type: none"> – If the RC Gate main power switch is turned OFF without the Shutdown function, the log data stored since the last update will be erased (maximum 1 hour's worth of log data). – The Shutdown function prevents damage to the SD card and data inside RC Gate. 2. The firmware was changed so that the user must input the proxy server IP address in the HTTP Proxy Settings screen. 3. The 3DES encryption algorithm was added for HTTPS. Note: From this firmware version, RC Gate supports the 3DES, DES and RC2 encryption algorithms for HTTPS. 4. The timing for the System Log Backup (RAM to SD card) was changed as follows: Old: At shutdown and once a week New: At shutdown and every hour 	
3.21-1.12	<ol style="list-style-type: none"> 1. Changed the default privilege of "perform remote firmware update" from "Disabled" to "Enabled". 2. Supports the PCMCIA driver. 3. Changed the idle-time interval for entering RC Gate sleep mode from "7days" to "3 hours". 4. Changed the RC Gate recovery check interval from sleep mode from "24 hours" to "1 hour". 5. Wording changed from "Proxy Address" to "Proxy IP Address". 6. Changed the SSID for wireless LAN from "30 digits" to "32 digits". 7. Added a debug screen that can be used to monitor communication status between RC Gate and the device. 8. RC Gate cannot register device IP Addresses more than once. 9. SSL communication between RC Gate and the device works properly (bug fix). 	
3.20-1.12	Correct the communication error between RC Gate and Device to change the obtaining way for MIB OID information.	
3.18-1.11	Changed CE mode password from "service" to "rst107C/S"	
3.16-1.11	1st Mass Production	

Model: RC Gate (Basil)		Date: 25-Jan-08	No.: RA768006
Subject: RC Gate Failed after RFU		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input 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"/> Other ()		

Note: So far, the following symptom has been reported only in Japan (one case). Please use this information if a case is reported in your field.

SYMPTOM

RC Gate freezes (red and orange LEDs blinking) and a “Disconnect Call” is sent to the @Remote Center under the following conditions:

- RC Gate (internal SD card) already contains **a device System firmware** file at least 9.3MB in size for one of the products listed below, AND
- The RC Gate firmware is then updated by RFU to **ver3.46-1.14 or older**.

Note: In addition, this RC Gate will be displayed in the Disconnect List in the center GUI.

MFP: MT-C2.5, TH-C1, V-C1, J-C2, A-C4, R-C4, At-C1, Ap-C1, PG-C1, B-C3, MT-C3, A-C4.5, R-C4.5, K-C3, N-C2, PR-C1, S-C3, all future models

LP: G-P2, all future models

CAUSE

RC Gate firmware bug:

When the RC Gate receives a firmware file for RFU, it stores the file in its internal SD card. If this is a device firmware file, RC Gate keeps the file in SD memory even after it performs the firmware update. (This is because it may need to update this same firmware on other devices, or retry the update if it fails). Then, when the next RFU file is received (device or RC Gate firmware), the device firmware file in SD memory is overwritten with the new file.

But with this software bug, only under the two conditions listed above, the RC Gate does not clear the first file (device firmware). As a result, the SD card does not have enough memory to hold both files, and the RC Gate freezes.

Model: RC Gate (Basil)

Date: 25-Jan-08

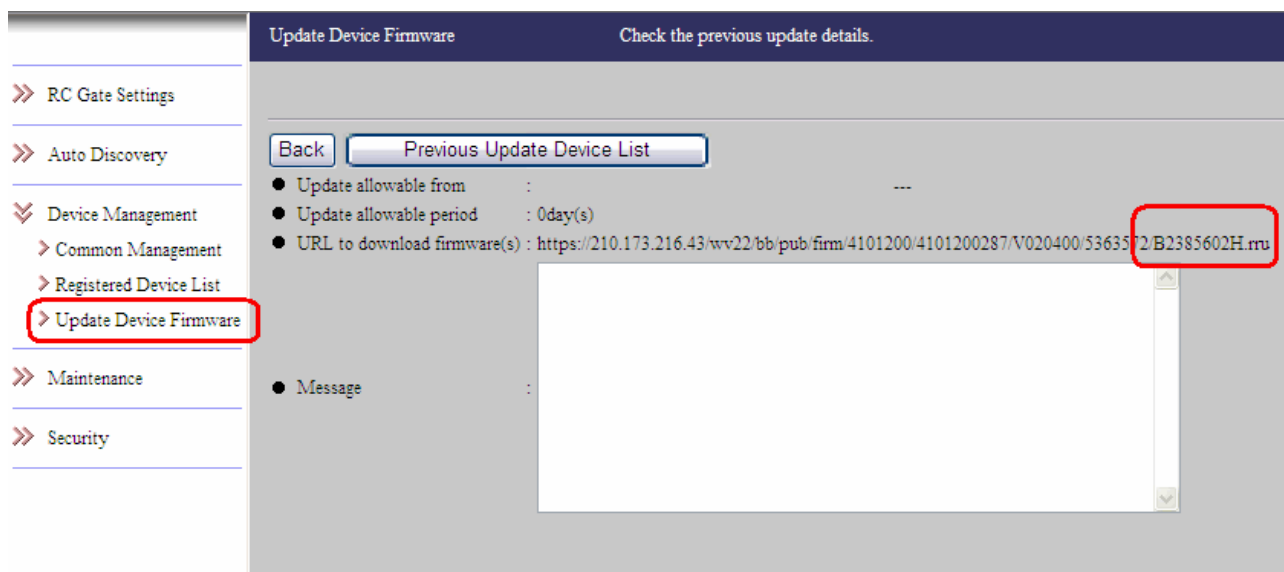
No.: RA768006

ACTION

For RC Gates on which the symptom has not occurred:

1. Check to see if the RC Gate already contains the **System firmware** for one of the models listed above. To do this, access the “Update Device Firmware” screen in the RC Gate GUI (below).

Note: In this example, firmware B2385602H (fax firmware for the AT-C1) is currently saved in the internal SD card.



2. If the RC Gate **does not contain** System firmware for one of the models listed above, as in this example, update the RC Gate firmware to **ver3.50-1.15**.

Important: Before you update the RC Gate firmware, make sure that the RC Gate is set to permit RFU. If the setting is “Not Permitted”, go to the customer site to change this setting to “Permitted”. (The default setting on RC Gates with ver3.21 or older is “Not permitted”).

3. If the RC Gate **already contains** System firmware for one of the models listed above, do a “dummy update” of one of the small device firmware files (for example, Printer, Scanner). After that, update the RC Gate firmware to **ver3.50-1.15**.

Note: The purpose of the “dummy update” is to avoid the occurrence conditions (break the pattern) of the symptom.

Model: RC Gate (Basil)

Date: 25-Jan-08

No.: RA768006

For RC Gates on which the symptom has already occurred:

1. Check the condition of the RC Gate LEDs, in order to confirm that this symptom has actually occurred. If this symptom has occurred, the **orange and red LEDs** will be **blinking**.

Note: This step is necessary to differentiate between RC Gates that were disconnected because of this symptom, and RC Gates disconnected for other reasons.

Important: If the RC Gate was disconnected for another reason (not this symptom), please make sure and **take the correct action**. For the correct action, see the Service Manual.

2. If you confirm that this symptom has occurred, do an A-to-A replacement of the RC Gate.

A-to-A Replacement Procedure:

At the @Remote Center

- 1) Log into the center GUI, and open the Appliance Replacement menu.
- 2) Input the serial number of the RC Gate, both as the “Old Appliance S/N” and “New Appliance S/N”.

Important: Make sure to put six spaces in between the prefix (J77 or J76) and the remaining eight digits.

Example:

<i>Replace Appliance</i>	
<i>Replace</i>	
<i>Fields marked with an asterisk * are required.</i>	
<i>* Old Appliance S/N</i>	J77 12345678
<i>* New Appliance S/N</i>	J77 12345678

Model: RC Gate (Basil)	Date: 25-Jan-08	No.: RA768006
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- 3) Click "Replace".

The following message will appear, which confirms that the replacement request has been created.



IMPORTANT: The replacement request is valid for **four hours**. So, after you do Step 3, make sure to do Steps 4-16 below at the customer site within four hours. If you do not, redo Steps 1-3.

Note: During these four hours, the status will be displayed in the center GUI as "Replacing". Unlike an A-to-B replacement, this status will stay the same until this procedure is completed up to Step 16 (or, until the four hours expire).

At the customer site:

- 4) Access the Registered Device List in the RC Gate GUI, and take a screenshot of this list.
- 5) Unplug the power cable and network cable from the RC Gate.
- 6) Open the cover on the RC Gate.
- 7) Remove the SD card from the RC Gate.
- 8) Insert the SD card into the SD card slot on the PC, or SD card reader connected to the PC.
- 9) Delete all files on the SD card **EXCEPT** "profile". In other words, **keep** the "profile" file on the SD card, and delete everything else.
- 10) Save the two files attached below to the SD card (basil.tgz, vmlinux.bin):
Select the file, and copy it by right-mouse click and paste to the SD card.



basil.tgz



vmlinux.bin

IMPORTANT: Normally, firmware updates should always be performed by **RFU**. Only copy firmware files to an SD card in this way when installing **customized firmware** or in special cases like this.

- 11) Return the SD card to the RC Gate and reattach the RC Gate cover.
- 12) Reattach the power cable and network cable to the RC Gate.
- 13) When the RC Gate fully boots up, make sure that only the **green and orange LEDs are lit**.
If they are not, redo this procedure from Step 5).
- 14) From the RC Gate GUI, log in as Registrant.

Model: RC Gate (Basil)	Date: 25-Jan-08	No.: RA768006
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15) From inside the RC Gate Registration Wizard, do the regular installation procedure.

- For the Request Number, use the serial number with “#” before it.

Example:

Serial number: J77 12345678

Request number: #J77 12345678

- **For further details, see the Operating Instructions or Service Manual.**

16) After you finish the installation procedure:

- Make sure only the green LED is lit.
- Make sure that all devices for this RC Gate (from before you did this procedure) have been restored to the RC Gate’s Registered Device List.
Compare with the screenshot you took in Step 4 above.
- Make sure you can perform a Service Test Call with normal results.

3. If Action #2 cannot correct the symptom, replace the RC Gate with a new one.

Reissued: 16-Apr-08

Model: RC Gate (Basil)	Date: 25-Jan-08	No.: RA768007a
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RTB Reissue

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

Subject: When rewriting the firmware version		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Overview:

This RTB contains the procedure for ***rewriting the RC Gate firmware***.

- ***Use this procedure when you upgrade or downgrade the firmware.***
- ***Use this procedure when you go from a standard version to a customized version, or vice-versa.***

Examples:

- ***Downgrading from ver3.46 or ver3.50 (standard) to ver3.39 (customized)***
- ***Upgrading from ver3.39 (customized) to ver3.46 or ver3.50 (standard)***

Important Notes:

- If the target RC Gate is to be **newly-installed**:
Do the procedure below **before** you do the new RC Gate registration procedure.
- If the target RC Gate is **already installed**:
Do the procedure below, and then do an RC Gate **A-to-A replacement** (see RTB RA768006 for this procedure).

Procedure:

1. Unplug the power cable and network cable from the RC Gate.
2. Open the cover on the RC Gate.
3. Remove the SD card from the RC Gate.
4. Insert the SD card into the SD card slot on the PC, or SD card reader connected to the PC.
5. Delete all files on the SD card EXCEPT "profile". In other words, keep the "profile" file on the SD card, and delete everything else.
6. Save the two target firmware files to the SD card (for ver3.39: **basil.tgz**, **vmlinux.bin**).
7. Reinsert the SD card back into the RC Gate, and then reattach the RC Gate cover.
8. Reattach the power cable and network cable to the RC Gate.
9. Lastly, as mentioned above:
 - If the target RC Gate is to be newly-installed: Do the new RC Gate registration procedure
 - If the target RC Gate is already installed: Do an RC Gate A-to-A replacement

Reissued: 29-May-08

Model: Basil	Date: 28-Oct-05	No.: RA768001g
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RTB Reissue

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

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

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

Version	Program No.	Effective Date
<i>3.57-1.15</i>	<i>A7685233D</i>	<i>May 2008 production</i>
3.50-1.15	A7685233C	December 2007 production
3.46-1.14	A7685233B	October 2007 production
3.39-1.12A	A7685233A	March 2007 production
3.34-1.12	A7685233	May 2006 production
3.21-1.12	A7685226D A7685221B	October 2005 production
3.20-1.12	A7685226C A7685221B	May 2005 Production
3.18-1.11	A7685226B A7685221A	February 2005 Production
3.16-1.11	A7685226A A7685221A	Mass Production

Note: For the firmware v3.34-1.12 and later versions, only remote update from @Remote center is available, but the firmware file for local update is not available.

Reissued: 29-May-08

Model: Basil	Date: 28-Oct-05	No.: RA768001g
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Version	Symptom Corrected
3.57-1.15	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. When performing a device search, RC Gate only includes the first Community Name (see GFPR RC07120001). 2. If the Device Connect Check fails, following this, all other data acquisition functions (counter data collection, device status acquisition, etc.) do not work. <p>Other changes:</p> <ol style="list-style-type: none"> 1. The capacity of the RC Gate SD card was increased from 32MB to 64MB. Note: Due to this change, it is possible to perform RFU for a firmware file that is larger than 16MB (e.g. LCDC firmware for the AT-C1). See RTB RGene023 for details. 2. The Ping command can now be enabled/disabled. 3. If the same SC/supply call occurrence is declared by more than one primary function of a MIB device (Copier, Printer, etc.), RC Gate will regard this as one occurrence and log it accordingly. Note: This is to eliminate unnecessary logging of the same SC/supply call from a MIB device. 4. It is now possible to specify an IP address range for Auto Discovery (in addition to the subnet mask range). 5. It is now possible to import a CSV file when performing the IP address/subnet mask settings for Device Registration and Auto Discovery, instead of manually typing in this information. 6. It is now possible to perform the search at Device Registration using the host name. (Previously, only the IP address could be used). <p>Notes:</p> <ol style="list-style-type: none"> 1. When using the host name to perform the search, this information must be imported from a CSV file. 2. For all communication with the device following Device Registration, RC Gate uses only the IP address (and not the host name). 7. It is now possible to set the reboot function to a weekly or monthly cycle (default: every Sunday). 8. It is now possible to adjust the inter-device polling interval at Auto Discovery (0 – 60000ms). Note: This is to reduce network traffic caused by continuous access to devices.
3.50-1.15	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. RC Gate cannot reboot due to a defective sector on the SD card (permanent solution). 2. RC Gate freezes and changes to a "disconnected" status under the

Reissued: 29-May-08

Model: Basil	Date: 28-Oct-05	No.: RA768001g
Version	Symptom Corrected	
	<p>following conditions:</p> <ul style="list-style-type: none"> – The RC Gate firmware is upgraded to ver3.46 by RFU – Windows Authentication (ISA proxy server) is enabled on the user's machine – The user's network environment uses a domain controller Note: In such environments, the domain name is required at the head of the user name (e.g. domain\userid) <p>3. RC Gate freezes (red and orange LEDs blinking) and a "Disconnect Call" is sent to the @Remote Center under the following conditions:</p> <ul style="list-style-type: none"> – RC Gate (internal SD card) already contains a device System firmware file at least 9.3MB in size for one of the products listed below, AND – The RC Gate firmware is then updated by RFU to ver3.46-1.14 or older (see RTB RA768006 for more details). Note: In addition, this RC Gate will be displayed in the Disconnect List in the center GUI. <p>MFP: MT-C2.5, TH-C1, V-C1, J-C2, A-C4, R-C4, At-C1, Ap-C1, PG-C1, B-C3, MT-C3, A-C4.5, R-C4.5, K-C3, N-C2, PR-C1, S-C3, all future models LP: G-P2, all future models</p> <p>Other changes:</p> <ol style="list-style-type: none"> 1. Supports the change in the Rescue function made to 2007 mainframe products (error code 53 was added). 	
3.46-1.14	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. From this firmware version, if RC Gate is in Sleep mode, it will not accept Supply Calls from the device. (Previously, supply call was stored in the RC Gate when the RC Gate was in Sleep mode.) <p>Note: This is to ensure that Supply Calls resent from the same device while RC Gate is in Sleep mode are not misinterpreted at the @Remote Center as separate calls.</p> <ol style="list-style-type: none"> 2. If RC Gate receives many device alarm calls and cannot extract them, a memory leak and Appliance (RC Gate) SC occur. 3. The System Log stored in the RC Gate cannot be updated properly. 4. RC Gate cannot reboot, due to a defective sector on the SD card (an SD card sector check was added). <p>Other changes:</p> <ol style="list-style-type: none"> 1. Information obtained by the @Remote Center from a MIB device will be checked to make sure it does not contain invalid text code (i.e. text code other than displayable ASCII). 2. The "hourly" setting for AutoDiscovery was deleted (AutoDiscovery cannot be set in hourly cycles). 	

Reissued: 29-May-08

Model: Basil	Date: 28-Oct-05	No.: RA768001g
Version	Symptom Corrected	
	<ol style="list-style-type: none"> 3. The MIB device search logic was changed so that RC Gate can search for Samsung and other OEM products. 4. An IP masking feature was added, which allows the operator to mask the IP address sent from the RC Gate to the @Remote Center. 5. To test the response of an RC Gate in Sleep mode to a communication from the @Remote Center, the Center will initiate a polling session instead of generating a Test Call. 6. The maximum number of retries and retry interval for obtaining "errlog.txt" can now be changed from the Web interface. Setting range and default values: -Retry interval: 1-99 sec (default: 30 sec) -Max. number of retries: 0-9 times (default: 3 times) 7. Supports the new SP mode added to MFP/LPs that can enable RFU to be performed only when the device is in Energy Saver mode (see the Release Notes for each MFP/LP). 8. The warm-up time was reduced by about 30 seconds. 9. RC Gate does not need to reboot after changes are made to the IP address or other network settings. 10. Supports the ISA proxy server (NTLMv2 Authentication). 	
3.39-1.12A	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Sometimes RC Gate shuts down if a problem occurs while it is rebooting (once a week). Note: From this firmware version onward, RC Gate will trigger an SC and try the reboot again if a problem occurs during reboot. 2. A communication failure occurs while RC Gate is reading the device data via S-SENSE. 3. If the RC Gate power is turned off while managing the device's status from "Monitored" to "Managed", following this, the operation cannot be retried. <p>Other changes:</p> <ol style="list-style-type: none"> 1. New feature: RC Gate can capture the MIB serial number from both standard and non-GW private MIB devices, and then use this data at Auto Discovery or when changing the device's registration status to "Managed". In accordance with this change, the following changes were made to the RC Gate GUI: <ul style="list-style-type: none"> - A "Serial Number Setting" menu was added to CE mode. Here, the operator inputs the OID for capturing the MIB S/N from a private MIB. - This new menu includes a [MIB OID Test] button, which is used to test the OID of the private MIB before actual registration. - 	

Reissued: 29-May-08

Model: Basil	Date: 28-Oct-05	No.: RA768001g
Version	Symptom Corrected	
3.34-1.12	<ol style="list-style-type: none"> If RC Gate finds over 100 devices to newly register, an error occurs while the user selects which 100 they wish to register. Note: By specification, up to 100 devices can be registered. Sometimes, RC Gate does not do a retry if it cannot get the counter data from the device, and the old counter data is sent to the Center. Sometimes, a memory overflow occurs (Appliance SC) when a large amount of data is received from a CSS-connected device. Note: The firmware was changed so that RC Gate accepts a maximum of 8K of data. Remote Firmware Update fails when RC Gate logs in to the Center more than once without logging out. Note: The firmware was changed so that RC Gate must log out before it logs in a second time. <p>Other changes: To conform to the ISO15408 standard:</p> <ol style="list-style-type: none"> The Shutdown function was added to RC Gate: [Maintenance] – [Shut Down RC Gate] Note: <ul style="list-style-type: none"> If the RC Gate main power switch is turned OFF without the Shutdown function, the log data stored since the last update will be erased (maximum 1 hour's worth of log data). The Shutdown function prevents damage to the SD card and data inside RC Gate. The firmware was changed so that the user must input the proxy server IP address in the HTTP Proxy Settings screen. The 3DES encryption algorithm was added for HTTPS. Note: From this firmware version, RC Gate supports the 3DES, DES and RC2 encryption algorithms for HTTPS. The timing for the System Log Backup (RAM to SD card) was changed as follows: Old: At shutdown and once a week New: At shutdown and every hour 	
3.21-1.12	<ol style="list-style-type: none"> Changed the default privilege of "perform remote firmware update" from "Disabled" to "Enabled". Supports the PCMCIA driver. Changed the idle-time interval for entering RC Gate sleep mode from "7days" to "3 hours". Changed the RC Gate recovery check interval from sleep mode from "24 hours" to "1 hour". Wording changed from "Proxy Address" to "Proxy IP Address". Changed the SSID for wireless LAN from "30 digits" to "32 digits". Added a debug screen that can be used to monitor communication status between RC Gate and the device. RC Gate cannot register device IP Addresses more than once. 	

Reissued: 29-May-08

Model: Basil		Date: 28-Oct-05	No.: RA768001g
Version	Symptom Corrected		
	9. SSL communication between RC Gate and the device works properly (bug fix).		
3.20-1.12	Correct the communication error between RC Gate and Device to change the obtaining way for MIB OID information.		
3.18-1.11	Changed CE mode password from "service" to "rst107C/S"		
3.16-1.11	1st Mass Production		

Model: RC Gate (Basil)		Date: 9-Jun-08	No.: RA768008
Subject: 64MB SD Card for RC Gate		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Important Information about the Release of a 64MB SD Card for RC Gate

Overview

- RC Gates with firmware version **v3.57-1.15 or newer** can use a **64MB** SD card.
- With this 64MB SD card, you can do an RFU for device firmware files larger than 16MB (e.g. LCDC firmware for the At-C1). See **RTB RGene023** for more details.
- Before you replace the 32MB card with the 64MB card, **you must format the 64MB card**. The **Format Procedure** and **Replacement Procedure** are shown below.

Service Parts Information

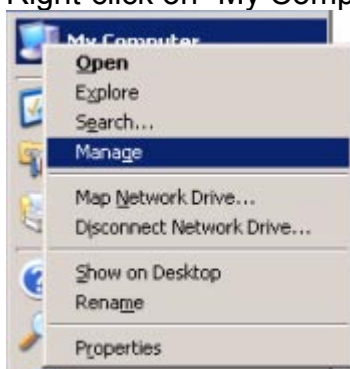
P/N: **B6455010**

Part Name: **SD-CARD:ASS'Y**

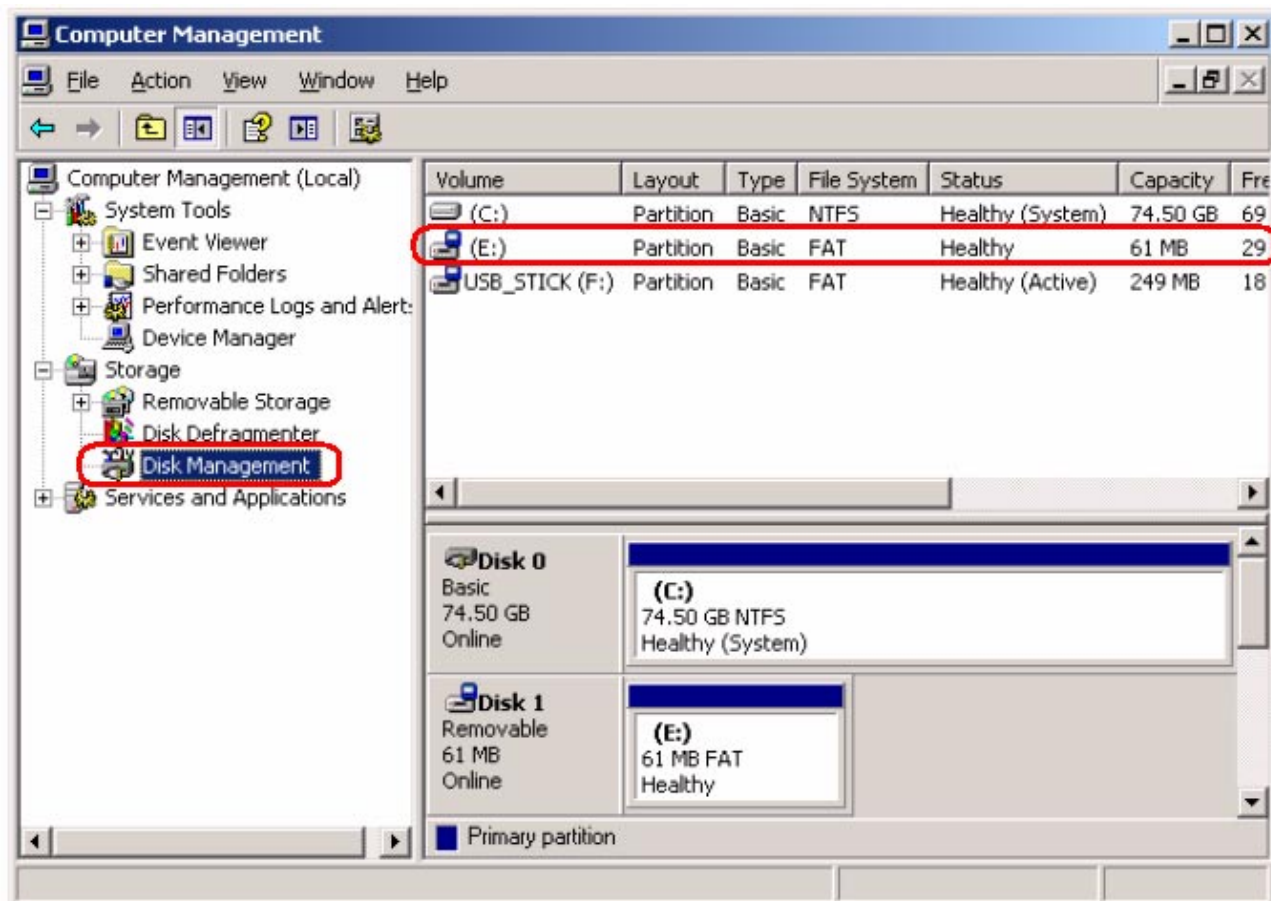
Note: This is the same SD card that is used to update device firmware in the field.

Format Procedure

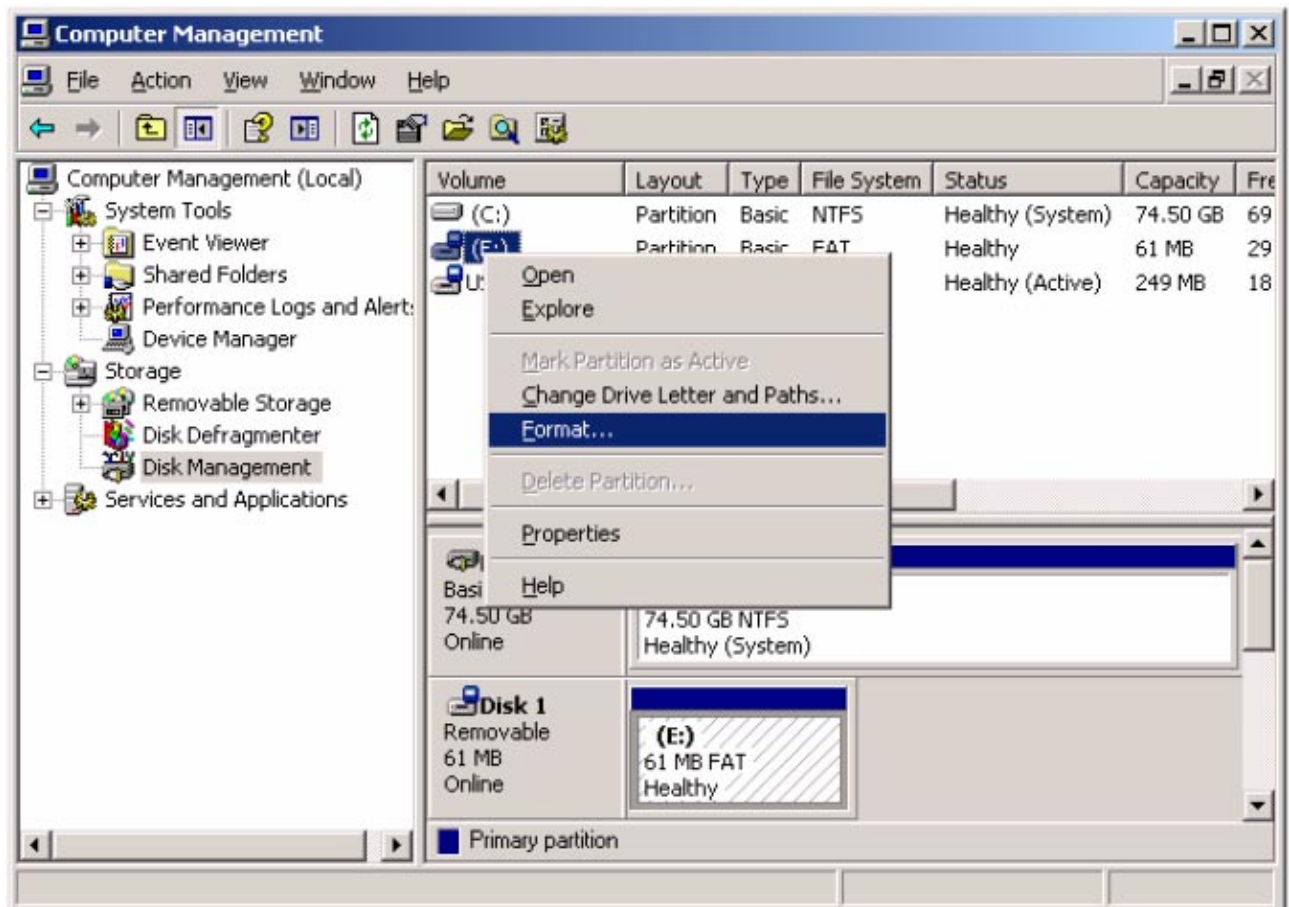
1. Connect the SD card to the PC (via an SD card R/W, if necessary).
2. Right-click on "My Computer", and click [Manage].



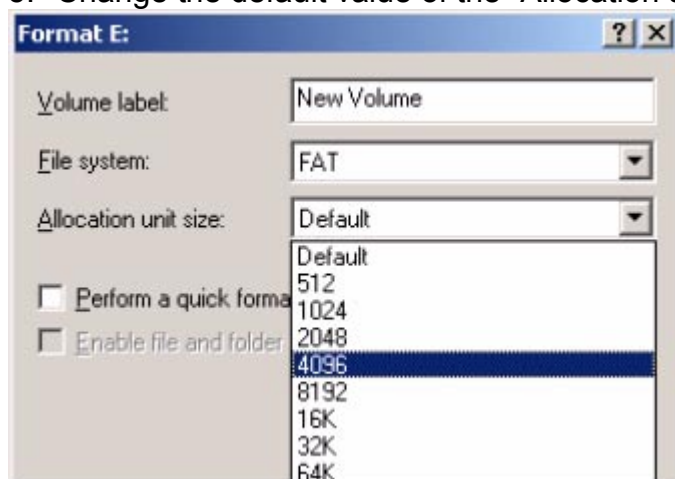
- Click on "Disk Management", and make sure that the SD card appears in the right area of the "Computer Management" window.



4. Right click on the SD card icon under the "Volume" header (in this case, the "E:" drive), and click "Format".



5. Change the default value of the "Allocation unit size" to **4096**.



Model: RC Gate (Basil)

Date: 9-Jun-08

No.: RA768008

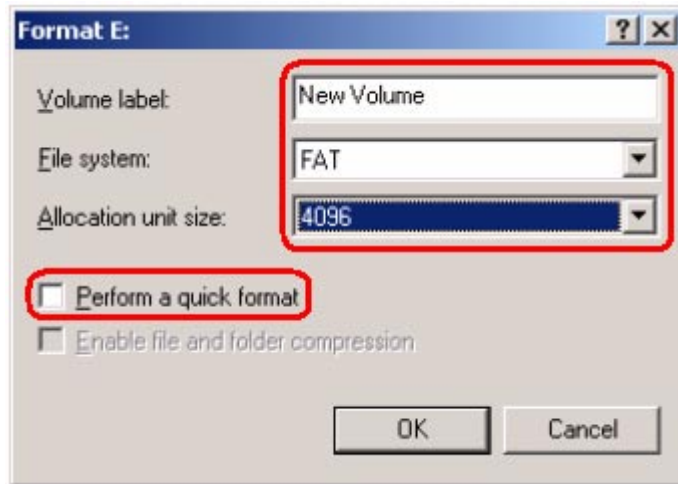
6. Make sure the following values have been set, and then click "OK".

Volume label: **New Volume**

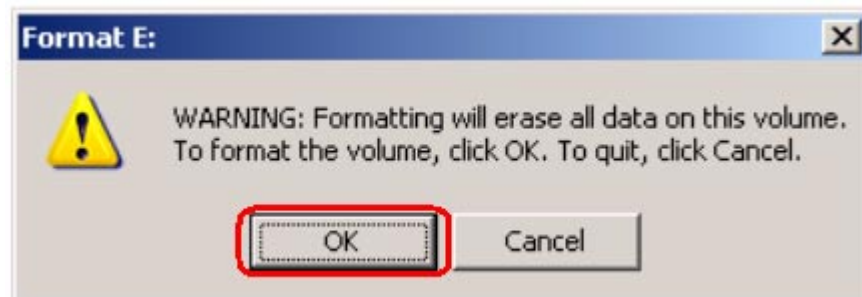
File system: **FAT**

Allocation unit size: **4096**

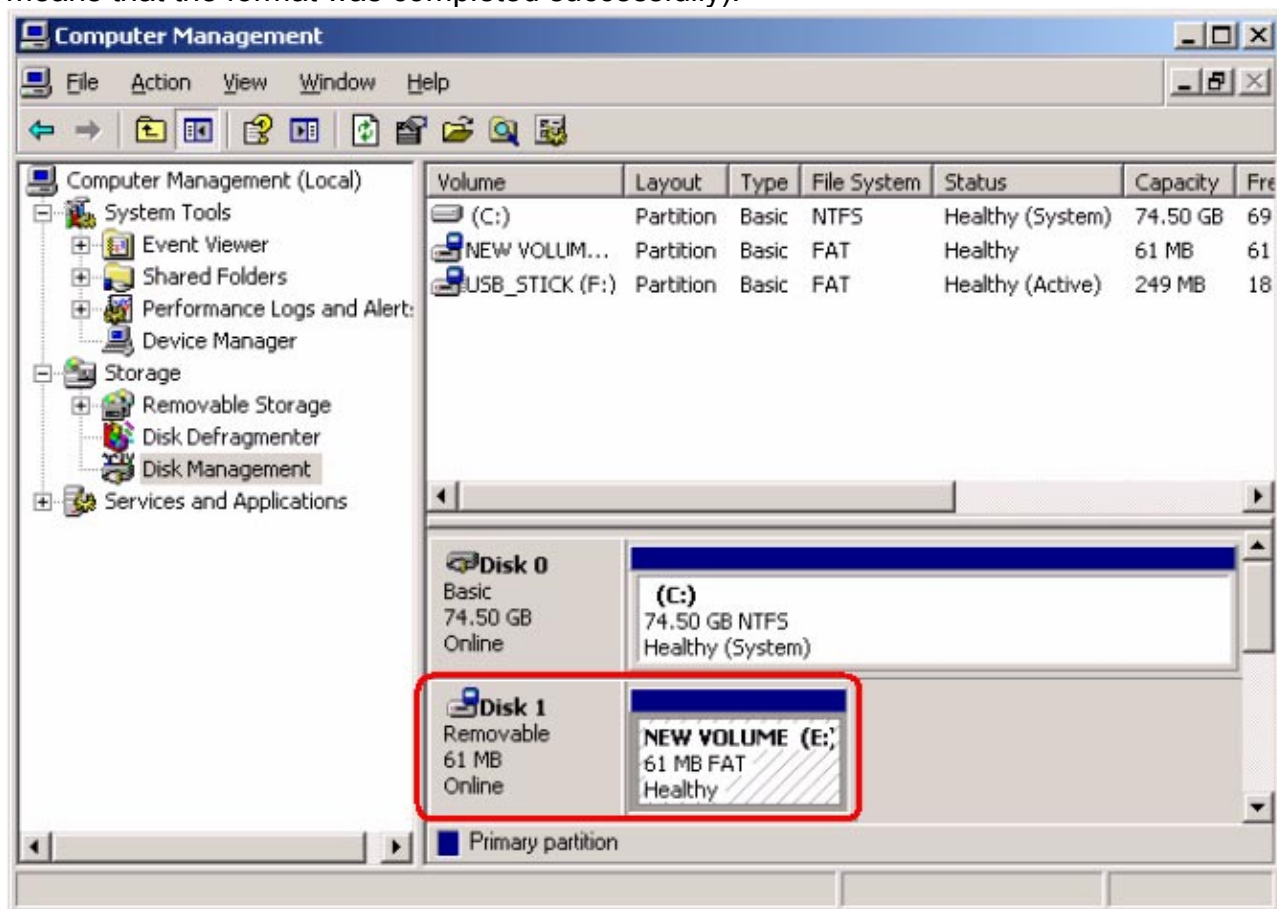
Perform a quick format: (This box should be **unchecked**)



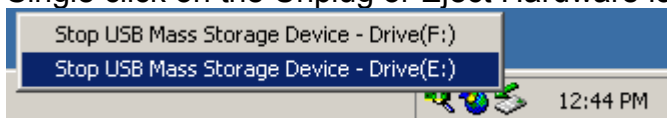
7. Click "OK" when the following message appears. The SD card format will begin.



8. Make sure the SD card shows a status of “Healthy” in the area shown below (this means that the format was completed successfully).



9. Single click on the Unplug or Eject Hardware icon in the task tray.



10. Select “Stop the SD drive” (in this case, the “E:” drive).



11. When “The device can now be safely removed from the system” is displayed, click “OK”.

Model: RC Gate (Basil)

Date: 9-Jun-08

No.: RA768008

Replacement Procedure (32MB to 64MB SD Card)

1. Make sure the RC Gate firmware version is **v3.57 or higher**.
2. Make sure to format the new 64MB SD card as shown in the procedure above.
3. Unplug the power cable and network cable from the RC Gate.
4. Remove the cover on the RC Gate, and remove the 32MB SD card.
5. Insert the 32MB SD card into the SD card slot on the PC (or SD card R/W).
6. Copy all of the files in the 32MB card onto to the 64MB card.
7. Insert the 64MB card into the RC Gate, and then reattach the RC Gate cover.
8. Reattach the power cable and network cable to the RC Gate.
9. Login to the RC Gate UI (CE mode), and access the “Basic” menu.
10. Make sure that the “SD card size” is about 64MB (see the screenshot below).

Basic

Change setting(s), then click [Apply].

● RC Gate ID	: J7641000012
● Model name	:
● RC Gate location	:
● Application version	: 3.57
● Application last updated	: ---
● OS version	: 1.15
● OS last updated	: ---
● Language	: English
● Time zone	: (GMT+09:00)Osaka,Sapporo,Tokyo
● Service depot	:
● Service depot contact	:
● Log max. capacity	: 64KB
● Log collection level	: Information
● Auth key version	: 1
● Permit sending IP addresses	: Permit (default)
● SD card size	: 63520768Byte

Model: General		Date: 26-Dec-06	No.: RGene023
Subject: Importance of RFU via @Remote		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Important Information Regarding the @Remote Feature

1. Concerning remote firmware update (RFU) via @Remote:

the release notes of system firmware in some products listed states the following:

“SC819 occurs if the power is turned OFF/ON during a remote firmware update (RFU).”

However, before performing the RFU via @Remote, please perform any necessary objective system firmware updating first. This avoids firmware update errors related to other firmware updating.

2. When a product is connected to an external RC Gate and when performing RFU via @Remote;

If the firmware size exceeds 16MB, the update may fail.

Therefore, please do not select the objective firmware from the list.

[Reason]

The physical memory capacity of the external RC Gate is 16MB.

[Objective Firmware and Product]

Firmware	Part No.	Product
LCDC	B2381491A, B2381492A, B2381457 B2381459, B2381493	Model At-C1
LCDC	B2231491A, B2231492A, B2231457 B2231459, B2231493A	Model Ap-C1
LCDC	B2345321, B2345322	Model B-C3
LCDC	B2461491, B2461492A	Model M-C3

Notes:

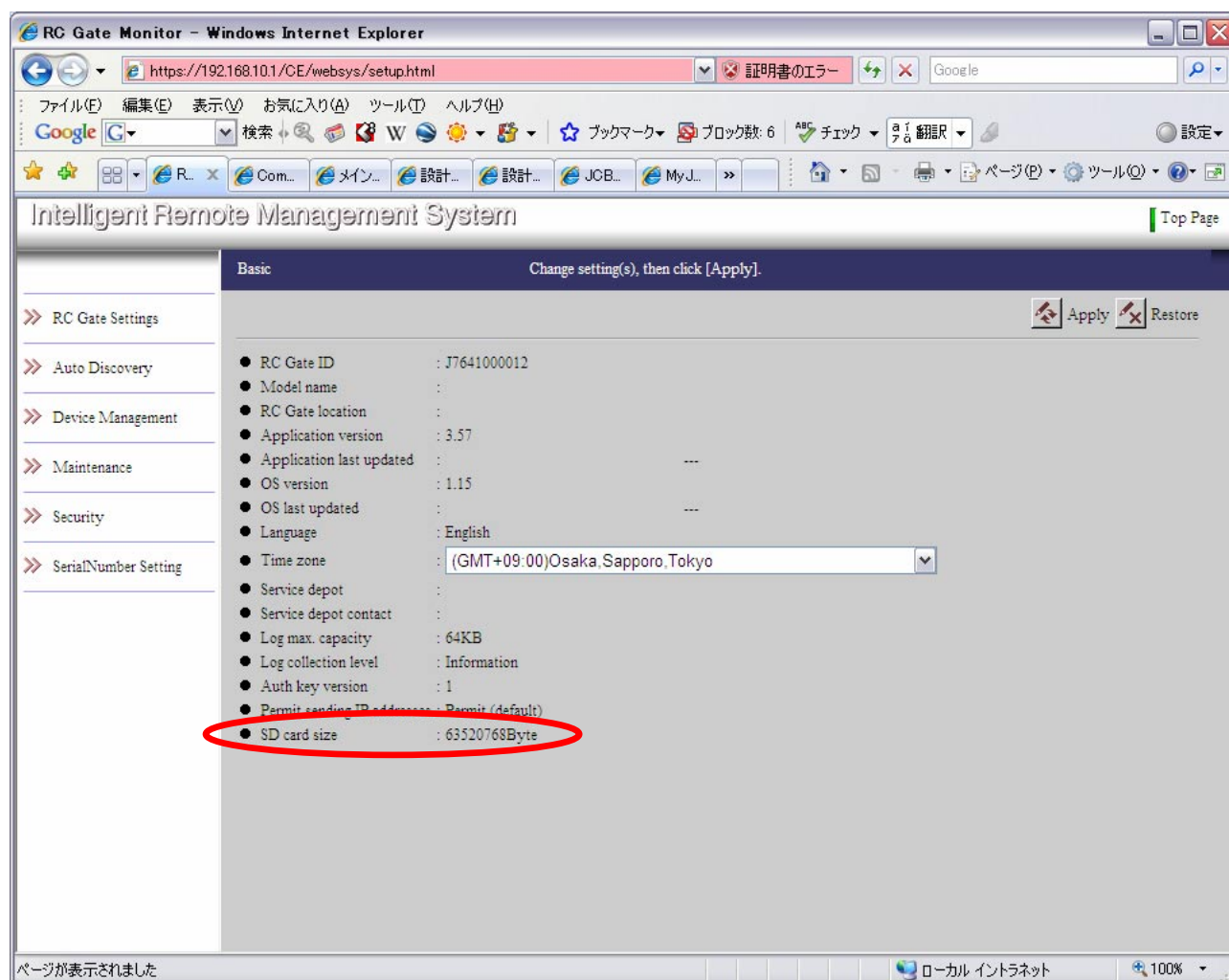
- This is as of Dec 2006.
- The listed LCDC is for the products which have X VGA display.
- If X VGA display is used for future products, it will have the same limitation.
- If the product is connected to an embedded type RC Gate (Cumin), there is no size limit, as the HDD in the product is used for firmware download.
- If local RFU by ftp command is performed with the above firmware, there is no size limit, as the HDD in the product is used for firmware download.

Model: RC Gate (Basil)		Date: 23-Jun-08	No.: RA768009
Subject: New Features in version 3.57-1.15		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

Some new features were added from firmware **version 3.57-1.15** (see RTB RA768001g for details). This RTB contains instructions about how to use these new features.

1 The capacity of the SD card was increased from 32MB to 64MB.

The RC Gate will detect the memory capacity automatically, and displays the SD Card Size in the Basic menu in CE mode.



Model: RC Gate (Basil)

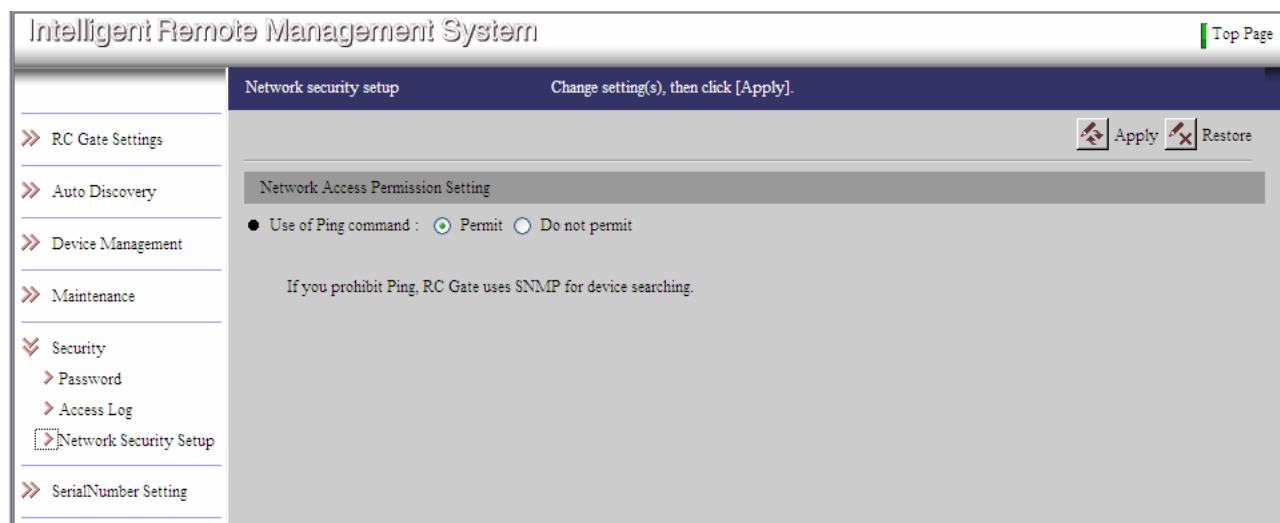
Date: 23-Jun-08

No.: RA768009

2 You can enable or disable the Ping command.

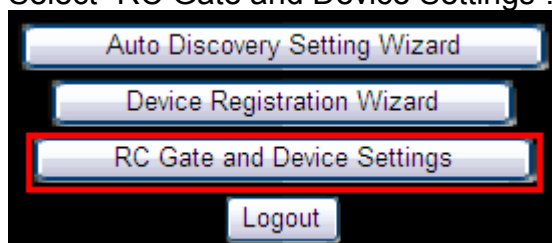
You can now enable (default) or disable the Ping command when you search for devices in CE mode. When this setting is disabled, SNMP is used for the device search instead of Ping.

Note: The search performance is better with the Ping command, but this setting is useful for cases in which the customer's network environment prohibits the use of the Ping command.



2.1 Procedure for this setting:

- 1) Login to the RC Gate UI in CE mode.
- 2) Select "RC Gate and Device Settings".

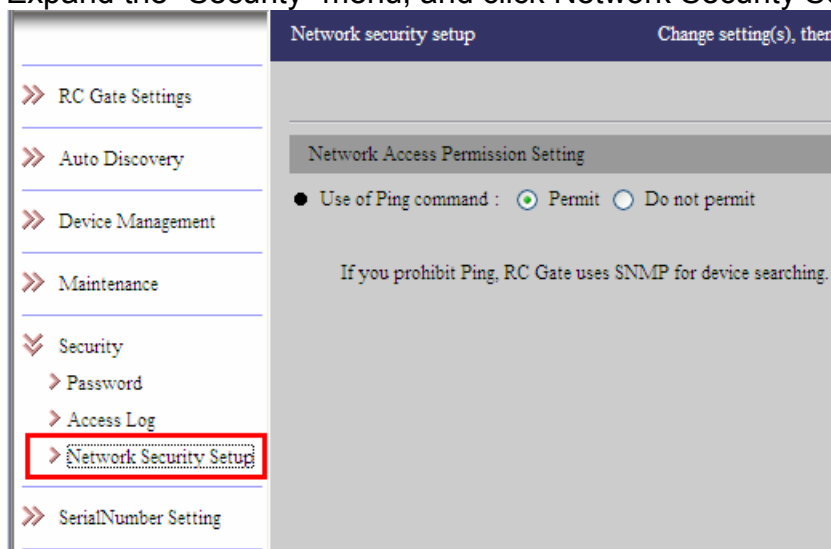


Model: RC Gate (Basil)

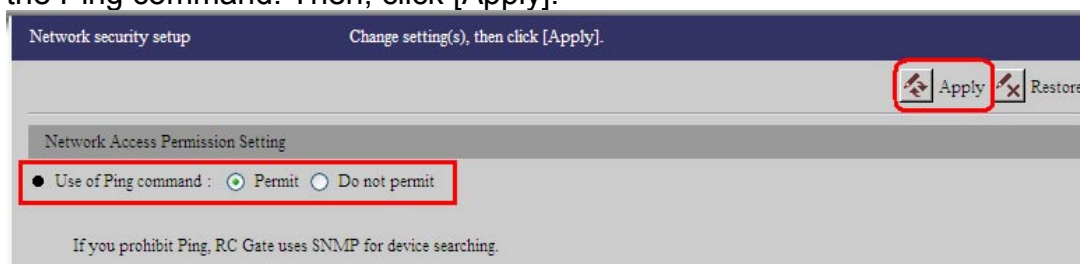
Date: 23-Jun-08

No.: RA768009

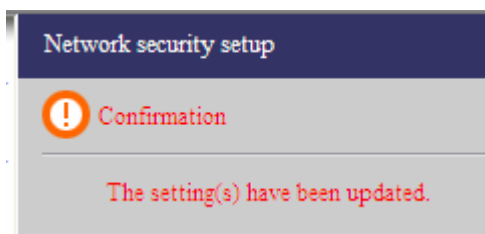
3) Expand the “Security” menu, and click Network Security Setup.



4) Choose [Permit] to enable the Ping command, or [Do not permit] to disable the Ping command. Then, click [Apply].



5) Click OK to apply the setting.

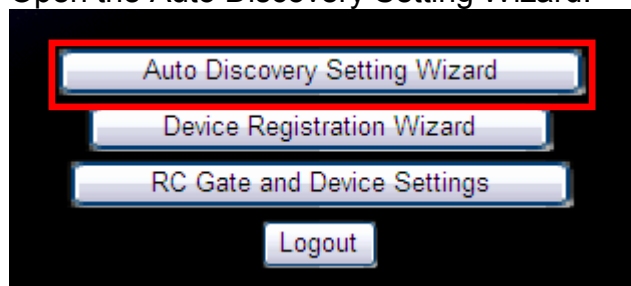


3 You can specify an IP address range for Auto Discovery (AD).

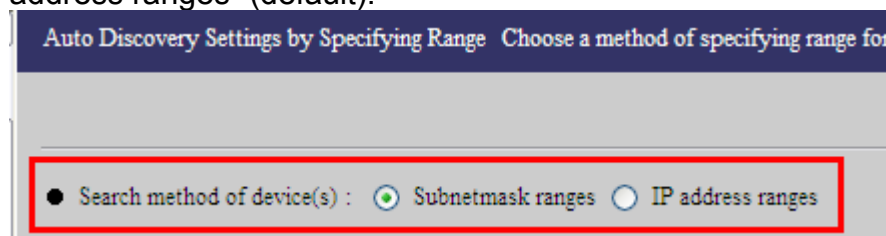
In addition to the subnet mask range setting, you can also specify an IP address range for AutoDiscovery.

3.1 Procedure for this setting:

Open the Auto Discovery Setting Wizard.



The following screen will be displayed. Select either “Subnetmask ranges” or “IP address ranges” (default).



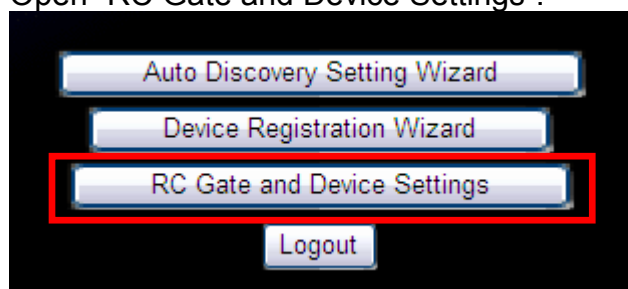
See the Operating instructions for other details about this setting.

3.2 Conditions and remarks

- 1) Both the subnet mask and IP address ranges can be set to a maximum of 256 digits.
- 2) From the @Remote Center GUI, there is no way to check which of these settings has been selected.
- 3) The above screen will not be displayed if AutoDiscovery is already enabled on the RC Gate, and the firmware is already at **ver3.57**. In these cases, to change the range setting, do the following procedure:

<Displaying the range setting screen>

1. Open “RC Gate and Device Settings”.

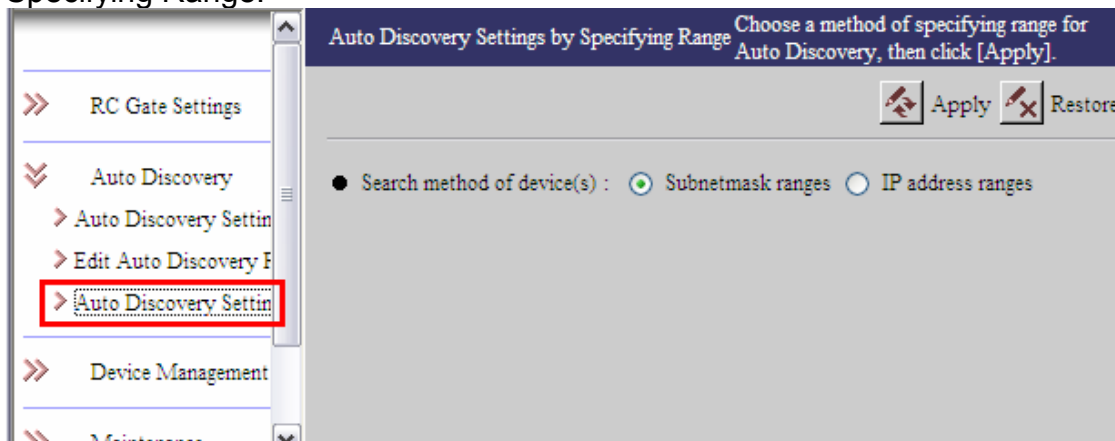


Model: RC Gate (Basil)

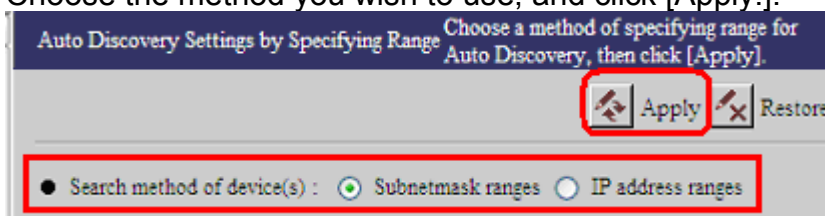
Date: 23-Jun-08

No.: RA768009

- Expand the Auto Discovery menu, and click "Auto Discovery Setting by Specifying Range."



- Choose the method you wish to use, and click [Apply].



Note: When you change the setting from "Subnet mask ranges" to "IP address ranges" (or vice-versa), the current range data will be cleared.

4 CSV import when setting the IP range for Device Registration and Auto Discovery

It is now possible to import a CSV file when performing the IP address/subnet mask settings for Auto Discovery, and IP address setting for Device Registration, instead of manually typing in this information.

4.1 Auto Discovery

4.1.1 IP Address Range

4.1.1.1 Format examples

a) CSV format

	A	B	C	D	E
1	192.168.0.1	192.168.0.254	enable	192.168.0.1	
2	192.168.1.1	192.168.1.254	enable	192.168.1.1	
3	192.168.2.1	192.168.2.254	enable	192.168.2.1	
4	192.168.3.1	192.168.3.254	enable	192.168.3.1	
5	192.168.4.1	192.168.4.254	enable	192.168.4.1	
6	192.168.5.1	192.168.5.254	enable	192.168.5.1	
7					
8					
9					
10					

b) Text format



Model: RC Gate (Basil)

Date: 23-Jun-08

No.: RA768009

4.1.1.2 Format definitions

Column	Input Items	Format	Remarks
A	Start IP address	x.x.x.x	* Input 0 to 255 digits. * Cannot begin with 0, 127, 240 (or higher number, class E). This is so that the number can be recognized as an IP address. * Cannot be omitted.
B	End IP address	x.x.x.x	* Same as above. * This address must be a higher number than the Start IP address. * Cannot be omitted.
C	Enable/Disable	Enable or disable	
D	Range Name	Text: 20 to 7E text codes	* Can be omitted. * Up to 60 bytes.
E	Comment	Text: 20 to 7E text codes	* Can be omitted. * Up to 60 bytes.
F and after	-	-	Any data in the F column and following are ignored.

4.1.2 Subnet Mask Range

4.1.2.1 Format examples

a) CSV format

	A	B	C
1	192.168.0.1	255.255.255.0	
2	192.168.1.1	255.255.255.0	
3	192.168.2.1	255.255.255.0	
4	192.168.3.1	255.255.255.0	
5	192.168.4.1	255.255.255.0	
6	192.168.5.1	255.255.255.0	
7			
8			
9			
10			

b) Text format

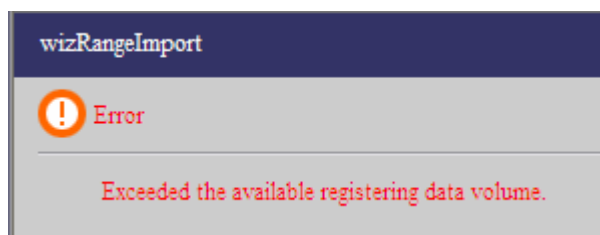


4.1.2.2 Format definitions

Column	Input Items	Format	Remarks
A	Network segment	x.x.x.x	<ul style="list-style-type: none"> * Input 0 to 255 digits. * Cannot begin with 0, 127, 240 (or higher number, class E). This is so that the number can be recognized as an IP address. * Cannot be omitted.
B	Network subnet mask	x.x.x.x	<ul style="list-style-type: none"> * This value must be input in IPv4 format. * Cannot be omitted.
C	Enable/Disable	enable or disable	
D	Range Name	Text: 20 to 7E text codes	<ul style="list-style-type: none"> * Can be omitted. * Up to 60 bytes.
E	Comment	Text: 20 to 7E text codes	<ul style="list-style-type: none"> * Can be omitted. * Up to 60 bytes.
F and after	-	-	Any data in the "F" column and following are ignored.

4.1.3 Other Conditions, Remarks

- 1) When a CSV file is imported, the previous data is overwritten.
- 2) A maximum of 256 data items (fields) can be imported from a CSV file. This is also true when the data is manually input. If a CSV file is imported that contains more than this limit, the following error message is displayed. In such cases, you need to do the CSV import over again, making sure the file contains a maximum of 256 items (fields).



- 3) An error message will also be displayed if the CSV data contains any illegal values, or data that does not conform to pre-defined format (e.g. a number with too many digits). In such cases, you need to do the CSV import over again, making sure the file contains only valid data.
- 4) If two or more fields in the CSV file contain the same IP address, they will be imported as is (no error message, no consolidation).

4.2 Device Registration

4.2.1 Format examples: IP Address Range

a) CSV format

	A	B	C
1	192.168.0.1	192.168.0.254	
2	192.168.1.1	192.168.1.254	
3	192.168.2.1	192.168.2.254	
4	192.168.3.1	192.168.3.254	
5	192.168.4.1	192.168.4.254	
6	192.168.5.1	192.168.5.254	
7			
8			
9			
10			

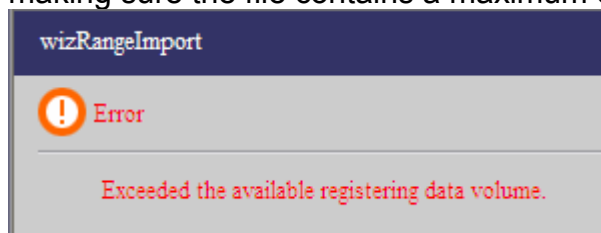
b) Text format

4.2.2 Format conditions

Column	Input Items	Format	Remarks
A	Start IP address	x.x.x.x	* Input 0 to 255 digits. * Cannot begin with 0, 127, 240 (or higher number, class E). This is so that the number can be recognized as an IP address.
B	End IP address	x.x.x.x	* Same as above. * This address must be a higher number than the Start IP address.
C and after	-	-	Any data in the "C" column and following are ignored.

4.2.3 Other Conditions, Remarks

- 1) When a CSV file is imported, the previous data is overwritten.
- 2) A maximum of 10 data items (fields) can be imported from a CSV file. This is also true when the data is manually input. If a CSV file is imported that contains more than this limit, the following error message is displayed. In such cases, you need to do the CSV import over again, making sure the file contains a maximum of 10 items (fields).



Model: RC Gate (Basil)

Date: 23-Jun-08

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- 3) An error message will also be displayed if the CSV data contains any illegal values, or data that does not conform to pre-defined format (e.g. a number with too many digits). In such cases, you need to do the CSV import over again, making sure the file contains only valid data.
- 4) If two or more fields in the CSV file contain the same IP address, they will be imported as is (no error message, no consolidation).
- 5) Imported IP addresses are used only when searching for devices at Device Registration, and not for any other purpose.
- 6) The imported IP addresses will be cleared when any of the following happen:
 - a. Another CSV file is imported
 - b. A periodical reboot is performed
 - b. The RC Gate shuts down, or power is turned off/cut off

5 Device registration using the host name

It is now possible to perform the device search at Device Registration using the host name imported from a CSV file. (Previously, only the IP address could be used).

5.1 Format example

	A	B	C
1	host01.domain.com		
2	host02.domain.com		
3	host03.domain.com		
4	133.139.157.61		
5	host04.domain.com		
6	host05.domain.com		
7	host06.domain.com		
8			
9			
10			

Notes:

1. The imported hostname must be an FQDN name and contain a domain name.
2. It is possible to type IP addresses together with hostnames in the CSV file.

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5.2 Import Results

After you import hostnames via a CSV file, the import results will be displayed. The system is then ready to perform a device search using these hostnames.

Device Registration Wizard: Import Result Confirm results.
To start searching device(s), click [Next].

Total host name : 7

No.	Host name
1	host01.domain.com
2	host02.domain.com
3	host03.domain.com
4	133.139.157.61
5	host04.domain.com
6	host05.domain.com
7	host06.domain.com

5.3 Results of search using hostnames

After the RC Gate performs a Device Search using the hostnames, the search results will be displayed as follows. To view results which failed (devices could not be located using a hostname), click "Search Error List".

The following device(s) have been found on the network. Select device
Device Registration Wizard: Search Results (s) to manage, then click [Next].
To search other IP address ranges, click [Additional Search].

☒ Search Error List
 ☒ Machine ID Error List

Display items : 10

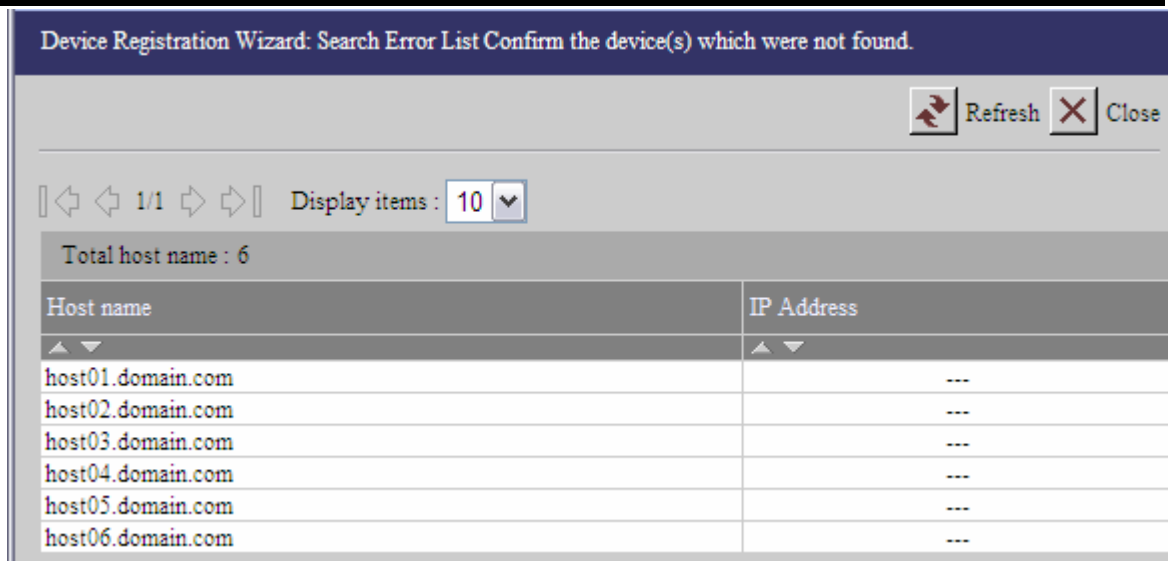
Device total : 1

Host name	Machine ID	Model Name	IP Address	Connection Type	Select
133.139.157.61	1400000001	RICOH RC G1500/6150	133.139.157.61	LAN (HTTP)	<input type="checkbox"/>

Model: RC Gate (Basil)

Date: 23-Jun-08

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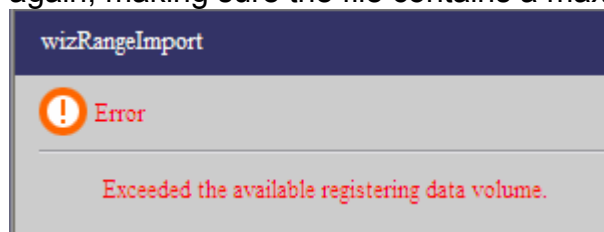


5.4 Format conditions

Input Items	Condition	Remarks
Number of digits	Max. 126 digits	Quotation marks are not counted as digits.
Valid data	Text code: 20 to 7E codes	Characters and symbols allowed: <ul style="list-style-type: none"> - Alphabetic characters that conform to the RFC-952 standards (A to Z), - Numerals 0-9 - All symbols supported by the operation panel input system of the device (e.g. hyphens, underbars, etc.)

5.5 Other Condition and Remarks

- 1) After you import the CSV file, you cannot edit the file contents. If you need to edit these contents, edit them and then import the file again.
- 2) A maximum of 100 data items (fields) can be imported from a CSV file. If a CSV file is imported that contains more than this limit, the following error message is displayed. In such cases, you need to do the CSV import over again, making sure the file contains a maximum of 100 items (fields).



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- 3) An error message will also be displayed if the CSV data contains any illegal values, or data that does not conform to pre-defined format (e.g. a number with too many digits). In such cases, you need to do the CSV import over again, making sure the file contains only valid data.
- 4) If two or more fields in the CSV file contain the same hostname, the system will recognize this and consolidate them into one field when importing the data.
- 5) The imported IP addresses are only used to search for devices at Device Registration (and not for any other purpose).
- 6) The imported hostnames are cleared if any of the following happen:
 - a. Another CSV file is imported.
 - b. A periodical reboot is performed.
 - b. The RC Gate shuts down, or the power is turned off/cut off.

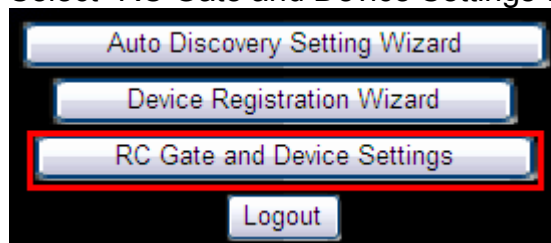
Note: For all communication with the device following Device Registration, RC Gate uses only the IP address (and not the hostname).

6 You can change the timing of the Periodical Reboot

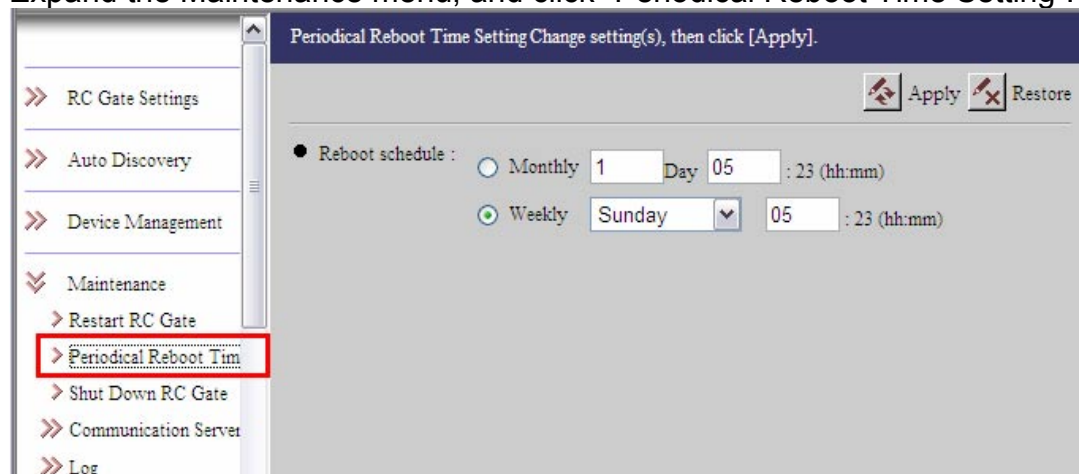
It is now possible to set the reboot function timing to a weekly or monthly cycle in CE mode (default: every Sunday at 5AM).

6.1 Procedure for this setting

- 1) Login to the RC Gate UI in CE mode.
- 2) Select "RC Gate and Device Settings".



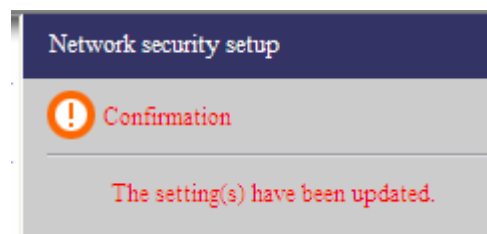
- 3) Expand the Maintenance menu, and click "Periodical Reboot Time Setting".



- 4) Select either Monthly or Weekly.
- 5) Set the day and hour for the Monthly setting, or the day of the week and hour for the Weekly setting.

Note: Time is expressed in local time.

- 6) Click [Apply].
- 7) Click OK to apply the settings.



6.2 Remarks

- 1) Setting range for the "Monthly" setting:
Day: 1 to 31
Time: 00 to 23 hours

Note: If "31" is set as the day for a calendar month that does not have 31 days, the reboot is performed on the last day of that month.

- 2) Setting range for the "Weekly" setting:
Day of the week: Sunday to Saturday
Time: 00 to 23 hours

Note: You cannot set the time down to the minute, because the minute is randomly set when the RC Gate is installed.

Model: RC Gate (Basil)

Date: 23-Jun-08

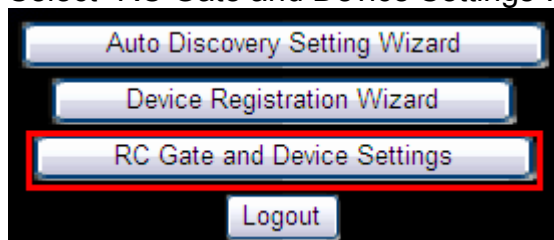
No.: RA768009

7 You can adjust the inter-device polling interval for Auto Discovery

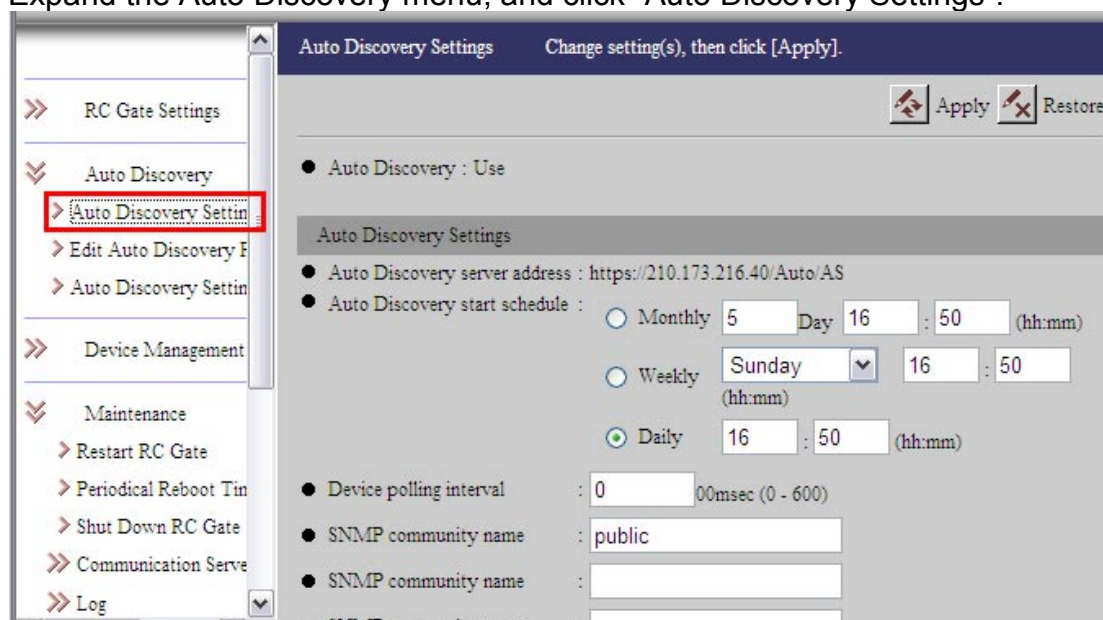
It is now possible to adjust the inter-device polling interval for Auto Discovery in CE mode. This is to reduce network traffic caused by continuous access (default: 0 ms).

7.1 Procedure for this setting

- 1) Login to the RC Gate UI in CE mode.
- 2) Select "RC Gate and Device Settings".



- 3) Expand the Auto Discovery menu, and click "Auto Discovery Settings".



Model: RC Gate (Basil)

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- 4) Input the appropriate value in the field.

Note: The actual polling interval = Input value x 100.

Auto Discovery Settings Change setting(s), then click [Apply].

Apply Restore

● Auto Discovery : Use

Auto Discovery Settings

● Auto Discovery server address : https://210.173.216.40/Auto/AS

● Auto Discovery start schedule : ☐ Monthly 5 Day 16 : 50 (hh:mm)
☐ Weekly Sunday 16 : 50 (hh:mm)
☒ Daily 16 : 50 (hh:mm)

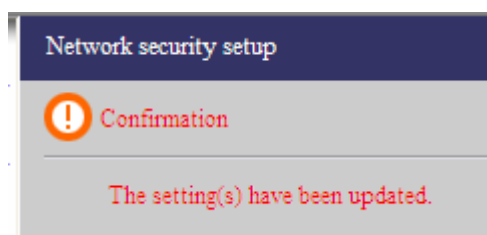
● Device polling interval : 0 00msec (0 - 600)

● SNMP community name : public

● SNMP community name :

- 5) Click [Apply].

- 6) Click OK to apply the setting.



7.2 Remarks

- 1) The setting range for this polling interval is: 0 to 60000ms (= 0 to 60 sec).
- 2) If a value of 1 or more is input, this will reduce network traffic. However, it will take more time to complete Auto Discovery.

Model: RC Gate (Basil)		Date: 23-Jun-08	No.: RA768010
Subject: Service Manual Correction (E-mail)		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required		
	<input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision		
	<input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information		
	<input checked="" type="checkbox"/> Other () <input type="checkbox"/> Tier2		

The Service Manual was corrected as follows.

Section 5.3.5 (pg. 61)

5.3.5 E-mail

SMTP/HTTPS

○: Adjustable △: Displayed only —: Not displayed

●: Adjustable (value displayed as “*”)

Items	Description	Admin	Registrant	CE
RC Gate E-mail address (for sender)	An E-mail address for the equipment. “rc_gate” is set to default. In the “E-mail (SMTP)” method, the E-mail address is used to send the collected information to Communication Server. In the “Internet encryption communication (HTTPS)” method, the E-mail address is used to send E-mail to the RC Gate admin's E-mail address when events occur (i.e. the device is disconnected, or communication is suspended/restored due to suspension/recovery of the Communication Server) . Set the E-mail address within 126 characters.	○	○	○

Model: RC Gate (Basil)		Date: 30-Jan-09	No.: RA768011
Subject: RC Gate Failure (Incorrect Gateway Address)		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

Important Information: RAC (USA) Only

SYMPTOM

Error code –2392 occurs at RC Gate installation.

CAUSE

The Gateway URL was incorrectly programmed.

- Correct URL: https://...../i02/AS
- Incorrect URL: https://...../i01/AS

Note: For information security reasons, only the relevant parts of the actual address are mentioned in this RTB.

SOLUTION

Production line:

The URL was changed to the correct address.

In the Field:

For the affected units listed below, change the URL manually to the correct address in CE mode from the RC Gate GUI.

See the procedure on the next page

Affected units:

- RC Gate Type BN1 (A768-17, EDP: 429500)
- Serial numbers: J7781000001 to J7781000038 (produced in October 2008)
- Total number of units: 38

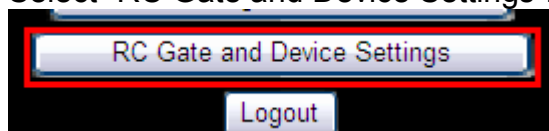
See the attached list for details and shipping information.



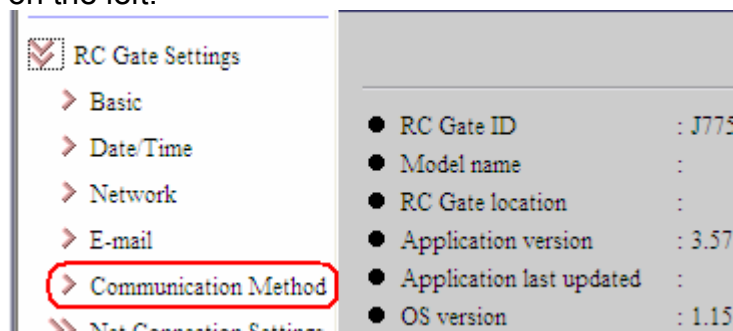
ShippingInfo(EDP#4
29500).xls

Procedure for changing the URL to the correct address in CE mode (RC Gate GUI)

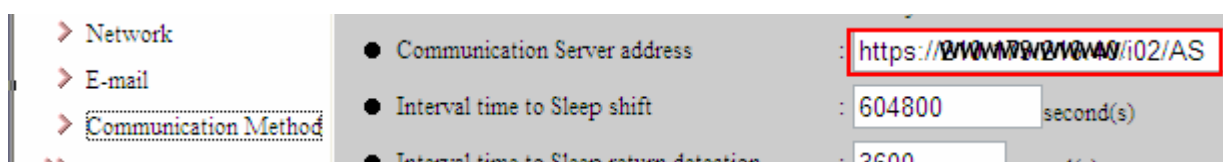
1. Remove the RC Gate from the box.
2. Plug in the power cable and connect your PC to the RC Gate with a Crossover Cable.
3. Boot up the RC Gate.
4. From the RC Gate UI, Login via CE mode.
Address: <https://192.168.10.1/CE>
Password: "rst107C/S"
5. Select "RC Gate and Device Settings".



6. Access the Communication Method Page under the RC Gate Settings navigation menu on the left.



7. Confirm that the Communication Server Address is as follows: <https://192.168.10.1/i02/AS>



BL Date	ETA1(Port)	ETA2	Place of Delivery	Serial Number List	Container Number
10/25/2008	11/4/2008	11/5/2008	FONTANA DOOR	J7781000036	OOLU7370787
10/25/2008	11/4/2008	11/5/2008	FONTANA DOOR	J7781000037	OOLU7370787
10/25/2008	11/4/2008	11/5/2008	FONTANA DOOR	J7781000021	OOLU7736639
10/25/2008	11/4/2008	11/5/2008	FONTANA DOOR	J7781000022	OOLU7736639
10/25/2008	11/4/2008	11/5/2008	FONTANA DOOR	J7781000023	OOLU7736639
10/25/2008	11/4/2008	11/5/2008	FONTANA DOOR	J7781000024	OOLU7736639
10/25/2008	11/4/2008	11/5/2008	FONTANA DOOR	J7781000025	OOLU7736639
10/25/2008	11/4/2008	11/5/2008	FONTANA DOOR	J7781000038	OOLU7736639
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000001	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000002	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000003	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000004	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000005	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000006	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000007	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000008	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000009	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000010	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000011	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000012	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000013	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000014	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000015	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000016	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000017	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000018	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000019	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000020	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000026	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000027	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000028	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000029	PONU1509791
11/2/2008	11/18/2008	11/21/2008	MANZANILLO CY	J7781000030	PONU1509791
10/23/2008	11/28/2008	11/29/2008	MONTEVIDEO CY	J7781000031	MOFU0613872
10/23/2008	11/28/2008	11/29/2008	MONTEVIDEO CY	J7781000032	MOFU0613872
10/23/2008	11/28/2008	11/29/2008	MONTEVIDEO CY	J7781000033	MOFU0613872
10/23/2008	11/28/2008	11/29/2008	MONTEVIDEO CY	J7781000034	MOFU0613872
10/23/2008	11/28/2008	11/29/2008	MONTEVIDEO CY	J7781000035	MOFU0613872

Model: RC Gate (Basil)		Date: 5-Jun-09	No.: RA768012
Subject: Authentication Error with Sun Java System Web Proxy Server 4.0			Prepared by: A. Ishiyama
From: Service BPR Promotion Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Symptom

“Unable to connect to the Communication Server” is displayed on the operation panel under the following conditions:

- RC Gate is connected to the @Remote Center via Sun Java Web Proxy Server 4.0.
- RC Gate is set for Basic Authentication

Note: This error means that RC Gate cannot communicate with the @Remote Gateway, and appears in the System Log as “-2605;part headers:-14(-22)”.

Cause

Authentication error between RC Gate and the Sun Java Web Proxy Server 4.0.

RC Gate does not recognize the “Proxy-Authenticate” response sent from this proxy server. Instead, RC Gate only supports “Proxy-authenticate” (i.e. “a” is in the lower case). As a result, authentication cannot be successfully completed.

Action

If this symptom is reported, install firmware version **3.57-TC080550**.

Note: This firmware is not an official release. It is available only for individual cases reported from the field.

Reissued: 18-June-10

Model: Basil	Date: 28-Oct-05	No.: RA768001h
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RTB Reissue

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

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

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

Version	Program No.	Effective Date
<i>V3.57- TS100457- 1.15- TS100457</i>	<i>A7685233D_TS100457</i>	<i>Available only for RFU</i>
3.57-1.15	A7685233D	May 2008 production
3.50-1.15	A7685233C	December 2007 production
3.46-1.14	A7685233B	October 2007 production
3.39-1.12A	A7685233A	March 2007 production
3.34-1.12	A7685233	May 2006 production
3.21-1.12	A7685226D A7685221B	October 2005 production
3.20-1.12	A7685226C A7685221B	May 2005 Production
3.18-1.11	A7685226B A7685221A	February 2005 Production
3.16-1.11	A7685226A A7685221A	Mass Production

Note: For the firmware v3.34-1.12 and later versions, only remote update from @Remote center is available, but the firmware file for local update is not available.

Reissued: 18-June-10

Model: Basil	Date: 28-Oct-05	No.: RA768001h
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Version	Symptom Corrected
V3.57- TS100457- 1.15- TS100457	<p>Important: <i>As soon as you install this firmware version, the RC Gate will no longer be ISO 15408 compliant. This is because this firmware version is not being released as a standard version, but rather as an individual countermeasure for this specific symptom.</i></p> <p>Symptom corrected: 1. <i>Sometimes, it is not possible to register 100 devices with one RC Gate (even though this is supported by the specifications). Note: This is because with recent devices and firmware versions, the internal memory of the RC Gate was not large enough to handle the larger file sizes. With this firmware, the size of the files being stored has been decreased by changing the file format.</i></p>
3.57-1.15	<p>Symptom corrected:</p> <ol style="list-style-type: none"> When performing a device search, RC Gate only includes the first Community Name (see GFPR RC07120001). If the Device Connect Check fails, following this, all other data acquisition functions (counter data collection, device status acquisition, etc.) do not work. <p>Other changes:</p> <ol style="list-style-type: none"> The capacity of the RC Gate SD card was increased from 32MB to 64MB. Note: Due to this change, it is possible to perform RFU for a firmware file that is larger than 16MB (e.g. LCDG firmware for the AT-C1). See RTB RGene023 for details. The Ping command can now be enabled/disabled. If the same SC/supply call occurrence is declared by more than one primary function of a MIB device (Copier, Printer, etc.), RC Gate will regard this as one occurrence and log it accordingly. Note: This is to eliminate unnecessary logging of the same SC/supply call from a MIB device. It is now possible to specify an IP address range for Auto Discovery (in addition to the subnet mask range). It is now possible to import a CSV file when performing the IP address/subnet mask settings for Device Registration and Auto Discovery, instead of manually typing in this information. It is now possible to perform the search at Device Registration using the host name. (Previously, only the IP address could be used). <p>Notes:</p>

Reissued: 18-June-10

Model: Basil	Date: 28-Oct-05	No.: RA768001h
Version	Symptom Corrected	
	<ol style="list-style-type: none"> 1. When using the host name to perform the search, this information must be imported from a CSV file. 2. For all communication with the device following Device Registration, RC Gate uses only the IP address (and not the host name). 7. It is now possible to set the reboot function to a weekly or monthly cycle (default: every Sunday). 8. It is now possible to adjust the inter-device polling interval at Auto Discovery (0 – 60000ms). Note: This is to reduce network traffic caused by continuous access to devices. 	
3.50-1.15	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. RC Gate cannot reboot due to a defective sector on the SD card (permanent solution). 2. RC Gate freezes and changes to a "disconnected" status under the following conditions: <ul style="list-style-type: none"> – The RC Gate firmware is upgraded to ver3.46 by RFU – Windows Authentication (ISA proxy server) is enabled on the user's machine – The user's network environment uses a domain controller Note: In such environments, the domain name is required at the head of the user name (e.g. domain\userid) 3. RC Gate freezes (red and orange LEDs blinking) and a "Disconnect Call" is sent to the @Remote Center under the following conditions: <ul style="list-style-type: none"> – RC Gate (internal SD card) already contains a device System firmware file at least 9.3MB in size for one of the products listed below, AND – The RC Gate firmware is then updated by RFU to ver3.46-1.14 or older (see RTB RA768006 for more details). Note: In addition, this RC Gate will be displayed in the Disconnect List in the center GUI. <p>MFP: MT-C2.5, TH-C1, V-C1, J-C2, A-C4, R-C4, At-C1, Ap-C1, PG-C1, B-C3, MT-C3, A-C4.5, R-C4.5, K-C3, N-C2, PR-C1, S-C3, all future models LP: G-P2, all future models</p> <p>Other changes:</p> <ol style="list-style-type: none"> 1. Supports the change in the Rescue function made to 2007 mainframe products (error code 53 was added). 	
3.46-1.14	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. From this firmware version, if RC Gate is in Sleep mode, it will not accept Supply Calls from the device. (Previously, supply call was stored in the RC Gate when the RC Gate was in Sleep mode.) 	

Reissued: 18-June-10

Model: Basil	Date: 28-Oct-05	No.: RA768001h
Version	Symptom Corrected	
	<p>Note: This is to ensure that Supply Calls resent from the same device while RC Gate is in Sleep mode are not misinterpreted at the @Remote Center as separate calls.</p> <ol style="list-style-type: none"> If RC Gate receives many device alarm calls and cannot extract them, a memory leak and Appliance (RC Gate) SC occur. The System Log stored in the RC Gate cannot be updated properly. RC Gate cannot reboot, due to a defective sector on the SD card (an SD card sector check was added). <p>Other changes:</p> <ol style="list-style-type: none"> Information obtained by the @Remote Center from a MIB device will be checked to make sure it does not contain invalid text code (i.e. text code other than displayable ASCII). The "hourly" setting for AutoDiscovery was deleted (AutoDiscovery cannot be set in hourly cycles). The MIB device search logic was changed so that RC Gate can search for Samsung and other OEM products. An IP masking feature was added, which allows the operator to mask the IP address sent from the RC Gate to the @Remote Center. To test the response of an RC Gate in Sleep mode to a communication from the @Remote Center, the Center will initiate a polling session instead of generating a Test Call. The maximum number of retries and retry interval for obtaining "errlog.txt" can now be changed from the Web interface. Setting range and default values: -Retry interval: 1-99 sec (default: 30 sec) -Max. number of retries: 0-9 times (default: 3 times) Supports the new SP mode added to MFP/LPs that can enable RFU to be performed only when the device is in Energy Saver mode (see the Release Notes for each MFP/LP). The warm-up time was reduced by about 30 seconds. RC Gate does not need to reboot after changes are made to the IP address or other network settings. Supports the ISA proxy server (NTLMv2 Authentication). 	
3.39-1.12A	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Sometimes RC Gate shuts down if a problem occurs while it is rebooting (once a week). Note: From this firmware version onward, RC Gate will trigger an SC and try the reboot again if a problem occurs during reboot. A communication failure occurs while RC Gate is reading the device data via S-SENSE. If the RC Gate power is turned off while managing the device's status from "Monitored" to "Managed", following this, the operation cannot be retried. 	

Reissued: 18-June-10

Model: Basil	Date: 28-Oct-05	No.: RA768001h
Version	Symptom Corrected	
	<p>Other changes:</p> <ol style="list-style-type: none"> New feature: RC Gate can capture the MIB serial number from both standard and non-GW private MIB devices, and then use this data at Auto Discovery or when changing the device's registration status to "Managed". In accordance with this change, the following changes were made to the RC Gate GUI: <ul style="list-style-type: none"> A "Serial Number Setting" menu was added to CE mode. Here, the operator inputs the OID for capturing the MIB S/N from a private MIB. This new menu includes a [MIB OID Test] button, which is used to test the OID of the private MIB before actual registration. – 	
3.34-1.12	<ol style="list-style-type: none"> If RC Gate finds over 100 devices to newly register, an error occurs while the user selects which 100 they wish to register. Note: By specification, up to 100 devices can be registered. Sometimes, RC Gate does not do a retry if it cannot get the counter data from the device, and the old counter data is sent to the Center. Sometimes, a memory overflow occurs (Appliance SC) when a large amount of data is received from a CSS-connected device. Note: The firmware was changed so that RC Gate accepts a maximum of 8K of data. Remote Firmware Update fails when RC Gate logs in to the Center more than once without logging out. Note: The firmware was changed so that RC Gate must log out before it logs in a second time. <p>Other changes:</p> <p>To conform to the ISO15408 standard:</p> <ol style="list-style-type: none"> The Shutdown function was added to RC Gate: [Maintenance] – [Shut Down RC Gate] Note: <ul style="list-style-type: none"> If the RC Gate main power switch is turned OFF without the Shutdown function, the log data stored since the last update will be erased (maximum 1 hour's worth of log data). The Shutdown function prevents damage to the SD card and data inside RC Gate. The firmware was changed so that the user must input the proxy server IP address in the HTTP Proxy Settings screen. The 3DES encryption algorithm was added for HTTPS. Note: From this firmware version, RC Gate supports the 3DES, DES and RC2 encryption algorithms for HTTPS. The timing for the System Log Backup (RAM to SD card) was 	

Reissued: 18-June-10

Model: Basil		Date: 28-Oct-05	No.: RA768001h
Version	Symptom Corrected		
	changed as follows: Old: At shutdown and once a week New: At shutdown and every hour		
3.21-1.12	<ol style="list-style-type: none">1. Changed the default privilege of "perform remote firmware update" from "Disabled" to "Enabled".2. Supports the PCMCIA driver.3. Changed the idle-time interval for entering RC Gate sleep mode from "7days" to "3 hours".4. Changed the RC Gate recovery check interval from sleep mode from "24 hours" to "1 hour".5. Wording changed from "Proxy Address" to "Proxy IP Address".6. Changed the SSID for wireless LAN from "30 digits" to "32 digits".7. Added a debug screen that can be used to monitor communication status between RC Gate and the device.8. RC Gate cannot register device IP Addresses more than once.9. SSL communication between RC Gate and the device works properly (bug fix).		
3.20-1.12	Correct the communication error between RC Gate and Device to change the obtaining way for MIB OID information.		
3.18-1.11	Changed CE mode password from "service" to "rst107C/S"		
3.16-1.11	1st Mass Production		

Model: RC Gate A (Basil)	Date: 28-March-12	No.: RA768013
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Subject: Default Setting Change of Alarm Call Notification		Prepared by: T. Takahashi	
From: : 1st Tech. Service Sec. MFP/P Technical Service Dep			
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 (Installation)	<input checked="" type="checkbox"/> Tier 2

Important Information:

Default for Alarm Call Notification will be Changed to “No Send”

Overview

- The default setting of the Alarm Call notification will be changed from “Every Date” to “**No Send**” for all appliances newly registered on **March 29, 2012 onward**. The setting for appliances registered before this date will not change.
- This is because the large volume of Alarm Calls is taxing the Center system. Currently, Alarm Calls make up 25% of the total call volume. If this continues, soon the Center system will be overloaded with high network traffic. In addition, 95% of all Alarm Calls are automatically closed, which means that most Alarm Calls are unnecessary.

ACTION

- If you want to use Alarm Call notifications on appliances newly registered on or after March 29, change the Alarm setting when you register the appliance.
See the procedure below.
 - Examples of when Alarm Call notifications are needed:
 - To remind you about periodic PM visits (PM alarm)
 - To inform you of problems anticipated on PP products (error prediction)
 - To continue using Error Alarms
- If you **do not need** to use Alarm Call notifications on appliances **already installed** in the field, change the setting back to “**No Send**”.

Model: RC Gate A (Basil)

Date: 28-March-12

No.: RA768013

Old default setting (before March 29, 2012):

Appliance Information For Admin

Update

<input type="checkbox"/> Information	<input type="checkbox"/> Server	<input type="checkbox"/> Center	<input type="checkbox"/> Network	<input type="checkbox"/> @Remote Service
<input type="checkbox"/> Auto Discovery	<input type="checkbox"/> Common	<input checked="" type="checkbox"/> Notification	<input type="checkbox"/> Device Auto Allocation	<input type="checkbox"/> User Code Counter

Notification Timing

Item Name	Timing Type	Day	Week	Hour	Minute	Second
Alarm	Fixed Time of Every Date			14	30	
Counter Information	Fixed Time of Every Month	1		16	38	
Device Status	Fixed Time of Every Date			1	48	
MIB FSC	On Time					
MIB Supply	On Time					
SC/CC	On Time					
Supply	On Time					



New default setting (from March 29, 2012):

Appliance Information For Admin

Update

<input type="checkbox"/> Information	<input type="checkbox"/> Server	<input type="checkbox"/> Center	<input type="checkbox"/> Network	<input type="checkbox"/> @Remote Service
<input type="checkbox"/> Auto Discovery	<input type="checkbox"/> Common	<input checked="" type="checkbox"/> Notification	<input type="checkbox"/> Device Auto Allocation	<input type="checkbox"/> User Code Counter

Notification Timing

Item Name	Timing Type	Day	Week	Hour	Minute	Second
Alarm	No Send					
Counter Information	Fixed Time of Every Month	1		16	38	
Device Status	Fixed Time of Every Date			1	48	
MIB FSC	On Time					
MIB Supply	On Time					
SC/CC	On Time					
Supply	On Time					

Model: RC Gate A (Basil)

Date: 28-March-12

No.: RA768013

Procedure

Do the following if you want to enable the Alarm Notification when you register a new appliance on or after March 29, 2012.

Note: Although you can see the Alarm Notification setting from the Appliance GUI, this is read only. To change the setting, you must access the Admin menu on the Center GUI.

1. Register the new Appliance on-site with the Center System.
2. Login to the Center GUI and access the Admin menu.
3. Select the appliance from the list displayed.
4. Click on the "Notification" box.
5. Double-click on the "Alarm" row listed under "Notification Timing".

Appliance Information For Admin

Update

Information	Server	Center	Network	@Remote Service
Auto Discovery	Common	Notification	Device Auto Allocation	User Code Counter

Notification Timing

Item Name	Timing Type	Day	Week	Hour	Minute	Second
Alarm	No Send					
Counter Information	Fixed Time of Every Month	1		16	38	
Device Status	Fixed Time of Every Date			1	48	
MIB FSC	On Time					
MIB Supply	On Time					
SC/CC	On Time					
Supply	On Time					

3-4. Select the "Notification Timing Type" and "Notification Date/Interval".

Alarm - Setting Notification Timing

* Notification Timing Type

* Notification Date/Interval

No Send

No Send
On Time
Fixed Time of Every Month
Fixed Time of Every Week
Fixed Time of Every Date

OK

CANCEL

3-5. Click [OK] to complete the procedure.

Model: Basil (RC Gate)	Date: 24-Sep-12	No.: RA768014
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Subject: Security concern after Microsoft Update		Prepared by: T. Takahashi	
From: : 1st Tech. Service Sec. MFP/P Technical Service Dep			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Installation)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

RC Gate series appliances (RC Gate, RC Gate A, RC Gate S pro @Remote) cannot be accessed from the Web UI.

Note: This has **no effect** on @Remote functionality. Acquisition of counter data, Auto Call Notification, and all other features are completely unaffected.

CAUSE

The following update released by Microsoft blocks RSA certificates with security keys that are less than 1024 bits long:

<http://support.microsoft.com/kb/2661254>

The RC Gate series (RC Gate/ RC Gate A/ RC Gate S pro @Remote) uses RSA certificates with a security key that is 512 bits long. As a result, after the Microsoft update is applied, the user will not be able to access an RC Gate series appliance from the Web browser.

Note: This update was released by Microsoft on August 14, 2012, and will be included in Windows Updates from October 9.

SOLUTION

Temporary/permanent solution:

Modify the size of the keys that are blocked by the PC.

See procedure below.

Model: Basil (RC Gate)	Date: 24-Sep-12	No.: RA768014
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Procedure

Do the following.

Windows 7/Vista:

1. Access the DOS command prompt.
2. Type the following command, and then press Enter:
Certutil -setreg chain\minRSAPubKeyBitLength 512
3. Type the following command, and then press Enter:
Certutil -setreg chain\EnableWeakSignatureFlag 2

```

Administrator: C:\Windows\system32\CMD.exe
Microsoft Windows [Version 6.0.6001]
Copyright (c) 2006 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>Certutil -setreg chain\minRSAPubKeyBitLength 512
Software\Microsoft\Cryptography\OID\EncodingType 0\CertDllCreateCertificateChain
Engine\Config\minRSAPubKeyBitLength:

Old Value:
    minRSAPubKeyBitLength REG_DWORD = 200 (512)

New Value:
    minRSAPubKeyBitLength REG_DWORD = 200 (512)
CertUtil: -setreg command completed successfully.
The CertSvc service may need to be restarted for changes to take effect.

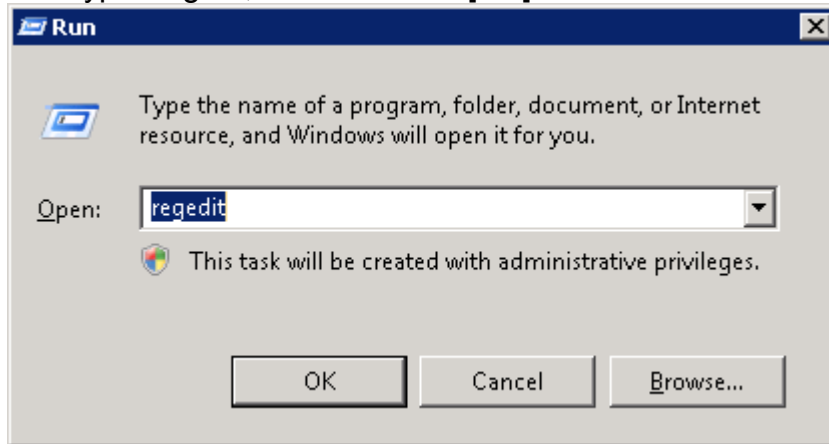
C:\Users\Administrator>Certutil -setreg chain\EnableWeakSignatureFlag 2
Software\Microsoft\Cryptography\OID\EncodingType 0\CertDllCreateCertificateChain
Engine\Config\EnableWeakSignatureFlag:

New Value:
    EnableWeakSignatureFlag REG_DWORD = 2
CertUtil: -setreg command completed successfully.
The CertSvc service may need to be restarted for changes to take effect.

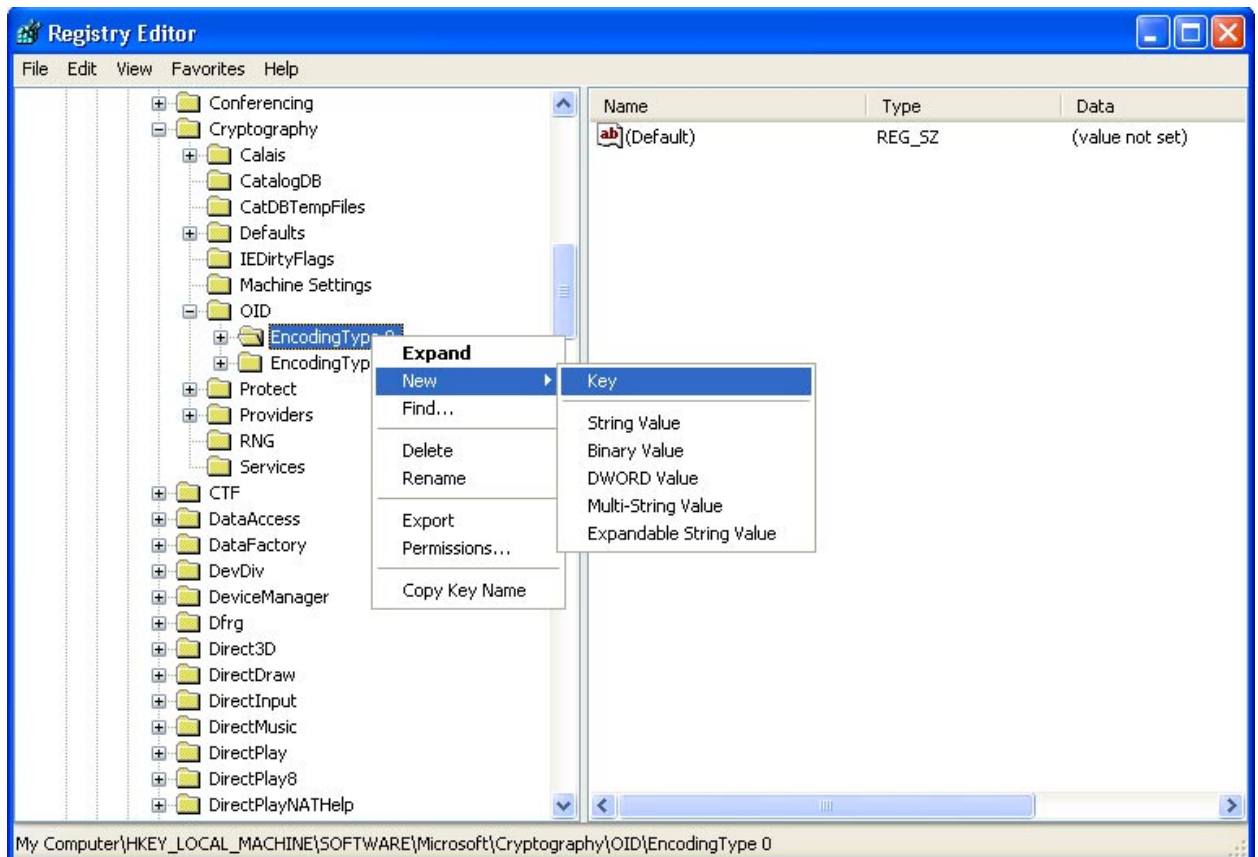
C:\Users\Administrator>
  
```

Windows XP

1. Click [Start], then [Run].
2. Type "regedit", and then click [OK].



3. Right-click on the "Encoding Type 0" folder, select "New", and then select "Key".
Location of this folder:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Cryptography\OID\EncodingType 0
4. Add the key, "CertDllCreateCertificateChainEngine".

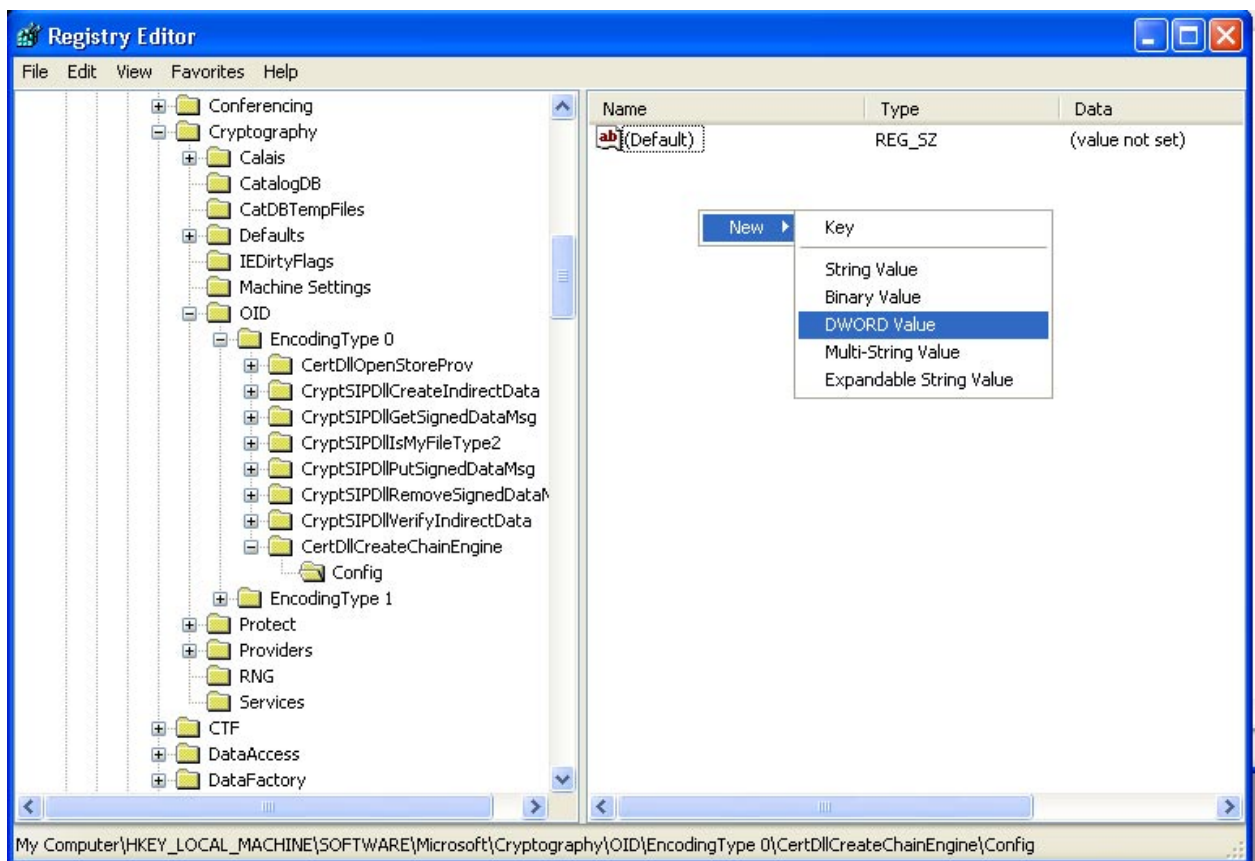


Model: Basil (RC Gate)

Date: 24-Sep-12

No.: RA768014

5. In the same way, add the key "Config" under:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Cryptography\OID\EncodingType 0\CertDllCreateCertificateChainEngine"
6. Right click anywhere inside the right part of the window (where files are displayed).
7. Select "New", and then select "**REG_DWORD**".
8. Create by the following file by inputting its name:
EnableWeakSignatureFlags
9. Repeat **Steps 6–8**, creating the following file in Step 8:
minRSAPubKeyBitLength



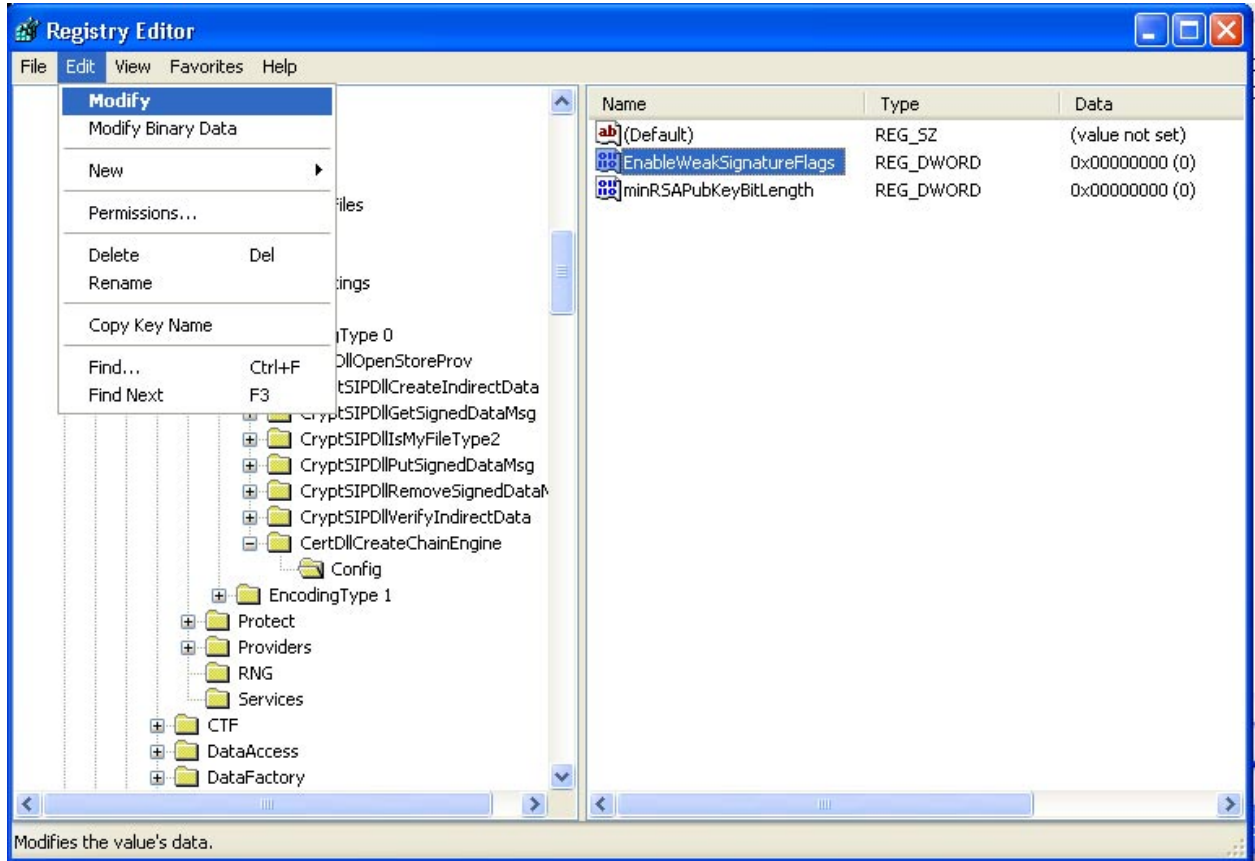
Model: Basil (RC Gate)

Date: 24-Sep-12

No.: RA768014

10. Single-click on the first file you created ("EnableWeakSignatureFlags"), and then select "Modify" from the Edit menu.

Note: This can also be done by right-clicking on either file and then selecting "Modify".



11. Set the "Value data" to: **2** (Hexadecimal or Decimal).



Model: Basil (RC Gate)

Date: 24-Sep-12

No.: RA768014

12. Repeat **Steps 10 and 11** for the second file you created ("minRSAPubKeyBitLength"), setting "Value data" to: **512 (decimal)**.

