Model: Ricoh Communication Gate A2	Date: 25-Mar-16	No.: RD3AR002

Subject: Manual correction: Configuration for CC-Certified environment	Prepared by: Tatsuya Suzuki
From: 2nd Tech Sevice Sect., MFP/P Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Service Manual Revision

To use Ricoh communication gate A2 in a CC-certified environment, SSL 3.0 must be set to [inactive].

[System] ▶ [Server Settings] ▶ [Networking] ▶ [SSL] ▶ [SSL 3.0]	[Inactive]

Please add the above setting to the table below (FSM p.65: Configuration for a CC-Certified Environment).

Configuration for a CC-Certified Environment

To use this appliance in a CC-certified environment, configure it as follows.

Setting	Value
System] - [Setup] - [Date/Time Settings] - [Time zone]	Current zone
[System] - [Setup] - [Date/Time Settings] - [Date Settings]	Current Date
[System] - [Setup] - [Date/Time Settings] - [Time Settings]	Current time
[System] - [Server Settings] - [Networking] - [SSL] - [Use SSL]*1	[On]
[@Remote] - [@Remote Settings] - [Save Call/Counter History] - [S/MIME Setting]*1	[On]
[@Remote] - [@Remote Settings] - [Device SSL Setting] - [Use SSL]*1	[On]
[@Remote] - [@Remote Settings] - [Connect to @Remote System] - [Security Settings] - [Device Encryption Level]	2048 bit
[System] - [Server Settings] - [User Accounts] - [Access Accounts] - [Login password minimum length]*2	8 characters or more
[System] - [Server Settings] - [Networking] - [SSL] - [Disable HTTP]	Check the button
[@Remote] - [@Remote Settings] - [Permit @Remote Task Performance] - [Update System Firmware]*2	[Do not permit]

*1   These settings must be specified after the initial setting.

*2   These settings must be specified using a user account.

Model: Ricoh Communication Gate A2		Date: 19-Apr-16	No.: RD3AR003
Subject: Devices registering problem		Prepared by: K. Yamamoto	
From: 2nd Tech Sevice Sect., MFP/P Tech Service Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☒ Service manual revision ☐ Retrofit information ☐ Tier 2

Important Notice about Registering SNMP Devices

DO NOT register a device as an SNMP device when the Device Encryption Level is set to 2048 bit.

SYMPTOM

The device will be stuck in a "registering" status if it is registered as an SNMP device (see **Fig. 1**) while the Device Encryption Level is set to 2048 bit (see **Fig. 2**) with RCGA2 v1.0.1.

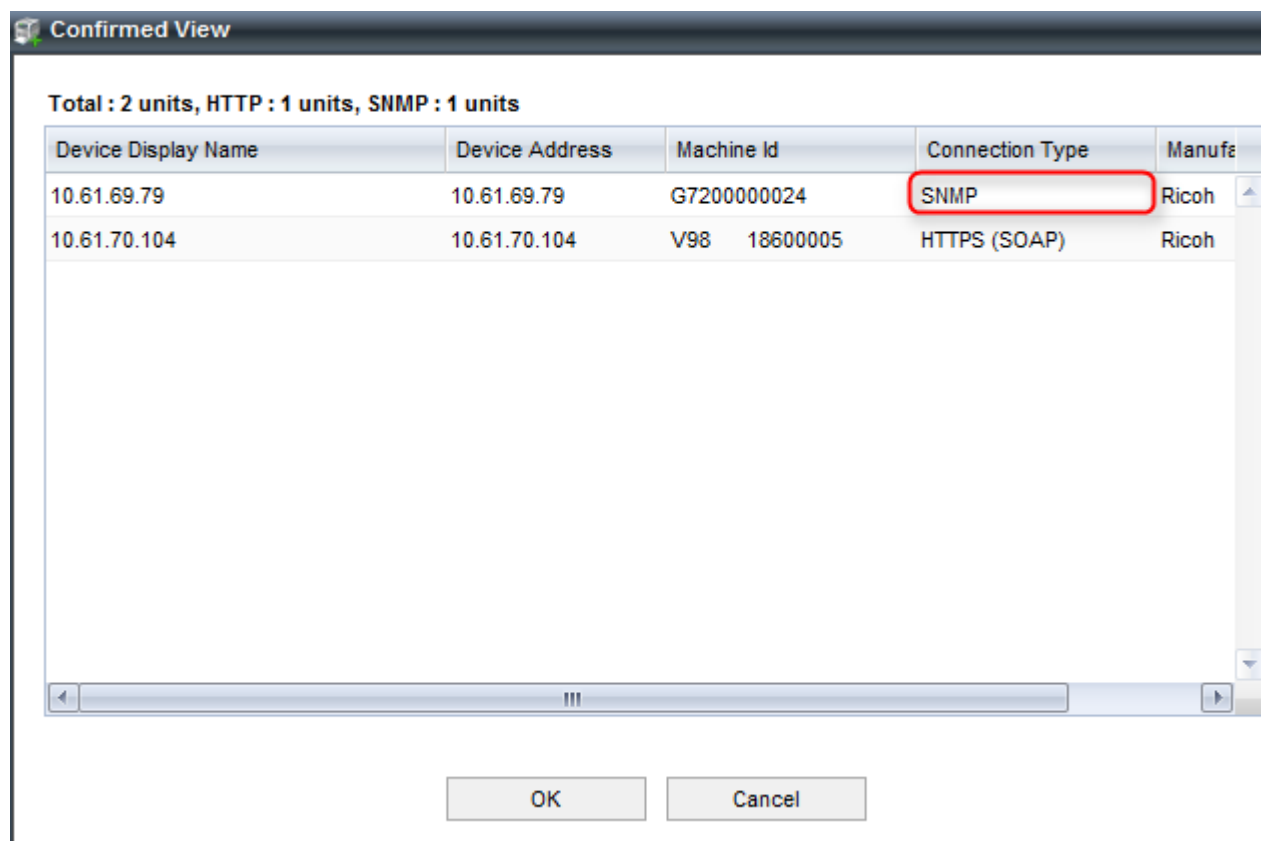 **Note:** Once the symptom occurs, it is necessary to do the device replacement procedure.

Fig. 1

Model: Ricoh Communication Gate A2	Date: 19-Apr-16	No.: RD3AR003

Fig. 2

CAUSE

Firmware bug

SOLUTION

The firmware will be modified and released as v1.0.2.

  Release date: **TBA**

In the field

Until v1.0.2 can be released:

1. Register the SNMP device with the 512 encryption setting, and then change the setting to 2048 bit after registration is complete, **or**

2. Register the SNMP device remotely or using the Auto Manage function.

If the symptom occurs:

Do the **Recovery** procedure, and then register the devices again using one of the two methods described above.

Important: When the RC Gate A2 is replaced, the old encryption settings are carried over automatically. Therefore, if you want to register SNMP devices after replacing the RC Gate A2, check the encryption settings first, and then register them using one of the two methods described above.

Model: Ricoh Remote Communication Gate A2	Date: 2-Jun-16	No.: RD3AR004

Subject: Device registration problem caused by difference in encryption level between the device and RC Gate A2	Prepared by: T. Suzuki
From: 2nd Tech Sevice Sect., MFP/P Tech Service Dept.	

| Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Important Notice Regarding Device Registration

SYMPTOM

If the encryption level is different between the RC Gate A2 and device upon device registration, the remote service function flag (SP5-816-003) does not change to "1: Valid" until the center server performs the connection check at 0 or 12 o'clock (UTC).

Example

Configuration BEFORE device registration
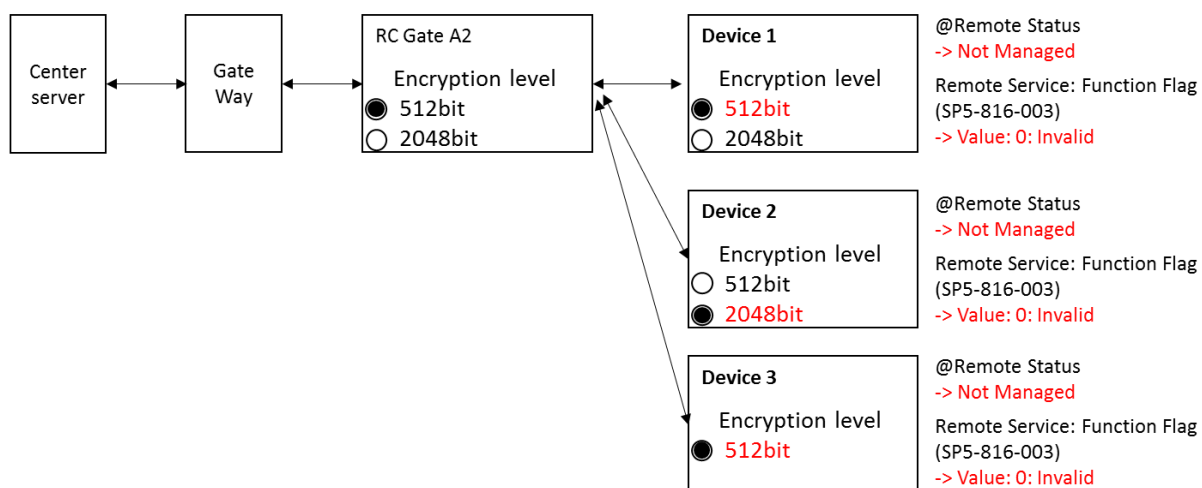
Appliance/Device	Encryption level	@Remote status	Function flag SP5-816-003
RC Gate A2	512 bit (Selectable)	-	-
Device 1	512 bit (Selectable)	Not managed	0: Invalid
Device 2	2048 bit (Selectable)	Not managed	0: Invalid
Device 3	512 bit (Not Selectable)	Not managed	0: Invalid

Model: Ricoh Remote Communication Gate A2	Date: 2-Jun-16	No.: RD3AR004

Configuration AFTER device registration
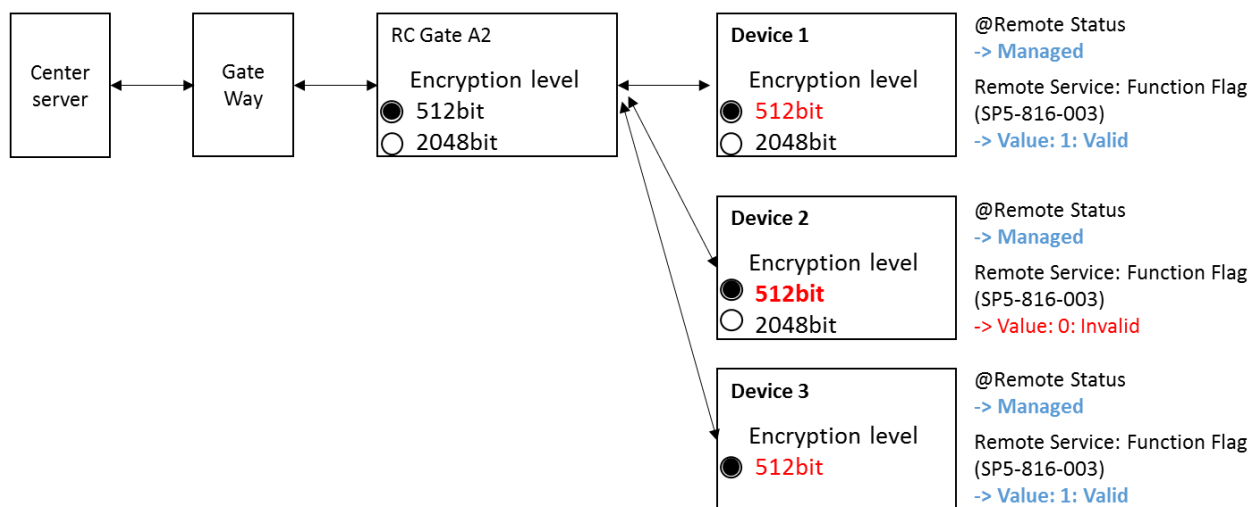
Encryption level of Device 2 has been changed automatically from "2048 bit" to "512 bit" but the function flag (SP5-816-003) remains "0: Invalid."

Appliance/Device	Encryption level	@Remote status	Function flag SP5-816-003
RC Gate A2	512 bit (Selectable)	-	-
Device 1	512 bit (Selectable)	Managed	1: Valid
Device 2	512 bit (Selectable)	Managed	0: Invalid
Device 3	512 bit (Not Selectable)	Managed	1: Valid

CAUSE

Firmware bug

SOLUTION

The firmware will be modified and released as v1.0.2.
Release date: **TBA**

Until the release of v1.0.2

- Set the RC Gate A2 and devices with the same encryption level when registering devices.
- If the symptom has occurred, do either of the following two procedures.

   (1) Manually change the function flag setting (SP5-816-003) to "1: Valid", **or**

   (2) Wait until the center server performs the connection check. This will automatically change the function flag setting from "Invalid" to "Valid" if the device registration procedure has been completed. The interval of the connection check is set to 43200 sec (12 hours) as default; check timing at 0 and 12 o'clock (UTC).

   NOTE

   If @Remote connection is needed urgently, the center server operator can change the connection check interval by modifying the Exec Interval NRS value at the center server GUI upon your request. If changed, make sure to request the operator to set the value back to the default.

Model: Albacore	Date: 26-Jul-16	No.: RD3AR005

Subject: Manual correction: Shutdown by pressing the Power button	Prepared by: Tatsuya Suzuki
From: 2nd Tech Sevice Sect., MFP/P Tech Service Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Service Manual Revision

Page.16 (1. Product Information)

No.	Name	Description
5	Power button*[2]	Press the button to turn on the power or switch to standby mode. The power turns on when the power cable is plugged into the wall socket even without pressing the power button. Also, by holding down the power button for 4 seconds, the system shuts down and switches to the standby mode.

Page. 66 (2. Installation)

Shutdown by pressing the Power button

1. Hold down the Power button for 4 seconds (until the red LED starts flashing).
2. Wait until all LEDs are off, then disconnect the power cord.

The following important information is added to Page.16 and Page. 66.

"It has been found that there are cases where the button may have to be pressed and held for more than 40 seconds, if the RC gate A2 is still processing data.
Certainly keep pressing and holding down the button until the red LED starts flashing.
Also if the power supply cord is unplugged before turning off all LEDs completely, there is a possibility that the software crash occurs and the RC gate A2 cannot reboot."

Model: Albacore	Date: 4-Aug-16		No.: RD3AR006
Subject: The operations stop working after 1.5 moths		Prepared by: Koji Yamamoto	
From: 2nd Tech Sevice Sect., MFP/P Tech Service Dept.			

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

Attention

Update firmware to **ver. 1.0.3** at unit installation.

SYMPTOM

@Remote operations stop 1.5 months after unit installation.

CAUSE

Firmware bug

There is no command for deleting old log data, so the data builds up and takes up more memory. As a result, the unit reboots repeatedly and cannot recover.

SOLUTION

Update the firmware to **ver. 1.0.3** or newer at unit installation.

 Note: See RTB# **RD3AR001c** for details on this firmware.

Model: RC gate A2 (Albacore)	Date: 31-Aug-16	No.: RD3AR007

Subject: Auto Discovery timing cannot be updated from Center Server GUI	Prepared by: Tatsuya Suzuki
From: 2nd Tech Sevice Sect., MFP/P Tech Service Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

SYMPTOM

When the Auto Discovery timing of the RC gate A2 is changed on the Center Server GUI, this change is not saved on the RC gate A2 GUI. Also, polling will cause the Auto Discovery timing set on the Center Server GUI to return to the previous setting.

CAUSE

Specification of the Center Server

SOLUTION

1. Rewrite the Auto Discovery URL as "https://set.by.gateway/ https://set.by.gateway".
2. Change the Auto Discovery timing.
3. Click the Update button.
4. Wait for the polling from the RC gate A2 to the Center Server. (Or you can test call from the RC gate A2 GUI, which will immediately reflect the change.)

Model: RC gate A2 (Albacore)	Date: 31-Aug-16	No.: RD3AR008

Subject: Auto Discovery timing changes to 0:00 when AD range is changed on Center Server GUI	Prepared by: Tatsuya Suzuki
From: 2nd Tech Sevice Sect., MFP/P Tech Service Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

SYMPTOM

When the Auto Discovery range of RC gate A2 is added/ deleted on the Center Server GUI, the Auto Discovery timing changes to 0:00.

CAUSE

Software bug of the RC gate A2

SOLUTION

Temporary solution

1. Add / delete an Auto Discovery range of the RC gate A2 from the Center server GUI.
2. Wait for the polling from the albacore to the Center Server (Or you can test call from the RC gate A2 GUI, which will immediately reflect the change.)
3. Rewrite the Auto Discovery URL as "https://set.by.gateway/ https://set.by.gateway".
4. Change the Auto Discovery timing.
5. Click the Update button.
6. Wait for the polling from the RC gate A2 to the Center Server. (Or you can test call from the RC gate A2 GUI, which will immediately reflect the change.)

Permanent solution

Fixed firmware will be released. (Release schedule TBD.)

Model: Ricoh Communication Gate A2	Date: 11-Oct-17	No.: RD3AR009

Subject: Manual correction: LED pattern (Ver. 1.0.4 or later)	Prepared by: Tatsuya Suzuki
From: 2nd Tech Sevice Sect., MFP/P Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Service Manual Revision

The following new LED partten was added at firmware version 1.0.4 or later. New LED patterndisplays when a software crash problem occurs.

New LED pattern
Blue: Flashes at 0.2-second intervals
Red: Flashes at 0.2-second intervals
Yellow1: Lights
Yellow2: Lights

LED Pattern	Status
	Software crash issue occurs.

Model: Albacore		Date: 9-Feb-18	No.: RD3AR010
Subject: Disconnection status at Center server		Prepared by: Koji Yamamoto	
From: 2nd Tech Sevice Sect., MFP/P Tech Service Dept.			

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

SYMPTOM

The connection status of NRS devices changes to "Disconnected" on the Center server GUI even though the conditions for disconnecting service have not been met.

CAUSE

The file of the system is damaged when the electrical power cuts off.

SOLUTION

1. Stabilize the electrical power at the site.

2. Update the firmware to ver.1.06 before the symptom occurs.

Note: The new version (Ver.1.06) was modified to reduce the risk of damage and to be able to recover from file damage even if this happens when the electrical power is cut off.

Model: Albacore	Date: 4-Apr-18		No.: RD3AR011
Subject: RC gate A2 cannot be rebooted		Prepared by: Tatsuya Suzuki	
From: 2nd Tech Sevice Sect., MFP/P Tech Service Dept.			

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

SYMPTOM

RC gate A2 cannot be rebooted

CAUSE

Software crash occurs

SOLUTION

Rewrite a SD card by applying a firmware for directly updating.

Recovery procedure

1. Shut down a RC gate A2
2. Plug off the power cable after all the LED turned off
3. Open a cover and pick the SD cards

Slot 1: Program of RC gate A2

Slot 2: Storage option (If the option is installed)

Note: When the cover is opened / closed, be careful to check the switch.

Wrong	Correct

Did not returned the switch
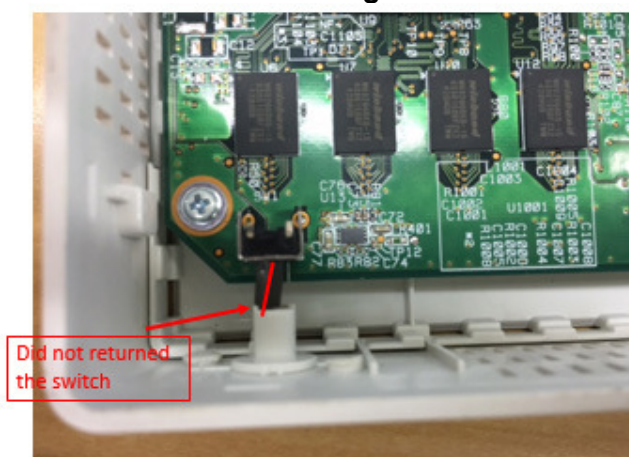
4. Check the contents of SD card slot 1
5. Check whether the folder name is "store1" or "store2" (Red circle below)

📁 permanent_data
📁 store1
📄 filelist
📄 filelist.sign

Note: After rewriting the firmware in the following steps, you need to change the folder name to "store 2" if this original folder name is "store2".

6. Format the SD card
* Refer to" **(1) How to format the SD card"** below for details
* Both SD cards (Slot 1 and 2)

7. Put the firmware for directly updating of RC gate A2 into the SD card of slot 1.
* Refer to **"(2) How to put a firmware into the SD card"** below for details
* This procedure is only SD card of Slot 1. If this firmware is put into a storage option SD card, RC gate A2 will not work.

8. Put a SD card(s) into RC gate A2 and boot up

9. Execute the installation procedure (A to A replacement)
*The setting is needed at @Remote center server for a replacement procedure.

Model: Albacore	Date: 4-Apr-18	No.: RD3AR011

(1) How to format the SD card
0. Put the SD card into your PC

1. DL and Install the SD Formatter from the web-site
https://www.sdcard.org/downloads/formatter_4/eula_windows/index.html

2. Format the SD card with following steps
   2-1. Make sure that a proper drive is selected (1)
   2-2. Press "Option setting" (2)

   2-3. Set the "Delete setting" as "Erase format" (3)

   2-4. Set the Logic size "OFF" (4)
   2-5. Press OK (5)

2-6. Press "Format" (6)

2-7. Press "OK" on the confirmation dialog.

| Model: Albacore	Date: 4-Apr-18	No.: RD3AR011

(2) How to put the firmware into the SD card

0. Download the firmware ver1.0.6 or later for directly updating from the firmware download site
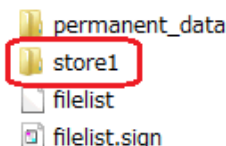
Note:
This firmware (FW name: D3AR****_**SD_EXP**) can be used just for directly updating. The officially released a firmware for RFU is totally different from this firmware; in other word, the officially released RFU firmware cannot be used for this procedure.

1. Unzip the downloaded zip file
2. Copy all the object to the SD card of slot 1 as follows.
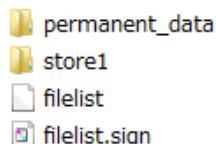
3. If this original folder name at step 5 of **"Recovery procedure"** was "store 2", change the folder name to "store 2".

4. Change the destination setting value
    4-1. Open the "platform.properties" file (file path: permanent_data/asm/data/rcga/ platform.properties)
    Note: Use "Word pad" to open this file. The character corruption will occur by using "Note pad".

    4-2. Change the destination at line of "platform.destination=" based on the following table.

Your region	Value
Japan	DOM
NA	NA
EU/AP	EU
China	CN
Korea	KR

For example: If your region is AP, then rewrite it to "platform.destination=**EU**".

Before   **After**

RICOH

Technical **B**ulletin

Model: Albacore	Date: 21-Sep-18	No.: RD3AR012

Subject: The operations stop working or SC200	Prepared by: Koji Yamamoto
From: 2nd Tech Sevice Sect., MFP/P Tech Service Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

IMPORTANT

Update to firmware **ver. 1.0.7 before** the following symptom occurs.

SYMPTOM

@Remote operations stop or SC200 occur

CAUSE

Firmware bug

When Call Send Type is set to "No send", the machine will store the call without erasing any data and the SD card will become full. As a result, the machine stops working and SC200 will occur.

SOLUTION

Update to firmware **ver. 1.0.7 before** the symptom occurs.

Note:

1. When the firmware is updated, all stored calls will be erased.
2. If the Call Send Type setting is changed before the firmware update, all stored calls will be sent out.

Reissued:25-Nov-19

Model: RC Gate A2	Date: 30-Jul-19	No.: RD3AR013a

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

Subject: Service Manual Correction: New Detail Code 901523	Prepared by: T.Tada
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Service Manual Correction

Added the following Detail **Code: 901523** from firmware ver. 1.0.10 of RC Gate A2.

*Please refer to RTB: RD3AR014.

[Detail Code]

901523

[Description]

The push switch on the main board may not return to correct position as shown in the following picture. As a result, power switch keeps pressed and this cause RC Gate A2 to display the new SC 901/Detail Code 901523.

[Solution]

1. Shut down the RC gate A2 via the User Interface
2. Plug off the power cable and wait until all the lights of the device turned off
3. Open the cover.
4. Refer to the following picture and confirm the position of the switch.

Model: Albacore	Date: 22-Aug-19	No.: RD3AR014a

RTB Reissue

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

Subject: Firmware Release: Ver. 1.0.10	Prepared by: T. Tada
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☐ Tier 2

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

Version	Program No.	Release Date	Availability of RFU
1.0.10	D3AR5620L	2019/7/31	Available

Note: Definition of Availability of RFU via @Remote

"Available": The firmware can be updated via RFU or SD card.

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

Version	Modified Points or Symptom continuously
1.0.10	1. **Symptom**
	RC Gate A2 reboots continuously if the power switch keeps pressed when the power switch of main board is positioned incorrectly.
	Modified Points
	In order to stop RC Gate A2 continuous reboot, software cancels the reboot command and displays the New SC* to notifies the administrator (the RC Gate A2 is still operable.)
	[*New SC]
	SC No.: 901/**Detail Code: 901523** (New Error Code)
	*Please refer to RTB: RD3AR013 for solution of this Error Code.
	2. **Symptom**
	Software crash may occur and cannot boot if RC Gate A2 rebooted automatically when Kernel Panic is occurred.
	Modified Points
	RC Gate A2 can reboot correctly.

Model: Albacore	Date: 22-Aug-19	No.: RD3AR014a

	3.	**Symptom**
		The device continuously fails to send the counter information and regular notification to @Remote Center if the device fails to send them at a first time when the device is registered at @Remote Center.
		Modified Points
		The device can send the counter information and regular notification to @Remote Center even if the device fails to send them at a first time when the device is registered at @Remote Center.
		*The device which this symptom is occurring on RC gate A2 of ver1.0.9 or older need to be removed and re-registered even if updating RC gate A2 to ver1.1.10.

RICOH

Reissued:25-Nov-19

Model: RC Gate A2	Date: 30-Jul-19	No.: RD3AR013a

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

Subject: Service Manual Correction: New Detail Code 901523	Prepared by: T.Tada
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Service Manual Correction

Added the following Detail ***Code: 901523*** from firmware ver. 1.0.10 of RC Gate A2.

*Please refer to RTB: RD3AR014.
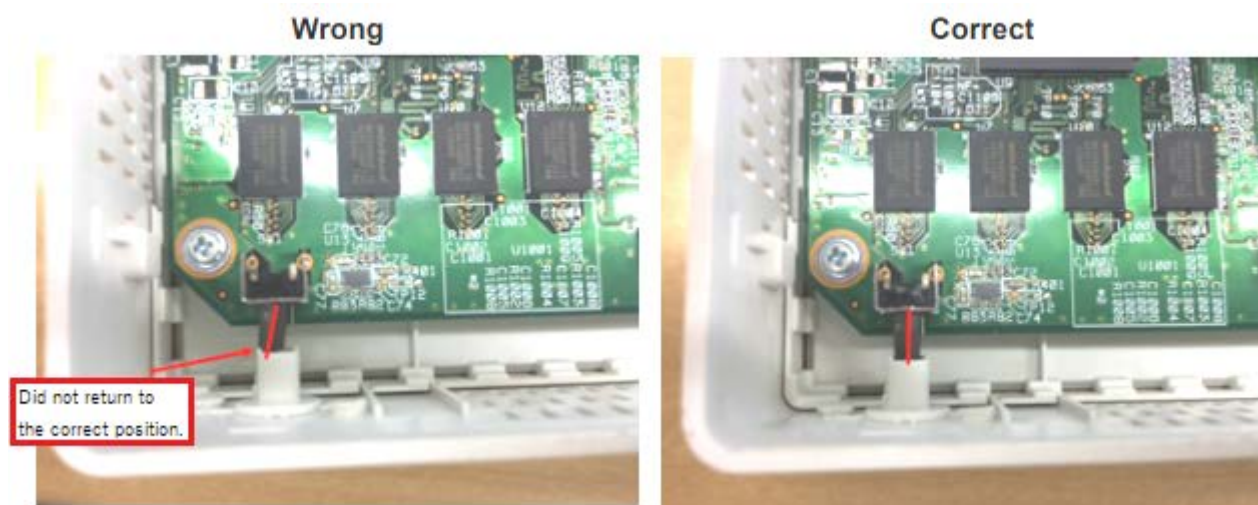
[Detail Code]

901523

[Description]

The push switch on the main board may not return to correct position as shown in the following picture. As a result, power switch keeps pressed and this cause RC Gate A2 to display the new SC 901/Detail Code 901523.

[Solution]

1. Shut down the RC gate A2 via the User Interface
2. Plug off the power cable and wait until all the lights of the device turned off
3. Open the cover.
4. Refer to the following picture and confirm the position of the switch.

Model: Albacore	Date: 22-Aug-19	No.: RD3AR014a

RTB Reissue

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

Subject: Firmware Release: Ver. 1.0.10	Prepared by: T. Tada
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☐ Tier 2

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

Version	Program No.	Release Date	Availability of RFU
1.0.10	D3AR5620L	2019/7/31	Available

Note: Definition of Availability of RFU via @Remote

"Available": The firmware can be updated via RFU or SD card.

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

Version	Modified Points or Symptom continuously
1.0.10	1. **Symptom**
	RC Gate A2 reboots continuously if the power switch keeps pressed when the power switch of main board is positioned incorrectly.
	Modified Points
	In order to stop RC Gate A2 continuous reboot, software cancels the reboot command and displays the New SC* to notifies the administrator (the RC Gate A2 is still operable.)
	[*New SC]
	SC No.: 901/**Detail Code: 901523** (New Error Code)
	*Please refer to RTB: RD3AR013 for solution of this Error Code.
	2. **Symptom**
	Software crash may occur and cannot boot if RC Gate A2 rebooted automatically when Kernel Panic is occurred.
	Modified Points
	RC Gate A2 can reboot correctly.

Model: Albacore	Date: 22-Aug-19	No.: RD3AR014a

	3.	**Symptom**
		The device continuously fails to send the counter information and regular notification to @Remote Center if the device fails to send them at a first time when the device is registered at @Remote Center.
		Modified Points
		The device can send the counter information and regular notification to @Remote Center even if the device fails to send them at a first time when the device is registered at @Remote Center.
		*The device which this symptom is occurring on RC gate A2 of ver1.0.9 or older need to be removed and re-registered even if updating RC gate A2 to ver1.1.10.