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*** Basic Information ***
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[Create date] 2019/09/30

[Program Name] System/Copy

[Version] 1.20

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895549B

[File Information]

File Name D2895549B.fwu

File Type Module for Service

Size 28.74 MB (30134756 byte)

[File Information]

File Name D2895549B.rfu

File Type Module for Remote Upgrade

Size 28.75 MB (30142720 byte)

[Availability of RFU] Yes

[Production reflection] 2019/07

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Modification History ***
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[Modifications made:]

Rank C

Symptom corrected:

- The SC991 log is recorded if the capture file log fails to transfer.
- SC 998 may occur in case that user performs "Export Device Setting Information" from Web Image Monitor when the device is in energy-saving mode.
- A part of registered address may not be shown in Smart Scan feature.
- When the address book is backed up from an 11S or earlier model and restored to a 14S or later model, SC899 might occur after restoring the address book and restarting the machine.
- When "Application Authentication Settings" is enabled, SC899 might occur after registering or updating an address book over 220 times from Web Image Monitor.
- The device might freeze after logging in to the device at address book screen under the following conditions;
 - 1) Central Management is enabled.
 - 2) Either of Windows authentication, LDAP authentication, or Custom authentication is set on User Authentication Management.
- When scanning with ClearlightPDF JPEG2000, SC865-56 might occur.
- Image log might not be sent and stay in the device.
- Image log might not be sent and stay in the device.

[Modification history]

Version 1.19

Rank C

Symptom corrected:

- When the auto logout setting is enabled, logout failed message might appear during the printing.
- Wireless direct connection might fail in Group Owner Mode.
- @Remote 3G fails to connect to @Remote center server when a device turns to an engine off mode.
- Cannot log-in with VM less application during daylight saving time . (Only in the case that the daylight saving time period start at Oct-Dec)

Other changes:

- The Java VM version can be confirmed via @Remote.
- Supported RICOH SmartSDK v2.60
- If a firmware package is unpublished (for example, when a bug is discovered after release), it is possible to apply a previous firmware package via ARFU, SFU, and Application Site.
- (Previously, if a firmware package is unpublished then ARFU, SFU, and Application Site would display an error dialog and the function could not be used.)

Supported:

- Immediate notification
(ServiceCall, Estimated toner end, Toner end) function for PaaS

Version 1.18

Rank C

Supported:

- The CPU is replaced with a newer model, so the BIOS is also updated to support the new model.

Version 1.17.1

Rank C

Symptom corrected:

- Installation of the Cheetah application from the Web Image Monitor fails when the SSL encryption level is set to "Ciphertext Priority" or "Ciphertext Only".
- SmartSDK application cannot reply to UDP packet when machine is in Energy Saver Mode.
- When the device receive a response of "ICMP unreachable" from a network device, the communication might fail.
- If the functions below are enabled, the machine might not be able to recover from STR mode, and the functions will fail:
 - Auto-backup of the application and its setting for the Smart Operation Panel
 - Auto-reception for Cloud Fax
 - Auto-update of applications installed via the Application Site
- Copy application and FAX application might not start when pressing these application icons.
- Login might fail and the application icon might not be displayed.
- The machine might stall if it enters energy saving mode during ARFU.
- The machine might stall when executing SP5-858-122 and SP5-585-111
- Preview screen of a print job on Enhanced Locked Print might freeze, when the page is repeatedly moved.
- Automatically reboot might be performed after SC 899 or SC 991

Other changes:

- A minor change only for the Japanese model.
- Added html format for Scan to Email function.
- Supported RICOH SmartSDK v2.60

Version 1.16

Rank C

Symptom corrected:

- User and SP settings information in the Copy (Classic) application and the Scanner (Classic) application might be cleared after version up or down to specific firmware version.

Version 1.15

Rank C

Symptom corrected:

- An SC error might occur when scanning with AirPrint, WSD-Scanner, or DSM.
- SC899 might occur when the log capture function is enabled.

- Printer capture data might not be sent when printing a blank page if the capture function is enabled.

Version 1.14

Rank C

Symptom corrected:

- Generated files may not be deleted and occupy HDD even after sending E-mail via Scan to URL in the case OCR function is enabled.
- When the SMC List is saved to the SD card as a CSV file, SP7507 (Latest Jam History) is not correctly recorded.
- If "Interrupt mode" is pressed in a Legacy application, the home screen might be displayed instead of the original application after "Interrupt mode" is released.
- The following symptoms might occur when executing:
 1. SP5-846-051 (Backup All Addr Book)
 - A backup failure message might appear.
 2. SP5-846-052 (Restore All Addr Book)
 - SC899 might occur.
 - The machine might stall.

Version 1.13

Rank C

Symptom corrected:

- The user might not be able to log in if the machine repeatedly enters and exits Energy Saver Mode.

Other changes:

- Minor change for domestic market.

Version 1.12

Rank C

Other changes:

- Added a new feature for the SmartSDK WebAPI.

Version 1.11

Symptom corrected

- The quota notification cannot be displayed on some SmartSDK applications.
- If log tracing on Web Image Monitor is cancelled just after using the function, the machine enters into off-line mode.
- A bug of SmartSDK API was fixed.
- When using Windows authentication, LDAP authentication, or external authentication, if exporting the address book from Device Manager NX, the export data cannot be imported.
- A true/false based API control was added to check the capability of Scan and FAX.
- Remote un-installation for Streamline NX might fail.
- User usage restrictions do not come into effect if authentication is enabled in Quick Card Authentication
- When the relationship between the host name and the IP address on

- the DNS server is modified, Java VM might not recognize the change.
- When JavaVM is not enabled and only IPv6 is enabled, the list of installed applications is not displayed in Extended Feature Info on the Web Image Monitor.
 - Cancelling scanning might result in SC990/991 occurring and the machine rebooting.
 - If some characters are included in a user name, login authentication is not correctly done.

Other changes

- Supported RICOH SmartSDK v2.50.
- Supported PaaS for China.
- SP2-990-101(LL), SP2-990-102(ML), and SP2-990-103(HH) will be included in the SMC data.
- Added the function to set user usage restrictions for each application.
- Added a new feature for the SmartSDK WebAPI.

Version 1.10

Symptom Corrected:

- If RFU is carried out while SC672 is occurring, RFU might fail and the machine cannot recover until the main power is turned OFF/ON.
- When capture processing and either thumbnail or preview processing occur at the same time, capture processing might not operate normally if the capture setting is enabled and Media Link Board is installed.

Other changes:

- Supports Arabic

Version 1.09

Specification Changes:

- eMMC(8GB) is supported.
 - Remote Panel Operation is supported.
- Multiple firmware modules are required to use Remote Panel Operation.
Please refer to GKM Answer ID 251361 for detailed information regarding required firmware.

Version 1.08

Other changes:

- Newly added SMBv2/v3 support.
- This firmware is dependent on the following firmware modules.
Please be sure to update all of them:

System/Copy v1.08 (D2895550L)

Network Support v16.47 (D2895564G)

Web Support v1.05 (D2895560F)

Scanner v01.04 (D2895571F)

Animation v1.03 (D2895562E)

Please refer to the RTB(No.RGene095) for details.

Version 1.07

Symptom corrected:

- There is no Jam48 on SP7-504.
- Stamp is not printed if only the Page Numbering function is selected when copying.
- SC998 may occur when powering on if an ESA application is set as a function priority.
- OCR cannot recognize characters if converting scanned image to searchable PDF.
- An invalid value is returned when obtaining the counter MIB, ricohEngCounterValue, during device shutdown.
- When the device has just gone into energy saver mode, even if a copy job is sent from a SmartSDK application, copying does not start.

Specification change:

- Added the specification for checking.

Other changes:

- Machine is auto rebooted if a problem occurs while updating FAX firmware.

Version 1.06

Symptoms corrected.

- SC672 occurs after recovering from sleep mode and SC819 occurs after a reboot.
- Machine does not respond to job cancel request via remote just before a copy job ends.
- SC845 may occur while updating a package firmware if the machine was turned OFF during the previous update via ARFU.
- SC816-98 may occur while the system enters the STR mode.
- Jam animation error related with inner folder FD3000.
- Remaining toner display error.

Other changes:

- The start of the timer for counting down to automatic log-out was changed as follows:
Before: From the last operation on the touch panel
After: From completion of the last job
- Improved the jam removal animation.

Version 1.05

System corrected:

- When attempted to reboot the machine to resolve an SC, the message "Reboot will done automatically" appears but the machine is not rebooted.
- If an original jams in the sample copy of a stapled job, the first set is not printed out.
- If the Cover Interposer runs out of paper during the job and the tray is reloaded with paper but the paper size is not detected correctly due to poor set, the machine stalls when switching to the succeeding job.
- When attempted to print a banner job, the job gets cancelled.
- SC673-10 may occur when turning ON the machine power.

- 12x18 cannot be selected for the bypass tray, if the configuration consists of both Multi-Fold Unit FD3000 and Booklet Finisher SR3220.

Other changes:

- Reduced time for controller firmware update and improved progress bar feature.

Version 1.04

Symptom corrected:

- SC819 may occur, if the auto log-out timer and the energy saving timer are set to the same value.
- SC819 may occur after removing a jam that occurred while printing a large job that fully consumes the printer memory.
- The job starts up in manual feed mode even if set to auto paper mode.
- If the Bypass tray is set to Auto paper detection and a jam occurs due to a paper size mismatch, jam alert does not appear.
- After entering the user code to start up the Copy application, the user code input screen does not disappear.
- The operation panel may freeze, if the Start button is pressed in copy mode immediately after recovering from the energy saver mode.
- More languages supported for the smart operation panel.
- If a jam occurs on the first page of a job on a machine set with user code authentication and then, the start button and log-out button are pressed together, the start button becomes ineffective.
- When the device is using "Card Authentication Package" or another custom authentication and then the following fields on the server are blank, the fields in the address book on the device might not be overwritten:
 - Email address
 - FAX address
 - Folder address

Version 1.03

Specification changes:

1. When executing a Firmware configuration task via Device Manager NX Pro/Enterprise, an RFU package with the appropriate destination (USA/Europe/Asia/Korea/Taiwan model or China model) can be selected and downloaded from the RICOH Global Server.
2. When using "Enhanced Print Volume Use Limitation" in a SmartSDK application and "Tracking Permission" and "Stop Printing" are enabled, the "Print Volume Use" pop-up window is not displayed.

Error correction:

1. Error 22 may occur during ARFU.
2. Remaining printing time displayed is incorrect (e.g. 999min) for jobs printed from the document server.
3. Information such as stapling position may be incorrect with finisher SR3210/3220.

Version 1.02.1

Symptom corrected:

- Minor bug correction.

Version 1.02

Symptom corrected:

- Image density is darker or lighter, because process control does not activate when the main power is turned on.
- SC991/SC899 may occur or stall may occur during use of application on @Remote connected machines.
- When an application accesses the HDD after turning ON the power, the machine may stall.
- SC899 may occur after updating with the packaged firmware.
- Can not recovery from energy saving mode and SC672-11 may occur.
- SC899 may occur when installing @Remote.
- Connection error message may appear mistakenly on @Remote connected machines.

Other changes:

- Message indicating the automatic deletion of Clone PDF when installing Adobe option was translated into multi languages.
 - To enable quicker the detection time and shut down time when SC670 occurs.
 - Added an SP setting for enabling or disabling the "Screen Monitoring" function.
SP5-885-205: default = 0 ("Screen Monitoring" is enabled)
- This firmware is dependent on Web Support firmware v1.02 (D2895560C) or later, so please be sure to update that firmware as well.

Version 1.01

1st Mass production

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***** Basic Information *****
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[Create date] 2019/05/15

[Program Name] GWFCU3.8-16(WW)

[Version] 07.00.00

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895559G

[File Information]

File Name D2895559G.fwu

File Type Module for Service

Size 3.94 MB (4129296 byte)

[File Information]

File Name D2895559G.rfu

File Type Module for Remote Upgrade

Size 3.95 MB (4137216 byte)

[Availability of RFU] Yes

[Production reflection] 2019/03

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***** Note *****
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[Note]

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***** Important Notes *****
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[Important Notes]

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***** Modification History *****
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[Modifications made:]

Rank C

Symptom corrected:

- When the Capture function for sending FAX is enabled, (SP5836-001 and SP5836-004 set to '1') the received FAX document cannot be printed correctly if the machine power is turned OFF while capturing the data.
- The machine will not print on the correct size paper if the following conditions are met:
- User parameter switch 05 (just size printing for Fax document) is set as 1 (On)
- No paper is set on the tray specified for A3 use
- Receive an A3 size print job
- SC 871-01 might occur and the Fax application might go into a stall when recovering from the energy saving mode.
- If a user is editing address book information when the memory file transfer setting is ON, forwarding a received fax document might be interrupted.

Other changes:

- An additional volume level can be added to the fax sound volume settings.

[Modification history]

Version 06.00.00

Rank C

Symptom corrected:

- The fax function might not work when receiving eight incoming calls from devices other than FAX and telephone via ISDN.
- The following errors might occur.
- The recieved documents aren't sent to the destination folder.
- The recieved documents are forwarded to the Easy Fax three days after faxes are recieved.

Version 05.00.00

Rank C

Symptom corrected:

- If temporary memory overflows when function of storing a document for fax is used, the machine cannot use FAX for two days.
- If temporary memory overflows when the machine receive the fax documents, fax reception operation is canceled and Job Log is recorded as user cancellation.

Version 04.00.00

Symptom corrected:

- If [Store and Print] is enabled and a document is deleted from GlobalScan, the FAX function becomes inoperable.
- Message "FAX jobs will be full soon" may appear after continuously using the Remote FAX.
If continuously used in this condition, message "FAX jobs are full" appears and Remote FAX function becomes disabled.
- FAX cannot be sent with the status showing "processing" possibly followed by a SC843-02.

Version 03.00.00

Symptom corrected:

- When attempted to send a folder, the memory is consumed and prevents the machine from receiving any documents for an extended period.

Version 02.00.00

1st Mass production

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*** Basic Information ***
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[Create date] 2019/08/08

[Program Name] Web Support

[Version] 1.10

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895560L

[File Information]

File Name D2895560L.fwu

File Type Module for Service

Size 7.27 MB (7619188 byte)

[File Information]

File Name D2895560L.rfu

File Type Module for Remote Upgrade

Size 7.27 MB (7627008 byte)

[Availability of RFU] Yes

[Production reflection] 2019/07

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Modification History ***
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[Modifications made:]

Rank C

Symptom corrected:

- The XSS vulnerability of screens in the Address Book that was pointed out in CVE-2018-15884 has been fixed.
- Ricoh devices already had a countermeasure to protect against the CSRF vulnerability pointed out in CVE-2018-15884.

[Modification history]

Version 1.09

Rank C

Other changes:

- Added html format for Scan to Email function.
- The following values can be set with solution software that uses SOAP I/F.
- "SNMPv3 Setting"
 - SNMPv3 Trap Communication
 - Encryption Algorithm
 - Permit SNMPv3 Communication
- "Program/Change Administrator"
 - Encryption Password

Version 1.08

Rank C

Symptom corrected:

- Fixed the wording of "Remote Panel Operation" in the menu of the Web Image Monitor.

Version 1.07

Other changes

- Added the function to set user usage restrictions for each application.

Version 1.06

The version was upgraded for firmware management purpose on the server.

Version 1.05

Other changes:

- Newly added SMBv2/v3 support.

This firmware is dependent on the following firmware modules.

Please be sure to update all of them:

System/Copy v1.08 (D2895550L)

Network Support v16.47 (D2895564G)

Web Support v1.05 (D2895560F)

Scanner v01.04 (D2895571F)

Animation v1.03 (D2895562E)

Please refer to the RTB(No.RGene095) for details.

Version 1.04

Symptom corrected:

- When changing the password policy in the "Extended Security" menu through Web Image Monitor, the access log might be not recorded.

Version 1.03

Symptom corrected:

- 12x18 cannot be selected for the bypass tray, if the configuration consists of both Multi-Fold Unit FD3000 and Booklet Finisher SR3220.

Version 1.02

Other changes:

- Added an SP setting for enabling or disabling the "Screen Monitoring" function.
SP5-885-205: default = 0 ("Screen Monitoring" is enabled)?
This firmware is dependent on System/Copy firmware v1.02 (D2895550D) or later, so please be sure to update that firmware as well.

Version 1.01

1st Mass production

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*** Basic Information ***
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[Create date] 2017/07/07

[Program Name] Web Uapl

[Version] 1.04

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895561D

[File Information]

File Name D2895561D.fwu

File Type Module for Service

Size 1.96 MB (2056620 byte)

[File Information]

File Name D2895561D.rfu

File Type Module for Remote Upgrade

Size 1.97 MB (2064640 byte)

[Availability of RFU] Yes

[Production reflection] 2017/07

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Modification History ***
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[Modifications made:]

Symptom corrected:

- If using Google Chrome when downloading the scanned data from a URL received by email sent through the Scan to URL function, the PDF file cannot download.

[Modification history]

Version 1.03

Symptom corrected:

- 12x18 cannot be selected for the bypass tray, if the configuration consists of both Multi-Fold Unit FD3000 and Booklet Finisher SR3220.

Version 1.02

1st Mass production

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*** Basic Information ***
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[Create date] 2019/09/30

[Program Name] Java VM v12 std for eDC

[Version] 12.65.01

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895567M_edc

[File Information]

File Name D2895567M_edc.ifu

File Type Module for Service

Size 64.01 MB (67117480 byte)

[Availability of RFU] No

[Production reflection] 2019/07

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Modification History ***
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[Modifications made:]

Rank C

Symptom corrected:

- Errors might be occurred by using the Globalscan.
- When JavaVM launched "NullPointerException" error message may be displayed, and JavaVM startup may fail.
- SDK application might not startup if the Stream Line NX settings changed.

[Modification history]

Version 12.62.00

Rank C

Symptom corrected:

- The package firmware might not be updated if the firmware includes an application that needs to be rebooted when updated.
- Gloria don't start up when power off/on then system settings can't be used.

Other changes:

- Login might fail if attempting to log in with an IC card while the On-demand Print screen is displayed.

Version 12.59.01

Rank C

Other changes:

- Minor changes for its internal operations.

Version 12.57.00

Symptom corrected

- The SDK application may stop suddenly due to the increase of memory usage.

Version 12.56.00

Symptom corrected:

- SC899-00 may occur if logging in from a keyboard.
- FAX cannot be transmitted if CAP v2 is installed.
- The wrong JavaVM firmware can be mistakenly installed on any machine, possibly leading to unexpected errors occurring with JavaVM or bootup failing.
- The printing speed is not as fast as the past model if CAP V2 is installed.

Version 12.54.00

Symptom corrected:

- SDK applications (e.g. Streamline NX, GlobalScan NX, CAP/ELP) may not be able to start during the boot process due to a Java VM error.
- If only IPv6 is enabled on the device, utility tools (e.g. Device Manager NX family or Streamline NX v3) will fail to install applications remotely.
- The following issues occur if any device certificate is imported

using the Device Manager NX Enterprise Certificate Management Tool.

- Device Manager NX Enterprise fails to retrieve the information about the application(s) installed on the device.
- GlobalScan NX fails to apply profiles or retrieve device information when using the AdminTool.
- Startup may take a long time and SC998 may occur if Streamline NX and CAP v2 are installed.
- The SDK application icon might not be displayed after recovering from energy saving mode under the following conditions:
 - An SDK application is set as a priority function.
 - An SDK application is set as a function key.

Version 12.50.01

Symptom corrected:

- When showing the device status via a Solution Product (Streamline and CAP/ELP), the device's HDD capacity is not displayed correctly.

Version 12.49.00

Symptom corrected:

Under the following conditions, when performing on-demand printing with the Enhanced Locked Print, the SC899 error might occur.

- More than 100 connected devices are set as the host name.
- Host name resolution fails on DNS server.

Version 12.47.01

Symptom corrected:

- Replacing with a new controller board installed with the latest Java VM version may disallow downgrading to previous version or retrieve customized version and cause trouble for users who wish to use specific or customized versions.
- When the relationship between the host name and the IP address on the DNS server is modified, Java VM might not recognize the change.
- When conducting location-free printing or authentication processing by using a solution product, an SC899 error might occur or Java VM might close unexpectedly and an SC error related to Java VM not responding might occur.
- The DSDK application fails to connect to the LDAP server when using Kerberos authentication.

Version 12.45.00

Symptom corrected:

1. If the "Chng Stgs" button is pressed after pressing the "Preview" button in ELP-NX, the "Change Print Settings" configuration may not be set correctly.
2. After applying the security update that changes the priority order for cipher suites, SSL communication fails between an application that includes an SSL server function and the Windows operating system.
3. When "Tracking Permission" and "Stop Printing" are enabled in

"Enhanced Print Volume Limitation", processing of the job might fail.

4. SDK application behavior may be incorrect or inconsistent.

(CAP/ELP/SLNX/GSNX/etc.)

Both the Standard (Compatibility mode) application and the SOP
Optimized (Hybrid mode) application are affected by these issues.

- Cannot log in.
 - Cannot scan.
 - Cannot print.
 - Error message appears.
- etc.

Version 12.38.04
1st Mass production

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*** Basic Information ***
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[Create date] 2019/09/30

[Program Name] Java VM v12 std UpdateTool

[Version] 12.65.01

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895567M_upd

[File Information]

File Name D2895567M_upd.exe

File Type Module for Service

Size 63.75 MB (66846026 byte)

Check Sum -8Bit Sum: 47A3

 -16Bit Sum(Little Endian): D436

 -16Bit Sum(Big Endian): 166D

[Availability of RFU] No

[Production reflection] 2019/07

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Modification History ***
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[Modifications made:]

Rank C

Symptom corrected:

- Errors might be occurred by using the Globalscan.
- When JavaVM launched "NullPointerException" error message may be displayed, and JavaVM startup may fail.
- SDK application might not startup if the Stream Line NX settings changed.

[Modification history]

Version 12.62.00

Rank C

Symptom corrected:

- The package firmware might not be updated if the firmware includes an application that needs to be rebooted when updated.
- Gloria don't start up when power off/on then system settings can't be used.

Other changes:

- Login might fail if attempting to log in with an IC card while the On-demand Print screen is displayed.

Version 12.59.01

Rank C

Other changes:

- Minor changes for its internal operations.

Version 12.57.00

Symptom corrected

- The SDK application may stop suddenly due to the increase of memory usage.

Version 12.56.00

Symptom corrected:

- SC899-00 may occur if logging in from a keyboard.
- FAX cannot be transmitted if CAP v2 is installed.
- The wrong JavaVM firmware can be mistakenly installed on any machine, possibly leading to unexpected errors occurring with JavaVM or bootup failing.
- The printing speed is not as fast as the past model if CAP V2 is installed.

Version 12.54.00

Symptom corrected:

- SDK applications (e.g. Streamline NX, GlobalScan NX, CAP/ELP) may not be able to start during the boot process due to a Java VM error.

- If only IPv6 is enabled on the device, utility tools (e.g. Device Manager NX family or Streamline NX v3) will fail to install applications remotely.
- The following issues occur if any device certificate is imported using the Device Manager NX Enterprise Certificate Management Tool.
 - Device Manager NX Enterprise fails to retrieve the information about the application(s) installed on the device.
 - GlobalScan NX fails to apply profiles or retrieve device information when using the AdminTool.
- Startup may take a long time and SC998 may occur if Streamline NX and CAP v2 are installed.
- The SDK application icon might not be displayed after recovering from energy saving mode under the following conditions:
 - An SDK application is set as a priority function.
 - An SDK application is set as a function key.

Version 12.50.01

Symptom corrected:

- When showing the device status via a Solution Product (Streamline and CAP/ELP), the device's HDD capacity is not displayed correctly.

Version 12.49.00

Symptom corrected:

Under the following conditions, when performing on-demand printing with the Enhanced Locked Print, the SC899 error might occur.

- More than 100 connected devices are set as the host name.
- Host name resolution fails on DNS server.

Version 12.47.01

Symptom corrected:

- Replacing with a new controller board installed with the latest Java VM version may disallow downgrading to previous version or retrieve customized version and cause trouble for users who wish to use specific or customized versions.
- When the relationship between the host name and the IP address on the DNS server is modified, Java VM might not recognize the change.
- When conducting location-free printing or authentication processing by using a solution product, an SC899 error might occur or Java VM might close unexpectedly and an SC error related to Java VM not responding might occur.
- The DSDK application fails to connect to the LDAP server when using Kerberos authentication.

Version 12.45.00

Symptom corrected:

1. If the "Chng Stgs" button is pressed after pressing the "Preview" button in ELP-NX, the "Change Print Settings" configuration may not be set correctly.
2. After applying the security update that changes the priority order for cipher suites, SSL communication fails between an

application that includes an SSL server function and the Windows operating system.

3. When "Tracking Permission" and "Stop Printing" are enabled in "Enhanced Print Volume Limitation", processing of the job might fail.
4. SDK application behavior may be incorrect or inconsistent.
(CAP/ELP/SLNX/GSNX/etc.)

Both the Standard (Compatibility mode) application and the SOP Optimized (Hybrid mode) application are affected by these issues.

- Cannot log in.
 - Cannot scan.
 - Cannot print.
 - Error message appears.
- etc.

Version 12.38.04
1st Mass production

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***** Basic Information *****
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[Create date] 2019/09/30

[Program Name] Scanner

[Version] 01.12

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895571P

[File Information]

File Name D2895571P.fwu

File Type Module for Service

Size 5.25 MB (5506400 byte)

[File Information]

File Name D2895571P.rfu

File Type Module for Remote Upgrade

Size 5.26 MB (5513472 byte)

[Availability of RFU] Yes

[Production reflection] 2019/07

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***** Note *****
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[Note]

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***** Important Notes *****
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[Important Notes]

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***** Modification History *****
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[Modifications made:]

Rank B

Symptom corrected:

- If no color-mode selected for the color mode, images are saved in TIFF format even if JPEG format is selected when scanning images via AirPrint or Mopria.
- If a file was stored through the SmartSDK scanner application and user authentication is set to something other than basic, the file password might be displayed in the username on the file details screen.
- An error might occur when sending mail if the billing code is used with the Card Authentication Package v2.
- When sending a saved document, the captured image file might not be sent if a SmartSDK scanner application is installed.
- Image log of Scan job (OCR or high compression PDF) may not be collected correctly.
- If "scan and store temporarily (send image/file)" is selected for the job mode, images might not be stored in the destination, which specified by the user when scanning the images via a SmartSDK scanner application.

[Modification history]

Version 01.11

Rank C

Other changes:

- Supported RICOH SmartSDK v2.60.

Version 01.10

Rank C

Symptom corrected:

- User and SP settings information in the Copy (Classic) application and the Scanner (Classic) application might be cleared after version up or down to specific firmware version.

Version 01.09

Rank C

Symptom corrected:

- When SP5-836-143 is enabled, the combination of "Black and White" and "High Compression PDF" can be selected even though it should not be selectable.

Version 01.08

Rank C

Symptom corrected:

- If the log capture function is enabled when scanning with the SmartSDK application,

cancelling the scan job while the preview is displayed might cause the information of the captured image file to be recorded incorrectly.

Version 01.07
Rank C

Symptom corrected:

- In a device not equipped with the ADF, if the document size is detected automatically and the TWAIN driver is used for scanning, the device will freeze.

Version 01.06
Rank C

Symptom corrected:

- When scanning with AirPrint in MacOS X 10.12 or later, the device sends a full color JPEG even if specifying a black and white JPEG.
- The following bug was fixed again:
When the device is accessed from Web Image Monitor just before scanning is finished under the following conditions, the device cannot be logged out from even if "Logout" is pressed, and then the Scanner application cannot be used:
 - When user authentication is enabled.
 - When custom authentication, such as Card Authentication Package, is being used.
- If scanning is cancelled three times within five minutes when scanning with the IC Card Scan & Copy Application, the device cannot transfer to Energy Saver Mode.

Version 01.05

Symptom corrected

- When scanning from SmartSDK applications, files are stored in PDF/A format even when trying to store the files in TIFF/JPEG format.
- When OCR is set and a document over 51 pages is sent by Scan to Email, sending might fail.
- When OCR is set and a document over 256 pages is scanned, the Scanner application might freeze or SC997 might occur.
- When scanning is conducted repeatedly from a SmartSDK application that enables image log capture, the captured image file is not deleted and remains on the hard disk.
- The image logs of jobs scanned by GlobalScan NX might not be captured.

Other changes

- Supported RICOH SmartSDK v2.50.

Version 01.04

Other changes:

- Newly added SMBv2/v3 support.

This firmware is dependent on the following firmware modules.

Please be sure to update all of them:

System/Copy v1.08 (D2895550L)
Network Support v16.47 (D2895564G)
Web Support v1.05 (D2895560F)
Scanner v01.04 (D2895571F)
Animation v1.03 (D2895562E)

Please refer to the RTB(No.RGene095) for details.

Version 01.03

Other changes:

- When the Auto Logout timer is invoked can be changed:
SP5-401-230 bit7 = 1: When the job executed from the operation panel is completed.
SP5-401-230 bit7 = 0: When the user last had interaction with the panel.

Version 01.02

Symptom corrected:

1. When the cover is open or a paper jam occurs while using another application such as Copy or Printer, if "Check Status" is pressed, "Check" is displayed in the Scanner area of the status bar even though Scanner is not being used.
This firmware is dependent on SmartScan firmware v1.11 (D2411456L) or later, so please be sure to update both firmwares.
2. When many scan jobs are scanned from an application that is based on SmartSDK under the following conditions, an error might be displayed and the device might not be able to scan until the device is rebooted:
 - "User Authentication" is enabled.
 - "Download File Directly From URL Link" is enabled.
 - "File Emailing Method" is set to "Send URL Link".
 - "OCR setting" is enabled.
3. Under the following conditions, when scanning a document with the OCR setting configured that consists of only blank pages or is not the original document, an SC899 error might occur:
 - User authentication is enabled.
 - In OCR settings, "Delete Blank Page" is enabled.
 - "Download File Directly From URL Link" is set to "On".
 - Scanner Features > File Emailing Method is set to either of the following:
 - Set to "Send URL Link".
 - Set to "Auto Detect" and specify the URL when scanning.
 - Set to "Set by User" and the data size of the scanned result exceeds the sending-size limit.
4. When the device is accessed from Web Image Monitor just before scanning is finished under the following conditions, the device cannot be logged out from even if "Logout" is pressed, and then the Scanner application cannot be used:
 - When user authentication is enabled.
 - When custom authentication, such as Card Authentication Package, is being used.

Version 01.01

Symptom corrected:

1. When "Download File Directly From URL Link" is enabled and scan to URL is conducted 100 times or more, the scan job might fail.
2. When a scan job is conducted from "Simplified Scrn." under the following conditions, the files for that job cannot be deleted from the temporary memory after the job has been sent:
 - User Authentication is enabled.
 - "Download File Directly From URL Link" is enabled.
 - "File Emailing Method" is set to "Send URL Link" or "Auto Detect".
3. When scanning from Mac OS X 10.12 by using AirPrint, the output file cannot be opened in the viewer.
4. A3 size cannot be specified in macOS when scanning by using AirPrint.
5. When scanning from Mac OS X 10.12 by using AirPrint, the resolution is always 200 dpi.

Version 01.00.1

1st Mass production

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*** Basic Information ***
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[Create date] 2018/11/08

[Program Name] Printer

[Version] 1.12

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895573P

[File Information]

File Name D2895573P.fwu

File Type Module for Service

Size 4.54 MB (4763256 byte)

[File Information]

File Name D2895573P.rfu

File Type Module for Remote Upgrade

Size 4.55 MB (4768000 byte)

[Availability of RFU] Yes

[Production reflection] 2018/11

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Modification History ***
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[Modifications made:]

Rank C

Symptom corrected:

- SC899 might occur when printing a Hold Print file scheduled for a certain time.

[Modification history]

Version 1.11

Rank C

Symptom corrected:

- If the machine reboots due to a forced shut-down, a power outage, unplugging a power cable, or an SC819 error, jobs using certain applications might not print.

Version 1.10

Rank C

Symptom corrected:

- An SC899 error might occur if displaying the print job history on the Web Image Monitor after printing a file with a long name.

Version 1.09

Symptom corrected

- It might take time to resume a job if it is suspended while the device is in Energy Saver mode.

Version 1.08

Fixed:

- An IPDS Form might not be created when equipping an Internal Multi-fold Unit FD3000.
- IPDS printing might fail when equipping an Internal Multi-fold Unit FD3000.
- The "7 1/4 x 10 1/2" paper size can be set as SEF while creating an IPDS Form.
- An IPDS Form with the paper size of "7 1/4 x 10 1/2" can be set to the bypass tray.

Version 1.07

Fixed:

- IPDS form creation might fail when specifying a custom paper size.
- The Default Punch Pattern cannot be set to "two holes" for IPDS printing.
- "Back copied paper" isn't listed under the media type for IPDS forms.
- IPDS printing might stall if IPDS jobs are printed continuously.
- Some characters in the IPDS form name might be distorted when specifying a tray form.

Version 1.06

Other changes:

Added BitSwitch#12-3 to select the behavior when the print job has

more than the maximum of staple capability.

BitSwitch#12-3

0 (default): Sheets are fed out without being stapled.

1 : Sheets are stapled and fed out.

Fixed:

Wrong finisher name might be printed on the Configuration sheet.

Version 1.05

Other changes:

When the Auto Logout timer is invoked can be changed:

SP5-401-230 bit7 = 1: When the job executed from the operation panel is completed.

SP5-401-230 bit7 = 0: When the user last had interaction with the panel.

Version 1.04

Symptom corrected:

1. The stapleless stapler function on the finisher cannot be used when the staple cartridge is empty or removed.
2. A PCL font numbered 64 or later cannot be used as the default font. (GFPR#RE17010004)

Version 1.03

Symptom corrected:

1. Notifications are not displayed in MFP applications even if key counter management or external charge unit management is enabled.
2. When printing from AirPrint, the paper weight "Plain 2 (75 to 81g/square metre)" is out of the search target of "Auto Tray Select" even if "Plain Paper or Recycled Paper" is specified in the job.

Version 1.02

Symptom Corrected:

- After an SC reboot occurs, if the dialog window stating that the automatic reboot has occurred is not closed, SDK-J applications cannot be started, which results in an SC990 error occurring.

Version 1.01

Symptom corrected:

- Minor software bug corrected.

Version 1.00.2

1st Mass production

=====
*** Basic Information ***
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[Create date] 2019/04/18

[Program Name] IRIPS PDF

[Version] 1.11

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895595M

[File Information]

File Name D2895595M.fwu

File Type Module for Service

Size 2.79 MB (2930336 byte)

[File Information]

File Name D2895595M.rfu

File Type Module for Remote Upgrade

Size 2.80 MB (2937088 byte)

[Availability of RFU] Yes

[Production reflection] 2019/03

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Modification History ***
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[Modifications made:]

Rank C

Symptom corrected:

- When printing a PDF file that contains circled letters or numbers, the circle itself might be distorted.
- When printing a PDF file that contains exceptionally small fonts, an invalid font error might occur, and the print job might not be printed correctly.
- When printing a file containing images as a booklet, the output might be distorted.
- Images might not appear as expected when printing a PDF file via AirPrint.
- The minus sign (-) in a PDF file might not be printed via PDF Direct.
- PDF files that are generated by certain applications might not print via Direct Print.
- A locked print job might not be stored on the machine if it is printed using PJI commands.
- When printing a PDF file that contains downloaded fonts, an invalid font error might occur, and the print job might be canceled.

[Modification history]

Version 1.10

Rank C

Symptom corrected:

- Data that includes a masked background image might not print correctly.
- When printing from a memory storage device from the Bypass Tray, if there is a paper size mismatch between the System Settings and the paper size specified for the Bypass Tray, it might not print correctly.
- An SC899 error might occur when printing PostScript data that includes a watermark with a non-standard font using the PS V4 driver.

Version 1.09

Rank C

Symptom corrected:

- When sending a fax via the SmartSDK, images might be missing or output at the wrong size.
- The image might be vertically extended and the upper part missing when faxing via the Remote Fax.
- Some Type 0 fonts in a PDF might not print correctly.
- Some Symbolic fonts in a PDF might not print correctly.
- The image might be rotated 180 degrees when printing Landscape document via the SmartSDK.
- When printing a PDF with an embedded TrueType font, some characters might be garbled.
- When printing a PDF with a specific command, an invalidfont error might occur.

Version 1.08

Rank C

Symptom corrected:

- Characters might be printed with the wrong magnification if a CID font is used.
- Linux print jobs in Stored Print might be canceled.
- Characters might become too thick if the transparency is specified.
- Pages printed as a booklet might be centered incorrectly.
- With booklet printing or N-Up printing, the scaling ratio might be wrong.
- The scaling might be wrong when printing PDF data that contains the FITTOPAGESIZE command but not PRINTSCALING.

Version 1.07

Symptom corrected

- The top and bottom ends might be missing if the size is scaled when PDF printing.
- SC899 might occur while PDF printing.
- Some characters might print in the wrong position when printing a PDF containing certain fonts.
- Characters in italics might be unrecognizable.
- Both ends of the watermark might be cut off when printing from the V4 driver.

Version 1.06

Fixed:

- Some characters might be garbled when using the TrueType Font.
- PS printing might stall if PS jobs are printed continuously.
- SC899 might occur when a watermark is printed from the V4 driver.

Version 1.05

Symptom corrected:

- Some characters might be printed upside down.
- An "Invalidfont" error might occur when printing a job including specific data.
- The printing of a PDF file created by the "Microsoft Print to PDF" function might be canceled.
- An incorrect paper size may be fed while printing via AirPrint.
- Adjusting the color balance in the driver doesn't work as expected.

Version 1.04

Symptom corrected:

- The device may stall when printing many pages and using specific fonts.

Version 1.03

Symptom corrected:

When conducting host printing, if a resident font is specified in

the data, cedillas will not print as expected.

Version 1.02

Symptom corrected:

1. The page order is incorrect when the following conditions are met:
 - The print data contains pages with mixed image directions.
 - N-up printing is configured.
 - Reverse-order printing is configured.
2. When printing one or more PDF files that contain raster data, it might take a considerable amount of time to finish printing.
3. When printing a document with "Unauthorized Copy Prevention" enabled from MacOS, an Adobe font will be replaced with an IRIPS font without a confirmation message being displayed.
4. When attempting to print the PS and PDF Configuration / Font Page with a paper size that cannot be output by using the Internal Multi-fold Unit FD3000, printing of the Configuration / Font Page is canceled.
5. When print a job with a custom paper size that does not have an orientation specified such as created by using AirPrint, the job is canceled.
6. When printing PDF data that includes an Adobe font that will be replaced with an IRIPS font, the replaced font overlaps.
7. When the printer receives invalid PDF data, the printer might stall and an SC899 error might occur.
8. There is a print size miscalculation when the printer reduces or enlarges the paper size.
9. The Error Report page is printed as the last page of the PDF Configuration / Font Page.
10. The default copy prevention text might not be printed when printing a document with "Unauthorized Copy Prevention" enabled
11. When a job designates a paper size that is not supported, printing is conducting from the priority tray without the job automatically resetting.
12. Printing might not finish when a job that contains multiple PDLs is printed.
13. An SC899 error might occur while printing multiple PS jobs that contain Adobe fonts with Authentication Management.
14. The printed result of a PDF file with Banner Page might be different from the preview.
15. Printing might not finish if the previous print job from a storage device is cancelled immediately.

16. An SC899 error might occur when canceling one of multiple spooled PDFs that contain more than 3,000 pages sent via FTP.
17. An SC899 error might occur if a file that is set with chattering is printed.
18. Printing highly compressed PDF data causes a PostScript error.
19. Printing certain PDF data might result in an "undefinedresult" error occurring.
20. Even though letter fold with text and/or images facing out is configured to open to the left, the result will be open to the right.
21. When the "Unauthorized Copy Prevention Setting" is enabled in the device but not configured in the print data, the job is canceled.
22. When printing from Quick Print Release, if the "16 in 1" and "Punch" settings are specified in the print data, the "Punch" setting is canceled.
23. Toner saving does not work when printing from SDK applications.
24. An unrelated error message is displayed when the printer receives data that contains unconfigurable folding settings.

Version 1.00
1st Mass production

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*** Basic Information ***
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[Create date] 2018/11/13

[Program Name] System/Copy

[Version] 1.17.1

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895550W

[File Information]

File Name D2895550W.fwu

File Type Module for Service

Size 28.73 MB (30122956 byte)

[File Information]

File Name D2895550W.rfu

File Type Module for Remote Upgrade

Size 28.73 MB (30130432 byte)

[Availability of RFU] Yes

[Production reflection] 2018/11

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Modification History ***
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[Modifications made:]

Rank B

Symptom corrected:

- Installation of the Cheetah application from the Web Image Monitor fails when the SSL encryption level is set to "Ciphertext Priority" or "Ciphertext Only".
- SmartSDK application cannot reply to UDP packet when machine is in Energy Saver Mode.
- When the device receive a response of "ICMP unreachable" from a network device, the communication might fail.
- If the functions below are enabled, the machine might not be able to recover from STR mode, and the functions will fail:
 - Auto-backup of the application and its setting for the Smart Operation Panel
 - Auto-reception for Cloud Fax
 - Auto-update of applications installed via the Application Site
- Copy application and FAX application might not start when pressing these application icons.
- Login might fail and the application icon might not be displayed.
- The machine might stall if it enters energy saving mode during ARFU.
- The machine might stall when executing SP5-858-122 and SP5-585-111
- Preview screen of a print job on Enhanced Locked Print might freeze, when the page is repeatedly moved.
- Automatically reboot might be performed after SC 899 or SC 991

Other changes:

- A minor change only for the Japanese model.
- Added html format for Scan to Email function.
- Supported RICOH SmartSDK v2.60

[Modification history]

Version 1.16

Rank C

Symptom corrected:

- User and SP settings information in the Copy (Classic) application and the Scanner (Classic) application might be cleared after version up or down to specific firmware version.

Version 1.15

Rank C

Symptom corrected:

- An SC error might occur when scanning with AirPrint, WSD-Scanner, or DSM.
- SC899 might occur when the log capture function is enabled.
- Printer capture data might not be sent when printing a blank page if the capture function is enabled.

Version 1.14

Rank C

Symptom corrected:

- Generated files may not be deleted and occupy HDD even after sending E-mail via Scan to URL in the case OCR function is enabled.

- When the SMC List is saved to the SD card as a CSV file, SP7507 (Latest Jam History) is not correctly recorded.
- If "Interrupt mode" is pressed in a Legacy application, the home screen might be displayed instead of the original application after "Interrupt mode" is released.
- The following symptoms might occur when executing:
 1. SP5-846-051 (Backup All Addr Book)
 - A backup failure message might appear.
 2. SP5-846-052 (Restore All Addr Book)
 - SC899 might occur.
 - The machine might stall.

Version 1.13
Rank C

Symptom corrected:

- The user might not be able to log in if the machine repeatedly enters and exits Energy Saver Mode.

Other changes:

- Minor change for domestic market.

Version 1.12
Rank C

Other changes:

- Added a new feature for the SmartSDK WebAPI.

Version 1.11

Symptom corrected

- The quota notification cannot be displayed on some SmartSDK applications.
- If log tracing on Web Image Monitor is cancelled just after using the function, the machine enters into off-line mode.
- A bug of SmartSDK API was fixed.
- When using Windows authentication, LDAP authentication, or external authentication, if exporting the address book from Device Manager NX, the export data cannot be imported.
- A true/false based API control was added to check the capability of Scan and FAX.
- Remote un-installation for Streamline NX might fail.
- User usage restrictions do not come into effect if authentication is enabled in Quick Card Authentication
- When the relationship between the host name and the IP address on the DNS server is modified, Java VM might not recognize the change.
- When JavaVM is not enabled and only IPv6 is enabled, the list of installed applications is not displayed in Extended Feature Info on the Web Image Monitor.
- Cancelling scanning might result in SC990/991 occurring and the machine rebooting.
- If some characters are included in a user name, login authentication is not correctly done.

Other changes

- Supported RICOH SmartSDK v2.50.
- Supported PaaS for China.
- SP2-990-101(LL), SP2-990-102(ML), and SP2-990-103(HH) will be included in the SMC data.
- Added the function to set user usage restrictions for each application.
- Added a new feature for the SmartSDK WebAPI.

Version 1.10

Symptom Corrected:

- If RFU is carried out while SC672 is occurring, RFU might fail and the machine cannot recover until the main power is turned OFF/ON.
- When capture processing and either thumbnail or preview processing occur at the same time, capture processing might not operate normally if the capture setting is enabled and Media Link Board is installed.

Other changes:

- Supports Arabic

Version 1.09

Specification Changes:

- eMMC(8GB) is supported.
- Remote Panel Operation is supported.
Multiple firmware modules are required to use Remote Panel Operation.
Please refer to GKM Answer ID 251361 for detailed information regarding required firmware.

Version 1.08

Other changes:

- Newly added SMBv2/v3 support.
- This firmware is dependent on the following firmware modules.
Please be sure to update all of them:

System/Copy v1.08 (D2895550L)
Network Support v16.47 (D2895564G)
Web Support v1.05 (D2895560F)
Scanner v01.04 (D2895571F)
Animation v1.03 (D2895562E)

Please refer to the RTB(No.RGene095) for details.

Version 1.07

Symptom corrected:

- There is no Jam48 on SP7-504.
- Stamp is not printed if only the Page Numbering function is selected when copying.
- SC998 may occur when powering on if an ESA application is set as a function priority.
- OCR cannot recognize characters if converting scanned image to searchable PDF.

- An invalid value is returned when obtaining the counter MIB, `ricohEngCounterValue`, during device shutdown.
- When the device has just gone into energy saver mode, even if a copy job is sent from a SmartSDK application, copying does not start.

Specification change:

- Added the specification for checking.

Other changes:

- Machine is auto rebooted if a problem occurs while updating FAX firmware.

Version 1.06

Symptoms corrected.

- SC672 occurs after recovering from sleep mode and SC819 occurs after a reboot.
- Machine does not respond to job cancel request via remote just before a copy job ends.
- SC845 may occur while updating a package firmware if the machine was turned OFF during the previous update via ARFU.
- SC816-98 may occur while the system enters the STR mode.
- Jam animation error related with inner folder FD3000.
- Remaining toner display error.

Other changes:

- The start of the timer for counting down to automatic log-out was changed as follows:
Before: From the last operation on the touch panel
After: From completion of the last job
- Improved the jam removal animation.

Version 1.05

System corrected:

- When attempted to reboot the machine to resolve an SC, the message "Reboot will done automatically" appears but the machine is not rebooted.
- If an original jams in the sample copy of a stapled job, the first set is not printed out.
- If the Cover Interposer runs out of paper during the job and the tray is reloaded with paper but the paper size is not detected correctly due to poor set, the machine stalls when switching to the succeeding job.
- When attempted to print a banner job, the job gets cancelled.
- SC673-10 may occur when turning ON the machine power.
- 12x18 cannot be selected for the bypass tray, if the configuration consists of both Multi-Fold Unit FD3000 and Booklet Finisher SR3220.

Other changes:

- Reduced time for controller firmware update and improved progress bar feature.

Version 1.04

Symptom corrected:

- SC819 may occur, if the auto log-out timer and the energy saving timer are set to the same value.
- SC819 may occur after removing a jam that occurred while printing a large job that fully consumes the printer memory.
- The job starts up in manual feed mode even if set to auto paper mode.
- If the Bypass tray is set to Auto paper detection and a jam occurs due to a paper size mismatch, jam alert does not appear.
- After entering the user code to start up the Copy application, the user code input screen does not disappear.
- The operation panel may freeze, if the Start button is pressed in copy mode immediately after recovering from the energy saver mode.
- More languages supported for the smart operation panel.
- If a jam occurs on the first page of a job on a machine set with user code authentication and then, the start button and log-out button are pressed together, the start button becomes ineffective.
- When the device is using "Card Authentication Package" or another custom authentication and then the following fields on the server are blank, the fields in the address book on the device might not be overwritten:
 - Email address
 - FAX address
 - Folder address

Version 1.03

Specification changes:

1. When executing a Firmware configuration task via Device Manager NX Pro/Enterprise, an RFU package with the appropriate destination (USA/Europe/Asia/Korea/Taiwan model or China model) can be selected and downloaded from the RICOH Global Server.
2. When using "Enhanced Print Volume Use Limitation" in a SmartSDK application and "Tracking Permission" and "Stop Printing" are enabled, the "Print Volume Use" pop-up window is not displayed.

Error correction:

1. Error 22 may occur during ARFU.
2. Remaining printing time displayed is incorrect (e.g. 999min) for jobs printed from the document server.
3. Information such as stapling position may be incorrect with finisher SR3210/3220.

Version 1.02.1

Symptom corrected:

- Minor bug correction.

Version 1.02

Symptom corrected:

- Image density is darker or lighter, because process control does not activate when the main power is turned on.
- SC991/SC899 may occur or stall may occur during use of application on @Remote connected machines.
- When an application accesses the HDD after turning ON the power, the machine may stall.

- SC899 may occur after updating with the packaged firmware.
- Can not recovery from energy saving mode and SC672-11 may occur.
- SC899 may occur when installing @Remote.
- Connection error message may appear mistakenly on @Remote connected machines.

Other changes:

- Message indicating the automatic deletion of Clone PDF when installing Adobe option was translated into multi languages.
- To enable quicker the detection time and shut down time when SC670 occurs.
- Added an SP setting for enabling or disabling the "Screen Monitoring" function.
SP5-885-205: default = 0 ("Screen Monitoring" is enabled)
This firmware is dependent on Web Support firmware v1.02 (D2895560C) or later,
so please be sure to update that firmware as well.

Version 1.01
1st Mass production

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*** Modification History ***
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[Modifications made:]

Rank C

Symptom corrected:

- The user might not be able to log in if the machine repeatedly enters and exits Energy Saver Mode.

Other changes:

- Minor change for domestic market.

[Modification history]

Version 1.12

Rank C

Other changes:

- Added a new feature for the SmartSDK WebAPI.

Version 1.11

Symptom corrected

- The quota notification cannot be displayed on some SmartSDK applications.
- If log tracing on Web Image Monitor is cancelled just after using the function, the machine enters into off-line mode.
- A bug of SmartSDK API was fixed.
- When using Windows authentication, LDAP authentication, or external authentication, if exporting the address book from Device Manager NX, the export data cannot be imported.
- A true/false based API control was added to check the capability of Scan and FAX.
- Remote un-installation for Streamline NX might fail.
- User usage restrictions do not come into effect if authentication is enabled in Quick Card Authentication
- When the relationship between the host name and the IP address on the DNS server is modified, Java VM might not recognize the change.
- When JavaVM is not enabled and only IPv6 is enabled, the list of installed applications is not displayed in Extended Feature Info on the Web Image Monitor.
- Cancelling scanning might result in SC990/991 occurring and the machine rebooting.
- If some characters are included in a user name, login authentication is not correctly done.

Other changes

- Supported RICOH SmartSDK v2.50.
- Supported PaaS for China.

- SP2-990-101(LL), SP2-990-102(ML), and SP2-990-103(HH) will be included in the SMC data.
- Added the function to set user usage restrictions for each application.
- Added a new feature for the SmartSDK WebAPI.

Version 1.10

Symptom Corrected:

- If RFU is carried out while SC672 is occurring, RFU might fail and the machine cannot recover until the main power is turned OFF/ON.
- When capture processing and either thumbnail or preview processing occur at the same time, capture processing might not operate normally if the capture setting is enabled and Media Link Board is installed.

Other changes:

- Supports Arabic

Version 1.09

Specification Changes:

- eMMC(8GB) is supported.
- Remote Panel Operation is supported.

Multiple firmware modules are required to use Remote Panel Operation.
Please refer to GKM Answer ID 251361 for detailed information regarding required firmware.

Version 1.08

Other changes:

- Newly added SMBv2/v3 support.

This firmware is dependent on the following firmware modules.

Please be sure to update all of them:

System/Copy v1.08 (D2895550L)

Network Support v16.47 (D2895564G)

Web Support v1.05 (D2895560F)

Scanner v01.04 (D2895571F)

Animation v1.03 (D2895562E)

Please refer to the RTB(No.RGene095) for details.

Version 1.07

Symptom corrected:

- There is no Jam48 on SP7-504.
- Stamp is not printed if only the Page Numbering function is selected when copying.
- SC998 may occur when powering on if an ESA application is set as a function priority.
- OCR cannot recognize characters if converting scanned image to

searchable PDF.

- An invalid value is returned when obtaining the counter MIB, `ricohEngCounterValue`, during device shutdown.
- When the device has just gone into energy saver mode, even if a copy job is sent from a SmartSDK application, copying does not start.

Specification change:

- Added the specification for checking.

Other changes:

- Machine is auto rebooted if a problem occurs while updating FAX firmware.

Version 1.06

Symptoms corrected.

- SC672 occurs after recovering from sleep mode and SC819 occurs after a reboot.
- Machine does not respond to job cancel request via remote just before a copy job ends.
- SC845 may occur while updating a package firmware if the machine was turned OFF during the previous update via ARFU.
- SC816-98 may occur while the system enters the STR mode.
- Jam animation error related with inner folder FD3000.
- Remaining toner display error.

Other changes:

- The start of the timer for counting down to automatic log-out was changed as follows:
Before: From the last operation on the touch panel
After: From completion of the last job
- Improved the jam removal animation.

Version 1.05

System corrected:

- When attempted to reboot the machine to resolve an SC, the message "Reboot will done automatically" appears but the machine is not rebooted.
- If an original jams in the sample copy of a stapled job, the first set is not printed out.
- If the Cover Interposer runs out of paper during the job and the tray is reloaded with paper but the paper size is not detected correctly due to poor set, the machine stalls when switching to the succeeding job.
- When attempted to print a banner job, the job gets cancelled.
- SC673-10 may occur when turning ON the machine power.
- 12x18 cannot be selected for the bypass tray, if the configuration consists of both Multi-Fold Unit FD3000 and Booklet Finisher SR3220.

Other changes:

- Reduced time for controller firmware update and improved progress bar feature.

Version 1.04

Symptom corrected:

- SC819 may occur, if the auto log-out timer and the energy saving timer are set to the same value.
- SC819 may occur after removing a jam that occurred while printing a large job that fully consumes the printer memory.
- The job starts up in manual feed mode even if set to auto paper mode.
- If the Bypass tray is set to Auto paper detection and a jam occurs due to a paper size mismatch, jam alert does not appear.
- After entering the user code to start up the Copy application, the user code input screen does not disappear.
- The operation panel may freeze, if the Start button is pressed in copy mode immediately after recovering from the energy saver mode.
- More languages supported for the smart operation panel.
- If a jam occurs on the first page of a job on a machine set with user code authentication and then, the start button and log-out button are pressed together, the start button becomes ineffective.
- When the device is using "Card Authentication Package" or another custom authentication and then the following fields on the server are blank, the fields in the address book on the device might not be overwritten:
 - Email address
 - FAX address
 - Folder address

Version 1.03

Specification changes:

1. When executing a Firmware configuration task via Device Manager NX Pro/Enterprise, an RFU package with the appropriate destination (USA/Europe/Asia/Korea/Taiwan model or China model) can be selected and downloaded from the RICOH Global Server.
2. When using "Enhanced Print Volume Use Limitation" in a SmartSDK application and "Tracking Permission" and "Stop Printing" are enabled, the "Print Volume Use" pop-up window is not displayed.

Error correction:

1. Error 22 may occur during ARFU.
2. Remaining printing time displayed is incorrect (e.g. 999min) for jobs printed from the document server.
3. Information such as stapling position may be incorrect with finisher SR3210/3220.

Version 1.02.1

Symptom corrected:

- Minor bug correction.

Version 1.02

Symptom corrected:

- Image density is darker or lighter, because process control does not activate when the main power is turned on.
- SC991/SC899 may occur or stall may occur during use of application on @Remote connected machines.
- When an application accesses the HDD after turning ON the power, the machine may stall.
- SC899 may occur after updating with the packaged firmware.
- Can not recovery from energy saving mode and SC672-11 may occur.
- SC899 may occur when installing @Remote.
- Connection error message may appear mistakenly on @Remote connected machines.

Other changes:

- Message indicating the automatic deletion of Clone PDF when installing Adobe option was translated into multi languages.
 - To enable quicker the detection time and shut down time when SC670 occurs.
 - Added an SP setting for enabling or disabling the "Screen Monitoring" function.
SP5-885-205: default = 0 ("Screen Monitoring" is enabled)
- This firmware is dependent on Web Support firmware v1.02 (D2895560C) or later, so please be sure to update that firmware as well.

Version 1.01

1st Mass production

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*** Basic Information ***
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[Create date] 2017/06/16

[Program Name] PowerSaving Sys

[Version] F.L3.06.1

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895554A

[File Information]

File Name D2895554A.fwu

File Type Module for Service

Size 4.00 MB (4194832 byte)

[File Information]

File Name D2895554A.rfu

File Type Module for Remote Upgrade

Size 4.01 MB (4202752 byte)

[Production reflection] 2017/05

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Modification History ***
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[Modifications made:]

Symptom corrected:

- SC816-98 may occur during the STR mode even if the machine is not experiencing any problems.

[Modification history]

Version F.L3.06

1st Mass production

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*** Basic Information ***
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[Create date] 2018/11/08

[Program Name] RemoteFax

[Version] 06.00.00

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895558G

[File Information]

File Name D2895558G.fwu

File Type Module for Service

Size 1.63 MB (1709232 byte)

[File Information]

File Name D2895558G.rfu

File Type Module for Remote Upgrade

Size 1.64 MB (1716480 byte)

[Availability of RFU] Yes

[Production reflection] 2018/11

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Modification History ***
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[Modifications made:]

Rank C

Symptom corrected:

- The document receipt by Mail to Print function might not be printed, in case the device receives the document at either of the followings conditions;
- 1) The device is turned on, but the booting procedure is not completed.
- 2) The device is rebooted after SC, and the dialog of reboot is displayed on the device.
- 3) The device is printing the document through Enhanced Locked Print.

[Modification history]

Version 05.00.00

Rank C

Symptom corrected:

- Cannot send, receive, or print the transmitted fax if the sending machine disconnects during IP-FAX transmission.
- A sending error might occur with PC-FAX.

Version 04.00.00

Symptom corrected:

- Cannot receive an IP-Fax(SIP) transmitted from a Canon machine.

Version 03.00.00

Symptom Corrected:

SC899 may occur when receiving IP FAX.

Version 02.00.00

Symptom corrected:

Documents printed from PCFAX are not counted up.

Version 01.01.00

1st Mass production

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*** Basic Information ***
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[Create date] 2017/07/28

[Program Name] animation

[Version] 1.03

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(ja,en,f,e,d,i,nl,s,n,dk,sf,p,pl,h,cz,ru,sc,tc,kr,br,tr,ca,gr)

[Firmware No.] D2895562E

[File Information]

File Name D2895562E.fwu

File Type Module for Service

Size 12.00 MB (12581084 byte)

[File Information]

File Name D2895562E.rfu

File Type Module for Remote Upgrade

Size 12.00 MB (12587264 byte)

[Availability of RFU] Yes

[Production reflection]

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Modification History ***
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[Modifications made:]

Other changes:

- Newly added SMBv2/v3 support.

This firmware is dependent on the following firmware modules.

Please be sure to update all of them:

System/Copy v1.08 (D2895550L)

Network Support v16.47 (D2895564G)

Web Support v1.05 (D2895560F)

Scanner v01.04 (D2895571F)

Animation v1.03 (D2895562E)

Please refer to the RTB(No.RGene095) for details.

[Modification history]

Version 1.02

Symptom corrected:

- Incorrect jam removal animation for the Internal Multi-fold Unit.

Other changes:

- Improved the jam removal animation.

Version 1.01

Other changes:

- Message indicating the automatic deletion of Clone PDF when installing Adobe option was translated into multi languages.

Version 1.00

1st Mass production

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*** Basic Information ***
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[Create date] 2019/04/18

[Program Name] PCL

[Version] 1.06

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895566G

[File Information]

File Name D2895566G.fwu

File Type Module for Service

Size 1.37 MB (1432012 byte)

[File Information]

File Name D2895566G.rfu

File Type Module for Remote Upgrade

Size 1.37 MB (1437952 byte)

[Availability of RFU] Yes

[Production reflection] 2019/03

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Modification History ***
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[Modifications made:]

Rank C

Symptom corrected:

- Double-byte characters of Asian languages such as Japanese, Chinese, and Korean might be missing.

[Modification history]

Version 1.05

Rank C

Symptom corrected:

- The overlay image might not be correctly printed with PCL.

Version 1.04

Fixed:

- When printing PCL6 jobs containing the TrueType Font, the job might be canceled and the Illegal Font Data error printed instead.

Version 1.03

Symptom corrected:

1. When conducting host printing, if a resident font is specified in the data, cedillas will not print as expected.
2. PCL macros that were uploaded to the HDD cannot be printed. (GFPR#RE16080014)

Version 1.02

Symptom corrected:

- An SC899 error might occur when printing a PCL5 job that contains command for selecting the Raw TrueType font.

Version 1.01

1st Mass production

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*** Basic Information ***
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[Create date] 2019/09/30

[Program Name] Fax

[Version] 10.00.00

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895557L

[File Information]

File Name D2895557L.fwu

File Type Module for Service

Size 2.40 MB (2516540 byte)

[File Information]

File Name D2895557L.rfu

File Type Module for Remote Upgrade

Size 2.41 MB (2523392 byte)

[Availability of RFU] Yes

[Production reflection] 2019/06

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Modification History ***
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[Modifications made:]

Rank C

Symptom corrected:

- Stored received FAX document may not be printed if energy saving mode is enabled.

[Modification history]

Version 09.00.00

Rank D

No specification changes. The version number was updated for management purposes.

Version 08.00.00

Rank C

Symptom corrected:

- Pressing the 'Check' button when an error message is displayed while using Legacy Fax causes the regular Fax application to start up.
- The fax function might not work if the machine isn't turned off for over 300 days after disabling energy saving mode.

Version 07.00.01

Rank C

Symptom corrected:

- When sending a fax via the SmartSDK, images might be missing or output at the wrong size.
- When Hook Dial is pressed or when Manual Entry is selected, the SmartFax application might crash.

Version 06.00.00

Symptom Corrected:

- FAX apps might be stalled.

Version 05.00.00

Symptom corrected:

- Cannot exit from job stop screen and FAX function does not work, if the SNTP time setting and STR setting are enabled.

Other Change:

- The FAX speaker volume can be amplified by selecting sound level 4-7.
- When the Auto Logout timer is invoked can be changed:
SP5-401-230 bit7 = 1: When the job executed from the operation panel is completed.
SP5-401-230 bit7 = 0: When the user last had interaction with the panel.

Version 04.00.00

Symptom Corrected:

- AirPrint (FaxOut) results in an error (FCU:02.00.00 version or newer).

Version 03.00.00

Symptom corrected:

- SC899 may occur when logging out from a machine with the user authentication enabled.

Version 02.00.00

1st Mass production

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***** Basic Information *****
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[Create date] 2019/11/25

[Program Name] Network Support

[Version] 16.56

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895564R

[File Information]

File Name D2895564R.fwu

File Type Module for Service

Size 11.69 MB (12261708 byte)

[File Information]

File Name D2895564R.rfu

File Type Module for Remote Upgrade

Size 11.70 MB (12267776 byte)

[Availability of RFU] Yes

[Production reflection] 2019/11

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***** Note *****
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[Note]

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***** Important Notes *****
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[Important Notes]

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***** Modification History *****
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[Modifications made:]

Rank C

Symptom corrected:

- A vulnerability (CVE-2019-1559) to a Padding Oracle Attack on CBC encryption has been fixed.
- To activate this fix, CBC mode must be disabled after updating the firmware.
- msh> set cbc down
- msh> logout
- Enter "yes" to save the changes.

[Modification history]

Version 16.55

Rank C

Symptom corrected:

- DNS name resolution for the device might fail if DDNS is enabled in a DHCPv6 environment.
- The DHCP address renewal request might be discarded when the DHCP server is configured as a failover cluster.

Other changes:

- Even when the certificate key length for @Remote is set to 512-bit, the device can connect to the firmware download server (for ARFU, SFU, etc.).

Version 16.54

Rank C

Other changes:

- It is now possible to close the following ports with a Telnet command:
- 111/tcp
- 111/udp
- 1022/tcp
- 1023/tcp
- 1022/udp
- 1023/udp
- 2049/tcp
- 18315/tcp
- 54080/tcp
- 54443/tcp
- 65000/tcp
- 65001/tcp
- Please refer to the RTB (RGene108a) for more details.

Version 16.53

No specification changes. The version number was updated for management purposes.

Version 16.52

Rank C

Symptom corrected:

- When conducting AirPrint, if port 80/TCP (HTTP) or port 631/TCP (IPP) in the printer is closed, the Apple device cannot find the printer.
- When conducting Scan to Folder in a high-load network environment, the device's status gets stuck on sending and the scanner becomes unusable.
- When conducting Scan to Folder using SMBv2/v3, if the device receives UDP communication from the outside to the port used by SMBv2/v3, Scan to Folder might fail.

Version 16.51.1

Rank C

Symptom corrected:

- The device might fail to obtain the fax transmission result using FTP.
- SMB client timeout configuration is not correctly applied in the device.
- SC899 occurs when conducting Scan to Folder, and the device might automatically restart.
- When conducting Scan to Folder, if a host name is resolved to multiple IP addresses by NBNS, the device tries to connect to only the first resolved IP address.
- When a HP device is working on the same subnet, Scan to Folder will fail.
- Network browsing sometimes fails when conducting Scan to Folder.
- SC819 might occur after updating firmware remotely.
- The device might freeze during data transmission when conducting Scan to Folder with SMBv2/v3.

Version 16.50

Symptom corrected

- Fixed unnecessary processing affecting hard disk failure and deterioration.
- Unnecessary logs are recorded in the system logs when connecting to the network through a wireless LAN.
- In wireless LAN infrastructure mode, if changing the settings when the PSK in WPA2-PSK is empty, SC899 occurs.
- When using the DHCP Option204 function, the "Setting change..." message might be repeatedly displayed on the operation panel, and a user cannot operate the device.
- Fixed the WebAPI bug when obtaining the network property information.

Other changes

- The default value of "Algorithm Signature" has been changed from SHA1-RSA 2048 to SHA256-RSA 2048 when the device creates or requests a new device certificate.

Version 16.49

Symptom corrected:

- On a device with SMBv2/v3 firmware, when sending a scanned or

fax document using the Hotfolder plug-in for GlobalScan or StreamlineNX, an "incorrect" document may be sent to the destination and may be lost the original document.

Version 16.48

Symptom corrected:

- When using Scan to Folder (SMB), any of the following conditions may cause SMB communication to fail:
 - A computer name which includes 2-byte characters (e.g. Chinese characters) is set as the destination path.
 - A user name which includes 2-byte characters is used for authentication.
 - Attempting to browse the network from the device for a computer name which includes 2-byte characters.

Version 16.47

Other changes:

- Newly added SMBv2/v3 support.

This firmware is dependent on the following firmware modules.

Please be sure to update all of them:

System/Copy v1.08 (D2895550L)

Network Support v16.47 (D2895564G)

Web Support v1.05 (D2895560F)

Scanner v01.04 (D2895571F)

Animation v1.03 (D2895562E)

Please refer to the RTB(No.RGene095) for details.

Version 16.46

Symptom Corrected:

- When the device is in STR mode, printing might stop and not be able to be conducted until the device is rebooted.

Version 16.45.1

Symptom corrected:

- Even if SSL3.0 communication is invalidated in device security settings, SSL3.0 communication is falsely possible from the NRS port (7443/7444) on the device.
- When the "Erase All Memory" function is conducted, an SC899 or SC991 error might occur. This issue occurs when Network Support firmware v16.44 is installed.

Version 16.44

Other changes:

- Minor bug correction.

Version 16.43
1st Mass production

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*** Basic Information ***
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[Create date] 2018/05/24

[Program Name] Fax

[Version] 07.00.01

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895557H

[File Information]

File Name D2895557H.fwu

File Type Module for Service

Size 2.40 MB (2513756 byte)

[File Information]

File Name D2895557H.rfu

File Type Module for Remote Upgrade

Size 2.40 MB (2519296 byte)

[Availability of RFU] Yes

[Production reflection] 2018/05

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Basic Information ***
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[Create date] 2018/11/08

[Program Name] GWFCU3.8-16(WW)

[Version] 06.00.00

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895559F

[File Information]

File Name D2895559F.fwu

File Type Module for Service

Size 3.94 MB (4129296 byte)

[File Information]

File Name D2895559F.rfu

File Type Module for Remote Upgrade

Size 3.95 MB (4137216 byte)

[Availability of RFU] Yes

[Production reflection] 2018/11

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Modification History ***
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[Modifications made:]

Rank C

Symptom corrected:

- The fax function might not work when receiving eight incoming calls from devices other than FAX and telephone via ISDN.
- The following errors might occur.
- The recieved documents aren't sent to the destination folder.
- The recieved documents are forwarded to the Easy Fax three days after faxes are recieved.

[Modification history]

Version 05.00.00

Rank C

Symptom corrected:

- If temporary memory overflows when function of storing a document for fax is used, the machine cannot use FAX for two days.
- If temporary memory overflows when the machine receive the fax documents, fax reception operation is canceled and Job Log is recorded as user cancellation.

Version 04.00.00

Symptom corrected:

- If [Store and Print] is enabled and a document is deleted from GlobalScan, the FAX function becomes inoperable.
- Message "FAX jobs will be full soon" may appear after continuously using the Remote FAX.
If continuously used in this condition, message "FAX jobs are full" appears and Remote FAX function becomes disabled.
- FAX cannot be sent with the status showing "processing" possibly followed by a SC843-02.

Version 03.00.00

Symptom corrected:

- When attempted to send a folder, the memory is consumed and prevents the machine from receiving any documents for an extended period.

Version 02.00.00

1st Mass production

<<Package>>

package_02 [CORC15r_pk1]

D2895581C Ver. 3.01 -> D2895581D Ver. 4.00

<<Separate>>

System/Copy [CORC15a_system]

D2895550J Ver. 1.06 -> D2895550K Ver. 1.07

Fax2 [CORC15a_fax2]

D2895558D Ver. 03.00.00 -> D2895558E Ver. 04.00.00

Web Uapl [CORC15a_webua]

D2895561C Ver. 1.03 -> D2895561D Ver. 1.04

Printer [CORC15d_printer]

D2895572G Ver. 1.05 -> D2895572H Ver. 1.06

IRIPS PDF [COC15d_prt_IPDF]

D2895591E Ver. 1.04 -> D2895591F Ver. 1.05

Printer [CORC15e_printer]

D2895573G Ver. 1.05 -> D2895573H Ver. 1.06

IRIPS PDF [COC15e_prt_IPDF]

D2895595E Ver. 1.04 -> D2895595F Ver. 1.05

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*** Basic Information ***
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[Create date] 2019/03/08

[Program Name] Engine

[Version] 1.09:05

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895500H

[File Information]

File Name D2895500H.fwu

File Type Module for Service

Size 3.94 MB (4129268 byte)

[File Information]

File Name D2895500H.rfu

File Type Module for Remote Upgrade

Size 3.95 MB (4137216 byte)

[Availability of RFU] Yes

[Production reflection] 2018/11

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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Modification History ***
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[Modifications made:]

Rank C

Symptom corrected:

- Hot roller occasionally stops spinning after JAM60 or JAM64

[Modification history]

Version 1.08:05

Rank C

Symptom corrected:

- SC545 may occur after printing on excessive number of B5 SEF sheets.

Version 1.07:05

Rank C

Other changes:

- The heater will stay on when the machine is in quiet mode.

Version 1.06:05

Symptom Corrected:

The following occur if the toner bottle is replaced at Toner Near End:

- The Supply Call for Toner Bottle is not sent to the @Remote Center even though SP5-507-080 (Toner Call Trigger) is set to "0: Toner replacement" (default).
- The value of SP8-781-001 (Toner Replacement Counter) does not count up.
Note: This does not occur if the bottle is used until Toner End.

Version 1.05:05

Other changes:

The remaining toner amount displayed before printing starts is 91% ~100% regardless of the actual remaining amount, when turning the power OFF/ON or when returning from the energy saving mode.

Version 1.04:05

Symptom Corrected:

1. The LD unit may break.
2. Serial number information stored in SP5-811-001 is corrupted and the following may not work:
 - @Remote registration via external appliances
 - User authentication in SDK application
3. Firmware update does not complete when updated via RFU.

Version 1.03:05

1st Mass production

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*** Basic Information ***
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[Create date] 2017/11/02

[Program Name] Option IPDS

[Version] 8.705

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D3DW5712

[File Information]

File Name D3DW5712.fwu

File Type Module for Service

Size 8.96 MB (9390384 byte)

[File Information]

File Name D3DW5712.rfu

File Type Module for Remote Upgrade

Size 8.96 MB (9396480 byte)

[Availability of RFU] Yes

[Production reflection] 1st Mass Production

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Basic Information ***
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[Create date] 2019/09/30

[Program Name] NetworkDocBox

[Version] 1.08

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895565J

[File Information]

File Name D2895565J.fwu

File Type Module for Service

Size 2.33 MB (2445948 byte)

[File Information]

File Name D2895565J.rfu

File Type Module for Remote Upgrade

Size 2.34 MB (2453760 byte)

[Availability of RFU] Yes

[Production reflection] 2019/07

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Modification History ***
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[Modifications made:]

Rank C

Symptom corrected:

- The SC991 log is recorded if the capture file log fails to transfer.
- Minor changes to the way SC991 is logged.

[Modification history]

Version 1.07

Rank C

Symptom corrected:

- When using a SmartSDK log capturing function and executing multiple stored scan jobs, only one image job might be recorded in the log.
- When SmartSDK WebAPI is used for image log and job log notification, there might be a delay if multiple log notifications are sent at the same time.

Other changes:

- Supported RICOH SmartSDK v2.60

Version 1.06

Rank C

Symptom corrected:

- The log time reported to the SmartSDK application might be wrong.

Other changes:

- The following values can be set with solution software that uses SOAP I/F.
- "SNMPv3 Setting"
 - SNMPv3 Trap Communication
 - Encryption Algorithm
 - Permit SNMPv3 Communication
- "Program/Change Administrator"
 - Encryption Password

Version 1.05

Rank C

Symptom corrected:

- When using the application for the Japanese market, the Job Log transfer settings might not be set correctly when importing the preference information from another device.

Version 1.04

Rank C

Symptom corrected:

- If the device is abnormally turned off, the collect logs settings might be initialized and the log data might not be transferred after that.

Version 1.03

Symptom corrected:

- When the following conditions are met, SC899 and SC991 might occur:
 - Job Log collection is being performed.
 - The document being faxed is targeted for capture, and the fax is sent.
- When the image log capture function is enabled and a large number of jobs are performed, the capture cannot be executed and the device will freeze.
- Unnecessary retransmissions might be occur in the image log capture.

Other changes:

- Added a new feature for the SmartSDK WebAPI.

Version 1.02

Symptom corrected:

- The device might not be able to be accessed via Web Image Monitor.

Version 1.01

1st Mass production

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*** Modification History ***
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[Modifications made:]
1st mass production

[Modification history]

<<Package>>

Package(ALL) [CORC15a_pk]

D2895587N Ver. 10.00 -> D2895587P Ver. 10.05

<<Separate>>

Engine [CORC15a_eplot]

D2895500F Ver. 1.07:05 -> D2895500H Ver. 1.09:05

System/Copy [CORC15a_system]

D2895550T Ver. 1.15 -> D2895549B Ver. 1.20

Fax [CORC15a_fax]

D2895557J Ver. 08.00.00 -> D2895557L Ver. 10.00.00

Fax2 [CORC15a_fax2]

D2895558F Ver. 05.00.00 -> D2895558G Ver. 06.00.00

Web Support [CORC15a_web]

D2895560J Ver. 1.08 -> D2895560L Ver. 1.10

Network Support [CORC15a_net]

D2895564M Ver. 16.52 -> D2895564Q Ver. 16.55

NetworkDocBox [CORC15a_nfa]

D2895565E Ver. 1.04 -> D2895565J Ver. 1.08

Scanner [CORC15a_scn]

D2895571L Ver. 01.09 -> D2895571P Ver. 01.12

Printer [CORC15d_printer]

D2895572L Ver. 1.10 -> D2895572N Ver. 1.12

IRIPS PDF [COC15d_prt_IPDF]

D2895591K Ver. 1.09 -> D2895591M Ver. 1.11

PCL [COC15e_prt_PCL]

D2895566E Ver. 1.04 -> D2895566G Ver. 1.06

Printer [CORC15e_printer]

D2895573M Ver. 1.10 -> D2895573P Ver. 1.12

IRIPS PDF [COC15e_prt_IPDF]

D2895595K Ver. 1.09 -> D2895595M Ver. 1.11

GWFCU3.8-16(WW) [GW1a_efax_fcu2B]
D2895559E Ver. 05.00.00 -> D2895559G Ver. 07.00.00

PDF [COC15d_prt_PDF]
D3DW5732B Ver. 1.02 -> D3DW5732C Ver. 1.03

Option PCL [COC15d_prt_PCL]
D3DW5705B Ver. 1.03

PDF [COC15e_prt_PDF]
D3DW5733B Ver. 1.02 -> D3DW5733C Ver. 1.03

M2a_cspf [M2a_cspf]
D1961430B Ver. 2.02.00 -> D2411433 Ver. 2.02.01

M2a_System [M2a_System]
D2411425H Ver. 1.29 -> D2411425Q Ver. 1.36

M2a_LegacyUI [M2a_LegacyUI]
D2411427Z Ver. 1.22 -> D2411439C Ver. 1.26

M2a_MeidaPrtScn [M2a_MeidaPrtScn]
D2411447T Ver. 1.20 -> D2411447V Ver. 1.21

M2a_SmartCopy [M2a_SmartCopy]
D2411454Y Ver. 1.26 -> D2411448 Ver. 1.28

M2a_SmartScan [M2a_SmartScan]
D2411456T Ver. 1.17 -> D2411456X Ver. 1.20

M2a_SmartFAX [M2a_SmartFAX]
D2411457W Ver. 1.24 -> D2411442 Ver. 1.28

Application Site [M2a_zoo]
D2411467L Ver. 1.05.03 -> D2411467M Ver. 1.05.04

M2a_KrbServ [M2a_KrbServ]
D2411430A Ver. 1.02.00

M2a_RemAssist [M2a_RemAssist]
D2411470A Ver. 1.0.5

M2a_M2a_RemSptSvc [M2a_RemSptSvc]
D1961459C Ver. 1.1

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*** Basic Information ***
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[Create date] 2018/01/12

[Program Name] RPCS

[Version] 3.20.20

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D2895703B

[File Information]

File Name D2895703B.fwu

File Type Module for Service

Size 0.63 MB (658232 byte)

[File Information]

File Name D2895703B.rfu

File Type Module for Remote Upgrade

Size 0.63 MB (663808 byte)

[Availability of RFU] Yes

[Production reflection] 1st Mass Production

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Modification History ***

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[Modifications made:]

Rank D

Initial release

[Modification history]

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*** Basic Information ***
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[Create date] 2018/11/08

[Program Name] PDF

[Version] 1.03

[PCB No.]

[Interchangeability] X / O

[Other Firmware Requirements] None

[PCB Requirements] None

[Software category] Normal Release

[Release category] Normal Release

[Program category] Firmware

Exported to(language) GEN(all)

[Firmware No.] D3DW5733C

[File Information]

File Name D3DW5733C.fwu

File Type Module for Service

Size 4.28 MB (4486364 byte)

[File Information]

File Name D3DW5733C.rfu

File Type Module for Remote Upgrade

Size 4.29 MB (4493568 byte)

[Availability of RFU] Yes

[Production reflection] 2018/11

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*** Note ***
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[Note]

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*** Important Notes ***
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[Important Notes]

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*** Modification History ***
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[Modifications made:]

Rank C

Symptom corrected:

- When sending a fax via the SmartSDK, images might be missing or output at the wrong size.
- If a PDF contains transparent images, printing might be canceled due to a lack of memory.
- A PDF might not print if the previous PDF print job was cancelled manually.
- Printing a PDF with a transparent image and a shaded image might take a long time due to memory release processing, and the shaded image might not be printed as expected.
- When printing a PDF file that contains transparent images via PDF Direct, the output might be distorted.
- Images might be missing and an invalid font error might occur when printing a webpage with Adobe Typekit fonts.

[Modification history]

Version 1.02

Symptom corrected

- SC899 might occur if there is a large number of different characters used in a print job.
- The device might stall if a job includes text outside the printable area of the page.
- The device might stall during PDF direct printing if a spot color is used.
- The device might stall during PDF direct printing if a job contains a Bezier curve.
- It takes a significant amount of time to output the first page by using PDF Direct Print when the print data contains a large number of pages. (GFPR#RE16060016)
- SC899 might occur while printing via PDF Direct if a job includes more than 500 pages.
- An incorrect paper size may be fed while printing via AirPrint.

Version 1.01

Symptom corrected:

When printing PDF data that includes overprinting via PDF Direct Print, after taking a significant amount of time to print the first few pages in a job, the job might be cancelled.

When printing a PDF file that contains graphics or text via PDF Direct, an SC899 error might occur.

Version 1.00

1st Mass production