| Model: Cattleya2 Controller E-710 | Date: 15-Nov-01 | No.: RG939001 |
|---|---|---|

| Subject: "Please Wait", White Line Scans, etc. | Prepared by: Chisato Tsuji |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

## SYMPTOM

A number of the following symptoms can occur, followed in most cases by a blinking "Please Wait" message that will not clear.

- freeze at please wait
- freeze at loading system
- freeze at scan test
- freeze intermittently
- freeze during printing
- freeze at idle

- abnormal print
- unable to print
- unable to boot
- white lines through images
- Postscript error from Mac

**Note:** When "PLEASE WAIT" is displayed in all capital letters, the message is coming from the Copier Interface Kit, so please check if the copier interface kit has been properly installed.

## CAUSE

Incomplete connection between the copier interface and Fiery controller.

When there is an incomplete connection between the interface and controller, sometimes the controller does not receive the engine interface signals and/or the proper amount of power. In addition to the above symptoms, in the worst case the controller software can be damaged. Also, improper engine shutdown with an incomplete connection can cause a hard drive failure, as a subsequent power On will prevent a normal boot-up or cause a freeze.

The incomplete connection can be caused by the following:

1. Some units were shipped from the factory with the connector in the condition shown in Fig. A below, i.e. the connector was not sticking out at least 4.2mm from the unit (as it should).
2. The connector clears the unit side face by at least 4.2mm, but the controller unit was not inserted far enough into the interface unit at installation (Fig. 1-4 below).

Please see the *Solution* for the field on the next page. Also, for #1 above, the manufacturer has added extra checks to make sure that the connector is positioned at least 4.2mm out from the unit frame, from Nov '01 controller mass production.

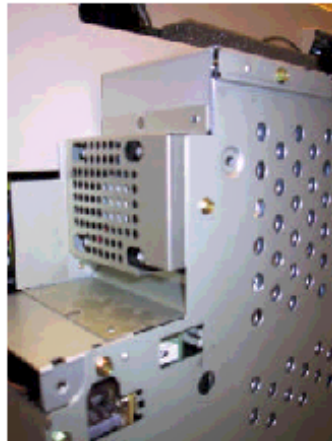| Model: Cattleya2 Controller E-710 | Date: 15-Nov-01 | No.: RG939001 |
|---|---|---|



Figure 1 Front view – not fully seated     Figure 2 Rear view – not fully seated

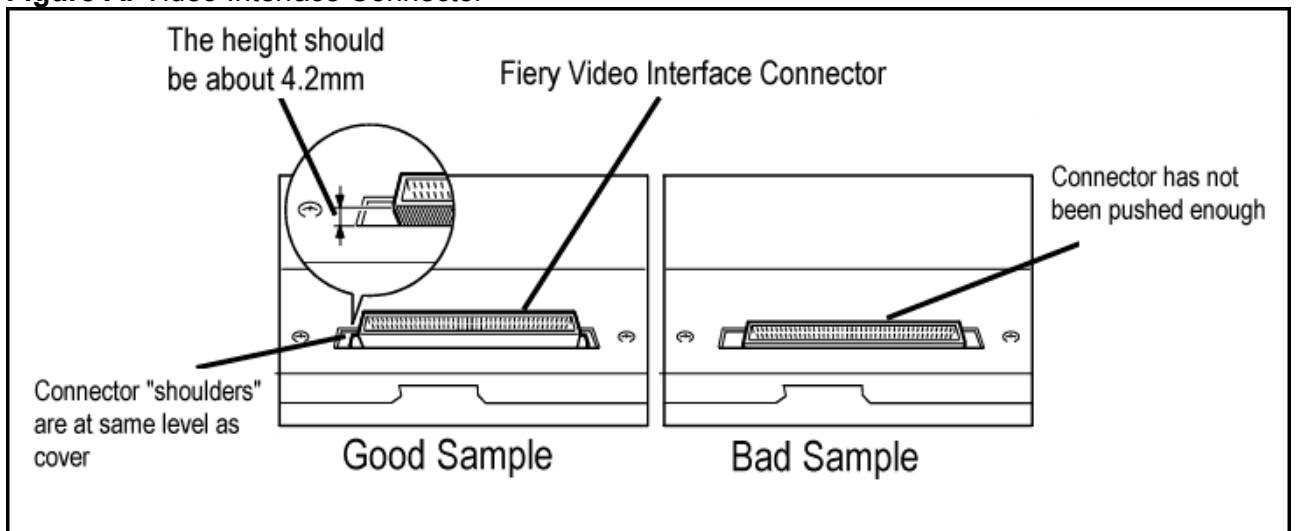

Figure 3 Top view – not fully seated     Figure 4 -96 pin High Density connector

**Figure A:** Video Interface Connector



The height should be about 4.2mm

Fiery Video Interface Connector

Connector has not been pushed enough

Connector "shoulders" are at same level as cover

Good Sample     Bad Sample

| Model: Cattleya2 Controller E-710 | Date: 15-Nov-01 | No.: RG939001 |
|---|---|---|

## SOLUTION

1. Shut down the Fiery system and turn off the copier main power.
2. Pull out the Fiery controller unit and check to see if the video interface connector sticks out from the unit 4.2mm or more (Fig. A). If not, then follow the instructions in Fig. B below.
3. Fully reseat the controller all the way into the interface unit until the connector fully engages (Fig. 5, 6).
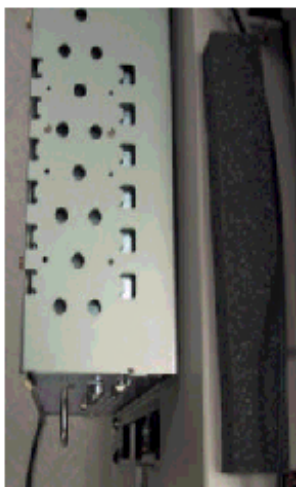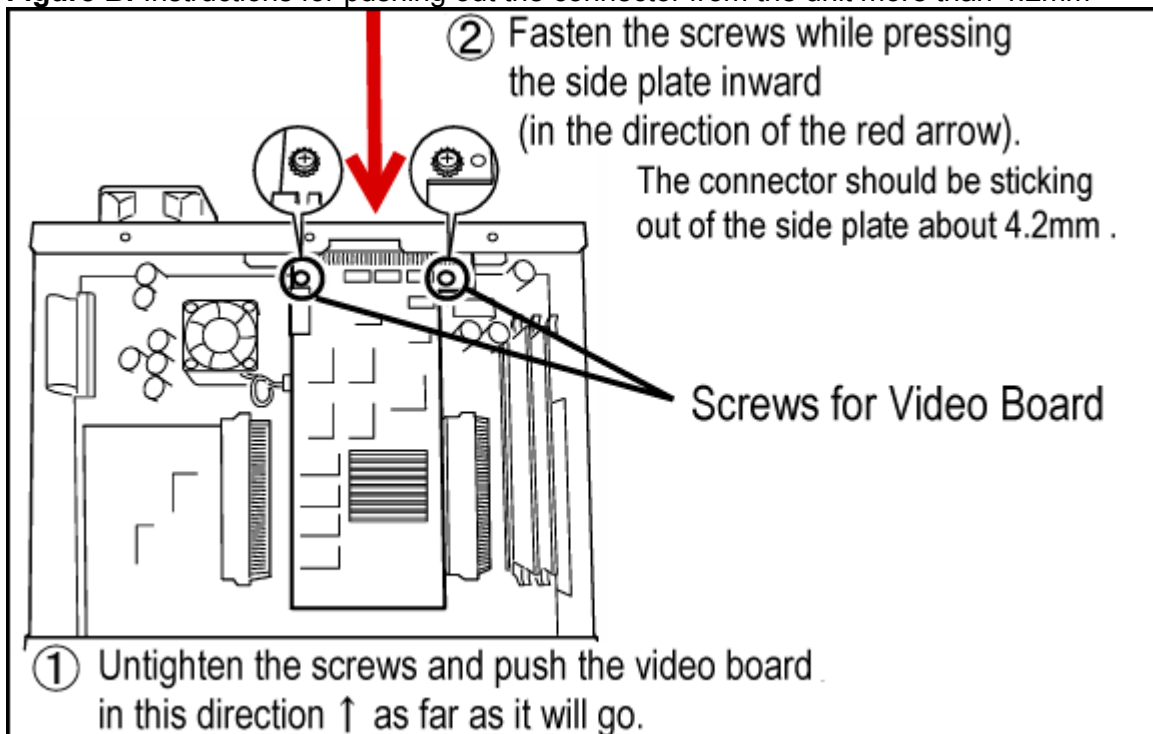4. Turn on the copier main power.

**Figure B:** Instructions for pushing out the connector from the unit more than 4.2mm



② Fasten the screws while pressing the side plate inward (in the direction of the red arrow). The connector should be sticking out of the side plate about 4.2mm.

Screws for Video Board

① Untighten the screws and push the video board in this direction ↑ as far as it will go.



Figure 5.          Figure 6

| Model: Cattleya2 | Date: 19-Jul-02 | No.: RG939002 |
|---|---|---|

| Subject: E-710 System Version 1.01 Release Information | Prepared by: Chisato Tsuji |
|---|---|
| From: Technical Services sec. Service Planning Dept. | |

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

This RTB has been released to announce the release of E-710 System Ver1.01, containing the following new features and corrections from the previous version.

**Note:** The system version can be checked by printing out the configuration sheet.

## New Features of Ver.1.01

Backing up system software and settings

Use this function after you configure setup options, install additional fonts, create custom simulations, or calibrate the system. This function creates a back up of system software, settings, and user-installed fonts so you can restore them later to solve system problems, as described below. You need to run Clear Server before using this function.

Restoring system software and settings

Restore the backed-up version of system software and settings to solve system problems that may be caused by corrupt content on the hard disk drive. This function ensures that user-defined settings and user-installed fonts are restored when you restore system software.

Restoring factory default system software

This function restores the original factory-installed system software and default settings. Use this function if the "Restore SW+settings" function (described above) does not solve system problems that may be caused by corrupt content on the hard disk drive. Restoring the factory default settings does not restore user-defined settings and user-installed fonts.

**Advantages to using these features**
Utilizing these features can minimize machine down-time when servicing a system problem at the customer site.

**Detailed Instructions**
The detailed instructions on how to use these features can be found in the Addendum document packaged together with the document package (P/N G9395117) and Service Kit (P/N G9399501).

Also, the three features described above can be operated by the customer, as there are no special tools required (e.g. no extra CDs).

| Model: Cattleya2 | Date: 19-Jul-02 | No.: RG939002 |
|---|---|---|

## Bug Corrections from Ver1.0 → 1.01

| Ver1.0 Bugs Corrected with Ver1.0 | Patch Number for Ver1.0 |
|---|---|
| Thumbnails A and B were disabled by default. | 1-2CGRV |
| When setting up a static IP address in Fiery Setup, the Fiery LCD will freeze. | 1-2T2ZZ |
| The machine stops when it runs out of toner during a duplex print job, but it does not start up again after the toner is replaced. | 1-35W6N |
| Any overrides applied to a print job in Fiery Spooler will revert to default settings during printing. | 1-3R281 |
| Print jobs sent to the Fiery with stapling not selected will interrupt the stapling of a print job already in progress. | 1-42DUX |
| Blank pages will increment the color count meter. The patch fixes this issue by making a blank page increment the black count meter. | 1-4HYFH |

## Other Changes

1. ScanDisk (increased reliability):
ScanDisk will run each time the system starts.


2. For increased security, the default password for access to the E-820 controller operating system (NT 4.0) has been changed as follows:

User ID: "administrator"

Password: "Fiery.1"        (previously blank on the E-810).


**Note:** Although in most cases the password is not used by the customer, it has been added to provide for increased security against outside access, and for special cases such as when running a virus scan program from a client PC to check the E-820 hard disk.

## Notes on Handling Ver1.01

- Ver1.01 will be applied to E-710 mass production from July '02.

- Ver1.01 will also be applied to the E-710 Service Kit (P/N G9399500 → G9399501), included in the system CD. For details, please refer to MB #MG939003.

- Because the backup and restore features described above are designed to minimize downtime at the customer site, when installing any E-710 machines produced before July (i.e. containing Ver1.0), it is recommended to update to Ver1.01 at the same time.

- User CD Ver1.0 should be used with System Ver1.01, as there is no update applied to the User CD.

- If upgrading from Ver1.0 to 1.01 at the customer site, please give the customer a copy of the Addendum included in the Service Kit.
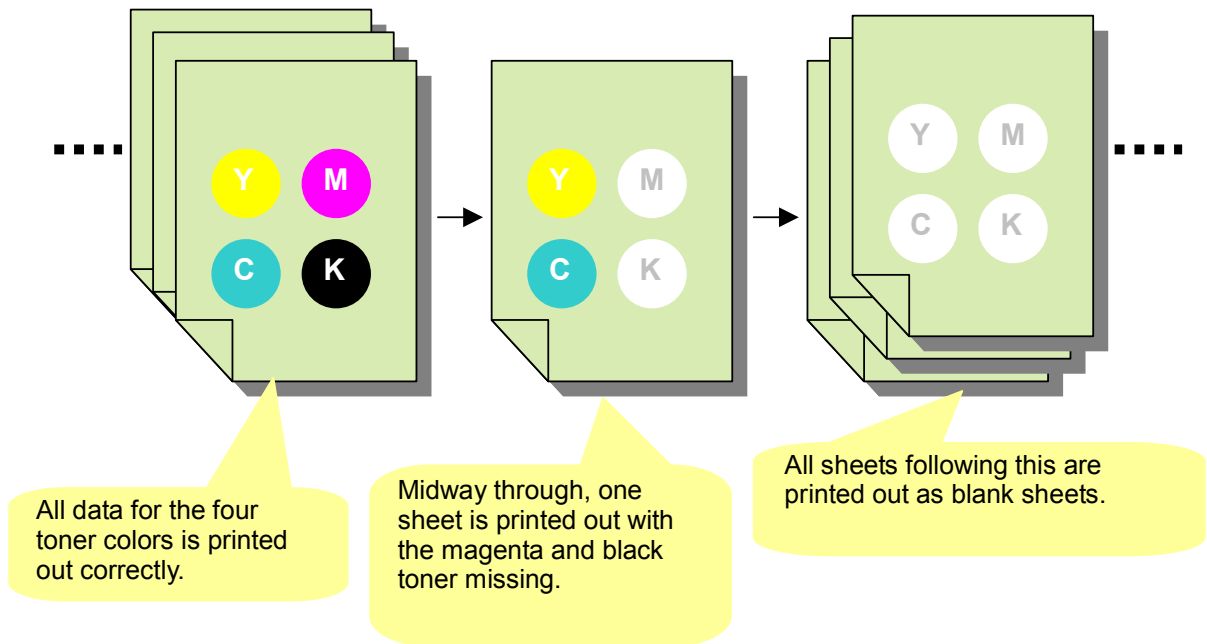
| Model: Cattleya2 Controller E-710 | Date: 25-Jun-03 | No.: RG939003 |
|---|---|---|

| Subject: Color plate shifting/missing when printing from color controller E-710 | Prepared by: Chisato Tsuji |
|---|---|
| From: 2nd Tech Support Sec. Service Support Dept. | |

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

## SYMPTOM

The following two symptoms may occur when printing out a large number of prints from the Color Controller E-710 v.1.0/v.1.01.
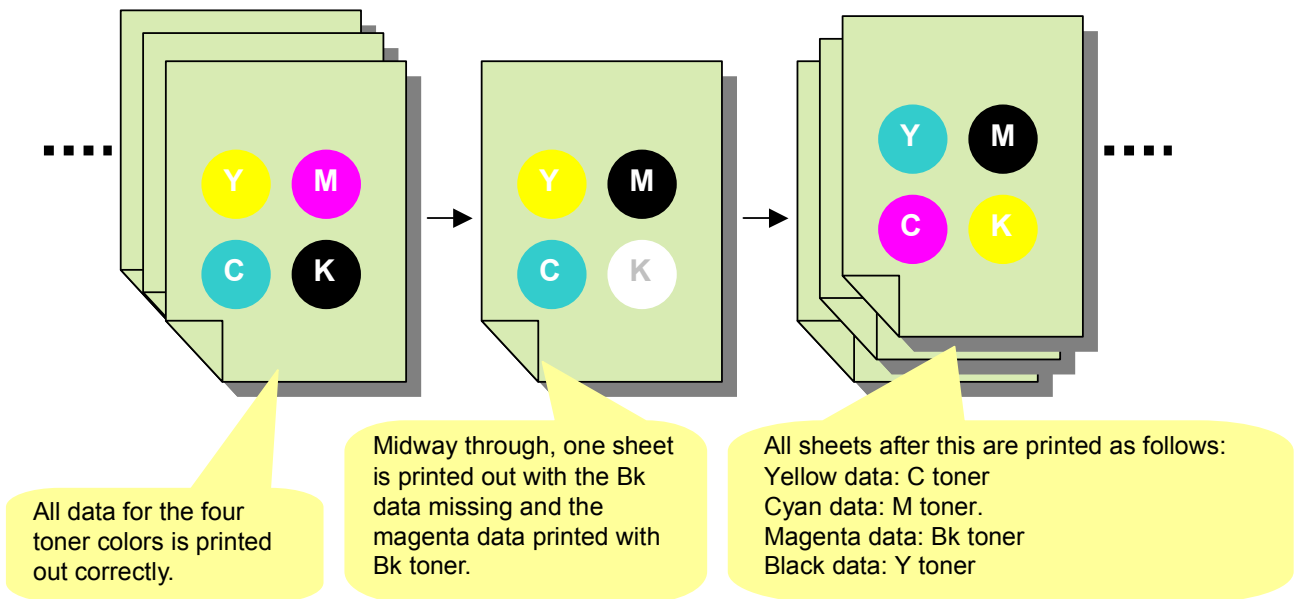
Symptom A

Midway through a job set for a large number of prints, one sheet is missing both magenta and black toner.  Following this sheet, the machine prints out blank sheets until the job is reset, completed, or resumed after being interrupted (e.g. after toner/paper replenishment).



All data for the four toner colors is printed out correctly.

Midway through, one sheet is printed out with the magenta and black toner missing.

All sheets following this are printed out as blank sheets.

| Model: Cattleya2 Controller E-710 | Date: 25-Jun-03 | No.: RG939003 |
| --- | --- | --- |

<u>Symptom B</u>

Midway through a job set for a large number of prints, one sheet has the magenta data printed out with black toner, and the black data missing. All sheets are then printed out as shown in the bottom right illustration (i.e. Y→C, C→ M, M→K, K→ Y) until the job is reset, completed or resumed after being interrupted.



All data for the four toner colors is printed out correctly.

Midway through, one sheet is printed out with the Bk data missing and the magenta data printed with Bk toner.

All sheets after this are printed as follows:
Yellow data: C toner
Cyan data: M toner.
Magenta data: Bk toner
Black data: Y toner

## CAUSE

When the following two events occur simultaneously, a bug in the controller software disrupts the timing of the color plate data transmission to the engine.

- A software setup event for transferring image data for a color plate to the copier engine
- The arrival of a serial protocol data communication packet between the copier engine and the controller

With Symptom B, a delay in the transmission of the magenta color plate causes the engine to receive this data while performing black toner development. All color plate data is then shifted by one, resulting in the pattern shown in the far right illustration.

**Note:**
1. As mentioned above, the error condition is cleared once the software goes through a reset operation (job cancel, job complete, toner/paper replenishment, paper jam clear, etc.).
2. The conditions under which the two events occur simultaneously are not very predictable, but it appears to occur with higher frequency on some engines (possibly

| Model: Cattleya2 Controller E-710 | Date: 25-Jun-03 | No.: RG939003 |
|---|---|---|

due to some small timing changes in serial communication). For this reason, it appears that some problem sites can duplicate the problem more easily than others.

## SOLUTION

Install patch file: 1-8RD6Y.ps

Please follow the procedure contained in the Release Note.

**Important notes for when installing this patch file**

- It is necessary to use this patch together with **E-710 v.1.0.1** or later. If the customer is using E-710 v.1.0, upgrade to v.1.0.1 first.

- Make sure to download the patch into "Direct queue", <u>wait for more than 60 seconds, then reboot the E-710 system</u>.

  **Note:** The patch will not be applied correctly if this step is not performed, even if it appears on the configuration sheet. If this step was skipped, please reinstall the system software and then reinstall the above patch file.

| Model: Cattleya2 Controller E-710 | Date: 25-Jun-03 | No.: RG939004 |
|---|---|---|

| Subject: Abnormal prints when printing a duplex job from E-710 | Prepared by: Chisato Tsuji |
|---|---|
| From: 2nd Tech Support Sec. Service Support Dept. | |

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

## SYMPTOM

The following symptom(s) occur when printing out a multi-page duplex job that contains a page of blank data:
- Color shifting
- Image position shifting
- All-black printouts
- Blank printouts
- (Other)

## CAUSE

Side effect of patch fix 1-4HYFH.ps:
The system software sometimes fails to reset the color plate counter when encountering a duplex page with one side completely blank.

**Note:** The above was originally released as a patch for System v1.0, then carried over into System v1.0.1.

## SOLUTION

Install patch file: 1-8A3R3.ps.

Please follow the procedure contained in the Release Note.

**Important notes for when installing this patch file**

- It is necessary to use this patch together with **E-710 v.1.0.1** or later. If the customer is using E-710 v.1.0, upgrade to v.1.0.1 first.

- Make sure to download the patch into "Direct queue", <u>wait for more than 60 seconds, then reboot the E-710 system</u>.

  **Note:** The patch will not be applied correctly if this step is not performed, even if it appears on the configuration sheet. If this step was skipped, please reinstall the system software and then reinstall the above patch file.