

Model: Model K-C2 Printer/Scanner Option (B622)		Date: 19-Nov-04	No.: RB121009
Subject: Wrong Installer on LAN-FAX Driver CD-ROM		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB only applies to the China/Taiwan versions of the Printer/Scanner option (B622-21).

Symptom

The LAN-FAX does not work if it is installed with "Auto Run" on the CD-ROM v1.00 or v1.01.

Cause

Firmware bug:

The installer program for "Auto-run" installs the wrong driver (M3).

Note: The LAN-FAX works fine if it is installed with "Add Printer," because this program installs the correct driver (M4).

Workaround in the field

Install the LAN-FAX driver with "**Add Printer**" (not "Auto-run").

Solution

Firmware modification.

Applied from: CD-ROM **v1.02**, December 2004 production