Model: Russian SC Network I/F kit	Date: 07-Apr-01	No.: RG558001

Subject: Scan Router Pro.	Prepared by: M. Tsuyuki
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

If there are 128 or more destinations registered **in Scan Router Pro**, the scanned job is not sent to its destination(s), even though scanning is performed and completed normally. This will occur no matter how many destinations have been selected for a particular job.

Also, note that this does not occur with the Lite version packaged together with the kit, as the maximum number of destinations that can be registered is 100.

CAUSE

When the registered destination data (128 or more) in the PC application is communicated to the Network Interface Board, this number stored in the Network Interface Board is cleared to 0. This is caused by a the Network Interface Board software bug.

SOLUTION

Upgrade the Network Interface Board firmware to Ver. 2.0.1.

The NIBs in the following Interface Kits need to be upgraded:
(NIB P/N: G5585310B).

Interface Kit Lot No.

102XXX

103XXX

104XXX