

Model: Russian-P2		Date: 30-Jan-01	No.: RG062001
Subject: Engine Firmware History		Prepared by: S. Tomoe	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

Engine firmware history for the Russian-P2.

For NA

G0625382	Version	C. SUM	Production
E	1.02	A8EA	1st Mass Prod.
F	1.03	B908	January Prod. '01
G	1.04	C923	January Prod. '01

For EU/Asia

G0625384	Version	C. SUM	Production
E	1.02	FCB9	1st Mass Prod.
F	1.03	E967	January Prod. '01
G	1.04	E38C	January Prod. '01

Symptom Corrected	NA	EU/Asia
<p>The following service modes have been added: Service Mode – Service Menu 2 7: Fuser Interval 8: PCU Interval Please refer to RTB 3 for more details. Note: For this function to be enabled, the controller firmware must be updated to ver 1.0.5 or newer.</p>	F	F
<p>With the following machine configurations, the engine board informs the controller that the 1000-sheet finisher is installed, even though the 500-sheet finisher is actually installed. The 500-sheet finisher does not work correctly. - Machine configurations – 500-sheet finisher is installed without the interchange unit. For example: Main frame + bridge unit + 500 sheet finisher OR Main frame + bridge unit + 500 sheet finisher + paper tray unit.</p>	G	G

Model: Russian-P2		Date: 30-Jan-01	No.: RG062002
Subject: Controller Firmware History		Prepared by: S. Tomoe	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

Controller firmware history for the Russian-P2.

For all models

G0625832	Version	C. SUM	Production
E	1.04		1st Mass Prod.
F	1.05	AAF9	January Prod. '01

Symptom Corrected	Suffix
The following service modes have been added. Service Mode – Service Menu 2 7: Fuser Interval 8: PCU Interval Please refer to RTB 3 for more details. Note: For this function to be enabled, the engine firmware must be updated to version 1.0.3 or newer.	F
If an Add Toner condition occurs during printing with staple mode, the machine does not print out the remaining pages even if the toner bottle is replaced.	F
After an A4 LEF print job is completed and the ON Line key is pressed, it takes a relatively long time to enter OFF Line mode.	F
When printing an MS Word 97 or WordPad document using the PCL 6 driver with the following functions enabled, the front side only is printed out in Top Binding and the rear side only is printed out in Side Binding: Duplex-Side Binding and in Paper Mode: Different Paper for First Page (First Page from 1 or 2 Tray and Other Pages from Tray 3 or 4; Destination – Printer Default). This problem doesn't occur with the PCL5e driver.	F
The controller stalls when the test document (A4 LEF) for Corel Draw 9 is printed.	F

Model: Russian-P2		Date: 30-Jan-01	No.: RG062003
Subject: Service Modes		Prepared by: S. Tomoe	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

The following service modes have been available from the following firmware versions. Please correct your service manuals accordingly.

1. Firmware version:
 - Engine Firmware: Version 1.03
 - Controller Firmware: Version 1.0.5
2. New service modes:
 - Service Mode - Service Menu 2

Menu Level			Function	Settings
Level 1	Level 2	Description		
7: Fuser Interval		Fusing replacement interval	Selects the fusing unit replacement interval. When the fusing unit PM counter reaches this value, a warning is displayed. Then, 5000 pages later, printing is disabled.	120K 60K 70K 80K 90K 100K 110K
8: PCU Interval		PCU replacement interval	Selects the PCU replacement interval. When the PCU PM counter reaches this value, a warning is displayed. Then, 5000 pages later, printing is disabled.	60K 30K 40K 50K

Model: Russian-P2		Date: 30-Jan-01	No.: RG062004
Subject: Notes for the 500-sheet finisher		Prepared by: S. Tomoe	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

When installing the 500-sheet finisher without the interchange unit (a required unit for the duplex unit or 4-bin mailbox), the engine firmware must be upgraded to version 1.04 or newer.

This is because the printer cannot detect the 500-sheet finisher without the interchange unit, and mistakenly detects the 1000-sheet finisher instead. The printer operates normally, but the following functions (exclusive to the 1000-sheet finisher) are enabled:

- B5 size or smaller paper can be selected, which may cause a paper jam.
- The slant position in staple mode can be selected. However, the printer ignores this function.

Note: The printer is able to detect the 500-sheet finisher when it is installed with the interchange unit.

S/N for printers requiring upgrade:

G062-15: P3501100001 – P3501100085

G062-22: P3501000001 – P3501000110, P3501100086 – P3501100095

G062-26: 4F611000001 – 4F611000080

G062-27: P3501000111 – P3501000250, P3501100096 – P3501100150

Model: General		Date: 13-Mar-01	No.: RGene007
Subject: ROM History (Ferret 99/00: Network Interface Board)		Prepared by: H. Someya	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for Ferret 99/00 (Network Interface Board).
 The software versions listed below can be used for the NIBs of the following models:

Product Name	Product Code for Mainframe	Product Code for Controller/NIB
FresaWIN+	G047/G048	G678-20
Russian-P2	G062	
Color Controller RC-210	B017/B018 (Iris2/Lilac2)	G549

Suffix	Version	Check Sum	Production
G6785847			
D	4.8.2	4088	1st release
E	5.0.2	77A9	September Prod. 2000
F	5.0.4	C96E	October Prod. 2000
G	5.0.7	0AF9	February Prod. 2001

Symptom Corrected	
DHCP of Solaris 2.6 is supported.	G
The spelling of the command "retern" in the UNIX install shell has been corrected to "return".	F
Classless InterDomain Routing(CIDR) is supported.	E
First release for Russian-P2 and Color Controller RC-210	E

Reissued: 11-Jul-02

Model: General	Date: 11-Jul-02	No.: Gene009a
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RTB Reissue

Subject: ROM History (Ferret 99/00: Network Interface Board)		Prepared by: H. Someya	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

This RTB details the firmware history for the Ferret 99/00 (Network Interface Board). The software versions listed below can be used for NIBs of the following models:

Product Name	Product Code for Mainframe	Product Code for Controller/NIB
FresaWIN+	G047/G048	G678-20
Pomelo-P3	G063	
Russian-P2	G062	
Color Controller RC-210	B017/B018 (Iris2/Lilac2)	G549

Suffix	Version	Check Sum	Production
G6785847			
D	4.8.2	4088	1st release
E	5.0.2	77A9	September Prod. 2000
F	5.0.4	C96E	October Prod. 2000
G	5.0.7	0AF9	February Prod. 2001
H	5.1.0	8DD4	August Prod. 2001
J	5.1.2	83E4	July Prod. 2002

Symptom Corrected	
SNMP security vulnerabilities reported by CERT on Feb.12, 2002 have been tested using the PROTOS c06-snmpv1 test suite and we have verified the fixes. -CERT : http://www.cert.org/advisories/CA-2002-03.html -PROTOS c06-snmpv1 test Suite : http://www.ee.oulu.fi/research/ouspg/protos/testing/c06/snmpv1/	J
- SNMP Trap IP address is set to 11.22.33.44 incorrectly before the NIB is assigned the IP address from the DHCP server - Disconnects from NetWare Servers that use relatively old CPUs (i486) - Cannot connect to NetWare Servers when the servers use NCP Packet Signature Level 2.	H

Reissued: 14-Sep-01

Model: Russian-P2	Date: 30-Jan-01	No.: RG062002a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Controller Firmware History		Prepared by: S. Tomoe	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

Controller firmware history for the Russian-P2.

For All Models

G0625832	Version	C. SUM	Production
E	1.04		1st Mass Prod.
F	1.05	AAF9	January Prod. '01
G	1.11	447D	September Prod. '01

Symptom Corrected	Suffix
<i>The OCR Font does not download to the HDD.</i>	G
<i>The Configuration Sheet does not print out.</i>	G
Spec change: <i>The paper size set in the printer driver for the Bypass Tray now has priority over the setting in the controller.</i>	G
<i>When using the PS driver for a collation print job (bypass feed), only the 1st set is printed out.</i>	G

Reissued: 30-Nov-01

Model: Russian-P2	Date: 30-Jan-01	No.: RG062002b
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Controller Firmware History		Prepared by: S. Tomoe	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

Controller firmware history for the Russian-P2.

For all versions

G0625832	Version	C. SUM	Production
E	1.04		1st Mass Prod.
F	1.05	AAF9	January Prod. '01
G	1.11	447D	September Prod. '01
<i>H</i>	<i>1.13</i>	<i>DAD6</i>	<i>October Prod. '01</i>

Symptoms Corrected (for previous corrections, see the earlier RTBs)	Suffix
<i>If a memory overflow occurs while storing data for Locked Print, the error report mentions "Sample Print" instead of "Locked Print".</i>	<i>H</i>
The OCR Font which has been downloaded to the HDD cannot be used. <i>(Clarified from previous RTB)</i>	<i>G</i>

Reissued: 04-Dec-01

Model: Russian-P2	Date: 30-Jan-01	No.: RG062002c
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Controller Firmware History		Prepared by: S. Tomoe	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

Controller firmware history for the Russian-P2.

For all versions

G0625832	Version	C. SUM	Production
E	1.04		1st Mass Prod.
F	1.05	AAF9	January Prod. '01
G	1.11	447D	September Prod. '01
H	1.13	DAD6	October Prod. '01
<i>J</i>	<i>1.14</i>	<i>FFC2</i>	<i>December Prod. '01</i>

Symptoms Corrected on this occasion	Suffix
<i>The Lanier model name (Lanier 2132) has been added.</i>	<i>J</i>
<i>When adding macro commands to a multiple-page duplex print job, such as when directly printing out from DOS, the first sheet comes out one-sided.</i>	<i>J</i>

Reissued: 11-Dec-01

Model: Russian-P2	Date: 30-Jan-01	No.: RG062001a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Engine Firmware History		Prepared by: S. Tomoe	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

Engine firmware history for the Russian-P2

For NA

G0625382	Version	C. SUM	Production
E	1.02	A8EA	1st Mass Prod.
F	1.03	B908	January Prod. '01
G	1.04	C923	January Prod. '01
<i>H</i>	<i>1.05</i>	<i>505F</i>	<i>August Prod. '01</i>

For Europe/Asia

G0625384	Version	C. SUM	Production
E	1.02	FCB9	1st Mass Prod.
F	1.03	E967	January Prod. '01
G	1.04	E38C	January Prod. '01
<i>H</i>	<i>1.05</i>	<i>C854</i>	<i>August Prod. '01</i>

Symptom Corrected (for earlier changes, see the earlier bulletins)	NA	EU/Asia
<i>When using paper with punch holes near the trailing edge, the registration sensor may detect the hole and cause a paper jam. The machine will now ignore these holes.</i>	<i>H</i>	<i>H</i>
<i>When sending a bypass tray to finisher job without using the driver, i.e. parallel port printing, a paper jam occurs when the machine tries to feed the paper to the finisher (machine specifications prohibit bypass to finisher printing).</i>	<i>H</i>	<i>H</i>

Reissued: 25-Apr-02

Model: Russian-P2	Date: 30-Jan-01	No.: RG062001b
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Engine Firmware History		Prepared by: S. Tomoe	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This is to inform you of the engine firmware history for the Russian-P2.

For NA

G0625382	Version	C. SUM	Production
E	1.02	A8EA	1st Mass Prod.
F	1.03	B908	January Prod. '01
G	1.04	C923	January Prod. '01
H	1.05	505F	August Prod. '01
<i>K</i>	<i>1.07</i>	<i>0634</i>	<i>March Prod. '02</i>

For EU/Asia

G0625384	Version	C. SUM	Production
E	1.02	FCB9	1st Mass Prod.
F	1.03	E967	January Prod. '01
G	1.04	E38C	January Prod. '01
H	1.05	C854	August Prod. '01
<i>K</i>	<i>1.07</i>	<i>35F7</i>	<i>March Prod. '02</i>

Symptom Corrected	NA	EU/Asia
<i>To ensure that developer does not attach to the drum after a print job has been completed, the off-timing for the charge bias will be cut off in two steps: reduced down to -1200V at job end, then to 0V after 80ms.</i>	<i>K</i>	<i>K</i>

Reissued:25-Apr-02

Model: Russian-P2	Date: 30-Jan-01	No.: RG062002d
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Controller Firmware History		Prepared by: S. Tomoe	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This is to inform you of the controller firmware history for the Russian-P2.

For All Versions

G0625832	Version	C. SUM	Production
E	1.04		1st Mass Prod.
F	1.05	AAF9	January Prod. '01
G	1.11	447D	September Prod. '01
H	1.13	DAD6	October Prod. '01
J	1.14	FFC2	December Prod. '01
<i>K</i>	<i>1.15</i>	<i>A8D0</i>	<i>February Prod. '02</i>

Symptom Corrected	Suffix
<i>The printer freezes up when the priority paper tray is pulled out after the PS driver is unable to locate the paper size specified in the driver.</i>	<i>K</i>
<i>The printer freezes up when printing with the Locked Print function at toner near end.</i>	<i>K</i>
<i>Software modified so that it is possible to perform jobs containing a mixture of PCL and PS commands when printing directly from a host application.</i>	<i>K</i>

Reissued:1-May-02

Model: Russian-P2	Date: 30-Jan-01	No.: RG062002e
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Controller Firmware History		Prepared by: S. Tomoe	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

Controller firmware history for the Russian-P2.

For All Models

G0625832	Version	C. SUM	Production
E	1.04		1st Mass Prod.
F	1.05	AAF9	January Prod. '01
G	1.11	447D	September Prod. '01
H	1.13	DAD6	October Prod. '01
J	1.14	FFC2	December Prod. '01
K	1.15	A8D0	February Prod. '02
<i>L</i>	<i>1.2.0</i>	<i>86DE</i>	<i>May Prod. '02</i>

Symptom Corrected	Suffix
<i>The printer freezes up while printing a UNICO2001 (Unix app.) job, when an odd number of pages are sent in Duplex mode followed by a group of page(s) in simplex mode.</i>	<i>L</i>
<i>Added Euro Symbol Sets and Euro Currency Codes currently available on HP printers (PCL5e, PCLXL).</i>	<i>L</i>
<i>The Engine Maintenance message "Service man call" has been changed to "Service call".</i>	<i>L</i>
<i>Following paper end during a Sort print job, using the Forced Print function will print out the entire job from the beginning instead of just 1 set (specification).</i>	<i>L</i>
<i>When printing out with a non-Ricoh PCL driver, certain characters do not appear on the output.</i>	<i>L</i>

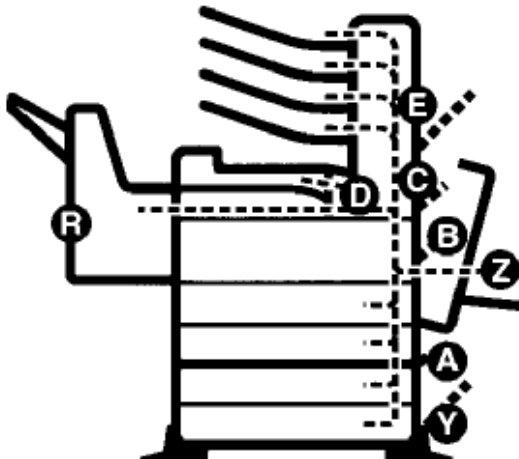
Model: Russian-P2		Date: 1-May-02	No.: RG062005
Subject: Jam Codes		Prepared by: S. Tomoe	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Please add the following table of jam locations and descriptions for engine log errors, which appear on the printer engine maintenance info report.

Engine Error Logging
(Printer Engine Maintenance Information: Printer Engine Service Mode)

ERROR CODES	JAM LOCATION	DESCRIPTIONS
0001h	A (Standard Tray)	Paper does not reach the upper (1st) relay sensor.
0002h	B	Paper does not reach the registration sensor.
0004h	C	Paper does not reach or release from the paper exit sensor.
0040h	D	Paper does not reach or release from the bridge relay sensor.
0008h	Y (Optional Tray)	Paper does not reach the lower (2nd) relay sensor or optional relay sensor.
0010h	E (Mailbox)	Paper does not reach or release from the mailbox vertical transport sensor.
0020h	R (Finisher)	Paper does not reach or release from the finisher entrance sensor, or does not reach or release from the finisher exit sensor.
0100h	Z (Duplex)	Paper does not reach or release from the duplex entrance sensor, or does not reach or release from the duplex exit sensor.

Jam Locations:



Reissued:6-Nov-02

Model: Russian-P2	Date: 30-Jan-01	No.: RG062002f
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Controller Firmware History		Prepared by: S. Tomoe	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This is to inform you of the controller firmware history for the Russian-P2.

(For All)

G0625832	Version	C. SUM	Production
E	1.04		1st Mass Prod.
F	1.05	AAF9	January Prod. '01
G	1.11	447D	September Prod. '01
H	1.13	DAD6	October Prod. '01
J	1.14	FFC2	December Prod. '01
K	1.15	A8D0	February Prod. '02
L	1.2.0	86DE	May Prod. '02
<i>N</i>	<i>1.2.4</i>	<i>8F38</i>	<i>November Prod. '02</i>

Symptom Corrected	Suffix
<i>The printer freezes up when the copy/assign command is used with fonts that have been downloaded to the HDD</i>	<i>N</i>
<i>The printer does not print with the macro command with fonts that have been downloaded to the HDD.</i>	<i>N</i>
<i>Some Danish characters do not appear on the Configuration Page.</i>	<i>N</i>
The printer freezes up while printing a UNICO2001 (Unix app.) job, when an odd number of pages are sent in Duplex followed by a group of page(s) in simplex.	L
Added Euro Symbol Sets and Euro Currency Codes currently available on HP printers (PCL5e, PCLXL).	L
The Engine Maintenance message "Service man call" has been changed to "Service call".	L
Following paper end during a Sort print job, using the Forced Print function will print out the entire job from the beginning instead of just 1 set (specification).	L
When printing out with a non-Ricoh PCL driver, certain characters do not appear on the output.	L

Reissued:6-Nov-02

Model: Russian-P2	Date: 30-Jan-01	No.: RG062002f
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Symptom Corrected	Suffix
The printer freezes up when the priority paper tray is pulled out after the PS driver is unable to locate the paper size specified in the driver.	K
The printer freezes up when printing with the Locked Print function at toner near end.	K
Software modified so that it is possible to perform jobs containing a mixture of PCL and PS commands when printing directly from a host application.	K
Lanier model name (Lanier 2132) has been added.	J
When adding macro commands to a multiple-page duplex print job, such as when directly printing out from DOS, the first sheet comes out one-sided.	J
If a memory overflow occurs while storing data for Locked Print, the error report mentions "Sample Print" instead of "Locked Print".	H
OCR Font which has been download to the HDD, cannot be used.	G
Configuration sheet does not print out	G
The priority of the paper size for the by-pass tray has been changed from controller to printer driver.	G
When using the PS driver and print a job with collate mode from the bypass tray, the printer only print first set of the job.	G
The following service modes have been added. Service Mode – Service Menu 2 7: Fuser Interval 8: PCU Interval Please refer to the RTB for more detail. Note: For this function to be enabled, the engine firmware must be updated to version 1.0.3 or newer.	F
Add Toner condition occurs during printing with staple mode. The machine does not print out the remaining page even if the toner bottle is replaced.	F
After an A4 LEF print job is completed and the ON Line key is pressed, it takes a relatively long time to enter OFF Line mode.	F
When printing an MS Word 97 or WordPad document using the PCL 6 driver with the following functions enabled, the front side only is printed out in Top Binding and the rear side only is printed out in Side Binding: Duplex-SIDE BINDING and in Paper mode Different Paper for First Page (First Page from 1 or 2 Tray and Other Pages from Tray 3 or 4; Destination – Printer Default). This problem doesn't occur with PCL5e driver.	F
The controller stalls when the test document (A4 LEF) for Corel Draw 9 is printed.	F

Reissued: 7-Apr-03

Model: Russian-P2	Date: 30-Jan-01	No.: RG062002g
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Controller Firmware History		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

Controller firmware history for the Russian-P2.

(For All)

G0625832	Version	C. SUM	Production
E	1.04		1st Mass Prod.
F	1.05	AAF9	January Prod. '01
G	1.11	447D	September Prod. '01
H	1.13	DAD6	October Prod. '01
J	1.14	FFC2	December Prod. '01
K	1.15	A8D0	February Prod. '02
L	1.2.0	86DE	May Prod. '02
N	1.2.4	8F38	November Prod. '02
Q	1.3.2	E77A	April Prod. '03

Symptom Corrected	Suffix
Selecting a HDD font or DIMM font may reduce the available memory.	Q
The Euro symbol is not printed correctly with some fonts.	Q
Envelope-sized documents cannot be printed out correctly when the Tray 2 dial is set for Non-Standard Paper (GFPR No. RC02090007).	Q
Text in the Courier font may shift with some PCL jobs (FPR No.RC02090003).	Q
The controller freezes after receiving several jobs that result in a paper size mismatch error (FPR No.RA03020003).	Q
Duplex face settings (front/rear) are not applied correctly when specified with PCL commands (FPR No.RC02120014).	Q
The response to the PJI INFO CONFIG command does not contain the serial number.	Q
The printer freezes up when the copy/assign command is used with fonts that have been downloaded to the HDD	N
The printer does not print with the macro command with fonts that have been downloaded to the HDD.	N

Reissued: 7-Apr-03

Model: Russian-P2		Date: 30-Jan-01	No.: RG062002g
Symptom Corrected			Suffix
Some Danish characters do not appear on the Configuration Page.			N
The printer freezes up while printing a UNICO2001 (Unix app.) job, when an odd number of pages are sent in Duplex followed by a group of page(s) in simplex.			L
Added Euro Symbol Sets and Euro Currency Codes currently available on HP printers (PCL5e, PCLXL).			L
The Engine Maintenance message "Service man call" has been changed to "Service call".			L
Following paper end during a Sort print job, using the Forced Print function will print out the entire job from the beginning instead of just 1 set (specification).			L
When printing out with a non-Ricoh PCL driver, certain characters do not appear on the output.			L
The printer freezes up when the priority paper tray is pulled out after the PS driver is unable to locate the paper size specified in the driver.			K
The printer freezes up when printing with the Locked Print function at toner near end.			K
Software modified so that it is possible to perform jobs containing a mixture of PCL and PS commands when printing directly from a host application.			K
Lanier model name (Lanier 2132) has been added.			J
When adding macro commands to a multiple-page duplex print job, such as when directly printing out from DOS, the first sheet comes out one-sided.			J
If a memory overflow occurs while storing data for Locked Print, the error report mentions "Sample Print" instead of "Locked Print".			H
OCR Font which has been download to the HDD, cannot be used.			G
Configuration sheet does not print out			G
The priority of the paper size for the by-pass tray has been changed from controller to printer driver.			G
When using the PS driver and print a job with collate mode from the bypass tray, the printer only print first set of the job.			G
<p>The following service modes have been added.</p> <ul style="list-style-type: none"> Service Mode – Service Menu 2 7: Fuser Interval 8: PCU Interval <p>Please refer to the RTB for more detail.</p> <p>Note: For this function to be enabled, the engine firmware must be updated to version 1.0.3 or newer.</p>			F
Add Toner condition occurs during printing with staple mode. The machine does not print out the remaining page even if the toner bottle is replaced.			F
After an A4 LEF print job is completed and the ON Line key is pressed, it takes a relatively long time to enter OFF Line mode.			F
<p>When printing an MS Word 97 or WordPad document using the PCL 6 driver with the following functions enabled, the front side only is printed out in Top Binding and the rear side only is printed out in Side Binding:</p> <p>Duplex-SIDE BINDING and in Paper mode Different Paper for First Page (First Page from 1 or 2 Tray and Other Pages from Tray 3 or 4; Destination – Printer Default).</p> <p>This problem doesn't occur with PCL5e driver.</p>			F
The controller stalls when the test document (A4 LEF) for Corel Draw 9 is printed.			F

Model: Russian-P2		Date: 15-Oct-03	No.: RG062006
Subject: Controller Firmware History		Prepared by: Y. Ohtani	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This is to inform you of the controller firmware history for the Russian-P2.

(For All)

G0625832	Version	C. SUM	Production
E	1.04		1st Mass Prod.
F	1.05	AAF9	January Prod. '01
G	1.11	447D	September Prod. '01
H	1.13	DAD6	October Prod. '01
J	1.14	FFC2	December Prod. '01
K	1.15	A8D0	February Prod. '02
L	1.2.0	86DE	May Prod. '02
N	1.2.4	8F38	November Prod. '02
Q	1.3.2	E77A	April Prod. '03
R	1.3.7	DA4B	October Prod. '03

Symptom Corrected	Suffix
<i>When sending PCL data, images are printed out in the wrong orientation then as blank pages (GFPR No. RC0300004).</i>	R
<i>"Tray Lock" function cannot be enabled (GFPR No. RE03040028).</i>	R
<i>If PostScript data is sent after HP/GL2 data, the PostScript data is superimposed onto HP/GL2 data and is then followed by a large number of blank pages (GFPR No. 03070001).</i>	R
Selecting HDD font or DIMM font may reduce the available memory.	Q
Euro symbol is not printed correctly with some fonts.	Q
Envelope-sized documents cannot be printed out correctly when the Tray 2 dial is set for Non-Standard Paper (GFPR No. RC02090007).	Q
Text in Courier font may shift with some PCL jobs (FPR No.RC02090003).	Q
Controller freezes after receiving several jobs that result in a paper size mismatch error (FPR No.RA03020003).	Q
Duplex face settings (front/rear) are not applied correctly when specified with PCL commands (FPR No.RC02120014).	Q
The response to the PJI INFO CONFIG command does not contain the serial number.	Q
The printer freezes up when the copy/assign command is used with fonts that have been downloaded to the HDD	N

Model: Russian-P2	Date: 15-Oct-03	No.: RG062006
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Symptom Corrected	Suffix
The printer does not print with the macro command with fonts that have been downloaded to the HDD.	N
Some Danish characters do not appear on the Configuration Page.	N
The printer freezes up while printing a UNICO2001 (Unix app.) job, when an odd number of pages are sent in Duplex followed by a group of page(s) in simplex.	L
Added Euro Symbol Sets and Euro Currency Codes currently available on HP printers (PCL5e, PCLXL).	L
The Engine Maintenance message "Service man call" has been changed to "Service call".	L
Following paper end during a Sort print job, using the Forced Print function will print out the entire job from the beginning instead of just 1 set (specification).	L
When printing out with a non-Ricoh PCL driver, certain characters do not appear on the output.	L
The printer freezes up when the priority paper tray is pulled out after the PS driver is unable to locate the paper size specified in the driver.	K
The printer freezes up when printing with the Locked Print function at toner near end.	K
Software modified so that it is possible to perform jobs containing a mixture of PCL and PS commands when printing directly from a host application.	K
Lanier model name (Lanier 2132) has been added.	J
When adding macro commands to a multiple-page duplex print job, such as when directly printing out from DOS, the first sheet comes out one-sided.	J
If a memory overflow occurs while storing data for Locked Print, the error report mentions "Sample Print" instead of "Locked Print".	H
OCR Font which has been download to the HDD, cannot be used.	G
Configuration sheet does not print out	G
The priority of the paper size for the by-pass tray has been changed from controller to printer driver.	G
When using the PS driver and print a job with collate mode from the bypass tray, the printer only print first set of the job.	G
The following service modes have been added. Service Mode – Service Menu 2 7: Fuser Interval 8: PCU Interval Please refer to the RTB for more detail. Note: For this function to be enabled, the engine firmware must be updated to version 1.0.3 or newer.	F
Add Toner condition occurs during printing with staple mode. The machine does not print out the remaining page even if the toner bottle is replaced.	F
After an A4 LEF print job is completed and the ON Line key is pressed, it takes a relatively long time to enter OFF Line mode.	F
When printing an MS Word 97 or WordPad document using the PCL 6 driver with the following functions enabled, the front side only is printed out in Top Binding and the rear side only is printed out in Side Binding: Duplex-SIDE BINDING and in Paper mode Different Paper for First Page (First Page from 1 or 2 Tray and Other Pages from Tray 3 or 4; Destination – Printer Default). This problem doesn't occur with PCL5e driver.	F
The controller stalls when the test document (A4 LEF) for Corel Draw 9 is printed.	F

Model: Russian-P2		Date: 1-Jun-04	No.: RG062007
Subject: Non-paper feed jam (Bad friction pad)		Prepared by: S.Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

SYMPTOM

A non-feed jam occurs when the paper tray is almost full.

Note: The occurrence rate is higher when the paper is fed SEF (short-edge feed).

CAUSE

A defect in one of the molds that the manufacturer uses to produce the friction pad left a burr on the pad surface, catching the paper and preventing it from being fed.

Note: Only one of the two molds used to form the friction pad was defective (Cav 2).

SOLUTION

Please perform the following.

1. Check if the cause of the misfeed is actually the friction pad

- (1) Check the machine serial number (production date)

The friction pad manufacturer has reported that the defective pads are all from 2004 production. A list of the affected serial numbers appears at the bottom of this RTB.

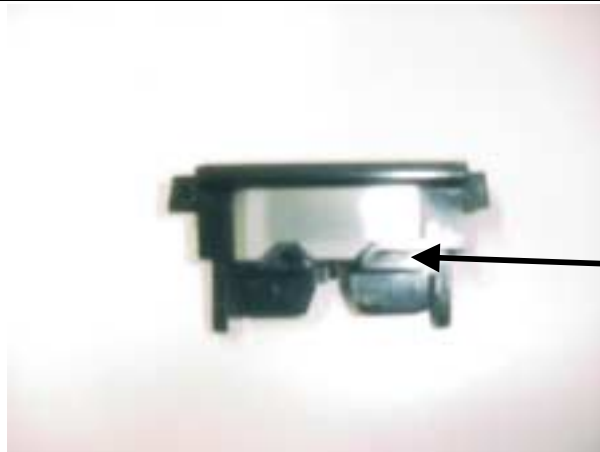
- (2) Check the occurrence timing

Non-feed jams caused by the burred friction pad will occur when the paper tray is nearly full.

- (3) Check the Cav. number of the friction pad

As mentioned above, all defective friction pads were made from Cav 2.

Model: Russian-P2	Date: 1-Jun-04	No.: RG062007
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Cav number (1 or 2) is visible here.
 Cav 1: Normal
Cav 2: May be defective

2. If it is suspected that the non-feed is caused by a defective friction pad, please try the following:

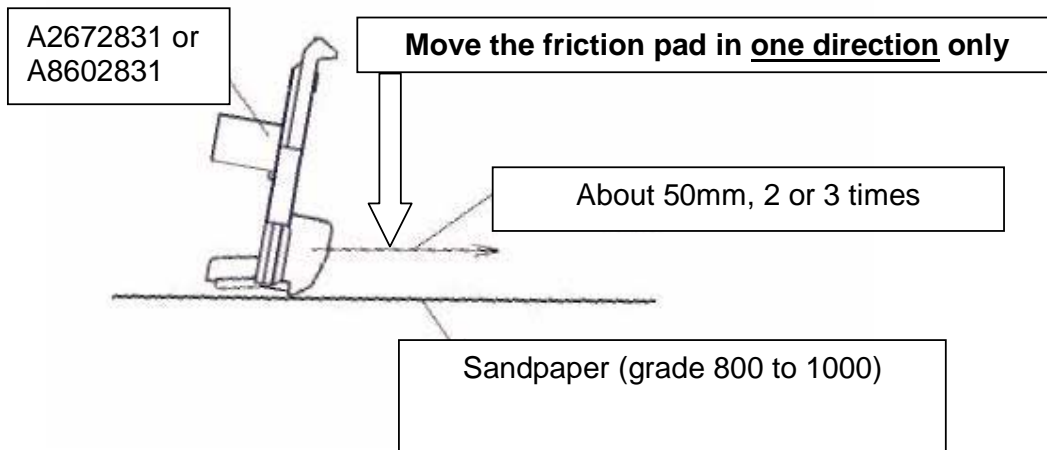
- (1) Replace the friction pad

However for urgent cases in which the replacement part cannot be procured in time:

- (2) Remove the burr with grade 800 to 1000 sandpaper

- Smoothing the friction pad surface:

Rub the friction pad along a 50mm length of the surface of the sandpaper as shown below, two or three times **in one direction only** (do not move the pad back and forth). This is essential to ensure that the paper is fed smoothly.



- After smoothing out the pad surface, check the paper feed with a full paper tray.

Model: Russian-P2

Date: 1-Jun-04

No.: RG062007

AFFECTED UNITS

The following are the serial number ranges of paper banks containing the potentially defective friction pads (January to the mid-April 2004 production).

Code	Affected Unit Serial Number
G062-15	From P3540100001 to P3540500001
G062-17	From P3540100001 to P3540500005
G062-22	From P3540100001 to P3540500061
G062-27	From P3540100001 to P3540400203