**Reissued: 29-Jun-05**

| Model: Model G-P1 | Date: 24-Feb-05 | No.: RG104001a |
|---|---|---|

## RTB Correction
The items in bold italics have been corrected or added.

| Subject: Engine firmware release note for G-P1 | Prepared by: K. Moriizumi |
|---|---|
| From: 1st Tech. Support Sec. Service Support Dept. | |

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

This RTB has been issued to announce the firmware release information for the Model G-P1 engine board.

## Engine Board

| Version | Program No. | Effective Date |
|---|---|---|
| 1.07 | G1025130C | 1st mass production |
| *1.08* | *G1025130D* | *December 2004 production* |
| *1.09* | *G1025130E* | *February 2005 production* |
| *1.10* | *G1025130F* | *May 2005 production* |

## Engine Board

| Version | Title | Symptom Corrected |
|---|---|---|
| 1.07 | | 1st mass production |
| *1.08* | *Toner near end display* | *When the starter toner bottle is used, the "Toner Near End" status message is displayed but quickly disappears.* |
| | *SC300 – SC303* | *SC300, SC301, SC302 or SC303 may occur during process control.* |
| *1.09* | *Energy saver mode* | *Sometimes, the machine stalls while in Energy Saver mode.* |
| | *Serial number for Infotec* | *Infotec serial numbers can be input.* |
| *1.10* | *Specification change for long paper size (356mm or longer)* | *Specifications for paper sizes 356mm or longer were changed:*<br>*- The gap between sheets was increased (to minimize low image density prints).*<br>*- The engine speed will slow down sooner than with A4 paper (to keep the proper fusing temperature).* |

| Model: Model G-P1 | Date: 24-Feb-05 | No.: RG104002b |
|---|---|---|

**RTB Correction**
The items in bold italics have been corrected or added.

| Subject: Controller firmware (printer system) release note for G-P1 | Prepared by: S. Tomoe |
|---|---|
| From: 1st Tech. Support Sec. Service Support Dept. | |

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

This RTB has been issued to announce the printer system firmware release information for the Model G-P1 controller board.

**Printer system**

| Version | Program No. | Effective Date |
|---|---|---|
| 1.02 | G1045243A | 1st mass production |
| 1.03 | G1045243B | 1st mass production |
| 1.04.1 | G1045243C | March 2005 production |
| 1.05 | G1045243D | April 2005 production |
| *1.06* | *G1045243E* | *June 2005 production* |

**Printer System**

| Version | Title | Symptom Corrected |
|---|---|---|
| 1.02 | - | 1st mass production |
| 1.03 | SC818 with email sending | SC818 occurs when the machine sends email if the mail server uses GIGEST-MD5 SMTP authentication. |
| | SC818 with Energy Saver Mode | SC818 occurs when the machine is in Energy Saver Mode. |
| 1.04.1 | Simplified Chinese | Wording corrections (simplified Chinese). |
| 1.05 | Double count | The total counter and optional counters are incremented twice (+2) for one sheet. Conditions: <br> - The paper is fed from the Bypass tray. <br> - Paper size: 594mm or longer (total counter), or 558mm or longer (key card counter, other optional counters). |
| *1.06* | *Communication Error* | *A communication error occurs between the mainframe and RC Gate.* |

**Reissued: 28-Apr-05**

| Model: Model G-P1 | Date: 24-Feb-05 | No.: RG104003b |
|---|---|---|

**RTB Correction**

The items in bold italics have been corrected or added.

| Subject: Controller firmware (printer) release note for G-P1 | Prepared by: S. Tomoe |
|---|---|
| From: 1st Tech. Support Sec. Service Support Dept. | |

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

This RTB has been issued to announce the printer firmware release information for the Model G-P1 controller board.

**Printer**

| Version | Program No. | Effective Date |
|---|---|---|
| 1.02 | G1045239A | 1st mass production |
| 1.03 | G1045239B | 1st mass production |
| 1.04.1 | G1045239C | March 2005 production |
| 1.05 | G1045239D | April 2005 production |
| *1.06* | *G1045239E* | *June 2005 production* |

**Printer System**

| Version | Title | Symptom Corrected |
|---|---|---|
| 1.02 | - | 1st mass production |
| 1.03 | Color calibration sheet | The color calibration sheet cannot be printed out. |
| | Blank page print | The setting for Blank Page Print is cleared when the main power is turned Off/On. |
| 1.04.1 | SC990 | SC990 occurs under these conditions:<br>- The main power is turned ON while the paper tray is open<br>- Then, the color sample sheet is printed out |
| 1.05 | Version up only | (No changes).<br>The version name was updated for standardization with System v1.05. |
| *1.06* | *Stall* | *If a duplex job is sent using the RPCS driver and cancelled from the operation panel or PC, the device may stall.* |

| Model: Model G-P1 | Date: 8-Mar-05 | No.: RG104004 |
|---|---|---|

| Subject: Notice for selecting the account count | Prepared by: S. Tomoe |
|---|---|
| From: 1st Tech. Support Sec. Service Support Dept. | |

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

## Important Note on Meter Click SP Mode SP5-045-001

When you start Meter Click contracts with customers, do the following:

- **Check the value** of SP5-045-001 (Accounting Count).
- Make sure to **input the correct value** for the customer's contract.
  - ➢ **0**: Development count
  - ➢ **1**: Print count

### Reason

The wrong default value ("0") was input at the factory on some machines.

  - ➢ "**1**" is the correct default value.

### Note:

1. The error was corrected from March 2005 production.
2. See below for the S/N of the machines with the wrong default value.

### Serial Numbers of Affected Units

| Model Code | Serial Number |
|---|---|
| G104-11 | Q2441000001 - Q2441000150 |
| G104-17 | Q2441000151 - Q2441000209, Q2441001577 - Q2441001583 |
| G104-22 | Q2441000210 - Q2441000566 |
| G104-24 | Q2441000567 - Q2441000749 |
| G104-26 | 5I68250001 - 5I68250035 |
| G104-27 | Q2441000750 - Q2441001576, Q2441001584 - Q2441001590 |
| G104-51 | Q2449600419 - Q2449600595, Q2449600597 - Q2449600628, Q2458500281 - Q2458500300<br>Q2458500302 - Q2458500315, Q2458500317 - Q2458500432, Q2458500434 - Q2458500452<br>Q2458500454 - Q2458500488, Q2458500491 - Q2458500504, Q2458501198 - Q2458501207<br>Q2458501238 - Q2458501257, Q2458602632 - Q2458602633, Q2458602635 - Q2458602637<br>Q2458602639 - Q2458602640, Q2458602642 - Q2458602644, Q2458602646, |

| Model: Model G-P1 | Date: 8-Mar-05 | No.: RG104004 |
|---|---|---|

| Model Code | Serial Number |
|---|---|
| | Q2458602648 - Q2458602649, Q2458602651 - Q2458602655, Q2458602657, Q2458602660 Q2458602663, Q2458602665, Q2458602669 - Q2458602670, Q2458602673 - Q2458602676 |
| G104-57 | Q2449600629 - Q2449600672, Q2449600674 - Q2449600776, Q2449600778 - Q2449600796 Q2449600798 - Q2449600809, Q2449600811, Q2449600813, Q2449600815 - Q2449600816 Q2449600818 - Q2449600850, Q2458500001 - Q2458500016, Q2458500018 - Q2458500052 Q2458500054 - Q2458500170, Q2458500172 - Q2458500236, Q2458500238 - Q2458500263 Q2458500265 - Q2458500280, Q2458501208 - Q2458501217 |
| G104-62 | Q2449600001 - Q2449600126, Q2458500535 - Q2458500738, Q2458501218 - Q2458501227 Q2458600017 - Q2458600664, Q2458600672, Q2458600675, Q2458600677 - Q2458600710 |
| G104-64 | Q2449600127 - Q2449600136, Q2458500505 - Q2458500534, Q2458600001 - Q2458600016 |
| G106-67 | Q2449600137, Q2449600139 - Q2449600153, Q2449600155 - Q2449600161, Q2449600163 - Q2449600198, Q2449600200 - Q2449600360, Q2449600362 - Q2449600381 Q2449600383 - Q2449600418, Q2449600851 - Q2449600883, Q2458500739 - Q2458501014 Q2458501016 - Q2458501029, Q2458501031 - Q2458501197, Q2458501228 - Q2458501237 Q2458501258 - Q2458501262, Q2458600711 - Q2458600735, Q2458600737 - Q2458600739 Q2458600741 - Q2458600747, Q2458600749 - Q2458600763, Q2458600765 - Q2458600775 Q2458600777 - Q2458600791, Q2458600793 - Q2458600807, Q2458600809 - Q2458600814 Q2458600816 - Q2458600830, Q2458600832 - Q2458600846, Q2458600848 - Q2458600854 Q2458600856, Q2458600858 - Q2458600880, Q2458600882, Q2458600884 - Q2458600900 Q2458600902 - Q2458600914, Q2458600917 - Q2458600928, Q2458600930 - Q2458600932 Q2458600934 - Q2458600938, Q2458600941 - Q2458600945, Q2458600947 - Q2458600953 Q2458600955 - Q2458600967, Q2458600969 - Q2458600973, Q2458600975, Q2458600977 Q2458600978, Q2458600980 - Q2458600985, Q2458600987 - Q2458600993, Q2458600995 - Q2458601001, Q2458601003 - Q2458601006, Q2458601010, Q2458601632, Q2458601642, Q2458601672, Q2458601675, Q2458601676, Q2458601690, Q2458601699 Q2458601706 - Q2458601709, Q2458601713, Q2458601716, Q2458601721, Q2458601723 Q2458601727, Q2458601730, Q2458601732, Q245860174, Q2458601738, Q2458601747, Q2458601749, Q2458601862, Q2458601886, Q2458601891 |
| G105-22 | Q2541000001 - Q2541000238 |
| G105-26 | 5I782500001 - 5I782500016 |
| G105-27 | Q2541000456 |
| G105-62 | Q2549600001 - Q2549600084, Q2558500001 - Q2558500023, Q2558500025, Q2558500026 Q2558500028 - Q2558500060, Q2558500062 - Q2558500084, Q2558500086 - Q2558500119 Q2558500121 - Q2558500126, Q2558500203 - Q2558500207 |
| G105-67 | Q2549600085 - Q2549600129, Q2549600131 - Q2549600157, Q2549600159 - Q2549600162 Q2558500127 - Q2558500181, Q2558500184 - Q2558500186, Q2558500190 - Q2558500202 Q2558500208 - Q2558500212 |

**Reissued: 15-Apr-05**

| Model: General RTB | Date: 15-Nov-04 | No.: RGene019a |
|---|---|---|

**RTB Correction**
The items in bold italics have been corrected or added.

| Subject: Remote Firmware Update | Prepared by: H. Someya |
|---|---|
| From: 1st Tech. Support Sec. Service Support Dept. | |

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

## 1. OVERVIEW

The remote firmware update function (referred to as RFU) is used to update the firmware remotely. Service representatives do this over the network. Note that this information is intended for service representatives only and not for end users.

## 2. SUPPORTED MODELS AND FIRMWARE

The models supporting RFU and the types of firmware that can be updated are shown in Fig. 1:

*"04A": Autumn 2004*

### Printers

| Model | Group | System | Network | WebSys | Printer | Engine |
|---|---|---|---|---|---|---|
| Model J-P2 | Before 04A | OK | OK | --- | OK | OK |
| Model J-P2CF | Before 04A | OK | OK | --- | OK | OK |
| Model K-P3 | Before 04A | OK | OK | OK | OK | OK |
| Model C-P1 | Before 04A | | | OK | OK | OK |
| Model J-P3 | Before 04A | OK | OK | OK | OK | OK |
| Model PL-P1 | Before 04A | OK | OK | OK | OK | NG |
| Model G-P1 | 04A and later | OK | OK | OK | OK | OK |
| Model C-P2 | 04A and later | OK | OK | OK | OK | OK |
| Model K-P4 | 04A and later | OK | OK | OK | OK | OK |

### MFPs

| Model | Group | System | Network | WebSys | Printer | PS | Engine |
|---|---|---|---|---|---|---|---|
| Model A-C3e/f | Before 04A | OK | OK | OK | OK | OK | OK |
| Model R-C3 | Before 04A | OK | OK | OK | OK | OK | OK |
| Model K-C2 | Before 04A | OK | OK | OK | OK | OK | OK |
| Model S-C2 | Before 04A | OK | OK | OK | OK | OK | OK |
| Model B-C2e | Before 04A | OK | OK | OK | OK | OK | OK |
| Model J-C1 | Before 04A | OK | OK | OK | OK | OK | OK |
| Model MT-C2 | 04A and later | OK | OK | OK | OK | OK | OK |

**Fig. 1 Models supporting RFU**

OK: Remote firmware update via the network is possible.
NG: Remote firmware update via the network is not possible.

| Model: General RTB | Date: 15-Nov-04 | No.: RGene019a |
|---|---|---|

The following models do not support RFU:

- Printers:
Model K-P1/P2, Model J-P1, Model A-P3, Model U-P1, Model AR-P1, and not GW products

- MFPs:
Model A-C2/C3, Model R-C2, Model U-C1, Model MT-C1, and not GW products

## 3. SYSTEM REQUIREMENTS

Network Interface:
- 10 Base-T or faster Ethernet LAN
- IEEE1284 (Centronics) (A setting must be changed in SP mode.)
**Note:** IEEE1284 does not support error recovery after a power loss.

For Recovery Mode:
- 10 Base-T or faster Ethernet LAN – the note above says that only 1284 doesn't support it.

Protocols:
For RFU Mode & Recovery Mode:
- FTP (The port must be open)

Operating System:
- Windows Server 2003
- Windows XP
- Windows 2000
- Windows NT 4.0
- Windows 9x/Me
- Mac OS
- UNIX/Linux (Any version)
**Note:** RFU is available for any OS from which FTP is possible.

Unsupported environments:
- IPP
- SMB over TCP/IP
- Direct port
- AutoNet (169.254.x.x) with DHCP

| Model: General RTB | Date: 15-Nov-04 | No.: RGene019a |
|---|---|---|

Ftp settings and commands:
- *User name (default):*
  - ➢ *Before 04A:       rsysupdate*
  - ➢ *04A and later:   admin*

- *Password (default):*
  - ➢ *Before 04A:       password*
  - ➢ *04A and later:   (no password)*

*Note: These default passwords are the same as the administrator passwords.*

- Transfer mode: binary
- FTP commands supported:
  - ➢ binary (Transfer data in binary mode)
  - ➢ dir (List files and directories)
  - ➢ put "file name"
  - ➢ get version.txt - (Obtain the version.txt file and display its contents.)
  - ➢ get errlog.txt - (Obtain the errlog.txt file and display its contents.)

## 4. STATUS OF UNUPDATEABLE MACHINE

If the printer is in any of the following statuses, RFU will not work.
- Print job in progress (copier, printer, fax, network)
- Scan job in progress (copier, scanner, fax)
- Receiving a print image from the network
- Operation panel is in use
- Incoming/Outgoing fax message
- SC condition

You can check the status of the target machine using WebImageMonitor or SmartDeviceMonitor.

| Model: General RTB | Date: 15-Nov-04 | No.: RGene019a |
|---|---|---|

## 5. UPDATING PROCEDURE

**Recommendation:**
It is strongly recommended that RFU be performed on-site, to minimize the chances of a power-down during RFU.

### 5.1 Auto Rebooting

After receiving new firmware, the machine firmware is updated and the machine is automatically rebooted using the updated firmware. Fig.2 shows the kind of reboot required after the firmware is updated.

**Printers**

| Model | System | Network | WebSys | Printer | Engine |
|---|---|---|---|---|---|
| Model J-P2 | Auto | Auto | --- | Auto | Auto |
| Model J-P2CF | Auto | Auto | --- | Auto | Auto |
| Model K-P3 | Auto | | Auto | Auto | Auto |
| Model C-P1 | Auto | | Auto | Auto | Auto |
| Model J-P3 | Auto | Auto | Auto | Auto | Auto |
| Model PL-P1 | Auto | Auto | Auto | Auto | N/A |
| *Model G-P1* | *Auto* | *Auto* | *Auto* | *Auto* | *Auto* |
| *Model C-P2* | *Auto* | *Auto* | *Auto* | *Auto* | *Auto* |
| *Model K-P4* | *Auto* | *Auto* | *Auto* | *Auto* | *Auto* |

**MFPs**

| Model | System | Network | WebSys | Printer | PS | Engine |
|---|---|---|---|---|---|---|
| Model A-C3e/f | Auto | Auto | Auto | Auto | Auto | Manual |
| Model R-C3 | Auto | Auto | Auto | Auto | Auto | Manual |
| Model K-C2 | Auto | Auto | Auto | Auto | Auto | Auto |
| Model S-C2 | Auto | Auto | Auto | Auto | Auto | Auto |
| Model B-C2e | Auto | Auto | Auto | Auto | Auto | Auto |
| Model J-C1 | Auto | Auto | Auto | Auto | Auto | Auto |
| *Model MT-C2* | *Auto* | *Auto* | *Auto* | *Auto* | *Auto* | *Auto* |

**Fig. 2 Reboot Method**

Auto: Automatically rebooted after updating the firmware.
Manual: The machine must be manually rebooted after updating the firmware.

| Model: General RTB | Date: 15-Nov-04 | No.: RGene019a |
|---|---|---|

### 5.2 Preparation

Before you update the firmware by RFU, carry out three items as shown below.

### 5.2.1 Checking the IP address

For a machine with static IP address:

- Search for the IP address using SmartDeviceMonitor for Admin or Web
- SmartDeviceMonitor.
- If the hostname of the machine is registered in a DNS server, use the nslookup command with the machines hostname. This can also be used for dynamic IP addresses if you are using DDNS.
- If the computer name of the machine is registered in a WINS server use the <……..> command.

For a machine with a dynamic IP address:

- Print the config sheet or the SMC for the machine.
- Check the IP address in the DHCP server.

### 5.2.2 Firmware

- Please download firmware (*.rru  or *.rfu files) from our support site and store it in a folder on a local PC to be used for RFU.

### 5.2.3 Checking the machine status

- Please check the status of the target machine using WebImageMonitor or SmartDeviceMonitor.

## 5.3 RFU for Windows

1.  Open a command prompt.
    - o [Start]-[Program]-[Accessories]-[Command Prompt]
2.  Logon to the machine using ftp.

```
C:\> ftp xxx.xxx.xxx.xxx          Specify the machine's IP address

Connected to xxx.xxx.xxx.xxx.

220 (Product name) FTP server (1.00)ready.

User (IP address:(none)):
```

3.  Enter the user name.

```
User (IP address:(none)):rsysupdate      User name

331 Password required for rsysupdate.

Password:
```

4.  Enter the password.

```
Password:xxxxx

230 User rsysupdate logged in.          Login successful.

ftp>
```

5.  Enter "dir" to check that version.txt exists.

```
ftp> dir

200 PORT command successful.

150 Opening ASCII mode data connection for '/'.

-r--r--r--root root 200 Jan 1 01:08 help

-r--r--r--root root 200 Jan 1 01:08 info

-r--r--r--root root 200 Jan 1 01:08 install

-r--r--r--root root 200 Jan 1 01:08 prnlog

-r--r--r--root root 200 Jan 1 01:08 stat

-r--r--r--root root 200 Jan 1 01:08 syslog

-r--r--r--root root 200 Jan 1 01:08 version.txt

-r--r--r--root root 200 Jan 1 01:08 errlog.txt

226 Transfer complete.

ftp:372 bytes received in n.nn Seconds n.nn Kbytes/sec.

ftp>
```

| Model: General RTB | Date: 15-Nov-04 | No.: RGene019a |
|---|---|---|

6. Enter "get version.txt -" to check the machine's firmware version.

```
200 PORT command successful.

150 Opening ASCII mode data connection for 'version.txt'.

PartNo.           Module Name          Version        Module ID

-----------------------------------------------------------------------------------------

G0000000          os & copy            0.20           XXXXXX_copy

G0000000          os & pf              0.20           XXXXXXX_system

G570xxxx          Onboard Scn          2.04           XXXXXX_scn

G5705387A         OptDIMM Fax          1.07           XXXXXX_fax

G5700000          printer              0.19           XXXXXX_printer

G5705383D         Network DocBox       2.00           XXXXXX_netfile

G0805920A         Network              0.71           XXXXXX_net

G0805601          ENGINE               R0.14 :06      XXXXXX_eplot

...

-----------------------------------------------------------------------------------------

226 Transfer complete.

ftp>
```

7. Enter "binary" to set the file transfer mode to binary.

```
ftp> binary

200 Type set to I.

ftp>
```

8. Navigate to the directory on your PC containing the file xxx.rru.
9. Transmit the firmware module file (*.rru or *.rfu) using the "put" command.

```
ftp> put xxx.rru

200 PORT command successful.

150 Opening BINARY mode data connection for 'xxx.rru'.

226 Transfer complete.

ftp:nnnnnn bytes sent in s.ss Seconds pp.pp Kbytes/sec.

ftp>
```

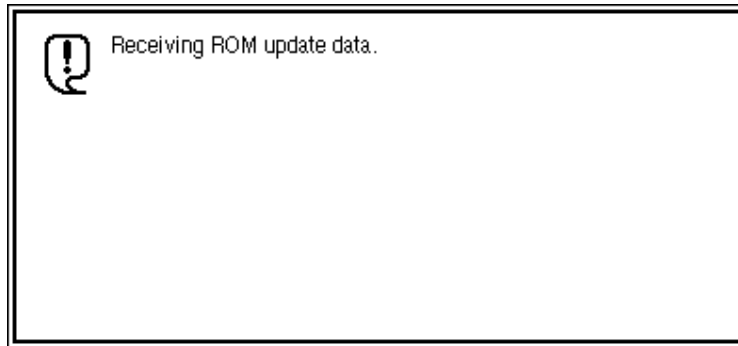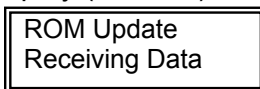**Note:** Do not turn off the power of the machine while updating the firmware.

When the machine starts to receive the file, the following message appears on the machine's control panel and normal machine functions are disabled.
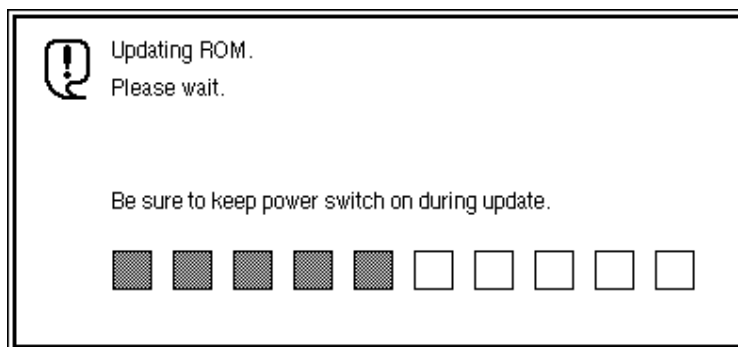
o Display panel (MFPs)

> Receiving ROM update data.
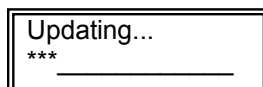
o Display (Printers)

> ROM Update
> Receiving Data

10. Once the machine has received the entire firmware module file, the firmware update starts automatically.

The following message appears:

o Display panel (MFPs)

> Updating ROM.
> Please wait.
>
> Be sure to keep power switch on during update.
>
> ■ ■ ■ ■ ■ □ □ □ □ □

o Display (Printers)

> Updating...
> ***_____

**Note:** If the controller firmware is being updated, this message is displayed in English only.

| Model: General RTB | Date: 15-Nov-04 | No.: RGene019a |
|---|---|---|

11. After the firmware has been updated, the machine must restart. This may be automatic depending on the firmware and model.
12. Enter "bye" to exit ftp.

```
ftp> bye
C:\>
```

13. Check the firmware version as shown in step 6.
14. Update all required firmware by repeating steps 1 to 13 as necessary.

## 5.4 RFU for UNIX(LINUX)

1. Logon to the machine using ftp.

```
host% ftp "ip address"
User ("ip address"): User Name (for Administrator)
230 User xxxx logged in.
331 Password required for rsysupdate.
Password: Password (for Administrator)
230 User xxxx logged in.
Connected to "ip address"
Remote system type is UNIX.
Using binary mode to transfer files.
```

2. Change to binary mode.

```
ftp> binary
200 Type set to I.
```

3. Send the firmware data (*.rru or *.rfu) to the machine.

```
ftp> put "File Name of Firmware"
200 PORT command successful.
150 Opening BINARY mode data connection for "File Name of Firmware".
226 Transfer complete.
ftp: nnnnnn bytes sent in s.ss Seconds pp.p Kbytes/sec.
ftp>
```

4. Close the ftp session.

```
ftp> bye
host%
```

| Model: General RTB | Date: 15-Nov-04 | No.: RGene019a |
| --- | --- | --- |

### 5.5 Firmware Update for Centronics (IEEE1284)

**Note:**
- Firmware update via a centronics interface does not require a password.
- The only method of recovery available via a centronics interface is an IC or SD card.

1. Check the target firmware version by printing out the SMC sheet with SP5-990-4.
2. Set SP5-856-2 to a value of **1**. This will configure the machine for firmware update via the Centronics I/F.
3. Send the firmware to the target machine with the copy command.

```
C:\>copy/b "file name"
```

4. Cycle the machine's power (off then on).
5. Confirm the firmware version as shown in step 1.
6. Update all required firmware by repeating steps 1 to 5 as necessary.

## 5.6 Checking the Result of the Update

Check that the firmware has been updated.

**Note:**

- After transmitting the firmware file from the computer, it takes approximately 3 to 5 minutes for updating to complete and the machine to restart.
- To check the result, you need to logon to the machine again using ftp. However, you cannot log on during the update process, so you are unable to check that the update has completed until the machine has restarted.

If the update was successful

- Once the firmware has been updated successfully, the system automatically restarts using the new firmware.
  After the restart, verify that the firmware has been updated to the new version. Check that the error code in the error data file (errlog.txt) is "0" by performing procedure 7.1 "Checking the error status" (below).
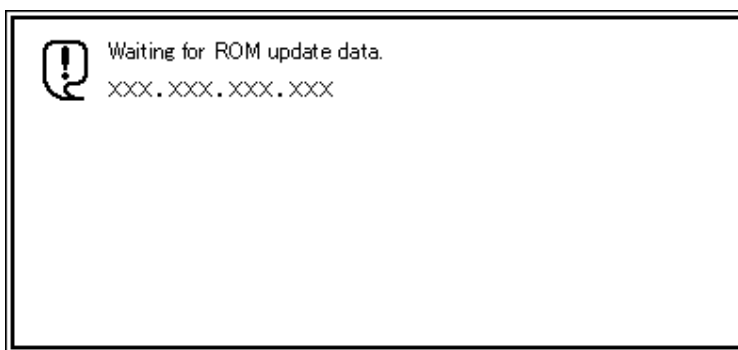
If an error occurs

- If an error occurs during the update, the system automatically restarts, the message shown below appears, and the machine waits to receive the firmware file again. If the update is interrupted by a power failure, the same thing happens once the power is restored.
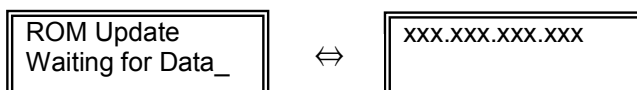
  Log on to the machine again using ftp and then resend the firmware file to the machine.

The following message appears for Type 1 firmware:

o Display panel (MFPs)

```
┌──────────────────────────────────────┐
│  ┌─┐  Waiting for ROM update data.    │
│  │!│  XXX.XXX.XXX.XXX                  │
│  └─┘                                   │
│                                        │
│                                        │
│                                        │
│                                        │
│                                        │
└──────────────────────────────────────┘
```

o Display (Printers)

| ROM Update        |       | xxx.xxx.xxx.xxx |
| Waiting for Data_ | ⇔     |                 |

| Model: General RTB | Date: 15-Nov-04 | No.: RGene019a |
|---|---|---|

## 6. ERROR RECOVERY

There are three ways to recover from a loss of power during RFU.

### 6.1 Recovery Procedure

There are three types for recovery after a power loss during RFU. (This will depend on the firmware and model). Procedures for types 1, 2 and 3 are on the next page.

Find the firmware and model you are downloading to, and <u>begin with the type</u> shown in the table below.

**Recommendation:**
As mentioned in *5. Updating Procedure*, it is strongly recommended that RFU be performed on-site, to minimize the chances of a power-down during RFU.

**Printers**

| Model | System | Network | WebSys | Printer | Engine | Card Type |
|---|---|---|---|---|---|---|
| Model J-P2 | Type1 | Type1 | --- | Type1 | Type1 | IC |
| Model J-P2CF | Type1 | Type1 | --- | Type1 | Type1 | IC |
| Model K-P3 | Type1 | | Type1 | Type1 | Type1 | IC |
| Model C-P1 | Type1 | | Type1 | Type1 | Type1 | IC |
| Model J-P3 | Type1 | Type3 | Type3 | Type3 | Type1 | SD |
| Model PL-P1 | Type1 | Type1 | Type1 | Type1 | N/A | SD |
| *Model G-P1* | *Type1* | *Type1* | *Type1* | *Type1* | *Type1* | *SD* |
| *Model C-P2* | *Type1* | *Type1* | *Type1* | *Type1* | *Type1* | *SD* |
| *Model K-P4* | *Type1* | *Type1* | *Type1* | *Type1* | *Type1* | *SD* |

**MFPs**

| Model | System | Network | WebSys | Printer | PS | Engine | Card Type |
|---|---|---|---|---|---|---|---|
| Model A-C3e/f | Type2 | Type2 | Type2 | Type2 | Type2 | Type1 | IC |
| Model R-C3 | Type2 | Type2 | Type2 | Type2 | Type2 | Type1 | IC |
| Model K-C2 | Type1 | Type1 | Type1 | Type3 | Type3 | Type3 | SD |
| Model S-C2 | Type1 | Type1 | Type1 | Type3 | Type3 | Type1 | SD |
| Model B-C2e | Type2 | Type2 | Type2 | Type3 | Type3 | Type3 | SD |
| Model J-C1 | Type1 | Type1 | Type1 | Type3 | Type3 | Type1 | SD |
| *Model MT-C2* | *Type2* | *Type2* | *Type1* | *Type1* | *Type1* | *Type1* | *SD* |

**Fig. 3 Recovery Method**

| Model: General RTB | Date: 15-Nov-04 | No.: RGene019a |
|---|---|---|

**Important:** Do not turn the main power off while you perform any of the procedures.

**Procedure for type 1:**

1. Restore power to the machine. The machine will wait for the operator to start the update.

2. Connect to the machine by FTP and upload the *.rru or *.rfu files.

**Procedure for type 2:**

1. Try 'Procedure for type 1'.

2. If this does not work, restore power to the machine.

3. Upload the firmware from an SD card or IC card.

**Procedure for type 3:**

1. Try 'Procedure for type 1'.

2. If this does not work, try 'Procedure for type 2'.

3. If this does not work, replace the internal SD card or circuit board.

| Model: General RTB | Date: 15-Nov-04 | No.: RGene019a |
|---|---|---|

## 7. TROUBLESHOOTING

### 7.1 Checking the error status

You can check the error status using ftp.

Check whether an error occurred by viewing errlog.txt. This file is in the same directory as version.txt.

1. Logon to the machine using ftp.
2. Enter "dir" to check that errlog.txt exists.

```
ftp> dir

200 PORT command successful.

150 Opening ASCII mode data connection for '/'.

-r--r--r-- root root 200 Jan  1 01:08 help

-r--r--r-- root root 200 Jan  1 01:08 syslog

-r--r--r-- root root 200 Jan  1 01:08 version.txt

-r--r--r-- root root 200 Jan  1 01:08 errlog.txt

226 Transfer complete.

ftp: 191 bytes received in n.nn Seconds n.nn Kbytes/sec.

ftp>
```

3. Enter "get errlog.txt -" to check the error code.

```
ftp> get errlog.txt -

200 PORT command successful.

150 Opening ASCII mode data connection for 'errlog.txt'.

Module ID: xxxxxxxx

Error Code: 51

226 Transfer complete.

ftp: 31 bytes received in n.nn Seconds n.nn Kbytes/sec.

ftp>
```

The information in errlog.txt consists of the module IDs of the firmware modules that caused errors and the corresponding error codes.

For what the error codes mean and how to respond to them, see section 7.2 (below).

4. Enter "bye" to exit ftp.

```
ftp> bye

C:\>
```

## 7.2 Error Code List

| Error Code | Description/Causes | Solutions |
|---|---|---|
| 51 | The machine cannot be updated.<br><br>• The machine is processing a print job.<br><br>• The machine is processing a scan job.<br><br>• The machine is receiving image data from the network.<br><br>• The control panel is in use.<br><br>• The machine is sending or receiving a fax.<br><br>• The machine has detected a problem corresponding to an SC (service call) number (SC640 to SC649, SC670 to SC679, SC691, SC818, SC819, SC820 to SC839, and SC990). | Check that the machine is idle, and then try updating again.<br><br>If an SC number appears, contact your service representative. |
| 52 | The file contains erroneous data.<br><br>• The data is too large or too small.<br><br>• The CRC (cyclic redundancy check) value and the checksum do not match.<br><br>• The firmware does not match the target machine.<br><br>• The firmware was not completely uploaded or is corrupt. | Download the correct file from the website, and then try updating again. |
| 53 | An error occurred while updating.<br><br>• The machine is off. | If using a DNS server, the machine's IP address might have been changed.<br><br>Check the IP address, and then try updating again. |

| Model: Model G-P1 | Date: 24-Feb-05 | No.: RG104002c |
|---|---|---|

**RTB Correction**
The items in bold italics have been corrected or added.

| Subject: Controller firmware (printer system) release note for G-P1 | Prepared by: K. Moriizumi |
|---|---|
| From: 1st Tech. Support Sec. Service Support Dept. | |

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

This RTB has been issued to announce the printer system firmware release information for the Model G-P1 controller board.

**Printer system**

| Version | Program No. | Effective Date |
|---|---|---|
| 1.02 | G1045243A | 1st mass production |
| 1.03 | G1045243B | 1st mass production |
| 1.04.1 | G1045243C | March 2005 production |
| 1.05 | G1045243D | April 2005 production |
| 1.06.1 | G1045243E | June 2005 production |
| *1.07.02* | *G1045243F* | *July 2005 production* |

**Printer System**

| Version | Title | Symptom Corrected |
|---|---|---|
| 1.02 | - | 1st mass production |
| 1.03 | SC818 with email sending | SC818 occurs when the machine sends email if the mail server uses GIGEST-MD5 SMTP authentication. |
| | SC818 with Energy Saver Mode | SC818 occurs when the machine is in Energy Saver Mode. |
| 1.04.1 | Simplified Chinese | Wording corrections (simplified Chinese). |
| 1.05 | Double count | The total counter and optional counters are incremented twice (+2) for one sheet. Conditions: <br> - The paper is fed from the Bypass tray. <br> - Paper size: 594mm or longer (total counter), or 558mm or longer (key card counter, other optional counters). |
| 1.06.01 | Communication Error | A communication error occurs between the mainframe and RC Gate. |

**RICOH**

| Model: Model G-P1 | | Date: 24-Feb-05 | No.: RG104002c |
|---|---|---|---|

| Version | Title | Symptom Corrected | |
|---|---|---|---|
| | *Firmware update* | *The user authentication data is cleared during a firmware update. As a result, the new firmware cannot be installed with RC Gate.* | |
| *1.07.2* | *One feature of a customization added* | *The following feature from a customization was added as standard:*<br><br>*SP5-055-001 (Display IP Address):*<br>*Displays the IP address on the second line of the operation panel when the printer is in the Ready condition.*<br>*0: OFF (default)*<br>*1: ON*<br><br>*Important: To use these new features, you need to install all of the following firmware together as a set.*<br>   *Websys v1.05 or later (P/N #G1045235C)*<br>   *Controller v1.07.2 or later (P/N #G1045239F)*<br>   *Printer v1.07.2 or later (P/N #G1045243F)* | |
| | *RC Gate firmware update* | *Sometimes, the firmware cannot be updated via RC Gate.* | |

| Model: Model G-P1 | Date: 24-Feb-05 | No.: RG104003c |
|---|---|---|

## RTB Correction
The items in bold italics have been corrected or added.

| Subject: Controller firmware (printer) release note for G-P1 | Prepared by: K. Moriizumi |
|---|---|
| From: 1st Tech. Support Sec. Service Support Dept. | |

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

This RTB has been issued to announce the printer firmware release information for the Model G-P1 controller board.

**Printer**

| Version | Program No. | Effective Date |
|---|---|---|
| 1.02 | G1045239A | 1st mass production |
| 1.03 | G1045239B | 1st mass production |
| 1.04.1 | G1045239C | March 2005 production |
| 1.05 | G1045239D | April 2005 production |
| 1.06.1 | G1045239E | June 2005 production |
| *1.07.2* | *G1045239F* | *July 2005 production* |

**Printer**

| Version | Title | Symptom Corrected |
|---|---|---|
| 1.02 | - | 1st mass production |
| 1.03 | Color calibration sheet | The color calibration sheet cannot be printed out. |
| | Blank page print | The setting for Blank Page Print is cleared when the main power is turned Off/On. |
| 1.04.1 | SC990 | SC990 occurs under these conditions:<br>- The main power is turned ON while the paper tray is open<br>- Then, the color sample sheet is printed out |
| 1.05 | Version up only | (No changes).<br>The version name was updated for standardization with System v1.05. |
| 1.06.1 | Stall | If a duplex job is sent using the RPCS driver and cancelled from the operation panel or PC, the device may stall. |

**RICOH**

| Model: Model G-P1 | Date: 24-Feb-05 | No.: RG104003c |
|---|---|---|

| Version | Title | Symptom Corrected |
|---|---|---|
| *1.07.2* | *Some features of a customization added* | *Some features of a customization were added as standard:*<br>- *The IP address is displayed on the LCD.*<br>- *The IP address can be displayed on the LCD when an error message occurs (Hold down the "Menu" key for more than 5 seconds).*<br><br>*NOTE: To use these two features, you must set SP5-055-001 (Display IP Address) to "ON." You can do this from the operation panel or from WIM.*<br><br>- *Cannot print Thai/Latin characters using the PS driver.*<br><br>*Important: To use these new features, you need to install all of the following firmware together as a set.*<br>  *Websys v1.05 or later (P/N #G1045235C)*<br>  *Controller v1.07.2 or later (P/N #G1045239F)*<br>  *Printer v1.07.2 or later (P/N #G1045243F)* |

# RICOH        Technical Bulletin

| Model: Model G-P1 | Date: 29-Jun-05 | No.: RG104005 |
|---|---|---|

| Subject: Envelope wrinkles | Prepared by: K. Moriizumi |
|---|---|
| From: 1st Tech. Support Sec. Service Support Dept. | |

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

## Countermeasure for envelope wrinkles

1．Please try the following settings for envelope feeding before modifying the machine.

1) Paper setting

Select the "Plain Paper type 2" setting instead of the thick paper setting.

(Manual description will be changed.)

2) Paper Tray

Put the envelopes in the paper tray. (The normal paper tray or paper tray unit is better than the by-pass for envelope feeding.)

3) Envelope set direction

Sometimes the paper wrinkle is improved if the envelope set direction is reversed.

If the paper wrinkle is not solved, try the adjustment below.

2-1. Fusing pressure adjustment procedure

1) Remove the upper cover of the fusing unit. (4 screws)

2) Install the screws in the screw holes of the fusing pressure lever in both sides of the fusing unit as shown in Fig.1. (M3 x 14mm screws are best for this adjustment.)

3) Please confirm that the pressure release levers move smoothly and the edge of the screw touches the frame when fusing pressure is applied as shown in Fig.2.
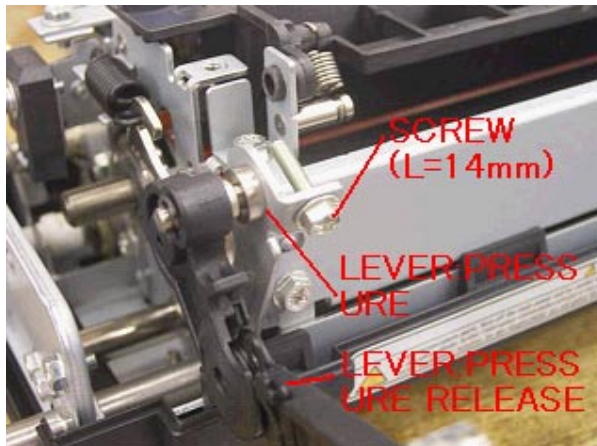
4). Reinstall the upper cover.

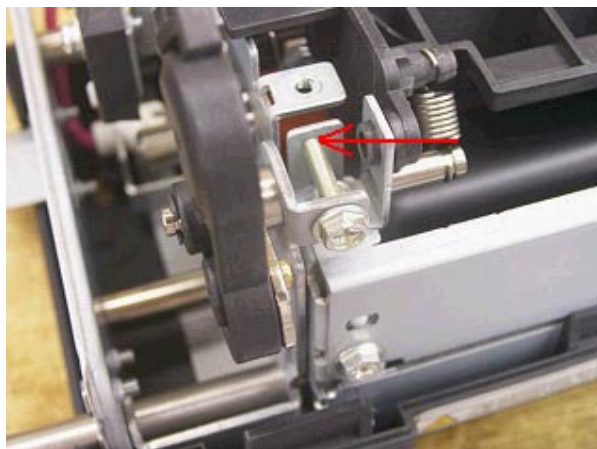The following screws are suitable for this adjustment.

   03530140N: SCREW:M3X14

   04512014N: TAPPING SCREW:3X14

   03603014N: SCREW:M3X14

<< Fig. 1 >>



<< Fig. 2 >>

2-2 Fusing SP mode settings

To correct the fusing ability after reducing the fusing pressure, the following SP setting changes are required.

| | **[Fusing Temp.]** Fusing Temperature (Paper Type, Mode, Color, Process Speed) Paper Type -> N: Plain paper 1, N2: Plain paper 2, TC: Thick, TN: Thin, SP: Special, OHP Mode -> Simple [one-sided] or Duplex Color -> K: Black only, FC: Full color Process Speed -> LS: Low speed, RS: Regular speed Reload: Print ready, between jobs | | | |
|---|---|---|---|---|
| **1105** | Adjusts the fusing unit temperature for each mode. | | Default | Changed |
| 1105 027 | TC1: Simple: [FC] | [120 to 180 / **160** / 1°C/step] | 160 | 165 |
| 1105 028 | TC1: Duplex: [FC] | [120 to 180 / **160** / 1°C/step] | 160 | 165 |
| 1105 031 | TC2: Simple: [FC] | [120 to 180 / **160** / 1°C/step] | 160 | 165 |
| 1105 037 | N: Simple: [FC]: LS | [120 to 180 / **145** / 1°C/step] | 145 | 150 |
| 1105 039 | N: Simple: [FC]: RS | [120 to 180 / **160** / 1°C/step] | 160 | 165 |
| 1105 040 | N: Duplex: [FC]: LS | [120 to 180 / **145** / 1°C/step] | 145 | 150 |
| 1105 042 | N: Duplex: [FC]: RS | [120 to 180 / **160** / 1°C/step] | 160 | 165 |
| 1105 053 | N2: Simple: [FC] LS | [120 to 180 / **150** / 1°C/step] | 150 | 155 |
| 1105 054 | N2: Simple: [FC] RS | [120 to 180 / **165** / 1°C/step] | 165 | 170 |
| 1105 055 | N2: Duplex: [FC] LS | [120 to 180 / **150** / 1°C/step] | 150 | 155 |
| 1105 056 | N2: Duplex: [FC] RS | [120 to 180 / **165** / 1°C/step] | 165 | 170 |

3. Possible side effects

1) Poor fusing

   Please make sure that toner is properly fused after the above modification. If not, slightly loosen the two screws to increase fusing pressure

2) Fusing overheat

   It is not recommended to make more than 150 prints continuously after this modification.

3) Glossiness of the image

   The gloss of the image might be slightly changed.

| Model: Model G-P1 | Date: 29-Jun-05 | No.: RG104006 |
|---|---|---|

| Subject: Controller firmware (Websys)  release note for G-P1 | | Prepared by: K. Moriizumi |
|---|---|---|
| From: 1st Tech. Support Sec. Service Support Dept. | | |

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

This RTB has been issued to announce the printer firmware (Websys) release information for the Model G-P1 controller board.

**Websys**

| Version | Program No. | Effective Date |
|---|---|---|
| 1.01 | G1045235A | 1st mass production |
| 1.04 | G1045235B | March 2005 production |
| *1.05* | *G1045235C* | *July 2005 production* |

**Websys**

| Version | Title | Symptom Corrected |
|---|---|---|
| 1.01 | - | 1st mass production |
| 1.04 | Simplified Chinese | Wording corrections (simplified Chinese). |
| *1.05* | *Some features of a customization added* | *The following settings have been added to WIM [Configuration->Device Settings->System]:*<br><br>*1.  Display IP Address on the Display Panel - Displays the device's IP address on the panel.*<br>*2.  Permit ROM Update - Enable/Disable firmware updates.*<br><br>*Important: To use these new features, you need to install all of the following firmware together as a set.*<br>*Websys v1.05 or later (P/N #G1045235C)*<br>*Controller v1.07.2 or later (P/N #G1045239F)*<br>*Printer v1.07.2 or later (P/N #G1045243F)*<br><br>*The device now supports the ROM update function via WIM. [Configuration->ROM Update]* |

# RICOH

# Technical Bulletin

| Model: Model G-P1 | Date: 29-Jun-05 | No.: RG104007 |
|---|---|---|

| Subject: Controller firmware (NIB) release note for G-P1 | Prepared by: K. Moriizumi |
|---|---|
| From: 1st Tech. Support Sec. Service Support Dept. | |

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

This RTB has been issued to announce the printer firmware (NIB) release information for the Model G-P1 controller board.

**NIB**

| Version | Program No. | Effective Date |
|---|---|---|
| 4.00 | G1045234A | 1st mass production |
| 4.08.3 | G1045234B | March 2005 production |
| *4.14.1* | *G1045234C* | *July 2005 production* |

**NIB**

| Version | Symptom Corrected |
|---|---|
| 1.01 | 1st mass production |
| 1.04 | Minor changes applied to improve reliability. |
| *1.05* | *If the paper type setting is changed via WIM while "Permit Settings by SNMPv1 and v2" is disabled, the browser will timeout. The paper type setting change will not be saved.* |
| | *SNMPv1/v2 will still send SNMP traps even if the SNMPv1/v2 function is disabled.* |
| | *Sometimes after a power cycle, the device will be unable to accept jobs from standard TCP/IP or SDM ports.* |
| | *If a lot of SNMP traffic is sent to the device, the SNMP buffer may become full. The result of this is that the device will not be able to reply to SNMP requests.* |
| | *SDM for Admin, running on a client PC that is connected to both a 1394 and ethernet interface, will not be able to retrieve the 1394 hostnames of devices.* |
| | *The SNMP service may not start when the device is turned on. Utilities using SNMP will not receive status updates from the device.* |
| | *The device can accept multiple incoming diprint (port9100) sessions. Communications via diprint (port9100) are now transmitted asynchronously.* |