

Model: K-P1, A-C2, J-P1		Date: 03-Jul-01	No.: RB003008
Subject: Slow Printing from Macintosh		Prepared by: K. Misugi	
From: Technical Services Dept., GTS Division			
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

Depending on network conditions, printing from a Macintosh is very slow.

This symptom occurs in the following machines:

Model K-P1 (Kir-P), Model A-C2 (Adonis-C2), Model J-P1 (Model J).

This occurs in the following conditions:

- Macintosh with PowerPC G3 or G4 processor
- Network: Apple Talk (Ether Talk)
- Network Speed: 100Mbps (100Base fixed)

## CAUSE

When the data is transferred at 100Mbps, depending on network conditions, the controller ASIC is not able to receive all data packets and a retry procedure occurs. As a result, print jobs from a Macintosh take a long time to print out.

## SOLUTION

Please also see the flow chart on the last page.

- 1) Check what type of hub the customer is using.  
If the customer is using a dual speed (10M/100Mbps) hub, go to step 2.  
If the customer is using a 100Base fixed (100Mbps only) hub, go to step 3.
- 2) For the customer using a dual speed hub:  
Set the network (ethernet) speed of the machine to 10Mbps.  
The default setting of the machine is "Auto." This setting can be changed in the "Network Setup" in the user mode "Host Interface" ("Interface Settings" in the "System Settings" for the Model A-C2).

End of procedure for the customer using a dual speed hub.

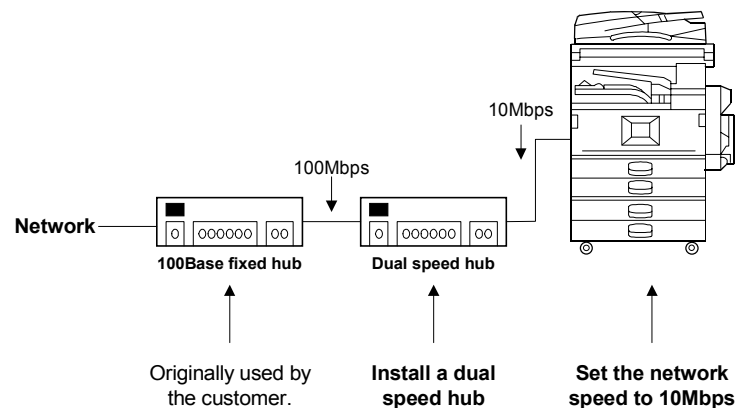
3) For the customer using a 100Base fixed hub:

**Temporary solutions:**

Perform both of the following:

- a) Set the network (ethernet) speed of the machine to 10Mbps.  
The default setting of the machine is "Auto." This setting can be changed in the "Network Setup" in the user mode "Host Interface" ("Interface Settings" in the "System Settings" for the Model A-C2).
- b) Install a dual speed hub between the 100Base fixed hub and the machine.

End of procedure for the customer using a 100Base fixed hub.



**Note:**

There is almost no effect on actual print time when the machine's network speed setting is changed from 100Mbps to 10Mbps.

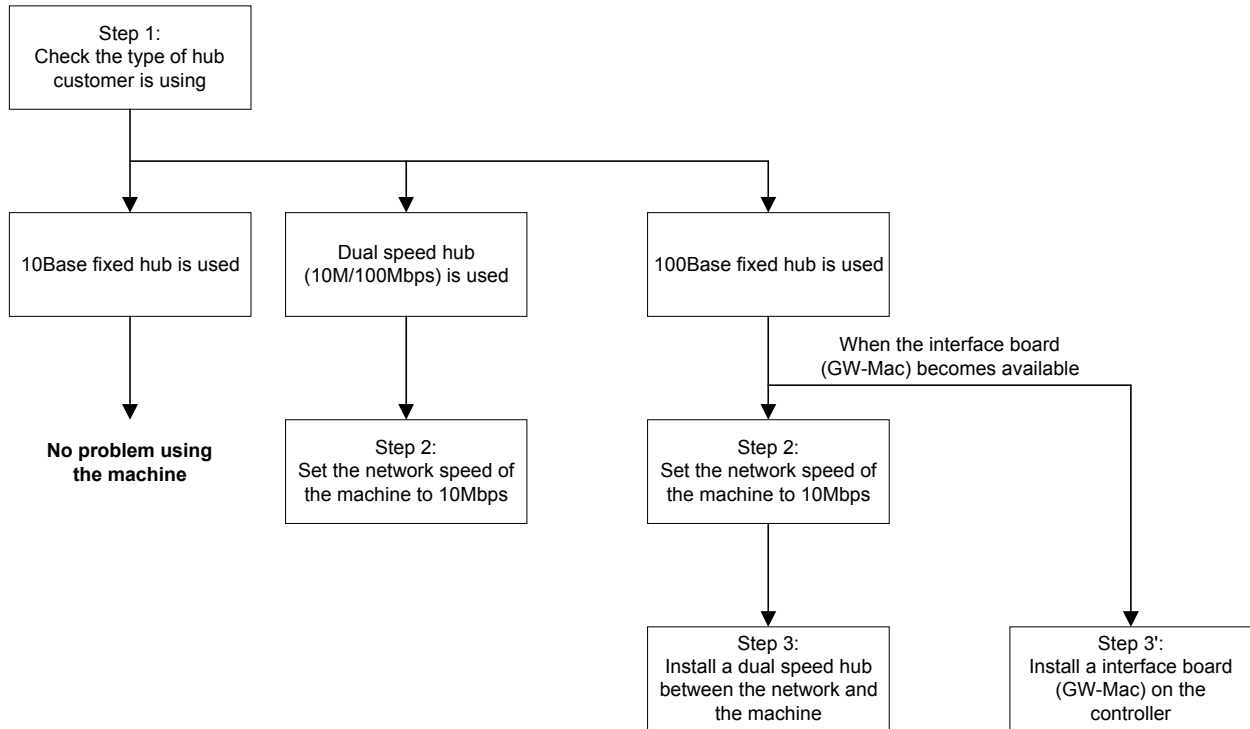
**Permanent Countermeasure:**

An interface board (GW-MAC) and a DIMM which contains firmware to drive the board will be supplied for attachment to the controller board. With these parts, the machine will work without installing a dual speed hub.

Detailed information on the interface board (GW-MAC) will be announced separately in mid July.

**Flow Chart:**

When machines are being connected to Macintosh with PowerPC G3/G4 processors with Apple Talk, check the type of hub being used and follow the steps explained below.



Model: General (GW Models)		Date: 20-Dec-01	No.: RGene010
Subject: Series Print Mode		Prepared by: K. Misugi	
From: Technical Services Dept., GTS Division			
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
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	<input type="checkbox"/> Other (      )		

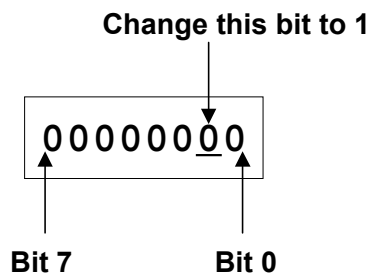
In response to complaints from customers that the intervals between jobs are too long when sent in series, a new service switch has been added to improve performance.

**New service switch:**

Controller SP mode bit switch 2, bit 1  
 Series print mode On/Off  
**0:** Off (default setting)  
**1:** On

This switch has been added to the following GW models:  
 K-P1 (Kir-P1), J-P1, A-P3 (Adonis-P3), and R-C2 (Russian-C2).

Enter the printer controller service mode, access the bit switch settings display, then change bit 1 of bit switch 2 to "1."



**Important:** Do not change any other settings. (The default setting is "0.")

**Descriptions:**

Series print mode Off (default):

The machine starts to feed paper for the next job after the last sheet of the previous job has fed out from the machine.

Series print mode On:

The machine starts to feed paper for the next job before the last sheet of the previous job is fed out.

Model: General (GW Models)

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**Conditions for use:**

For the Series Print mode to become effective, jobs must be sent from the same PC, using the same PDL and interface (Ethernet, IEEE1284, IEEE1394).

**Limitations:**

Series Print mode cannot be used when:

- The above conditions are not met
- Stapling or punching is used
- A user code is used
- Color and black-and-white jobs are mixed (only for color machines)

**Remarks:**

When enabled, the machine handles the jobs waiting to be printed as a single job.

When the Job Reset key on the operation panel is pressed, all jobs combined by this feature are cancelled.

**Applied from the following software versions:**

K-P1:	Controller Ver. 1.11
J-P1:	1st mass production of P1b
A-P3:	1st mass production
U-P1:	1st mass production
R-C2:	1st mass production