Model: Iris2/Lilac2 (Controller E-310)	Date: 21-Mar-01	No.: RB017008

Subject: E-310 Ver.1.1 (128MB) model release	Prepared by: Chisato Tsuji
From: Technical Services Dept., GTS Division	

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

The E-310 Ver.1.1 machines (G938-04, G938-05) were released from March, 2001.

Machine Codes and Default System/User Software Versions

Machine	Memory Configuration	User CD	System CD (Service Kit)
G938-01 US	256 MB (128 x 2)	Ver.1.0 (G9385081)	Ver.1.0 (G9389500)
G938-02 Int'l	256 MB (128 x 2)	Ver.1.0 (G9385081)	Ver.1.0 (G9389500)
G938-04 US	**128 MB**	**Ver.1.1 (G9385181)**	**Ver.1.1 (G9389501)**
G938-05 Int'l	**128 MB**	**Ver.1.1 (G9385181)**	**Ver.1.1 (G9389501)**

Software Interchangeability (User/System)

	Interchangeability	
System Software (Ver.1.0/Ver.1.1)	X/O	X/O as a set
User Software (Ver.1.0/Ver.1.1)	X/X	

Ricoh Serial Number Format

Y= Last digit of the year (e.g. 2001 is 1).
MM = Month + 84 (e.g. January is 85, December is 96).

Machine:	Memory:	Serial Number:
G938-01 US	256 MB (128 x 2)	P47**YMM**00001 - 19999
G938-02 Int'l	256 MB (128 x 2)	P47**YMM**50001 - 69999
G938-04 US	128 MB	P47**YMM**20001 - 49999
G938-05 Int'l	128 MB	P47**YMM**70001 - 99999

Differences between E-310 Ver.1.0 (G938-01, -02) and Ver.1.1 (G938-04, -05)

- Components:

P/N for G938-01 G938-02	P/N for G938-04 G938-05	Description:	Q'ty:	Note:
G9385020	G9385020	128MB DIMM	2 (G938-01,-02)	P/N is the same but the Q'ty is different
			1 (G938-04,-05)	
G9385081	G9385181 (EFI P/N 45021491: 10pcs)	User Software	1	

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P/N for G938-01 G938-02	P/N for G938-04 G938-05	Description:	Q'ty:	Note:
G9385082	G9385182 (EFI P/N 45021468)	Doc Pack English	1	Getting Started (Same) Color Guide (Same) Job Management Guide (Same) Printing Guide (Same) Configuration Guide (Same) Release Notes 1.1 (New) Addendum (New)
G9389500 * will be changed to G9389501 from March 2001 See MB No. **MG938001**	G9389501 (EFI P/N 45021493)	Service Kit (System CD)	1	Please order this item as soon as possible.

- Notes on software (when both the System Software Ver.1.1 and User Software 1.1 are used):

  1. A new scanning compression technology has been applied, which uses just 128 MB of memory. Note: Scanning quality is identical to that of the V1.0 256MB.
  2. Expert color settings can now be accessed from the printer driver. There will be a User Addendum packed together with the controller explaining this function.
  3. The Job Cancel procedure from the operation panel will be modified as follows:
     When an error occurs, the error message itself (e.g. "Load A4...") will be displayed on the panel instead of the Job Cancel message. Users can view the Job Cancel message by using the scroll button on the panel.

Important Notes:

Do not install system Ver.1.0 in 128 MB machines, as the scanning quality may be very poor.

Model: Iris2/Lilac2 Controller E-310	Date: 15-Nov-01	No.: RG938001

Subject: "Please Wait", White Line Scans, etc.	Prepared by: Chisato Tsuji
From: Technical Services Dept., GTS Division	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
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SYMPTOM

A number of the following symptoms can occur, followed in most cases by a blinking "Please Wait" message that will not clear.

- freeze at please wait
- freeze at loading system
- freeze at scan test
- freeze intermittently
- freeze during printing
- freeze at idle

- abnormal print
- unable to print
- unable to boot
- white lines through images
- Postscript error from Mac

Note: When "PLEASE WAIT" is displayed in all capital letters, the message is coming from the Copier Interface Kit, so please check if the copier interface kit has been properly installed.

CAUSE

Incomplete connection between the copier interface and Fiery controller.

When there is an incomplete connection between the interface and controller, sometimes the controller does not receive the engine interface signals and/or the proper amount of power. In addition to the above symptoms, in the worst case the controller software can be damaged. Also, improper engine shutdown with an incomplete connection can cause a hard drive failure, as a subsequent power On will prevent a normal boot-up or cause a freeze.

The incomplete connection can be caused by the following:

1. Some units were shipped from the factory with the connector in the condition shown in Fig. A below, i.e. the connector was not sticking out at least 4.2mm from the unit (as it should).
2. The connector clears the unit side face by at least 4.2mm, but the controller unit was not inserted far enough into the interface unit at installation (Fig. 1-4 below).

Please see the *Solution* for the field on the next page. Also, for #1 above, the manufacturer has added extra checks to make sure that the connector is positioned at least 4.2mm out from the unit frame, from Nov '01 controller mass production.
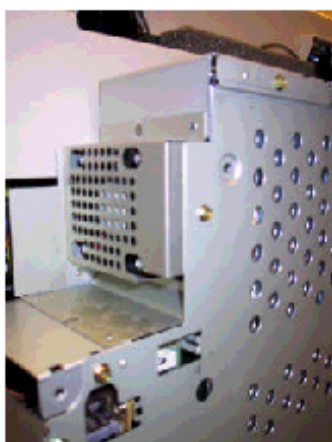
Figure 1 Front view – not fully seated

Figure 2 Rear view – not fully seated

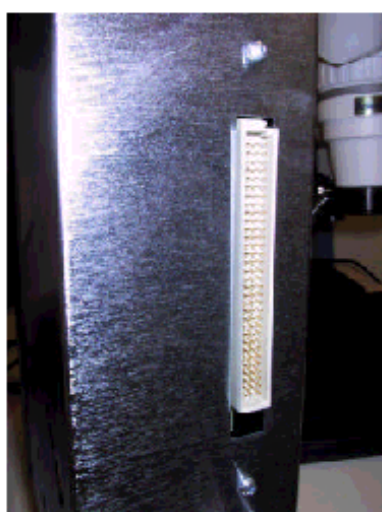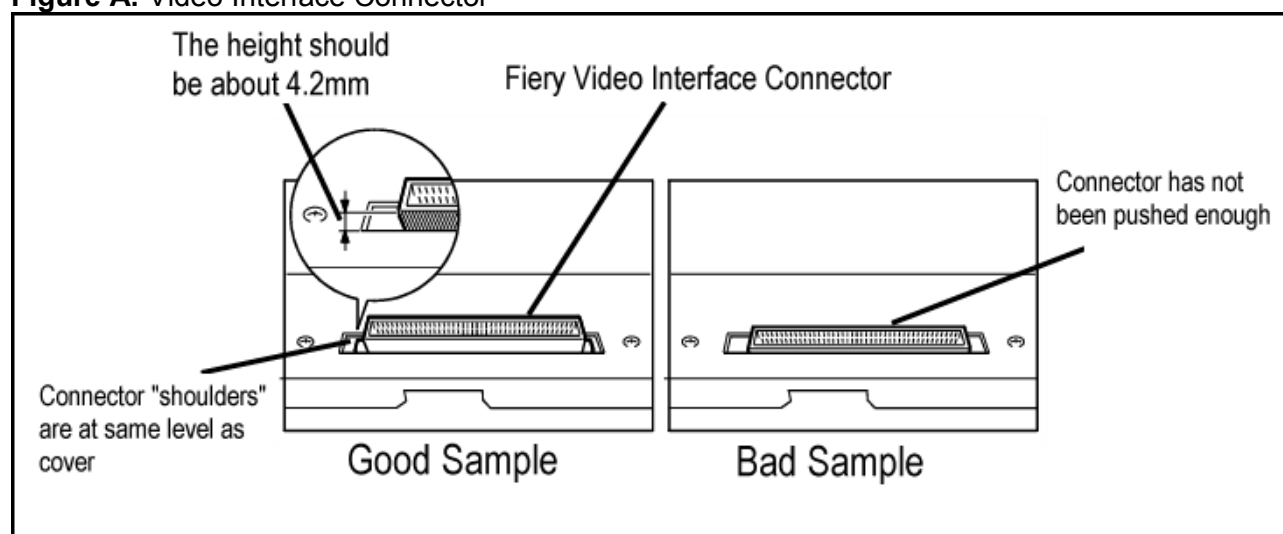
Figure 3 Top view – not fully seated

Figure 4 -96 pin High Density connector

Figure A: Video Interface Connector

The height should be about 4.2mm

Fiery Video Interface Connector

Connector "shoulders" are at same level as cover

Good Sample

Connector has not been pushed enough

Bad Sample

SOLUTION

1. Shut down the Fiery system and turn off the copier main power.
2. Pull out the Fiery controller unit and check to see if the video interface connector sticks out from the unit 4.2mm or more (Fig. A). If not, then follow the instructions in Fig. B below.
3. Fully reseat the controller all the way into the interface unit until the connector fully engages (Fig. 5, 6).
4. Turn on the copier main power.

Figure B: Instructions for pushing out the connector from the unit more than 4.2mm
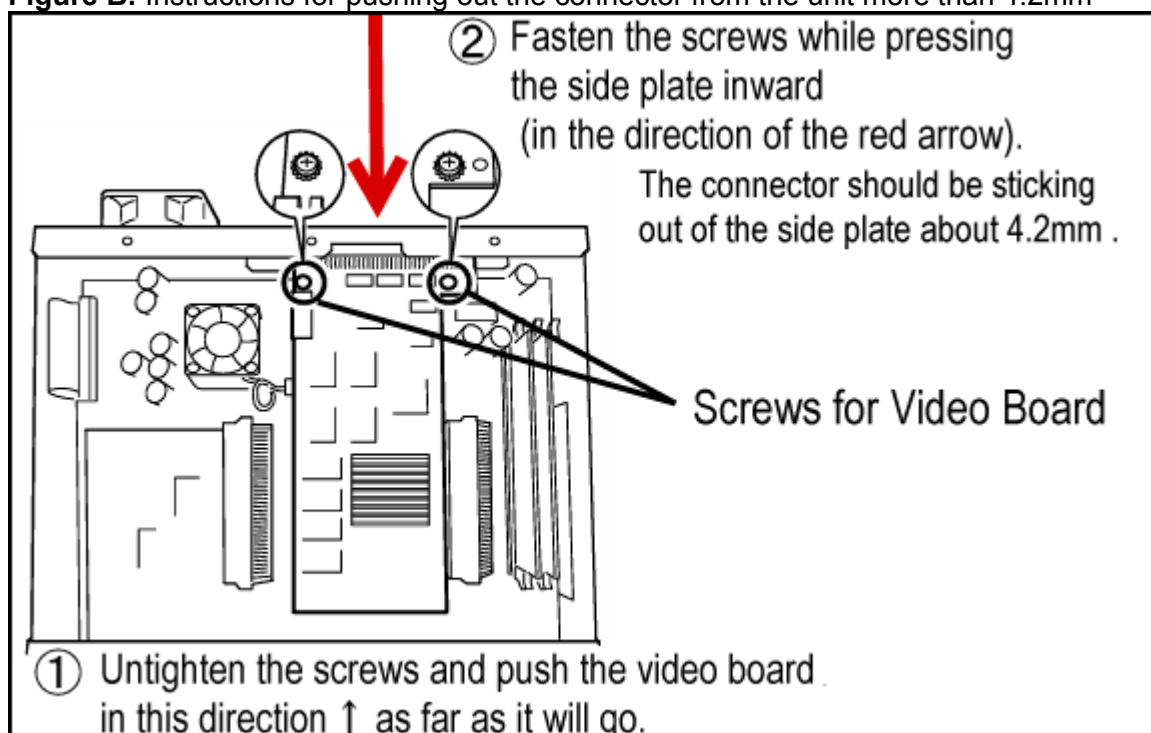

② Fasten the screws while pressing the side plate inward (in the direction of the red arrow). The connector should be sticking out of the side plate about 4.2mm .

Screws for Video Board

① Untighten the screws and push the video board in this direction ↑ as far as it will go.

Figure 5.   Figure 6

Model: Iris2/Lilac2	Date: 15-Oct-02	No.: RG938002

Subject: E-310 System Version 1.11 Release Information	Prepared by: Chisato Tsuji
From: Technical Services sec. Service Planning Dept.	

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

This RTB has been released to announce the release of E-310 System Ver1.11, containing the following new features and corrections from the previous version.

Note: The system version can be checked by printing out the configuration sheet.

New Features of Ver.1.11

Backing up system software and settings

Use this function after you configure setup options, install additional fonts, create custom simulations, or calibrate the system. This function creates a back up of system software, settings, and user-installed fonts so you can restore them later to solve system problems, as described below. You need to run Clear Server before using this function.

Restoring system software and settings

Restore the backed-up version of system software and settings to solve system problems that may be caused by corrupt content on the hard disk drive. This function ensures that user-defined settings and user-installed fonts are restored when you restore system software.

Restoring factory default system software

This function restores the original factory-installed system software and default settings. Use this function if the "Restore system software and settings" function described above does not solve system problems that may be caused by corrupt content on the hard disk drive. Note that when this is performed, the system software is completely overwritten to its factory default version, meaning that user-defined settings are also returned to their defaults and user-installed fonts are cleared.

Advantages to using these features
Utilizing these features can minimize machine downtime when servicing a system problem at the customer site.

Detailed Instructions
The detailed instructions on how to use these features can be found in the Addendum document packaged together with the document package (P/N G9385090) and Service Kit (P/N G9389502).

Also, the three features described above can be operated by the customer, as there are no special tools required (e.g. no extra CDs).

Model: Iris2/Lilac2	Date: 15-Oct-02	No.: RG938002

Bug Corrections from Ver1.0/1.1 → 1.11

Bugs Corrected	Patch Number
Thumbnails A and B were disabled by default.	1-2CGRS
When setting up a static IP address in Fiery Setup, the Fiery LCD will freeze.	1-2T2ZT
When the E-310 is connected to a Mac via a crossover cable, printing may not work correctly or the connection may be broken.	1-247GZ
Printable image area may shift on all standard paper sizes under 12 x 18.	1-28AX9
1. Image data is clipped in some output files created with Adobe Illustrator. 2. Corrupted background on some Adobe Illustrator files printed out using tiling mode.	1-20PFX
Blank pages increment the color count meter. The patch fixes this by making the blank page increment the black count meter.	1-4E8BP
WebSpooler Job Log does not export.	1-2L6IA
Paper jams can occur when feeding 11x14 (custom size) from the by-pass tray.	1-67E8O

Other Changes

1. ScanDisk (increased reliability):
ScanDisk will run each time the system starts.

2. For increased security, the default password for access to the E-310 controller operating system (NT 4.0) has been changed as follows:

User ID: "administrator"

Password: "Fiery.1"   (previously blank on the E-310).

Note: Although in most cases the password is not used by the customer, it has been added to provide increased security against outside access, and for special cases such as when running a virus scan program from a client PC to check the E-310 hard disk.

Notes on Handling Ver1.11

- Ver1.11 will be applied to E-310 mass production from September '02.

- Ver1.11 will also be applied to the E-310 Service Kit (P/N G9389501 → G9389502), included in the system CD. For details, please refer to MB #MG938003.

- Because the backup and restore features described above are designed to minimize downtime at the customer site, when installing any E-310 machines produced before September '02 (i.e. containing Ver1.1), it is recommended to update to Ver1.11 at the same time.

- User CD Ver1.1 should be used with System Ver1.11, as there is no update applied to the User CD.

- If upgrading the system from Ver.1.0 to 1.11 at the customer site, please make sure to prepare the User CD Ver.1.1 (P/N G9385181) and also please give the customer a copy of the Addendum included in the Service Kit.

- If upgrading the system from Ver.1.1 to 1.11 at the customer site, please give the customer a copy of the Addendum included in the Service Kit.