Service Bulletin

Model:
iR2200
iR2200i

iR2220N

iR3300

iR3320i
iR3320N

Ref No.:
iR3300-028

(F1-T01-0L5-10094-01) **iR2220i**

Date: iR2800

June, 2005 **iR3300i**

Location:
Controller Box Assembly
Subject:
Preventive measure against the communication error between Ethernet board PCB and the switching hub
Detail:

<Symptom>
When Ethernet board is connected to the switching hub (Catalyst 6500 series or the like by CISCO), which has the function of "Inline Power" (Refer to the description of "Function of Inline Power" below), the communication error may occur between them.

<Cause>
When the function of "Inline power" of the switching hub is used, a circuit component on Ethernet board operates improperly due to the electricity provided by the switching hub and that results in the communication error.

"Function of Inline Power"
This function enables a switching hub to provide electricity through network cable to the appliances of miniature size, such as IP phone or Internet camera, which have no alternative other than this to get power.

<Factory measures>
Change the circuit component to new type so as to prevent the malfunction.

Servicing work:

When the symptom above occurs, replace Ethernet board to new one (FM1-0196-000).

Points to note for servicing work:
1. The new-type ETHERNET board cannot be recognized in combination with earlier software versions than those listed below, resulting in an operation failure. Therefore, when replacing the ETHERNET board with the new one on the machine with versions earlier than those listed below, be sure to upgrade them to the versions listed below or later versions.
iR2200/iR2800/iR3300: SYSTEM VER.42.03; Boot ROM VER. 26.44
iR2220N/iR3320N: SYSTEM VER.34.05; Boot ROM VER. 26.44
iR2220i/iR2820i/iR3320i: SYSTEM VER.34.05; Boot ROM VER. 26.44
iR2200i/iR2800i/iR3300i: SYSTEM VER.25.02; Boot ROM VER. 26.44
2. Take necessary actions referring to the table below regarding the appropriate combinations (all models) of the network board, which is compatible with the switching hub with the function of "Inline Power", and the System/BootROM versions.

PARTS NUMBER OF NETWORK
MODEL	BOARD	SYSTEM VER.	BOOT ROM VER.
iR2200/iR2800/iR3300	FM1-0196	42.03 and later	26.44 and later
iR2220N/iR3320N	FM1-0196	34.05 and later	26.44 and later
iR2220i/iR2820i/iR3320i	FM1-0196	34.05 and later	26.44 and later
iR2200i/iR2800i/iR3300i	FM1-0196	25.02 and later	26.44 and later
iR5000			
230V :PKL/PQV/PRV			
230V ITA:PKK			
230V UK:QCW			
230V FRN:SCK			
230V GER:TBZ	Do not use new board (FM1-0196) in combination with models described on the left		
230V EUR:UFM	because it cannot recognize them and any combination of them causes malfunction		
	regardless of the system/BootROM versions. A board attached to the main body (FG6-5964) has no problem as it is supported, but it is not available. Therefore, if the board		
iR6000			
230V :PLH/PQY/PRX	requires replacement in the field, replace with old type (FG6-9898) and mount a router		
230V ITA:PKZ/PQX	or hub additionally between the board and the switching hub.		
230V UK:QCX			
230V FRN:SCL			
230V GER:TCM			
230V EUR:UFN			
iR4600N	FM1-0196	81.03 and later	26.44 and later
iR5000D/iR6000D	FM1-0196	81.03 and later	26.44 and later
iR5000i/iR6000i	FM1-0196	9.01 and later	26.44 and later
iR5020/iR5020N/iR5020i	FM1-0196	55.06 and later	26.44 and later
iR6020/iR6020N/iR6020i	FM1-0196	55.06 and later	26.44 and later
iR8500/7200/105	FM1-0196	82.04 and later	26.44 and later
iR85+/iR9070/iR8070/iR105+	No Problem	ALL VERSIONS	ALL VERSIONS

iR3300-028

iR C3100 FM2-3892 30.06 and later 21.04 and later
iR C3200/3220 FM2-3892 54.01 and later 6.06 and later
iR C6800/5800 FM2-3892/FM2-2992 ALL VERSION ALL VERSION

Service Parts:

No.	DESCRIPTION	PART NUMBER	Q'TY	STOCK	P.C.	INTERCHAN GEABILITY	STOCK DATE	
	OLD	ETHERNET BOARD PCB ASSEMBLY	FG6-9898-000	1->0	F	N		MID. OF	
1				900				APR.	ETHERNET BOARD PCB
	NEW	FM1-0196-000 ASSEMBLY	0->1	D	Y				

Affected Machines:
No machines with the new type ethernet board PCB assembly in the factory.

R2200 E602 - 0004 after firmware upgrade

LinkBack
Thread Tools
Display

02-12-2011 #1
n1039
n1039 is offline
Junior Member Array

Join Date
Feb 2011
Posts
1

Rep Power
0

IR2200 E602 - 0004 after firmware upgrade

Hello all.

Did some searching first but could not find the answer.

Trying to install the network card in an IR2200.

Upgraded firmware to 45.01 using SST 3.22 and standard parallel cable with xp.

Completes successfully but when I power cycle the copier it starts to boot then shows error E602 - 0004.

Tried a few different hard drives with the same result.

Going back to the original hard drive with old firmware. I can access the LAN web based Remote UI. That works fine.
Any suggestions would be very much appreciated.

Last edited by n1039; 02-12-2011 at 10:32 PM.

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02-14-2011 #2
charm5496
charm5496 is offline
Field Supervisor 1,000+ Posts Array charm5496's Avatar

Join Date
Apr 2008
Posts
2,042

Rep Power
32

4. E602-0004 – An error is found in the read/write address for the hard disk.
Read/write error on HD
[Equivalent to a Low Level
Format]
Perform the following:
1. SERVICE_MODE>COPIER>FUNCTION>SYSTEM>CHKTYPE,
and Select #1 through #4.
2. Press OK
3. Press HD-CLEAR for each CHK-TYPE #.
4. Press OK
5. Turn OFF/ON machine.
NOTE:

Performing CHK-TYPE #1 will erase Mailbox Registration
HD FORMAT
[Equivalent to a High Level
Format]
To perform HD Format, perform the following:
1. Enter Download Mode by holding 2&8 and powering ON.
2. Start Service Tool and perform HD Format
3. Reinstall System Software, RUI, & Language.
(Note) Partitions on imageRUNNER Hard Drive:
1) Image storage area
Saves and stores image data.
2) General-purpose file storage area
Stores user setting data, various log data, PDL spool data, and image data address.
3) PDL-related file storage area
Stores font data for printers.
4) Firmware storage area
Stores system software.

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Accidents don't just happen. They must be carelessly planned.

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02-14-2011 #3
teckat
teckat is offline
Field Supervisor 5,000+ Posts Array teckat's Avatar

Join Date
    Jan 2010
Location
    VA
Posts
    7,959

Rep Power
    93

First try this/ Defrag method>>>
    power off printer, hold down the '1' and '9' keys on the keypad for approximately 6-8 seconds while powering up printer,u will see a flashing block that will show in the top left corner of the LCD, let go of the keys>
    Blocks will drop while the defrag takes place ,Normally, 'HD-Check' lasts about 15-20 minutes, and ends if no fault is encountered or specific sectors have automatically been repaired bringing up DOWNLOAD MODE on the LCD.
    DO NOT STOP ONCE STARTED.In certain cases,"HD-Check" can take longer than 15-20 minutes and sometimes the machine can hang in this mode and will never complete.

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02-15-2011 #4
ymmtech
ymmtech is offline
Senior Tech 100+ Posts Array

Join Date
    Jun 2009
Posts
    185

Rep Power
    8

My E602-004 fix
This is known problem that will occur after changing hdd that work on different IDE transfer speed.(DMA/UDMA mode)

Model.......Max Transfer speed
MK6014....14MB/sec
MK6017....17MB/sec
MK2023....23MB/sec

The IP booard IDE controller uses slower transfer speed if the is hdd is mk6017 or 6014, and switch to higher speed if hdd is mk2023,xx32.

The "Change of DMA/UDMA mode" only be possible when we install system software starting from ALL_HDF or HDFormat. It execute once only at first system power on.

For me, I use non standard way to install system software so to avoid this error and be able to switch between different hdd, (mk6014,mk2023, or similar) in a short time.

Last edited by ymmtech; 02-16-2011 at 12:47 AM.

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02-20-2011 #5
DAG COPIERS & COMPUTERS
DAG COPIERS & COMPUTERS is offline
Service Manager 250+ Posts Array

Join Date
    Oct 2010
Location
    kampala city

Thanks, ymmtech ,for that interesting technical information/detail.
Could you kindly share with us also that "NON-STANDARD" way of installing the system software? surely learning is a continuous process.

    Share
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    non-standard way

    HDD Cloning

    HDD Clone small.JPG

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    Knowledge is time consuming, exhausting and costly for a trained Tech.

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    Thanks teckat, I've got it.

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    Teckat - from your post it appears you got HDD cloning for that series to work. Mind telling us what program and the process you went through? I may possibly need to load system software to over 10 units and sure would be nice to clone vs SST. If you want an e-mail I can provide a throw-away one.

    PS I tried checking to see if your post had a link, but not on my system : (

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I do not do cloning, only just provided some knowledge I have heard about cloning

u can not use the SST TO CLONE AN HDD

I just know that some techs perform this to carry or have on hand spare HHD's loaded with some machines firmware they work on.
This is forbidden in my company - (SECURITY ISSUES)

Guess u need to remove a working iR machines HDD- clone it outside of the printer - then return original HDD back to printer-

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02-20-2011 #10
nc1038
nc1038 is offline
Junior Member Array

Join Date
    Feb 2011
Posts
    1

Rep Power
    0

Thanks charm5496

    Thanks charm5496 that solved the problem!.

    I had no luck with the 19 trick, it just flashed a curser.

    The other missing part was the replacement drive was not on the "list" of drives.

    The format tool file, if you open it with note pad shows a list of all the "approved" drives with some hex code below them. I got lucky and had an extra
drive that was on the "approved" list.

    Once the correct replacement drive was installed. The info charm5496 provided worked 100%

    We were trying to upgrade a canon ir2200C, to an N, which involved a ROM chip and a network card.

    The reason why we pulled the old hard drive out, was it sounded like it was going to fail.

    Yes, you can clone drives. But to use SST and want to load a firmware. You have to use the correct drive :-0

    Lost my old password, and the reset function of this site doesn't work. So a new name.