Canon SERVICE BULLETIN COPIER
Issued by Canon Europa N.V.

MODEL: **Network Multi PDL Printer Board-D1**
Network Printer Board-E1

No.: GP-GEN-008
(98SQE0-B0017)
Date: 26.06.98

LOCATION: SYSTEM SOFTWARE V1.0

SUBJECT: NEW RELEASE

1. Outline

Controllers for GP215/210, "Network Multi PDL Board-D1 (PS/PCL)", "Network Printer Board-E1 (PCL)" (GP-D1/E1) were released.
For details on their specifications and instruction, see Service Bulletin GEN-604A.

2. Details

As the controllers were released, remaining problems and restrictions on the system software and printer driver is informed.

(2-1) System Software

- Error code E675 may occur when mass-printing from network is executed.(e.g. continuous printing of 100-pages of multiple pages and duplex)

[Cause]

When reception and printing processes are performed in succession on the printer board, a problem may occur with the communication to the GP main body.

[Countermeasure]

After GP is turned off/on, disperse print jobs and execute print again.

- Error code E675 may occur when the main power of GP is turned off and on quickly (for about 1 sec.)

[Countermeasure]

Turn on GP main body after about 3 second it is turned off.

- The printer driver installed from Web Installer is older than the User CD.

[Countermeasure]

Explained in Release Note. The printer driver must be installed from the User CD.
For the driver installed form Web Installer, problems such as "image margin is too large" are not modified.

- 17 characters or more cannot be entered in the NDS Setup.

[Countermeasure]

Specification. Explained in Release Note.

- When the data is sent from the Parallel port in the state "Wait...." after GP is turned on, GP-D1/E1 print out improper images.

[Countermeasure]

Execute printing after the printer board launches normally. This problem does not occur when the data is printed from Network

- The "EXIT" button does not operate in the Save Changes screen of [Server Setup],[Network Setup] and [Job Log Setup].
[Countermeasure]
Limitation as designed. If the screen returns with OK key, it is not considered as a problem.
- "Output Bin" is selectable in [Copier Setup] on GP-D1/E1 on GP with Multitray-3.
[Countermeasure]
Modified in STEP2.
- When PCL Printing Only is set on GP-D1 and GP-E1, even if Tabloid/A3 is specified in Job Page Size of [Job Log Setup], the data is printed out on Letter/A4.
[Countermeasure]
Modified in STEP2.

(2-2) Printer Driver

- Image margins in PostScript and PCL are as follows;
(2-2-1) In case of PostScript, 2.5mm for each side in each paper size.
(2-2-2) In case of PCL, see the following tables.
(i) Windows NT4.0 PCL5e Driver

	A4(Portrait)	LTR(Portrait)	A4(Landscape)	LTR(Landscape)	A3	11x17
Top	5.25 (1.75)	5.50 (6.50)	6.75 (5.25)	7.00 (5.00)	9.25 (5.00)	7.50 (5.00)
Bottom	6.50 (6.25)	5.75 (2.25)	2.50 (2.75)	2.50 (3.00)	2.75 (1.25)	2.75 (1.75)
Left	8.50 (5.00)	9.25 (4.75)	6.75 (5.50)	5.75 (2.00)	7.00 (3.25)	6.50 (4.00)
Right	4.50 (2.75)	4.50 (3.00)	4.25 (1.75)	4.50 (6.75)	5.75 (4.75)	7.25 (5.25)

*Unit: mm Values for HP5Si Mopier in parentheses
* Surveyed on Illustrator7.0 and WinNT4.0 Driver

(ii) Windows95 PCL5e Driver

	A4(Portrait)	LTR(Portrait)	A4(Landscape)	LTR(Landscape)	A3	11x17
Top	5.00 (4.50)	6.00 (7.25)	6.75 (5.25)	7.00 (4.50)	9.00 (7.00)	7.25 (5.00)
Bottom	7.25 (6.50)	5.75 (4.25)	2.50 (3.25)	2.50 (3.00)	2.50 (2.50)	2.75 (1.75)
Left	6.75 (8.50)	9.00 (7.00)	4.00 (8.25)	5.75 (4.25)	7.75 (5.75)	6.25 (6.25)
Right	5.00 (4.50)	4.50 (4.75)	6.75 (3.00)	5.00 (6.25)	5.25 (7.50)	7.25 (7.25)

*Unit: mm Values for HP5Si Mopier in parentheses
* Surveyed on Illustrator7.0 and Win95 Driver

(iii) Windows3.1 PCL5e Driver

	A4(Portrait)	LTR(Portrait)	A4(Landscape)	LTR(Landscape)	A3	11x17
Top	5.25 (4.50)	6.75 (8.75)	2.25 (5.00)	2.25 (5.00)	4.25 (7.00)	2.75 (5.25)
Bottom	6.25 (8.00)	6.00 (3.00)	7.00 (3.25)	7.00 (3.25)	7.00 (2.25)	7.25 (1.75)
Left	9.75 (7.00)	9.00 (7.00)	4.00 (8.00)	4.25 (3.00)	5.00 (6.75)	7.00 (6.75)
Right	4.00 (5.00)	5.50 (5.25)	7.00 (3.25)	6.25 (8.00)	7.50 (6.75)	7.00 (7.00)

*Unit: mm Values for HP5Si Mopier in parentheses
* Surveyed on PageMaker6.0 and Win31 Driver

- Documents with graphic images, stylized fonts and font effects may not be printed normally (PCL Drivers)
[Countermeasure]
The problem does not occur if "Always Use Host Fonts" is selected in Fonts Tab on the driver and printing is executed.
- [Help] is not displayed in the Windows NT4.0 PCL Driver.
[Countermeasure]
Limitation

- Up to Paper Tray 6 can be selected in the Windows NT4.0 PCL5e Driver, whether there is Lower Cassette or not.
[Countermeasure]
Modification is planned in STEP2.
- If print image FAX is executed with 600dpi set for resolution and YES for Cover Sheet in the Windows95 PCL5e driver, space between lines on the fax image turns improper.
[Countermeasure]
Set 300dpi for resolution when the print image FAX is used. (Explained in Release Note). The program is to be modified in STEP2.
- An address book for FAX cannot be displayed from Adobe PageMaker6.5 in Windows95 PS Driver.
[Countermeasure]
No modification is planned because the problem lies in the application side.
- When printing is executed via AppleTalk or TCP/IP in Windows NT4.0 PS driver, if "pscript.sep" is used as separator page, the separator page is not printed normally.
[Countermeasure]
"sysprint.sep" must be used for the separator page in Postscript.
- Chicago fonts are printed out incorrectly, when printed from Macintosh.
[Cause]
It is necessary to switch fonts for Macintosh to fonts attached with User CD because this printer board is PostScript Level3. However, since Chicago fonts are always used in Macintosh System, they cannot be switched.
[Countermeasure]
Specification
- After PCL printer driver is installed in Windows3.1 environment, if PS printer driver is installed, the message "This driver cannot be upgraded because it is currently being used by Windows" appear and the installation cannot be executed.
[Countermeasure]
Explained in Release Note. Install PS Driver first, or reboot Windows after PCL driver is installed.
- When PCL driver is installed first in Windows95(French and Spanish), PS Driver cannot be installed.
[Cause]
The file, "EFMC5010.fax", is used both in PCL driver and PS driver. When this is installed with each driver, the date of the installed file is different respectively. (The old file is installed with PS Driver.)
[Countermeasure]
Explained in Release Note. PS driver should be installed prior to PCL driver.

(2-3)Web Tools

- Microsoft Internet Explorer 4.0x or Netscape Communicator 4.0x are recommended for Web Tools.
- Netscape Communicator 4.0x should be used for Token Ring Network.

(2-4)GP Main Body

- If 41 more two-sided copies of A4/LTR are directed to the sort bins, a jam tends to occur in the duplexing unit after generating 20 copies.
[Countermeasure]
Modification is planned in IP 58.01 and later.
- If a fax file containing data equivalent of 150 pages or more is handled, a system down tends to occur.
[Countermeasure]
Modification is planned in IP 59.xx and later.

- If a pick-up jam occur as a result of copying operation in a copier/printer combination, the printer fails to turn off the message "Unknown Copies" after recovery.
[Countermeasure]
Modification is planned in IP 59.xx and later.
- If the paper delivery jam occurs at the last page when duplex-printing of pages exceeding the maximum load of the duplexing unit is executed, the printer does not recover.
[Countermeasure]
Modification is planned in IP 59.xx and later.

3. User Software CD V1.0

The directory structure of User Software CD as follows;

```
\English ── Readme.txt
         ── \Instarls ── \Win31 ── \Download
                                  \Spooler
                                  \PCL_drvr (EFMC5010.PDD:46766bytes:April.03.1998)
                       ── \Win95 ── \Download (Fiery Downloader 3.2.010)
                                  \PCL_drvr (EFMC5010.PDD:46766bytes:April.03.1998)
                       ── \Win_NT4 ── \Download (Fiery Downloader 3.2.010)
                                  \PCL_drvr (EFMC5010.PDD:46766bytes:April.03.1998)

\Deutsh     (EFIMC5010.PDD:46905bytes:April.03.1998)
\Espanol    (EFIMC5010.PDD:47024bytes:April.03.1998)
\Francais   (EFIMC5010.PDD:46839bytes:April.03.1998)
\Italiano   (EFIMC5010.PDD:46947bytes:April.03.1998)

\PSoption ── \English ── \Instalrs ── \PS_drvr ── \Win_31 (based on Adobe PS3.0.1)
                                                  (EFIMC5010.PPD:92316bytes:March.23.1998)
                                                  \Win_95 (based on Adobe PS4.2.2)
                                                  (EFIMC5010.PPD:93926bytes:March.10.1998)
                                                  \Win_NT4 (based on MS PSCRIPT.DRV)
                                                  (EFIMC5010.PPD:92629bytes:March.23.1998)
          ── \Deutsh ── \Instalrs ── \PS_drvr ── \Win_31 (EFIMC5010.PPD:92674byes:March.23.1998)
                                                  \Win_95 (EFIMC5010.PPD:94284byes:March.23.1998)
                                                  \Win_NT4 (EFIMC5010.PPD:92985byes:March.23.1998)
          ── \Espanol ── \Instalrs ── \PS_drvr ── \Win_31 (EFIMC5010.PPD:92735byes:March.23.1998)
                                                  \Win_95 (EFIMC5010.PPD:94272byes:March.23.1998)
                                                  \Win_NT4 (EFIMC5010.PPD:93054byes:March.23.1998)
          ── \Francais ── \Instalrs ── \PS_drvr ── \Win_31 (EFIMC5010.PPD:92569byes:March.23.1998)
                                                  \Win_95 (EFIMC5010.PPD:94094byes:March.23.1998)
                                                  \Win_NT4 (EFIMC5010.PPD:92904byes:March.23.1998)
          ── \Italiano ── \Instalrs ── \PS_drvr ── \Win_31 (EFIMC5010.PPD:92642byes:March.23.1998)
                                                  \Win_95 (EFIMC5010.PPD:94245byes:March.23.1998)
                                                  \Win_NT4 (EFIMC5010.PPD:92975byes:March.23.1998)
\SW_Patch ── systemsw.web (Patch file to enable the newest driver to be downloaded from Web Tools)
             *NOTE : Not used in this version
------------------------------------ Macintosh Software ------------------------------------

Installers(EFIGS) ── Fiery Downloader 3.2.010
                     Fiery Spooler     3.2.007a

PS Option ── Fonts ── Screen Fonts

          ── Installers ── Canon GP PS-D1 Ver1.0(91278bytes) Based on Adobe PS 8.5.1
          ── Aktualisieren ── Canon GP PS-D1 Ver1.0(91636bytes)
          ── Instaladores ── Canon GP PS-D1 Ver1.0(91697bytes)
          ── Programmes d'installation ── Canon GP PS-D1 Ver1.0(91531bytes)
          ── Programmi di installazione ── Canon GP PS-D1 Ver1.0(91604bytes)
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4. Coming Upgrades

(4-1) **Release of System v1.01 (Released on May 21)**

This system “enables the latest printer driver to downloaded via Web Installers”.
For more details, see Service Bulletin GP-GEN-008A.

(4-2) **Release of System v1.1 [=STEP2] (Planned at the middle of June)**

This system will support NetSpot v2.4 and User Interface will be modified on the printer driver.

5. Combination of ROMs

GP215 IP	Ver.49.02 and later
GP215 D-CON	Ver.37.01
Multi Tray-B2/B3	Ver.3.04
System Power Supply Assembly	FG6-3636-000 (220/240V)
Switch Regulator PCB Unit	FH3-2558-000 (220/240V) Note: You cannot use FG5-6323/FH3-2460 for GP-D1/E1.