

## Program Release Information

CSES ID-No. DLBT1401637EN02

Model: bizhub C554e/C454e/C364e/C284e/C224e/554e/454e/364e/284e/224e

SSD firmware Ver.6.03m

Subject: bizhub C554e/C454e/C364e/C284e/C224e/554e/454e/364e/284e/224e SSD firmware Version 6.03m

2014/02/07

### 1. Release version and download file name

The newly released program version and download file name is as follows.

[Release version]

<bizhub C554e/C454e/C364e/C284e/C224e SSD firmware>

| Model                                | Program Name | Current Ver. | New Ver. | Program File Name                           |
|--------------------------------------|--------------|--------------|----------|---|
| bizhub C554e/C454e/C364e/C284e/C224e | SSD firmware | 6.02n        | 6.03m    | A5C10Y0-F000-G00-A9-04--SSD-FW-Ver6.03m.exe |

<bizhub 554e/454e/364e/284e/224e SSD firmware>

| Model                           | Program Name | Current Ver. | New Ver. | Program File Name                           |
|---------------------------------|--------------|--------------|----------|---|
| bizhub 554e/454e/364e/284e/224e | SSD firmware | 6.02n        | 6.03m    | A61F0Y0-F000-G00-09-04--SSD-FW-Ver6.03m.exe |

(Note)

- This SSD FW can be applied any of MFP controller FW version. It is compatible to all mass production.
- This SSD FW is use for updating SSD FW from 6.01m or 6.02n.  
Do not use for updating from 6.00e (Old version applied in pre-production).

[Download File Name]

A5C10Y0-F000-G00-A9-04--SSD-FW-Ver6.03m.exe

A61F0Y0-F000-G00-09-04--SSD-FW-Ver6.03m.exe

C554e/554e\_Series\_PRI\_DLBT1401637EN\_2.doc

Procedure for the update of SSD firmware\_2.pdf

### 2. What changed

2.1. Release of SSD FW for C554e/C454e/C364e/C284e/C224e/554e/454e/364e/284e/224e (Ver.6.03m)

2.2. Fixed issues

The following issues are prevented in this firmware.

1. Continuous rebooting after power on
2. Can not booting up after power on

Note: Once symptom appear, this SSD FW will not effective but SSD board needs to be replaced.

### 3. How to install

3.1. How to prepare the USB

Use USB memory to install. (Basically same specification as USB for MFP FW update)

Conditions for USB memory which can be used for updating the firmware are as follows:

- Securities such as data encryption and password lock shall be released, or the security function shall be turned Off.
- Memory with 1 GB to 2 GB are recommended (One with 4 GB or more may not operate)
- Compatible with USB Version 1.0/2.0 interface
- Formatted with FAT32 type
- A USB flash memory that appears as multiple drives on a computer cannot be used.

For bizhub C554e/C454e/C364e/C284e/C224e

1. Execute "A5C10Y0-F000-G00-A9-04--SSD-FW-Ver6.03m.exe".
2. New folder "A5C10Y0-F000-G00-A9-04--SSD-FW-Ver6.03m" will be created and the components of the FW will be extracted in the folder.
3. Copy all FW data in the folder to the root directory of the USB memory.

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For bizhub 554e/454e/364e/284e/224e

4. Execute "A61F0Y0-F000-G00-09-04--SSD-FW-Ver6.03m.exe".
5. New folder "A61F0Y0-F000-G00-09-04--SSD-FW-Ver6.03m" will be created and the components of the FW will be extracted.
6. Copy all FW data in the folder to the root directory of the USB memory.

### 3.2. How to install program

Insert USB memory into the FW download port then turn on MFP. Press start key after start screen is displayed.

For the detail, please refer to the "Procedure for the update of SSD firmware\_2.pdf "

### 3.3. How to check card version

[SSD FW version]:

You can check the FW version on the panel when inserting USB memory and turning on MFP.

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## SSD BOARD UPDATE PROCEDURE

Use this procedure to update the SSD Board using the SSD Firmware Tool.

### CAUTION

**Do NOT replace both the SSD Board and the MFP Board at the same time. Doing so will cause irretrievable loss of important information and functionality.**

Because the SSD Board and the MFP board mirror each other in terms of options, replacing only one board at a time will preserve meter counts, bizhub Secure, LK options, and 3<sup>rd</sup>-party features such as key counter values, Equitrac, and eCopy, among others.

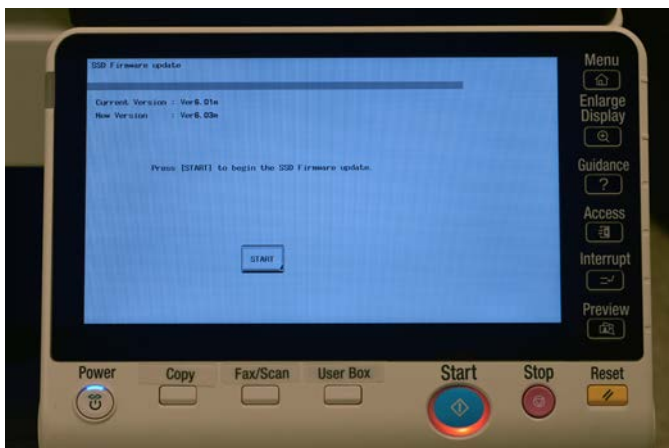
1. Prepare a USB stick with the SSD Board Firmware Tool, available for downloading from One Stop Product Support on MyKonicaMinolta.com.

This is the same process as obtaining any other firmware from Konica Minolta. Refer to the applicable service manual ("Rewriting of Firmware" section) for detailed instructions.

2. Turn OFF the MFP; then insert the USB stick into the firmware download port.

### IMPORTANT

- ▶ Use a USB stick with a capacity of 2-8 GB formatted for FAT 32.
- ▶ Do not format the USB stick before download the Firmware Tool.
- ▶ Use a "clean" USB stick for the Tool. Do not place other firmware on the stick at the same time.
- ▶ **The file must be located in the ROOT of the USB stick.**



### SSD Firmware update

Current Version: Ver6.02n  
New Version : Ver6.03n

Press [START] to begin the SSD Firmware

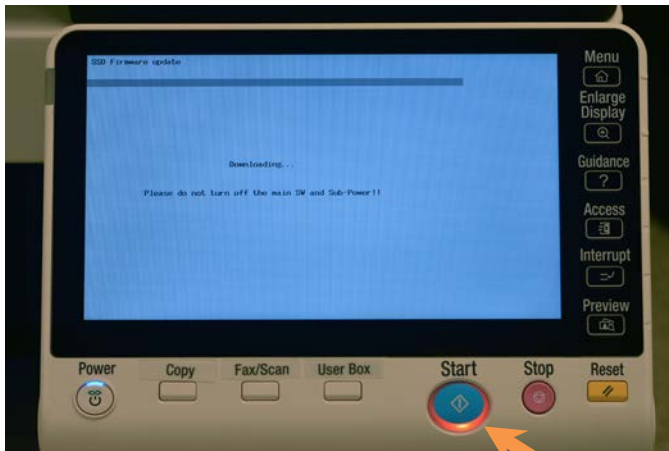
START

Indicates both current and new versions

3. Turn the main switch ON. Wait about 160 seconds for the START screen to appear and be ready to begin the SSD Board firmware update.
4. Press the START key on the screen to begin the SSD Board firmware update.

The screen message will change to “Downloading”....

Note: It takes about 180 seconds for the download to finish.



#### SSD Firmware update

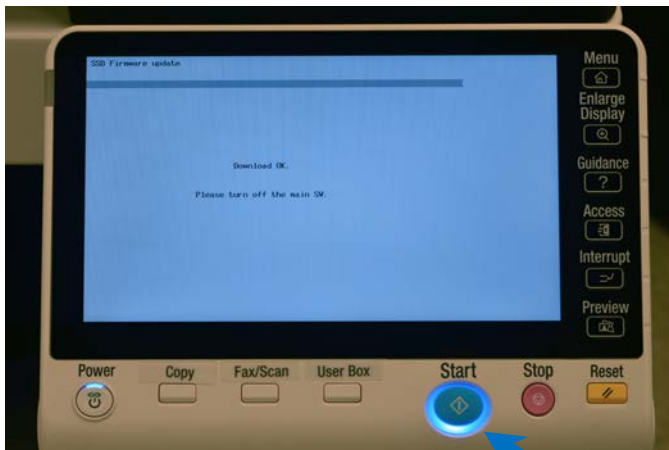
Downloading...

Please do not turn off the main SW and Sub-

**DO NOT TURN OFF  
the MFP while Downloading.**

The START button will blink **orange** during the update.

When finished, a Download OK message will be displayed.



#### SSD Firmware update

Download OK.

Please turn off the main SW.

The START button will turn **blue** when the update is done.

5. Turn the main switch OFF and remove the USB stick; then turn the machine ON.
6. After the SSD Board has been updated successfully, flash the firmware on the MFP Board to the latest version using normal firmware update procedures.
7. Check to be sure that Sleep Mode is enabled. (It may have been disabled in previous efforts to address this issue.) This step is not necessary if the new board has a blue or white dot.
  - a. Select Menu → Utility → Administrator Settings [Enter Password] → System Settings → Power Supply/Power Save Settings.
  - b. Scroll to Page 2/2.
  - c. Select Power Consumption In Sleep Mode.
  - d. Select ENABLE; then press OK to save.
  - e. Go back to Power Supply/Power Save Settings.
  - f. Select Sleep Mode Settings.
  - g. Display the keypad; then press “C” (Clear).
  - h. Use the keypad to enter “60” minutes; then press OK to save.

## **Troubleshooting SSD Board Update Issues**

If the SSD Board update fails, use the information below to resolve the issue.

### **Invalid External Memory**

SSD Firmware update

Error  
This is invalid External Memory.

Please turn off the main SW.

1. Use a correct USB stick. The USB stick must be 2-8 GB and be formatted for FAT 32.
2. Use the correct Firmware Tool. Using the Firmware Tool for color machines on a b/w MFP, or using the Tool for a b/w machine on a color MFP will result in this error message.

### **Firmware is already up to date**

SSD Firmware update

Current Version : Ver6.03m

Firmware is already up to date.

Please turn off the main SW.

1. No update will be done because the firmware is already up to date.

### **SSD Board should be changed**

SSD Firmware update

Download OK.  
But this SSD is time to exchange,  
so please replace to new SSD.  
BAD BlockCount : XXXX, XXXX

Please turn off the main SW.

1. The SSD Board works now, but may fail in the future.
2. Replace the SSD Board during the next visit.

## Download NG

SSD Firmware update

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Download NG.

Please turn off the main SW.

1. Try downloading the SSD Firmware again.
2. Reseat the SSD board if it fails a second time.
3. Replace the SSD board if it fails a third time.  
The board may have physical damage.