Reissued: 6-Dec-19

Model: Met-MF3	Date: 2-Oct-19	No.: RD0BL026a

Reissue
The items in **_bold italics_** were corrected or added, in ~~strike out~~ were deleted.

Subject: How to overwrite temporary firmware	Prepared by: Yuusuke Taniguchi
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☐ Tier 2

In cases that a temporary **_or customized_** firmware (e.g. "D0BL1234A_**LRC1234**") has been applied to a machine, a standard package firmware can NOT be applied in order to prevent any software failures caused by the mismatched combination of each firmwares.

In order to overwrite a temporary **_or a customized_** firmware and restore the machine to the standard version, follow the **PROCEDURE** below.

PROCEDURE

1. Enter the SP mode and change SP5-886-101 (Farm Update Setting: Skip LR Check) to "1", and then tap the "#" key on the operation panel.
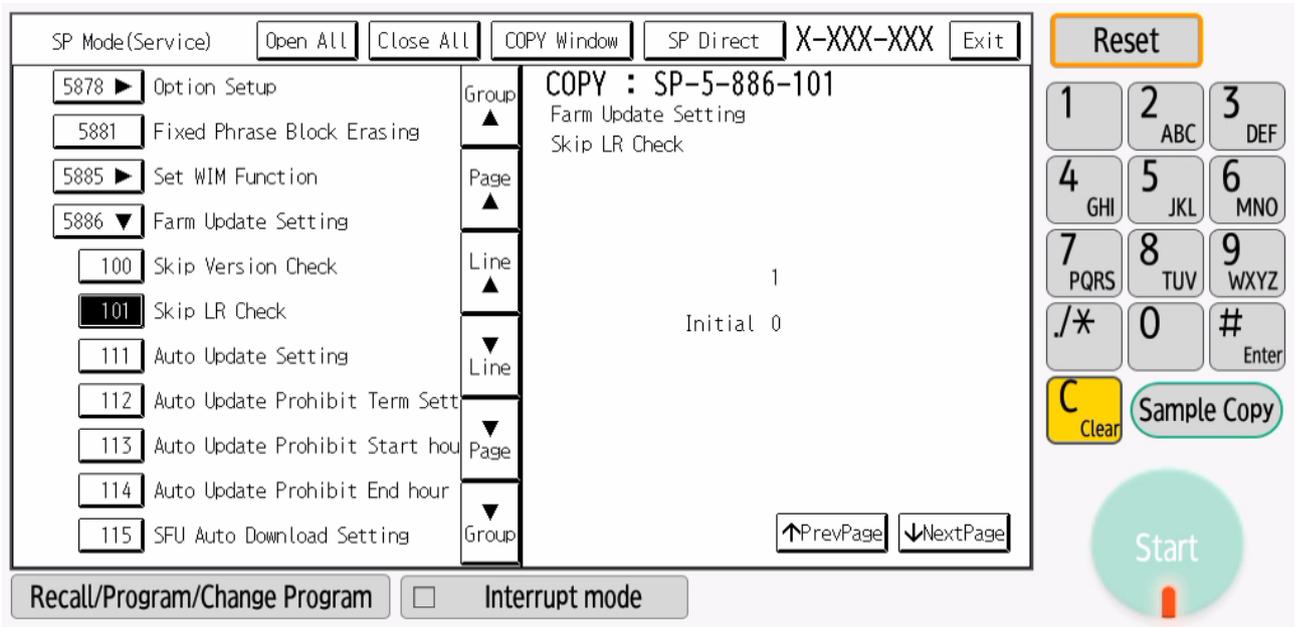
2. Press [EXIT] to leave the SP mode.

3. Execute the firmware update with "**package_01**" rather than **"Package(ALL)".**

   Note: If "Package(ALL)" is used, E86 appears and the update does not start.

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Model	Region	Firmware Type	Version	P/N
MET-MF3abyz	GEN	package_01	**2.20.04**	D0BL5595
	CHN	TBA	TBA	TBA
MET-MF3cde	GEN	package_01	**2.20.04**	D0BN5595
	CHN	TBA	TBA	TBA

Note:

- If "Package(ALL)" is used to overwrite a temporary ~~or customized~~ firmware, E86 appears and the update does not start. (**E86: a temporary ~~or customized~~ firmware cannot be updated).**

- However, the machine will boot normally after turning the power OFF/ON.

- "Package(ALL)" and "package_01" are different only in the update specifications so the included firmwares themselves are same.

- Once the "package_01" applied to a machine and temporary ~~or customized~~ firmware is overwritten, "Package(ALL)" can be applied and the ARFU function will be available.

- SP5-886-101 previously set to "1", will automatically return to "0" after the update.

- The value of SP5-886-101 does not affected by turning the power OFF/ON.

- *Customized firmware can not be overwritten by the procedure above. The procedure will be announced separately.*

Reference:

Please refer to the following table regarding the update behavior in the case that the device is including temporary firmware.

Product	Package type	SP5886-101 is "0": **(def)**	SP5886-101 "1":
IM C series	Package_All	Update sequence does not start and E86 appears on the screen.	
	Package_01	Standard firmware (individual modules) is updated and Temporary firmware is NOT updated/overwritten.	Standard firmware and Temporary firmware is updated.
	ARFU	Update sequence does not start. Error code 29 is logged in SP7520-051-060.	
Predecessor Model (e.g. MP Cxx04)	Package_All	Standard firmware (individual modules) is updated and Temporary firmware is NOT updated/overwritten.	Standard firmware and Temporary firmware is updated.
	Package_01 (N/A)		
	ARFU	Standard firmware (individual modules) is updated and Temporary firmware is NOT updated/overwritten.	Standard firmware and Temporary firmware is updated.