

Model: All GW Models	Date: 24/10/2012	No.:TS121417
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Subject: SMB connection with Windows 8 and Windows Server 2012		Prepared by:	
From: Global Technology Support, RICOH		Connectivity Support Department	
Classification:	<input checked="" type="checkbox"/> Problem Bulletin	<input type="checkbox"/> Technical Tip	<input type="checkbox"/> Troubleshooting
	<input type="checkbox"/> Firmware Modification	<input type="checkbox"/> Patch Release	<input type="checkbox"/> Security
	<input type="checkbox"/> Action required	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other (      )		

## PROBLEM

The following SMB-based GW functions will not work with Windows 8 and Windows Server 2012.

- Scan to SMB
- Fax Folder Transmission (SMB only)
- Fax Forwarding (SMB only)

### Cause:

MS specification change.

An option setting included in the "SMB\_COM\_WRITE\_ANDX" and "SMB\_COM\_READ\_ANDX" commands needs to be changed.

### Affected drivers:

All GW+ models

### Workaround:

None

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## Fixes:

12A and later will be fixed out of the box. Please see the below table for the fixes for other models.

Generation	Models	Official NCS firmware release date
13S		Fix applied to 1st mass prod.
12A		Fix applied to 1st mass prod.
12S	Model S-C5	January, 2013
	Model GR-C1	January, 2013
11A	Model Mo-C1	April, 2013
	Model MT-C5	April, 2013
	Model AP-C3	January, 2013
	Model AT-C3	January, 2013
	Model AL-C2	January, 2013
Extended 09A	Model OR-C1	February, 2013
	Model SH-MF1	April, 2013
	Model Z-C1	May, 2013
	Model AP-C2.5	February, 2013
	Model AT-C2.5	January, 2013
	Model DI-C1.5	February, 2013
09A	Model V-C3	February, 2013
	Model N-C3	July, 2013
09S	Model S-C4/C4.5	May, 2013
08A	Model MT-C4	May, 2013
	Model Katana-C2	June, 2013
08S	Model AP-C2	April, 2013
	Model AT-C2	April, 2013
	Model DI-C1	May, 2013
07A	Model V-C2	July, 2013
	Model R-C5	May, 2013
	Model R-C5.5	February, 2013
	Model AL-C1	June, 2013
	Model AL-C1.5	February, 2013
	Model Be-C1	July, 2013
	Model Be-C1.5	June, 2013
06A	Model K-C3	May, 2013
	Model S-C3	July, 2013
	Model N-C2	Not released
	Model PR-C1	Not released
05A	Model MT-C3/MT-C3.5	Not released
	Model B-C3/B-C3.5	Not released
	Model AT-C1	Not released
	Model AP-C1	Not released
	Model PG-C1	Not released
05S	Model R-C4	Not released
	Model R-C4.5	Not released
	Model A-C4	Not released
	Model A-C4.5	Not released
04A	Model J-C2	Not released
	Model TH-C1	Not released
	Model V-C1	Not released
	Model D-C2	Not released
	Model MT-C2.5	Not released

- The release schedule is subject to change.

- Temp firmware can be created by request.

To request temporary firmware, please issue an RICESS that includes the information listed below:

Customer: XXX

Model name(s) that the temporary firmware is required for: XXX

Base firmware version on which to create the fix: XXX\*

\*If not specified, we will base the fix on the latest version.