Canon

Service Bulletin

Copier B/W

Software

Model:	**Ref No.:**
iR6570	iR6570-011
iR5570	(F1-T01-0M4-10110-01)
	Date:
	October, 2005

Location:

Key and CA Certificate

Subject:

Regarding the Key and CA Certificate

Details:

Problem:

If MN-CON clear (Service Mode>COPIER>FUNCTION>CLEAR>MN-CON) has been performed, the Default Key will be corrupted and some CA Certificates will become disable.

Status:
- In the following models, the Key and Certificate has a fault:
  - -iR2270/2870/3570/4570: v7.xx or earlier
  - -iR8070/iR9070/iR105+ : v3.xx or earlier

- In the following models, the Key and Certificate are ok but if MN-CON clear has been performed, both the Key and Certificate will become corrupt.

  - -iR2270/2870/3570/4570: v8.xx or later
  - -iR8070/iR9070/iR105+ : v4.xx or later
  - -iR5570/6570 v2.xx or later
  - -iR3170C/2570C v10.xx or later

- In addition, especially for the following models, "The Default key is corrupted or invalid" is displayed on the iR's Local UI after MN-CON clear has performed (when "Network Settings>Change Settings/Display Connection Confirm" is "ON").

  -iR2270/2870/3570/4570: v30.xx or later
  -iR8070/iR9070/iR105+ : v10.xx or later
  -iR5570/6570 v2.xx or later
  -iR3170C/2570C v10.xx or later

Counter measure:
Perform Service Mode 'CAKEY'.
  -Service Mode Level 2 > COPIER > Function > CLEAR > CAKEY
  -Turn the Main Power OFF and ON

Please note that the Key and the CA certificate will be the default values.

If "The Default key is corrupted" or "invalid" is still displayed after doing 'CAKEY', you should do the following:
  -Install the Key and the CA Certificate using the Service Support Tool.
  -Turn the Main Power OFF and ON.
  -Clear CAKEY (Service Mode Level 2 > COPIER > Function > CLEAR > CAKEY)
  -Turn the Main Power OFF and ON

After performing MN-CON clear:

If you clear MN-CON in the Service Mode (Service Mode > COPIER > FUNCTION > CLEAR > MN-CON), the Key will be corrupted and some cases the CA Certificate cannot be used.
In this case, you can also solve the problem by setting the Service Mode (Service Mode Level 2 > COPIER > Function > CLEAR > CAKEY. Turn the main power OFF and ON).

Please note the Key and the CA Certificate will be the default values.