

SB Number:	SB 2GR-019	Creation Date: 05/11/2008
Subject:	Message "Program loading" and error code CFB31 after installing a 80 GB HDD	
Model:	KM-3050/4050/5050	

Contents of changes	The 40 GB hard disk 7NH3M040G001H01 has been replaced with 80 GB model 302GR94560.
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Phenomenon	The machine will not start and "Program loading"/code"CFB31" is displayed after installing the 80 GB hard disk, when using firmware older then version V2.20.
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Solution	<p>Take the following steps when the above mentioned phenomenon occurs:</p> <p>Important note: Make sure to upgrade the main, MMI, engine, scanner and fax boot/APL mix (the last mentioned only for machines with installed fax) firmware together.</p> <ol style="list-style-type: none"> 1. Turn the main switch off and remove the power cord. 2. Insert a compact flash card or USB storage device with firmware V2.20 or higher in the machine. 3. Connect the power cord and start the machine to begin upgrading the firmware (this takes about 9 minutes). 4. When the firmware upgrade is finished, "completed" will be displayed on the operation panel. 5. Turn the main switch off and remove the power cord. 6. Remove the compact flash card or USB storage device from the machine, connect the power cord and turn on the main switch.
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Latest firm-ware as of November 2008	Type	Program No.	Check SUM	Version
	MAIN	S2GR_2000022001	-----	V019.009
	MMI	S2GR_7000022001	-----	V019.004
	ENGINE	S2GR_1000014002	-----	V013.002
	SCANNER	S2GR_1200005001	-----	V004.001
	FAX BOOT/APL MIX F/W	S3KH_5500011001	-----	-----

Parts	No.	Old Parts No.	New Parts No.	Description	Q'TY		Interchange-ability		SP
					Old	New	Old	New	
	1	7NH3M040G001H01 NH003070	302GR94560 2GR94560	PARTS,STORAGE DEVICE SP	1	1	O	O	O

Classification	<input type="checkbox"/> Entire stock rework	<input type="checkbox"/> In-field modification at next visit	<input type="checkbox"/> In-field modification by case	<input type="checkbox"/> No modification necessary
Field measure	Please upgrade the firmware to version V2.20 or higher before installing 80 GB hard disk 302GR94560.			

Affected serial numbers	Type	Serial number
	KM-3050	PAH7811803 and higher
	KM-4050	PAJ7705520 and higher
	KM-5050	PAK7704399 and higher