



Printer / PC fax driver security upgrade

January 22, 2020

Dear Valued Customer,

Ricoh constantly reviews our products and services to ensure we continually deliver the most comprehensive levels of security protection to our customers worldwide. A potential vulnerability associated with some of our printer and PC fax drivers has been identified¹.

In response to this vulnerability, we have updated the Ricoh universal print driver and created a security patch for other Ricoh print drivers to mitigate the risk. We are proactively asking all customers impacted to take the following action to ensure the continued security of their print infrastructure.

Step 1. Check whether your driver is impacted

Please check the list below to confirm whether your print driver is affected.

If your driver is not listed, no further action is needed, although Ricoh recommends that customers follow best practices for securely setting up printers or MFPs. Please visit [here](#) for details.

Step 2. Upgrade Steps

2.1 Download the latest software version for your printer driver

For customers who are using the printer/PC fax drivers listed below, or are using them on client PCs with Point&Print, please download the updated printer driver or security software and install it on all PCs.

¹ Credit for discovery: Yaron Samuel & Or Chechik at Palo Alto Networks and Alexander Pudwill with the assistance of Pentagrid AG.



For [PCL6 Driver for Universal Print] and [PS Driver for Universal Print]

Please use the updated printer driver, **Version 4.25** (or later) available via the download site for each model.

http://support.ricoh.com/bb/html/dr_ut_e/rc3/model/p_i/p_i.htm?lang=en

For [PC FAX Generic Driver], [Generic PCL5 Driver], [RPCS Driver], [PostScript3 Driver], [PCL6(PCL XL) Driver] and [RPCS Raster Driver]

Please use the security software provided via the URL here:

http://support.ricoh.com/bb/html/dr_ut_e/re1/model/Security_Patch/Security_Patch.htm

Important: Even if you have recently installed or updated these printer drivers, please be sure to run the security software again.

2.2 Distribute Print Driver upgrade to all relevant devices linked to your network

Following your own IT processes, please ensure that all users have the latest version of the Universal Print Driver or are patched version of other print drivers installed on their devices.

Ricoh recommends that customers follow best practice by always having the latest version of print driver software installed.

Should you encounter any difficulties implementing the steps above, please don't hesitate to contact your local Ricoh representative for further support.



We recognize that in today's business environment, we must provide the most comprehensive security possible and this incident falls short of that expectation. We want to apologize for any concern this communication causes and thank you very much for your support in addressing the situation.

If you have any questions, please contact 1-888-742-6417.

Thank you.

Impacted Printer/Fax Drivers and model names

Printer Driver	Version	Model Name
PCL6 Driver for Universal Print	Version 4.0 or later	- All models that use this driver.
PS Driver for Universal Print	Version 4.0 or later	- All models that use this driver.
PC FAX Generic Driver	All versions	- All models that use this driver.
Generic PCL5 Driver	All versions	- All models that use this driver.
RPCS Driver	All versions	- DD 3324/DD 3334/DD 3344C/SD375 - DD 6650P/SD 710



PostScript3 Driver And PCL6(PCL XL) Driver	All versions	<p><u>Color MFPs</u></p> <ul style="list-style-type: none">- DSc 930/935/1020/1025/1030/1045/1060/1120/1220/1225/1230/1245/1260 Series- GS 3020c/3021c/3025c/3030c/3045c/3160c Series,- IM C300/C400/C2000/C2500/C3000/C3500/C4500/C5500/C6000 Series- M C2001- MP C305/C306/C307/C401/C406/C407/C501/C2003/C2004/C2011/C2094/C2503/C2504/C2594/C3002/C3003/C3004/C3502/C3503/C3504/C4502/C4503/C4504/C5502/C5503/C5504/C6003/C6004/C6502/C6503/C8002/C8003 Series <p><u>Black and White MFPs</u></p> <ul style="list-style-type: none">- DSm 923/928/933/940/950/1525SP/1530SP/1533SP/2525SP/2530SP/2535SP/2540SP/2550SP/2560SP/2625SP/2630SP/2635SP/ 2640SP/ 2650SP/2660SP- IM 350/430/550/600/2702 Series- MP 301/305/401SPF/402SPF/501SPF/601SPF/2001SP/2352/2501SP/2553/2554/2555/2852/3053/3054/3055/3352/3353/3554/3555/4002/4054/4055/5002/5054/5055/6002/6054/6055/6503/7502/7503/9002/9003 Series <p><u>Printers</u></p> <ul style="list-style-type: none">- P 501/502/800/801/C600- SP 400DN/450DN/3600DN/3600SF/3610SF/4310N/4510DN/4510SF/4520DN/5200S/5210SF/5210SR/5300DN/5310DN/6430DN/8300DN/8400DN,- SP C320DN/C340DN/C342DN/C352DN/C360DNw/- C360SFNw/C360SNw/C361SFNw/C440DN/C730DN/- C830DN/C831DN/C840DN/C842DN Series <p><u>WIDE FORMAT MFPs</u></p> <ul style="list-style-type: none">- MP CW2200SP/CW2201SP/W6700/W7100/W8140 Series <p><u>Production Printers</u></p>
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RPCS Raster Driver	All versions	<p>GELJETs</p> <ul style="list-style-type: none">- GX E2600/E3300N/E3350N/E5550N/E7700N/2500/3000/ 3000S/3000SF/3050SFN/5050N/7000 Series- SG 2100N/3100SNW/3110SFNW/3120BSFNW/7100DN Series <p>Garment Printer</p> <ul style="list-style-type: none">- Ri 100