

**Updated: End September 2016:** Changes in bold italics

Model: Model MT-C3.5		Date: 31-Jun-08	No.: RD052000g
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From: 1st Tech. Support Sec. Service Support Dept.			
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	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (      )	

This bulletin is a troubleshooting guide for symptoms that have occurred in the past, all with known solutions. For most items below, there are related MBs and RTBs containing modification details and adjustment procedures.

**Note:** This RTB is numbered "000" since the information contained in it has already been announced.

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## 1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Paper jam	Jam 23 in duplex mode	D052 001a	Engine firmware	Install version 1.02.1:00 or later.	
Paper jam	After printing from the by-pass tray with the 80 cpm machine.	D052 001b	Engine firmware	Install version 1.03.00 or later.	
Paper jam	When using the SR4000 finisher and interposer.	D052 001d	Engine firmware	Install version 1.05:00 or later.	

## 2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
Toner scattering	Occurs before the developer reaches its replacement cycle	D062 060c	Toner is caught in the development sleeve gap, which decreases the amount of toner supplied. The machine then tries to supply more toner to compensate.	Do the procedure in the RTB	
		D052 001f	Engine firmware	Install version 1.06c:00 or later.	

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### 3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
SMB	Cannot Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.	B246 003i	NCS firmware	Install version 5.59 or later.	
SMB	Cannot Scan to SMB to Windows 98/98SE/Me/NT4.0 destinations specified using an IP address.	B246 003i	NCS firmware	Install version 5.59 or later.	
SMB	If the MFP's IP address is changed to an IP address of another subnet, users cannot browse the network (using Scan to SMB) until the MFP is rebooted.	B246 003i	NCS firmware	Install version 5.59 or later.	
SMB	The Scan to SMB "Connection Test" fails if performed on a directory located directly below a DFS root.	B246 003i	NCS firmware	Install version 5.59 or later.	
SMB	After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname are not found.	B246 003i	NCS firmware	Install version 5.59 or later.	
SMB	Problems when using across subnets due to short timeout	B246 003i	NCS firmware	Install version 5.59 or later.	
SMB	Cannot Scan to SMB to a destination that is not specified using an FQDN.	B246 003i	NCS firmware	Install version 5.59 or later.	
SMB	Cannot Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.	B246 003i	NCS firmware	Install version 5.59 or later.	
SMB	Scan to SMB fails if the file submitted to the DFS folder in the destination and the file of the same name exist in the DFS folder.	B246 003j	NCS firmware	Install version 5.60 or later.	
Cannot access the machine	Connectivity applications cannot connect to the machine if SSL has been disabled.	B861 006	VM card type C firmware	Install version 2.08 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
RFU	After the firmware is updated by RFU and the machine is rebooted, a new folder is automatically created or it is not possible to copy files.	B861 006a	VM card firmware	Install version 2.10 or later.	

## 4. Printing/Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Machine does not print	After recovery from Energy Saver mode	D052 001a	Engine firmware	Install version 1.02.1:00 or later.	
Machine does not print	PCL files	B861 006	VM card type C firmware	Install version 2.05 or later.	

## 5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Incorrect wording	When an original jam occurs in the ADF, the error message shows that a plotter jam has occurred.	D052 001d	Engine firmware	Install version 1.05:00 or later.	
Cannot display files	Tiff image files created by the fax function	B861 006a	VM card firmware	Install version 2.10 or later.	
Operation panel does not work	When the machine recovers from Energy Saver mode	B861 006a	VM card firmware	Install version 2.10 or later.	
Software keyboard	Cannot be closed	B861 006d	VM card C firmware	Install version 2.15 or later.	

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## 6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
Windows authentication	Cannot use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server.	B246 003i	NCS firmware	Install version 5.59 or later.	
Windows authentication	Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication.	B246 003i	NCS firmware	Install version 5.59 or later.	
Windows authentication	Fails if the username or password includes lower-case European characters.	B246 003i	NCS firmware	Install version 5.59 or later.	
Cannot assign group privileges	Cannot assign them to a logged in user if that group has a name consisting of more than 20 bytes.	B246 003i	NCS firmware	Install version 5.59 or later.	

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## 7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC542		D052 002	Damaged thermistor, disconnected component, bad PSU, etc	See the RTB for a troubleshooting flow chart.	
SC542		D062 040	Paper dust and toner attached to the thermistors	1. Clean or replace the fusing roller. 2. Replace the middle and rear thermistor brackets (use the new parts as listed in the RTB). 3. Replace the middle and rear thermistors (use the new parts as listed in the RTB).	
SC542		D062 023a	Paper dust and toner attached to the thermistors	Clean the middle and rear thermistors. If the SC still occurs, replace the thermistor brackets with the new parts shown in the RTB.	
SC555		D062 023a	Paper dust and toner attached to the thermistors	Clean the middle and rear thermistors. If the SC still occurs, replace the thermistor brackets with the new parts shown in the RTB.	
SC819	When browsing the network using SMB.	B246 003i	NCS firmware	Install version 5.59 or later.	
SC868		B861 002	Damaged SD card containing the VM option (possibly damaged during installation).	Make sure that the installation procedure in the RTB is followed exactly.	
SC990	When making a 1-to-1 copy using the ADF	D052 001d	Engine firmware	Install version 1.05:00 or later.	
SC997		Gen 028b	Global Scan NX firmware	Install version 1.1.3.0 or later.	
SC 997	If the Expanded Menu key is pressed	B861 006	VM card type C firmware	Install version 2.07 or later.	
SC 997	When "VM Platform" is selected in the User Tools	B861 006a	VM card firmware	Install version 2.10 or later.	
Error not notified	The application is not notified of an error that occurs when trying to delete a RAW file.	B861 006	VM card type C firmware	Install version 2.07 or later.	
<b>Error not notified</b>	<b><i>If an error occurs while sending folders, the machine does not recover from the error or report the error.</i></b>	<b><i>B246 017e</i></b>	<b><i>FCU firmware</i></b>	<b><i>Install version 06.00.00 or later.</i></b>	

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Subject	Symptom	RTB #	Cause	Solution	Note
<i>No recovery from error</i>	<i>If an error occurs while sending folders, the machine does not recover from the error or report the error.</i>	<i>B246 017e</i>	<i>FCU firmware</i>	<i>Install version 06.00.00 or later.</i>	



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## 8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
SR841 finisher	Ejection jam in staple mode	D052 001c	Engine firmware	Install version 1.04.00 or later.	
Z-folder	Ejection jam in staple mode	D052 001c	Engine firmware	Install version 1.04.00 or later.	
SR970/ SR4000 finisher	Punch holes are skewed in 3-hole punch mode (NA)	D052 001c	Engine firmware	Install version 1.04.00 or later.	
Fax	Received fax documents stored in memory cannot be printed out if the FCU is reset.	B246 016f	Fax firmware	Install version 9.00 or later.	
VM card	The VM card cannot be re-installed	B861 002	Damaged SD card containing the VM option (possibly damaged during installation).	Make sure that the installation procedure is followed exactly.	
VM card	SDK applications cannot be installed				
VM card	Cannot install server application	B861 006	VM card type C firmware	Install version 2.05 or later.	
VM card	VM platform does not start	B861 006	VM card type C firmware	Install version 2.05 or later.	
VM card	SD card runs out of space	B861 006a	VM card firmware	Install version 2.10 or later.	
VM card	Installation information lost	B861 006a	VM card firmware	Install version 2.10 or later.	
VM card	At the startup of the VM platform, the machine tries to access a specific URL.	B861 006c	VM card firmware	Install version 2.14 or later.	
VM Card	0301 error at installation	B861 008	The user turned the power off before installation finished	Reset some SP modes and try to install again.	See the RTB for details on the SPs to reset.
VM Card	Cannot reinstall the card	B861 008			
VM Card	Cannot install SDK applications	B861 008			
VM card	Cannot use other machine functions if an SDK application is being used	B861 006d	VM card C firmware	Install version 2.15 or later.	
VM card	Cannot switch to another SDK application	B861 006d	VM card C firmware	Install version 2.15 or later.	
CAP	Cannot install	B861 006d	VM card firmware	Install version 2.15 or later.	

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## 9. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Light copies	Occurs before the developer reaches its replacement cycle	D062 060c	Toner is caught in the development sleeve gap, which decreases the amount of toner supplied. The machine then tries to supply more toner to compensate.	Do the procedure in the RTB	
		D052 001f	Engine firmware	Install version 1.06c:00 or later.	
Dirty background	Occurs before the developer reaches its replacement cycle	D062 060c	Toner is caught in the development sleeve gap, which decreases the amount of toner supplied. The machine then tries to supply more toner to compensate.	Do the procedure in the RTB	
		D052 001f	Engine firmware	Install version 1.06c:00 or later.	

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## 10. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot adjust SP	SP6128-008 (2nd Fold: A3 SEF)	D052 001e	Engine firmware	Install version 1.06.00 or later.	
Scanning stalls	Trying and failing to login to a Scan destination three times	B246 003i	NCS firmware	Install version 5.59 or later.	
No recovery from energy saver mode	When accessed by a server application	B861 006	VM Card C firmware	Install version 2.09 or later.	
Does not enter energy saver mode	If an SDK application is being used	B861 006d	VM card C firmware	Install version 2.15 or later.	
Memory leak		B861 006	VM Card C firmware	Install version 2.09 or later.	
Memory leak	When an SDK application attempts to open a software keyboard but fails.	B861 006d	VM card C firmware	Install version 2.15 or later.	
Machine freezes	When a function selection hardware key (Copy, Fax, etc.) is pressed while accessing the SDK application selection screen.	B861 006d	VM card C firmware	Install version 2.15 or later.	
Machine is slow	GlobalScan NX loads screens slowly	B861 006d	VM card C firmware	Install version 2.15 or later.	