

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

Model: Model MT-C3		Date: 31-Mar-06	No.: RB246000r
Subject: Troubleshooting		Prepared by: Y. Moriizumi	
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	Print jobs only, not copy jobs	B246 023	Controller firmware	See the RTB for details	
Paper jam falsely detected	Print jobs only, not copy jobs	B246 023	Controller firmware	See the RTB for details	
Jam 8	When recovering from energy saver mode	B246 001b	Engine firmware	Install version 1.10:60 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	
		B246 001d	Engine firmware	Install version 1.13:60 or later.	
		B246 001f	Engine firmware	Install version 1.15:60 or later.	
		B246 002p	System/Copy firmware	Install version 3.07 or later.	

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### 3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
SMB	Destination not added to the job	B246 002b	System/Copy firmware	Install version 1.12 or later.	
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.	
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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.	
Document server	Print settings of documents are lost if the document is downloaded using DeskTopEditor For Production	B246 002b	System/Copy firmware	Install version 1.12 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Document server	Fax documents stored in the document server appear slightly cut-off when viewed or downloaded as PDF via WebImageMonitor	B246 006g	Network Doc Box firmware	Install version 2.05 or later.	
Web Image Monitor	Cannot install SDK application with WIM	B246 002c	System/Copy firmware	Install version 1.13 or later.	
Web Image Monitor	Chinese version: Trays with B4 paper are shown with B5 paper	B246 007b	Web Support firmware	Install version 2.01 or later.	
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Web Image Monitor	PDF files are displayed as a single line if the "Enlarge Image" button is pressed	B246 006e	Network Doc Box firmware	Install version 2.03 or later.	
Web Image Monitor	An error message is displayed if the "File properties" button is pressed	B246 006e	Network Doc Box firmware	Install version 2.03 or later.	
Web Image Monitor	Cannot do ROM updates	B246 002g	System/Copy firmware	Install version 2.08 or later.	
Web Image Monitor	Cannot download files	B246 006h	Network Doc Box firmware	Install version 3.00 or later.	
Web Image Monitor	Garbled characters (filenames, user names in Korean)	B246 006h	Network Doc Box firmware	Install version 3.00 or later.	
Web Image Monitor	Cannot display the main page	B246 007e	Web Support firmware	Install version 2.04 or later.	
Web Image Monitor	Cannot see the document server	B246 006j	Network DocBox firmware	Install version 3.02 or later.	
Cannot get IP address	Cannot get from DHCP server if Autonet is disabled.	B246 003a	NCS firmware	Install version 5.10c or later.	
Cannot get IP address	Cannot get from DHCP server in some cases	B246 003b	NCS firmware	Install version 5.11c or later.	
Cannot get IP address	Cannot get from DHCP server through DHCP relay agent	B246 003c	Network support firmware	Install version 5.53.1 or later	
Problems with Netware	Cannot connect in environments with multiple NetWare servers in the same NDS tree	B246 003a	NCS firmware	Install version 5.10c or later.	
Smart Device Monitor	Some settings are not applied to the target machines	B246 006a	Network DocBox firmware	Install version 1.11.1 or later.	
Smart Device Monitor	Some settings are not applied to the target machines	B246 007a	Web Support firmware	Install version 1.02 or later.	

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Smart Device Monitor	The "Total Printouts: Scanner" column in the csv file created by the "Export User Statistics List" function contains all zeroes.	B246 006e	Network DocBox firmware	Install version 2.03 or later.	
Web Smart Device Monitor	Job names that include the "%s" character prevent Web SDM from retrieving the MFP's job list.	B246 006j	Network DocBox firmware	Install version 3.02 or later.	
Web Smart Device Monitor	Duplicate logs transferred to Web SDM	B246 006j	Network DocBox firmware	Install version 3.02 or later.	
Web Smart Device Monitor	The username/usercode used to submit a stored job (Sample Print/ Locked Print/ Hold Print/ Stored Print) is not shown in the Job Log of Web Smart Device Monitor ver 2.x.	B246 009k	Printer firmware	Install version 3.02 or later.	
Desk Top Editor for Production	Jobs downloaded with this software are not logged in the job log	B246 006b	Network DocBox firmware	Install version 1.14 or later.	
Desk Top Editor for Production	Cannot output to tray 7 (bypass tray)	B246 006b	Network DocBox firmware	Install version 1.14 or later.	
Desk Top Editor for Production	Cannot print jobs stored using a Start Page number of more than 1000	B246 006b	Network DocBox firmware	Install version 1.14 or later.	
Desk Top Binder	Cannot output to tray 7 (bypass tray)	B246 006b	Network DocBox firmware	Install version 1.14 or later.	
Desk Top Binder	Cannot print jobs stored using a Start Page number of more than 1000	B246 006b	Network DocBox firmware	Install version 1.14 or later.	
Web service stalls	If you try to make an IPP Authentication password of 8 two-byte numeric digits	B246 007a	Web Support firmware	Install version 1.02 or later.	
Web service stalls	If the device settings are changed via WIM or the Operation Panel at the same time as ScanRouter is accessing the machine.	B246 006i	Network DocBox firmware	Install version 3.01 or later.	
Job log cannot be uploaded	Cannot be uploaded to WebSmartDeviceMonitor ver 2.0 if the machine power is turned off/on while a job is being processed.	B246 002f	System firmware	Install version 2.05 or later.	



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Logs cannot be transferred	Cannot transfer logs to the Web SmartDeviceMonitor Server or Remote Communication Gate S Pro.	B246 006k	Network DocBox firmware	Install version 3.03 or later.	
Proxy error	Displayed after power is turned on.	B246 002f	System firmware	Install version 2.05 or later.	
Cannot browse workgroups	Via SMB if names have 2-byte characters	B246 003c	Network support firmware	Install version 5.53.1 or later	
404 error	Returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration.	B246 003c	Network support firmware	Install version 5.53.1 or later	
404 error	When accessing the document server in WIM via a single sign-on server	B246 006f	Network DocBox firmware	Install version 2.04 or later.	
		B246 002g	System/Copy firmware	Install version 2.08 or later.	
		B246 007c	Web Support firmware	Install version 2.02.1 or later.	
		B246 008a	Web Uapl firmware	Install version 1.11 or later.	
		B246 009g	Printer firmware	Install version 1.07 or later.	
404 error	WebImageMonitor service is stopped if a restoration of the address book is cancelled.	B246 007c	Web Support firmware	Install version 2.02.1 or later.	
404 error	If the WIM document server is accessed	B246 006j	Network DocBox firmware	Install version 3.02 or later.	
Cannot register the machine	With a DNS server by a DHCP relay agent.	B246 003c	Network support firmware	Install version 5.53.1 or later	
Cannot register the machine	Cannot renew with DNS server	B246 003c	Network support firmware	Install version 5.53.1 or later	
Internet fax	Does not work; buttons not shown on operation panel	B246 018	Defective printer/scanner SD card	Replace the SD card (see the RTB for details). The problem is not solved if you only install new firmware.	
IPP	IPP clients do not print to machines that joined the network using mDNS (Bonjour)	B246 003d	NCS firmware	Install version 5.54 or later.	

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Documents not sent to folder	Not sent to SMB or NCP folder paths containing both 1-byte and 2-byte characters. Occurs if the folder paths are imported to the address book from a csv file via SmartDevice Monitor for Admin.	B246 006e	Network Doc Box firmware	Install version 2.03 or later.	
Scanned documents not delivered	Delivery of a scanned document fails via Scan to ScanRouterEX (using the MFP Browser), and the device will not attempt to resend the document.	B828 003g	Browser Unit firmware	Install version 1.72 or later.	
Scan Router	Dummy files sent instead of actual files	B246 006e	Network Doc Box firmware	Install version 2.03 or later.	
On-Demand E-mail Notification	No reply until power off/on	B246 007c	Web Support firmware	Install version 2.02.1 or later.	
Auto E-mail Notification	Sent when the error is recovered, not when it occurs	B246 002n	System/Copy firmware	Install version 3.05 or later.	
Auto E-mail Notification	After a device error is recovered, an Auto E-mail Notification is not sent and the WebImageMonitor "Auto E-mail Notification" settings are inaccessible until the power is cycled.	B246 002n	System/Copy firmware	Install version 3.05 or later.	
Cannot download files	Using WebImageMonitor in the Safari browser, address book back-up files cannot be downloaded.	B246 007c	Web Support firmware	Install version 2.02.1 or later.	
Cannot download files	Web Image Monitor	B246 006h	Network Doc Box firmware	Install version 3.00 or later.	
Cannot access the network	See the RTB for details	B246 002h	System/Copy firmware	Install version 2.09 or later.	
Cannot access the network	After the Log Collection tool is run	B246 003g	Network support firmware	Install version 5.57 or later.	
Cannot access the network	The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. The MFP must reinitialize the network connection (10 seconds).	B246 003h	Network support firmware	Install version 5.58 or later.	
Cannot access the network	If SSDP is enabled.	B246 003k	Network support firmware	Install version 5.61 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Cannot use network functions	If DHCP and DDNS are both enabled	B246 003k	Network support firmware	Install version 5.61 or later.	
Cannot register folders	Cannot register SMB folders in address book	B246 003e	Network support firmware	Install version 5.55 or later.	
Wireless LAN	Connection dropped	B246 003f	Network support firmware	Install version 5.56 or later.	
NIB summary	The Interface Speed is shown as "Link down" if Wireless LAN is enabled.	B246 003f	Network support firmware	Install version 5.56 or later.	
NetBIOS	Cannot connect	B246 003f	Network support firmware	Install version 5.56 or later.	
IPsec	Cannot use if using an IPv6 linklocal address.	B246 002k	System/Copy firmware	Install version 3.02 or later.	
Machine's icon not shown	Not shown in the Windows "Network" dialogue if SSDP is enabled.	B246 003k	Network support firmware	Install version 5.61 or later.	
Network settings revert to defaults		B246 003k	Network support firmware	Install version 5.61 or later.	
Cannot install driver	If the IPP Authentication setting is enabled	B246 003k	Network support firmware	Install version 5.61 or later.	
Cannot use connectivity applications	Affected applications include Web Image Monitor, IPP Printing and @Remote.	B246 003k	Network support firmware	Install version 5.61 or later.	
Cannot use connectivity applications	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.	
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.	
Fax	Paperless faxes are deleted and not forwarded to the shared folder, and the documents and corresponding error report are not printed.	GenF 025	GWFCU3-b (WW) firmware	Install version 06.00.00 or later.	
<b><i>Fax</i></b>	<b><i>A stored incoming fax is deleted if a paper loading error (incorrect loading or tray overload) occurs when the user tries to print it.</i></b>	<b><i>B246 016g</i></b>	<b><i>Fax firmware</i></b>	<b><i>Install version 10.00.00 or later.</i></b>	

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## 4. Printing/Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Machine does not print	When SC317 occurs	B246 001a	Engine firmware	Install version 1.09:60 or later.	
Machine does not print	PCL files	B861 006	VM card type C firmware	Install version 2.05 or later.	
Cannot delete a job	Preset job	B246 002a	System/Copy firmware	Install version 1.11 or later.	
PostScript	Does not start if an SDK application is on the same card	B246 002a	System/Copy firmware	Install version 1.11 or later.	
TWAIN error message	Incorrect message. 'Insufficient memory' shown. Should be 'Scanner in use for other function'	B246 006b	Network DocBox firmware	Install version 1.14 or later.	
Garbage characters on prints	PCL: After several hundred pages printed without power off	B246 009e	Printer firmware	Install version 1.05 or later.	
Garbage characters on prints	PCL jobs with separator pages	B246 009e	Printer firmware	Install version 1.05 or later.	
PDF	Size created by scanner is not the same as selected in operation panel	B246 002f B246 006d B246 006f B246 002g	System/Copy firmware Network DocBox firmware Network DocBox firmware System/Copy firmware	Install version 2.05 or later. Install version 2.02 or later. Install version 2.04 or later. Install version 2.08 or later.	
PDF	Adobe Acrobat/RPCS driver: Missing characters or portions of characters	B246 009g	Printer firmware	Install version 1.07 or later.	
SMB printing	Sometimes not available	B246 003c	Network support firmware	Install version 5.53.1 or later	
Power Point	Anomalies when printing PowerPoint2007 jobs that have Autoshapes and shadows.	B246 009h	Printer firmware	Install version 1.08 or later.	
Jobs discarded	Jobs submitted from Mac OS via AppleTalk might result in an error or may be discarded	B246 003f	Network support firmware	Install version 5.56 or later.	
Jobs discarded	The machine is connected to Ethernet but has an unused Wireless LAN card installed.	B246 003f	Network support firmware	Install version 5.56 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Jobs discarded	PCL: Jobs cancelled after the device prints more than 2000 jobs with the PCL 6 driver.	B246 009k	Printer firmware	Install version 3.02 or later.	
Scan to NCP problems		B246 002j	System/copy firmware	Install version 3.01 or later.	
		B246 010f	Scanner firmware	Install version m3_1.19 or later.	
Scan to SMB	Document not sent if IP address is used	B246 003k	Network support firmware	Install version 5.61 or later.	
Scan to SMB	Failure; See RTB for conditions	B246 003k	Network support firmware	Install version 5.61 or later.	
Scan to folder	Cannot scan to shared folders	B246 003k	Network support firmware	Install version 5.61 or later.	
Scan to folder	When NBT is OFF	B246 003k	Network support firmware	Install version 5.61 or later.	
Scan to folder	If "CNAME" is specified as the destination folder, ScanTo Folder will abort.	B246 003k	Network support firmware	Install version 5.61 or later.	
Pages printed upside down	Mixed orientation documents	B246 012a	PS3 firmware	Install version 1.01 or later.	
Line pitch is incorrect	PCL5: Larger than the original	B246 009k	Printer firmware	Install version 3.02 or later.	
Image extends over the edge	PCL5: Extends over the right edge	B246 009k	Printer firmware	Install version 3.02 or later.	
Nothing prints	For a PDF direct print job containing a large number of fonts and/or a lot of pages	B246 012b	PS3 firmware	Install version 1.02 or later.	
Blank pages	All pages of a PDF file are blank if created by scanning with the Custom Size setting.	B246 002l	System/Copy firmware	Install version 3.03 or later.	
Jobs cancelled	IPP	B246 003h	Network support firmware	Install version 5.58 or later.	
Jobs not accepted	After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP	B246 003h	Network support firmware	Install version 5.58 or later.	
Printing is slow	The use of SDK applications that access the GPS Filter	B246 009l	Printer firmware	Install version 3.05 or later.	
Scanning stops	Scanning stops at around pg. 30 if several large duplex jobs sent from a TWAIN driver are done in succession.	B246 010g	Scanner firmware	Install version m3_1.20 or later.	
Jobs reset	Chunk Transfer Encoding over an IPP port	B246 003k	Network support firmware	Install version 5.61 or later.	

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## 5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Alert not displayed	Fusing web near end	B246 002b	System/Copy firmware	Install version 1.12 or later.	
Garbage characters	Paper settings screen, Chinese	B246 002b	System/Copy firmware	Install version 1.12 or later.	
Garbage characters	E-mail editing screen, Chinese, Korean, Taiwanese	B246 002b	System/Copy firmware	Install version 1.12 or later.	
Garbage characters	2-byte fonts in the Key Display name shown as garbage letters	B246 002e	System/Copy firmware	Install version 2.04 or later.	
'WARNING' displayed	When the system time does not match the RTC time	B246 002b	System/Copy firmware	Install version 1.12 or later.	
Bottom row not displayed	Firmware update: German, Portuguese	B246 002d	System/Copy firmware	Install version 1.14.1 or later.	
Buttons greyed out	After selecting a file in the Print Jobs menu in the operation panel	B246 009e	Printer firmware	Install version 1.05 or later.	
Operation panel does not work	When the machine recovers from Energy Saver mode	B246 002h	System/Copy firmware	Install version 2.09 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.	
Cannot display files	Tiff image files created by the fax function	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
Authentication failure	With the 'Authentication: High Security' setting, the machine cannot authenticate a valid user on an LDAP server.	B246 002b	System/Copy firmware	Install version 1.12 or later.	
Blank SSID	SSID is blank in the configuration page, if it is 32 characters long.	B246 003a	NCS firmware	Install version 5.10c or later.	
All users log in with the same privileges	When they login to the device via Web Image Monitor within about 1 second.	B246 007b	Web Support firmware	Install version 2.01 or later.	
Cannot login	Windows Vista via SMB	B246 003c	Network support firmware	Install version 5.53.1 or later	
Cannot login	Intergration server	B246 002g	System/Copy firmware	Install version 2.08 or later.	
Cannot login	If User Code Auth. is enabled, users are shown the login screen again after logging in.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Cannot logout		B246 002p	System/Copy firmware	Install version 3.07 or later.	
Login user names not saved	Names that contain spaces, input from the operation panel	B246 002g	System/Copy firmware	Install version 2.08 or later.	
User codes and names not shown correctly in job history	If there are a large number of entries	B246 002g	System/Copy firmware	Install version 2.08 or later.	
XSS vulnerability	Web Image Monitor	B246 007c	Web Support firmware	Install version 2.02.1 or later.	
Unauthorized access attempts not logged	Unauthorized Copying attempts not logged in the Access logs.	B246 002j	System/Copy firmware	Install version 3.01 or later.	
Users can change settings without necessary privileges	Web Image Monitor settings	B246 007d	Web Support firmware	Install version 2.03 or later.	
Job log not complete	User ID, Username or Usercode not stored if WIM is accessed more than 300 times using authentication	B246 002l	System/Copy firmware	Install version 3.03 or later.	



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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.	
User names garbled	If User Administrator Authentication is enabled	B246 006k	Network DocBox firmware	Install version 3.03 or later.	



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## 7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC542		B246 021	Thermostat worn out; detected wrong temperature	Install three new thermostats (install them as a set)	
SC542		D052 002	Damaged thermistor, disconnected component, bad PSU, etc	See the RTB for a troubleshooting flow chart.	
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.	
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).	
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.	
SC590	Should display SC495	B246 001a	Engine firmware	Install version 1.09:60 or later.	
SC632	When the MK-1 is connected	B246 002d	System/Copy firmware	Install version 1.14.1 or later.	
SC670	After an automatic reboot; cannot be recovered with another reboot	B246 002n	System/Copy firmware	Install version 3.05 or later.	
SC672	If the machine switches to Energy Saver Mode just after warming up	B246 002b	System/Copy firmware	Install version 1.12 or later.	
SC672	If the machine switches to Energy Saver Mode just after warming up	B246 002c	System/Copy firmware	Install version 1.13 or later.	
SC819	If the power is turned OFF/ON during a remote firmware update (RFU)	B246 002e	System/Copy firmware	Install version 2.04 or later.	
SC819	If IP-FAX is not used for a while	B246 020a	RFax firmware	Install version 02.00.00 or later.	
SC819	When the device changes into Energy Saver mode	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC819	If authentication is enabled, occurs after 2000 users have logged on/off without a power cycle.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
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 is followed exactly.	See the RTB for details of the installation procedure.
SC899	If SSDP = Active	B246 003k	Network support firmware	Install version 5.61 or later.	
SC990	When the SMC is printed	B246 002d	System/Copy firmware	Install version 1.14.1 or later.	
SC990	Duplex documents rescanned from the ADF after a jam	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SC990	If authentication is enabled, occurs after 2000 users have logged on/off without a power cycle.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SC990	When the device changes into Energy Saver mode	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SC990	If a job that contains a large amount of data per page is printed in duplex.	B246 002l	System/Copy firmware	Install version 3.03 or later.	
SC990	The use of 102 or more Designation Sheets with a stored job or with the Copier's Sample Copy function	B246 002l	System/Copy firmware	Install version 3.03 or later.	
SC991	When Wireless LAN is enabled, under certain set conditions.	B246 003f	Network support firmware	Install version 5.56 or later.	
SC991	If DHCP and DDNS are both enabled	B246 003k	Network support firmware	Install version 5.61 or later.	
SC997	A scan to SMB destination was removed from the job	B246 002b	System/Copy firmware	Install version 1.12 or later.	
SC 997	If the Expanded Menu key is pressed	B861 006	VM card type C firmware	Install version 2.07 or later.	
SC997	When "VM Platform" is selected in the User Tools menu	B861 006a	VM card firmware	Install version 2.10 or later.	
SC997		Gen 028b	Global Scan NX firmware	Install version 1.1.3.0 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
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>	
<b>No recovery from error</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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## 8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Copy connection	The main machine prints but the sub machine does not	B246 002b	System/Copy firmware	Install version 1.12 or later.	
Copy connection	Images from the previous job are printed out by the sub machine.	B246 002d	System/Copy firmware	Install version 1.14.1 or later.	
Finisher	The outputs from a staple job are not shifted (B700/701)	B246 002d	System/Copy firmware	Install version 1.14.1 or later.	
Finisher	Folding does not work	B246 002j	System/Copy firmware	Install version 3.01 or later.	
Finisher	SR841: Jam	B706 004b	Excessive force was placed on the shaft bearing	If this occurs, attach the new shaft bracket and modified shaft. Some machines also need a new upper stay.	See the RTB for the procedures and part numbers.
Fax	Fax does not start after resetting the controller	B246 002e	System/Copy firmware	Install version 2.04 or later.	
Fax	The first destination in a group is deleted	B246 016a	Fax firmware	Install version 4.00 or later.	
Fax	TIFF files not displayed	B861 006a	VM card firmware	Install version 2.10 or later.	
Fax	On-hook transmission and manual reception are disabled when the on-hook key is pressed.	B246 017b	FCU firmware	Install version 03.00.00 or later.	
Fax	Under certain conditions (see the RTB), the sender information is not included in the Send Results.	B246 016d	Fax firmware	Install version 7.00 or later.	
Fax	Cannot see PC fax history from a PC	B246 020b	RFax firmware	Install version 03.00.00 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.	
Mailbox	Paper jam when A5 SEF is fed out to the mailbox.	B762 001	Software bug (EPROM on the mailbox control board)	Install new parts	The RTB has the part numbers
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			

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Subject	Symptom	RTB #	Cause	Solution	Note
VM card	SC868	B861 002	Damaged SD card containing the VM option. The card may have been damaged during installation.	Make sure that the installation procedure is followed exactly.	See the RTB for details of the installation procedure.
VM card	The VM card cannot be re-installed	B861 002			
VM card	SDK applications cannot be installed	B861 002			
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	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.	
Browser unit	The browser screen does not respond after the machine has entered Sleep Mode.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	The browser screen does not respond if the operation switch is turned off/on while the software keyboard is displayed	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	Scanning from browser cancelled	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	No user login screen displayed	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	Incorrect orientation applied to Scan Router document	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	ScanRouter login screen not shown in the Browser unit if device settings have been changed but the device has not been rebooted.	B828 003f	Browser Unit Type B firmware	Install version 1.71 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
Lines at the trailing edge		B246 002b	System/Copy firmware	Install version 1.12 or later.	
Pixels are swapped	Large PCL or PS jobs: Pixels swapped due to a byte ordering error	B246 002e	System/Copy firmware	Install version 2.04 or later.	
Overlapping pages	2 separate jobs are stored on the HDD as a single job with overlapping page images.	B246 002g	System/Copy firmware	Install version 2.08 or later.	See the RTB for the conditions when this occurs.
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	
		B246 001d	Engine firmware	Install version 1.13:60 or later.	
		B246 001f	Engine firmware	Install version 1.15:60 or later.	
		B246 002p	System/Copy firmware	Install version 3.07 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	
		B246 001d	Engine firmware	Install version 1.13:60 or later.	
		B246 001f	Engine firmware	Install version 1.15:60 or later.	
		B246 002p	System/Copy firmware	Install version 3.07 or later.	

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## 10. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Machine freezes	A scan to SMB destination was removed from the job	B246 002b	System/Copy firmware	Install version 1.12 or later.	
Machine freezes	An LDAP search reference recursively spans 3 or more servers	B246 002b	System/Copy firmware	Install version 1.12 or later.	
Machine freezes	Soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.	B246 002c	System/Copy firmware	Install version 1.13 or later.	
Machine freezes	The machine receives an RPCS job after another RPCS job was canceled by an authentication error	B246 009a	Printer firmware	Install version 1.01 or later.	
Machine freezes	HPGL syntax error; "Processing" is displayed in the operation panel	B246 009d	Printer firmware	Install version 1.04 or later.	
Machine freezes	When waking from sleep mode	B246 010d	Scanner firmware	Install version m3_1.17 or later.	
Machine freezes	A user tries to print a stored job (e.g. Locked Print) while the ScanRouter capture function is enabled	B246 009f	Printer firmware	Install version 1.06 or later.	
Machine freezes	PCL jobs containing character codes that are not on the font SD card	B246 009g	Printer firmware	Install version 1.07 or later.	
Machine freezes	Jobs containing bitmapped PCL fonts	B246 009g	Printer firmware	Install version 1.07 or later.	
Machine freezes	Jobs created using SAP DeviceType or Barcode &OCR package for SAP System DT	B246 009g	Printer firmware	Install version 1.07 or later.	
Machine freezes	Waking up from sleep mode	B246 010e	Scanner firmware	Install version m3_1.18 or later.	
Machine freezes	If a print job is initiated while the Data Overwrite Security Unit setting is enabled.	B246 002h	System/Copy firmware	Install version 2.09 or later.	
Machine freezes	Caused by LPR jobs containing a ustatus readback if USB is disabled. "Processing" is displayed in the operation panel.	B246 003e	Network support firmware	Install version 5.55 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine freezes	If a PCL job is submitted via sftp while the printer spooler or sftp spooler are stopped.	B246 003f	Network support firmware	Install version 5.56 or later.	
Machine freezes	PCL jobs containing fonts with a number of characters that is divisible by 256.	B246 009k	Printer firmware	Install version 3.02 or later.	
Machine freezes	If a user logs back in after their session has timed out; "Authenticating... Please wait" displayed.	B246 002l	System/Copy firmware	Install version 3.03 or later.	
Machine freezes	If captured data is transferred to a delivery server such as ScanRouter.	B246 006j	Network DocBox firmware	Install version 3.02 or later.	
Machine freezes	If the Scanner transmits a JPEG image or the password for a stored Printer document is changed.	B246 002o	System/Copy firmware	Install version 3.06 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 freezes	If the Capture Priority setting is enabled	B246 006k	Network DocBox firmware	Install version 3.03 or later.	
Scanning stalls	An LDAP search reference recursively spans 3 or more servers	B246 002b	System/Copy firmware	Install version 1.12 or later.	
Scanning stalls	Waking up from sleep mode	B246 010d	Scanner firmware	Install version m3_1.17 or later.	
Scanning stalls	Waking up from sleep mode	B246 010e	Scanner firmware	Install version m3_1.18 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.	
Cannot turn the machine off	If "Clear Modes" is selected while the machine prepares the preview display	B246 002c	System/Copy firmware	Install version 1.13 or later.	
Cannot turn the machine off	If "Clear Modes" is selected while the machine prepares the preview display	B246 010c	Scanner firmware	Install version m3_1.16 or later.	
Wording errors	Chinese: 8k paper size not shown correctly	B246 007a	Web Support firmware	Install version 1.02 or later.	



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Subject	Symptom	RTB #	Cause	Solution	Note
Wording errors	Web Image Monitor: French, Portuguese, Danish for Used Toner Bottle	B246 007b	Web Support firmware	Install version 2.01 or later.	
Wording errors	Russian: Web Image Monitor	B246 007c	Web Support firmware	Install version 2.02.1 or later.	
Wording errors	Polish (PM Call)	B246 005c	Language Install firmware	Install version 0.72 or later.	
Incorrect language	Russian (reports not output in Russian)	B246 009d	Printer firmware	Install version 1.04 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.	
An SP or User Tool does not work	SP6-128-8 (Fine Adjust Z-Fold 1)	B246 001b	Engine firmware	Install version 1.10:60 or later.	
An SP or User Tool does not work	Fold adjustments not reflected	D454 002a	Folder_DONAU firmware	Install version 01.140:12 or later.	
Some jobs not shown	Stored jobs (e.g., Locked Print), not shown in job history if a hard disk is installed	B246 002g	System/Copy firmware	Install version 2.08 or later.	
		B246 007c	Web Support firmware	Install version 2.02.1 or later.	
Some jobs not shown	Stored jobs (Locked Print, Sample Print, etc.) not shown in the operation panel if the DOS Unit is installed.	B246 002l	System/Copy firmware	Install version 3.03 or later.	
Machine is too slow	DOS unit is installed	B246 002h	System/Copy firmware	Install version 2.09 or later.	
Machine is too slow	WIM is slow if SSDP is installed	B246 003e	Network support firmware	Install version 5.55 or later.	
Machine is too slow	Use of the Cover Interposer Tray when there are jobs waiting in the print queue.	B246 002l	System/Copy firmware	Install version 3.03 or later.	
Machine is too slow	GlobalScan NX loads screens slowly	B861 006d	VM card C firmware	Install version 2.15 or later.	
Cannot copy files		B861 006a	VM card firmware	Install version 2.10 or later.	
Real time clock is slow	If the machine is turned off/on more than 1000 times	B246 002k	System/Copy firmware	Install version 3.02 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Files not deleted from HDD	If the main power switch is turned off while scanned data is being transferred.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	