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Updated: End of September 2016: Changes in bold italics

	·	Model: Model MT-C3 Date				
Subject: Troubleshoo	oting	Prepared	by: Y. M	Moriizumi		
From: 1st Tech. Supp						
□ N	Troubleshooting Mechanical Paper path Product Safety	☐ Part info ☐ Electrica ☐ Transm ☐ Other (	al		Servic	required e manual revision iit information

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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Model: Model MT-C3 Date: 31-Mar-06 No.: RB246000r

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Mo	odel: Model MT-C3	Date: 31-Mar-06	No.: RB246000r
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Model: Model MT-C3 Date: 31-Mar-06 No.: RB246000r

#### 1. Paper Feed Errors

Subject	Symptom	RTB#	Cause	Solution	Note
Paper jam	Print jobs only, not copy	B246	Controller	See the RTB for details	
	jobs	023	firmware		
Paper jam	Print jobs only, not copy	B246	Controller	See the RTB for details	
falsely	jobs	023	firmware		
detected					
Jam 8	When recovering from	B246	Engine firmware	Install version 1.10:60 or	
	energy saver mode	001b		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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Model: Model MT-C3 Date: 31-Mar-06 No.: RB246000r

#### 3. Connectivity

Subject	Symptom	RTB#	Cause	Solution	Note
SMB	Destination not added to	B246	System/Copy	Install version 1.12 or later.	
OMD	the job	002b	firmware NCS firmware	Install consists 5.50 and atom	
SMB	Cannot Scan to SMB to Windows 7 or Windows	B246 003i	NCS firmware	Install version 5.59 or later.	
	Server 2008 R2	0031			
	destinations that have				
	Windows Live ID Sign-in				
	assistant installed.				
SMB	Cannot Scan to SMB to	B246	NCS firmware	Install version 5.59 or later.	
	Windows	003i			
	98/98SE/Me/NT4.0				
	destinations specified				
OMP	using an IP address.	D040	NOC firmenana	Install consists 5.50 and atom	
SMB	If the MFP's IP address is	B246 003i	NCS firmware	Install version 5.59 or later.	
	changed to an IP address of another subnet, users	0031			
	cannot browse the				
	network (using Scan to				
	SMB) until the MFP is				
	rebooted.				
SMB	The Scan to SMB	B246	NCS firmware	Install version 5.59 or later.	
	"Connection Test" fails if	003i			
	performed on a directory				
	located directly below a DFS root.				
SMB	After changing the MFP's	B246	NCS firmware	Install version 5.59 or later.	
OIVID	DNS server address or	003i	1100 mmwarc	matan version 3.33 or later.	
	Domain name, Scan to	0001			
	SMB destinations				
	specified using a				
	hostname are not found.				
SMB	Problems when using	B246	NCS firmware	Install version 5.59 or later.	
	across subnets due to	003i			
SMB	short timeout  Cannot Scan to SMB to a	B246	NCS firmware	Install version 5.59 or later.	
SIVID	destination that is not	003i	NOS IIIIIware	install version 5.59 or later.	
	specified using an FQDN.	0001			
SMB	Cannot Scan to SMB to	B246	NCS firmware	Install version 5.59 or later.	
	destinations that are using	003i			
	both LM Authentication				
0.15	and Samba v2.x.		11000		
SMB	Scan to SMB fails if the	B246	NCS firmware	Install version 5.60 or later.	
	file submitted to the DFS folder in the destination	003j			
	and the file of the same				
	name exist in the DFS				
	folder.				
Document	Print settings of	B246	System/Copy	Install version 1.12 or later.	
server	documents are lost if the	002b	firmware		
	document is downloaded				
	using DeskTopEditor For				
	Production				



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Subject	Symptom	RTB#	Cause	Solution	Note
Document	Fax documents stored in	B246	Network Doc	Install version 2.05 or later.	
server	the document server	006g	Box firmware		
	appear slightly cut-off				
	when viewed or				
	downloaded as PDF via				
	WebImageMonitor				
Web Image	Cannot install SDK	B246	System/Copy	Install version 1.13 or later.	
Monitor	application with WIM	002c	firmware		
Web Image	Chinese version: Trays	B246	Web Support	Install version 2.01 or later.	
Monitor	with B4 paper are shown with B5 paper	007b	firmware		
Web Image	Can select unsupported	B246	Web Support	Install version 2.01 or later.	
Monitor	paper sizes for the bypass	007b	firmware		
	tray				
Web Image	PDF files are displayed as	B246	Network Doc	Install version 2.03 or later.	
Monitor	a single line if the	006e	Box firmware		
	"Enlarge Image" button is				
	pressed				
Web Image	An error message is	B246	Network Doc	Install version 2.03 or later.	
Monitor	displayed if the "File	006e	Box firmware		
	properties" button is				
	pressed	D0.40	0		
Web Image	Cannot do ROM updates	B246	System/Copy	Install version 2.08 or later.	
Monitor	Connet devialed files	002g	firmware	Install varsion 2 00 or later	
Web Image Monitor	Cannot download files	B246 006h	Network Doc Box firmware	Install version 3.00 or later.	
Web Image	Garbled characters	B246	Network Doc	Install version 3.00 or later.	
Monitor	(filenames, user names in	006h	Box firmware	install version 3.00 or later.	
Widilital	Korean)	00011	Dox IIIIIIware		
Web Image	Cannot display the main	B246	Web Support	Install version 2.04 or later.	
Monitor	page	007e	firmware		
Web Image	Cannot see the document	B246	Network	Install version 3.02 or later.	
Monitor	server	006j	DocBox		
			firmware		
Cannot get	Cannot get from DHCP	B246	NCS firmware	Install version 5.10c or	
IP address	server if Autonet is	003a		later.	
	disabled.	D0.40	N 00 "		
Cannot get IP address	Cannot get from DHCP server in some cases	B246 003b	NCS firmware	Install version 5.11c or	
Cannot get	Cannot get from DHCP	B246	Network	later. Install version 5.53.1 or	
IP address	server through DHCP	003c	support	later	
ii addiess	relay agent	0030	firmware	ialei	
Problems	Cannot connect in	B246	NCS firmware	Install version 5.10c or	
with Netware	environments with	003a	1400 mmware	later.	
	multiple NetWare servers				
	in the same NDS tree				
Smart Device	Some settings are not	B246	Network	Install version 1.11.1 or	
Monitor	applied to the target	006a	DocBox	later.	
	machines		firmware		
Smart Device	Some settings are not	B246	Web Support	Install version 1.02 or later.	
Monitor	applied to the target	007a	firmware		
	machines				



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

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Documents not sent to folder and scantaining both 1-byte and 2-byte characters. Occurs if the folder paths are imported to the address book from a csv file vis SmartDevice Monitor for Admin.  Scanned documents and document fails via Scan to ScanRouter (accument fails via Scan to ScanRouter K (using the MFP Browser), and the device will not attempt to resend the document.  Scan Router Dummy files sent instead of actual files (accument fails via Scan to ScanRouter K (using the MFP Browser), and the device will not attempt to resend the document.  Scan Router On-Demand E-mail Notification (accurs) Auto E-mail Notification Auto E-mail Notification (accurs) Auto E-mail Notification	Subject	Symptom	RTB#	Cause	Solution	Note
not sent to 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.  Scanned document should be device will not attempt to resend the document.  Scan Router Dummy files sent instead of actual files  On-Demand E-mail Notification Auto E-mail Notification Pactocered, not when it occurs and the Web Image Monitor of "Auto E-mail Notification and the Web Image Monitor of "Auto E-mail Notification of the Web Image Monitor of "Auto E-mail Notification and the Web Image Monitor of "Auto E-mail Notification shot sent and the Web Image Monitor of "Auto E-mail Notification shot sent and the Web Image Monitor of the Web Image Monitor of the Web Image Monitor of the Sook back-up files cannot download files  Cannot download files  Cannot access the network  Cannot access the network Cannot a						
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.  Delivery of a scanned document fails via Scan to ScanFourterX (using the MFP Browser), and the device will not attempt to resend the document.  Dummy files sent instead of actual files  On-Demand E-mail Not reply until power off/on South State (South State) (So					motan referen 2100 et later.	
characters. Occurs if the folder paths are imported to the address book from a csv file via SmartDevice Monitor for Admin.  Scanned document falls via Scan to Scanned document falls via Scan to Scanned document falls via Scan to Scanned for device will not attempt to resend the document.  Scan Router Dummy files sent instead of actual files  On-Demand E-mail Notressent instead of actual files  On-Demand E-mail Notification  Auto E-mail Notification  Auto E-mail Notification and the Weblinage Monitor ("Auto E-mail Notification is not sent and the Weblinage Monitor ("Auto E-mail Notification" settings are inaccessible until the power is cycled.  Cannot download files  Cannot downloaded.  Cannot downloaded.  Cannot downloaded.  Cannot access the network Cannot access the network  Cannot access the network access the network access the network  Cannot access the network  Cannot access the network access the network  Cannot access						
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to the address book from a csv file via SmartDevice Monitor for Admin.  Scanned documents and document falis via Scan to ScanRouterEX (using the MFP Browser), and the device will not attempt to resend the document.  Scan Router  On-Demand E-mail Notification Notification Notification and the WeblimageMonitor "Auto E-mail Notification "Route E-mail Notification "Auto E-mail Notification "Set in the Safar browser, address book back-up files cannot download files  Cannot download files  Cannot access the network Cannot access the network Cannot access the network Cannot access the network access th						
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Scanned documents allowered comment fails via Scant bottodelivered document fails via Scant bottodelivered document.						
documents not delivered ScanRouterEX (using the MFP Browser), and the device will not attempt to resend the document. Scan Router  On-Demand E-mail Notification Auto E-mail Notification Auto E-mail Notification is not sent and the WebImageMonitor "Auto E-mail Notification" settings are inaccessible until the power is cycled.  Cannot download files  Cannot download files  Cannot download files  Cannot access the network  Cannot access the net						
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MFP Browser), and the device will not attempt to resend the document.  Scan Router  Dummy files sent instead of actual files On-Demand E-mail Notification  Auto E-mail Notification  Auto E-mail Notification  Auto E-mail Notification  Auto E-mail Notification settings are inaccessible until the power is cycled.  Cannot download files  Cannot download files  Cannot Cannot Cannot access the network Cannot access the network connection (10 seconds).  B246  ONE Meb Support install version 2.03 or later.  Install version 2.02.1 or later.  Install version 3.00 or later.  Install version 3.00 or later.  Install version 2.02 or later.  Install version 5.57 or later.  Install version 5.57 or later.  Install version 5.57 or later.  Install version 5.58 or	documents		003g	firmware		
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On-Demand E-mail Notification	Scan Router				Install version 2.03 or later.	
E-mail Notification		I .				
Notification Auto E-mail Notification Auto E-m		No reply until power off/on				
Auto E-mail Notification   Sent when the error is recovered, not when it occurs   Auto E-mail Notification   After a device error is recovered, an Auto E-mail Notification   Notification   Recovered, an Auto E-mail Notification   Notification   Sent and the WebImageMonitor "Auto E-mail Notification" settings are inaccessible until the power is cycled.   Using WebImageMonitor in the Safari browser, address book back-up files cannot download diles   After the Log Collection access the network   After the Log Collection tool is run   B246   Network   Install version 5.57 or later.   Install version 5.58 or later.   Install version 5.59 or later			007c	firmware	later.	
Notification   recovered, not when it occurs   Auto E-mail Notification   After a device error is recovered, an Auto E-mail Notification   Notification is not sent and the WebImageMonitor "Auto E-mail Notification" settings are inaccessible until the power is cycled.   Using WebImageMonitor in the Safari browser, address book back-up files cannot be downloaded.   Web Image Monitor   B246   O06h   Box firmware   Install version 2.02.1 or later.   Install version 3.00 or later.   Install ve		O a la la calla	D0.40	0 -1	Leadell and a Control	
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.  Cannot download files   Cannot download files   Cannot access the network					Install version 3.05 or later.	
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access the network  Cannot access the network  Install version 5.57 or later.  Install version 5.58 or later.				_		
network       After the Log Collection 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 Network support       Install version 5.58 or later.         Cannot access the       If SSDP is enabled.       B246 Network support       Install version 5.61 or later.		See the RTB for details			Install version 2.09 or later.	
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access the network  Cannot access the network  Cannot access the network  Cannot access the network  Install version 5.58 or later.  O03h  Support firmware  B246  Network  Support support support firmware  O03h  Support firmware  O03h  Support firmware  O03h  Support su		A6: 11 1 0 11 11	D0/0	<b>N.</b>	1	
network  Cannot     The MFP's IP address     access the network  network  Cannot     The MFP's IP address     access the network  network  Install version 5.58 or later.  O03h  Support  firmware  firmware  O03h  Support  firmware  Cannot     rejected by DHCP relay     agents. The MFP must     reinitialize the network     connection (10 seconds).  Cannot     access the  O03k  Network  Install version 5.58 or later.  Install version 5.58 or later.  O03h  Support  Install version 5.61 or later.  O03k  Install version 5.61 or later.					install version 5.57 or later.	
Cannot access the network lease renewal request is 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).  Cannot access the lease renewal request is lease renewal request is support firmware  B246 Network support  Network support  Network support  Install version 5.58 or later.  No3h  Network support  Install version 5.58 or later.		tooi is run	บบ3g			
access the network lease renewal request is incorrectly formatted and rejected by DHCP relay agents. The MFP must reinitialize the network connection (10 seconds).  Cannot access the lease renewal request is incorrectly formatted and rejected by DHCP relay agents. The MFP must reinitialize the network connection (10 seconds).  B246 Network support		The MED's ID address	DO46		Install version 5 50 or leter	
network incorrectly formatted and rejected by DHCP relay agents. The MFP must reinitialize the network connection (10 seconds).  Cannot access the SDP is enabled.  B246 Network support  Install version 5.61 or later.					mstan version 5.56 of later.	
rejected by DHCP relay agents. The MFP must reinitialize the network connection (10 seconds).  Cannot access the B246 Network support Install version 5.61 or later.			UUSII			
agents. The MFP must reinitialize the network connection (10 seconds).  Cannot access the B246 Network support Install version 5.61 or later.	HOLVOIR			minivale		
reinitialize the network connection (10 seconds).  Cannot access the RSDP is enabled.  B246 Network support Install version 5.61 or later.						
connection (10 seconds).  Cannot access the connection (10 seconds).  B246 Network Install version 5.61 or later.  O03k support						
Cannot access the If SSDP is enabled. B246 Network support Install version 5.61 or later.						
access the 003k support	Cannot		B246	Network	Install version 5.61 or later.	
HOLWOIR   HITTIWAIC	network			firmware		

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Subject	Symptom	RTB#	Cause	Solution	Note
Cannot use	If DHCP and DDNS are	B246	Network	Install version 5.61 or later.	
network	both enabled	003k	support		
functions			firmware		
Cannot	Cannot register SMB	B246	Network	Install version 5.55 or later.	
register	folders in address book	003e	support		
folders			firmware		
Wireless LAN	Connection dropped	B246	Network	Install version 5.56 or later.	
		003f	support		
			firmware		
NIB summary	The Interface Speed is	B246	Network	Install version 5.56 or later.	
	shown as "Link down" if	003f	support		
NetDIOC	Wireless LAN is enabled.	D040	firmware	Install consists F. F.C. and later	
NetBIOS	Cannot connect	B246	Network	Install version 5.56 or later.	
		003f	support		
IPsec	Connet use if using an	B246	firmware	Install version 3.02 or later.	
IFSEC	Cannot use if using an IPv6 linklocal address.	002k	System/Copy firmware	install version 3.02 or later.	
Machine's	Not shown in the	B246	Network	Install version 5.61 or later.	
icon not	Windows "Network"	003k	support	I I I I I I I I I I I I I I I I I I I	
shown	dialogue if SSDP is		firmware		
	enabled.				
Network		B246	Network	Install version 5.61 or later.	
settings		003k	support		
revert to			firmware		
defaults					
Cannot install	If the IPP Authentication	B246	Network	Install version 5.61 or later.	
driver	setting is enabled	003k	support		
	A (	D0.40	firmware		
Cannot use	Affected applications	B246	Network	Install version 5.61 or later.	
connectivity	include Web Image	003k	support firmware		
applications	Monitor, IPP Printing and @Remote.		IIIIIware		
Cannot use	Connectivity applications	B861	VM card type	Install version 2.08 or later.	
connectivity	cannot connect to the	006	C firmware	motali vereien Elee en iaten	
applications	machine if SSL has been				
	disabled.				
RFU	After the firmware is	B861	VM card	Install version 2.10 or later.	
	updated by RFU and the	006a	firmware		
	machine is rebooted, a				
	new folder is automatically				
	created or it is not				
	possible to copy files.		011150115		
Fax	Paperless faxes are	GenF	GWFCU3-b	Install version 06.00.00 or	
	deleted and not forwarded	025	(WW) firmware	later.	
	to the shared folder, and the documents and				
	corresponding error report are not printed.				
Fax	A stored incoming fax is	B246	Fax firmware	Install version 10.00.00 or	
	deleted if a paper	016g		later.	
	loading error (incorrect	3			
	loading or tray overload)				
	occurs when the user				
	tries to print it.				



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### 4. Printing/Scanning

Subject	Symptom	RTB#	Cause	Solution	Note
Machine	When SC317 occurs	B246	Engine firmware	Install version 1.09:60 or	
does not		001a		later.	
print					
Machine	PCL files	B861	VM card type C	Install version 2.05 or	
does not		006	firmware	later.	
print					
Cannot	Preset job	B246	System/Copy	Install version 1.11 or	
delete a job	1 10001 300	002a	firmware	later.	
PostScript	Does not start if an SDK	B246	System/Copy	Install version 1.11 or	
i ostocnipt	application is on the	002a	firmware	later.	
	same card	002a	Illiliwaie	later.	
TWAIN	Incorrect message.	B246	Network DocBox	Install version 1.14 or	
error	'Insufficient memory'	006b	firmware	later.	
	shown. Should be	0000	IIIIIware	later.	
message					
	'Scanner in use for other				
Carlaga	function'	DOAC	Duintau firm	Install version 4 OF an	
Garbage	PCL: After several	B246	Printer firmware	Install version 1.05 or	
characters	hundred pages printed	009e		later.	
on prints	without power off	D0 12	D	1	
Garbage	PCL jobs with separator	B246	Printer firmware	Install version 1.05 or	
characters	pages	009e		later.	
on prints					
PDF	Size created by scanner	B246	System/Copy	Install version 2.05 or	
	is not the same as	002f	firmware	later.	
	selected in operation	B246	Network DocBox	Install version 2.02 or	
	panel	006d	firmware	later.	
		B246	Network DocBox	Install version 2.04 or	
		006f	firmware	later.	
		B246	System/Copy	Install version 2.08 or	
		002g	firmware	later.	
PDF	Adobe Acrobat/RPCS	B246	Printer firmware	Install version 1.07 or	
	driver: Missing	009g		later.	
	characters or portions of				
	characters				
SMB	Sometimes not available	B246	Network support	Install version 5.53.1 or	
printing		003c	firmware	later	
	Anomalies when printing	B246	Printer firmware	Install version 1.08 or	
. 3 0	PowerPoint2007 jobs	009h		later.	
	that have Autoshapes	00011		lator:	
	and shadows.				
Jobs	Jobs submitted from	B246	Network support	Install version 5.56 or	
discarded	Mac OS via AppleTalk	003f	firmware	later.	
aiscaraea	might result in an error	0001	milivaic	later.	
	or may be discarded				
Jobs	The machine is	B246	Network support	Install version 5.56 or	
discarded		003f	firmware	later.	
uiscarded	connected to Ethernet	0031	minware	ialei.	
	but has an unused				
	Wireless LAN card				
	installed.				

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Subject	Symptom	RTB#	Cause	Solution	Note
Jobs	PCL: Jobs cancelled	B246	Printer firmware	Install version 3.02 or	
discarded	after the device prints	009k		later.	
	more than 2000 jobs				
	with the PCL 6 driver.				
Scan to		B246	System/copy	Install version 3.01 or	
NCP		002j	firmware	later.	
problems		B246	Scanner firmware	Install version m3_1.19	
		010f		or later.	
Scan to	Document not sent if IP	B246	Network support	Install version 5.61 or	
SMB	address is used	003k	firmware	later.	
Scan to	Failure; See RTB for	B246	Network support	Install version 5.61 or	
SMB	conditions	003k	firmware	later.	
Scan to	Cannot scan to shared	B246	Network support	Install version 5.61 or	
folder	folders	003k	firmware	later.	
Scan to	When NBT is OFF	B246	Network support	Install version 5.61 or	
folder		003k	firmware	later.	
Scan to	If "CNAME" is specified	B246	Network support	Install version 5.61 or	
folder	as the destination folder,	003k	firmware	later.	
	ScanTo Folder will abort.				
Pages	Mixed orientation	B246	PS3 firmware	Install version 1.01 or	
printed	documents	012a		later.	
upside					
down					
Line pitch is	PCL5: Larger than the	B246	Printer firmware	Install version 3.02 or	
incorrect	original	009k		later.	
Image	PCL5: Extends over the	B246	Printer firmware	Install version 3.02 or	
extends	right edge	009k		later.	
over the					
edge					
Nothing	For a PDF direct print	B246	PS3 firmware	Install version 1.02 or	
prints	job containing a large	012b		later.	
	number of fonts and/or a				
Dist	lot of pages	D040	0 -1	Lastall and a contract	
Blank	All pages of a PDF file	B246	System/Copy	Install version 3.03 or	
pages	are blank if created by	0021	firmware	later.	
	scanning with the				
Jobs	Custom Size setting.	B246	Notwork augment	Install version 5.58 or	
	IFF	003h	Network support firmware	later.	
cancelled Jobs not	After a job consisting of	B246		Install version 5.58 or	
accepted	a multiple of exactly 8KB	003h	Network support firmware	later.	
accepted	(8192 bytes) is	00311	IIIIIWale	ialei.	
	submitted via IPP				
Printing is	The use of SDK	B246	Printer firmware	Install version 3.05 or	
slow	applications that access	0091	i ilitei liiliwale	later.	
CIOVV	the GPS Filter	0001			
Scanning	Scanning stops at	B246	Scanner firmware	Install version m3_1.20	
stops	around pg. 30 if several	010g	- Samo minivalo	or later.	
3.000	large duplex jobs sent	0.09			
	from a TWAIN driver are				
	done in succession.				
Jobs reset	Chunk Transfer	B246	Network support	Install version 5.61 or	
2223.000	Encoding over an IPP	003k	firmware	later.	
	port				
		1	<u> </u>	<u>I</u>	



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#### 5. Operation Panel

Subject	Symptom	RTB#	Cause	Solution	Note
Alert not	Fusing web near end	B246	System/Copy	Install version 1.12 or	
displayed		002b	firmware	later.	
Garbage	Paper settings screen,	B246	System/Copy	Install version 1.12 or	
characters	Chinese	002b	firmware	later.	
Garbage	E-mail editing screen,	B246	System/Copy	Install version 1.12 or	
characters	Chinese, Korean,	002b	firmware	later.	
	Taiwanese				
Garbage	2-byte fonts in the Key	B246	System/Copy	Install version 2.04 or	
characters	Display name shown as	002e	firmware	later.	
	garbage letters				
'WARNING'	When the system time	B246	System/Copy	Install version 1.12 or	
displayed	does not match the RTC	002b	firmware	later.	
	time				
Bottom row	Firmware update:	B246	System/Copy	Install version 1.14.1 or	
not	German, Portuguese	002d	firmware	later.	
displayed					
Buttons	After selecting a file in	B246	Printer firmware	Install version 1.05 or	
greyed out	the Print Jobs menu in	009e		later.	
	the operation panel				
Operation	When the machine	B246	System/Copy	Install version 2.09 or	
panel does	recovers from Energy	002h	firmware	later.	
not work	Saver mode				
Operation	When the machine	B861	VM card firmware	Install version 2.10 or	
panel does	recovers from Energy	006a		later.	
not work	Saver mode				
Cannot	Tiff image files created	B861	VM card firmware	Install version 2.10 or	
display files	by the fax function	006a		later.	
Software	Cannot be closed	B861	VM card C	Install version 2.15 or	
keyboard		006d	firmware	later.	



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#### 6. Security

Subject	Symptom	RTB#	Cause	Solution	Note
Authentication	With the	B246	System/Copy	Install version 1.12 or	
failure	'Authentication: High Security' setting, the	002b	firmware	later.	
	machine cannot				
	authenticate a valid				
	user on an LDAP				
DI 1 001D	server.	D0.40	NO. ()		
Blank SSID	SSID is blank in the	B246	NCS firmware	Install version 5.10c or	
	configuration page, if it is 32 characters	003a		later.	
	long.				
All users log in	When they login to	B246	Web Support	Install version 2.01 or	
with the same	the device via Web	007b	firmware	later.	
privileges	Image Monitor within				
	about 1 second.				
Cannot login	Windows Vista via	B246	Network support	Install version 5.53.1 or	
-	SMB	003c	firmware	later	
Cannot login	Intergration server	B246	System/Copy	Install version 2.08 or	
0	1011	002g	firmware	later.	
Cannot login	If User Code Auth. is	B828	Browser Unit Type	Install version 1.71 or	
	enabled, users are shown the login	003f	B firmware	later.	
	screen again after				
	logging in.				
Cannot logout		B246	System/Copy	Install version 3.07 or	
J		002p	firmware	later.	
Login user	Names that contain	B246	System/Copy	Install version 2.08 or	
names not	spaces, input from	002g	firmware	later.	
saved	the operation panel				
User codes and	If there are a large	B246	System/Copy	Install version 2.08 or	
names not shown correctly	number of entries	002g	firmware	later.	
in job history					
XSS	Web Image Monitor	B246	Web Support	Install version 2.02.1 or	
vulnerability	l maga mama	007c	firmware	later.	
Unauthorized	Unauthorized	B246	System/Copy	Install version 3.01 or	
access attempts	Copying attempts not	002j	firmware	later.	
not logged	logged in the Access				
11	logs.	DC 16	Mate C	Leadell and Occo	1
Users can	Web Image Monitor	B246	Web Support firmware	Install version 2.03 or	
change settings without	settings	007d	minware	later.	
necessary					
privileges					
Job log not	User ID, Username	B246	System/Copy	Install version 3.03 or	
complete	or Usercode not	0021	firmware	later.	
	stored if WIM is				
	accessed more than				
	300 times using				
	authentication				
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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.	
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	Thermostat worn	Install three new	
		021	out; detected	thermostats (install them	
			wrong	as a set)	
			temperature		
SC542		D052	Damaged	See the RTB for a	
		002	thermistor,	troubleshooting flow	
			disconnected	chart.	
			component, bad		
			PSU, etc		
SC542		D062	Paper dust and	Clean the middle and rear	thermistors.
		023a	toner attached to	If the SC still occurs, repla	ce the
			the thermistors	thermistor brackets with th	
				shown in the RTB.	
SC542		D062	Paper dust and	1. Clean or replace the fus	sina roller.
		040	toner attached to	2. Replace the middle and	
			the thermistors	thermistor brackets (use the	
				as listed in the RTB).	io non parto
				3. Replace the middle and	rear
				thermistors (use the new p	
				in the RTB).	Janto do notod
SC555		D062	Paper dust and	Clean the middle and rear	thermistors
00000		023a	toner attached to	If the SC still occurs, repla	
		0200	the thermistors	thermistor brackets with the	
			the thermiotors	shown in the RTB.	ic new parts
SC590	Should display SC495	B246	Engine firmware	Install version 1.09:60 or	
00000	Griodia dispiay 00400	001a	Lingino iliniware	later.	
SC632	When the MK-1 is	B246	System/Copy	Install version 1.14.1 or	
30032	connected	002d	firmware	later.	
SC670	After an automatic	B246	System/Copy	Install version 3.05 or	
30070		002n	firmware		
	reboot; cannot be recovered with another	00211	Illiliware	later.	
	reboot				
SC672	If the machine	B246	System/Copy	Install version 1.12 or	
30072		002b	firmware	later.	
	switches to Energy	0020	IIIIIware	later.	
	Saver Mode just after				
SC672	warming up	DO46	System/Conv	Install varsion 1 12 or	
SC672	If the machine	B246	System/Copy	Install version 1.13 or	
	switches to Energy Saver Mode just after	002c	firmware	later.	
	1				
SC819	warming up	DOAC	Cyctom/Comy	Install version 2.04 or	
20019	If the power is turned	B246	System/Copy		
	OFF/ON during a	002e	firmware	later.	
	remote firmware				
00010	update (RFU)	D040	DE fine	Lastall consists 200 00 00	
SC819	If IP-FAX is not used	B246	RFax firmware	Install version 02.00.00	
00010	for a while	020a	D	or later.	
SC819	When the device	B828	Browser Unit Type	Install version 1.71 or	
	changes into Energy	003f	B firmware	later.	
	Saver mode				

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Subject	Symptom	RTB#	Cause	Solution	Note
SC819	If authentication is	B828	Browser Unit Type	Install version 1.71 or	
	enabled, occurs after	003f	B firmware	later.	
	2000 users have				
	logged on/off without a				
SC819	power cycle. When browsing the	B246	NCS firmware	Install version 5.59 or	
30013	network using SMB.	003i	1100 IIIIIWale	later.	
SC868	However doing divisi	B861	Damaged SD card	Make sure that the	See the RTB
		002	containing the VM	installation procedure is	for details of
			option (possibly	followed exactly.	the
			damaged during		installation
00000	14 00DD A 11	D040	installation).		procedure.
SC899	If SSDP = Active	B246	Network support	Install version 5.61 or	
SC990	When the SMC is	003k B246	firmware	later. Install version 1.14.1 or	
SC990	printed	002d	System/Copy firmware	later.	
SC990	Duplex documents	B828	Browser Unit Type	Install version 1.71 or	
00000	rescanned from the	003f	B firmware	later.	
	ADF after a jam		a.s	l alo.	
SC990	If authentication is	B828	Browser Unit Type	Install version 1.71 or	
	enabled, occurs after	003f	B firmware	later.	
	2000 users have				
	logged on/off without a				
SC990	power cycle.  When the device	B828	Drowoor Unit Type	Install version 1.71 or	
SC990	changes into Energy	003f	Browser Unit Type B firmware	later.	
	Saver mode	0001	Dilliliwale	later.	
SC990	If a job that contains a	B246	System/Copy	Install version 3.03 or	
	large amount of data	0021	firmware	later.	
	per page is printed in				
	duplex.				
SC990	The use of 102 or	B246	System/Copy	Install version 3.03 or	
	more Designation Sheets with a stored	0021	firmware	later.	
	job or with the Copier's				
	Sample Copy function				
SC991	When Wireless LAN is	B246	Network support	Install version 5.56 or	
	enabled, under certain	003f	firmware	later.	
	set conditions.				
SC991	If DHCP and DDNS	B246	Network support	Install version 5.61 or	
00007	are both enabled	003k	firmware	later.	
SC997	A scan to SMB	B246	System/Copy firmware	Install version 1.12 or	
	destination was removed from the job	002b	Illiliware	later.	
SC 997	If the Expanded Menu	B861	VM card type C	Install version 2.07 or	
30 007	key is pressed	006	firmware	later.	
SC997	When "VM Platform" is	B861	VM card firmware	Install version 2.10 or	
	selected in the User	006a		later.	
	Tools menu				
SC997		Gen	Global Scan NX	Install version 1.1.3.0 or	
		028b	firmware	later.	
		<u> </u>	l .	<u> </u>	<u> </u>

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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.	
Error not notified	If an error occurs while sending folders, the machine does not recover from the error or report the error.	B246 017e	FCU firmware	Install version 06.00.00 or later.	
No recovery from error	If an error occurs while sending folders, the machine does not recover from the error or report the error.	B246 017e	FCU firmware	Install version 06.00.00 or later.	



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#### 8. Optional Units

Subject	Symptom	RTB#	Cause	Solution	Note
Сору	The main machine prints	B246	System/Copy	Install version 1.12 or	
connection	but the sub machine does not	002b	firmware	later.	
Сору	Images from the	B246	System/Copy	Install version 1.14.1 or	
connection	previous job are printed out by the sub machine.	002d	firmware	later.	
Finisher	The outputs from a	B246	System/Copy	Install version 1.14.1 or	
	staple job are not shifted (B700/701)	002d	firmware	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	Reset some SP modes and try to install again.	See the RTB for details on
VM Card	Cannot reinstall the card	B861 008	before installation finished		the SPs to reset.
VM Card	Cannot install SDK applications	B861 008			

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Subject	Symptom	RTB#	Cause	Solution	Note
VM card	SC868	B861	Damaged SD card	Make sure that the	See the RTB
		002	containing the VM	installation procedure is	for details of
VM card	The VM card cannot be	B861	option. The card	followed exactly.	the
	re-installed	002	may have been	,	installation
VM card	SDK applications cannot	B861	damaged during		procedure.
	be installed	002	installation.		
VM card	Cannot install server	B861	VM card type C	Install version 2.05 or	
	application	006	firmware	later.	
VM card	VM platform does not	B861	VM card type C	Install version 2.05 or	
	start	006	firmware	later.	
VM card	SD card runs out of	B861	VM card firmware	Install version 2.10 or	
	space	006a		later.	
VM card	Installation information	B861	VM card firmware	Install version 2.10 or	
	lost	006a		later.	
VM card	At the startup of the VM	B861	VM card firmware	Install version 2.14 or	
	platform, the machine	006c		later.	
	tries to access a specific				
	URL.				
VM card	Cannot use other	B861	VM card C	Install version 2.15 or	
	machine functions if an	006d	firmware	later.	
	SDK application is being				
	used				
VM card	Cannot switch to	B861	VM card C	Install version 2.15 or	
	another SDK application	006d	firmware	later.	
Browser	The browser screen	B828	Browser Unit Type	Install version 1.71 or	
unit	does not respond after	003f	B firmware	later.	
	the machine has entered				
	Sleep Mode.				
Browser	The browser screen	B828	Browser Unit Type	Install version 1.71 or	
unit	does not respond if the	003f	B firmware	later.	
	operation switch is				
	turned off/on while the				
	software keyboard is				
	displayed				
Browser	Scanning from browser	B828	Browser Unit Type	Install version 1.71 or	
unit	cancelled	003f	B firmware	later.	
Browser	No user login screen	B828	Browser Unit Type	Install version 1.71 or	
unit	displayed	003f	B firmware	later.	
Browser	Incorrect orientation	B828	Browser Unit Type	Install version 1.71 or	
unit	applied to Scan Router	003f	B firmware	later.	
	document	Doca		<u>                                     </u>	
Browser	ScanRouter login screen	B828	Browser Unit Type	Install version 1.71 or	
unit	not shown in the	003f	B firmware	later.	
	Browser unit if device				
	settings have been				
	changed but the device				
OAD	has not been rebooted.	Doca	MA	Leadell and Odf	
CAP	Cannot install	B861	VM card firmware	Install version 2.15 or	
		006d		later.	



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#### 9. Image Problems

Subject	Symptom	RTB#	Cause	Solution	Note
Lines at the	-	B246	System/Copy	Install version	
trailing edge		002b	firmware	1.12 or later.	
Pixels are	Large PCL or PS jobs:	B246	System/Copy	Install version	
swapped	Pixels swapped due to a	002e	firmware	2.04 or later.	
	byte ordering error				
Overlapping	2 separate jobs are stored on the HDD as a	B246	System/Copy	Install version 2.08 or later.	See the RTB
pages	single job with	002g	firmware	2.00 01 later.	for the conditions
	overlapping page				when this
	images.				occurs.
Light copies	Occurs before the	D062	Toner is caught in	Do the procedure	000010.
gp	developer reaches its	060c	the development	in the RTB	
	replacement cycle		sleeve gap, which		
	,		decreases the		
			amount of toner		
			supplied. The		
			machine then tries		
			to supply more		
			toner to		
		B246	compensate. Engine firmware	Install version	
		001d	Engine iiiniware	1.13:60 or later.	
		B246	Engine firmware	Install version	
		001f		1.15:60 or later.	
		B246	System/Copy	Install version	
		002p	firmware	3.07 or later.	
Dirty	Occurs before the	D062	Toner is caught in	Do the procedure	
background	developer reaches its	060c	the development	in the RTB	
	replacement cycle		sleeve gap, which		
			decreases the		
			amount of toner		
			supplied. The machine then tries		
			to supply more		
			to supply more		
			compensate.		
		B246	Engine firmware	Install version	
		001d		1.13:60 or later.	
		B246	Engine firmware	Install version	
		001f	-	1.15:60 or later.	
		B246	System/Copy	Install version	
		002p	firmware	3.07 or later.	



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#### 10. Others

Subject	Symptom	RTB#	Cause	Solution	Note
Machine	A scan to SMB	B246	System/Copy	Install version 1.12 or	
freezes	destination was	002b	firmware	later.	
	removed from the job				
Machine	An LDAP search	B246	System/Copy	Install version 1.12 or	
freezes	reference recursively	002b	firmware	later.	
	spans 3 or more				
	servers	D0.40	0	1	
Machine	Soon after a power	B246	System/Copy	Install version 1.13 or	
freezes	cycle, a Java SDK	002c	firmware	later.	
	application is accessed from Extended Feature				
	Settings on the				
	operation panel.				
Machine	The machine receives	B246	Printer firmware	Install version 1.01 or	
freezes	an RPCS job after	009a	Tilliter lillilware	later.	
1166263	another RPCS job was	003a		later.	
	canceled by an				
	authentication error				
Machine	HPGL syntax error;	B246	Printer firmware	Install version 1.04 or	
freezes	"Processing" is	009d		later.	
	displayed in the				
	operation panel				
Machine	When waking from	B246	Scanner firmware	Install version	
freezes	sleep mode	010d		m3_1.17 or later.	
Machine	A user tries to print a	B246	Printer firmware	Install version 1.06 or	
freezes	stored job (e.g. Locked	009f		later.	
	Print) while the				
	ScanRouter capture				
	function is enabled				
Machine	PCL jobs containing	B246	Printer firmware	Install version 1.07 or	
freezes	character codes that	009g		later.	
	are not on the font SD				
Maabiaa	card	DOAC	Drinter firmerrane	Install version 1 07 or	
Machine	Jobs containing	B246	Printer firmware	Install version 1.07 or	
freezes	bitmapped PCL fonts	009g	Printer firmware	later.	
Machine	Jobs created using SAP DeviceType or	B246	Filliter littilware	Install version 1.07 or	
freezes	Barcode &OCR	009g		later.	
	package for SAP				
	System DT				
Machine	Waking up from sleep	B246	Scanner firmware	Install version	
freezes	mode	010e	- Soaimoi illiliwate	m3 1.18 or later.	
Machine	If a print job is initiated	B246	System/Copy	Install version 2.09 or	
freezes	while the Data	002h	firmware	later.	
	Overwrite Security Unit				
	setting is enabled.				
Machine	Caused by LPR jobs	B246	Network support	Install version 5.55 or	
freezes	containing a ustatus	003e	firmware	later.	
	readback if USB is				
	disabled. "Processing"				
	is displayed in the				
	operation panel.	1			

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Subject	Symptom	RTB#	Cause	Solution	Note
Machine	If a PCL job is	B246	Network support	Install version 5.56 or	
freezes	submitted via sftp while	003f	firmware	later.	
	the printer spooler or				
	sftp spooler are				
	stopped.				
Machine	PCL jobs containing	B246	Printer firmware	Install version 3.02 or	
freezes	fonts with a number of	009k		later.	
	characters that is				
Marileta	divisible by 256.	D040	0 - 1 /0	Landall and a Cooper	
Machine	If a user logs back in	B246 002l	System/Copy firmware	Install version 3.03 or	
freezes	after their session has timed out;	0021	Immware	later.	
	"Authenticating				
	Please wait" displayed.				
Machine	If captured data is	B246	Network DocBox	Install version 3.02 or	
freezes	transferred to a	006j	firmware	later.	
1100203	delivery server such as	OUUJ	IIIIIIWaic	ator.	
	ScanRouter.				
Machine	If the Scanner	B246	System/Copy	Install version 3.06 or	
freezes	transmits a JPEG	002o	firmware	later.	
	image or the password				
	for a stored Printer				
	document is changed.				
Machine	When a function	B861	VM card C	Install version 2.15 or	
freezes	selection hardware key	006d	firmware	later.	
	(Copy, Fax, etc.) is				
	pressed while				
	accessing the SDK				
	application selection				
Machine	screen.  If the Capture Priority	B246	Network DocBox	Install version 3.03 or	
freezes	setting is enabled	006k	firmware	later.	
Scanning stalls	An LDAP search	B246	System/Copy	Install version 1.12 or	
Coarring Stand	reference recursively	002b	firmware	later.	
	spans 3 or more	0020		latori	
	servers				
Scanning stalls	Waking up from sleep	B246	Scanner firmware	Install version	
	mode	010d		m3_1.17 or later.	
Scanning stalls	Waking up from sleep	B246	Scanner firmware	Install version	
	mode	010e		m3_1.18 or later.	
Scanning stalls	Trying and failing to	B246	NCS firmware	Install version 5.59 or	
	login to a Scan	003i		later.	
	destination three times				
Cannot turn	If "Clear Modes" is	B246	System/Copy	Install version 1.13 or	
the machine	selected while the	002c	firmware	later.	
off	machine prepares the				
Cannot turn	preview display	DOVE	Cooppor firmulars	Install varsion	
	If "Clear Modes" is	B246	Scanner firmware	Install version	
the machine	selected while the	010c		m3_1.16 or later.	
off	machine prepares the				
Wording errors	preview display Chinese: 8k paper size	B246	Web Support	Install version 1.02 or	
vvoiding endis	not shown correctly	007a	firmware	later.	
	Hot Shown Condony	007a	minivalo	iator.	

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Subject	Symptom	RTB#	Cause	Solution	Note
Wording errors	Web Image Monitor:	B246	Web Support	Install version 2.01 or	
	French, Portuguese,	007b	firmware	later.	
	Danish for Used Toner				
Mandia	Bottle	D040	Mala Occasional	In stall consists 0.00.1	
Wording errors	Russian: Web Image Monitor	B246 007c	Web Support firmware	Install version 2.02.1 or later.	
Wording errors	Polish (PM Call)	B246	Language Install	Install version 0.72 or	
vvoluing errors	T Olisii (i W Odii)	005c	firmware	later.	
Incorrect	Russian (reports not	B246	Printer firmware	Install version 1.04 or	
language	output in Russian)	009d		later.	
No recovery	When accessed by a	B861	VM Card C	Install version 2.09 or	
from energy	server application	006	firmware	later.	
saver mode					
Does not enter	If an SDK application is	B861	VM card C	Install version 2.15 or	
energy saver	being used	006d	firmware	later.	
mode		Dood	)/// O ! O	Leadell 1 000	
Memory leak		B861	VM Card C	Install version 2.09 or	
Memory leak	When an SDK	006 B861	firmware VM card C	later. Install version 2.15 or	
Memory leak	application attempts to	006d	firmware	later.	
	open a software	0000	Illiliwale	later.	
	keyboard but fails.				
An SP or User	SP6-128-8 (Fine Adjust	B246	Engine firmware	Install version 1.10:60	
Tool does not	Z-Fold 1)	001b		or later.	
work	,				
An SP or User	Fold adjustments not	D454	Folder_DONAU	Install version	
Tool does not	reflected	002a	firmware	01.140:12 or later.	
work					
Some jobs not	Stored jobs (e.g.,	B246	System/Copy	Install version 2.08 or	
shown	Locked Print), not shown in job history if a	002g B246	firmware Web Support	later. Install version 2.02.1	
	hard disk is installed	007c	firmware	or later.	
Some jobs not	Stored jobs (Locked	B246	System/Copy	Install version 3.03 or	
shown	Print, Sample Print,	0021	firmware	later.	
	etc.) not shown in the				
	operation panel if the				
	DOS Unit is installed.				
Machine is too	DOS unit is installed	B246	System/Copy	Install version 2.09 or	
slow	MIM is also if CODD!	002h	firmware	later.	
Machine is too slow	WIM is slow if SSDP is	B246	Network support	Install version 5.55 or	
Machine is too	installed Use of the Cover	003e B246	firmware System/Copy	later. Install version 3.03 or	
slow	Interposer Tray when	002l	firmware	later.	
]	there are jobs waiting	JUL.			
	in the print queue.				
Machine is too	GlobalScan NX loads	B861	VM card C	Install version 2.15 or	
slow	screens slowly	006d	firmware	later.	
Cannot copy		B861	VM card firmware	Install version 2.10 or	
files		006a	- 15	later.	
Real time clock	If the machine is turned	B246	System/Copy	Install version 3.02 or	
is slow	off/on more than 1000	002k	firmware	later.	
	times				

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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.	