Updated: 30th September 2010: Changes in bold italics

Model: Model TH-C1	Date: 31-Mar-06	No.: RB156000h

Subject: Troubleshooting	Prepared by: K. Moriizumi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ 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.

Important

The following three firmware versions must always be installed as a set. If you install one, you must install all three: Websys firmware Ver 1.02 or later, NIB firmware Ver 4.17 or later, controller firmware Ver 1.08 or later.

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Paper jam	Paper jams and/or jam condition not cleared after removing paper	B156 023	User error	Educate the customer. Make sure that the side and end fences are positioned correctly.	
LCT jam	The top sheet of the stack jams after it moves across from left to right	B156 027	The side fences are too close together. The paper is wider than specified, or has burrs on its edge.	Replace the front and rear side fences with new parts.	See the RTB for details.

2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
Sensor malfunction	The transfer belt sensor incorrectly detects a 'no paper' condition if there is a high-density solid image, even if there is paper at the sensor.	B156 005	BICU firmware	Install version 1.03 or later.	
Dirt at leading edge		B156 005	BICU firmware	Install version 1.03 or later.	
Incorrect original size detected	The ARDF detects a U.S. standard size as a European standard size	B156 005c	BICU firmware	Install version 1.11:03 or later.	
Incorrect original size detected	A4 LEF detected as A3	B156 005e	BICU firmware	Install version 1.13:03 or later.	

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3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
RCGate	Cannot update firmware when the machine is in Low Power Mode	B156 005	BICU firmware	Install version 1.06 or later. Also update main unit controller firmware to V1.06 or later.	
RCGate	Cannot update firmware with RC Gate if Machine Management is OFF (User Tools - Administrator Tools).	B156 006	Main unit controller firmware	Install version 1.05 or later.	
RCGate	Cannot connect to RCGate at installation	B156 006	Main unit controller firmware	Install version 1.04 or later.	
RCGate	Cannot update the firmware with RCGate	B156 011	Network Support (NCS) firmware	Install version 4.17 or later.	
RCGate	Cannot update the firmware with RCGate	B156 006a	Main unit controller firmware	Install version 1.08 or later.	
RCGate	SSL communication error	B156 012	DESS firmware	Install version 3.09.1 or later.	
RCGate	Bad communication with RCGate	B156 006b	Main unit controller firmware	Install version 1.09 or later.	
RCGate	Counter data not sent to RCGate	B156 006b	Main unit controller firmware	Install version 1.10 or later.	
Web Image Monitor	ROM Update is not in the menu	B156 010a	Web System firmware	Install version 1.02 or later.	Other firmware must be updated at the same time; see the RTB
		B156 011a	Network Support (NCS) firmware	Install version 4.17 or later.	
		B156 006a	Main unit controller firmware	Install version 1.08 or later.	
Desk Top Binder	Cannot check the fax journal	B156 016a	Fax firmware	Install version 04.00.00 or later.	
Web Image Monitor	Incorrect wording in German	B156 010	Web System firmware	Install version 1.02 or later.	
Web Image Monitor	Cannot be used if a CSV file of the Journal is downloaded after a network reboot (NCS reboot)	B156 016	Fax firmware	Install version 03.00.00 or later.	
SNMP	Machine cannot reply to SNMP requests; the buffer is full	B156 011	Network Support (NCS) firmware	Install version 4.17 or later.	
SNMP	The SNMP service may not start when the device is turned on.	B156 011	Network Support (NCS) firmware	Install version 4.17 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SNMP	Utilities using SNMP will not receive status updates from the device.	B156 011	Network Support (NCS) firmware	Install version 4.17 or later.	
Smart Device Monitor for Admin	Cannot retrieve 1394 host names of devices	B156 011	Network Support (NCS) firmware	Install version 4.17 or later.	
Smart Device Monitor for Admin	If more than five users are added to the Address Book using Smart Device Monitor for Admin with SSL, after an hour or more, the connection closes and the Address Book is not updated.	B156 012	DESS firmware	Install version 3.09.1 or later.	
Smart Device Monitor for Admin	Cannot access the machine using SSL after "Permit Simple Encryption" in Extended Security is disabled.	B156 013	Netfile firmware	Install version 1.00 or later.	
Smart Device Monitor for Admin	If more than one PC accesses the machine at the same time, cannot configure the machine.	B156 013	Netfile firmware	Install version 1.00 or later.	
Smart Device Monitor	Cannot connect to the machine if SSL is disabled.	B782 004	VM card type B firmware	Install version 1.42 or later.	
Thumbnails	Blurred thumbnails in Web Image Monitor, DeskTopBinder or DeskTopEditor for Production (only when data is scanned from a machine with File Format Converter).	B156 006a	Main unit controller firmware	Install version 1.08 or later.	
Thumbnails	Extra thumbnail when a received fax is delivered	B156 016b	Fax firmware	Install version 05.00.00 or later.	
Desk Top Binder	If more than one PC accesses the machine at the same time, cannot send scanned files from the Document Server to a ScanRouter server.	B156 013	Netfile firmware	Install version 1.00 or later.	
Desk Top Binder	Fax cannot be sent with Desk Top Binder	B156 016a	Fax firmware	Install version 04.00.00 or later.	
Document Server	Garbled filenames or user names when two-byte characters are used in the filename	B156 013a	Netfile firmware	Install version 1.01 or later.	
404 not found	When accessing the document server in WIM via a single sign-on server	B156 006d	Main unit controller firmware	Install version 1.14.1 or later.	
		B156 009c	Printer firmware	Install version 1.06 or later.	
		B156 010b	Web system firmware	Install version 1.03 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
		B156 036	Web Doc Box firmware	Install version 1.02 or later.	
		B156 013b	Netfile firmware	Install version 2.00 or later.	
Web service stalls	If you try to make an IPP Authentication password of 8 two-byte numeric digits	B156 010b	Web system firmware	Install version 1.03 or later.	
Cannot register folders	Cannot register SMB folders in address book	B156 011b	NCS firmware	Install version 4.19 or later.	
Firmware update	RFU cannot be done if the firmware file is large.	B782 004	VM card type B firmware	Install version 1.41 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.*	*B156 011c*	*NCS firmware*	*Install version 4.20 or later.*	
SMB	*Cannot Scan to SMB to Windows 98/98SE/Me/NT4.0 destinations specified using an IP address.*	*B156 011c*	*NCS firmware*	*Install version 4.20 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.*	*B156 011c*	*NCS firmware*	*Install version 4.20 or later.*	
SMB	*The Scan to SMB "Connection Test" fails if performed on a directory located directly below a DFS root.*	*B156 011c*	*NCS firmware*	*Install version 4.20 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.*	*B156 011c*	*NCS firmware*	*Install version 4.20 or later.*	
SMB	*Problems when using across subnets due to short timeout*	*B156 011c*	*NCS firmware*	*Install version 4.20 or later.*	
SMB	*Cannot Scan to SMB to a destination that is not specified using an FQDN.*	*B156 011c*	*NCS firmware*	*Install version 4.20 or later.*	

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Subject	Symptom	RTB #	Cause	Solution	Note
SMB	*Cannot Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.*	*B156 011c*	*NCS firmware*	*Install version 4.20 or later.*	

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4. Printing

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot print some characters	Thai/Latin characters, PS job	B156 001a	PS3 firmware	Install version 1.03 or later.	
Cannot print to an SDM port	If more than one PC accesses the machine at the same time.	B156 013	Netfile firmware	Install version 1.00 or later.	
RPCS error	RPCS error, machine freezes in the middle of a job	B156 009b	Printer firmware	Install version 1.05 or later.	
Unsupported function can be selected	Job Order can be selected for Print Priority	B156 010b	Web system firmware	Install version 1.03 or later.	
SMB printing	Sometimes not available	B156 011b	NCS firmware	Install version 4.19 or later.	

5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
'Replace fusing oil' not displayed	Only displayed in English	B156 006a	Main unit controller firmware	Install version 1.08 or later.	
Screen freezes	Document server screen freezes if machine changes into doc server mode while a doc server file is being saved.	B156 006b	Main unit controller firmware	Install version 1.10 or later.	
Incorrect display	If the key counter is not in the key counter holder when the main power is turned on.	B156 006b	Main unit controller firmware	Install version 1.11 or later.	
Incorrect display	If the key counter is not inserted	B156 006c	Main unit controller firmware	Install version 1.13 or later.	
Operation panel does not work	The panel does not respond at all, or The positions of the buttons shift (even after calibration)	B156 041a	An adhesive in the assembly is expanding, causing damage to the unit.	Replace the touch panel as explained in this RTB.	
Languages	European display languages cannot be used	B782 004	VM card type B firmware	Install version 1.42 or later.	

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6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
LDAP Authentication	Does not work if configured using the 'LDAP Server 3, 4 or 5' settings from Web Image Monitor	B156 010	Web System firmware	Install version 1.02 or later.	
Windows Authentication	Functions cannot be restricted to groups using a domain controller in a different subnet.	B156 011	Network Support (NCS) firmware	Install version 4.17 or later.	
Windows Authentication	Users cannot login to the machine via Windows Authentication from a domain controller in a different subnet unless WINS is enabled	B156 006a	Main unit controller firmware	Install version 1.08 or later.	
Windows authentication	*Cannot use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server.*	*B156 011c*	*NCS firmware*	*Install version 4.20 or later.*	
Windows authentication	*Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication.*	*B156 011c*	*NCS firmware*	*Install version 4.20 or later.*	
Windows authentication	*Fails if the username or password includes lower-case European characters.*	*B156 011c*	*NCS firmware*	*Install version 4.20 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.*	*B156 011c*	*NCS firmware*	*Install version 4.20 or later.*	
Cannot login	If the machine gets more than 300 login attempts without cycling the power, SC991 appears and users cannot login to the machine.	B156 006a	Main unit controller firmware	Install version 1.08 or later.	
Cannot login	Windows Vista via SMB	B156 011b	NCS firmware	Install version 4.19 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
User name and password still appear	Occurs when someone opens the login screen by pressing the User Tools button.	B156 006a	Main unit controller firmware	Install version 1.08 or later.	
Encryption	Some of the data contained in a backup of the Address Book might not be encrypted.	B156 006b	Main unit controller firmware	Install version 1.10 or later.	
SSL/TLS	Rollback vulnerability	B156 012a	DESS firmware	Install version 3.10 or later.	
DOS Unit	Always uses the NSA method, even if another is selected.	B156 006b	Main unit controller firmware	Install version 1.11 or later.	
Cannot authenticate valid user	Cannot authenticate on LDAP server, if the machine has the 'Authentication: High Security' setting	B156 006d	Main unit controller firmware	Install version 1.14.1 or later.	

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7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC305	After installing a charge corona unit	B156 030	The white harness was straightened during the replacement procedure.	Correct the quenching lamp (QL) position and bend the white harness so that it does not push the QL.	See the RTB for details.
SC503		MB457 009		End fence was modified	MB, not RTB
SC503		MB457 010		LCT board firmware was modified	MB, not RTB
SC545	Detected falsely after recovery from Energy Saver or just after the main switch is turned on	B156 005b	BICU firmware	Install version 1.10:03 or later.	
SC670	If the scanner moves just after the main switch is turned on	B156 005a	BICU firmware	Install version 1.08:03 or later.	
SC672	Detected falsely	B156 006	Main unit controller firmware	Install version 1.06 or later.	
SC672	When storing to the Document Server using the Fax or Scanner applications, with the MLB option, just after power on.	B156 006a	Main unit controller firmware	Install version 1.07 or later.	
SC672	If more than one PC accesses the doc server at the same time to download PDF files.	B156 013	Netfile firmware	Install version 1.00 or later.	
SC687	Documents with certain attributes (see the RTB) printed from document server using Magazine, Booklet, or Stamp may cause SC687.	B156 006a	Main unit controller firmware	Install version 1.07 or later.	
SC687	After the "Tray Full" (Finisher) message is cleared in Magazine Mode.	B156 006b	Main unit controller firmware	Install version 1.12 or later.	
SC819	If the power is turned OFF/ON during a remote firmware update (RFU)	B156 006d	Main unit controller firmware	Install version 1.14.1 or later.	
SC838	Short circuit between IO board and BICU board	B156 024	Harness damaged	Replace the BICU and/or controller.	
SC889	*If the device tries and fails to login to a Windows scan destination 3 times*	*B156 011c*	*NCS firmware*	*Install version 4.20 or later.*	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC899	*Trying and failing to login to a Scan destination three times*	*B156 011c*	*NCS firmware*	*Install version 4.20 or later.*	
SC990	Occurs if a user starts a print job for a Document Server, logs out during the job, and then another user logs in.	B156 006	Main unit controller firmware	Install version 1.03 or later.	
SC990	When the machine receives a Print job while in Energy Saver Mode	B156 009	Printer firmware	Install version 1.02 or later.	
SC991	If the machine gets more than 300 login attempts without cycling the power, SC991 appears and users cannot login to the machine.	B156 006a	Main unit controller firmware	Install version 1.08 or later.	
Remote firmware update error	Occurs falsely	B156 006a	Main unit controller firmware	Install version 1.08 or later.	

8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Shift tray	Cannot install; cannot fit the tray under the paper guides	B156 019	Molding error at the factory	Replace the Shift Tray Cover.	

9. Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Scan to Folder	Greyed out after a power cycle if the SNTP server address setting was configured.	B156 008	Scanner firmware	Install version 1.06 or later.	
Scan to e-mail	Greyed out after a power cycle if the SNTP server address setting was configured.	B156 008	Scanner firmware	Install version 1.06 or later.	
PDF	Size created by scanner is not the same as selected in operation panel	B156 006d	Main unit controller firmware	Install version 1.14.1 or later.	
		B156 013b	Netfile firmware	Install version 2.00 or later.	

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10. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Too dark	Light gray areas on the original appear darker on the printout when 2-bit mode is used.	B156 001	PS3 firmware	Install version 1.02 or later	
Residual images	Toner and silicone oil from the previous image stays on the ITB	B156 005	BICU firmware	Install version 1.04 or later. Also update main unit controller firmware to V1.05 or later.	SP modes added
Residual images	Small paper sizes	B156 005	BICU firmware	Install version 1.03 or later. Also update main unit controller firmware to V1.04 or later.	SP modes added
Residual images	Full color printing on thin paper just after continual duplex BK	B156 014	Fusing oil gets on the image transfer belt through the paper.	Change BICU firmware to 1.04 or later and controller unit firmware to 1.05 or later. Then make sure the SP settings are correct (see the RTB).	
Dirty background	High temperature and high humidity	B156 005	BICU firmware	Install version 1.021 or later.	SP mode added
Image problem at trailing edge	Toner particles shifted	B156 005	BICU firmware	Install version 1.021 or later.	SP mode added
Banding	6-mm intervals	B156 020a		Install the new flywheel assembly and tapping screws.	
Toner spots	Full color printing on thin paper just after continual duplex BK	B156 014	Fusing oil gets on the image transfer belt through the paper.	Change BICU firmware to 1.04 or later and controller unit firmware to 1.05 or later. Then make sure the SP settings are correct (see the RTB).	
Lines	SP6-006-4 was set outside the acceptable range.	B156 005b	BICU firmware	Install version 1.10:03 or later.	Update these two firmwares together
Lines	SP6-006-4 was set outside the acceptable range.	B156 006b	Main unit controller firmware	Install version 1.10 or later.	
Problems with solid images	When the machine recovers from Low Power mode, just after the main switch is turned on, or when a Scanning job is done.	B156 005b	BICU firmware	Install version 1.09:03 or later.	
User color	A registered User Color cannot be copied after the machine recovers from Low Power Mode or after the operation switch is turned Off/On.	B156 005c	BICU firmware	Install version 1.11:03 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Trapezoid image	The image is printed out in the shape of a half-trapezoid when using A3 or 11" x 17" paper	B156 037	The rear side of the fusing unit is slightly higher or lower than the front side.	Install the Adjust Plate and secure the screws at the upper or lower position, depending on which side of the trailing edge is angled upward.	P/N B1544122 See the RTB for details of the procedure
Image problem (not specified)	80GB HDD is installed with old firmware	B156 006e	Main unit controller firmware	Install version 1.15 or later.	

11. Fax

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot receive	Ringing signal not detected through PBX	B156 022	Machine is not compatible with the ringing signal generated by the PBX	Change the machine's settings (see the RTB)	
Communication interrupted	If the machine mode is changed and IP-Fax Switch 03/bit 4 is ON.	B156 016	Fax firmware	Install version 02.00.00 or later.	
Transmission Result Notification by E-mail	Does not work	B156 016	Fax firmware	Install version 02.00.00 or later.	
IP-Fax	Does not work if SIP/UDP communication is done repeatedly (memory shortage).	B156 016	Fax firmware	Install version 02.00.00 or later.	
IP-Fax	IP-Fax communication fails	B156 016d	Fax firmware	Install version 06.00.01 or later.	
Cannot detect ringing signal		B156 017a	FCU (MBU) firmware	Install version 03.00.00 or later.	
Key counter counts up	During fax printout	B156 006b	Main unit controller firmware	Install version 1.09 or later.	
Cannot send	When the received ANSam/CED signal is 210ms or shorter.	B156 017b	FCU (MBU) firmware	Install version 05.00.00 or later.	

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12. Installation and Operation

Subject	Symptom	RTB #	Cause	Solution	Note
Shipping retainer cannot be removed	Rear side of the PCU	B156 026	Incorrect assembly at the factory	Remove the PCU from the machine, and then remove the retainer.	See the RTB for instructions.
Cannot remove black toner cartridge		B156 029	There is not much space inside this model.	Follow the procedure in this RTB. Tell the customers about this procedure also.	
Cannot remove PCU easily	Must remove fusing unit first	B156 033	The front side plate of the fusing unit overlaps with the PCU	The height adjustment mechanism was discontinued. The front side plate is now only one part.	See the RTB for a removal procedure. Be careful when you install the PCU.

13. Mechanical or Electrical Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Front door safety switch broken	Only if closed with too much force	B156 035	The customer used too much force when closing the door	The door was modified. But instruct the customers also.	

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14. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Machine is too slow	Printing and Copying is slow when the DOS unit is installed.	B156 006	Main unit controller firmware	Install version 1.06 or later.	
Machine is too slow	Printing is slower when PCL data is printed with HDD fonts	B156 009	Printer firmware	Install version 1.01 or later.	
Machine is too slow	If the user clicks 'Reception' under 'FAX History' and then immediately clicks 'Document Server', the 'Document Server' menu takes a long time to be displayed.	B156 013	Netfile firmware	Install version 1.00 or later.	
Machine is too slow	Slow to download the Address data with SmartDeviceMonitor for Admin.	B156 006b	Main unit controller firmware	Install version 1.12 or later.	
Machine is too slow	80GB HDD is installed with old firmware, and DOS unit is installed	B156 006e	Main unit controller firmware	Install version 1.15 or later.	Also see MB B156 035
Machine freezes	After the BICU and/or FCU firmware is updated via RC Gate.	B156 006	Main unit controller firmware	Install version 1.04 or later.	
Machine freezes	Occurs when user authentication is enabled, and other conditions (see the RTB)	B156 006	Main unit controller firmware	Install version 1.03 or later.	
Machine freezes	If the paper tray reaches Paper End or the tray is pulled out during a print job (Hungarian, Polish and Russian only).	B156 009	Printer firmware	Install version 1.02 or later.	
Machine freezes	When PCL data is printed with HDD fonts	B156 009	Printer firmware	Install version 1.01 or later.	
Machine freezes	When a duplex job is sent from an RPCS driver and then cancelled from the operation panel or PC	B156 009	Printer firmware	Install version 1.01 or later.	
Machine freezes	After a lot of color prints	B156 006a	Main unit controller firmware	Install version 1.08 or later.	
Machine freezes	The IP-Fax port setting is programmed in SP3107-001-007.	B156 016	Fax firmware	Install version 03.00.00 or later.	
Machine freezes	After it communicates 20,000 times with IP-Fax.	B156 016	Fax firmware	Install version 02.00.00 or later.	
Machine freezes	When recovering from sleep mode	B156 005d	BICU firmware	Install version 1.12:03 or later.	

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Machine freezes	When the operator changes the Authentication settings with User Tools and then exits System Settings.	B156 006b	Main unit controller firmware	Install version 1.12 or later.	
Machine freezes	If the authentication process is cancelled repeatedly	B156 006c	Main unit controller firmware	Install version 1.13 or later.	
Machine freezes	If a large number of originals are scanned for copying	B156 006c	Main unit controller firmware	Install version 1.13 or later.	
Machine freezes	When sending jobs to IBS (Intelligent Barcode Solution) via USB, Centronics or Bluetooth.	B156 009a	Printer firmware	Install version 1.03 or later.	
Machine freezes	If it receives a PCL XL job containing an image from a specific graphics application such as Route66	B156 009a	Printer firmware	Install version 1.03 or later.	
Machine freezes	If a large number of duplex jobs (65K) is sent to the machine	B156 009a	Printer firmware	Install version 1.03 or later.	
Machine freezes	RPCS error, freezes in the middle of a job	B156 009b	Printer firmware	Install version 1.05 or later.	
Machine freezes	An LDAP search reference recursively spans 3 or more servers	B156 006d	Main unit controller firmware	Install version 1.14.1 or later.	
Machine freezes	80GB HDD is installed with old firmware	B156 006e	Main unit controller firmware	Install version 1.15 or later.	Also see MB B156 035
Start key does not go green	Occurs when user authentication is enabled, and other conditions (see the RTB)	B156 006	Main unit controller firmware	Install version 1.04 or later.	
Job cancelled	PDF Direct Print jobs sent via DeskTopBinder in Driverless Mode are cancelled, if User Code Authentication is enabled.	B156 009	Printer firmware	Install version 1.01 or later.	
Incorrect page numbering	Printing from the document server with the Magazine function	B156 006a	Main unit controller firmware	Install version 1.08 or later.	
Machine does not get to the ready condition	Short circuit in the BICU harness causes FU11 (+5V) on the PSU to open.	B156 015a	A bracket damages the harness.	Replace the PSU and harness, and add the protective Mylar (B154 5881).	
Incorrect wording	Spanish, Dutch, Korean, and Chinese.	B156 017	FCU (MBU) firmware	Install version 02.00.00 or later.	
Incorrect wording	Spanish	B156 018	Language data firmware	Install version 3.84 or later.	

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Incorrect wording	Europe, Taiwanese, Korean	B156 017a	FCU (MBU) firmware	Install version 03.00.00 or later.	
Incorrect wording	Russian, Korean	B156 017a	FCU (MBU) firmware	Install version 04.00.00 or later.	
Incorrect wording	Various languages	B156 018b	Language data firmware	Install version 3.89 or later.	
Incorrect wording	Various languages	B156 034	LCDC firmware (North America)	Install version 1.16 or later.	For Europe, see RTB 018b
Incorrect wording	Web Image Monitor: French, Portuguese, and Danish for "Used Toner Bottle"	B156 010b	Web system firmware	Install version 1.03 or later.	
Time not shown correctly	Chinese, Taiwanese, Korean (on reports)	B156 017a	FCU (MBU) firmware	Install version 03.00.00 or later.	
Circuit breaker	Trips too often	B156 021	Breaker is too sensitive	Replace with P/N 11071073 (the same as the one for the J-C1).	
Noise	The top sheet of the stack jams after it moves across from left to right	B156 027	The side fences are too close together. The paper is wider than specified, or has burrs on its edge.	Replace the front and rear side fences with new parts.	See the RTB for details.
Scanner freezes	An LDAP search reference recursively spans 3 or more servers	B156 006d	Main unit controller firmware	Install version 1.14.1 or later.	
Damaged platen cover	A small area on the lower front edge of the platen cover sheet is damaged.	B156 038	The sheet is gradually worn down because the user always touches it when opening/closing the cover.	Temporary: Cover the damaged part with tape, or turn the sheet around. Permanent: Install the modified platen cover sheet	Modified sheet: P/N G3291371
No recovery from energy saver mode	When accessed by a server application	B782 004	VM Card B firmware	Install version 1.43 or later.	
Memory leak	If an application is enabled/disabled	B782 004	VM Card B firmware	Install version 1.43 or later.	