RICOH   **T**echnical **B**ulletin

Updated: 30th September 2013: Changes in bold italics

Model: Model V-C1	Date: 31-Mar-06	No.: RB132000j

Subject: Troubleshooting		Prepared by: H. Matsui
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

If System/Copy firmware version 1.17 is applied to a machine with a Printer/Scanner option, "Websys V1.03 (B1325753C.fwu) or newer" + "NIB V4.17 (B1325751C.fwu) or newer" should be also applied as a set.

E-7000 controller firmware: There are two variations of System Software V.1.1.0. To know which one is installed, refer to the Configuration Sheet.

E-7000 controller patches: More than one patch file may be needed, and the order in which they are applied may be important. See the RTB for the required patch file(s), and the correct procedure to use.

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Paper misfeed	J098 on the operation panel	B132 005	Paper Type Detection is enabled, and paper type error is detected	Press "Next" and follow the instructions on the screen. Make sure that the paper type settings match the paper in the machine. Disable the feature.	
Paper misfeed	J099 on the operation panel	B132 005	Double Feed Detection is enabled, and double feed is detected	Press "Next" and follow the instructions on the screen. Make sure that the paper type settings match the paper in the machine. Disable the feature.	
Paper jam	LCT	B132 006	The operator did not set the side fence or end fence correctly.	Instruct the users on correct operating procedure.	
Paper jam	Image is shifted, and jam occurs (large jobs)	B132 046	Install Color Controller E-7000 system software V1.2.0		
Jobs fed out face up	Copy and Print jobs, Thick 2 paper set for the bypass tray with user tools	B132 015a, 026	System/Copy firmware bug	Update the System/Copy firmware to v1.18 (B1325750G) or newer.	
Original feed jam	Reduce copy mode	B132 022	ADF firmware	Install version 1.18 or later	
Original feed jam	Duplex and enlarge copy mode	B132 022	ADF firmware	Install version 1.19:05 or later	
Original feed jam	ARDF jam when using PC-FAX and Scanner applications at the same time	B132 026f	System/Copy firmware	Install version 1.25.1 or later.	
Original feed jam	When feeding punched originals through the ADF (see the RTB for details)	B132 022c	ADF firmware	Install version 1.32:13 or later.	
Skew	Printing and copying	B132 024	The registration roller bushing on the rear side is damaged.	1. Replace the bushing. 2. Check the position of the rear registration pressure spring (see the procedure in the RTB).	

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2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
Hot roller failure	Hot roller lifetime too short	B132 017	Fusing lamp temperature is too high	Do not increase the fusing lamp temperature for low power mode. Do not increase the value of the Energy Saver Timer.	
Hot roller damage		B132 017	Fusing lamp temperature is too high	Do not increase the fusing lamp temperature for low power mode.	
Poor fusing	Parts of the image peels off the paper	B132 020a, 041	Not enough heat is supplied to the surface of the fusing roller.	Install Engine firmware version 1.20.2:08 or later and System/Copy firmware version v1.23.1 or later at the same time. Then, apply "Middle Thickness Paper Mode" (see the RTB). Also, for the E-7000 controller, there is a driver setting (see the RTB).	

3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
RCGate	Cannot get information from the V-C1 if it is in Energy Saver Mode	B132 016	Not supported by the System/Copy firmware.	Install System/Copy: ver_LR0068 (B1326750F_LR0068.fwu)	
RCGate	Cannot get information from the V-C1 if it is in Energy Saver Mode	B132 026	System/Copy firmware	Install version 1.18 or later.	
Desk Top Binder	PDF Direct Print jobs sent via DeskTopBinder in driverless mode are cancelled	B132 025	Printer firmware	Install version 1.01 or later.	
Desk Top Binder	Jobs stored using a Start Page number of more than 1000 cannot be printed. "Contains too many pages. Unable to process" is shown on the Client PC.	B132 036a	Netfile firmware	Install version 1.03 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).	B132 026	System/Copy firmware	Install version 1.18 or later.	
Firmware update	Does not appear in the menu of Web Image Monitor	B132 026	System/Copy firmware	Install version 1.18 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Firmware update	If the power is cut during a remote firmware update, the update will fail when retried.	B132 026g	System/Copy firmware	Install version 1.26 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.	
@Remote	Counter information not reliable	B132 026	System/Copy firmware	Install version 1.19 or later.	
DeskTop Editor for Production	Jobs stored using a Start Page number of more than 1000 cannot be printed. "Contains too many pages. Unable to process" is shown on the Client PC.	B132 036a	Netfile firmware	Install version 1.03 or later.	
DeskTop Editor for Production	Cannot configure staples for jobs that come from devices that have an SR970, SR980 or SR4000	B132 036a	Netfile firmware	Install version 1.03 or later.	
Garbled filenames	Garbled filenames or user names when two-byte characters are used in the filename	B132 036	Netfile firmware	Install version 1.01 or later.	
SMB	Sometimes not available	B132 058	Network support firmware	Install version 4.18.1 or later.	
SMB	SMB folders cannot be registered in the address book.	B132 058a	Network support firmware	Install version 4.18.2 or later.	
SMB	Extra steps needed if a user gives an invalid username or password for Scan to SMB.	B132 058a	Network support firmware	Install version 4.18.2 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.	B132 058a	Network support firmware	Install version 4.18.2 or later.	
SMB	Cannot Scan to SMB to Windows 98/98SE/Me/NT4.0 destinations specified using an IP address.	B132 058a	Network support firmware	Install version 4.18.2 or later.	
SMB	The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).	B132 058a	Network support firmware	Install version 4.18.2 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
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.	B132 058a	Network support firmware	Install version 4.18.2 or later.	
SMB	The Scan to SMB "Connection Test" fails if performed on a directory located directly below a DFS root.	B132 058a	Network support firmware	Install version 4.18.2 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.	B132 058a	Network support firmware	Install version 4.18.2 or later.	
SMB	Problems when using across subnets due to short timeout	B132 058a	Network support firmware	Install version 4.18.2 or later.	
SMB	Cannot Scan to SMB to a destination that is not specified using an FQDN.	B132 058a	Network support firmware	Install version 4.18.2 or later.	
SMB	Cannot Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.	B132 058a	Network support firmware	Install version 4.18.2 or later.	
Cannot find workgroup	The workgroup name contains a 2-byte character	B132 058	Network support firmware	Install version 4.18.1 or later.	
Web service stalls	When an IPP Authentication password of 8 two-byte numeric digits is stored	B132 050a	Web Support firmware	Install version 1.05.1 or later.	
404 not found	When accessing the document server in WIM via a single sign-on server	B132 066	Netfile firmware System firmware Websys firmware WebDocBox firmware Printer firmware	Install version 2.00 or later. Install version 1.25.1 or later. Install version 1.05.1 or later. Install version 1.05.1 or later. Install version 1.05.1 or later.	
LDAP	LDAP does not work	B132 046	Install Color Controller E-7000 system software V1.2.0		
Document Server	Does not work after installing 1-PMXVL.ps	B132 067	Install Color Controller E-7000 system software V1.2.0		
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.	

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4. **Printing/Scanning**

Subject	Symptom	RTB #	Cause	Solution	Note
Slow printing	PCL jobs are printed using HDD fonts.	B132 025	Printer firmware	Install version 1.02 or later	
Job cancelled	RPCS job with a lot of graphic/image objects	B132 025	Printer firmware	Install version 1.03 or later	
Job cancelled	Scan job is canceled when Mix size scan with Black and White	B132 067	Install Color Controller E-7000 system software V1.2.0		
Insufficient Memory	The machine receives a lot of RPCS jobs with different Print Quality settings.	B132 025	Printer firmware	Install version 1.03 or later	
PDF file defective	Size of the file made by the scanner not the same as selected at the op panel	B132 026g	System/Copy firmware	Install version 1.26 or later.	
		B132 036b	Netfile firmware	Install version 2.00 or later.	
Scanned image corrupted	See the RTB for a list of conditions for this symptom to occur	B132 063a	Firmware bug in System/Copy version 1.25.1	Install version 1.26 or later.	
Printing does not start	After removing paper from the copy tray	B132 046	Install Color Controller E-7000 system software V1.2.0		

5. **Operation Panel**

Subject	Symptom	RTB #	Cause	Solution	Note
Used Toner Bottle Full	Incorrect wording, except English and Japanese	B132 026	System/Copy firmware	Install version 1.18 or later.	
Operation panel stalls	If the operation panel is switched from Copier to Document Server while the Document server is storing a Print job.	B132 026	System/Copy firmware	Install version 1.19 or later.	
Display error	The key counter is not in the key counter holder when the main power is turned on.	B132 026a	System/Copy firmware	Install version 1.22 or later.	
Wording errors	German, Russian, Spanish and Hungarian	B132 039	Language firmware	Install version 3.83 or later.	
Wording errors	Spanish	B132 040	LCDC-NA firmware	Install version 1.10 or later.	
Operation panel LCD does not turn on	When the main switch is turned on for the first time	B132 057	Defective IC on the PCB: OPC	Replace the operation panel assembly.	
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
User code authentication	PDF Direct Print jobs sent via DeskTopBinder in driverless mode are cancelled	B132 025	Printer firmware	Install version 1.01 or later.	
User name and password still shown	Shown when someone opens the login screen by pressing the User Tools button.	B132 026	System/Copy firmware	Install version 1.18 or later.	
Address book not encrypted	Data in a backup is not encrypted	B132 026	System/Copy firmware	Install version 1.19 or later.	
Cannot login	Windows Vista via SMB	B132 058	Network support firmware	Install version 4.18.1 or later.	
Authentication failure	If the machine has the 'Authentication: High Security' setting, it might not be able to authenticate a valid user on an LDAP server, if the user name contains non-ASCII characters.	B132 026d	System/Copy firmware	Install version 1.24 or later.	
Windows authentication	Cannot use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server.	B132 058a	Network support firmware	Install version 4.18.2 or later.	
Windows authentication	Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication.	B132 058a	Network support firmware	Install version 4.18.2 or later.	Because of this, logged in users are only granted the "Available Functions" specified for them in the Address book
Windows authentication	Fails if the username or password includes lower-case European characters.	B132 058a	Network support firmware	Install version 4.18.2 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.	B132 058a	Network support firmware	Install version 4.18.2 or later.	

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7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC195	After replacing the controller board	B132 065	The NVRAM from the old board was not transferred to the new board.	Always remove the NVRAM from the old board and install it on the new board.	
SC230	When feeding from the bypass tray	B132 026d	System/Copy firmware	Install version 1.24 or later.	
SC520	Rubber layer on fusing roller is damaged	B132 049a	The temperature in standby mode is too high	Set the standby temperature to a lower value. Also, enable 'Middle Thick" mode if necessary	See the RTB for all the SP/User Tool settings that must be changed.
SC543	When bypass tray runs out of paper.	B132 041	Engine firmware	Install Engine firmware v. 1.20.2:08 or later, and System/Copy firmware v1.22 or newer.	
SC548	Rubber layer on fusing roller is damaged	B132 049a	The temperature in standby mode is too high	Set the standby temperature to a lower value. Also, enable 'Middle Thick" mode if necessary	See the RTB for all the SP/User Tool settings that must be changed.
SC54x, SC55x, SC56x	Poor connection of the fusing unit harness	B132 069	The material of the harness was improved	Install a new harness	P/N See MB132072
SC632	If the MK-1 is installed	B132 026f	System/Copy firmware	Install version 1.25.1 or later.	
SC672	If the main power is turned OFF/ON and performing the SC auto reboot function	B132 026a	System/Copy firmware	Install version 1.22 or later.	
SC687		B132 022d	ADF firmware	Install version 1.33:14 or later.	
SC705		B132 074		Replace the parts listed in the RTB.	
SC819	If the main power is turned OFF and ON during a remote firmware update	B132 026f	System/Copy firmware	Install version 1.25.1 or later.	
SC819	When browsing the network using SMB.	B132 058a	Network support firmware	Install version 4.18.2 or later.	
SC880	Two minutes after doing a specific sequence of steps on a machine with the File Format Converter.	B132 026a	System/Copy firmware	Install version 1.22 or later.	
SC899	Trying and failing to login to a Scan destination three times	B132 058a	Network support firmware	Install version 4.18.2 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC990	If a certain procedure is done while other users are accessing the document server	B132 026d	System/Copy firmware	Install version 1.24 or later.	
SC990	If the cover of the Mailbox is opened while paper passes through the Mailbox.	B762 001	Software bug	Install new parts	The RTB has the part numbers
SC992	Displayed instead of SC543	B132 026a	System/Copy firmware	Install version 1.22 or later.	
SC997		Gen 028b	Global Scan NX firmware	Install version 1.1.3.0 or later.	

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8. Optional Units

E-7000 controller: More than one patch file may be needed, and the order in which they are applied may be important. See the RTB for the required patch file(s), and the correct procedure to use.

Subject	Symptom	RTB #	Cause	Solution	Note
E-7000 controller	Controller stops after output tray is full with Booklet Staple Job.	B132 021	Install Patch File 1.0.1 for Color Controller E-7000 system firmware If the system version is already version 1.0.1, then there is no need to apply this patch.		
E-7000 controller	Calibration error occurs when Dutch language is installed	B132 021	Install Patch File 1.0.1 for Color Controller E-7000 system firmware If the system version is already version 1.0.1, then there is no need to apply this patch.		
E-7000 controller	Missing job tab	B132 046	Install system software V1.2.0		
E-7000 controller	Plate shift error	B132 046	Install system software V1.2.0		
E-7000 controller	Invalid separation	B132 046	Install system software V1.2.0		
E-7000 controller	Unstable output color after repeated execution of ColorCal	B132 046	Install system software V1.2.0		
E-7000 controller	Post-rastered files have the same size as jobs stored on the E-7000	B132 046	Install system software V1.2.0		
E-7000 controller	When output tray gets full or jams, the E7000 v1.2 server cannot recover.	B132 053	Install system software V1.2.0		
E-7000 controller	Files created with InDesign that contains gradients show artifacts when printing from OS X 10.3.9	B132 067	Install Color Controller E-7000 system software V1.2.0		
E-7000 controller	The system software installation tool does not format the Fiery's hard drive as expected. "Please wait…" stays on the LCD and the system doesn't come to idle after system installation.	B132 072	Use the HDD format utility 1.0 as explained in the RTB.		
SR970/980	Paper jam, 1k–5k prints after installation.	B700 001	Exit roller shaft not manufactured to specification, and the roller becomes loose.	Replace the exit rollers (see the RTB for the procedure).	
SR841	Abnormal shift tray movement (E-7000 controller, collation, one set = one sheet)	B132 027	Inappropriate driver setting	If there is only one sheet per set, turn Collation off with the driver	

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Subject	Symptom	RTB #	Cause	Solution	Note
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.
9-bin Mailbox	1. SC990 occurs if the cover of the Mailbox is opened while paper passes through the Mailbox. 2. A paper jam occurs while sheets of A5T paper are exited to the top tray (tray 9) of the Mailbox.	B762 001	Software bug	Install new parts	The RTB has the part numbers
Hole punching	Incorrect hole punching	B132 029a, 031	Install Color Controller E-7000 system software V1.1.0		
Booklet finishing	Does not work with legal paper	B132 046	Install Color Controller E-7000 system software V1.2.0		
Booklet finishing	Cannot print a booklet job when User Code Authentication = ON.	B132 067	Install Color Controller E-7000 system software V1.2.0		
Plockmatic	Sending two jobs to E7000 v1.2; with a Plockmatic finisher attached. The second job gets stuck in the Staple tray in the Plockmatic finisher.	B132 053	Install Color Controller E-7000 system software V1.2.0.		

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9. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
White lines	A white line appears parallel to the paper feed direction in solid image areas that use one toner color (C, M, Y or K).	B132 010	Dust in the development unit, between the doctor blade and development sleeve.	1. Remove the developer from the development units that show the symptom. 2. Remove the extra toner and developer from the development units with a vacuum cleaner. 3. Install new developer.	
Black lines	A black line appears parallel to the paper feed direction in halftone image areas that use one toner color (C, M, Y or K).	B132 018	The drum charge roller becomes dirty.	Remove the drum charge roller from the PCU, and clean it (use the procedure in the RTB).	You can print a test pattern to check for the symptom. Use SP 2109 2 as shown in the RTB.
Dirty background	In halftone areas	B132 018	The drum charge roller becomes dirty.	Remove the drum charge roller from the PCU, and clean it (use the procedure in the RTB).	You can print a test pattern to check for the symptom. Use SP 2109 2 as shown in the RTB.
Color text is blurred	Color Controller E-7000	B132 029a, 031		Install patch file 1.1.0.ps for the E-7000.	See the RTB for details.
Pictures missing	Color Controller E-7000: ps and pdf prints	B132 029a, 031		Install patch file 1.1.0.ps for the E-7000	See the RTB for details.
Pictures missing	Pictures missing from PDF files	B132 046	Install Color Controller E-7000 system software V1.2.0		
Streaks	On glossy images printed with full coverage	B132 030	Fusing belt	Use "Fusing Anti-glossy Streak Kit (P/No. B1329713)", clean the separation pawls, or replace the fusing belt, depending on the type of streaks.	See the RTB for full details.
Image problem on the rear side		B132 037	Old PTR lubricant bar used with new PTR.	Do not use old PTR lubricant bar with new PTR.	See the RTB for full details.
Pixels exchanged in the image	Toward the end of PCL or PS jobs with a lot of pages	B132 026f	System/Copy firmware	Install version 1.25.1 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Image misalignment	Registration error	B132 022b	ADF firmware	Install version 1.31: 12 or later.	
Image misalignment	Image is shifted, and jam occurs (large jobs)	B132 046	Install Color Controller E-7000 system software V1.2.0		
Color registration errors	The position of CMY colors was not adjusted for Bk	B132 041c	Engine firmware	Install version 1.23.0:08 or later.	
Color registration errors	Full Color enabled, Mixed Sizes enabled, Compression disabled	B132 026f	System/Copy firmware	Install version 1.25.1 or later.	
	Scanned images	B132 026g	System/Copy firmware	Install version 1.26 or later.	
Thin horizontal lines	On printed text with PowerPoint 2003	B132 067	Install Color Controller E-7000 system software V1.2.0		

10. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot install toner cartridge	The toner cartridge (STC) has expanded.	B132 011	At 1000 m (3,280 ft) or higher, the difference in air pressure makes the STC expand.	Wait 24 hours for the STC to return to its normal size naturally, or use the STC Air Release Kit (P/N B1329710).	
Cannot remove PCU faceplates	Must be removed to install developer	B132 023	Rust on the ball bearings inside the faceplates	Install the modified faceplates (B1329552; Face Plate Kit For 4-PCU)	
The machine stalls	If a duplex job is sent using the RPCS driver and cancelled from the panel or PC.	B132 025	Printer firmware	Install version 1.01 or later	
The machine stalls	After a certain number of PCL jobs are printed using HDD fonts.	B132 025	Printer firmware	Install version 1.01 or later	
The machine stalls	Russian, Polish or Hungarian is the operation panel display language, and the paper size or type are mismatched.	B132 025	Printer firmware	Install version 1.01 or later	
The machine stalls	During a duplex job, if more than 65,000 pages were printed since the power was turned off/on	B132 025	Printer firmware	Install version 1.01 or later	
The machine stalls	The machine receives an RPCS job after another RPCS job was canceled by an authentication error.	B132 025	Printer firmware	Install version 1.03 or later	
The machine stalls	The machine receives a lot of RPCS jobs with different Print Quality settings.	B132 025	Printer firmware	Install version 1.03 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
The machine stalls	The machine receives a PCL XL job that contains an image created by a specific graphics application, such as Route66.	B132 025	Printer firmware	Install version 1.03 or later	
The machine stalls	During login, if the automatic logout confirmation was displayed 2 times after the Exit button was pressed in System Settings.	B132 026a	System/Copy firmware	Install version 1.22 or later.	
The machine stalls	"Printing..." is displayed on the panel. This might happen if a job that contains large images or a lot of pages is printed. RPCS jobs are not affected.	B132 026a	System/Copy firmware	Install version 1.22 or later.	
The machine stalls	If a user attempts LDAP, Windows or Integration Server Authentication and cancels it from the operation panel before login is completed. The stall will only occur if other users tried a certain procedure at the same time.	B132 026c	System/Copy firmware	Install version 1.23.1 or later.	
The machine stalls	The scanner application or the entire device stalls if an LDAP search reference recursively spans 3 or more servers.	B132 026d	System/Copy firmware	Install version 1.24 or later.	
The machine stalls	ARDF jam when using PC-FAX and Scanner applications at the same time	B132 026f	System/Copy firmware	Install version 1.25.1 or later.	
Machine does not go to Energy Saver Mode	After auto logout	B132 026	System/Copy firmware	Install version 1.18 or later.	
Incorrect page numbering	Printing from the document server with the Magazine function	B132 026	System/Copy firmware	Install version 1.18 or later.	
Incorrect SDK name displayed	When the key counter is uninstalled	B132 026c	System/Copy firmware	Install version 1.23.1 or later.	
Incorrect hole punching	Color Controller E-7000: A print job set for punching at default is punched with 2 holes when the 2 and 4-hole Punch Unit is installed.	B132 031		Install patch file 1.1.0.ps for the E-7000.	See the RTB for details.
Wording errors	French, Portuguese, and Danish in Web Image Monitor	B132 050a	Web Support firmware	Install version 1.05.1 or later.	
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.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Hard disk	*Formatting timeout (EFI controller HDD) when reloading system software after replacing the hard disk*	*Gen RTB 060*	*The usable storage capacity of the HDD mentioned above was not "capped"*	*Replace the HDD with the following: D5021020 (clipped from 500GB to 80GB)*	