

PAGE: 1/21

Updated: 30th June 2014: Changes in bold italics

Model: Model B-	C3.5 (Katana-C1.5)		Dat	e: 31-Jun-	-08	No.: RD101000k
Subject: Trouble	shooting			Prepare	d by: т. т	adokoro
From: 1st Tech. S	Support Sec. Service Support	Dept.				
Classification:		☐ Part info	ormat	tion	☐ Action	required
	☐ Mechanical	☐ Electric	al		☐ Service	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	it 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.



PAGE: 2/21

Updated: 30th June 2014: Changes in bold italics

Table of contents

1.	Paper Feed Errors 4 Jam code 7 Jam code 116 Limitless Paper Feed Jam Paper size not detected correctly Paper set error
2.	Copy Process
3.	Connectivity
4.	Printing/Scanning Segmentation error PS error Limit check error Jobs cancelled Jobs not accepted Job not printed Scan to NCP PDF Fonts
5.	Operation Panel
6.	Security



PAGE: 3/21

Updated: 30th June 2014: Changes in bold italics

Model: Model B-C3.5 (Katana-C1.5)	Date: 31-Jun-08	No.: RD101000k
7. Error Codes and Messages		11
8. Optional Units		13
9. Image Problems		17
The machine is slow The machine freezes Error lamp remains on Energy saver mode Memory leak Communication failure between components Reboot failure SMC report Alert sent at the wrong time Files not deleted from HDD Jam displayed but no jam Machine remains in idle mode		18



PAGE: 4/21

Updated: 30th June 2014: Changes in bold italics

Model: Model B-C3.5 (Katana-C1.5)

Date: 31-Jun-08

No.: RD101000k

1. Paper Feed Errors

Subject	Symptom	RTB	Cause	Solution	Note
Jam code 7	When feeding DLT from	D101	Engine firmware	Install version 5.20:20 or	
	Tray 5	006a		later.	
Jam code	When switching from	B234	Finisher firmware	Install version 2.000:61	
116	proof mode to staple	014k		or later.	
	mode while the stapler is				
	in the position for staple refill.				
Limitless	Does not work if 2 or more	D101	Printer firmware	Install version 5.23 or	
Paper Feed	forms are used in an IPDS	003b		later.	
•	job and 1 of the forms is				
	assigned to 2 or more				
	trays.				
Jam	When punching a few	D392	Ring Binder B1	Install version 01.270:04	
	sheets (1-3 sheets) with	001b	firmware	or later.	
	big curls	D392 002a	Ring Binder B2 firmware	Install version 01.050:01 or later.	
Jam	DF jam	D101	Engine firmware	Install version 5.23:20 or	
oam	Jan Jan	006d	Lingino initiwaro	later.	
Jam	Jam 57	D101	Engine firmware	Install version 5.23:20 or	
		006d		later.	
Jam	Jam 146 in a ring bind job;	D101	Engine firmware	Install version 5.23:20 or	
	sheet remains on the exit	006d		later.	
	sensor of the Cover				
Jam	Interposer Jam 111; SR5000 output,	D101	Engine firmware	Install version 5.23:20 or	
Jani	in a job containing	006d	Lingine iliniware	later.	
	different paper sizes in a	0000		idioi:	
	configuration including the				
	GB5000				
Jam	Jam 146 in a Z-folding job	D101	Engine firmware	Install version 5.23:20 or	
	when feeding from the	006d		later.	
loss	Cover Interposer	D004	Finish au finnannan	Install version 0.000.00	
Jam	When copying/printing and switching the punch-	B234 014l	Finisher firmware	Install version 2.030:62 or later.	
	hole type. This occurs	0141		or later.	
	when we use the main				
	machine (110cpm or 135				
	cpm)/SR5000 with the				
	decurl unit.				
Jam	Paper lag jam	D391	P-Binder_B1	Install version 0.340:13	
Papar siza	When the switch is turned	001e B835	firmware	or later Install version 02.073:44	
Paper size not	on with paper set in the	001g	Cover interposer firmware	or later.	
detected	1st tray	Jourg	minwaie	or later.	
correctly					
Paper set	When sending a job from	B835	Cover interposer	Install version 02.073:44	
error	Web Image Monitor, in	001g	firmware	or later.	
	which the job's 1st sheet				
	is fed from the				
	CI5000/5010,				



PAGE: 5/21

Updated: 30th June 2014: Changes in bold italics

Model: Model B-C3.5 (Katana-C1.5) Date: 31-Jun-08 No.: RD101000k

2. Copy Process

Subject	Symptom	RTB#	Cause	Solution	Note
Toner supply	Insufficient or excessive	D101 006d	Engine firmware	Install version 5.23:20 or later.	
Зарргу		0000		lator.	



PAGE: 6/21

Updated: 30th June 2014: Changes in bold italics

Model: Model B-C3.5 (Katana-C1.5) Date: 31-Jun-08 No.: RD101000k

3. Connectivity

Subject	Symptom	RTB#	Cause	Solution	Note
Cannot access the network	After the Log collection tool is run	D101 013b	NCS firmware	Install version 5.74 or later.	
Cannot access the network	The IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents.	D101 013c	NCS firmware	Install version 5.76 or later.	
Web Image Monitor	If a media type is disabled using SP5-047-001, this media type can be selected from the IPDS Form List.	D101 003b	Printer firmware	Install version 5.23 or later.	
Web Image Monitor	Cannot use WIM for Turkish or Catalan	D101 003b D101	Printer firmware Web System	Install version 5.23 or later. Install version 1.23 or later.	
AppleTalk	Cannot join an AppleTalk Zone through some Seed Routers.	010c D101 008f	firmware System firmware	Install version 6.05 or later.	
SLP	The subnet routers filter SLP multicasts.	D101 008f	System firmware	Install version 6.05 or later.	
404 not found	When transferring logs from the device using Web SDM ver 2.x without a power cycle.	D101 012c	Netfile firmware	Install version 1.02 or later.	
Scanned documents not delivered	Delivery of a scanned document fails via Scan to ScanRouterEX (using the MFP Browser), and the device will not attempt to resend the document.	B828 003g	Browser Unit firmware	Install version 1.72 or later.	
SMB	Cannot Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.	D101 013c	NCS firmware	Install version 5.76 or later.	
SMB	Cannot Scan to SMB to Windows 98/98SE/Me/NT4.0 destinations specified using an IP address.	D101 013c	NCS firmware	Install version 5.76 or later.	
SMB	The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).	D101 013c	NCS firmware	Install version 5.76 or later.	



PAGE: 7/21

Updated: 30th June 2014: Changes in bold italics

Oubicat	Comment one	DTD "	0	Columbian	Note
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.	D101 013c	NCS firmware	Install version 5.76 or later.	
SMB	The Scan to SMB "Connection Test" fails if performed on a directory located directly below a DFS root.	D101 013c	NCS firmware	Install version 5.76 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.	D101 013c	NCS firmware	Install version 5.76 or later.	
SMB	Problems when using across subnets due to short timeout	D101 013c	NCS firmware	Install version 5.76 or later.	
SMB	Cannot Scan to SMB to a destination that is not specified using an FQDN.	D101 013c	NCS firmware	Install version 5.76 or later.	
SMB	Cannot Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.	D101 013c	NCS firmware	Install version 5.76 or later.	
Cannot access the machine	Connectivity applications cannot connect to the machine if SSL has been disabled.	B861 006	VM card type C firmware	Install version 2.08 or later.	
RFU	After the firmware is updated by RFU and the machine is rebooted, a new folder is automatically created or it is not possible to copy files.	B861 006a	VM card firmware	Install version 2.10 or later.	



PAGE: 8/21

Updated: 30th June 2014: Changes in bold italics

Model: Model B-C3.5 (Katana-C1.5) Date: 31-Jun-08 No.: RD101000k

4. Printing/Scanning

Subject	Symptom	RTB#	Cause	Solution	Note
Segmentati	TrueType font (Type 42)	D101	PS3 firmware	Install version 1.01 or	
on error		002a		later.	
PS error	Syntax error	D101	PS3 firmware	Install version 1.01 or	
	-	002a		later.	
Limit check	When printing more than	D101	PS3 firmware	Install version 1.01 or	
error	one job	002a		later.	
Jobs	When printing a large	D101	Printer firmware	Install version 5.22 or	
cancelled	volume of PCL data	003a		later.	
Jobs	IPP	D101	NCS firmware	Install version 5.74 or	
cancelled		013b		later.	
Jobs not	After a job consisting of	D101	NCS firmware	Install version 5.74 or	
accepted	a multiple of exactly 8KB	013b		later.	
	(8192 bytes) is				
	submitted via IPP: must reboot				
Job not	IPDS forms – if the	D101	Printer firmware	Install version 5.23 or	
printed	selected tray does not	003b	Printer iimware	later.	
printed	exist, the tray is not	0030		iater.	
	switched and the job is				
	not printed				
Job not	IPDS jobs with both	D101	Printer firmware	Install version 5.23 or	
printed	duplex and blank pages	003b		later.	
Job not	Non-IPDS jobs waiting in	D101	Option IPDS	Install version 4.564 or	
printed	the print queue are not	001a	firmware	later.	
	processed after an IPDS	D101	Printer firmware	Install version 6.05 or	
	job finishes printing.	003c		later.	
Job not	The data-in LED blinks	D101	Option PS3	Install version 1.02 or	
printed	and nothing prints if a	002b	firmware	later.	
	PDF direct print job has				
	a large number of fonts				
	and/or a lot of pages	Doo.	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	1	
Job not	PCL files	B861	VM card type C	Install version 2.05 or	
printed	Faile: Coa the DTD for	006	firmware	later.	
Scan to NCP	Fails: See the RTB for	D101	Scanner firmware	Install version b3_2.20	
NCP	the conditions	007b D101	Cuatam firmusara	or later. Install version 6.05 or	
		008f	System firmware		
Scan to	Too slow, if IPX is used:	D101	Scanner firmware	later. Install version b3_2.20	
NCP	See the RTB for the	007b	Scarnier minware	or later.	
1101	conditions	D101	System firmware	Install version 6.05 or	
		008f	System minimars	later.	
PDF	All pages of a PDF file	D101	System firmware	Install version 6.05 or	
	are blank if created by	008f	, , , , , , , , , , , , , , , , , , , ,	later.	
	scanning with the				
	Custom Size setting.				
Fonts	Any font that is not in	D101	Option IPDS	Install version 4.564 or	
	CFF "Compact Font	001a	firmware	later.	
	Format" will not be				
	printed in IPDS jobs.				
Fonts	PDF direct printing: Euro	D101	Option PS3	Install version 1.02 or	
	font garbled	002b	firmware	later.	



PAGE: 9/21

Updated: 30th June 2014: Changes in bold italics

Model: Model B-C3.5 (Katana-C1.5)

Date: 31-Jun-08

No.: RD101000k

5. Operation Panel

Subject	Symptom	RTB#	Cause	Solution	Note
Incorrect display	The value of "Characters Per Inch" in the IPDS is displayed as 10 times the actual value.	D101 003b	Printer firmware	Install version 5.23 or later.	
Incorrect message displayed	JAM indication appears when the power switch is turned on when punch unit has been removed	D392 001b	Ring Binder B1 firmware	Install version 01.270:04 or later.	
Cannot display files	Tiff image files created by the fax function	B861 006a	VM card firmware	Install version 2.10 or later.	
Operation panel does not work	When the machine recovers from Energy Saver mode	B861 006a	VM card firmware	Install version 2.10 or later.	
Software keyboard	Cannot be closed	B861 006d	VM card C firmware	Install version 2.15 or later.	



PAGE: 10/21

Updated: 30th June 2014: Changes in bold italics

Model: Model B-C3.5 (Katana-C1.5) Date: 31-Jun-08 No.: RD101000k

6. Security

Subject	Symptom	RTB#	Cause	Solution	Note
Job log	Stops recording User ID, Username or Usercode in the Printer's Job log if WIM is accessed more than 300 times	D101 008e	System firmware	Install version 6.04 or later.	
Unauthorized users can access	using authentication. Users can log in to the device even if that user account does not have the required privileges	D101 008e	System firmware	Install version 6.04 or later.	
Duplicate logs	Duplicate logs transferred to Web SDM ver 2.x.	D101 012c	Netfile firmware	Install version 1.02 or later.	
Cannot login	If User Code Auth. is enabled, users are shown the login screen again after logging in.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Windows authentication	Cannot use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server.	D101 013c	NCS firmware	Install version 5.76 or later.	
Windows authentication	Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication.	D101 013c	NCS firmware	Install version 5.76 or later.	
Windows authentication	Fails if the username or password includes lower-case European characters.	D101 013c	NCS firmware	Install version 5.76 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.	D101 013c	NCS firmware	Install version 5.76 or later.	



PAGE: 11/21

Updated: 30th June 2014: Changes in bold italics

Model: Model B-C3.5 (Katana-C1.5) Date: 31-Jun-08 No.: RD101000k

7. Error Codes

Subject	Symptom	RTB#	Cause	Solution	Note
SC494	During the machine initialization stage of the installation procedure	D101 030	Unknown	Do the temporary procedure in the RTB.	
SC495	During the machine initialization stage of the installation procedure	D101 030	Unknown	Do the temporary procedure in the RTB.	
SC 670		D101 006d	Engine firmware	Install version 5.23:20 or later.	
SC 687	Continuous printing of IPDS jobs for 5-6 hours	D101 008e	System firmware	Install version 6.04 or later.	
SC 795	SC 795-18/-19/-20/-22	D391 019	The blade doesn't reach the blade and the cover sheet is uncut, due to loosening of screws.	Replace the Trimming Adjustment Plate Screws.	See the procedure in the RTB.
SC 796	SC 796-37	D391 018	Abrasion of gears due to error in manufacturing	Replace the helical and worm gears in the main and sub grip units	See the procedure in the RTB.
SC 796	SC796-13: Perfect Binder: Switchback gear not working properly	D391 032	Incorrect engagement of the Flapper Gear and the Motor Gear wears the Switchback Gear	Replace the Flapper Gear, Motor Bracket and E-ring (use the kit with p/n D3919905).	See the RTB for the procedure.
SC 797	SC 797-36: When making a booklet using a 19.2 inch size cover	D391 004a D391 001b	P-Binder_B4 firmware P-Binder_B1 firmware	Install version 0.150:00 or later Install version 0.280:11 or later	
SC 797	SC797-50: Perfect Binder: Switchback gear not working properly	D391 032	Incorrect engagement of the Flapper Gear and the Motor Gear wears the Switchback Gear	Replace the Flapper Gear, Motor Bracket and E-ring (use the kit with p/n D3919905).	See the RTB for the procedure.
SC 797	SC797-20 when turning on the machine power in an LL environment even if no shortage in the gluing unit.	D391 004c	P-Binder_B4 firmware	Install version 0.180:00 or later	
SC 797	When the device changes into Energy Saver mode	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	



PAGE: 12/21

Updated: 30th June 2014: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
SC 797	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 power cycle.				
SC819	When browsing the	D101	NCS firmware	Install version 5.76 or	
	network using SMB.	013c		later.	
SC 868	When VM Card Type C	B861	Damaged SD card	Make sure that the	See the RTB
	is installed	002	containing the VM	installation procedure	for details of
			option. The card may have been	is followed exactly.	the installation
			damaged during		procedure.
			installation.		procedure.
SC955		D101	System firmware	Install version 6.04 or	
		008e	•	later.	
SC955	Jobs stored for printing	D101	System firmware	Install version 6.04 or	
	at 1200dpi are printed	008e		later.	
	with the conditions				
SC990	listed in this RTB. When printing 16	D101	System firmware	Install version 6.03 or	
30330	pages per sheet from	008d	System minware	later.	
	the driver				
SC990	Duplex documents	B828	Browser Unit Type	Install version 1.71 or	
	rescanned from the	003f	B firmware	later.	
00000	ADF after a jam	Booo	D 11 11 T	1 1 1 1 4 74	
SC990	When the device	B828 003f	Browser Unit Type B firmware	Install version 1.71 or	
	changes into Energy Saver mode	0031	D IIIIIware	later.	
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.	D391	P-Binder B1	Install version 0.340:13	
30990		001e	firmware	or later	
SC997		Gen	Global Scan NX	Install version 1.1.3.0	
		028b	firmware	or later.	
SC997	When a paper jam	D101	Option IPDS	Install version 4.564 or	
00.65-	occurs	001a	firmware	later.	
SC 997	If the Expanded Menu	B861	VM card type C	Install version 2.07 or	
SC 997	key is pressed When "VM Platform" is	006 B861	firmware VM card firmware	later. Install version 2.10 or	
30 99 <i>1</i>	selected in the User	006a	vivi caiù ililliwale	later.	
	Tools	3000		iator.	
"Functional	Continuous printing of	D101	System firmware	Install version 6.04 or	
problem	IPDS jobs for 5-6	008e		later.	
detected"	hours				
Error not	The application is not	B861	VM card type C	Install version 2.07 or	
notified	notified of an error that	006	firmware	later.	
	occurs when trying to delete a RAW file.				
	uelete a navville.				



PAGE: 13/21

Updated: 30th June 2014: Changes in bold italics

Model: Model B-C3.5 (Katana-C1.5) Date: 31-Jun-08 No.: RD101000k

8. Optional Units

Subject	Symptom	RTB#	Cause	Solution	Note
Plockmatic	When a Plockmatic is connected, stapled jobs cannot be output in printer mode.	D101 008b	System firmware	Install version 6.01 or later.	
Plockmatic	Plockmatic cannot be connected to the Perfect Binder or to the Ring Binder at the same time.	D101 006a	Engine firmware	Install version 5.20:20 or later.	
IPDS	Cannot be used	D101 013a	NCS firmware	Install version 5.73.1 or later.	
IPDS	An error occurs during printing, when only the Perfect Binder Inserter is connected. (Does not occur when the Cover Interposer Tray is installed.)	D101 003	Printer firmware	Install version 5.21 or later.	
Inserter	Printing stops when paper is fed continuously from the Inserter.	D101 006b	Engine firmware	Install version 5.21:20 or later.	Update all other firmware modules as shown in RTB 6b.
Ring Binder	Does not work properly	D101 022	Incorrect firmware versions installed	Install the correct firmware versions	
Ring Binder	Not working	D392 001b	Ring Binder B1 firmware	Install version 01.270:04 or later.	
Ring Binder	Jam caused by malfunction of the motor in the horizontal paper path (for downstream delivery and binding).	D392 007 D392 001e	Please update the firmware to "RingBinder_B1 D3925510F (01.300:04)"	Please do NOT use the firmware version "RingBinder_B1 D3925510E (01.290:04)".	
Ring Binder	Feeding custom size tab stocks causes jams at the entrance of the Ring Binder.	D392 001g	Ring Binder B1 firmware	Install version 01.320:04 or later.	
Perfect Binder	Does not work properly	D101 022	Incorrect firmware versions installed	Install the correct firmware versions	
Perfect Binder	After changing the glue heater and resetting the counter, the message does not go away.	D391 002a	P-Binder_B2 firmware	Install version 0.19:00 or later.	Perfect Binder
Perfect Binder	When a Z-Fold Unit is connected right after a Perfect Binder, the main machine doesn't recognize the Z-Fold Unit or anything behind it.	D391 002a	P-Binder_B2 firmware	Install version 0.19:00 or later.	Perfect Binder



PAGE: 14/21

Updated: 30th June 2014: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Perfect	Sheets fall out from the	D391	P-Binder B2	Install version	Do both of
Binder	booklet	002c	firmware	0.220:00 or later.	these to solve
		D391	Misalignment in	Rework needed for	the problem.
		020	the stacking area	MIF and units in stock	See the RTBs
					for details.
Perfect	Machine stalls when a	D391	P-Binder_B4	Install version	
binder	jam occurs in the Perfect	004a	firmware	0.150:00 or later	
	Binder	D391	P-Binder_B1	Install version	
		001b	firmware	0.280:11 or later	
Perfect	Printing cannot restart	D391	P-Binder_B1	Install version	
binder	after recovering a jam	001c	firmware	0.310:11 or later	
		D391	P-Binder_B2	Install version	
		002b	firmware	0.210:00 or later	
		D391	P-Binder_B5	Install version	
		005a	firmware	0.260:00 or later	
Perfect	Dirty cover sheets	D391	P-Binder_B4	Install version	
binder		004b	firmware	0.160:00 or later	
		D391	P-Binder_B5	Install version 0.28:00	
		005b	firmware	or later	
Perfect	Trimmings fall into the	D391	P-Binder_B4	Install version	
binder	book buffer tray	004b	firmware	0.160:00 or later	
		D391	P-Binder_B5	Install version 0.28:00	
D ()		005b	firmware	or later	
Perfect	Cannot operate in SP	D101	Engine firmware	Install version 5.23:20	
binder	mode	006d	Darl and ball and	or later.	Th
Perfect	Jam caused by disabled	D391	Broken ball-screw	Reinforce the Trimmer	The procedure
Binder	trimming function	034	and cracked plate in the trimmer	Drive Unit with the	is dangerous.
			drive unit	modification kit (D3919906)	Two people are needed.
Perfect	Trimmings adhering to	D391	drive unit	Do the procedures in	are needed.
Binder	the trimmings buffer	044		the RTB.	
	unit				
Cover	The job cannot be	B835	Cover interposer	Install version	
interposer	completed if the Inserter	001e	firmware	02.070:41 or later.	
·	cover is opened.				
Cover	The job cannot be	B835	Cover interposer	Install version	
interposer	completed if the paper	001e	firmware	02.070:41 or later.	
	on the feeder tray is				
	dragged out.				
Cover	The job cannot be	B835	Cover interposer	Install version	
interposer	completed if a jam	001e	firmware	02.070:41 or later.	
	occurs on the interposer				
	or a downstream				
	peripheral.	D005			
Cover	Will not feed the cover	B835	Cover Interposer	Install version	
interposer	sheets and the control	001h	firmware	3.010:46 or later.	
Final a la c	panel indicates 'Printing'	Dia	Ountain Con	Install or of a 2.24	
Finisher	Stapling position is	D101	System firmware	Install version 6.04 or	
Finiale	reversed	008e	Damanatista	later.	
Finisher	SR5000: Some sheets	G178	Paper sticks	Attach the Discharge	
	not stapled	084	together because	Brush "B3011216"	
			of static electricity.		
				1	1



PAGE: 15/21

Updated: 30th June 2014: Changes in bold italics

	1	I		<u> </u>	
Subject	Symptom	RTB#	Cause	Solution	Note
Finisher	Jogging by the shift tray	B234	Finisher firmware	Install version	
	is poor when printing A5	014o		02.050:64 or later.	
	SEF.				
Z-folder	The crease setting	D101	System firmware	Install version 6.04 or	
	cannot be invoked.	008e		later.	
Tab sheet	When tab sheets run	D101	System firmware	Install version 6.04 or	
	out, and the sheets are	008e		later.	
	replenished, printing is				
	done on the incorrect				
	tab sheet.				
Stapling	IPDS: Cannot staple,	D101	Option IPDS	Install version 4.564 or	
- talpan 19	prints an error report	001a	firmware	later.	
Browser	The browser screen	B828	Browser Unit Type	Install version 1.71 or	
unit	does not respond after	003f	B firmware	later.	
ariit	the machine has entered	0001	Billittato	lator.	
	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.	
uriit	operation switch is	0031	Dilliliwale	ialei.	
	turned off/on while the				
	software keyboard is				
Ристион	displayed	DOOG	Duanta au Llait Tura	Install version 1 71 or	
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				
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				
	has not been rebooted.				
Booklet	Roller marks on outputs	G178	Excessive	Replace the exit rollers	
finisher		107	pressure against	and driven rollers.	
			the sheets		
Booklet	Error during booklet	B234	Finisher firmware	Install version	
finisher	making	014l		2.030:62 or later.	
VM card	SDK applications cannot	B861	Damaged SD card	Make sure that the	See the RTB
	be installed	002	containing the VM	installation procedure	for details of
VM card	The VM card cannot be	B861	option. The card	is followed exactly.	the installation
	re-installed	002	may have been		procedure.
			damaged during		
			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	vi dara ilimiware	later.	
	1001	1 0000	1	iator.	



PAGE: 16/21

Updated: 30th June 2014: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
VM card	At the startup of the VM platform, the machine tries to access a specific URL.	B861 006c	VM card firmware	Install version 2.14 or later.	
VM Card	0301 error at installation	B861 008	The user turned the power off	Reset some SP modes and try to	See the RTB for details on
VM Card	Cannot reinstall the card	B861 008	before installation finished	install again.	the SPs to reset.
VM Card	Cannot install SDK applications	B861 008			
VM card	Cannot use other machine functions if an SDK application is being used	B861 006d	VM card C firmware	Install version 2.15 or later.	
VM card	Cannot switch to another SDK application	B861 006d	VM card C firmware	Install version 2.15 or later.	
CAP	Cannot install	B861 006d	VM card firmware	Install version 2.15 or later.	



PAGE: 17/21

Updated: 30th June 2014: Changes in bold italics

Model: Model B-C3.5 (Katana-C1.5) Date: 31-Jun-08 No.: RD101000k

9. Image Problems

Subject	Symptom	RTB#	Cause	Solution	Note
Image rotated by 180 degrees	PostScript printing	D101 002a	PS3 firmware	Install version 1.01 or later.	
Image shifted incorrectly	If Image horizontal position is adjusted (via the driver) for a job that uses Perfect Binding and duplex, the image on the back side is shifted in the wrong direction.	D101 003b	Printer firmware	Install version 5.23 or later.	
Image in the wrong position	Duplex: The image on the face-down side is shifted when the 2 images have different resolution.	D101 008f	System firmware	Install version 6.05 or later.	



PAGE: 18/21

Updated: 30th June 2014: Changes in bold italics

Model: Model B-C3.5 (Katana-C1.5) Date: 31-Jun-08 No.: RD101000k

10. Others

Slow pages: 1st page takes a long time to print print	Subject	Symptom	RTB#	Cause	Solution	Note
takes a long time to print The machine is slow When Multiple jobs are printed using the Cover Interposer Tray The machine is slow Good and the print great state of the print great state of the print great state. The machine Printing in an SAP environment Printing Excel files with a PCL6 driver duplex The machine freezes The machine freezes	The machine is	PDF file with many	_	PS3 firmware	Install version 1.01 or	
The machine is slow The machi	slow		002a		later.	
The machine is slow Slow Slow The machine is slow GlobalScan NX loads screens slowly The machine is screens slowly The						
slow are printed using the Cover Interposer Tray The machine is slow screens slowly The machine freezes environment on the printing in an SAP environment of the poperation panel. The machine freezes environment on the printing is all ster every and the poperation panel. The machine freezes environment on the printing is all ster every and the poperation panel. The machine freezes environment on the printing is all ster every and the poperation panel. The machine freezes environment on the printer firms are printing the first chapter; "Printing" is displayed on the operation panel. The machine freezes environment on the printer prints has different prints elitings The machine freezes environment on the printer settings The machine freezes environment on the printer prints has different prints elitings The machine freezes environment on the printer or and the next job sent to the printer prints has different prints elitings The machine freezes environment on the machine freezes environment on the printer or affecting an on other minor freezes environ and the more freezes environ environment on the printer prints freezes environment on the printer prints freezes environment on the printer on the printer on the printer or affecting an on other minor freezes environment on the printer prints freezes environment on the printer on	_		D 4 0 4	0 . "		
The machine is GlobalScan NX loads slow screens slowly 006d firmware later. The machine Printing in an SAP 003a Printer firmware later. The machine Printing Excel files with a PCL6 driver duplex The machine Ireezes media type that doesn't support duplex The machine Perfect Binding and Chaptering; stalls after printing the first chapter; "Printing" is displayed on the operation panel. The machine Ireezes lPDS due to a paper jam and the next job sent to the printer prints has different prints testings The machine Ireezes lPDS VABIABLES" causes devices with a Perfect Binder to stall. The machine Ireezes lPDS VABIABLES causes devices with a Perfect Binder to stall. The machine Ireezes error affecting an loos beart of the printer firmware loos beart of the printer prints has different prints has different prints and or the machine or stall. The machine Ireezes error affecting an loos beart of the printer firmware later. The machine Ireezes error affecting an loos beart of the machine freezes error affecting an loos beart of the minor grow and the machine freezes error affecting an loos beart of the minor grow and the machine freezes error affecting an loos beart of the minor grow affecting an loos beart of the minor grow affecting an loos beart of the minor grow affecting an loos beart of the machine later.				System firmware		
Tray The machine is screens slowly The machine is screens slowly The machine is printing in an SAP environment The machine freezes The machine printing in an SAP environment The machine freezes The machine is printing in an SAP environment The machine freezes The machine is printing in an SAP environment The machine freezes The machine is printing in an SAP environment The machine is printing in an SAP environment The machine is printing in and in a possible printing in an SAP environment The machine is printing in and in a possible printing in and the next job sent to the printer prints has different prints has different prints settings The machine is graphs and the next job sent to the printer print settings The machine is graphs and the next job sent to the printer print settings The machine is graphs and the next job sent to the printer print settings The machine is graphs and the next job sent to the printer print settings The machine is graphs and in a perfect Binder to stall. The machine is graphs and the next job sent to the printer print settings The machine is graphs and the next job sent to the printer print settings The machine is graphs and the next job sent to the printer print settings The machine is graphs and in the printer print settings The machine is graphs and in the printer print settings The machine is graphs and in the printer print settings The machine is graphs and in the printer i	SIOW		008e		later.	
The machine is slow						
Slow Screens slowly Screens slowly Printing in an SAP D101 Printer firmware Install version 5.22 or Install version 5.23 or Instal	The machine is		D061	VM cord C	Install version 2.15 or	
The machine freezes Printing in an SAP environment Printing Excel files environment Printing Excel files with a PCL6 driver O03a Printer firmware Printer firmware Printer firmware Printer firmware Install version 5.22 or later. Printer firmware Install version 5.22 or later. Printer firmware Install version 5.22 or later. Printer firmware Install version 5.23 or later.						
freezes environment 003a later. The machine freezes Printing Excel files with a PCL6 driver wit						
The machine freezes with a PCL6 driver with a PCL6 driver 003a			_	Filler Illilware		
freezes with a PCL6 driver 003a later. The machine freezes IPDS jobs that use a media type that doesn't support duplex D101 003b Printer firmware Install version 5.23 or later. The machine freezes Jobs submitted with Perfect Binding and Chaptering; stalls after printing the first chapter; "Printing" is displayed on the operation panel. D101 003b Printer firmware Install version 5.23 or later. The machine freezes If a job is reset by IPDS due to a paper jam and the next job sent to the printer prints has different print settings D101 003b Printer firmware Install version 5.23 or later. The machine freezes The PJL command "INFO VARIABLES" causes devices with a Perfect Binder to stall. D101 003b Printer firmware line firmware later. Install version 5.23 or later. The machine freezes A jam or other minor error affecting an error a				Printer firmware		
The machine freezes IPDS jobs that use a media type that doesn't support duplex The machine freezes Jobs submitted with Perfect Binding and Chaptering; stalls after printing the first chapter; "Printing" is displayed on the operation panel. The machine freezes If a job is reset by IPDS due to a paper jam and the next job sent to the printer prints has different print settings The machine freezes The PJL command reezes The PJL command reezes Install version 5.23 or later.				I iiilei iiiiiwale		
freezes media type that doesn't support duplex The machine freezes Dos submitted with Perfect Binding and Chaptering; stalls after printing the first chapter; "Printing" is displayed on the operation panel. The machine freezes IPDS due to a paper jam and the next job sent to the printer prints has different prints has different prints settings The machine freezes INFO VARIABLES" causes devices with a Perfect Binder to stall. The machine freezes Paginar or other minor freezes error affecting an one of the printer printer firmware printer firmware printer firmware linstall version 5.23 or later. Printer firmware linstall version 5.23 or later.				Printer firmware		
doesn't support duplex The machine freezes Perfect Binding and Chaptering; stalls after printing the first chapter; "Printing" is displayed on the operation panel. The machine freezes If a job is reset by IPDS due to a paper jam and the next job sent to the printer prints has different prints settings The machine freezes The machine freezes The machine freezes A jam or other minor freezes A jam or other minor freezes The machine freezes A jam or other minor freezes A jam or other minor freezes The machine freezes A jam or other minor freezes The machine freezes A jam or other minor freezes The machine freezes A jam or other minor error affecting an A jam or other minor freezes A jam or other minor error affecting an A jam or other minor freezes A jam or other minor error affecting an A jam or other minor error affecting an A jam or other minor error affecting an			_	Tilliter lillilware		
The machine freezes The machi	1100203		0000		lator.	
The machine freezes Jobs submitted with Perfect Binding and Chaptering; stalls after printing the first chapter; "Printing" is displayed on the operation panel. The machine freezes						
Freezes Perfect Binding and Chaptering; stalls after printing the first chapter; "Printing" is displayed on the operation panel. The machine freezes IPDS due to a paper jam and the next job sent to the printer prints has different print settings The machine freezes The machine freezes The machine a Perfect Binder to stall. The machine freezes A jam or other minor freezes Printer firmware Install version 5.23 or later.	The machine		D101	Printer firmware	Install version 5.23 or	
Chaptering; stalls after printing the first chapter; "Printing" is displayed on the operation panel. The machine freezes If a job is reset by IPDS due to a paper jam and the next job sent to the printer prints has different print settings The machine freezes The PJL command "INFO VARIABLES" causes devices with a Perfect Binder to stall. The machine freezes A jam or other minor freezes Chaptering; stalls after printing is displayed on the operation panel. Printer firmware Install version 5.23 or later. Install version 5.23 or later. Install version 5.23 or later.			_			
after printing the first chapter; "Printing" is displayed on the operation panel. The machine freezes If a job is reset by IPDS due to a paper jam and the next job sent to the printer prints has different print settings The machine freezes The machine freezes The machine freezes A jam or other minor freezes after printing the first chapter; "Printing" is displayed on the operation panel. D101 Printer firmware D101 Printer firmware Install version 5.23 or later. Printer firmware Install version 5.23 or later.						
displayed on the operation panel. The machine freezes IPDS due to a paper jam and the next job sent to the printer prints has different print settings The machine freezes The machine a Perfect Binder to stall. The machine freezes The						
The machine freezes		chapter; "Printing" is				
The machine freezes If a job is reset by IPDS due to a paper jam and the next job sent to the printer prints has different print settings The machine freezes The PJL command "INFO VARIABLES" causes devices with a Perfect Binder to stall. The machine freezes A jam or other minor freezes The machine freezes A jam or other minor error affecting an e		displayed on the				
freezes IPDS due to a paper jam and the next job sent to the printer prints has different print settings The machine freezes "INFO VARIABLES" causes devices with a Perfect Binder to stall. The machine freezes A jam or other minor freezes error affecting an error affecting an oo3b sent to the printer job sent to the						
jam and the next job sent to the printer prints has different print settings The machine freezes The PJL command "INFO VARIABLES" causes devices with a Perfect Binder to stall. The machine freezes A jam or other minor error affecting an printer firmware of the printer firmware later.			_	Printer firmware	Install version 5.23 or	
sent to the printer prints has different print settings The machine freezes The PJL command "INFO VARIABLES" causes devices with a Perfect Binder to stall. The machine freezes A jam or other minor freezes The machine are ror affecting an printer firmware printer firmware are later.	freezes		003b		later.	
prints has different print settings The machine freezes The PJL command "INFO VARIABLES" causes devices with a Perfect Binder to stall. The machine freezes The machine freez						
The machine freezes The PJL command printsettings The PJL command printer firmware "INFO VARIABLES" causes devices with a Perfect Binder to stall. The machine freezes A jam or other minor printsetting an printer firmware p						
The machine freezes The PJL command "INFO VARIABLES" 003b causes devices with a Perfect Binder to stall. The machine freezes A jam or other minor error affecting an error affecting an 003b causes devices with a Printer firmware later. Printer firmware later.						
freezes "INFO VARIABLES" causes devices with a Perfect Binder to stall. The machine freezes A jam or other minor error affecting an error affecting an 003b later. Install version 5.23 or later.	The same 1.1		D464	D. Salara C	Leatell and 5 CO	
causes devices with a Perfect Binder to stall. The machine freezes A jam or other minor error affecting an 003b Printer firmware lossed by the printer firmware later.				Printer firmware		
a Perfect Binder to stall. The machine freezes	ireezes	_	0036		later.	
The machine freezes error affecting an 003b Printer firmware later.						
The machine freezes A jam or other minor D101 Printer firmware Install version 5.23 or later.						
freezes error affecting an 003b later.	The machine		D101	Drintor firmware	Install version 5.22 or	
			_	i ililler illillware		
LIPDS inh	1166769	IPDS job	0030		iaici.	
The machine If an IPDS job is D101 Printer firmware Install version 5.23 or	The machine		D101	Printer firmware	Install version 5.23 or	
freezes spooled 003b later.				i ilitoi ililiwale		



PAGE: 19/21

Updated: 30th June 2014: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Subject	Symptom If a user less in and	D101		Install version 6.04 or	Note
The machine freezes	If a user logs in and out repeatedly to the device using an IC card (Card Authentication	008e	System firmware	later.	
	Package option) at the same time as the address book is being updated by a delivery server such as ScanRouter				
Machine freezes	Jobs stored for printing at 1200dpi are printed with the conditions listed in the RTB.	D101 008e	System firmware	Install version 6.04 or later.	
Machine freezes	If a user tries to logout at the same time as another user is trying to retrieve User Codes via WIM or Web SDM V2, the device might stall with the message "Logging out Please wait".	D101 008e	System firmware	Install version 6.04 or later.	
Machine	Machine stalls when	D391	P-Binder_B4	Install version 0.150:00	
freezes	a jam occurs in the	004a	firmware	or later	
	Perfect Binder	D391 001b	P-Binder_B1 firmware	Install version 0.280:11 or later	
Machine freezes	When transferring logs from the device to a delivery server such as Scan Router using Web SDM ver 2.x without a power cycle.	D101 012c	Netfile firmware	Install version 1.02 or later.	
Machine freezes	Mixed simplex/ duplex IPDS jobs cause the device to stall with "Internal Error 0x0040C" on the operation panel.	D101 001a	Option IPDS firmware	Install version 4.564 or later.	
Machine freezes	While printing the IPDS Font List, a recoverable error occurs (no paper, paper mismatch) and the Clear/Stop button is pressed	D101 003c	Printer firmware	Install version 6.05 or later.	
Machine freezes	Receives a non IPDS job while processing an IPDS job	D101 003c	Printer firmware	Install version 6.05 or later.	



PAGE: 20/21

Updated: 30th June 2014: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Machine	Symptom If a jam occurs when	D101	Printer firmware	Install version 6.05 or	Note
freezes			Printer iimiware		
ireezes	the job takes paper	003c		later.	
	from the cover				
	interposer and a				
NA I-'	built-in tray	D404	D. S. J. J. C. J.	Leadell and a COT and	
Machine	If a non IPDS job is	D101	Printer firmware	Install version 6.05 or	
freezes	deleted while	003c		later.	
	receiving an IPDS job	D / C /	5		
Machine	If the Auto Continue	D101	Printer firmware	Install version 6.05 or	
freezes	setting is "Immediate"	003c		later.	
	and the source tray				
	runs out of paper,				
Machine	DF jam	D101	Engine firmware	Install version 5.23:20 or	
freezes		006d		later.	
Machine	Trying and failing to	D101	NCS firmware	Install version 5.76 or	
freezes	login to a Scan	013c		later.	
	destination three				
	times				
Machine	When a function	B861	VM card C	Install version 2.15 or	
freezes	selection hardware	006d	firmware	later.	
	key (Copy, Fax, etc.)				
	is pressed while				
	accessing the SDK				
	application selection				
	screen.				
Error lamp		D101	System firmware	Install version 6.02 or	
stays on		008c		later.	
Energy saver	Machine stays in the	D392	Ring Binder B1	Install version 01.270:04	
mode	Wait status on	001b	firmware	or later.	
	recovery from energy				
	saver				
Energy saver	No recovery when	B861	VM Card C	Install version 2.09 or	
mode	accessed by a server	006	firmware	later.	
	application				
Does not enter	If an SDK application	B861	VM card C	Install version 2.15 or	
energy saver	is being used	006d	firmware	later.	
mode					
Memory leak		B861	VM Card C	Install version 2.09 or	
		006	firmware	later.	
Memory leak	When an SDK	B861	VM card C	Install version 2.15 or	
	application attempts	006d	firmware	later.	
	to open a software				
	keyboard but fails.				
Comm. Failure	Ring binder and main	D392	Ring Binder B1	Install version 01.270:04	
between	machine	001b	firmware	or later.	
components					
Reboot failure	When ATN is	D392	Ring Binder B1	Install version 01.270:04	
	received from an	001b	firmware	or later.	
	upstream peripheral	D392	Ring Binder B2	Install version 01.050:01	
	la a a a since le a celania ana,	002a	firmware	or later.	
SMC report	Information is not	D101	System firmware	Install version 6.05 or	
J Topon	displayed correctly.	008f		later.	
	alopiayou correctly.	1 0001	l	iator.	



PAGE: 21/21

Updated: 30th June 2014: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Alert sent at the wrong time	If printing of an IPDS job is interrupted by an error requiring operator attention (paper jam, cover open, etc.), an alert is sent to the host after the error has been recovered	D101 003c	Printer firmware	Install version 6.05 or later.	
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.	
Jam displayed but no jam	With the Booklet Maker BK5010 installed	B234 014k	Finisher firmware	Install version 2.000:61 or later.	
Machine remains in idle mode	With Ring Binder RB5000 and multiple peripherals installed downstream of it, if a jam occurs in one of the downstream peripherals the RB5000 does not notify the jam to the mainframe.	D392 001f	Ring binder B1 firmware	Install version 1.310:04 or later.	