Updated: 30th June 2014: Changes in bold italics

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

Subject: Troubleshooting	Prepared by: T. Tadokoro
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.

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1. Paper Feed Errors

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

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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.	

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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	Printer firmware	Install version 5.23 or later.	
		D101 010c	Web System firmware	Install version 1.23 or later.	
AppleTalk	Cannot join an AppleTalk Zone through some Seed Routers.	D101 008f	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.	

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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.	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.	

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4. Printing/Scanning

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

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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.	

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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 using authentication.	D101 008e	System firmware	Install version 6.04 or later.	
Unauthorized users can access	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.	

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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	P-Binder_B4 firmware	Install version 0.150:00 or later	
		D391 001b	P-Binder_B1 firmware	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.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC 797	If authentication is enabled, occurs after 2000 users have logged on/off without a power cycle.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SC819	When browsing the network using SMB.	D101 013c	NCS firmware	Install version 5.76 or later.	
SC 868	When VM Card Type C is installed	B861 002	Damaged SD card containing the VM option. The card may have been damaged during installation.	Make sure that the installation procedure is followed exactly.	See the RTB for details of the installation procedure.
SC955		D101 008e	System firmware	Install version 6.04 or later.	
SC955	Jobs stored for printing at 1200dpi are printed with the conditions listed in this RTB.	D101 008e	System firmware	Install version 6.04 or later.	
SC990	When printing 16 pages per sheet from the driver	D101 008d	System firmware	Install version 6.03 or later.	
SC990	Duplex documents rescanned from the ADF after a jam	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SC990	When the device changes into Energy Saver mode	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SC990	If authentication is enabled, occurs after 2000 users have logged on/off without a power cycle.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SC990		D391 001e	P-Binder_B1 firmware	Install version 0.340:13 or later	
SC997		Gen 028b	Global Scan NX firmware	Install version 1.1.3.0 or later.	
SC997	When a paper jam occurs	D101 001a	Option IPDS firmware	Install version 4.564 or later.	
SC 997	If the Expanded Menu key is pressed	B861 006	VM card type C firmware	Install version 2.07 or later.	
SC 997	When "VM Platform" is selected in the User Tools	B861 006a	VM card firmware	Install version 2.10 or later.	
"Functional problem detected"	Continuous printing of IPDS jobs for 5-6 hours	D101 008e	System firmware	Install version 6.04 or later.	
Error not notified	The application is not notified of an error that occurs when trying to delete a RAW file.	B861 006	VM card type C firmware	Install version 2.07 or later.	

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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

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

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Subject	Symptom	RTB #	Cause	Solution	Note
Finisher	Jogging by the shift tray is poor when printing A5 SEF.	B234 014o	Finisher firmware	Install version 02.050:64 or later.	
Z-folder	The crease setting cannot be invoked.	D101 008e	System firmware	Install version 6.04 or later.	
Tab sheet	When tab sheets run out, and the sheets are replenished, printing is done on the incorrect tab sheet.	D101 008e	System firmware	Install version 6.04 or later.	
Stapling	IPDS: Cannot staple, prints an error report	D101 001a	Option IPDS firmware	Install version 4.564 or later.	
Browser unit	The browser screen does not respond after the machine has entered Sleep Mode.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	The browser screen does not respond if the operation switch is turned off/on while the software keyboard is displayed	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	Scanning from browser cancelled	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	No user login screen displayed	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	Incorrect orientation applied to Scan Router document	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	ScanRouter login screen not shown in the Browser unit if device settings have been changed but the device has not been rebooted.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Booklet finisher	Roller marks on outputs	G178 107	Excessive pressure against the sheets	Replace the exit rollers and driven rollers.	
Booklet finisher	Error during booklet making	B234 014l	Finisher firmware	Install version 2.030:62 or later.	
VM card	SDK applications cannot be installed	B861 002	Damaged SD card containing the VM option. The card may have been damaged during installation.	Make sure that the installation procedure is followed exactly.	See the RTB for details of the installation procedure.
VM card	The VM card cannot be re-installed	B861 002			
VM card	Cannot install server application	B861 006	VM card type C firmware	Install version 2.05 or later.	
VM card	VM platform does not start	B861 006	VM card type C firmware	Install version 2.05 or later.	
VM card	SD card runs out of space	B861 006a	VM card firmware	Install version 2.10 or later.	
VM card	Installation information lost	B861 006a	VM card firmware	Install version 2.10 or later.	

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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 before installation finished	Reset some SP modes and try to install again.	See the RTB for details on the SPs to reset.
VM Card	Cannot reinstall the card	B861 008			
VM Card	Cannot install SDK applications	B861 008			
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.	

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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.	

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10. Others

Subject	Symptom	RTB #	Cause	Solution	Note
The machine is slow	PDF file with many pages: 1st page takes a long time to print	D101 002a	PS3 firmware	Install version 1.01 or later.	
The machine is slow	When Multiple jobs are printed using the Cover Interposer Tray	D101 008e	System firmware	Install version 6.04 or later.	
The machine is slow	GlobalScan NX loads screens slowly	B861 006d	VM card C firmware	Install version 2.15 or later.	
The machine freezes	Printing in an SAP environment	D101 003a	Printer firmware	Install version 5.22 or later.	
The machine freezes	Printing Excel files with a PCL6 driver	D101 003a	Printer firmware	Install version 5.22 or 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	Install version 5.23 or later.	
The machine freezes	A jam or other minor error affecting an IPDS job	D101 003b	Printer firmware	Install version 5.23 or later.	
The machine freezes	If an IPDS job is spooled	D101 003b	Printer firmware	Install version 5.23 or later.	

Updated: 30th June 2014: Changes in bold italics

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

Subject	Symptom	RTB #	Cause	Solution	Note
The machine freezes	If a user logs in and out repeatedly to the device using an IC card (Card Authentication Package option) at the same time as the address book is being updated by a delivery server such as ScanRouter	D101 008e	System firmware	Install version 6.04 or later.	
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 freezes	Machine stalls when a jam occurs in the Perfect Binder	D391 004a	P-Binder_B4 firmware	Install version 0.150:00 or later	
		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.	

Updated: 30th June 2014: Changes in bold italics

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

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

Technical **B**ulletin

Updated: 30th June 2014: Changes in bold italics

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

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.	