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Model: Model B-	C3		Dat	e: 31-Mar	-06	No.: RB234000r
Subject: Trouble	shooting			Prepare	d by: T. T	adokoro
From: 1st Tech. 9	Support Sec. Service Support I	Dept.				
Classification:		☐ Part info	ormat	tion	☐ Action	required
		☐ Electric	al		☐ Service	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit 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.

Note about updating firmware

Update the modules in the correct order: See RTB 57a

Fiery 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.



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Side-to-side registration error
Paper size not detected correctly
Paper set error
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Replacement of toner collection unit is needed

RICOH

Technical **B**ulletin

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Model: Model B-C3		Date: 31-Mar-06	No.: RB234000r
NetWare IPP Cannot get IP address SMB printing 404 error DNS DeskTopBinder DeskTopEditor For Producti SmartDeviceMonitor for Adn Documents not sent to folde Scanned documents not del Job lost Scan to SMB Proxy server error Web Smart Device Monitor RCGate Web Image Monitor Web service stalls On-Demand E-mail Notificat Cannot register folders Cannot download files Cannot access the network Packets not sent at correct i SFTP AppleTalk DESS Cannot access the machine RFU MIB	nin r ivered ion ntervals		8
Slow printing Jobs deleted from the print some printing stalls Pixels in the wrong place in Duplex printing error Garbage characters Power Point PDF Jobs cancelled Jobs not accepted Cannot print Cannot cancel job Machine asks for wrong papers error Can only print on SEF papers Job shift Wrong font Settings not working	images per size		12



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Ν	lodel: Model B-C3	Date: 31-Mar-06	No.: RB234000r
5.	Scanning TWAIN error message Scanner freezes Color registration errors PDF file defective Scan to NCP Scanning does not start Cannot open scanned image		15
6.	Operation Panel 'Printing ' SP mode Wording error Buttons greyed out "Copying" Cannot jump to another screen Operation panel does not work Cannot display files Software keyboard "Please Wait"		16
7.	Security SSID is blank Cannot login Cannot authenticate a valid user All users log in with the same privileges Unauthorized access attempts not logged Error not detected Job log/job history Unauthorized users can access		17
8.	Error Codes and Messages 'LCT tray not set' SC220, 221, 487, 495, 585, 625, 632, 672, 687, 796, 7 Error message not shown "Functional problem detected." Error not notified		
9.	Optional Units		21

RICOH

Jam displayed but no jam *Hard disk*

Technical Bulletin

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Model: Model B-C3	Date: 31-Mar-06	No.: RB234000r
Black bands Stripes Blank white output Low image density Image in the wrong position Dirty background Two separate jobs mixed with overlapping images Overlapping data Medaka Image rotated White lines Output incorrect (not specified) Pages printed in the wrong order Unexpected image		27
Segmentation fault Main power does not turn off Incorrect SP settings displayed Cannot recover from Sleep Mode Machine freezes Remote firmware update Cannot access user tools/SP Mode Reports printed in wrong language Wording errors Some jobs not shown in job history Job log entries not shown correctly Counter error No recovery from energy saver mode Does not enter energy saver mode Memory leak Machine is too slow Cannot copy files Daylight saving time Clock is slow Original table moves up and down repeatedly SMC report Files not deleted from HDD		29



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Model: Model B-C3 Date: 31-Mar-06 No.: RB234000r

1. Paper Feed Errors

Subject	Symptom	RTB#	Cause	Solution	Note
Jam code	When feeding DLT from	B234	Engine firmware	Install version 5.20:20	
7	Tray 5	002j		or later.	
Jam code	When paper is fed from two	B234	Engine firmware	Install version 3.17:15	
11	trays alternately	002d		or later.	
Jam code		B234	Engine firmware	Install version	
11		002f		3.20.2:16 or later.	
Jam code		B234	Engine firmware	Install version	
12		002f		3.20.2:16 or later.	
Jam code	When feeding HLT LEF	B234	Engine firmware	Install version	
19	D	002g	T	3.21.1:16 or later.	D
Jam code	Duplex entrance jam: The	B234	This heat expansion	Carry out either the	Do the
23	entrance guide plate is bent	021a	makes the paper	Temporary Solution or	Permanent
	due to heat expansion.		path too narrow.	the Permanent	Solution if
				Solution as explained in the RTB.	possible.
Jam code		B234	Engine firmware	Install version 3.14:14	
53		002a	Engine iliniware	or later.	
Jam code		B234	Paper dust builds up	Clean the paper	
70		038	in the paper	registration area	
70		000	registration area,	regionation area	
			causing a false jam		
			detection.		
Jam code	Duplex entrance jam: The	B234	This heat expansion	Carry out either the	See the RTB
73	entrance guide plate is bent	021a	makes the paper	Temporary Solution or	for affected
	due to heat expansion.		path too narrow.	the Permanent	units.
	·			Solution as explained	Do the
				in the RTB.	Permanent
					Solution if
					possible.
Jam code	For jobs with mixed sizes +	B234	Engine firmware	Install version 3.16:15	
111	Stapling (no folding)	002c		or later.	
Jam code		B234	Finisher firmware	Install version 1.140 or	
111		014a		later.	
Jam code	When changing from	B234	Finisher firmware	Install version 1.800:58	
115	Standard size to Non-	014h		or later.	
laws seeds	standard size.	D00.4	Finish or firms	Install version 0 000 04	
Jam code	When switching from proof	B234	Finisher firmware	Install version 2.000:61	
116	mode to staple mode while	014k		or later.	
	the stapler is in the position for staple refill.				
Jam code	Victoria	B234	Finisher firmware	Install version 1.160 or	
230	VICTORIA	014b	i illistici ililliwate	later.	
Paper jam	Process control was done in	B234	Engine firmware	Install version 3.16:15	
. apor jam	the middle of a job	002c	Ligino initiwato	or later.	
Paper jam	Dog ear or jam at the fusing	B234	Toner sticks to the	Clean the guide plate	
. apor jam	exit	040	guide plate, and	every visit.	
			paper sticks to this.	275.7	
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Multifeed	Paper 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.	_
Folded Grom the trailing edge (A3 duplex) Guplex	Multifeed			Engine firmware		
side registration error error even if the CIS function is ON. Daper is darker than that of white paper, so not enough LED light is reflected back to the CIS. Paper size not on with paper set in the 1st detected correctly Paper set error When sending a job from Web Image Monitor, in which the job's 1st sheet is fed from the CI5000/5010, to wrong tray to wrong tray after custom paper end tray Tandem tray Printing does not restart when paper moves from the left to the right in the Paper size not ON. B835 Cover interposer firmware Day the required Patch File(s) for Printer Controller instructions in the RTB carefully. Apply the required Patch File(s) for Printer Controller instructions in the RTB carefully. Printing does not restart when paper moves from the left to the right in the Root of Color Paper 1" or "Color Paper 2". If that does not work, turn the CIS function off. Poor interposer firmware Root of Color Paper 1" or "Color Paper 2". If that does not work, turn the CIS function off. Root of Color Paper 1" or "Color Paper 2". If that does not work, turn the CIS function off. Root of Paper 3. If that does not work, turn the CIS function off. Root of Color Paper 1" or "Color Paper 2". If that does not work, turn the CIS function off. Root of Color Paper 1" or "Color Paper 2". If that does not work, turn the CIS function off. Root of CIS function off. Cover interposer firmware Install version 02.073:44 or later. Printing of Patch File(s) for Printer Controller instructions in the RTB carefully. Root of Color Paper 1" or C		from the trailing edge (A3		Engine firmware		
not detected correctly Paper set error When sending a job from Web Image Monitor, in which the job's 1st sheet is fed from the CI5000/5010, Feed out to wrong tray Tandem Tray Printing does not restart when paper moves from the left to the right in the Only B835 Cover interposer firmware O2.073:44 or later. Apply the required Patch File(s) for Printer Controller System version 1.0. B234 Apply the required Patch File(s) for Printer Controller System version 1.0. Apply the required Patch File(s) for Printer Controller System version 1.0. B234 Apply the required Patch File(s) for Printer Controller System version 1.0. B234 Apply the required Patch File(s) for Printer Controller System version 1.0. B234 Instead, you can apply a composite patch. Follow the system version 1.0. B234 Instead, you can apply a composite patch. Follow the system version 1.0.	side reg- istration	even if the CIS function is ON.		paper is darker than that of white paper, so not enough LED light is reflected	(Tray Paper setting) to "Color Paper 1" or "Color Paper 2". If that does not work, turn the	
error Web Image Monitor, in which the job's 1st sheet is fed from the CI5000/5010, Feed out to wrong tray Tandem tray Printing does not restart tray Web Image Monitor, in which the job's 1st sheet is fed from the CI5000/5010, B234 Instead, you can apply a composite patch. Follow the instructions in the RTB carefully. Printing does not restart when paper moves from the left to the right in the Web Image Monitor, in which the job's 1st sheet is fed from the QI5000/5010, B234 Instead, you can apply a composite patch. Follow the system version 1.0. B234 Instead, you can apply a composite patch. Follow the system version 1.0. B234 Instead, you can apply a composite patch. Follow the system version 1.0.	not detected	on with paper set in the 1st		•		
to wrong tray after custom paper end tray after custom pap	•	Web Image Monitor, in which the job's 1st sheet is		•		
tray when paper moves from the left to the right in the B234 Instead, you can apply a composite patch. Follow the	to wrong	after custom paper end	027 B234	system version 1.0. Instead, you can appl instructions in the RT	y a composite patch. Follo B carefully.	w the
tandem tray. 077 instructions in the RTB carefully.		when paper moves from the	063	Apply the required Pa system version 1.0. Instead, you can appl	tch File(s) for Printer Cont y a composite patch. Follo	

2. Copy Process

Subject	Symptom	RTB#	Cause	Solution	Note
Toner collection unit must be replaced	"Replacement of toner collection unit is needed" is displayed. Then after about 8k pages, SC 487 occurs and the machine cannot be used.	B234 017	Toner clumping in the toner-recycling unit.	If toner is clumping in the pipe of the toner-recycling unit, empty or replace the toner-recycling unit. Then set SP2-950-001 to "0" Then exit the SP mode and turn the machine off/on.	See the RTB for full details of the procedure.



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3. Connectivity

Subject	Symptom	RTB#	Cause	Solution	Note
NetWare	Cannot connect if there are multiple NetWare servers in the same NDS tree.	B234 003a	NCS firmware	Install version 5.11c or later.	
IPP	IPP clients do not print to machines that joined the network using mDNS (Bonjour)	B234 003c	NCS firmware	Install version 5.70.2 or later.	
IPP	IPP clients do not print to machines that joined the network using mDNS (Bonjour)	B234 003d	NCS firmware	Install version 5.71 or later.	
Cannot get IP address	Cannot get an IP address from a DHCP server under specific conditions	B234 003a	NCS firmware	Install version 5.11c or later.	
Cannot get IP address	From a DHCP Server through a DHCP Relay Agent	B234 003b	NCS firmware	Install version 5.52 or later.	
SMB printing	Sometimes not available	B234 003b	NCS firmware	Install version 5.52 or later.	
404 error	Returned by WIM after the "Date and time" setting is configured via a Web SmartDeviceMonitor ver.2.0 Batch Configuration	B234 003c	NCS firmware	Install version 5.70.2 or later.	
404 error	When a user tries to access WeblmageMonitor after a restoration of the address book is cancelled	B234 011d	Websys firmware	Install version 1.06 or later.	
404 error	When accessing the document server in WIM via a single sign-on server	B234 004d B234	Netfile firmware System	Install version 2.05 or later. Install version 3.10.1 or	
		006i B234 010h	firmware Printer firmware	later. Install version 1.26 or later.	
		B234 011f	Web Sys firmware	Install version 1.08 or later.	
		B234 012a	Web Uapl firmware	Install version 1.06 or later.	
404 error	Tramsferring logs from Web SDM	B234 004h	Netfile firmware	Install version 1.02 or later.	
DNS	The machine is not registered with a DNS server by a DHCP relay agent	B234 003c	NCS firmware	Install version 5.70.2 or later.	
DNS	The machine fails to renew with the DDNS server	B234 003c	NCS firmware	Install version 5.70.2 or later.	



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Subject	Symptom	RTB#	Cause	Solution	Note
DeskTop	Downloaded jobs not	B234	Netfile	Install version 1.14 or later.	
Editor For	logged in the job log	004a	firmware		
Production					
DeskTop	Jobs cannot be output to	B234	Netfile	Install version 1.14 or later.	
Editor For	Tray 7 (the Bypass tray)	004a	firmware		
Production					
DeskTop	Jobs downloaded using	B234	Netfile	Install version 1.14 or later.	
Editor For	the 'For Printing' function	004a	firmware		
Production	cannot be returned to the				
D 1-	document server.	D004	N		
DeskTop	If mixed Duplex/Simplex	B234	Netfile	Install version 1.14 or later.	
Editor For	documents in the	004a	firmware		
Production	Documnet Server are				
	downloaded and edited and then returned to the				
	document server, all				
	pages will be Simplex.				
DeskTop	Jobs stored using a Start	B234	Netfile	Install version 1.14 or later.	
Editor For	Page number of more	004a	firmware	mstan version 1.14 of later.	
Production	than 2000, cannot be	00+a	IIIIIIWaic		
	printed				
DeskTop	Print settings of	B234	System	Install version 1.07 or later.	
Editor For	documents stored in the	006a	firmware		
Production	document server are lost				
	if the document is				
	downloaded with this				
	software and then				
	returned to the document				
	server.				
DeskTop	Jobs cannot be output to	B234	Netfile	Install version 1.14 or later.	
Binder	Tray 7 (the Bypass tray)	004a	firmware		
DeskTop	Jobs stored using a Start	B234	Netfile	Install version 1.14 or later.	
Binder	Page number of more	004a	firmware		
	than 2000, cannot be				
SmartDevice	printed The "Total Printouts:	B234	Netfile	Install version 2.03 or later.	
Monitor for	Scanner" column in the	004c	firmware	motan version 2.03 or later.	
Admin	csv file created by the	0040	IIIIIIwaie		
Admin	"Export User Statistics				
	List" function contains all				
	zeroes.				
Documents	Not sent to SMB or NCP	B234	Netfile	Install version 2.03 or later.	
not sent to	folder paths containing	004c	firmware		
folder	both 1-byte and 2-byte				
	characters. Occurs if the				
	folder paths are imported				
	to the address book from				
	a csv file via SmartDevice				
	Monitor for Admin.				



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Subject Symptom RTB # Cause Solution Scanned documents not delivered Delivery of a scanned document fails via Scan to Scan RouterEX (using the MFP Browser), and the device will not attempt to B828 Browser Unit firmware Install version 1.72 or later.	Note
documents document fails via Scan to not delivered ScanRouterEX (using the MFP Browser), and the	
not delivered ScanRouterEX (using the MFP Browser), and the	
MFP Browser), and the	
resend the document.	
Job lost Dummy files titled "Lost B234 Netfile Install version 2.03 or later.	
Document" are sent to the 004c firmware	
ScanRouter server	
device-capture function,	
instead of the actual job	
sent to the printer.	
Scan to SMB Destination not added to B234 System Install version 1.07 or later.	
the job 006a firmware	
Scan to SMB General SMB operation B234 Apply the required Patch File(s) for Printer Con	troller FB-
error when scanning via 065 135 system version 1.0.	
SMB to a Windows Vista B234 Instead, you can apply a composite patch. Follo	ow the
share folder. 077 instructions in the RTB carefully.	
Proxy server If the main power is B234 System Install version 2.05 or later.	
error turned OFF/ON while the 006f firmware	
machine is connected to	
RC Gate (@Remote)	
Web Smart Cannot upload the job log B234 System Install version 2.05 or later.	
Device to Web SDM 006f firmware	
Monitor	
Web Smart Some settings are not B234 Websys Install version 1.03 or later.	
Device applied to the target 011a firmware	
Monitor machines	
RCGate Poor communication with B234 System Install version 2.06.1 or	
RCGate 006g firmware later.	
Web Image Cannot update firmware B234 System Install version 2.06.1 or	
Monitor with WIM 006g firmware later.	
Web Image Becomes unusable B234 Websys Install version 1.23 or later.	
Monitor (Turkish and Catalan) 011i firmware	
Web service If you try to make an IPP B234 Websys Install version 1.03 or later.	
stalls Authentication password 011a firmware	
of 8 two-byte numeric	
digits On Demand Management Annual P004 Welease least all consider 4 00 as letter	
On-Demand No reply until power off/on B234 Websys Install version 1.06 or later.	
E-mail 011d firmware Notification	
Cannot Cannot register SMB B234 NCS firmware Install version 5.71 or later.	
register folders in address book 003d Inflitting in the first of the f	
folders	
Cannot Using WebImageMonitor B234 Websys Install version 1.08 or later.	
download in the Safari browser, 011f firmware	
files address book back-up	
files cannot be	
downloaded.	
Cannot See the RTB for details B234 System Install version 3.11.3 or	
access the 006j firmware later.	
network	



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Subject	Symptom	RTB#	Cause	Solution	Note	
Cannot	After the Log collection	B234	NCS firmware	Install version 5.74 or later.		
access the network	tool is run	003g				
Packets not	SSDP network	B234	NCS firmware	Install version 5.73 or later.		
sent at	Connection Update	003e	NGS IIIIIware	install version 5.75 or later.		
correct	packets	0036				
intervals	packets					
SFTP	PCL/RPDL cannot print	B234	NCS firmware	Install version 5.73 or later.		
	·	003e				
AppleTalk	A job error occurs when	B234	NCS firmware	Install version 5.73 or later.		
	printing	003e				
AppleTalk	Cannot join an AppleTalk	B234	System	Install version 6.05 or later.		
	zone	006q	firmware			
DESS	Terminates abnormally	B234	NCS firmware	Install version 5.73 or later.		
	when a SSL connection is	003e				
	made to a malicious					
	SSLv2 server.					
Cannot	Connectivity applications	B861	VM card type	Install version 2.08 or later.		
access the	cannot connect to the	006	C firmware			
machine	machine if SSL has been					
	disabled.					
RFU	After the firmware is	B861	VM card	Install version 2.10 or later.		
	updated by RFU and the	006a	firmware			
	machine is rebooted, a					
	new folder is automatically					
	created or it is not					
MID	possible to copy files.	D00.4	NICO Cara	1		
MIB	The SMB comment	B234	NCS firmware	Install version 5.73 or later.		
	cannot be acquired	003e				
MIB	correctly	D004	Ammilia de ma en de	ad Datab Cila(a) for Drinter Court	tuelles ED	
INIIR	MIB: Track ID is not set	B234 027	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \			
	for Booklet printing.		135 system vers		vu tha	
		B234 077				
		0//	instructions in the RTB carefully.			



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4. Printing

Subject	Symptom	RTB#	Cause	Solution	Note	
Slow	With some non-standard	B234	Engine firmware	Install version 3.16:15 or		
printing	paper sizes	002c		later.		
Slow	Printing a single page	B234		Apply the required Patch File(s) for Printer Controller EB-135		
printing	job with complex data	026	system version 1.0.			
	takes longer than	B234		ply a composite patch. Follo	ow the	
	expected to print.	077	instructions in the R			
Slow	Printing is delayed	B234		Patch File(s) for Printer Con	troller EB-135	
printing	during a multi-copy job	029	system version 1.0.			
	that includes stapling.	B234		ply a composite patch. Follo	ow the	
		077	instructions in the R	RTB carefully.		
Slow	Slow when printing	B234		Patch File(s) for Printer Con	troller EB-135	
printing	duplex jobs from the	030	system version 1.0.			
	PCL5 driver.	B234		ply a composite patch. Follo	ow the	
		077	instructions in the R	RTB carefully.		
Slow	A small simplex job with	B234		Patch File(s) for Printer Con	troller EB-135	
printing	stapling is slow.	047	system version 1.0.			
		B234		ply a composite patch. Follo	ow the	
		077	instructions in the R			
Jobs	After main switch turned	B234	NCS firmware	Install version 5.11c or		
deleted	off/on, the sftp spool	003a		later.		
from the	becomes empty					
print spool	"Drinting" is displayed	D004	Cuatana financiana	Install version 1.10 or		
Printing	"Printing" is displayed	B234	System firmware	Install version 1.10 or		
stalls Drinting	M/han it vacaives an	006d B234	Duintou finnousaus	later.		
Printing stalls	When it receives an RPCS job after another	010a	Printer firmware	Install version 1.06 or		
StallS	RPCS job after another RPCS job was canceled	UTUa		later.		
	by an authentication					
	error.					
Printing	Paper trays changed in	B234	Engine firmware	Install version 3.19:15 or		
stalls	the middle of a mixed	002e		later.		
	simplex/duplex job. The					
	engine continues to turn.					
Printing	Printing stops midway	B234	IPDS firmware	Install version 4.537 or		
stalls	when set for "limitless	035a		later.		
	paper feed" from Tray 4					
	to Tray 5.					
Printing	The Fiery stops printing	B234	Apply the required F	Patch File(s) for Printer Con	troller EB-135	
stalls	but CWS shows the job	068	system version 1.0.			
	is printing and the	B234		ply a composite patch. Follo	ow the	
	engine is idle when	077	instructions in the R	RTB carefully.		
	printing multiple copies					
D.C.C.	of an archived job.	DOC 4	ED 405	Novel the second State of the		
Printing	Randomly, printing stops	B234		Apply the composite patch. I	-ollow the	
stalls	and CWS keeps	077	instructions in the R	t i b carefully.		
	showing Printing when					
	there is a tray change					
	from tray 5 to tray 6.					



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Subject	Symptom	RTB#	Cause	Solution	Note
Pixels in the	PCL or PS jobs with	B234	System firmware	Install version 1.10 or	
wrong place	many pages. Caused by	006d		later.	
	a byte ordering error				
Duplex	Image not printed	B234	System firmware	Install version 2.05 or	
printing	correctly on odd-	006f		later.	
error	numbered pages when				
	using booklet copy with				
	slight reduction.				
Garbage	PCL: After several	B234	Printer firmware	Install version 1.10 or	
characters	hundred pages printed	010e		later.	
	without power off				
Garbage	PCL jobs with separator	B234	Printer firmware	Install version 1.10 or	
characters	pages	010e		later.	
Power Point	Anomalies when printing	B234	Printer firmware	Install version 3.11 or	
	PowerPoint2007 jobs	010i		later.	
	that have Autoshapes				
	and shadows.				
PDF	PDF files printed using	B234	Printer firmware	Install version 3.11 or	
	the RPCS are missing	010i		later.	
	characters or portions of				
	characters.				
Jobs	IPP	B234	NCS firmware	Install version 5.74 or	
cancelled		003g		later.	
Jobs	When a stapled Booklet	B234		Patch File(s) for Printer Con	troller EB-135
cancelled	job using the nested	058	system version 1.0.		
	saddle option is sent to	B234		pply a composite patch. Follo	ow the
	the Fiery, it will be	077	instructions in the F	RTB carefully.	
	canceled automatically	D00.4	A 1 11	D : 1 5" () (D : 1 0	. " ED 405
Jobs	Printing a booklet job	B234		Patch File(s) for Printer Con	troller EB-135
cancelled	cancels when user code	067	system version 1.0.		th. a
	authentication is set on	B234 077		oply a composite patch. Follo	ow the
Jobs not	the copier.	B234	instructions in the F	Install version 5.74 or	
	After a job consisting of		NCS Ilmware		
accepted	a multiple of exactly 8KB (8192 bytes) is	003g		later.	
	submitted via IPP: must				
	reboot				
Cannot	When SC 721 or 750	B234	Finisher firmware	Install version 1.900:60	
print	occurs	014j	i illisher illiliware	or later.	
Cannot	PCL files	B861	VM card type C	Install version 2.05 or	
print	I OL mes	006	firmware	later.	
Cannot	A custom size job	B234		Patch File(s) for Printer Con	troller FR-125
print	doesn't print out in LEF	054	system version 1.0.		"Oller FD-199
Pillit	mode.	B234		pply a composite patch. Folk	ow the
		077	instructions in the F	ipiy a composit e paton. Full RTR carefully	JVV LIIG
Cannot	Problem when canceling	B234	Annly the required	Patch File(s) for Printer Con	troller FR-125
cancel job	a Plockmatic-print job	026	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
	from CWS or panel.	B234		pply a composite patch. Follo	ow the
	nom offo or paner.	077	instructions in the F		JVV LIIC
Machine	A job with a Custom	B234		Patch File(s) for Printer Con	troller FR-135
asks for	paper size does not print	046	system version 1.0.		TOTICI ED-100
wrong	and the copier asks the	B234		pply a composite patch. Follo	ow the
paper size	user to load the wrong	077	instructions in the F		JVV (IIIC
Papo: 0,20	paper size.	"		tib oarorany.	
	papoi size.	1	<u> </u>		



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Subject	Symptom	RTB#	Cause	Solution	Note	
PS error	A PS error occurs when printing to a tray where	B234 048	system version 1.0.			
	the Print size is set for a Custom size.	B234 077	instructions in the R			
PS error	PS error occurs when printing certain PDF files after installing the 1-STKVZ.ps patch.	B234 077		EB-135 controller: Apply the composite patch. Follow the instructions in the RTB carefully.		
Can only print on	Printing with Custom Size and Duplex can	B234 070	Apply the required F system version 1.0.	Patch File(s) for Printer Con	troller EB-135	
SEF paper	only print on SEF paper.	B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.			
Job shift	The job shift function does not work properly when printing with banner pages.	B234 077	EB-135 controller: Apply the composite patch. Follow the instructions in the RTB carefully.			
Pages printed in the wrong order	Printing with Booklet Saddle + Staple (2 at Center), the output page order is wrong.	B234 077	EB-135 controller: Apply the composite patch. Follow the instructions in the RTB carefully.			
Wrong font	The barcode font is substituted to a system font	B234 078	EB-135 controller: Apply the patch. Follow the instructions in the RTB carefully.			
Settings not working	Separator page settings	B234 078	EB-135 controller: Apply the patch. Follow the instructions in the RTB carefully.			
<u> </u>		<u> </u>	<u> </u>			



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5. Scanning

Subject	Symptom	RTB#	Cause	Solution	Note
TWAIN	Incorrect message when	B234	Netfile firmware	Install version 1.14 or	
error	another user is restoring	004a		later.	
message	the address book via				
	SmartDeviceMonitor for				
	Admin.				
Scanner	If an LDAP search	B234	System firmware	Install version 1.07 or	
freezes	reference recursively	006a		later.	
	spans 3 or more servers				
Color	When a mixed-size, full-	B234	System firmware	Install version 1.10 or	
registration	color scanning job is	006d		later.	
errors	done.				
Scan to	Fails or is slow	B234	Scanner firmware	Install version b3_2.20	
NCP		005g		or later.	
Scan to	Fails or is slow	B234	System firmware	Install version 6.05 or	
NCP		006q		later.	
PDF file	Blank pages if scanned	B234	System firmware	Install version 6.05 or	
defective	using by custom size	006q		later.	
	setting				
PDF file	Size of the file made by	B234	Netfile firmware	Install version 2.05 or	
defective	the scanner not the	004d		later.	
	same as selected at the	B234	System firmware	Install version 3.10.1 or	
	op panel	006i		later.	
Scanning	LCD scanning from the	B234	Apply the required	Patch File(s) for Printer Con	troller EB-135
does not	platen with Split	027	system version 1.0.		
start	Mode=Batch does not	B234	Instead, you can ap	pply a composite patch. Follo	ow the
	allow the scanner to	077	instructions in the F	RTB carefully.	
	initiate the scan process.				
Cannot	Scanned jobs (LEF)	B234	Apply the required	Patch File(s) for Printer Con	troller EB-135
open	which were saved as	045	system version 1.0.		
scanned	JPEG cannot be opened	B234	Instead, you can apply a composite patch. Follow the		
image	in Adobe Illustrator 10.	077	instructions in the RTB carefully.		



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6. Operation Panel

Subject	Symptom	RTB#	Cause	Solution Note
'Printing '	A job uses three or more	B234	Engine firmware	Install version 3.16:15 or
	different trays	002c		later.
SP mode	Display error: SP2227-1	B234	Engine firmware	Install version 3.16:15 or
		002c		later.
Wording	Copy Features screen	B234	LCDC (EU)	Install version 1.11 or
error		007a	firmware	later.
Wording	Copy Features screen	B234	LCDC (NA)	Install version 1.11 or
error		008a	firmware	later.
Wording	Polish translation of [PM	B234	Language	Install version 2.01 or
error	(Preventative	013d	firmware	later.
	Maintenance) Call.] was			
	incorrect.			
Buttons	After selecting a file in	B234	Printer firmware	Install version 1.10 or
greyed out	the Print Jobs menu	010e		later.
"Copying"	The previous job used	B234	Finisher firmware	Install version 1.140 or
	mixed-sizes and was	014a		later.
	cancelled.			
"Copying"	If the top sheet on the	B234	Finisher firmware	Install version 1.140 or
	shift tray is removed	014a		later.
	after the tray is full.			
Cannot	When the operator tries	B234	System firmware	Install version 3.10.1 or
jump to	to access the Log	006i		later.
another	Transfer Settings screen			
screen	_			
Operation	When the machine	B234	System firmware	Install version 3.11.3 or
panel does	recovers from Energy	006j		later.
not work	Saver mode			
Operation	When the machine	B861	VM card firmware	Install version 2.10 or
panel does	recovers from Energy	006a		later.
not work	Saver mode			
Cannot	Tiff image files created	B861	VM card firmware	Install version 2.10 or
display files	by the fax function	006a		later.
Software	Cannot be closed	B861	VM card C	Install version 2.15 or
keyboard		006d	firmware	later.
"Please	The system software	B234	Use the HDD forma	at utility 1.0 as explained in the RTB.
Wail"	installation tool does not	066		•
	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.			



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7. Security

Subject	Symptom	RTB#	Cause		ote
SSID is blank	Blank on the Configuration Page, even if the SSID was configured.	B234 003a	NCS firmware	Install version 5.11c or later.	
Cannot login	Windows Vista via SMB	B234 003b	NCS firmware	Install version 5.52 or later.	
Cannot login	Integration server	B234 006g	System firmware	Install version 2.06.1 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.	
Cannot authenticate a valid user	If the 'Authentication: High Security' setting is used, the machine cannot authenticate a valid user on an LDAP server.	B234 006a	System firmware	Install version 1.07 or later.	
All users log in with the same privileges	When they login to the device via Web Image Monitor within about 1 second.	B234 011b	Websys firmware	Install version 1.04 or later.	
Unauthorized access attempts not logged	Unauthorized Copying attempts not logged in the Access logs.	B234 006k	System firmware	Install version 3.12 or later.	
Error not detected	Certificates with forged RSA signatures are not detected as errors.	B234 003e	NCS firmware	Install version 5.73 or later.	
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.	B234 006p	System firmware	Install version 6.04 or later.	
Job log	MIB: Status of Job History is wrongly	B234 027	system version 1.0.	Patch File(s) for Printer Controller El	3-135
	displayed. ("ricohQueJobPrtStat usString" is wrong.)	B234 077	instructions in the R	oly a composite patch. Follow the TB carefully.	
Unauthorized users can access	Users can log in to the device even if that user account does not have the required privileges	B234 006p	System firmware	Install version 6.04 or later.	



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8. Error Codes

Subject	Symptom	RTB#	Cause	Solution	Note
'LCT tray	The operator tries to do a	B234	Engine firmware	Install version 3.16:15 or	
not set'	print job with the LCT tray	002c		later.	
SC 220		B234 002d	Engine firmware	Install version 3.17:15 or later.	
SC 221		B234 002d	Engine firmware	Install version 3.17:15 or later.	
SC 487	"Replacement of toner collection unit is needed" is displayed. Then after about 8k pages, SC 487 occurs and the machine cannot be used.	B234 017	Toner clumping in the toner-recycling unit.	If toner is clumping in the pipe of the toner-recycling unit, empty or replace the toner-recycling unit. Then set SP2-950-001 to "0" Then exit the SP mode and turn the machine off/on.	See the RTB for full details of the procedure.
SC 495	SC495 occurs after the machine is used for a while	B234 022	Assembly error at the factory	Check the Position of the Toner Supply Tube. See the RTB for full details of the procedure.	From Dec 1st 2006, factory procedures were changed.
SC 585		B234 038	Paper dust builds up in the paper registration area, causing a false jam detection.	Clean the paper registration area	
SC 625	When an exit jam occurs with stapled paper.	B234 014a	Finisher firmware	Install version 1.140 or later.	
SC 625	After clearing a staple jam	B234 014a	Finisher firmware	Install version 1.140 or later.	
SC 632	When the MK-1 is connected	B234 006c	System firmware	Install version 1.09 or later.	
SC 672	When the machine boots up.	B234 006a	System firmware	Install version 1.07 or later.	
SC 672	When the machine repeatedly switches between Energy Saver mode and the Ready condition	B234 006b	System firmware	Install version 1.08 or later.	
SC 687	Continuous printing of IPDS jobs for 5-6 hours	B234 006p	System firmware	Install version 6.04 or later.	
SC 687	A file duplicated with the "Duplicate File" function in the document server has skewed thumbnails. If it is printed, nothing prints, and the SC will occur. Only affects machines that have a File Format Converter option.	B234 006c	System firmware	Install version 1.09 or later.	



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Subject	Symptom	RTB#	Cause	Solution	Note
SC 796	Perfect Binder:	D391	Incorrect	Replace the Flapper	See the RTB
	Switchback gear not working properly	032	engagement of the Flapper Gear and the Motor Gear wears the Switchback Gear	Gear, Motor Bracket and E-ring (use the kit with p/n D3919905).	for the procedure.
SC 797	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.
SC819	When the device changes into Energy Saver mode	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SC819	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.	
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.
SC 880	When storing an image of a non-standard paper size to the Document Server.	B234 006c	System firmware	Install version 1.09 or later.	
SC 880	A file duplicated with the "Duplicate File" function in the document server has skewed thumbnails. If it is printed, nothing prints, and the SC will occur. Only affects machines that have a File Format Converter option.	B234 006c	System firmware	Install version 1.09 or later.	
SC 955	·	B234 006p	System firmware	Install version 6.04 or later.	
SC 955	Jobs stored for printing at 1200dpi are printed with the conditions listed in this RTB.	B234 006p	System firmware	Install version 6.04 or later.	
SC 990	When the SMC is printed out	B234 006c	System firmware	Install version 1.09 or later.	
SC 990	With an embedded RC Gate (Cumin) via a Proxy Server, if the host name is used for the Proxy Server Address instead of the IP address	B234 006k	System firmware	Install version 3.12 or later.	
SC 990	SC990 occurs when printing 16 pages per sheet on the driver side.	B234 006o	System firmware	Install version 6.03 or later.	



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Subject	Symptom	RTB#	Cause	Solution	Note
SC 990	When setting a job of	B234	System firmware	Install version 6.04 or	
	more than 102 pages from	006p		later.	
	the Document Box.				
SC990	When the device changes	B828	Browser Unit Type	Install version 1.71 or	
	into Energy Saver mode	003f	B firmware	later.	
SC990	Duplex documents	B828	Browser Unit Type	Install version 1.71 or	
	rescanned from the ADF	003f	B firmware	later.	
	after a jam				
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 power				
00.001	cycle.	D00.4	0 -1 (Leadell and a Odod and	
SC 991		B234	System firmware	Install version 3.10.1 or	
00.004	Afternational	006i	A 1 - 11 1 - 1	later.	LUIL ED 405
SC 991	After running setup on the	B234		Patch File(s) for Printer Con	troller EB-135
	EB-135	053	system version 1.0.		a tla a
		B234 077		pply a composite patch. Follo	ow the
SC 997	A scan to SMB destination	B234	instructions in the F System firmware	Install version 1.07 or	T
SC 997		006a	System iimware	later.	
SC 997	was removed from the job If the Expanded Menu key	B861	VM card type C	Install version 2.07 or	
30 991	is pressed	006	firmware	later.	
SC 997	When "VM Platform" is	B861	VM card firmware	Install version 2.10 or	
30 337	selected in the User Tools	006a	VIVI Card III III Wale	later.	
SC997	Sciented in the each roots	Gen	Global Scan NX	Install version 1.1.3.0 or	
00007		028b	firmware	later.	
Error	Plockmatic booklet maker	B234	System firmware	Install version 1.07 or	
message	I locitificatio bootilot martor	006a	System minware	later.	
not shown		0000			
Error	Plockmatic booklet maker	B234	System firmware	Install version 1.08 or	
message		006b	, , , , , , , , , , , , , , , , , , , ,	later.	
not shown					
Error	GBC punch unit errors not	B234	Printer firmware	Install version 1.07 or	
message	displayed	010b		later.	
not shown					
"Function	Continuous printing of	B234	System firmware	Install version 6.04 or	
al problem	IPDS jobs for 5-6 hours	006p	-	later.	
detected"					
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.				



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9. Optional Units

Fiery 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
Copier connection	Printing does not start on the sub machine	B234 006a	System firmware	Install version 1.07 or later.	
kit Copier connection	Images from the previous job are printed	B234 006c	System firmware	Install version 1.09 or later.	
kit	out by the sub machine.		0 -1 ("		
Copier connection kit	Images not printed correctly.	B234 006d	System firmware	Install version 1.10 or later.	
Finisher	Prints of stapled job are not shifted when two finishers (Karun + Victoria) are connected	B234 006c	System firmware	Install version 1.09 or later.	
Finisher	Punch motor does not turn ON	B234 014a	Finisher firmware	Install version 1.140 or later.	
Finisher	The last sheet of a staple job is not stapled correctly. Conditions: 2 sheets/set, A4 LEF	B234 014a	Finisher firmware	Install version 1.140 or later.	
Finisher	The shift tray does not shift (stacking only) after an exit jam at the shift tray is cleared.	B234 014a	Finisher firmware	Install version 1.140 or later.	
Finisher	Error with the jogger fences when using Z-fold stapling mode	B234 014a	Finisher firmware	Install version 1.140 or later.	
Finisher	Victoria: Cannot align the paper correctly when stapling	B234 014b	Finisher firmware	Install version 1.160 or later.	
Finisher	Holes punched twice (Victoria and GBC punch unit)	B234 014b	Finisher firmware	Install version 1.160 or later.	
Finisher	Rear fence of staple tray breaks	B234 036	Error during manufacturing	Replace with a rear fence that has gone through the new inspection process.	See the RTB for details.
Finisher	Jogging: Misaligned sheets when the SP adjustment value for the jogger is set to +1.5mm	B234 014d B234 002k	Finisher firmware Engine firmware	Install version 1.400:50 or later. Install version 5.21:20 or later.	
Finisher	When there are no staples, a jam occurs when the staple function is released after its operation has been stopped.	B234 014f	Finisher firmware	Install version 1.500 or later.	



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	-				
Subject	Symptom	RTB#	Cause	Solution	Note
Finisher	A single sheet of paper	B234	Finisher firmware	Install version 1.500 or	
	ejected to the shift tray	014f		later.	
	is stapled				
Finisher	Stapling position is	B234	System firmware	Install version 6.04 or	
	reversed	006p		later.	
Finisher	Shift tray does not	B234	Finisher firmware	Install version 1.820:59	
	descend or ascend	014i		or later.	
Finisher	SR5000: Some sheets	G178	Paper sticks	Attach the Discharge	
	not stapled	084	together because	Brush "B3011216"	
			of static electricity.		
Finisher	Jogging by the shift tray	B234	Finisher firmware	Install version 02.050:64	
	is poor when printing A5	014o		or later.	
	SÉF.				
Booklet	The machine cannot	B234	Booklet finisher	Install version 02.16:14	
finisher	detect this finisher	016	firmware	or later.	
Booklet	Folding does not work	B234	System firmware	Install version 3.12 or	
finisher		006k		later.	
Booklet	When a jam occurs	B234	Booklet finisher	Install version 02.17:15	
finisher	downstream (in the	016a	firmware	or later.	
	finisher), paper is not				
	output to the Booklet				
	Tray when the next job				
	starts (covers must be				
	opened/closed).				
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 2.030:62	
finisher	making	014l		or later.	
Bypass tray	Harness touches the	B234	Error on the	Be careful during	See the RTB
, ,	belt	020	production line,	installation.	for the
			for some units		procedure,
					and the
					affected
					units.
EB-135	Scanned job is not held	B234	Apply the required	Patch File(s) for Printer Con	
controller	by Batch Mode.	025	system version 1.0.	` '	
	,	B234		pply a composite patch. Follo	ow the
		077	instructions in the F		
EB-135	With a Staple removed	B234		Patch File(s) for Printer Con	troller EB-135
controller	condition when printing:	025	system version 1.0.		
_	"Staple has been	B234		pply a composite patch. Follo	ow the
	canceled" is not	077	instructions in the F		
	displayed.	-		,	
EB-135	Wrong German Wording	B234	Apply the required	Patch File(s) for Printer Con	troller EB-135
controller	is displayed on CWS	025	system version 1.0.	` '	
_	with Paper Jam in	B234		pply a composite patch. Follo	ow the
	Booklet Processor.	077	instructions in the F	RTB carefully.	
EB-135	When launching	B234		Patch File(s) for Printer Con	troller EB-135
controller	Configure from	028	system version 1.0.		
· · · · · · · · · · · · · · · · · · ·	WebTools with IE7, a	B234		pply a composite patch. Follo	ow the
	runtime error message	077	instructions in the F		
	appears and IE7 closes	•	IE7: Internet Explor		
	unexpectedly.				
		1	<u> </u>		



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Subject	Symptom	RTB#	Cause	Solution	Note
EB-135	The patch information	B234		Patch File(s) for Printer Cor	ntroller EB-135
controller	on the configuration	042	system version 1.0.		
	sheet is different from				
	the actual patch				
	configuration.				
EB-135	System software not	B234	A software bug in th	ne Backup and Restore feat	ure can be a
controller	working well	043		n software corruption.	
	_			the flow chart in this RTB.	
EB-135	Configure doesn't launch	B234		Patch File(s) for Printer Cor	troller EB-135
controller	when Java 6 is installed.	049	system version 1.0.	` '	
		B234		ply a composite patch. Foll	ow the
		077	instructions in the R		
EB-135	Fiery email print	B234		Patch File(s) for Printer Cor	ntroller EB-135
controller	confirmation reply uses	051	system version 1.0.		
	incorrect coding of local	B234		ply a composite patch. Foll	ow the
	characters.	077	instructions in the R		-
EB-135	SC991 after running	B234		Patch File(s) for Printer Cor	ntroller EB-135
controller	setup on the EB-135	053	system version 1.0.	` '	
		B234		ply a composite patch. Foll	ow the
		077	instructions in the R		
EB-135	Custom size jobs don't	B234		Patch File(s) for Printer Cor	troller EB-135
controller	print after applying 1-	055	system version 1.0.	` '	IIIOIIOI EB 100
CONTROLLO	ROKL6 patches.	B234	,	ply a composite patch. Foll	ow the
	Tronco paterios.	077	instructions in the R		OW tho
EB-135	When a stapled Booklet	B234		Patch File(s) for Printer Cor	ntroller FR-135
controller	job using the nested	058	system version 1.0.		1. Onor LD-100
3311131131	saddle option is sent to	B234		ply a composite patch. Foll	ow the
	the Fiery, it will be	077	instructions in the R		J. 1110
	canceled automatically	37,		Sarorany.	
EB-135	Print Range section is	B234	Apply the required F	Patch File(s) for Printer Cor	ntroller EB-135
controller	missing from	067	system version 1.0.		
	CommandWorkStation	B234	· ·	ply a composite patch. Foll	ow the
	job properties under the	077	instructions in the R		
	Job Info section.			<i>- j</i> -	
EB-135	The Fiery stops printing	B234	Apply the required F	Patch File(s) for Printer Cor	ntroller EB-135
controller	but CWS shows the job	068	system version 1.0.		
	is printing and the	B234		ply a composite patch. Foll	ow the
	engine is idle when	077	instructions in the R		-
	printing multiple copies	=		· ,	
	of an archived job.				
EB-135	The system software	B234	Use the HDD forma	t utility 1.0 as explained in t	the RTB.
controller	installation tool does not	066		,	· · · · · · ·
	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.				
Hole punch	Punch holes misaligned	B234	The side to side	Adjust the side-to-side	See the RTB
1212 2011011	if paper fed from more	031	position of one or	position of the tray(s).	for full
	than one tray		more of the trays		details of the
			is not within spec.		procedure.
					1
	<u> </u>		1	<u> </u>	



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Subject	Symptom	RTB#	Cause	Solution	Note
Hole punch	Mixed-size files no	B234		Patch File(s) for Printer Con	troller EB-135
	longer get punched	026	system version 1.0.		
	correctly.	B234 077	Instead, you can ap instructions in the R		ow the
Browser	The parameters for	B828	Browser Unit Type	Install version 1.11 or	
unit	duplex type (top-to-top,	002	B firmware	later.	
	top-to-bottom) defined in				
	the machine firmware				
_	were reversed.	Dooo	D 11 11 T		
Browser	The Browser is not	B828	Browser Unit Type	Install version 1.11 or	
unit	displayed when the machine recovers from	002	B firmware	later.	
	Energy Saver Mode.				
Browser	Radio button settings	B828	Browser Unit Type	Install version 1.11 or	
unit	are only sent to the	002	B firmware	later.	
	server if the radio button	002			
	selections are changed				
	just before sending the				
	data.				
Browser	Some GIF graphics are	B828	Browser Unit Type	Install version 1.20 or	
unit	not displayed correctly.	003	B firmware	later.	
Browser	The position of some	B828	Browser Unit Type	Install version 1.20 or	
unit	buttons was not correct.	003	B firmware	later.	
Browser	The machine begins the	B828 003	Browser Unit Type B firmware	Install version 1.20 or	
unit	job when the Start key is pressed, even when the	003	b iiiiiware	later.	
	key color is red.				
Browser	The browser screen	B828	Browser Unit Type	Install version 1.71 or	
unit	does not respond after	003f	B firmware	later.	
	the machine has entered				
	Sleep Mode.				
Browser	The browser screen	B828	Browser Unit Type	Install version 1.71 or	
unit	does not respond if the	003f	B firmware	later.	
	operation switch is				
	turned off/on while the				
	software keyboard is displayed				
Browser	Scanning from browser	B828	Browser Unit Type	Install version 1.71 or	
unit	cancelled	003f	B firmware	later.	
Browser	No user login screen	B828	Browser Unit Type	Install version 1.71 or	
unit	displayed	003f	B firmware	later.	
Browser	Incorrect orientation	B828	Browser Unit Type	Install version 1.71 or	
unit	applied to Scan Router	003f	B firmware	later.	
	document				
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.				
	nas not been rebooted.				
		_			



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Subject	Symptom	RTB#	Cause	Solution	Note
VM card	SC868	B861	Damaged SD card	Make sure that the	See the RTB
		002	containing the VM	installation procedure is	for details of
VM card	The VM card cannot be	B861	option. The card	followed exactly.	the
	re-installed	002	may have been		installation
VM card	SDK applications cannot	B861	damaged during		procedure.
	be installed	002	installation.		
VM card	Cannot install server	B861	VM card type C	Install version 2.05 or	
	application	006	firmware	later.	
VM card	VM platform does not	B861	VM card type C	Install version 2.05 or	
	start	006	firmware	later.	
VM card	SD card runs out of	B861	VM card firmware	Install version 2.10 or	
	space	006a		later.	
VM card	Installation information	B861	VM card firmware	Install version 2.10 or	
	lost	006a		later.	
VM card	At the startup of the VM	B861	VM card firmware	Install version 2.14 or	
	platform, the machine	006c		later.	
	tries to access a specific				
	URL.				
VM Card	0301 error at installation	B861	The user turned	Reset some SP modes	See the RTB
		008	the power off	and try to install again.	for details on
VM Card	Cannot reinstall the card	B861	before installation		the SPs to
		800	finished		reset.
VM Card	Cannot install SDK	B861			
	applications	800			
VM card	Cannot use other	B861	VM card C	Install version 2.15 or	
	machine functions if an	006d	firmware	later.	
	SDK application is being				
\	used	Dood	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\		
VM card	Cannot switch to	B861	VM card C	Install version 2.15 or	
IDDO	another SDK application	006d	firmware	later.	
IPDS	Cannot be used	B234	NCS firmware	Install version 5.73.1 or	
Disalmatic	When a Displanation is	003f	Cuatana financiana	later.	
Plockmatic	When a Plockmatic is	B234	System firmware	Install version 6.01 or	
	connected, stapled jobs cannot be output in	006n		later.	
	printer mode.				
Plockmatic	Plockmatic cannot be	B234	Engine firmware	Install version 5.20:20 or	
Flockillatic	connected to the Perfect	002j	Engine iiiniware	later.	
	Binder or to the Ring	002j		ialei.	
	Binder at the same time.				
Plockmatic	Deactivate request	B234	Finisher firmware	Install version 1.500 or	
. IOONITIALIO	cannot be cancelled	014f	. Illionor millware	later.	
Plockmatic			Finisher firmware		
. Iookinatio	•		. Illionor millware		
Plockmatic			Finisher firmware		
. 10011114110				later.	
Plockmatic		B234	Finisher firmware	Install version 1.500 or	
				later.	
	correctly informed,				
	copying" status.				
Plockmatic Plockmatic Plockmatic	JAM115 occurs during manual stapling "Out of staples" does not disappear even when staples are added after a saddle-stitch job After a saddle stitch job, job completion is not correctly informed, resulting in a "still	B234 014g B234 014g B234 014g	Finisher firmware Finisher firmware Finisher firmware	Install version 1.500 or	



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Subject	Symptom	RTB#	Cause	Solution	Note
GBC punch	When a jam occurs at the GBC, the number of sheets recovered is not correct. (The 1st sheet is	B234 014c	Finisher firmware	Install version 1.310:48 or later.	
GBC punch	omitted.) Deactivate request cannot be cancelled	B234 014f	Finisher firmware	Install version 1.500 or later.	
GBC punch	Sheets that should not be punched are punched	B234 014g	Finisher firmware	Install version 1.500 or later.	
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.	
Cover interposer	Blank first page does not feed from Interposer tray with booklet maker setting.	B234 027 B234 077	system version 1.0.	pply a composite patch. Follo	
Z-folder	The crease setting cannot be invoked.	B234 006p	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.	B234 006p	System firmware	Install version 6.04 or later.	
CAP	Cannot install	B861 006d	VM card firmware	Install version 2.15 or later.	
Shift sorting	Shift sorting does not work	B234 050	system version 1.0.	Patch File(s) for Printer Con	
		B234 077	Instead, you can ap instructions in the F	pply a composite patch. Folk RTB carefully.	ow the



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Model: Model B-C3 Date: 31-Mar-06 No.: RB234000r

10. Image Problems

Subject	Symptom	RTB#	Cause	Solution	Note
Black bands	Process control was	B234	Engine firmware	Install version	
	done in the middle of a job	002c		3.16:15 or later.	
Stripes	When printing a	B234	EB-135 controlle	r: Apply the patch. Fol	low the
•	PowerPoint 2003 file	078		he RTB carefully.	
Blank white	Process control was	B234	Engine firmware	Install version	
output	done in the middle of a job	002c		3.16:15 or later.	
Blank white	One blank sheet, if	B234	Engine firmware	Install version	
output	SP3740-1 is selected in	002e		3.19:15 or later.	
The Property	super user mode.	D00.4	Factor Constant	Lastall and a	
Low image		B234	Engine firmware	Install version	
density Image in the	Top part of the image	002f B234	System firmware	3.20.2:16 or later. Install version 1.07 or	
wrong position	Top part of the image moves to the bottom	006a	System immware	later.	
wrong position	when using Erase	000a		ialei.	
	Margin Adjustment and				
	2-spot Stapling.				
Image in the	Duplex: The image on	B234	System firmware	Install version 6.05 or	
wrong position	the face-down side is	006q		later.	
mong promon	shifted when the 2				
	images have different				
	resolution.				
Image in the	The second page of the	B234	EB-135 controller	: Apply the composite pa	tch. Follow the
wrong position	output result shifts to	077	instructions in the		
	left.			·	
Dirty	At the corner of the	B234	Defective duct	Install a new one.	See the RTB
background	leading edge	024	unit	Use the duct unit kit:	for full details
	90cpm model: After		(manufacturing	P/N B2349902	of the
	360K, 110cpm model:		error)	Then clean the	procedure.
	300K, 135cpm: 140K			entrance guide plate.	
Two separate	Jobs stored on the hard	B234	System firmware	Install version 3.10.1	
jobs mixed	disk. Occurs under	006i		or later.	
with	certain conditions (see				
overlapping	the RTB for details)				
Overlapping	Characters	B234	IPDS firmware	Install version 4.537	
Overlapping data	Characters	035a	IrD3 IIIIIIware	or later.	
Overlapping	Data overlapping on	B234	Apply the required	Diffater: Diffat	Controllor ER-
data	pages when printing	025	135 system version	()	Controller LD-
uaia	PCL and Postscript files	B234		apply a composite patch	Follow the
	to the print controller.	077	instructions in the		. I Ollow trie
Overlapping	A Euro symbol (€) prints	B234		d Patch File(s) for Printer	Controller FR-
data	overlapping adjacent	032	135 system version		CONTROLLED
	characters.	B234		apply a composite patch	Follow the
		077	instructions in the		-
Overlapping	Some of the texts are	B234		d Patch File(s) for Printer	Controller EB-
data	overlapping with each	069	135 system version		-
	other.	B234		apply a composite patch	Follow the
		077	instructions in the		



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Subject	Symptom	RTB#	Cause	Solution	Note
Medaka	For some types of job, a	B234	The cleaning	Change SP settings.	See the RTB
	lot of toner is applied to	052	unit cannot	If that does not work,	for details of
	the drum		remove all the	install the cleaning	the SPs to
			residual toner	drive unit for Medaka	change, and
				P/N: B2349700	the installation
					procedure for
					the cleaning
1	O	D00.4	A l	L Datala E'lla (a) (a a Da'ata	unit.
Image rotated	Second and Third page	B234		Patch File(s) for Printer	Controller EB-
	output are rotated 180	025	135 system version		Callana da a
	with Multiple settings in Acrobat 7.	B234		apply a composite patch.	Follow the
Imaga ratatad		077 B234	instructions in the		Controller FD
Image rotated	The image on the second copy of a print is	064	135 system version	I Patch File(s) for Printer	Controller Eb-
	rotated 90 degrees	B234		apply a composite patch.	Follow the
	when printing a job from	077	instructions in the		rollow trie
	Illustrator CS3 on	077		TTI B carefully.	
	OSX10.5				
White lines	PS: Unwanted white	B234	Apply the required	Patch File(s) for Printer	Controller EB-
	lines on the right side of	061	135 system version		
	the output.	B234	Instead, you can a	apply a composite patch.	Follow the
		077	instructions in the		
Output	The output is incorrect	B234		Apply the composite pa	tch. Follow the
incorrect	when printing in duplex	077	instructions in the	RTB carefully.	
	and output direction is				
	face up.				
Output	PS files with a slightly	B234		Apply the composite pa	tch. Follow the
incorrect	different PS header print	077	instructions in the	RTB carefully.	
	incorrectly.				
Unexpected image	When printing through the Document Server	B234 078	EB-135 controlle instructions in th	r: Apply the patch. Fol ne RTB carefully.	low the



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Model: Model B-C3 Date: 31-Mar-06 No.: RB234000r

11.Others

Subject	Symptom	RTB#	Cause	Solution	Note
Segmentation		B234	IPDS firmware	Install version 4.537 or	
fault		035a	-	later.	
Main power does not turn off	If the user does certain things (see the RTB for details) while "Please wait" is displayed in the Document Server Preview window	B234 005b	Scanner firmware	Install version b3_1.11 or later.	
Cannot recover from Sleep Mode	"Please Wait" may be displayed, but the machine cannot be used	B234 005c	Scanner firmware	Install version b3_1.12 or later.	
Cannot recover from Sleep Mode	"Please Wait" may be displayed, but the machine cannot be used	B234 005d	Scanner firmware	Install version b3_1.13 or later.	
Incorrect SP settings displayed	Incorrect values shown	B234 006a	System firmware	Install version 1.07 or later.	
Machine freezes	If an LDAP search reference recursively spans 3 or more servers	B234 006a	System firmware	Install version 1.07 or later.	
Machine freezes	If a file is accessed by one user via the File Format converter while another user is creating a High Compression PDF via the Scanner	B234 006a	System firmware	Install version 1.07 or later.	
Machine freezes	A scan to SMB destination was removed from the job	B234 006a	System firmware	Install version 1.07 or later.	
Machine freezes	A Java SDK application is accessed from the operation panel soon after power off/on	B234 006b	System firmware	Install version 1.08 or later.	
Machine freezes	HPGL syntax error	B234 010c	Printer firmware	Install version 1.08 or later.	
Machine freezes	A user tries to print a stored job (e.g. Locked Print) while the ScanRouter capture function is enabled	B234 010f	Printer firmware	Install version 1.11 or later.	



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Subject	Symptom	RTB#	Cause	Solution	Note
Machine	If the top sheet on	B234	Finisher firmware	Install version 1.140 or	
freezes	the shift tray is	014a		later.	
	removed after the				
	tray is full. Displays "Copying"				
Machine	Waking up from	B234	Scanner firmware	Install version b3_1.13	See the RTB
freezes	sleep mode	005d		or later.	for more info
Machine	PCL jobs containing	B234	Printer firmware	Install version 1.26 or	
freezes	character codes that	010h		later.	
	are not on the font				
Machine	SD card	B234	Printer firmware	Install version 1.26 or	
freezes	Jobs containing bitmapped PCL fonts	010h	Printer iiriiware	later.	
Machine	Jobs created using	B234	Printer firmware	Install version 1.26 or	See the RTB
freezes	SAP DeviceType or	010h		later.	for more info
	Barcode &OCR				
	package for SAP				
NA - alaina -	System DT	D004	IPDS firmware	Install consists 4 507 au	
Machine freezes	After a paper jam	B234 035a	IPDS firmware	Install version 4.537 or later.	
Machine	When attempting to	B234	NCS firmware	Install version 5.73 or	
freezes	print with the USB	003e		later.	
	disabled, "Processing				
	" displayed				
Machine	If a user logs in and	B234	System firmware	Install version 6.04 or	
freezes	out repeatedly to the device using an IC	006р		later.	
	card (Card				
	Authentication				
	Package option) at				
	the same time as the				
	address book is				
	being updated by a				
	delivery server such as ScanRouter				
Machine	Jobs stored for	B234	System firmware	Install version 6.04 or	
freezes	printing at 1200dpi	006p	,	later.	
	are printed with the				
	conditions listed in				
Machine	the RTB. Tramsferring logs	B234	Netfile firmware	Install version 1.02 or	
freezes	from Web SDM	004h	I Natilia IIIIIWale	later.	
		55			
Machine	If a user tries to	B234	System firmware	Install version 6.04 or	
freezes	logout at the same	006р		later.	
	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".				



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Subject	Symptom	RTB#	Cause	Solution	Note
Machine	Printing an MS mail	B234	Apply the required	Patch File(s) for Printer Con	troller EB-135
freezes	merge job with the	062	system version 1.0.		
	Freeform feature	B234		oply a composite patch. Follo	ow the
	crashes the EB-135.	077	instructions in the F		T
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.				
Remote	The bottom row of	B234	System firmware	Install version 1.09 or	
firmware	characters is not	006c	System minutes	later.	
update	displayed (German,				
'	Portuguese).				
Web Image	Cannot update	B234	System firmware	Install version 2.06.1 or	
Monitor	firmware with Web	006g		later.	
	Image Monitor				
Cannot access	System Settings and	B234	System firmware	Install version 2.06.1 or	
user tools/SP	SP mode cannot be	006g		later.	
Mode	accessed if the				
	internal RC Gate				
Danasta	board is replaced.	B234	Printer firmware	Install version 1.10 or	
Reports printed in	Not printed in Russian when	010e	Printer iirmware	later.	
wrong	Russian is selected	0106		ialei.	
language	Tussian is selected				
Some jobs not	Stored jobs (e.g.,	B234	Websys firmware	Install version 1.08 or	
shown in job	Locked Print), if a	011f	l rocoyo	later.	
history	hard disk is installed	B234	System firmware	Install version 3.10.1 or	
		006i	-	later.	
Wording errors	Web Image Monitor:	B234	Websys firmware	Install version 1.04 or	
	Several languages	011b		later.	
Wording errors	Italian	B234	Language	Install version 0.73 or	
) A / P	D. I. I. (DM O. II)	013c	firmware	later.	
Wording errors	Polish (PM Call)	B234	Language	Install version 2.01 or	
lab las autrias	Charrie in a suu a atti viin	013e	firmware	later.	
Job log entries not shown	Shown incorrectly in Web Smart Device	B234 006i	System firmware	Install version 3.10.1 or later.	
correctly	Monitor ver 2.x	0001		iaici.	
Counter error	The machine counts	B234	IPDS firmware	Install version 4.531 or	
	the rear side of the	035	20	later.	
	last sheet of paper of				
	a duplex job even if it				
	is a blank page				
No recovery	When accessed by a	B861	VM Card C	Install version 2.09 or	
from energy	server application	006	firmware	later.	
saver mode					
Energy saver	Does not enter	B861	VM card C	Install version 2.15 or	
mode	energy saver mode if	006d	firmware	later.	
	an SDK application is				
Momonulasia	being used	D061	V/M Cod C	Install version 2.00 ar	
Memory leak		B861 006	VM Card C firmware	Install version 2.09 or	
		1 000	mmwait	later.	



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Subject	Symptom	RTB#	Cause	Solution	Note
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.				
Machine is too	DOS unit is installed	B234	System firmware	Install version 3.11.3 or	
slow		006j		later.	
Machine is too	GlobalScan NX loads	B861	VM card C	Install version 2.15 or	
slow	screens slowly	006d	firmware	later.	
Machine is too	When Multiple jobs	B234	System firmware	Install version 6.04 or	
slow	are printed using the Cover Interposer Tray	006p		later.	
Cannot copy	,	B861	VM card firmware	Install version 2.10 or	
files		006a		later.	
Daylight saving	Disabled instead of	B234	System firmware	Install version 3.12 or	
time	enabled	006k		later.	
Clock is slow	If the machine has	B234	System firmware	Install version 3.12 or	
	been switched off/on	006k		later.	
	more than 1000				
0	times	D00.4			0 11 DTD
Original table	Occurs if the ADF is	B234		Install parts from this kit: ADF Harness With Cord	See the RTB for the
moves up and down	used very frequently	056		Keep P/N B2349805	installation
repeatedly				Keep F/N B2349603	procedure
SMC Report	Information not	B234	System firmware	Install version 6.05 or	procedure
Olvio i toport	shown correctly	006q	Oystom minware	later.	
Files not	If the main power	B828	Browser Unit Type	Install version 1.71 or	
deleted from	switch is turned off	003f	B firmware	later.	
HDD	while scanned data is				
	being transferred.				
Jam displayed	With the Booklet	B234	Finisher firmware	Install version 2.000:61	
but no jam	Maker BK5010	014k		or later.	
	installed				
Hard disk	Formatting timeout	Gen	The usable	Replace the HDD with	
	(EFI controller HDD)	RTB	storage capacity	the following:	
	when reloading	060	of the HDD	D5021020 (clipped	
	system software		mentioned above	from 500GB to 80GB)	
	after replacing the		was not		
	hard disk		"capped"		