RICOH

Technical **B**ulletin

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Model: Model B-C3		Date: 31-Mar-06	No.: RB234000r
Subject: Troubleshooting		Prepared by: T. Tadokoro	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information

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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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Jam code 7	When feeding DLT from Tray 5	B234 002j	Engine firmware	Install version 5.20:20 or later.	
Jam code 11	When paper is fed from two trays alternately	B234 002d	Engine firmware	Install version 3.17:15 or later.	
Jam code 11		B234 002f	Engine firmware	Install version 3.20.2:16 or later.	
Jam code 12		B234 002f	Engine firmware	Install version 3.20.2:16 or later.	
Jam code 19	When feeding HLT LEF	B234 002g	Engine firmware	Install version 3.21.1:16 or later.	
Jam code 23	Duplex entrance jam: The entrance guide plate is bent due to heat expansion.	B234 021a	This heat expansion makes the paper path too narrow.	Carry out either the Temporary Solution or the Permanent Solution as explained in the RTB.	Do the Permanent Solution if possible.
Jam code 53		B234 002a	Engine firmware	Install version 3.14:14 or later.	
Jam code 70		B234 038	Paper dust builds up in the paper registration area, causing a false jam detection.	Clean the paper registration area	
Jam code 73	Duplex entrance jam: The entrance guide plate is bent due to heat expansion.	B234 021a	This heat expansion makes the paper path too narrow.	Carry out either the Temporary Solution or the Permanent Solution as explained in the RTB.	See the RTB for affected units. Do the Permanent Solution if possible.
Jam code 111	For jobs with mixed sizes + Stapling (no folding)	B234 002c	Engine firmware	Install version 3.16:15 or later.	
Jam code 111		B234 014a	Finisher firmware	Install version 1.140 or later.	
Jam code 115	When changing from Standard size to Non-standard size.	B234 014h	Finisher firmware	Install version 1.800:58 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.	
Jam code 230	Victoria	B234 014b	Finisher firmware	Install version 1.160 or later.	
Paper jam	Process control was done in the middle of a job	B234 002c	Engine firmware	Install version 3.16:15 or later.	
Paper jam	Dog ear or jam at the fusing exit	B234 040	Toner sticks to the guide plate, and paper sticks to this.	Clean the guide plate every visit.	

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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.
Multifeed		B234 002d	Engine firmware	Install version 3.17:15 or later.
Output is folded	Z-folded at about 120mm from the trailing edge (A3 duplex)	B234 002f	Engine firmware	Install version 3.20.2:16 or later.
Side-to-side reg-istration error	When using color paper, even if the CIS function is ON.	B234 037	The surface of color paper is darker than that of white paper, so not enough LED light is reflected back to the CIS.	Set the paper type (Tray Paper setting) to "Color Paper 1" or "Color Paper 2". If that does not work, turn the CIS function off.
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.
Feed out to wrong tray	Always outputs to Proof tray after custom paper end recovery.	B234 027	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.	
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.	
Tandem tray	Printing does not restart when paper moves from the left to the right in the tandem tray.	B234 063	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.	
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.	

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 WebImageMonitor 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	Netfile firmware	Install version 2.05 or later.	
		B234 006i	System firmware	Install version 3.10.1 or later.	
		B234 010h	Printer firmware	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	Transferring 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 Editor For Production	Downloaded jobs not logged in the job log	B234 004a	Netfile firmware	Install version 1.14 or later.	
DeskTop Editor For Production	Jobs cannot be output to Tray 7 (the Bypass tray)	B234 004a	Netfile firmware	Install version 1.14 or later.	
DeskTop Editor For Production	Jobs downloaded using the 'For Printing' function cannot be returned to the document server.	B234 004a	Netfile firmware	Install version 1.14 or later.	
DeskTop Editor For Production	If mixed Duplex/Simplex documents in the Documnet Server are downloaded and edited and then returned to the document server, all pages will be Simplex.	B234 004a	Netfile firmware	Install version 1.14 or later.	
DeskTop Editor For Production	Jobs stored using a Start Page number of more than 2000, cannot be printed	B234 004a	Netfile firmware	Install version 1.14 or later.	
DeskTop Editor For Production	Print settings of documents stored in the document server are lost if the document is downloaded with this software and then returned to the document server.	B234 006a	System firmware	Install version 1.07 or later.	
DeskTop Binder	Jobs cannot be output to Tray 7 (the Bypass tray)	B234 004a	Netfile firmware	Install version 1.14 or later.	
DeskTop Binder	Jobs stored using a Start Page number of more than 2000, cannot be printed	B234 004a	Netfile firmware	Install version 1.14 or later.	
SmartDevice Monitor for Admin	The "Total Printouts: Scanner" column in the csv file created by the "Export User Statistics List" function contains all zeroes.	B234 004c	Netfile firmware	Install version 2.03 or later.	
Documents not sent to folder	Not sent to SMB or NCP folder paths containing 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.	B234 004c	Netfile firmware	Install version 2.03 or later.	

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

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Subject	Symptom	RTB #	Cause	Solution	Note
Cannot access the network	After the Log collection tool is run	B234 003g	NCS firmware	Install version 5.74 or later.	
Packets not sent at correct intervals	SSDP network Connection Update packets	B234 003e	NCS firmware	Install version 5.73 or later.	
SFTP	PCL/RPDL cannot print	B234 003e	NCS firmware	Install version 5.73 or later.	
AppleTalk	A job error occurs when printing	B234 003e	NCS firmware	Install version 5.73 or later.	
AppleTalk	Cannot join an AppleTalk zone	B234 006q	System firmware	Install version 6.05 or later.	
DESS	Terminates abnormally when a SSL connection is made to a malicious SSLv2 server.	B234 003e	NCS firmware	Install version 5.73 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.	
MIB	The SMB comment cannot be acquired correctly	B234 003e	NCS firmware	Install version 5.73 or later.	
MIB	MIB: Track ID is not set for Booklet printing.	B234 027	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		

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4. Printing

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

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Subject	Symptom	RTB #	Cause	Solution	Note
Pixels in the wrong place	PCL or PS jobs with many pages. Caused by a byte ordering error	B234 006d	System firmware	Install version 1.10 or later.	
Duplex printing error	Image not printed correctly on odd-numbered pages when using booklet copy with slight reduction.	B234 006f	System firmware	Install version 2.05 or later.	
Garbage characters	PCL: After several hundred pages printed without power off	B234 010e	Printer firmware	Install version 1.10 or later.	
Garbage characters	PCL jobs with separator pages	B234 010e	Printer firmware	Install version 1.10 or later.	
Power Point	Anomalies when printing PowerPoint2007 jobs that have Autoshapes and shadows.	B234 010i	Printer firmware	Install version 3.11 or later.	
PDF	PDF files printed using the RPCS are missing characters or portions of characters.	B234 010i	Printer firmware	Install version 3.11 or later.	
Jobs cancelled	IPP	B234 003g	NCS firmware	Install version 5.74 or later.	
Jobs cancelled	When a stapled Booklet job using the nested saddle option is sent to the Fiery, it will be canceled automatically	B234 058	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
Jobs cancelled	Printing a booklet job cancels when user code authentication is set on the copier.	B234 067	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
Jobs not accepted	After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP: must reboot	B234 003g	NCS firmware	Install version 5.74 or later.	
Cannot print	When SC 721 or 750 occurs	B234 014j	Finisher firmware	Install version 1.900:60 or later.	
Cannot print	PCL files	B861 006	VM card type C firmware	Install version 2.05 or later.	
Cannot print	A custom size job doesn't print out in LEF mode.	B234 054	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
Cannot cancel job	Problem when canceling a Plockmatic-print job from CWS or panel.	B234 026	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
Machine asks for wrong paper size	A job with a Custom paper size does not print and the copier asks the user to load the wrong paper size.	B234 046	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		

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Subject	Symptom	RTB #	Cause	Solution	Note
PS error	A PS error occurs when printing to a tray where the Print size is set for a Custom size.	B234 048	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
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 SEF paper	Printing with Custom Size and Duplex can only print on SEF paper.	B234 070	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		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.***		

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5. Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
TWAIN error message	Incorrect message when another user is restoring the address book via SmartDeviceMonitor for Admin.	B234 004a	Netfile firmware	Install version 1.14 or later.	
Scanner freezes	If an LDAP search reference recursively spans 3 or more servers	B234 006a	System firmware	Install version 1.07 or later.	
Color registration errors	When a mixed-size, full-color scanning job is done.	B234 006d	System firmware	Install version 1.10 or later.	
Scan to NCP	Fails or is slow	B234 005g	Scanner firmware	Install version b3_2.20 or later.	
Scan to NCP	Fails or is slow	B234 006q	System firmware	Install version 6.05 or later.	
PDF file defective	Blank pages if scanned using by custom size setting	B234 006q	System firmware	Install version 6.05 or later.	
PDF file defective	Size of the file made by the scanner not the same as selected at the op panel	B234 004d	Netfile firmware	Install version 2.05 or later.	
		B234 006i	System firmware	Install version 3.10.1 or later.	
Scanning does not start	LCD scanning from the platen with Split Mode=Batch does not allow the scanner to initiate the scan process.	B234 027	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
Cannot open scanned image	Scanned jobs (LEF) which were saved as JPEG cannot be opened in Adobe Illustrator 10.	B234 045	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the 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 different trays	B234 002c	Engine firmware	Install version 3.16:15 or later.	
SP mode	Display error: SP2227-1	B234 002c	Engine firmware	Install version 3.16:15 or later.	
Wording error	Copy Features screen	B234 007a	LCDC (EU) firmware	Install version 1.11 or later.	
Wording error	Copy Features screen	B234 008a	LCDC (NA) firmware	Install version 1.11 or later.	
Wording error	Polish translation of [PM (Preventative Maintenance) Call.] was incorrect.	B234 013d	Language firmware	Install version 2.01 or later.	
Buttons greyed out	After selecting a file in the Print Jobs menu	B234 010e	Printer firmware	Install version 1.10 or later.	
"Copying.."	The previous job used mixed-sizes and was cancelled.	B234 014a	Finisher firmware	Install version 1.140 or later.	
"Copying.."	If the top sheet on the shift tray is removed after the tray is full.	B234 014a	Finisher firmware	Install version 1.140 or later.	
Cannot jump to another screen	When the operator tries to access the Log Transfer Settings screen	B234 006i	System firmware	Install version 3.10.1 or later.	
Operation panel does not work	When the machine recovers from Energy Saver mode	B234 006j	System firmware	Install version 3.11.3 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.	
Cannot display files	Tiff image files created by the fax function	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.	
"Please Wail"	The system software installation tool does not format the Fiery's hard drive as expected. "Please wait…" stays on the LCD and the system doesn't come to idle after system installation.	B234 066	Use the HDD format utility 1.0 as explained in the RTB.		

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7. Security

Subject	Symptom	RTB #	Cause	Solution	Note
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 displayed. ("ricohQueJobPrtStatusString" is wrong.)	B234 027	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB 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 not set'	The operator tries to do a print job with the LCT tray	B234 002c	Engine firmware	Install version 3.16:15 or 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: 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	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 more than 102 pages from the Document Box.	B234 006p	System firmware	Install version 6.04 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	Duplex documents rescanned from the ADF after a jam	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.	
SC 991		B234 006i	System firmware	Install version 3.10.1 or later.	
SC 991	After running setup on the EB-135	B234 053	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
SC 997	A scan to SMB destination was removed from the job	B234 006a	System firmware	Install version 1.07 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.	
SC997		Gen 028b	Global Scan NX firmware	Install version 1.1.3.0 or later.	
Error message not shown	Plockmatic booklet maker	B234 006a	System firmware	Install version 1.07 or later.	
Error message not shown	Plockmatic booklet maker	B234 006b	System firmware	Install version 1.08 or later.	
Error message not shown	GBC punch unit errors not displayed	B234 010b	Printer firmware	Install version 1.07 or later.	
"Function al problem detected"	Continuous printing of IPDS jobs for 5-6 hours	B234 006p	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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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 kit	Printing does not start on the sub machine	B234 006a	System firmware	Install version 1.07 or later.	
Copier connection kit	Images from the previous job are printed out by the sub machine.	B234 006c	System firmware	Install version 1.09 or later.	
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	Finisher firmware	Install version 1.400:50 or later.	
		B234 002k	Engine firmware	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 ejected to the shift tray is stapled	B234 014f	Finisher firmware	Install version 1.500 or later.	
Finisher	Stapling position is reversed	B234 006p	System firmware	Install version 6.04 or later.	
Finisher	Shift tray does not descend or ascend	B234 014i	Finisher firmware	Install version 1.820:59 or later.	
Finisher	SR5000: Some sheets not stapled	G178 084	Paper sticks together because of static electricity.	Attach the Discharge Brush "B3011216"	
Finisher	Jogging by the shift tray is poor when printing A5 SEF.	B234 014o	Finisher firmware	Install version 02.050:64 or later.	
Booklet finisher	The machine cannot detect this finisher	B234 016	Booklet finisher firmware	Install version 02.16:14 or later.	
Booklet finisher	Folding does not work	B234 006k	System firmware	Install version 3.12 or later.	
Booklet finisher	When a jam occurs downstream (in the finisher), paper is not output to the Booklet Tray when the next job starts (covers must be opened/closed).	B234 016a	Booklet finisher firmware	Install version 02.17:15 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.	
Bypass tray	Harness touches the belt	B234 020	Error on the production line, for some units	Be careful during installation.	See the RTB for the procedure, and the affected units.
EB-135 controller	Scanned job is not held by Batch Mode.	B234 025	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
EB-135 controller	With a Staple removed condition when printing: "Staple has been canceled" is not displayed.	B234 025	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
EB-135 controller	Wrong German Wording is displayed on CWS with Paper Jam in Booklet Processor.	B234 025	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
EB-135 controller	When launching Configure from WebTools with IE7, a runtime error message appears and IE7 closes unexpectedly.	B234 028	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully. IE7: Internet Explorer 7		

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Subject	Symptom	RTB #	Cause	Solution	Note
EB-135 controller	The patch information on the configuration sheet is different from the actual patch configuration.	B234 042	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
EB-135 controller	System software not working well	B234 043	A software bug in the Backup and Restore feature can be a root cause of system software corruption. Do the procedure in the flow chart in this RTB.		
EB-135 controller	Configure doesn't launch when Java 6 is installed.	B234 049	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
EB-135 controller	Fiery email print confirmation reply uses incorrect coding of local characters.	B234 051	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
EB-135 controller	SC991 after running setup on the EB-135	B234 053	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
EB-135 controller	Custom size jobs don't print after applying 1-ROKL6 patches.	B234 055	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
EB-135 controller	When a stapled Booklet job using the nested saddle option is sent to the Fiery, it will be canceled automatically	B234 058	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
EB-135 controller	Print Range section is missing from CommandWorkStation job properties under the Job Info section.	B234 067	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
EB-135 controller	The Fiery stops printing but CWS shows the job is printing and the engine is idle when printing multiple copies of an archived job.	B234 068	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
EB-135 controller	The system software installation tool does not format the Fiery's hard drive as expected. "Please wait…" stays on the LCD and the system doesn't come to idle after system installation.	B234 066	Use the HDD format utility 1.0 as explained in the RTB.		
Hole punch	Punch holes misaligned if paper fed from more than one tray	B234 031	The side to side position of one or more of the trays is not within spec.	Adjust the side-to-side position of the tray(s).	See the RTB for full details of the procedure.

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Subject	Symptom	RTB #	Cause	Solution	Note
Hole punch	Mixed-size files no longer get punched correctly.	B234 026	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
Browser unit	The parameters for duplex type (top-to-top, top-to-bottom) defined in the machine firmware were reversed.	B828 002	Browser Unit Type B firmware	Install version 1.11 or later.	
Browser unit	The Browser is not displayed when the machine recovers from Energy Saver Mode.	B828 002	Browser Unit Type B firmware	Install version 1.11 or later.	
Browser unit	Radio button settings are only sent to the server if the radio button selections are changed just before sending the data.	B828 002	Browser Unit Type B firmware	Install version 1.11 or later.	
Browser unit	Some GIF graphics are not displayed correctly.	B828 003	Browser Unit Type B firmware	Install version 1.20 or later.	
Browser unit	The position of some buttons was not correct.	B828 003	Browser Unit Type B firmware	Install version 1.20 or later.	
Browser unit	The machine begins the job when the Start key is pressed, even when the key color is red.	B828 003	Browser Unit Type B firmware	Install version 1.20 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.	

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Subject	Symptom	RTB #	Cause	Solution	Note
VM card	SC868	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	SDK applications cannot be 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.	
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.	
IPDS	Cannot be used	B234 003f	NCS firmware	Install version 5.73.1 or later.	
Plockmatic	When a Plockmatic is connected, stapled jobs cannot be output in printer mode.	B234 006n	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.	B234 002j	Engine firmware	Install version 5.20:20 or later.	
Plockmatic	Deactivate request cannot be cancelled	B234 014f	Finisher firmware	Install version 1.500 or later.	
Plockmatic	JAM115 occurs during manual stapling	B234 014g	Finisher firmware	Install version 1.500 or later.	
Plockmatic	"Out of staples" does not disappear even when staples are added after a saddle-stitch job	B234 014g	Finisher firmware	Install version 1.500 or later.	
Plockmatic	After a saddle stitch job, job completion is not correctly informed, resulting in a "still copying" status.	B234 014g	Finisher firmware	Install version 1.500 or later.	

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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 omitted.)	B234 014c	Finisher firmware	Install version 1.310:48 or later.	
GBC punch	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	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
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	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		

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10. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Black bands	Process control was done in the middle of a job	B234 002c	Engine firmware	Install version 3.16:15 or later.	
Stripes	***When printing a PowerPoint 2003 file***	***B234 078***	***EB-135 controller: Apply the patch. Follow the instructions in the RTB carefully.***		
Blank white output	Process control was done in the middle of a job	B234 002c	Engine firmware	Install version 3.16:15 or later.	
Blank white output	One blank sheet, if SP3740-1 is selected in super user mode.	B234 002e	Engine firmware	Install version 3.19:15 or later.	
Low image density		B234 002f	Engine firmware	Install version 3.20.2:16 or later.	
Image in the wrong position	Top part of the image moves to the bottom when using Erase Margin Adjustment and 2-spot Stapling.	B234 006a	System firmware	Install version 1.07 or later.	
Image in the wrong position	Duplex: The image on the face-down side is shifted when the 2 images have different resolution.	B234 006q	System firmware	Install version 6.05 or later.	
Image in the wrong position	The second page of the output result shifts to left.	B234 077	EB-135 controller: Apply the composite patch. Follow the instructions in the RTB carefully.		
Dirty background	At the corner of the leading edge 90cpm model: After 360K, 110cpm model: 300K, 135cpm: 140K	B234 024	Defective duct unit (manufacturing error)	Install a new one. Use the duct unit kit: P/N B2349902 Then clean the entrance guide plate.	See the RTB for full details of the procedure.
Two separate jobs mixed with overlapping images	Jobs stored on the hard disk. Occurs under certain conditions (see the RTB for details)	B234 006i	System firmware	Install version 3.10.1 or later.	
Overlapping data	Characters	B234 035a	IPDS firmware	Install version 4.537 or later.	
Overlapping data	Data overlapping on pages when printing PCL and Postscript files to the print controller.	B234 025	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
Overlapping data	A Euro symbol (€) prints overlapping adjacent characters.	B234 032	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
Overlapping data	Some of the texts are overlapping with each other.	B234 069	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		

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Subject	Symptom	RTB #	Cause	Solution	Note
Medaka	For some types of job, a lot of toner is applied to the drum	B234 052	The cleaning unit cannot remove all the residual toner	Change SP settings. If that does not work, install the cleaning drive unit for Medaka P/N: B2349700	See the RTB for details of the SPs to change, and the installation procedure for the cleaning unit.
Image rotated	Second and Third page output are rotated 180 with Multiple settings in Acrobat 7.	B234 025	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
Image rotated	The image on the second copy of a print is rotated 90 degrees when printing a job from Illustrator CS3 on OSX10.5	B234 064	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
White lines	PS: Unwanted white lines on the right side of the output.	B234 061	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
Output incorrect	The output is incorrect when printing in duplex and output direction is face up.	B234 077	EB-135 controller: Apply the composite patch. Follow the instructions in the RTB carefully.		
Output incorrect	PS files with a slightly different PS header print incorrectly.	B234 077	EB-135 controller: Apply the composite patch. Follow the instructions in the RTB carefully.		
Unexpected image	***When printing through the Document Server***	***B234 078***	***EB-135 controller: Apply the patch. Follow the instructions in the RTB carefully.***		

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11. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Segmentation fault		B234 035a	IPDS firmware	Install version 4.537 or 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 freezes	If the top sheet on the shift tray is removed after the tray is full. Displays "Copying..."	B234 014a	Finisher firmware	Install version 1.140 or later.	
Machine freezes	Waking up from sleep mode	B234 005d	Scanner firmware	Install version b3_1.13 or later.	See the RTB for more info
Machine freezes	PCL jobs containing character codes that are not on the font SD card	B234 010h	Printer firmware	Install version 1.26 or later.	
Machine freezes	Jobs containing bitmapped PCL fonts	B234 010h	Printer firmware	Install version 1.26 or later.	
Machine freezes	Jobs created using SAP DeviceType or Barcode &OCR package for SAP System DT	B234 010h	Printer firmware	Install version 1.26 or later.	See the RTB for more info
Machine freezes	After a paper jam	B234 035a	IPDS firmware	Install version 4.537 or later.	
Machine freezes	When attempting to print with the USB disabled, "Processing…" displayed	B234 003e	NCS firmware	Install version 5.73 or later.	
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	B234 006p	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.	B234 006p	System firmware	Install version 6.04 or later.	
Machine freezes	Tramsferring logs from Web SDM	B234 004h	Netfile firmware	Install version 1.02 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".	B234 006p	System firmware	Install version 6.04 or later.	

Updated: 30th September 2013: Changes in bold italics

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

Subject	Symptom	RTB #	Cause	Solution	Note
Machine freezes	Printing an MS mail merge job with the Freeform feature crashes the EB-135.	B234 062	Apply the required Patch File(s) for Printer Controller EB-135 system version 1.0.		
		B234 077	Instead, you can apply a composite patch. Follow the instructions in the RTB carefully.		
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.	
Remote firmware update	The bottom row of characters is not displayed (German, Portuguese).	B234 006c	System firmware	Install version 1.09 or later.	
Web Image Monitor	Cannot update firmware with Web Image Monitor	B234 006g	System firmware	Install version 2.06.1 or later.	
Cannot access user tools/SP Mode	System Settings and SP mode cannot be accessed if the internal RC Gate board is replaced.	B234 006g	System firmware	Install version 2.06.1 or later.	
Reports printed in wrong language	Not printed in Russian when Russian is selected	B234 010e	Printer firmware	Install version 1.10 or later.	
Some jobs not shown in job history	Stored jobs (e.g., Locked Print), if a hard disk is installed	B234 011f	Websys firmware	Install version 1.08 or later.	
		B234 006i	System firmware	Install version 3.10.1 or later.	
Wording errors	Web Image Monitor: Several languages	B234 011b	Websys firmware	Install version 1.04 or later.	
Wording errors	Italian	B234 013c	Language firmware	Install version 0.73 or later.	
Wording errors	Polish (PM Call)	B234 013e	Language firmware	Install version 2.01 or later.	
Job log entries not shown correctly	Shown incorrectly in Web Smart Device Monitor ver 2.x	B234 006i	System firmware	Install version 3.10.1 or later.	
Counter error	The machine counts the rear side of the last sheet of paper of a duplex job even if it is a blank page	B234 035	IPDS firmware	Install version 4.531 or later.	
No recovery from energy saver mode	When accessed by a server application	B861 006	VM Card C firmware	Install version 2.09 or later.	
Energy saver mode	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.	

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

Subject	Symptom	RTB #	Cause	Solution	Note
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.	
Machine is too slow	DOS unit is installed	B234 006j	System firmware	Install version 3.11.3 or later.	
Machine is too slow	GlobalScan NX loads screens slowly	B861 006d	VM card C firmware	Install version 2.15 or later.	
Machine is too slow	When Multiple jobs are printed using the Cover Interposer Tray	B234 006p	System firmware	Install version 6.04 or later.	
Cannot copy files		B861 006a	VM card firmware	Install version 2.10 or later.	
Daylight saving time	Disabled instead of enabled	B234 006k	System firmware	Install version 3.12 or later.	
Clock is slow	If the machine has been switched off/on more than 1000 times	B234 006k	System firmware	Install version 3.12 or later.	
Original table moves up and down repeatedly	Occurs if the ADF is used very frequently	B234 056		Install parts from this kit: ADF Harness With Cord Keep P/N B2349805	See the RTB for the installation procedure
SMC Report	Information not shown correctly	B234 006q	System 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.	
Hard disk	***Formatting timeout (EFI controller HDD) when reloading system software after replacing the hard disk***	***Gen RTB 060***	***The usable storage capacity of the HDD mentioned above was not "capped"***	***Replace the HDD with the following: D5021020 (clipped from 500GB to 80GB)***	