

Updated: End of June 2016: Changes in bold italics

Model: Model M	Г-С4	ite: 31-Jun-08		No.: RD062000w		
Subject: Troubles	shooting	Prepared	d by: S. V	Vatanabe		
From: 1st Tech. S	Support Sec. Service Support I	Dept.				
Classification:	☑ Troubleshooting	Part info	ormat	tion	Action	required
	🗌 Mechanical	Electrica	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	it information
	Product Safety	Other ()		

This bulletin is a troubleshooting guide for symptoms that have occurred in the past, all with known solutions. For most items below, there are related MBs and RTBs containing modification details and adjustment procedures.

Note: This RTB is numbered "000" since the information contained in it has already been announced.

RICOH Technical Bulletin

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2.	Copy Process Charge unit Toner scattering			6			
3.	Connectivity@Remote @Remote Fax IPSec Scanned documents not delivered 404 not found Cannot connect Domain name overwritten Various connectivity issues Cannot send email Remote Manager SSL Web Image Monitor Icon not shown Problem with network settings Network functions disabled Connectivity features cannot be used DNS			7			
4.	Printing/Scanning Scan to NCP IPDS Duplex jobs printed one-sided Cannot print duplex job Jobs not printed Cannot cancel jobs Jobs cancelled Scan to SMB Scan to Folder Slow printing Macros Wrong file type created Printing stops IP-Fax Wrong font used Raster image not printed Paper size mismatch Jobs deleted/not deleted Job reset Barcode printing Garbled characters Font not printed Cannot install driver			9			



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5.	Cannot attach keytops Buttons do not respond Stored jobs not shown No LCD display Software keyboard Display error Wording error Start-up screen does not change		
6.	Security Access log Windows authentication Cannot logout Cannot assign group privileges Job log Job history Users not logged out Garbled user name Cannot recognize authentication or login/o Users logged out Kerberos Authentication failure		14
7.	Error Codes and Messages SC 540, 542, 555 and other fusing SCs, 6 "8528: Scanner is not available" "Waiting for print data " "Internal Error 0x3414" "NullPointerException" error	72, 725, 816, 819, 860, 899, 990, 991	16 , 997
8.	Optional Units. Mailbox Finisher (SR4050) Finisher (SR4030/SR4040) Folder Fax Unit Finisher (not sure which) SD Cards SDK/ESA applications		19
9.	Image Problems Duplex jobs printed one-sided Some parts of the image not on the printon Non-black objects printed black Solid black image Abnormal image (not specified) Objects missing Objects in the wrong position Light copies Dirty background Image blacked out Black and white reversed Extra lines Missing lines		21



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10. Mechanical and Electrical Motor heats up Fusing web turns at the wrong time Tandem tray does not lock Cannot detect original size Cleaning web alert		23
1. Others Cannot store jobs The machine stalls 'Please wait' Alert sent at the wrong time Cannot enter STR mode (aka "Off/Sleep Mode", "Printing" No toner near-end alert Problems with SP/User Tool settings USB devices Custom paper sizes Dirt on paper Machine is slow Can select unsupported paper types Cannot go to SP mode Energy Saver mode Memory leak Cannot exit a mode Unexpected behavior (not specified)	"Off Mode" or "Sleep Mode")	24

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Jam	Jam 53: When an A3 tray is attached	D062 011b	Engine firmware	Install version 1.55:04 or newer.	
Jam	Jam 111: Shift motor control error	D062 020c	Finisher SR4030/40 firmware	Install version 1.06:22 or newer.	
Jam	Jam 131: Shift motor control error	D062 020c	Finisher SR4030/40 firmware	Install version 1.06:22 or newer.	
Jam	Optional folder	D454 002b	Folder_DONAU firmware	Install version 01.180:12 or later.	
Jam	JAM103 or 123 occurs if a Scan to Folder job is initiated during a print job.	D062 011g	Engine firmware	Install version 1.60:04 or newer.	
Jam	Jam 197 occurs if continuous prints are made of A3 sheets (SEF) which are then Z- folded into A4 lengthwise sheets.	D460 001c	Finisher SR4050 firmware	Install version 1.070:07 or newer.	
Jam	The shift motor does not return to its home position properly.	D062 020d	Finisher SR4030/40 firmware	Install version 1.08:25 or newer.	
Jam	if 3 or more sheets are fed through the cover feeder.	D062 011h	Engine firmware	Install version 1.61:04 or newer.	
Jam	When the GBC and Victoria-G finisher are connected.	D062 011i	Engine firmware	Install version 1.62:04 or newer.	
Jam	Jam 13 occurs when B5 paper is fed from tray 1.	D062 011j	Engine firmware	Install version 1.63:04 or newer.	
Jam	At the folder, if the first sheet is fed from the Cover Interposer	D454 002d	Folder_DONAU firmware	Install version 1.200:12 or later.	
Jam	At the duplex entrance	D062 011q	Engine firmware	Install version 1.73:04 or newer.	
Jam when stapling	When doing two-spot stapling on one sheet of paper.	D062 020b	Finisher SR4030/40 firmware	Install version 1.04:20 or newer.	
Unrecovera ble paper mismatch	When unsupported IPDS forms are fed from the Cover Interposer Tray	D062 004a	Printer firmware	Install version 1.14 or newer.	



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2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
Charge unit	Cleaning not done if a finisher is installed	D062 011h	Engine firmware	Install version 1.61:04 or newer.	
Toner scattering	Occurs before the developer reaches its replacement cycle	D062 060c	Toner is caught in the development sleeve gap, which decreases the amount of toner supplied. The machine then tries to supply more toner to compensate.	Do the procedure in the RTB	
		D062 011m	Engine firmware	Install version 1.67:04 or newer.	
		D062 011n	Engine firmware	Install version 1.70:04 or newer.	
		D062 009j	System/Copy firmware	Install version 1.22 or newer.	



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3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
@Remote	Auto Supply Replenishment does not work	D062 011c D062 026	Engine firmware	Install version 1.56:04 or newer.	
@Remote	@Remote auto calls are not sent from the device	D062 009m	System/Copy firmware	Install version 1.24 or newer.	
@Remote	"@Remote certificate updating" is displayed and @Remote communication is suspended	D062 009m	System/Copy firmware	Install version 1.24 or newer.	
Fax	Cannot print incoming fax if the paper size automatically selected is in the cover feeder, but not in a standard paper tray.	D062 013a	Fax firmware	Install version 02.00.00 or newer.	
Fax	Incoming faxes are not printed out when the LS reception, LS reception e-mail notification, and print out at LS reception settings are all enabled.	D062 016a	FCU firmware	Install version 03.00.00 or newer.	
Fax	The SMB retry function fails to retry the sending	D062 006d	Network Support firmware	Install version 8.66 or newer.	
Fax	A line interrupt error occurs when receiving a fax from a specific fax server due to an RTC misdetection.	D062 016c	FCU firmware	Install version 05.00.00 or newer.	
Fax	When an ESA application sends a fax using a multibyte character set, the sender is garbled on the	Gene 052b Gene	Java VM v5 Update Tool Java VM v5 for	Install version 5.17.00 or later.	
Fax	recipient device. The machine does not recover from an error and does not report the error.	054b D062 016e	eDC firmware FCU firmware	Install version 07.00.00 or later.	
Fax	Paperless faxes are deleted and not forwarded to the shared folder, and the documents and corresponding error report are not printed.	GenF 025	<i>GWFCU3-16 (WW) firmware</i>	Install version 07.00.00 or later.	
IPSec	Windows Vista/Server 2008 PCs cannot access the device through IPSec.	D062 006a	Network Support firmware	Install version 8.61.1 or newer.	
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.	D430A 01A	Browser Unit firmware	Install version 1.72 or later.	
404 not found	Transfering logs using Web SDM ver 2.x without a powercycle.	D062 005a	Network DocBox firmware	Install version 1.04 or newer.	
Cannot connect		D062 006b	Network Support firmware	Install version 8.62 or newer.	



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Model: N	Model: Model MT-C4			Date: 31-Jun-08		No.: RD062000w	
Subject	Symptom	RTB #		Cause Solution		olution	Note
Cannot connect	Connectivity lost if SSDP is enabled	D062 006f		work Support ware	Install vers newer.	sion 8.72 or	
Domain name overwritten	When the device IP address and DNS server location are obtained from DHCP, the domain specified by the device setting "IPv4 > Domain Name > Specify" is overwritten by the domain obtained from DHCP.	D062 006c	Net	work Support ware		sion 8.65 or	
Various connectivity issues	Caused by the new MAC address codes	D062 041		late nectivity ware	See the R modules to updated.	TB for the hat must be	
Cannot send email	If the MFP/LP has a statically configured IP address and domain, it always sends a HELO using just its hostname. SMTP servers that require client HELOs to include the client's FQDN will close the connection.	D062 006e		work Support ware	vork Support Install version 8.69.1		
Remote Manager	Remote Manager v2 cannot communicate with the device if it takes more than 1 minute to assign the device an IP address via DHCP.	D463 001e, 001g		M card Install version 5.13 mware later.		sion 5.13.02 or	
SSL	An SSL connection cannot be established if an x509 certificate is used but contains a "CRL Distribution Point".	D463 001e, 001g		card ware	Install vers later.	sion 5.13.02 or	
SSL	Vulnerability to the re- negotiation of SSL/TLS.	D463 001h D463 002a	J fir Java	Option Type mware a VM v5 for c firmware	newer	sion 5.14.02 or sion 5.14.02 or	
Web Image Monitor	Web Image Monitor locks up when applications access the MFP by http.	D062 006f	Net	work Support ware		sion 8.72 or	
Web Image Monitor	If SSDP = Active, a high load on the CPU causes WIM to lock up.	D062 006f		work Support ware	Install vers newer.	sion 8.72 or	
lcon not shown	Not shown in the Windows "Network" dialogue if SSDP is enabled (Windows Vista, 2008/R2, and 7).	D062 006f		work Support ware	Install vers newer.	sion 8.72 or	
Problem with network settings	Reverted to defaults	D062 006f		work Support ware	Install vers newer.	sion 8.72 or	
Network functions disabled	Affected applications include Web Image Monitor, IPP Printing and @Remote.	D062 006g		work Support ware	Install vers newer.	sion 8.74 or	
Connectivity features cannot be used	Affected applications include Web Image Monitor, IPP Printing and @Remote.	D062 006g		work Support ware	Install vers newer.	sion 8.74 or	
DNS	The JavaVM did not update the DNS server address	D463 001c		Option Type mware	Install vers later.	sion 5.11.03 or	

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4. Printing/Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Scan to	Fails or is too slow under	D062	System/Copy	Install version 1.12 or	
NCP	the conditions stated in	009a	firmware	newer.	
	the RTB	D062	Scanner firmware	Install version 01.16 or	
		010a		newer.	
IPDS	Forms missing from	D062	Printer firmware	Install version 1.14 or	
	WIM's "IPDS Form	004a		newer.	
	Allocation > Bypass				
	Tray" menu				
IPDS	An IPDS Form can be	D062	Printer firmware	Install version 1.16e or	
	created with an	004f		newer.	
	unsupported "Media				
Duploy jobs	Orientation" If a User Paper Type is	D062	Notwork Support	Install version 8.61.1 or	
Duplex jobs printed one-	changed from a paper	0062 006a	Network Support firmware		
sided	type that doesn't support	000a	miniwale	newer.	
51000	duplex to one that does				
Cannot	Custom paper size	D062	System/Copy	Install version 1.15 or	
print duplex		009d	firmware	newer.	
job					
Jobs not	When jobs are submitted	D062	Network Support	Install version 8.61.1 or	
printed	to the device's lpr port	006a	firmware	newer.	
	repeatedly				
Jobs not	Printing through an IPP	D062	Network Support	Install version 8.61.1 or	
printed	port from a Windows	006a	firmware	newer.	
	Vista/Server 2008 client				
	if IPP authentication is				
	enabled	D 0 0 0	0		
Jobs not	If a host prematurely	D062	Option IPDS	Install version 7.033 or	
printed	terminates an IPDS	021a	firmware	newer.	
	session with the MFP, subsequent IPDS jobs				
	cannot be printed.				
Jobs not	Jobs not containing PJL	D062	Printer firmware	Install version 1.17e or	
printed	commands	004g		newer.	
Jobs not	If the cover is opened	D062	Option IPDS	Install version 7.073 or	
printed	and then closed while	021b	firmware	newer.	
•	the device is warming up	-			
Jobs not	HP-GL/2	D062	PCL firmware	Install version 1.05 or	
printed		018f		later.	
Cannot	Via WIM or SDM for	D062	Printer firmware	Install version 1.14.2 or	
cancel jobs	Client/Admin during	004c		newer.	
	printing of an IPDS job.				
Jobs	Batch printing of PDF	D062	PS3 firmware	Install version 1.01 or	
cancelled	documents	014a		newer.	
Jobs	PCL XL error	D062	PCL firmware	Install version 1.03 or	
cancelled		018d		newer.	
Jobs	Jobs that contain large	D062	Option IPDS	Install version 7.073 or	
cancelled	images and use soft	021b	firmware	newer.	
	1 10010		1		
	fonts				



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Subject	Symptom	RTB #	Cause		Solution		Note
Scan to SMB	Cannot send documents to a hostname containing 2-byte characters.	D062 006c	Network Sup firmware	port	Install version 8.65 newer.	ōor	
Scan to SMB	Fails (various situations)	D062 006d	Network Sup firmware	port	Install version 8.66 newer.	6 or	
Scan to SMB	Cannot Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.	D062 006e	Network Sup firmware	port	Install version 8.69 newer.).1 or	
SMB	Cannot Scan to SMB to Windows 98/98SE/Me/NT4.0 destinations specified using an IP address.	D062 006e	Network Sup firmware	port	Install version 8.69 newer.).1 or	
SMB	The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).	D062 006e	Network Sup firmware	port	Install version 8.69 newer.).1 or	
SMB	After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname are not found.	D062 006e	Network Sup firmware	port	Install version 8.69 newer.	9.1 or	
SMB	The Scan to SMB "Connection Test" fails if performed on a directory located directly below a DFS root.	D062 006e	Network Sup firmware	port	Install version 8.69 newer.).1 or	
SMB	If the MFP's IP address is changed to an IP address of another subnet, users cannot browse the network (using Scan to SMB) until the MFP is rebooted.	D062 006e	Network Sup firmware	port	Install version 8.69 newer.).1 or	
SMB	Problems when using across subnets due to short timeout	D062 006e	Network Sup firmware	port	Install version 8.69 newer.).1 or	
SMB	Cannot Scan to SMB to a destination that is not specified using an FQDN.	D062 006e	Network Sup firmware	•	Install version 8.69 newer.		
SMB	Cannot Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.	D062 006e	Network Sup firmware	port	Install version 8.69 newer.).1 or	



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Subject	Symptom	RTB #	Cause		Solution		Note
Scan to SMB	Scanned document not sent if an IP address is used.	D062 006f	Network Supp firmware	oort	Install version 8.72 newer.		
Scan to SMB	Fails if the file submitted to the DFS folder in the destination has the same name as a file that already exists.	D062 006f	Network Supp firmware		Install version 8.72 newer.		
Scan to SMB	Fails under certain specified conditions	D062 006g	Network Supp firmware	oort	Install version 8.74 newer.	or	
Scan to folder	Cannot select destinations located on Windows 7 or Windows Server 2008	D062 006d	Network Supp firmware	oort	Install a version tha later than 8.66.	at is	Version 8.66 still has this limitation
Scan to folder	Cannot scan to shared folders	D062 006i	Network supp firmware	ort	Install version 8.75 later.	or	
Scan to folder	When NBT is OFF	D062 006h	Network supp firmware	ort	Install version 8.75 later.	or	
Scan to folder	If "CNAME" is specified as the destination folder, ScanTo Folder will abort.	D062 006h	Network supp firmware	ort	Install version 8.75 later.	or	
Slow printing	PCL jobs with images	D062 018c	PCL firmware)	Install version 1.02 newer.	or	
Slow printing	When the inserter is used for a Print job	D062 009i	System/Copy firmware	,	Install version 1.20 newer.		
Macros	Omits PCL5 macros after printing 500 or more pages until the device is rebooted.	D062 018c	PCL firmware	;	Install version 1.02 newer.	or	
Wrong file type created	A PDF file is generated instead of a TIFF file.	D062 010d	Scanner firm	ware	Install version 01.1 newer.	9 or	
Wrong file type created	When WSD Forwarding is set to JPEG->Multi- TIFF, the file is sent in PDF format.	D062 010f	Scanner firm		Install version 01.2 newer.		
Printing stops	When the machine is handling several jobs at once	D062 009e	System/Copy firmware		Install version 1.16 newer.	or	
IP-Fax	"Not transmitted" is displayed when trying to send an IP-FAX, then the IP-FAX feature cannot be used.	D062 017b	Remote Fax firmware		Install version 03.0 or newer.	0.00	
Wrong font used	If printing a PDF Direct job that calls a "download font" from the hard disk (or RAM disk), one of the other resident fonts might be used instead.	D062 014b	PS3/PDF firmware		Install version 1.02 newer.	or	
Wrong font used	If a job contains 2 different fonts of the same name	D062 021b	Option IPDS firmware		Install version 7.07 newer.	3 or	



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Subject	Symptom	RTB #	Cause	Solution	Note
Raster image not printed	PCL5 raster images are omitted from the printout if any part of the raster image is located outside of the printable area.	D062 018d	PCL firmware	newer.	
Paper size mismatch	Under the conditions listed in the RTB	D062 018d	PCL firmware	Install version 1.0 newer.	3 or
Jobs deleted/not deleted	If "User Tools/Counter > System Settings > Administrator Tools > Capture Priority" is enabled and a certain type of print job is printed from the hard disk.	D062 004g	Printer firmwa	re Install version 1.1 newer.	7e or
Job reset	PS jobs with a large number of images	D062 004g	Printer firmwa	re Install version 1.1 newer.	7e or
Job reset	Chunk Transfer Encoding over an IPP port	D062 006f	Network Supp firmware	oort Install version 8.7 newer.	2 or
Job reset	PDF Direct jobs containing a mask that was created using tiling	D062 014c	PS3/PDF firmware	Install version 1.0 newer.	3 or
Barcode printing	Barcode "CODE 128" printed with the wrong dimensions.	D062 021b	Option IPDS firmware	Install version 7.0 newer.	73 or
Garbled characters	If a job contains 2 different fonts of the same name	D062 021b	Option IPDS firmware	Install version 7.0 newer.	73 or
Font not printed	Multiple glyph fonts	D062 018f	PCL firmware	Install version 1.0 later.	5 or
Cannot install driver	If the device's IPP Authentication setting is enabled	D062 006g	Network Supp firmware	oort Install version 8.7 newer.	4 or

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5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot attach keytops		D062 024	Incorrect keytop packed with the kit.	If you install a Printer/Scal produced up through June attach the correct key top one inside the kit.	e 30 2009, instead of the
Buttons do not respond	Application buttons	D062 006b	Network Support firmware	Install version 8.62 or new	
Buttons do not respond	The device Start Key is disabled when accessing an SDK/Type J application	M354 001b	VM Option Type J firmware	Install version 5.07-01 or I	ater.
Stored jobs not shown	If the DOS unit is installed	D062 009c	System/Copy firmware	Install version 1.14 or new	ver.
No LCD display	When the machine recovers from energy saver or Off/sleep mode	D062 003b	LCDC firmware	Install version 1.06 or new	ver.
No LCD display		D062 009g	System/Copy firmware	Install version 1.18 or new	ver.
No LCD display	After changing language settings	M354 001a	VM Option Type J firmware	Install version 5.04-01 or I	ater.
Software keyboard	Cannot close software keyboard	M354 001a	VM Option Type J firmware	Install version 5.04-01 or I	ater.
Display error	Displayed image not complete if the power button is pressed while using an SDK application that stops the machine from entering Energy Saver mode.	M354 001b	VM Option Type J firmware	Install version 5.07-01 or I	ater.
Display error	A display label of 100 characters or more appears directly connected with the following line.	M354 001b	VM Option Type J firmware	Install version 5.07-01 or I	
Wording error	SDK application initial settings screen.	D463 001a	VM Option Type J firmware	Install version 5.09.04 or I	ater.
Start-up screen	SDK/J starting logo screen does not change.	D463 001h	VM Option Type J firmware	Install version 5.14.02 or r	
does not change		D463 002a	Java VM v5 for eDC firmware	Install version 5.14.02 or I	ater.



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6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
Access log	Firmware versions not	D062	System/Copy	Install version 1.13.1 or	
	recorded	009b	firmware	newer.	
Access log	Password change was	D062	System/Copy	Install version 1.13.1 or	
	recorded	009b	firmware	newer.	
Access log	Password policy failure	D062	System/Copy	Install version 1.14 or	
, loocee log	was recorded by	009c	firmware	newer.	
	mistake				
Access log	Log not transferred to	D062	Network DocBox	Install version 2.00 or	
	Web SDM or RC Gate	005b	firmware	newer.	
	S Pro				
Windows	Fails on a domain	D062	Network Support	Install version 8.65 or	
authentication	controller whose	006c	firmware	newer.	
addrondoddon	hostname contains 2-	0000	iiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiii		
	byte characters.				
Windows	Unable to retrieve the	D062	Network Support	Install version 8.69.1 or	
authentication	Windows group name	006e	firmware	newer.	
admonitoation	from a Windows 2008	0000	iiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiii		
	R2 server during				
	Windows				
	Authentication.				
Windows	Cannot use Kerberos	D062	Network Support	Install version 8.69.1 or	
authentication	when being	006e	firmware	newer.	
authentication	authenticated on a	0006	mmware	newer.	
	Windows 2008 or				
	Windows 2008 R2				
	server.				
Windows	Fails if the username	D062	Network Support	Install version 8.69.1 or	
authentication	or password includes	006e	firmware	newer.	
aumentication	lower-case European	0006	mmware	newer.	
	characters.				
Cannot logout	If IPDS fonts are reset	D062	Printer firmware	Install version 1.16e or	
Cannot logout	II IPDS Ionis are resei	004f	Printer inniware		
Cannot logout		D041	System/Copy	newer. Install version 1.22 or	
Cannot logout		009j	firmware		
Connet occion	Connot cooling them to			newer. Install version 8.69.1 or	
Cannot assign	Cannot assign them to	D062	Network Support		
group privileges	a logged in user if that	006e	firmware	newer.	
	group has a name				
	consisting of more than				
lablag	20 bytes.	DOCO	Fox firmwore		
Job log	Some parameters of	D062	Fax firmware	Install version 03.00.00	
	the job log data for the	013b		or newer.	
	first and second				
	documents in a batch				
	do not match.	Daca	Natural D. D		
Job log	Log not transferred to	D062	Network DocBox	Install version 2.00 or	
	Web SDM or RC Gate	005b	firmware	newer.	
	S Pro				
		1	1		



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Subject	Symptom	RTB #	Cause	Solutio	n	Note
Job history	User Authentication enabled: Multiple jobs that are released (printed from the hard disk) by the same user result in some of the jobs being recorded in the Job History as being printed by "".	D062 004g	Printer firmwa	are Install version 1. newer.	17e or	
Users not logged out	After pressing the "Logout" button on the "User Tools" screen when using CAP with basic authentication.	D463 001e, 001g	VM card firmware	Install version 5 later.		
Users not logged out	If a user was logged in when the On/Off button is used to turn the device off	D463 001e, 001g	VM card firmware	Install version 5 later.		
Users not logged out	User Code Authentication	M354 001a	VM Option Ty J firmware	later.		
Garbled user name	If User Administrator Authentication is enabled	D062 005b	Network Dock firmware	Box Install version 2 newer.	.00 or	
Garbled user name	Basic Authentication	D463 001b	VM Option Ty J firmware	vpe Install version 5 later.	.10.04 or	
Cannot recognize authentication or login/out status	SDK applications cannot recognize whether Administrator Authentication or User Authentication is enabled or whether an admin or user has already logged in.	M354 001b	VM Option Ty J firmware	later.		
Users logged out	When User Code Authentication is used, users are logged out of the SDK application if the "Prg. Dest." button is used.	D463 001a	VM Option Ty J firmware	pe Install version 5 later.	.09.04 or	
Kerberos	Authentication is slow	Gene 052b Gene 054b	Java VM v5 Update Tool Java VM v5 fo eDC firmware		.15.05 or	
Kerberos	Wrong type of encryption algorithm used	Gene 052b Gene 054b	Java VM v5 Update Tool Java VM v5 fo eDC firmware		.17.00 or	
Authentication failure	Saved passwords cannot be retrieved properly	Gene 052b Gene 054b	Java VM v5 Update Tool Java VM v5 fe eDC firmware	Install version 5. later. or	.15.05 or	

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7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC540		D062	Short circuit in	Install the correct set of pa	
		080	web cleaning	machine (includes a modi	fied motor)
0.0540		D 000	motor		
SC542		D062	Paper dust and	Clean the middle and rear	
		023a	toner attached to	If the SC still occurs, repla	
			the thermistors	thermistor brackets with the	ne new parts
00540		Daga		shown in the RTB.	
SC542		D062	Paper dust and	1. Clean or replace the fu	
		040	toner attached to	2. Replace the middle and	
			the thermistors	thermistor brackets (use t	ne new parts
				as listed in the RTB). 3. Replace the middle and	Iroor
				thermistors (use the new)	
				in the RTB).	Jans as insteu
SC555		D062	Paper dust and	Clean the middle and rear	thermistors
00000		023a	toner attached to	If the SC still occurs, repla	
		0204	the thermistors	thermistor brackets with the	
				shown in the RTB.	ie neu parte
SC555	If the machine is	D062	Engine firmware	Install version 1.60:04 or I	newer.
	booted up with the	011g	-		
	ADF open.				
SC555 and		D131	Fusing	Clean the thermistors.	
other fusing		033a	temperature	If they were not dirty, adju	
SCs			control error, or	002 as explained in the R	
			temperature	cause poor fusing, if so, a	djust SP1907
			misdetection by	as explained in the RTB.	
			thermistor(s)	If the thermistors or hot ro	
				before the normal yield, re	
				cleaning web with the new RTB).	v type (see the
SC672		D062	System/Copy	Install version 1.20 or new	Ior
00072		009i	firmware		
SC725	After the main switch is	D062	Finisher	Install version 1.90:26 or r	newer.
	turned on	020e	SR4030/40		
			firmware		
SC816	When the machine	D062	System/Copy	Install version 1.13.1 or ne	ewer.
	enters Sleep Mode	009b	firmware		
SC816		D062	System/Copy	Install version 1.20 or new	/er.
		009i	firmware		
SC816	After system startup	D062	Power Saving Sys	Install version 1.16 or new	/er.
00010		019c	firmware		
SC816	When an original is	D062	Power Saving Sys	Install version 1.16 or new	/er.
	placed on the	019c	firmware		
	exposure glass or the				
SC819	ADF is opened	DOCO	Notwork Support	Install version 8.69.1 or ne	
20013	When browsing the network using SMB.	D062 006e	Network Support firmware		ewer.
	HELWOIK USING SIVID.	D062	System/Copy	Install version 1.20 or new	IOr
SC810		0002	oystern/oopy	I IIISIAII VEISIUIT I.20 UI HEM	
SC819		0001	firmware		
SC819 SC860		009i D062	firmware System/Copy	Install version 1.20 or new	



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Subject	Symptom	RTB #	Cause		Solution	Note
SC899	After trying and failing to login to a Scan destination three times	D062 006d	Network Supp firmware	oort	Install version 8.66	6 or newer.
SC899	If the main power is turned OFF while the coin lock is connected	D062 010e	Scanner firm	vare	Install version 01.2	20 or newer.
SC899		D062 013c	Fax firmware		Install version 04.0	00.00 or newer.
SC990	If the ID sensor pattern is made during cover feed and SP2506 is ON.	D062 011a	Engine firmwa	are	Install version 1.54	4:04 or newer.
SC990	When an ADF jam occurs	D062 011k	Engine firmwa	are	Install version 1.64	
SC990	When Scan to SMB is done	D062 009n	System/Copy firmware		Install version 1.2	
SC990	After firmware update with @Remote	D639 014	Due to a Java bug, Java VM not start up correctly if the device is rebo while an SDK application is starting up.	l will e ooted	Install Java f/w ve	rsion V5.19 or newer.
SC991	If the Key Card is removed while the machine is printing a PC Fax.	D062 017a	Remote Fax firmware		Install version 02.0	00.00 or newer.
SC991	When an ADF jam occurs	D062 011k	Engine firmwa	are	Install version 1.64	4:04 or newer.
SC991	If DHCP and DDNS are both enabled	D062 006g	Network Supp firmware	oort	Install version 8.74	
SC997	If "User Tools/Counter > System Settings > Administrator Tools > Capture Priority" is enabled and a certain type of print job is printed from the hard disk.	D062 004g	Printer firmwa		Install version 1.17	
SC997	If an SDK application takes more than 15 seconds to start up.	D463 001e, 001g	VM card firm	vare	Install version 5.13	3.02 or later.
SC997	If the auto-off timer is set to 1 minute and an SDK application is set to start automatically	D463 001b	VM Option Ty firmware	vpe J	Install version 5.10	0.04 or later.
SC997	After logging out of the machine	M354 001a	VM Option Ty firmware	vpe J	Install version 5.04	4-01 or later.
"8528: Scanner is not available"	Scanning duplex jobs from the ADF using TWAIN	D062 010a	Scanner firm	ware	Install version 01.	16 or newer.



Model: N	Nodel MT-C4		Date	ə: 31-Jun-08	No.: F	RD062000w	
Subject	Symptom	RTB #	Cause		Solution		Note
"Waiting for print data"	Machine stalls if settings were changed during an active IPDS session	D062 004d	Printer firmwa	are	Install version 1.14	4.3 or ne	ewer.
"Internal Error 0x3414"	IPDS jobs containing images cause the machine to stall	D062 021a	Option IPDS firmware		Install version 7.03	33 or nev	wer.
"NullPointerE xception" error	After unlocking the application switching function	Gene 052b Gene 054b	Java VM v5 Update Tool Java VM v5 f eDC firmware		Install version 5.1	7.00 or la	ater.

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8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Mailbox	Punched paper is not	D062	Engine firmware	Install version 1.57:04 or	
	fed out	011d		newer.	
Finisher	Poor diagonal	D460	SR4050 Finisher	Install version 01.050:07	
(SR4050)	stapling with Z- folding	001a	firmware	or newer.	
Finisher (SR4050)	The tray does not adjust to the correct height when stapled sets are fed out.	D460 001b	SR4050 Finisher firmware	Install version 01.060:07 or newer.	
Finisher (SR4050)	An entrance jam occurs if the GBC stream punch does not come on line before the first sheet of the job is fed.	D460 001e	SR4050 Finisher firmware	Install version 01.090:07 or newer.	
Finisher (SR4030/4040)	The joggers shift farther apart with each job if there is only one sheet being printed and Staple is selected.	D062 020d	SR4030/40 Finisher firmware	Install version 01.08:25 or newer.	
Finisher (SR4030/4040)	The edge of the paper in the exit tray is dirty at about 2500 sheets.	D062 020d	SR4030/40 Finisher firmware	Install version 01.08:25 or newer.	
Finisher (SR4030/4040)	The gate pawl on the proof tray breaks.	D373 007	The part was assembled incorrectly.	Assemble correctly, as shown in the RTB.	
Folder	Jam recovery problem	D454 002c	Folder DONAU firmware	Install version 01.190:12 or later.	
Fax unit	Machine cannot detect the fax unit	D062 046	Bent bracket causes MBU board to disconnect	Attach new bracket and related parts as shown in the RTB.	Temporary solution: Wire the cables as shown in RTB 043
Fax unit	Stored fax data is deleted	D062 013c	Fax firmware	Install version 04.00.00 or newer.	
Finisher (not sure which)	Each page is shifted by the shift tray, instead of each job or each copy	D062 018d	PCL firmware	Install version 1.03 or newer.	
SD cards	Cannot merge encryption option	D062 009i	System/Copy firmware	Install version 1.20 or newer.	
SDK applications	Cannot install application on HDD	D463 001h D463 002a	VM Option Type J firmware Java VM v5 for eDC firmware	Install version 5.14.02 or newer Install version 5.14.02 or newer	
SDK applications	SDK/J platform start- up error	M354 001	VM Option Type J firmware	Install version 5.03-01 or later.	



Model: M	Model: Model MT-C4				9: 31-Jun-08	No.: R	D062000w
Subject	Symptom	RTB #	Cause		Solution		Note
SDK	Cannot switch	M354	VM Option Ty	/pe J	Install version 5.04	4-01 or	
applications	between different	001a	firmware		later.		
	SDK/J applications						
SDK	Cannot install	D463	VM Option Ty	/pe J	Install version 5.09	9.04 or	
applications	application	001a	firmware		later.		
SDK	Application installed	D463	VM Option Ty	/pe J	Install version 5.1	0.04 or	
applications	on wrong SD card	001b	firmware		later.		
SDK	Java VM deadlocked	D463	VM Option Ty	/pe J	Install version 5.1	0.04 or	
applications		001b	firmware	-	later.		
SDK	SDK application	Gene	Java VM v5		Install version 5.1	5.05 or	
applications	disappears when	052b	Update Tool		later.		
	another is installed	Gene	Java VM v5 f	or			
		054b	eDC firmware	9			
ESA	Do not restart	Gene	Java VM v5		Install version 5.18	8.00 or	
applications	automatically and	052c	Update Tool		later.		
	remain in "Stopped"	Gene	Java VM v5 f	or			
	status.	054c	eDC firmware	e			
ESA	SDK platform does	Gene	Java VM v5		Install version 5.19	9.00 or	
applications	not boot up	052d	Update Tool		later.		
		Gene	Java VM v5 f	or		ſ	
		054d	eDC firmware)			



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9. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Duplex jobs	IPDS jobs, if the	D062	Option IPDS firmware	Install version	
printed one-	machine is powered up	021a		7.033 or newer.	
sided	while a tray is open.				
Some parts of	Gray patterns consisting	D062	Option IPDS firmware	Install version	
the image not	of hatching printed as	021a		7.033 or newer.	
on the printout	black				
Non-black	When a page object is	D062	PCL firmware	Install version	
objects printed	superimposed over the	018d		1.03 or newer.	
black	top of another, the				
	overlapping portions of				
	the objects might be				
	printed in black				
Solid black	When outputting a large	D062	Engine firmware	Install version	
image	volume of copies	011q		1.73:04 or newer.	
Abnormal	After storing a Printer	D062	System/Copy firmware	Install version	
image (not	storage document	009i		1.20 or newer.	
specified)	_				
Objects	Characters missing from	D062	PCL firmware	Install version	
missing	printouts of jobs	018e		1.04 or later.	
-	containing HP-GL/2.				
Objects	HP-GL/2	D062	PCL firmware	Install version	
missing		018f		1.05 or later.	
Objects in the	PCL5 jobs containing	D062	PCL firmware	Install version	
wrong position	HP-GL/2 and macro	018e		1.04 or later.	
Light copies	Occurs before the	D062	Toner is caught in the	Do the procedure	
0	developer reaches its	060c	development sleeve gap,	in the RTB	
	replacement cycle		which decreases the amount		
			of toner supplied. The		
			machine then tries to supply		
			more toner to compensate.		
		D062	System/Copy firmware	Install version	
		009j		1.22 or newer.	
		D062	Engine firmware	Install version	
		011m		1.67:04 or newer.	
		D062	Engine firmware	Install version	
		011n		1.70:04 or newer.	
Dirty	Occurs before the	D062	Toner is caught in the	Do the procedure	
background	developer reaches its	060c	development sleeve gap,	in the RTB	
	replacement cycle		which decreases the amount		
			of toner supplied. The		
			machine then tries to supply		
			more toner to compensate.		
		D062	System/Copy firmware	Install version	
		009j		1.22 or newer.	
		D062	Engine firmware	Install version	
		011m		1.67:04 or newer.	
		D062	Engine firmware	Install version	
-		011n		1.70:04 or newer.	
Image blacked	When printing jobs that	D062	RPCS firmware	Install version	
out	contain consecutive	008c		3.8.5.4.2 or later.	
	ROP commands			1	1



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Subject	Symptom	RTB #		Cause	Solution	Note
Image blacked out	Partially blacked out after image rotation	D062 018f	PCL firmw	vare	all version 5 or later.	
Black and white reversed	When printing jobs that contain consecutive ROP commands	D062 008c	RPCS firm	nware	all version 5.4.2 or later.	
Extra lines	If a PCL5 job contains a picture frame that is drawn by HP/GL2	D062 018g	PCL firmw	vare	all version 6 or later.	
Missing lines	If a PCL5 job contains a picture frame that is drawn by HP/GL2,	D062 018g	PCL firmw	vare	all version 6 or later.	



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10. Mechanical and Electrical

Subject	Symptom	RTB #	Cause	Solution	Note
Motor heats up	After a bottom plate motor jam, the motor heats up slightly if the ADF is opened with the bottom plate HP sensor activated	D062 012b	ADF firmware	Install version 01.610:05 or newer.	
Fusing web turns at the wrong time	SP6-301-008	D062 011f	Engine firmware	Install version 1.59:04 or newer.	
Tandem tray does not lock		D062 032a	Broken stopper	Replace the stopper. Then modify or replace the inner cover (see the RTB for details).	Tell the user to close the right side first (closing both sides together can damage the stopper)
Cannot detect original size		D062 019c	Power Saving Sys firmware	Install version 1.16 or newer.	
Cleaning web alert		D062 080	Short circuit in web cleaning motor	Install the correct set of parts for the machine (includes a modified motor)	



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11.Others

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot store	Jobs of more than	D062	System/Copy	Install version 1.12 or	
jobs	100 pages cannot be	009a	firmware	newer.	
	stored on the MFP				
	(Locked Print, Stored				
	Print, etc.) if another				
	job is being stored				
	from another source				
	(Copier, Scanner,				
	Fax) at the same				
T I I I	time.	Daga	0 1 /0		
The machine	Printing: Under the	D062	System/Copy	Install version 1.12 or	
stalls	conditions in the RTB	009a	firmware	newer.	
The machine	IPDS: When printing	D062	Printer firmware	Install version 1.14 or	
stalls	the IPDS Font List	004a		newer.	
	encounters				
	recoverable errors				
	(such as no paper,				
	paper mismatch) and then the Clear/Stop				
	button is pressed				
The machine	If a non-IPDS job in	D062	Printer firmware	Install version 1.14 or	
stalls	the print queue is	004a	I IIIILEI IIIIIWale	newer.	
Stalls	deleted while	00 4 a		newer.	
	receiving an IPDS job				
The machine	Printing multiple jobs	D062	Printer firmware	Install version 1.14.1 or	
stalls	of differing PDLs to	004b	i inter intriware	newer.	
Stand	Virtual Printers of	0040		newer.	
	differing priorities				
The machine	TWAIN scanning fails	D062	System/Copy	Install version 1.12 or	
stalls	if printing is in	009a	firmware	newer.	
	progress				
The machine	"Resetting Job"	D062	Printer firmware	Install version 1.14.2 or	
stalls	displayed - see the	004c		newer.	
	RTB for other				
	conditions				
The machine	Transferring logs	D062	Network DocBox	Install version 1.04 or	
stalls	using Web SDM ver	005a	firmware	newer.	
	2.x without a				
	powercycle.				
The machine	When canceling a job	D062	Option IPDS	Install version 7.033 or	
stalls	from the operation	021a	firmware	newer.	
	panel				
The machine	IPDS jobs containing	D062	Option IPDS	Install version 7.033 or	
stalls	images; "Internal	021a	firmware	newer.	
	Error 0x3414"				
	displayed				
The machine	Any job will cause the	D062	Printer firmware	Install version 1.16e or	
stalls	printer application to	004f		newer.	
	stall if "Menu >				
	System > Print				
	Compressed Data" =				
	ON.				



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Subject	Symptom	RTB #	Cause		Solution		Note
The machine stalls	Resetting IPDS fonts twice in a row or printing the IPDS Font List twice in a row	D062 004f	Printer firmwa	are	Install version 1.16 newer.	e or	
The machine stalls	Scanner stalls: Trying and failing to login to a Scan destination three times	D062 006e	Network Supp firmware	port	Install version 8.69 newer.).1 or	
The machine stalls	With a certain combination of fonts	D062 018d	PCL firmware	9	Install version 1.03 newer.	3 or	
The machine stalls	If a job is submitted while the Printer application is still starting up	D062 004g	Printer firmwa	are	Install version 1.17e or newer.		
The machine stalls	When the password for a Printer storage document is changed.	D062 009i	System/Copy firmware	y Install version 1.20 or newer.) or	
The machine stalls	If the Capture Priority setting is enabled	D062 005b	Network DocBox firmware		Install version 2.00 or newer.		
The machine stalls	When using WIM to reset the current job.	D062 004h	Printer firmwa	are	Install version 1.18 newer.	Be or	
The machine stalls	Operation panel freezes when the software keyboard is closed	Gene 052b Gene 054b	Java VM v5 Update Tool Java VM v5 f eDC firmware		Install version 5.15 later.	5.05 or	
The machine stalls	The LCD stalls if the user password is changed	D062 009n	System/Copy firmware		Install version 1.25 newer.	5 or	
'Please wait'	No recovery from "please wait" when the machine recovers from Power save mode, if a z-folder is installed	D062 011b	Engine firmw	are	Install version 1.55 newer.	5:04 or	
Alert sent at the wrong time	When printing IPDS job is interrupted by an error requiring operator attention (paper jam, cover open, etc.), an alert is sent to the host after the error is recovered	D062 004a	Printer firmwa	are	Install version 1.14 newer.	l or	
Cannot enter STR mode	If IPDS is enabled	D062 006a	Network Supp firmware	port	Install version 8.61 newer.	.1 or	
"Printing"	When the machine recovers from Energy Saver mode to print	D062 011d	Engine firmwa		Install version 1.57 newer.	7:04 or	
No toner near- end alert		D062 011e	Engine firmwa		Install version 1.58 newer.		
Problems with SP/UP settings	Fold adjustments not reflected	D454 002a	Folder_DONA firmware	AU	Install version 01.1 or later.	40:12	



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Subject	Symptom	RTB #	Cause		Solution		Note
Problems with	Default adjustment	D454	Folder_DONAU		Install version 01.180:12		
SP/UP settings	setting was changed	002b	firmware		or later.		
Problems with	If either of the WSD	D062	Network Support		Install version 8.62 or		
SP/UP settings	Printer or Netware	006b	firmware		newer.		
	functions are enabled						
Problems with	SP6-301-008	D062	Engine firmwa	are	Install version 1.59:04 or		
SP/UP settings		011f			newer.		
Problems with	GB Adjust	D062	ADF firmware	;	Install version 01.620:05		
SP/UP settings	Confirmation	012c			or newer.		
USB devices	SDK/J applications	D062	Network Support firmware		Install version 8.65 or newer.		
	cannot recognize	006c					
	supported USB						
	devices.						
USB devices	USB card reader	D463	VM Option Ty	/pe J	Install version 5.10	.04 or	
	stops working if	001b	firmware		later.		
	unplugged then						
<u> </u>	plugged in	B 2 2 2	0.5.4000/40				
Dirt on paper	Finisher	D062	SR4030/40		Install version 01.0	8:25	
	(SR4030/4040): The	020d	Finisher firmware		or newer.		
	edge of the paper in						
	the exit tray is dirty at						
<u>Overland menant</u>	about 2500 sheets.	D062	Mah Currenart		Install version 1.00		
Custom paper	Cannot print duplex	002b	Web Support firmware		Install version 1.09	or	
sizes	jobs	D020			newer. Install version 1.05	0 r	
		007b	Web Uapi firmware			or	
Machine is	HDD is slow	D062	System/Copy		newer. Install version 1.19	or	
slow		009h	firmware		newer.	01	
Machine is	If Windows	D062	Network Sup	ort	Install version 8.72	or	
slow	Authentication is	006f	firmware	JUIT	newer.	01	
310 W	enabled, and printing	0001	mmware		newer.		
	a large number of						
	copies						
Machine is	Bundle start-up takes	M354	VM Option Ty	/pe J	Install version 5.03	-01 or	
slow	many hours	001	firmware	P C C	later.		
Can select	Bypass tray	D062	Printer firmwa	are	Install version 1.17	e or	
unsupported	,,,	004g		-	newer.		
paper types		Ŭ					
Cannot go to	Cannot return to the	D062	System/Copy		Install version 1.20	or	
SP mode	SP mode screen	009i	firmware		newer.		
	during a copy job.						
Energy saver	Cannot recover from	D062	Power Saving	g Sys	Install version 1.16	or	
mode	Energy Saver mode	019c	firmware		newer.		
Energy saver	If the machine is	D463	VM Option Ty	vpe J	Install version 5.09	.04 or	
mode	turned off just after	001a	firmware		later.		
	entering Energy						
	Saver mode, it will						
	not be able to enter						
	Energy Saver mode						
	from that point on						
	(the SDK Java						
	platform cannot be						
	started).						



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Subject	Symptom	RTB #	Cause		Solution		Note
Energy saver mode	Machine enters sleep mode while running an SDK application	D463 001a	VM Option Ty firmware	/pe J	Install version 5.09 later.	9.04 or	
Memory leak	When an SDK application attempts to open a software keyboard	M354 001a	VM Option Ty firmware	/pe J	Install version 5.04 later.	4-01 or	
Cannot exit a mode	Cannot exit the User Tools screen while displaying a JPEG image using an SDK/J application.	M354 001b	VM Option Ty firmware	/pe J	Install version 5.07 later.	7-01 or	
Unexpected behavior (not specified)	Too many internal resources consumed during internal file open/close operations, such as SDK application installation.	Gene 052b Gene 054b	Java VM v5 Update Tool Java VM v5 fe eDC firmware		Install version 5.16 later.	6.00 or	