Technical Bulletin

Updated: End of June 2016: Changes in bold italics

Model: Model MT-C4	Date: 31-Jun-08	No.: RD062000w

Subject: Troubleshooting	Prepared by: S. Watanabe
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	

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

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

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Jam	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.	
Unrecoverable 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	Engine firmware	Install version 1.56:04 or newer.	
		D062 026			
@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 recipient device.	Gene 052b	Java VM v5 Update Tool	Install version 5.17.00 or later.	
		Gene 054b	Java VM v5 for eDC firmware		
Fax	***The machine does not recover from an error and does not report the error.***	***D062 016e***	***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***	***GWFCU3-16 (WW) firmware***	***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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Subject	**Symptom**	**RTB #**	**Cause**	**Solution**	**Note**	
Cannot connect	Connectivity lost if SSDP is enabled	D062 006f	Network Support firmware	Install version 8.72 or newer.		
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	Network Support firmware	Install version 8.65 or newer.		
Various connectivity issues	Caused by the new MAC address codes	D062 041	Update connectivity firmware	See the RTB for the modules that must be updated.		
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	Network Support firmware	Install version 8.69.1 or newer.		
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	VM card firmware	Install version 5.13.02 or later.		
SSL	An SSL connection cannot be established if an x509 certificate is used but contains a "CRL Distribution Point".	D463 001e, 001g	VM card firmware	Install version 5.13.02 or later.		
SSL	Vulnerability to the re-negotiation of SSL/TLS.	D463 001h	VM Option Type J firmware	Install version 5.14.02 or newer		
		D463 002a	Java VM v5 for eDC firmware	Install version 5.14.02 or later.		
Web Image Monitor	Web Image Monitor locks up when applications access the MFP by http.	D062 006f	Network Support firmware	Install version 8.72 or newer.		
Web Image Monitor	If SSDP = Active, a high load on the CPU causes WIM to lock up.	D062 006f	Network Support firmware	Install version 8.72 or newer.		
Icon not shown	Not shown in the Windows "Network" dialogue if SSDP is enabled (Windows Vista, 2008/R2, and 7).	D062 006f	Network Support firmware	Install version 8.72 or newer.		
Problem with network settings	Reverted to defaults	D062 006f	Network Support firmware	Install version 8.72 or newer.		
Network functions disabled	Affected applications include Web Image Monitor, IPP Printing and @Remote.	D062 006g	Network Support firmware	Install version 8.74 or newer.		
Connectivity features cannot be used	Affected applications include Web Image Monitor, IPP Printing and @Remote.	D062 006g	Network Support firmware	Install version 8.74 or newer.		
DNS	The JavaVM did not update the DNS server address	D463 001c	VM Option Type J firmware	Install version 5.11.03 or later.		

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4. Printing/Scanning

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

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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 Support firmware	Install version 8.65 or newer.	
Scan to SMB	Fails (various situations)	D062 006d	Network Support firmware	Install version 8.66 or newer.	
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 Support firmware	Install version 8.69.1 or newer.	
SMB	Cannot Scan to SMB to Windows 98/98SE/Me/NT4.0 destinations specified using an IP address.	D062 006e	Network Support firmware	Install version 8.69.1 or newer.	
SMB	The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).	D062 006e	Network Support firmware	Install version 8.69.1 or newer.	
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 Support firmware	Install version 8.69.1 or newer.	
SMB	The Scan to SMB "Connection Test" fails if performed on a directory located directly below a DFS root.	D062 006e	Network Support firmware	Install version 8.69.1 or newer.	
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 Support firmware	Install version 8.69.1 or newer.	
SMB	Problems when using across subnets due to short timeout	D062 006e	Network Support firmware	Install version 8.69.1 or newer.	
SMB	Cannot Scan to SMB to a destination that is not specified using an FQDN.	D062 006e	Network Support firmware	Install version 8.69.1 or newer.	
SMB	Cannot Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.	D062 006e	Network Support firmware	Install version 8.69.1 or newer.	

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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 Support firmware	Install version 8.72 or 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 Support firmware	Install version 8.72 or newer.	
Scan to SMB	Fails under certain specified conditions	D062 006g	Network Support firmware	Install version 8.74 or newer.	
Scan to folder	Cannot select destinations located on Windows 7 or Windows Server 2008	D062 006d	Network Support firmware	Install a version that is later than 8.66.	Version 8.66 still has this limitation
Scan to folder	Cannot scan to shared folders	D062 006i	Network support firmware	Install version 8.75 or later.	
Scan to folder	When NBT is OFF	D062 006h	Network support firmware	Install version 8.75 or later.	
Scan to folder	If "CNAME" is specified as the destination folder, ScanTo Folder will abort.	D062 006h	Network support firmware	Install version 8.75 or later.	
Slow printing	PCL jobs with images	D062 018c	PCL firmware	Install version 1.02 or newer.	
Slow printing	When the inserter is used for a Print job	D062 009i	System/Copy firmware	Install version 1.20 or newer.	
Macros	Omits PCL5 macros after printing 500 or more pages until the device is rebooted.	D062 018c	PCL firmware	Install version 1.02 or newer.	
Wrong file type created	A PDF file is generated instead of a TIFF file.	D062 010d	Scanner firmware	Install version 01.19 or newer.	
Wrong file type created	When WSD Forwarding is set to JPEG->Multi-TIFF, the file is sent in PDF format.	D062 010f	Scanner firmware	Install version 01.21 or newer.	
Printing stops	When the machine is handling several jobs at once	D062 009e	System/Copy firmware	Install version 1.16 or newer.	
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 03.00.00 or newer.	
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 or newer.	
Wrong font used	If a job contains 2 different fonts of the same name	D062 021b	Option IPDS firmware	Install version 7.073 or newer.	

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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	Install version 1.03 or newer.	
Paper size mismatch	Under the conditions listed in the RTB	D062 018d	PCL firmware	Install version 1.03 or newer.	
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 firmware	Install version 1.17e or newer.	
Job reset	PS jobs with a large number of images	D062 004g	Printer firmware	Install version 1.17e or newer.	
Job reset	Chunk Transfer Encoding over an IPP port	D062 006f	Network Support firmware	Install version 8.72 or newer.	
Job reset	PDF Direct jobs containing a mask that was created using tiling	D062 014c	PS3/PDF firmware	Install version 1.03 or newer.	
Barcode printing	Barcode "CODE 128" printed with the wrong dimensions.	D062 021b	Option IPDS firmware	Install version 7.073 or newer.	
Garbled characters	If a job contains 2 different fonts of the same name	D062 021b	Option IPDS firmware	Install version 7.073 or newer.	
Font not printed	Multiple glyph fonts	D062 018f	PCL firmware	Install version 1.05 or later.	
Cannot install driver	If the device's IPP Authentication setting is enabled	D062 006g	Network Support firmware	Install version 8.74 or newer.	

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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/Scanner Unit produced up through June 30 2009, attach the correct key top instead of the one inside the kit.	
Buttons do not respond	Application buttons	D062 006b	Network Support firmware	Install version 8.62 or newer.	
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 later.	
Stored jobs not shown	If the DOS unit is installed	D062 009c	System/Copy firmware	Install version 1.14 or newer.	
No LCD display	When the machine recovers from energy saver or Off/sleep mode	D062 003b	LCDC firmware	Install version 1.06 or newer.	
No LCD display		D062 009g	System/Copy firmware	Install version 1.18 or newer.	
No LCD display	After changing language settings	M354 001a	VM Option Type J firmware	Install version 5.04-01 or later.	
Software keyboard	Cannot close software keyboard	M354 001a	VM Option Type J firmware	Install version 5.04-01 or later.	
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 later.	
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 later.	
Wording error	SDK application initial settings screen.	D463 001a	VM Option Type J firmware	Install version 5.09.04 or later.	
Start-up screen does not change	SDK/J starting logo screen does not change.	D463 001h	VM Option Type J firmware	Install version 5.14.02 or newer	
		D463 002a	Java VM v5 for eDC firmware	Install version 5.14.02 or later.	

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6. Security

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

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Subject	Symptom	RTB #	Cause	Solution	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 firmware	Install version 1.17e or newer.	
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 5.13.02 or 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 5.13.02 or later.	
Users not logged out	User Code Authentication	M354 001a	VM Option Type J firmware	Install version 5.04-01 or later.	
Garbled user name	If User Administrator Authentication is enabled	D062 005b	Network DocBox firmware	Install version 2.00 or newer.	
Garbled user name	Basic Authentication	D463 001b	VM Option Type J firmware	Install version 5.10.04 or later.	
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 Type J firmware	Install version 5.07-01 or 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 Type J firmware	Install version 5.09.04 or later.	
Kerberos	Authentication is slow	Gene 052b	Java VM v5 Update Tool	Install version 5.15.05 or later.	
		Gene 054b	Java VM v5 for eDC firmware		
Kerberos	Wrong type of encryption algorithm used	Gene 052b	Java VM v5 Update Tool	Install version 5.17.00 or later.	
		Gene 054b	Java VM v5 for eDC firmware		
Authentication failure	Saved passwords cannot be retrieved properly	Gene 052b	Java VM v5 Update Tool	Install version 5.15.05 or later.	
		Gene 054b	Java VM v5 for eDC firmware		

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7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC540		D062 080	Short circuit in web cleaning motor	Install the correct set of parts for the machine (includes a modified motor)	
SC542		D062 023a	Paper dust and toner attached to the thermistors	Clean the middle and rear thermistors. If the SC still occurs, replace the thermistor brackets with the new parts shown in the RTB.	
SC542		D062 040	Paper dust and toner attached to the thermistors	1. Clean or replace the fusing roller. 2. Replace the middle and rear thermistor brackets (use the new parts as listed in the RTB). 3. Replace the middle and rear thermistors (use the new parts as listed in the RTB).	
SC555		D062 023a	Paper dust and toner attached to the thermistors	Clean the middle and rear thermistors. If the SC still occurs, replace the thermistor brackets with the new parts shown in the RTB.	
SC555	If the machine is booted up with the ADF open.	D062 011g	Engine firmware	Install version 1.60:04 or newer.	
SC555 and other fusing SCs		D131 033a	Fusing temperature control error, or temperature misdetection by thermistor(s)	Clean the thermistors. If they were not dirty, adjust SP1105-002 as explained in the RTB. This may cause poor fusing, if so, adjust SP1907 as explained in the RTB. If the thermistors or hot roller get dirty before the normal yield, replace the cleaning web with the new type (see the RTB).	
SC672		D062 009i	System/Copy firmware	Install version 1.20 or newer.	
SC725	After the main switch is turned on	D062 020e	Finisher SR4030/40 firmware	Install version 1.90:26 or newer.	
SC816	When the machine enters Sleep Mode	D062 009b	System/Copy firmware	Install version 1.13.1 or newer.	
SC816		D062 009i	System/Copy firmware	Install version 1.20 or newer.	
SC816	After system startup	D062 019c	Power Saving Sys firmware	Install version 1.16 or newer.	
SC816	When an original is placed on the exposure glass or the ADF is opened	D062 019c	Power Saving Sys firmware	Install version 1.16 or newer.	
SC819	When browsing the network using SMB.	D062 006e	Network Support firmware	Install version 8.69.1 or newer.	
SC819		D062 009i	System/Copy firmware	Install version 1.20 or newer.	
SC860		D062 009i	System/Copy firmware	Install version 1.20 or newer.	

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SC899	After trying and failing to login to a Scan destination three times	D062 006d	Network Support firmware	Install version 8.66 or newer.	
SC899	If the main power is turned OFF while the coin lock is connected	D062 010e	Scanner firmware	Install version 01.20 or newer.	
SC899		D062 013c	Fax firmware	Install version 04.00.00 or newer.	
SC990	If the ID sensor pattern is made during cover feed and SP2506 is ON.	D062 011a	Engine firmware	Install version 1.54:04 or newer.	
SC990	When an ADF jam occurs	D062 011k	Engine firmware	Install version 1.64:04 or newer.	
SC990	When Scan to SMB is done	D062 009n	System/Copy firmware	Install version 1.25 or newer.	
SC990	After firmware update with @Remote	D639 014	Due to a Java VM bug, Java VM will not start up correctly if the device is rebooted while an SDK application is starting up.	Install Java f/w version 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 02.00.00 or newer.	
SC991	When an ADF jam occurs	D062 011k	Engine firmware	Install version 1.64:04 or newer.	
SC991	If DHCP and DDNS are both enabled	D062 006g	Network Support firmware	Install version 8.74 or newer.	
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 firmware	Install version 1.17e or newer.	
SC997	If an SDK application takes more than 15 seconds to start up.	D463 001e, 001g	VM card firmware	Install version 5.13.02 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 Type J firmware	Install version 5.10.04 or later.	
SC997	After logging out of the machine	M354 001a	VM Option Type J firmware	Install version 5.04-01 or later.	
"8528: Scanner is not available"	Scanning duplex jobs from the ADF using TWAIN	D062 010a	Scanner firmware	Install version 01.16 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
"Waiting for print data. ."	Machine stalls if settings were changed during an active IPDS session	D062 004d	Printer firmware	Install version 1.14.3 or newer.	
"Internal Error 0x3414"	IPDS jobs containing images cause the machine to stall	D062 021a	Option IPDS firmware	Install version 7.033 or newer.	
"NullPointerException" error	After unlocking the application switching function	Gene 052b	Java VM v5 Update Tool	Install version 5.17.00 or later.	
		Gene 054b	Java VM v5 for eDC firmware		

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8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Mailbox	Punched paper is not fed out	D062 011d	Engine firmware	Install version 1.57:04 or newer.	
Finisher (SR4050)	Poor diagonal stapling with Z-folding	D460 001a	SR4050 Finisher firmware	Install version 01.050:07 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	VM Option Type J firmware	Install version 5.14.02 or newer	
		D463 002a	Java VM v5 for eDC firmware	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.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SDK applications	Cannot switch between different SDK/J applications	M354 001a	VM Option Type J firmware	Install version 5.04-01 or later.	
SDK applications	Cannot install application	D463 001a	VM Option Type J firmware	Install version 5.09.04 or later.	
SDK applications	Application installed on wrong SD card	D463 001b	VM Option Type J firmware	Install version 5.10.04 or later.	
SDK applications	Java VM deadlocked	D463 001b	VM Option Type J firmware	Install version 5.10.04 or later.	
SDK applications	SDK application disappears when another is installed	Gene 052b	Java VM v5 Update Tool	Install version 5.15.05 or later.	
		Gene 054b	Java VM v5 for eDC firmware		
ESA applications	Do not restart automatically and remain in "Stopped" status.	Gene 052c	Java VM v5 Update Tool	Install version 5.18.00 or later.	
		Gene 054c	Java VM v5 for eDC firmware		
ESA applications	SDK platform does not boot up	Gene 052d	Java VM v5 Update Tool	Install version 5.19.00 or later.	
		Gene 054d	Java VM v5 for eDC firmware		

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9. Image Problems

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

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Subject	**Symptom**	**RTB #**	**Cause**		**Solution**	**Note**
Image blacked out	Partially blacked out after image rotation	D062 018f	PCL firmware		Install version 1.05 or later.	
Black and white reversed	When printing jobs that contain consecutive ROP commands	D062 008c	RPCS firmware		Install version 3.8.5.4.2 or later.	
Extra lines	If a PCL5 job contains a picture frame that is drawn by HP/GL2	D062 018g	PCL firmware		Install version 1.06 or later.	
Missing lines	If a PCL5 job contains a picture frame that is drawn by HP/GL2,	D062 018g	PCL firmware		Install version 1.06 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	Jobs of more than 100 pages cannot be stored on the MFP (Locked Print, Stored Print, etc.) if another job is being stored from another source (Copier, Scanner, Fax) at the same time.	D062 009a	System/Copy firmware	Install version 1.12 or newer.	
The machine stalls	Printing: Under the conditions in the RTB	D062 009a	System/Copy firmware	Install version 1.12 or newer.	
The machine stalls	IPDS: When printing the IPDS Font List encounters recoverable errors (such as no paper, paper mismatch) and then the Clear/Stop button is pressed	D062 004a	Printer firmware	Install version 1.14 or newer.	
The machine stalls	If a non-IPDS job in the print queue is deleted while receiving an IPDS job	D062 004a	Printer firmware	Install version 1.14 or newer.	
The machine stalls	Printing multiple jobs of differing PDLs to Virtual Printers of differing priorities	D062 004b	Printer firmware	Install version 1.14.1 or newer.	
The machine stalls	TWAIN scanning fails if printing is in progress	D062 009a	System/Copy firmware	Install version 1.12 or newer.	
The machine stalls	"Resetting Job" displayed – see the RTB for other conditions	D062 004c	Printer firmware	Install version 1.14.2 or newer.	
The machine stalls	Transferring logs using Web SDM ver 2.x without a powercycle.	D062 005a	Network DocBox firmware	Install version 1.04 or newer.	
The machine stalls	When canceling a job from the operation panel	D062 021a	Option IPDS firmware	Install version 7.033 or newer.	
The machine stalls	IPDS jobs containing images; "Internal Error 0x3414" displayed	D062 021a	Option IPDS firmware	Install version 7.033 or newer.	
The machine stalls	Any job will cause the printer application to stall if "Menu > System > Print Compressed Data" = ON.	D062 004f	Printer firmware	Install version 1.16e or newer.	

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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 firmware	Install version 1.16e or newer.	
The machine stalls	Scanner stalls: Trying and failing to login to a Scan destination three times	D062 006e	Network Support firmware	Install version 8.69.1 or newer.	
The machine stalls	With a certain combination of fonts	D062 018d	PCL firmware	Install version 1.03 or newer.	
The machine stalls	If a job is submitted while the Printer application is still starting up	D062 004g	Printer firmware	Install version 1.17e or newer.	
The machine stalls	When the password for a Printer storage document is changed.	D062 009i	System/Copy firmware	Install version 1.20 or newer.	
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 firmware	Install version 1.18e or newer.	
The machine stalls	Operation panel freezes when the software keyboard is closed	Gene 052b	Java VM v5 Update Tool	Install version 5.15.05 or later.	
		Gene 054b	Java VM v5 for eDC firmware		
The machine stalls	The LCD stalls if the user password is changed	D062 009n	System/Copy firmware	Install version 1.25 or newer.	
'Please wait'	No recovery from "please wait" when the machine recovers from Power save mode, if a z-folder is installed	D062 011b	Engine firmware	Install version 1.55:04 or newer.	
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 firmware	Install version 1.14 or newer.	
Cannot enter STR mode	If IPDS is enabled	D062 006a	Network Support firmware	Install version 8.61.1 or newer.	
"Printing..."	When the machine recovers from Energy Saver mode to print	D062 011d	Engine firmware	Install version 1.57:04 or newer.	
No toner near-end alert		D062 011e	Engine firmware	Install version 1.58:04 or newer.	
Problems with SP/UP settings	Fold adjustments not reflected	D454 002a	Folder_DONAU firmware	Install version 01.140:12 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Problems with SP/UP settings	Default adjustment setting was changed	D454 002b	Folder_DONAU firmware	Install version 01.180:12 or later.	
Problems with SP/UP settings	If either of the WSD Printer or Netware functions are enabled	D062 006b	Network Support firmware	Install version 8.62 or newer.	
Problems with SP/UP settings	SP6-301-008	D062 011f	Engine firmware	Install version 1.59:04 or newer.	
Problems with SP/UP settings	GB Adjust Confirmation	D062 012c	ADF firmware	Install version 01.620:05 or newer.	
USB devices	SDK/J applications cannot recognize supported USB devices.	D062 006c	Network Support firmware	Install version 8.65 or newer.	
USB devices	USB card reader stops working if unplugged then plugged in	D463 001b	VM Option Type J firmware	Install version 5.10.04 or later.	
Dirt on paper	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.	
Custom paper sizes	Cannot print duplex jobs	D062 002b	Web Support firmware	Install version 1.09 or newer.	
		D062 007b	Web Uapi firmware	Install version 1.05 or newer.	
Machine is slow	HDD is slow	D062 009h	System/Copy firmware	Install version 1.19 or newer.	
Machine is slow	If Windows Authentication is enabled, and printing a large number of copies	D062 006f	Network Support firmware	Install version 8.72 or newer.	
Machine is slow	Bundle start-up takes many hours	M354 001	VM Option Type J firmware	Install version 5.03-01 or later.	
Can select unsupported paper types	Bypass tray	D062 004g	Printer firmware	Install version 1.17e or newer.	
Cannot go to SP mode	Cannot return to the SP mode screen during a copy job.	D062 009i	System/Copy firmware	Install version 1.20 or newer.	
Energy saver mode	Cannot recover from Energy Saver mode	D062 019c	Power Saving Sys firmware	Install version 1.16 or newer.	
Energy saver mode	If the machine is turned off just after 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).	D463 001a	VM Option Type J firmware	Install version 5.09.04 or later.	

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Technical **B**ulletin

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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 Type J firmware	Install version 5.09.04 or later.	
Memory leak	When an SDK application attempts to open a software keyboard	M354 001a	VM Option Type J firmware	Install version 5.04-01 or later.	
Cannot exit a mode	Cannot exit the User Tools screen while displaying a JPEG image using an SDK/J application.	M354 001b	VM Option Type J firmware	Install version 5.07-01 or later.	
Unexpected behavior (not specified)	Too many internal resources consumed during internal file open/close operations, such as SDK application installation.	Gene 052b	Java VM v5 Update Tool	Install version 5.16.00 or later.	
		Gene 054b	Java VM v5 for eDC firmware		