

**Updated: End of June 2018:** Changes in bold italics

Model: Model MT-C5		Date: 31-Mar-13	No.: RD131000p
Subject: Troubleshooting		Prepared by: Y. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (      )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> 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.

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## 1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Jam	When printing single-sided sheets and jogging	D131 018a	Engine firmware	Install version 1.01:01 or newer.	
Jam	ADF misfeed (006) occurs when using Mixed-size Original mode	D131 022a	ADF_MONTBLANC_C firmware	Install version 01.020:02 or newer.	
Jam	When an A4-size document is printed from the bypass tray while in Low Power Mode, and A4 paper is set LEF in the bypass tray	D131 002f	Printer firmware	Install version 1.06 or newer.	
Jam	At the duplex entrance area	D131 018f	Engine firmware	Install version 1.06:02 or newer.	
Jam	J151 falsely detected	D610 001c, 002	MT-C5/MT-C6 Finisher SR4080 firmware	Install version 02.520:04 or later	
<b><i>Paper size errors</i></b>	<b><i>When a job is sent to the device while it is in Energy Saver mode, "Auto Continue" does not work and a paper size error occurs</i></b>	<b><i>D131 5582K</i></b>	<b><i>Printer firmware</i></b>	<b><i>Install version 1.08 or newer.</i></b>	

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**2. Copy Process**

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### 3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
Fax	Fax communication is not possible and the Communication Failure Report cannot be printed	D131 016a	GWFCU3.5-3(WW) firmware	Install version 02.00.00 or newer.	
Fax	Cannot print files received via Mail to Print	D131 013a	Remote Fax firmware	Install version 02.00.00 or newer.	
Fax	Fax not forwarded	D131 016c	GWFCU3.5-3(WW) firmware	Install version 04.00.00 or newer.	
Fax	Received fax files are not monitored by Auto Document Link and/or not displayed using Desk Top Binder	D131 017c	Fax firmware	Install version 04.00.00 or newer.	
		D131 021c	Network DocBox firmware	Install version 1.03 or newer.	
Fax	Senders name garbled if multi-byte characters are used	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Fax	Cannot receive an IP Fax.	D131 013b	Remote Fax firmware	Install version 03.00.00 or newer.	
Fax	Cannot send or receive	D131 016e	GWFCU3.5-3(WW) firmware	Install version 06.00.00 or newer.	
Fax	Department code not displayed	D131 016f	GWFCU3.5-3(WW) firmware	Install version 07.00.00 or newer.	
		D131 021d	Network DocBox firmware	Install version 1.04 or newer.	
Fax	If "Forwarding setting of Reception File Setting" is enabled and a received fax is transferred to a folder, the fax is falsely deleted.	D131 016g	GWFCU3.5-3(WW) firmware	Install version 08.00.00 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	GWFCU3.5-3(WW) firmware	Install version 08.00.00 or later.	
Fax	Error when sending a fax from the document server using an IPv4-mapped address	Gene 084b	Java VM v10 for eDC firmware	Install version 10.25.00 or newer	
		Gene 086a	Java VM v10 Update Tool firmware	Install version 10.25.00 or newer	

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Subject	Symptom	RTB #	Cause	Solution	Note
Web Image Monitor	Changes to the tray selection setting are not reflected in the document print screen	D131 008a	Web Uapl firmware	Install version 1.01.1 or newer.	
Web Image Monitor	Bugs in the IPDS form settings	D131 002b	Printer firmware	Install version 1.02 or newer.	
Web Image Monitor	Unrecoverable error not displayed in WIM (shows OK)	D131 009c	Web Support firmware	Install version 1.02 or newer.	
Web Image Monitor	Various problems	D131 009d	Web Support firmware	Install version 1.03 or newer.	
Web Image Monitor	Cannot display	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
Web Image Monitor	"Fax Received File" not displayed in the "Print Job/Stored File" menu	D131 008b	Web Uapl firmware	Install version 1.02 or newer.	
Notification emails	Multiple notification emails are sent out when Results Notification is used.	D131 016b, 023	GWFCU3.5-3(WW) firmware	Install version 03.00.00 or newer.	
Notification emails	Multiple notification emails for the Transmission Report	D131 017b	Fax firmware	Install version 03.00.00 or newer.	
Cannot cancel transmission	After a jam is cleared	D131 019b	EXJS firmware	Install version 1.15.00 or newer.	
Scan to Folder	Fails with Mac OS	D131 011d	System/Copy firmware	Install version 1.04 or newer.	
Scan to Folder	Fails with Windows 8, Windows Server 2012, or Mac OS	D131 015g	Network Support firmware	Install version 11.96.2 or newer.	
Scan to Folder	If NBT is disabled	D131 015c	Network Support firmware	Install version 11.96.2 or newer.	
Scan to Folder	Fails if the display language is Catalan	D131 015i	Network Support firmware	Install version 11.97 or newer.	
Problems viewing web pages	See the RTB for details	D131 024b	Browser firmware	Install version 1.02.0 or newer.	
Cannot get IP address	When PEAP or TTLS is used as the IEEE 802.1X authentication method	D131 015e	Network Support firmware	Install version 11.96.4 or newer	
@Remote	Machine does not send auto calls	D131 011f	System/Copy firmware	Install version 1.06 or newer.	

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## 4. Printing/Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Printing services not working	If the machine acquires its hostname from DHCP	D131 015a	Network Support firmware	Install version 11.91 or newer	
Pages printed in the wrong order	Pages of two separate faxes are mixed together during printing	D131 016d, 032	GWFCU3.5-3(WW) firmware	Install version 05.00.00 or newer.	
Page not printed	Last page of a PS job	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Scan using MFP Browser	Cannot do this when the platen cover is open	D131 019c	EXJS firmware	Install version 1.16.00 or newer	
Scanning starts at the wrong time	Starts without an original in the DF or on the exposure glass after a DF jam is cleared	D131 019d	EXJS firmware	Install version 1.17.00 or newer	
Job reset	PDF direct print	D131 004b	PDF firmware	Install version 1.04 or newer	
<b>Scanning stops</b>	<b><i>A TWAIN driver error (36856) causes scanning to stop</i></b>	<b><i>D131 5572N</i></b>	<b><i>System/Copy firmware</i></b>	<b><i>Install version 1.11 or newer.</i></b>	



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## 5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Home screen	Users added to the address book by logging in to a device using CAP v2 cannot edit their Home Screen icons.	D131 009a	Web Support firmware	Install version 1.01 or newer.	
Home screen	Errors when an image is added to the Home Screen	D131 009c	Web Support firmware	Install version 1.02 or newer.	
Home screen	The display cannot be changed from the Home screen when an SDK application is installed.	D131 011d	System/Copy firmware	Install version 1.04 or newer.	
Home screen	Some icons do not appear on the Home screen when the machine is woken from Energy Saver mode using an IC card	D131 011e	System/Copy firmware	Install version 1.05 or newer.	
Garbled characters	When accessing SP5-749	D131 011a	System/Copy firmware	Install version 1.01 or newer.	
Names on buttons wrong	All identical	D131 006a	OpePanelEXP firmware	Install version 1.02 or newer.	
Icons missing	When connecting via HTTPS to the Ricoh Integrated Cloud Environment using the browser	D131 024b	Browser firmware	Install version 1.02.0 or newer.	
Icons missing	The SDK application icon is not displayed after recovering from energy saving mode	D131 5593A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D131 5593A	Java VM v10 for eDC firmware	Install version 10.27.04 or newer	
Software keyboard	Does not close	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Icons don't work	Overwritten with default settings if Simplified Display is used	D131 017d	Fax firmware	Install version 05.00.00 or newer.	

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**6. Security**

Subject	Symptom	RTB #	Cause	Solution	Note
Wrong domain used	The machine authenticates users using the Domain Name of the device instead of the specified domain.	D131 015a	Network Support firmware	Install version 11.91 or newer	
Can login to locked account	From WIM	D131 011a	System/Copy firmware	Install version 1.01 or newer.	
Can access restricted functions	Scanner delivery email addresses can be edited even though restricted	D131 011b	System/Copy firmware	Install version 1.02 or newer.	
Can access restricted functions	Unauthorized users can edit administrative privileges.	D131 009e	Web Support firmware	Install version 1.04 or newer.	
Logout	An error occurs with the logout key notification for SDK.	D131 011b	System/Copy firmware	Install version 1.02 or newer.	
Logout	If an ESA application stops during logout, the logout cannot be completed.	Gene 048v	Java VM v10 Update Tool firmware	Install version 10.22.02 or newer	
		Gene 051w	Java VM v10 for eDC firmware		
Cannot delete certificate	Cannot delete the user certificate from address book user on Web Image Monitor.	D131 009c	Web Support firmware	Install version 1.02 or newer.	
Account locked	Kerberos Authentication	D131 015b	Network Support firmware	Install version 11.92.2 or newer	
Security stamp	Missing or not printed correctly	D131 002c	Printer firmware	Install version 1.03 or newer.	
Security stamp	Compulsory Security Stamp not printed	D131 002f	Printer firmware	Install version 1.06 or newer.	
Logon screen	Does not go away after login	D131 011d	System/Copy firmware	Install version 1.04 or newer.	
User IDs/passwords	Cannot get login password	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Authentication	User Code Authentication screen does not appear properly after a device recovers from energy saver mode.	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051j	Java VM v10 for eDC firmware	Install version 10.13.06 or newer	

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Subject	Symptom	RTB #	Cause	Solution	Note
Authentication	Kerberos authentication cannot time out if performed with an ESA application	Gene 084b	Java VM v10 for eDC firmware	Install version 10.25.00 or newer	
		Gene 086a	Java VM v10 Update Tool firmware	Install version 10.25.00 or newer	
Authentication	Fails when the device is set to use "IEEE 802.1X" and "TLS1.2" is set to "active"	D131 5553M	Network Support firmware	Install version 11.99.1 or newer	
Other	An application without enhanced encryption may be installed even if such applications are prohibited	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	

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## 7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC380		D131 018b	Engine firmware	Install version 1.02:02 or newer	
SC540		D131 039	Short circuit in web cleaning motor	Install the correct set of parts for the machine (includes a modified motor)	
SC542	SC542 still occurs after the solution in RTB #RD131033 is performed	D131 042	Temperature misdetection by thermistors due to paper dust on the sensor.	Adjust the fusing web control SPs as explained in the RTB.	
SC545	If the Energy Saver mode key is pressed during machine warm-up.	D131 018d	Engine firmware	Install version 1.04:02 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).	
SC637	If the machine is shut down while printing	Gene 084b	Java VM v10 for eDC firmware	Install version 10.25.00 or newer	
		Gene 086a	Java VM v10 Update Tool firmware	Install version 10.25.00 or newer	
SC650-12		D131 011i	System/Copy firmware	Install version 1.09 or newer.	
SC670	While the log data is being printed out	D131 018b	Engine firmware	Install version 1.02:02 or newer	
SC672-02	When a device with GlobalScan NX recovers from energy saver mode.	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
SC672-12		D131 011g	System/Copy firmware	Install version 1.07 or newer.	
SC819	Printing the NIB Summary ( SP-5-990-007 ) and/or "System Settings > Interface Settings > Print List" multiple times	D131 015b	Network Support firmware	Install version 11.92.2 or newer	
SC819	After updating firmware remotely	D131 5553M	Network Support firmware	Install version 11.99.1 or newer	
SC899	PCL job names have % characters	D131 005b	PCL firmware	Install version 1.03 or newer	
SC899	TrueType fonts	D131 005c	PCL firmware	Install version 1.04 or newer	

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SC899	Printing with Microsoft Word	D131 001a	RPCS firmware	Install version 3.12.28 or newer	
SC899	Simultaneously printing from AppleTalk on a Mac and a protocol other than AppleTalk in Windows	D131 015e	Network Support firmware	Install version 11.96.4 or newer	
SC899	When the machine recovers from Energy Saver mode	D131 011f	System/Copy firmware	Install version 1.06 or newer.	
SC899	When printing a PCL job	D131 005d	PCL firmware	Install version 1.05 or newer	
SC899	When printing PCL5 jobs that include a scalable font	D131 005d	PCL firmware	Install version 1.05 or newer	
SC899	The glyph data of TrueType fonts has hinting information that is on the edge of the frame	D131 005d	PCL firmware	Install version 1.05 or newer	
SC899	When the device repeatedly goes in and out of Energy Saver Mode while the web browser is running	D131 015f	Network Support firmware	Install version 11.96.5 or newer.	
SC899	If a Remote FAX is sent from the sub machine.	D131 017d	Fax firmware	Install version 05.00.00 or newer.	
SC899		D131 017e	Fax firmware	Install version 06.00.00 or newer.	
SC899	When a character string containing "%s" is exported to the debug log.	D131 019c	EXJS firmware	Install version 1.16.00 or newer	
SC899	During continuous scanning	D131 024c	Browser firmware	Install version 1.03.0 or newer	
SC899		D131 019d	EXJS firmware	Install version 1.17.00 or newer	
SC899	When performing Java Script functions	D131 024e	Browser firmware	Install version 1.05.0 or newer	
SC899	When printing a PCL job which contains a reduced or enlarged image	D131 005f	PCL firmware	Install version 1.07 or newer	
SC899	When loading or printing a page	D131 024f	Browser firmware	Install version 1.06.0 or newer	
SC899	When using the PCL6 driver to print a PDF from the Reader application in Windows 8.1	D131 005g	PCL firmware	Install version 1.08 or newer	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC899	If logging in from a keyboard	D131 5593A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D131 5593A	Java VM v10 for eDC firmware	Install version 10.27.04 or newer	
SC899	When using a TWAIN driver in certain software applications, such as Pneumologis	D131 5580F	Scanner firmware	Install version 01.06 or newer	
<b>SC899</b>	<b><i>When the RHPP port (port 59100) receives specific data</i></b>	<b><i>D131 5582K</i></b>	<b><i>Printer firmware</i></b>	<b><i>Install version 1.08 or newer.</i></b>	
SC990	When a device with CAPv2 recovers from energy saver mode.	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 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 V10.19 or newer.	
SC990	If printing alternately to the finisher shift tray and proof tray or Mail Box tray.	D131 018h	Engine firmware	Install version 1.08:02 or newer.	
<b>SC990</b>	<b><i>When copying a document under four pages long in Magazine mode.</i></b>	<b><i>D131 5572N</i></b>	<b><i>System/Copy firmware</i></b>	<b><i>Install version 1.11 or newer.</i></b>	
SC991	Java VM application	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
SC991		D131 011i	System/Copy firmware	Install version 1.09 or newer.	
SC992		D131 011i	System/Copy firmware	Install version 1.09 or newer.	
SC997	Switching to ELP-NX v2 from another application	Gene 048h	Java VM v10 Update Tool firmware	Install version 10.10.01 or newer	
		Gene 051g	Java VM v10 for eDC firmware		
SC997	When the device enters and recovers from energy saver mode many times	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	

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SC998	If Streamline NX and CAP v2 are installed	D131 5593A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D131 5593A	Java VM v10 for eDC firmware	Install version 10.27.04 or newer	
Message not shown	Multi-hole Punch Unit's hole punch receptacle is full or removed.	D131 002a	Printer firmware	Install version 1.01 or newer	
Message not shown	Web Near End not displayed	D131 030	SP5062-009 (Part Replacement Alert display Web Roll) was not enabled on the production line.	Set SP5062-009 to "1"	
Message not shown	"Reset alert" is not displayed if paper tray 1 is loaded over capacity	D131 018e	Engine firmware	Install version 1.05:02 or newer.	
Message not shown	No error message if the staple cartridge is empty, if a staple job is requested while the machine is in energy saver mode	D610 001b	MT-C5/MT-C6 Finisher SR4080 firmware	Install version 02.510:04 or newer.	
Wrong error message	Display shows there is no paper remaining inside the machine if the paper jams in the Plockmatic.	D131 018a	Engine firmware	Install version 1.01:01 or newer.	
"Compressed Data Error."	When printing a gzip file	D131 002e	Printer firmware	Install version 1.05 or newer	
"Please wait"	When the device receives a print job while in energy saver mode	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	

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## 8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Folder unit	Arrow on knob points the wrong way	D615 002	Error at the factory	Replace the decal for the jam recovery knob (D6157111)	
Applications	Cannot access SDK server app when machine is in Energy Saver mode	D131 011a	System/Copy firmware	Install version 1.01 or newer.	
Applications	An error with the Auto Start-up feature	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Applications	Main screen does not appear after closing software keyboard	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Applications	The Card Authentication Package does not recover after a failed machine reboot.	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Applications	Cannot reboot or stop an application after installation was cancelled	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Applications	Cannot activate after switching to on-line	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Applications	Logout error	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Applications	Does not reboot if heap size is maximum	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Applications	Temporary files not deleted after installing an application	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	



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Applications	Stops	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
Applications	Cannot switch to another application	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051j	Java VM v10 for eDC firmware	Install version 10.13.06 or newer	
Applications	Application name displayed in Japanese	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051j	Java VM v10 for eDC firmware	Install version 10.13.06 or newer	
Applications	Application does not restart after a Java VM remote update	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051j	Java VM v10 for eDC firmware	Install version 10.13.06 or newer	
Applications	Application does not restart after the device failed to reboot	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051j	Java VM v10 for eDC firmware	Install version 10.13.06 or newer	
Applications	When an ESA application is installed via Remote Install Manager, the heap size is reset to the default	Gene 048u	Java VM v10 Update Tool firmware	Install version 10.20.05 or newer	
		Gene 051u	Java VM v10 for eDC firmware	Install version 10.20.05 or newer	
Applications	When Java VM is installed via Remote Install Manager, the stack size is reset to the default	Gene 048u	Java VM v10 Update Tool firmware	Install version 10.20.05 or newer	
		Gene 051u	Java VM v10 for eDC firmware	Install version 10.20.05 or newer	
Applications	CAP V2 is disabled if switched to Energy Saver mode	Gene 084b	Java VM v10 for eDC firmware	Install version 10.25.00 or newer	
		Gene 086a	Java VM v10 Update Tool firmware	Install version 10.25.00 or newer	
Applications	If only IPv6 is enabled on the device, utility tools fail to install applications remotely	D131 5593A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D131 5593A	Java VM v10 for eDC firmware	Install version 10.27.04 or newer	
Applications	Device Manager NX Enterprise fails to retrieve information about applications installed on the device	D131 5593A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D131 5593A	Java VM v10 for eDC firmware	Install version 10.27.04 or newer	

**Updated: End of June 2018:** Changes in bold italics

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Subject	Symptom	RTB #	Cause	Solution	Note
Applications	GlobalScan NX fails to apply profiles or retrieve device information when using AdminTool	D131 5593A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D131 5593A	Java VM v10 for eDC firmware	Install version 10.27.04 or newer	
Copier connection kit	Sub machine does not print when using GBC punch and Combine	D131 011a	System/Copy firmware	Install version 1.01 or newer.	
Shift tray	Documents printed before shifted	D131 005b	PCL firmware	Install version 1.03 or newer	
Fax unit	Stored fax data is deleted	D131 017e	Fax firmware	Install version 06.00.00 or newer.	
Hole punch	Holes punched on the wrong edge of the paper	D131 011i	System/Copy firmware	Install version 1.09 or newer.	

**Updated: End of June 2018:** Changes in bold italics

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## 9. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Image rotation	Incorrect rotation correction angle in JPG file	D131 019b	EXJS firmware	Install version 1.15.00 or newer.	
Part of image missing	A4 PDF	D131 011c	System/Copy firmware	Install version 1.03 or newer.	
Objects in the wrong position	When a PCL5 job includes a raster image	D131 005c	PCL firmware	Install version 1.04 or newer	
Overlapping text	Duplex PCL jobs	D131 005d	PCL firmware	Install version 1.05 or newer	
Extra lines printed	PCL jobs	D131 005d	PCL firmware	Install version 1.05 or newer	
Extra lines printed	Thin vertical lines appear on the back side of a duplex copy job	D131 018h	Engine firmware	Install version 1.08:02 or newer.	
Solid black objects	When outputting a large volume of copies	D131 018f	Engine firmware	Install version 1.06:02 or newer.	
Bar code printing	When printing PDF data that includes a barcode via PDF Direct Print, the barcode lines are thicker than the actual size.	D131 004b	PDF firmware	Install version 1.04 or newer	
Color	The back side of a full color duplex copy job is falsely printed in B/W	D131 018h	Engine firmware	Install version 1.08:02 or newer.	
Characters missing or incorrect		D131 005g	PCL firmware	Install version 1.08 or newer	
Text or graphics missing	Some lines of text and/or dotted lines are missing when using the PCL overlay macro.	D131 005g	PCL firmware	Install version 1.08 or newer	
Poor image quality (unspecified)	PCL5 data from some applications, such as Ricoh ProcessDirector	D131 005g	PCL firmware	Install version 1.08 or newer	
<b>Poor text quality (unspecified)</b>	<b><i>When printing a job that contains multiple PDL data</i></b>	<b><i>D131 5582K</i></b>	<b><i>Printer firmware</i></b>	<b><i>Install version 1.08 or newer.</i></b>	

**Updated: End of June 2018:** Changes in bold italics

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## 10. Mechanical and Electrical

Subject	Symptom	RTB #	Cause	Solution	Note
Cleaning web alert		D131 039	Short circuit in web cleaning motor	Install the correct set of parts for the machine (includes a modified motor)	
Motors do not activate	Some motors do not activate in the initialization process when turning ON the power or recovering from energy saver mode.	D615 001c	Multi-Folding Unit FD4000 firmware	Install version 02.050:02 or newer.	
Toner end detection	The TD sensor detects toner-end even if there is sufficient toner in the toner hopper	D131 018h	Engine firmware	Install version 1.08:02 or newer.	

**Updated: End of June 2018: Changes in bold italics**

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## 11. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Machine freezes	Operation panel freezes if the user cancels a job in the queue while a scanning in progress.	D131 012a	Scanner firmware	Install version 01.03 or newer	
Machine freezes	Printing out from Safari using AirPrint.	D131 004a	PDF firmware	Install version 1.03 or newer	
Machine freezes	While the user settings are being exported	D131 011d	System/Copy firmware	Install version 1.04 or newer.	
Machine freezes	If the user clicks Run Export	D131 012c	Scanner firmware	Install version 01.05 or newer.	
Machine freezes	Printing using CAP or ELP, or the browser unit	D131 002f	Printer firmware	Install version 1.06 or newer.	
Machine freezes	When the Preferences function is executed.	D131 011f	System/Copy firmware	Install version 1.06 or newer.	
Machine freezes	When the user tries to delete a file stored in the Document Server	D131 017d	Fax firmware	Install version 05.00.00 or newer.	
Machine freezes	In the middle of a scanning job with the message "Scanning" displayed	D131 011g	System/Copy firmware	Install version 1.07 or newer.	
Machine freezes	When returning from energy saver mode, if CAP v2 is installed	Gene 048u	Java VM v10 Update Tool firmware	Install version 10.20.05 or newer	
		Gene 051u	Java VM v10 for eDC firmware	Install version 10.20.05 or newer	
Machine freezes	When the machine switches to offline mode (such as when entering user tools mode)	Gene 048u	Java VM v10 Update Tool firmware	Install version 10.20.05 or newer	
		Gene 051u	Java VM v10 for eDC firmware	Install version 10.20.05 or newer	
Machine freezes	If scanning from the exposure glass with Size Setting disabled	Gene 084b	Java VM v10 for eDC firmware	Install version 10.25.00 or newer	
		Gene 086a	Java VM v10 Update Tool firmware	Install version 10.25.00 or newer	
<b>Machine freezes</b>	<b><i>IPDS printing stalls if IPDS jobs are printed continuously</i></b>	<b><i>D131 5582K</i></b>	<b><i>Printer firmware</i></b>	<b><i>Install version 1.08 or newer.</i></b>	
Cannot reboot		Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	

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Subject	Symptom	RTB #	Cause	Solution	Note
Time that counter was cleared is not recorded	If "Smart Device Monitor for Admin Accounting Report Package" is used to clear the device's user counters	D131 021b	Network DocBox firmware	Install version 1.02 or newer	
Device settings	Cannot display	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
Device settings	Mask length	D131 015c	Network Support firmware	Install version 11.96.2 or newer.	
Machine settings ignored	When LLMNR of IPv4 and IPv6 are enabled in WIM	D131 015d	Network Support firmware	Install version 11.96.3 or newer.	
Machine settings ignored	Settings for the first item (function) are not applied after the Preferences file is imported.	D131 011f	System/Copy firmware	Install version 1.06 or newer.	
Machine settings ignored	Summer Time (Southern Hemisphere) is not applied	D131 011f	System/Copy firmware	Install version 1.06 or newer.	
Memory leak	Turning the power off and then on if DHCP v6 is enabled	D131 015d	Network Support firmware	Install version 11.96.3 or newer.	
Machine is slow	Displaying an ESA application takes longer when the device is recovering from Energy Saver mode.	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.08.00 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Machine is slow	When DHCP is enabled and network settings are changed, it takes more than 2 minutes for the settings to finish updating.	D131 015e	Network Support firmware	Install version 11.96.4 or newer	
Machine is slow	When printing from Windows, if the RAW protocol is used for the standard TCP/IP port, a long time might pass until the next job is printed.	D131 015h	Network Support firmware	Install version 11.96.7 or newer	
Machine is slow	Keyboard response is slow when using the Web Scanner application	D131 024e	Browser firmware	Install version 1.05.0 or newer	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine is slow	If Streamline NX and CAP v2 are installed	D131 5593A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D131 5593A	Java VM v10 for eDC firmware	Install version 10.27.04 or newer	
<b><i>Machine is slow</i></b>	<b><i>The device pauses for 20 to 30 seconds when a job that contains more than 100 pages is to be stapled</i></b>	<b><i>D131 5582K</i></b>	<b><i>Printer firmware</i></b>	<b><i>Install version 1.08 or newer.</i></b>	
USB devices	Not recognized when inserted into the USB slot on the operation panel	D131 011f	System/Copy firmware	Install version 1.06 or newer.	
USB devices	USB storage devices that do not support encryption are not recognized	D131 011f	System/Copy firmware	Install version 1.06 or newer.	
Machine reboots	When printing PCL5 jobs that include a scalable font	D131 005d	PCL firmware	Install version 1.05 or newer	
SMC data	SC and Jam history are not correct (Download to SD card)	D131 011h	System/Copy firmware	Install version 1.08 or newer.	
Limitcheck error	When printing jobs that contain extremely small images	D131 004b	PDF firmware	Install version 1.04 or newer	
Energy saver mode	Cannot enter energy saver mode	Gene 084b	Java VM v10 for eDC firmware	Install version 10.25.00 or newer	
		Gene 086a	Java VM v10 Update Tool firmware	Install version 10.25.00 or newer	