

Updated: End of June 2018: Changes in bold italics

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|--|---|---|--|
| Model: Model Cor-C1 | | Date: 31-Jun-08 | No.: RD197000n |
| Subject: Troubleshooting | | Prepared by: R. Tsurumi | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input type="checkbox"/> Product Safety | <input type="checkbox"/> 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 | When stapling & punching B5 LEF sheets. | D690 001d | Internal Finisher SR3130 firmware | Install version 01.070:02 or newer. | |
| Jam | | D197 001b | Engine firmware | Install version 1.09:03 or newer. | |
| Jam | When the next print job starts during post processing for the previous job | D197 001c | Engine firmware | Install version 1.10:03 or newer. | |
| Jam | Jam 157 when exiting to the proof tray on the SR3160/3170 | D688 010 | A Mylar is damaged after repeated contact with the paper. As a result, a crack forms and gradually expands. | Replace the Mylar (modified P/N D6884119). Order two of these and replace the mylars at the front and rear. | |
| Jam | Jam 151 or 152 when exiting to the proof tray on the SR3160/3170 | D688 011 | The spring connected to the solenoid breaks. | Replace the solenoid (P/N D6882248). | |
| Jam | SR3140/SR3150 | D686 001k | Finisher SR3140 firmware | Install version 01.230:04 or newer. | |
| Jam | Code 151, 152, or 157 | D688 013 | SR3170: The spring and bracket for the gate solenoid break, or a Mylar is worn down by contact with the paper. | Replace the solenoid (P/N D6882115) and/or the mylar (P/N D6884119). | See the RTB for the procedures. |
| Jam | "Initial jam" when the machine switches to Proof mode | D688 001q | Finisher SR3160/SR3170 firmware | Install version 02.380:10 or newer. | |
| Jam | During a center stapling job if the previous job was exited to the shift tray | D197 001e | Engine firmware | Install version 1.12:03 or newer. | |
| Jam | Jam 112 | D690 002 | The harness is repeatedly bent during operation | Replace the harness with three new parts as explained. | This is for the SR3130 finisher |
| Jam | JAM64 on 1 bin tray BN3110 | D692 001 | | Execute SP5-804-049 to reverse the paper exit roller and let the user remove the jammed paper. | |
| Jam | JAM64 on 1 bin tray BN3110, and cannot remove the paper | D692 002 | Accordion jam in front of the exit roller | Do the procedure in the RTB | |
| Jam | With jobs that use the shift tray as the output tray. | D688 001r | Finisher SR3160/SR3170 firmware | Install version 02.390:10 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|-----------------------------|---|--------------------------|---|---|------|
| Jam | If Jam64 occurs in the 1-bin tray, the jammed paper may not be visible. | D197 001i | Engine firmware | Install version 1.16:03 or newer. | |
| Jam | JAM01 or JAM16 when scanning thin originals | D779 001e | ARDF 3090 firmware | Install version 01.290:03 or newer. | |
| Jam | JAM14 as a result of an unwanted delay in feeding out the last sheet of the original. | D779 001e | ARDF 3090 firmware | Install version 01.290:03 or newer. | |
| Jam | JAM14 in the job after initialization, if the ARDF was lifted during initialization | D779 001e | ARDF 3090 firmware | Install version 01.290:03 or newer. | |
| Jam | If a fax comes in during a copy or a print job, the system cannot switch the output tray and results in JAM20 | D197 001j | Engine firmware | Install version 1.17:03 or newer. | |
| Jam | Original Jam 001 if another document is fed into the ADF while a single-sided document is being scanned | D779 5300L | ARDF 3090 firmware | Install version 01.330:03 or newer. | |
| <i>Jam</i> | <i>JAM154 or JAM155 when printing a booklet on A3 paper</i> | <i>D688 5301V</i> | <i>Finisher SR3160/SR3170 firmware</i> | <i>Install version 02.420:10 or newer.</i> | |
| Multi-feed | When feeding from the DF3090 | D147 139 | Friction between originals is too high for the pad to separate the sheets | Attach the pad (P/N: D6842314) and Mylar (P/N: D6842313). | |
| Incorrect paper orientation | In Conference Concierge, after printing with upper-left-side stapling, when printing with two staples | D193 049 | Conference Concierge firmware | Install version 1.1 or newer. | |
| Wrong feed tray used | Paper is fed from the mainframe trays even though the bypass tray was selected with the driver. | D197 016d, 028d | Printer firmware | Install version 1.06 or newer. | |
| Paper size error | When a job is sent to the device while it is in Energy Saver mode | D201 5573K D3A7 5701L | Printer firmware | Install version 1.09 or newer. | |

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2. Copy Process

| Subject | Symptom | RTB # | Cause | Solution | Note |
|--------------------------------|---|------------------------|--|--|------|
| Poor fusing | If flicker control (SP1101-030) is enabled. | D197 001i | Engine firmware | Install version 1.16:03 or newer. | |
| <i>Toner scattering</i> | | <i>D197 077</i> | <i>The PCU drive unit gear breaks, so the waste toner transportation mechanism cannot be driven, and toner coagulates inside the waste toner unit and PCU</i> | <i>1) Check the status of the waste toner bottle, and replace it if it is full of waste toner. 2) Replace the PCU. 3) Replace the waste toner unit. 4) If the gear is broken, replace it.</i> | |

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3. Connectivity

| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------|---|-----------------|------------------------------|------------------------------------|------|
| WIM | "Fax Received File" not displayed in the "Print Job/Stored File" menu | D197 020a | Web Uapl firmware | Install version 2.01 or newer. | |
| | | D197 032a | Web Uapl firmware | Install version 1.04 or newer. | |
| WIM | Times out if the device is turned on and goes in and out of Energy Saver Mode 100 times before it is turned off | D197 020c | Web Uapl firmware | Install version 2.03 or newer. | |
| Fax | IP-Fax not available | D197 017a, 029a | RemoteFax firmware | Install version 02.00.00 or newer. | |
| Fax | Reception and printout error | D197 004a | GWFCU3.8-7 (WW) firmware | Install version 02.00.00 or newer. | |
| Fax | Reception error when using installed G3 interface unit | D197 004a | GWFCU3.8-7 (WW) firmware | Install version 02.00.00 or newer. | |
| Fax | Reception error with W-NET fax | D197 012d, 021d | System/Copy firmware | Install version 1.10 or newer. | |
| Fax | Transmission fails | D197 014b, 024b | Fax firmware | Install version 05.00.00 or newer. | |
| Fax | Fax does not start up following continuous fax communication. | D197 014b, 024b | Fax firmware | Install version 05.00.00 or newer. | |
| Fax | Error with notice for stored reception files | D197 014b, 024b | Fax firmware | Install version 05.00.00 or newer. | |
| Fax | Quick fax does not start | D197 014b | Fax firmware | Install version 05.00.00 or newer. | |
| Fax | Sender name is printed even if this is disabled | D197 014c, 024c | Fax firmware | Install version 06.00.00 or newer. | |
| Fax | Fax data encoded with base 64 is not correctly received | D197 012j, 21j | System/Copy firmware | Install version 1.15 or later | |
| Fax | ESA applications deliver inbound faxes that include the metadata from other fax jobs. | Gene 087c | Java VM v12 Update Tool | Install version 12.30.01 or newer. | |
| | | Gene 088a | Java VM v12 for eDC firmware | | |
| Fax | Simple Fax application with CAP V2: Cannot cancel a selected address | D147 067d | SimpleFAX for eDC firmware | Install version 1.29 or newer. | |
| Fax | Scroll up does not work when trying to select an address from the Simple Fax application | D147 067d | SimpleFAX for eDC firmware | Install version 1.29 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|--------------|--|--------------------------|------------------------------|------------------------------------|------|
| Fax | Cannot cancel an address when using the Simple Fax application | D147 150e | Cheetah System firmware | Install version 1.49 or newer. | |
| Fax | Cannot scroll through the address list when using the Simple Fax application | D147 150e | Cheetah System firmware | Install version 1.49 or newer. | |
| Fax | A received fax is not printed and forwarded to the folder | D197 012m, 021m | System/Copy firmware | Install version 1.17 or newer. | |
| Fax | Sending a fax from the document server using an IPv4-mapped address results in an error. | Gene 087j | Java VM v12 Update Tool | Install version 12.39.02 or newer. | |
| | | Gene 088h | Java VM v12 for eDC firmware | | |
| Fax | Remote Fax is disabled after continuously using this function | D197 004c | GWFCU3.8-7 (WW) firmware | Install version 04.00.00 or newer. | |
| Fax | If [Store and Print] is enabled and a document is deleted from GlobalScan, the fax function cannot be used | D197 004c | GWFCU3.8-7 (WW) firmware | Install version 04.00.00 or newer. | |
| Fax | Sending error with PC-FAX | D201 5558E D202 5558F | Remote Fax firmware | Install version 04.00.00 or newer. | |
| Fax | Cannot send, receive, or print the transmitted fax if the sending machine disconnects during IP-FAX transmission | D202 5558F | Remote Fax firmware | Install version 04.00.00 or newer. | |
| Fax | Cannot send if CAP v2 is installed | D202 5567Q | Java VM v12 Update Tool | Install version 12.57.00 or newer. | |
| | | | Java VM v12 for eDC firmware | | |
| SMB | Scan to SMB fails when the display language is Catalan. | D197 015b, 025b | Network Support firmware | Install version 14.29 or newer. | |
| SMB | Communication fails | D201 5564P D202 5564Q | Network Support firmware | Install version 14.38 or newer. | |
| Address book | Title not displayed when address book is registered via Device Manager NX series | D197 012c, 021c | System/Copy firmware | Install version 1.09 or newer. | |
| Address book | Cannot be updated by Web Image Monitor when the device is in energy-saving mode. | D197 018c | Scanner firmware | Install version 02.04 or newer. | |
| | | D197 030b | Scanner firmware | Install version 01.03 or newer. | |
| Address book | Cannot open address book | D197 014b | Fax firmware | Install version 05.00.00 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------------------------------|---|---|--|---|------|
| Address book | Cannot backup address book | D197 005e | NetworkDocBox firmware | Install version 1.07 or newer. | |
| Address book | Error if new addresses are registered to the address book using Smart SDK | D197 012m, 021m | System/Copy firmware | Install version 1.17 or newer. | |
| Network connection error | When an application attempts to connect to the network | D147 047t | Cheetah System firmware | Install version 1.37 or newer. | |
| Network connection error | Smart Operation Panel (SOP) cannot connect to the network when "Screen Startup Mode" is set to "Quick" | D147 130 | SOP starts to get an IP address before connection between SOP and device is established. | Rebooting the device might solve the problem. Update the "Cheetah System" firmware to v1.37 or newer. | |
| Network connection error | <i>If the device has not been used for some time, functions that require a network connection fail.</i> | <i>D201 5564R D202 5564S</i> | <i>Network Support firmware</i> | <i>Install version 14.40 or newer.</i> | |
| Communication fails | After changing the relationship between host name and IP address on DNS server | D197 012n, 021n | System/Copy firmware | Install version 1.18 or newer. | |
| Cannot forward files | From SOP apps to external Web servers | D147 047u | Cheetah System firmware | Install version 1.38 or newer. | |
| E-mail | When Simplified Chinese characters are used, the contents are garbled | D197 018e | Scanner firmware | Install version 02.06 or newer. | |
| | | D197 030d | Scanner firmware | Install version 01.05 or newer. | |
| E-mail | Contents of the attached file appear in the body of the message with the characters corrupted. | D197 012m, 021m | System/Copy firmware | Install version 1.17 or newer. | |
| Wireless LAN | When CTS protection is enabled, throughput is low | D197 012f | System/Copy firmware | Install version 1.12 or newer. | |
| Wrong document sent | When sending a scanned or fax document using the Hotfolder plug-in for GlobalScan or StreamlineNX, the wrong document was sent and the original document may be lost. | D201 5564P D202 5564Q | Network Support firmware | Install version 14.38 or newer. | |
| @Remote | 3G @Remote cannot connect | D201 5550Y D202 5550Z | System/Copy firmware | Install version 1.21 or newer. | |
| @Remote | The Supply Call for Toner Bottle is not sent to the @Remote Center if the toner bottle is replaced at Toner Near End | D202 5501M D197 076 | Engine firmware | Install version 1.18:03 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------|--|------------------------------|--------------------|-----------------------------------|------|
| @Remote | The value of SP8-781-001 (Toner Replacement Counter) does not count up if the toner bottle is replaced at Toner Near End | D202 5501M D197 076 | Engine firmware | Install version 1.18:03 or newer. | |

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4. Printing/Scanning

| Subject | Symptom | RTB # | Cause | Solution | Note |
|------------------------------|---|---|--|---|------|
| Cannot print | If the language is not set to English or Japanese. | D147 047q | Cheetah System firmware | Install version 1.34 or newer. | |
| Cannot print | If the user logs in with a blank password. | D147 047q | Cheetah System firmware | Install version 1.34 or newer. | |
| Cannot print | IPP printing with the job spool enabled in Mac OS X 10.7 or later and iOS 6 or later | D197 015d, 025d | Network Support firmware | Install version 14.31 or newer. | |
| Jobs not spooled | While printing a job using Enhanced Locked Print NX v2, incoming jobs cannot be spooled | D197 016a, 028a | Printer firmware | Install version 1.03 or newer. | |
| Search | Incorrect search results if the keywords in a PDF file are scanned by selecting a language other than "Japanese" | Gene 068j | Java VM v12 Update Tool | Install version 12.11.04 or newer. | |
| | | Gene 069j | Java VM v12 for eDC firmware | | |
| Cannot scan | When "Start Scanning" is pressed in the Scan to Me application | D197 018e | Scanner firmware | Install version 02.06 or newer. | |
| Cannot scan | Send error: If multi-pass ADF, OCR, and other settings are used | D197 012f | System/Copy firmware | Install version 1.12 or newer. | |
| Cannot scan | If a user logs in using custom authentication (CAP, etc.) and operates legacy scanner settings | D197 021n | System/Copy firmware | Install version 1.18 or newer. | |
| Cannot scan | When scanning using the Smart Device Connector, the scanner applications cannot be used. | D201 5571J | Scanner firmware | Install version 02.09 or newer. | |
| Cannot scan | <i>When doing Scan to Folder in a high-load network environment, the device's gets stuck on sending and the scanner becomes unusable</i> | <i>D201 5564R D202 5564S</i> | <i>Network Support firmware</i> | <i>Install version 14.40 or newer.</i> | |
| Cannot complete scanning job | When the "Stop" key is pressed after scanning one side of a document and then "Continue Printing" is selected | D193 047b | ID Card Copy firmware | Install version 1.2 or newer. | |
| Cannot complete scanning job | If Letter-size paper landscape is set and the staple is to be positioned on the upper-left side | D193 049 | Conference Concierge firmware | Install version 1.1 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|-----------------------------------|--|--------------------------|------------------------------|------------------------------------|------|
| Cannot complete scanning job | When scanning an original containing multiple pages with the Twain driver, error code 36856 occurs on the client PC | D197 012j, 21j | System/Copy firmware | Install version 1.15 or later | |
| Cannot use LEF or SEF | Printing is available only in LEF | D197 012f | System/Copy firmware | Install version 1.12 or newer. | |
| Scanning starts at the wrong time | The machine starts scanning without an original after a DF jam is cleared. | D197 003c | Extended JS firmware | Install version 1.03.00 or newer. | |
| Wrong characters | When scanning with "Hungarian" or "Polish" selected under "Cognitive Language" in "OCR Settings", some characters are converted to a question mark | D197 018f | Scanner firmware | Install version 02.07 or newer. | |
| | | D197 012g | System/Copy firmware | Install version 1.13 or newer. | |
| | | D197 021g | System/Copy firmware | Install version 1.13 or newer. | |
| | | D197 030e | Scanner firmware | Install version 01.06 or newer. | |
| Characters damaged or missing | | D197 007f | PCL firmware | Install version 1.09 or newer. | |
| Job does not resume | If paper near-end occurs while printing General format files | Gene 068r | Java VM v12 Update Tool | Install version 12.16.00 or newer. | |
| | | Gene 069t | Java VM v12 for eDC firmware | | |
| Job cancelled | When printing a excel sheet that contains images that drawn by collar custom brush | D197 007d | PCL firmware | Install version 1.07 or newer. | |
| | | D197 011a | XPS firmware | Install version 1.03 or newer. | |
| Job cancelled | When "Unauthorized Copy Prevention Printing: Printer" is enabled | D197 007d | PCL firmware | Install version 1.07 or newer. | |
| | | D197 010a | RPCS firmware | Install version 3.16.8 or newer. | |
| | | D197 011b | XPS firmware | Install version 1.04 or newer. | |
| Pages printed in the wrong order | If the next job is printed from another tray before the last page of the previous job is fed, pages from the documents are mixed. | D197 012k, 021k | System/Copy firmware | Install version 1.16 or newer. | |
| User names | Quick Scanner: Unregistered user names appear, or registered user names do not appear | D149 039n | Scanner firmware | Install version 02.24 or newer. | |
| IPDS | Stalls if IPDS jobs are printed continuously | D201 5573K D3A7 5701L | Printer firmware | Install version 1.09 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|-----------------------|--|---|--|---|------|
| Scan to Folder | If a host name is resolved to multiple IP addresses, the device tries to connect to only the first resolved IP address | D201 5564Q D202 5564R | Network Support firmware | Install version 14.39 or newer. | |
| Scan to Folder | Fails when a HP device is working on the same subnet | D201 5564Q D202 5564R | Network Support firmware | Install version 14.39 or newer. | |
| Scan to Folder | Network browsing fails | D201 5564Q D202 5564R | Network Support firmware | Install version 14.39 or newer. | |
| Scan to Folder | Freezes during data transmission when doing Scan to Folder with SMBv2/v3 | D201 5564Q D202 5564R | Network Support firmware | Install version 14.39 or newer. | |
| Scan to Folder | <i>When doing Scan to Folder using SMBv2/v3, if the device receives UDP communication from the outside to the port used by SMBv2/v3, Scan to Folder fails</i> | <i>D201 5564R D202 5564S</i> | <i>Network Support firmware</i> | <i>Install version 14.40 or newer.</i> | |
| Capture | <i>If the log capture function is enabled when scanning with the SmartSDK application, cancelling the scan job while the preview is displayed causes the information of the captured image file to be recorded incorrectly.</i> | <i>D3A7 5704M</i> | <i>Scanner firmware</i> | <i>Install version 01.09 or newer.</i> | |
| | | <i>D201 5571L</i> | <i>Scanner firmware</i> | <i>Install version 02.11 or newer.</i> | |
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5. Operation Panel

| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------------------|---|-----------|-----------------------------|--------------------------------|------|
| Icons not displayed | The icon for the RIS app. is not displayed on the Home screen when logging in via Streamline NX. | D147 047q | Cheetah System firmware | Install version 1.34 or newer. | |
| Icons not displayed | When an SDK application is configured not to be authenticated | D197 012g | System/Copy firmware | Install version 1.13 or newer. | |
| Icons not displayed | Applications disappear from the home screen, if logged on to a machine set with custom authentication. | D147 150f | Cheetah System firmware | Install version 1.50 or newer. | |
| Freezes | If the machine enters or recovers from Energy Saver mode while displaying the copy interrupt screen. | D147 047q | Cheetah System firmware | Install version 1.34 or newer. | |
| Freezes | If the machine goes in and out of Energy Saver mode after a controller reboot in a customized authentication environment. | D147 047q | Cheetah System firmware | Install version 1.34 or newer. | |
| Freezes | The Smart Operation Panel stalls when the machine recovers from Energy Saver mode | D147 072h | SimpleCopy for eDC firmware | Install version 1.17 or newer. | |
| Freezes | If it is kept on for a long time | D147 150 | Cheetah System firmware | Install version 1.44 or newer. | |
| Freezes | At the login screen | D147 150d | Cheetah System firmware | Install version 1.48 or newer. | |
| Freezes | With the message "Please wait", if a non-legacy (classic) application is used for a long time | D147 150e | Cheetah System firmware | Install version 1.49 or newer. | |
| Freezes | With the message "Processing", if attempting to start the on-demand print application | D147 150e | Cheetah System firmware | Install version 1.49 or newer. | |

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| Model: Model Cor-C1 | Date: 31-Jun-08 | No.: RD197000n |
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| Subject | Symptom | RTB # | Cause | Solution | Note |
|----------------------|---|-----------------|--|-----------------------------------|------|
| Freezes | If the Start button is pressed in copy mode immediately after recovering from the energy saver mode | D197 012n, 021n | System/Copy firmware | Install version 1.18 or newer. | |
| Screen flickers | When System Auto Reset is performed | D147 047w | Cheetah System firmware | Install version 1.40 or newer. | |
| Wrong screen appears | The Home screen instead of the priority app when "Ubiquitech" is the priority app | D147 047q | Cheetah System firmware | Install version 1.34 or newer. | |
| Wrong screen appears | The Preferred screen returns to the Home screen after a VM firmware update | D147 047s | Cheetah System firmware | Install version 1.36 or newer. | |
| Wrong screen appears | When a user executes a job in a SmartSDK application, the home screen is displayed | D197 018d | Scanner firmware | Install version 02.05 or newer. | |
| | | D197 030c | | Install version 01.04 or newer. | |
| Wrong screen appears | The display returns to the Home screen before the scanning job is finished. | D197 012e | System/Copy firmware | Install version 1.11 or newer. | |
| | | D147 087g | SDKService for eDC firmware | Install version 1.06.01 or newer. | |
| Screen not displayed | Copy Interrupt screen not displayed when the Interrupt key is pressed. | D147 047r | Cheetah System firmware | Install version 1.35 or newer. | |
| Screen not displayed | Cannot switch from ECO screen to fax screen | D147 048e | Banner for eDC firmware | Install version 1.12 or newer. | |
| Screen not displayed | Cannot return to the Streamline NX login screen | D147 060h | Smart Operation Panel: LegacyUI firmware | Install version 1.26 or newer. | |
| Screen not displayed | If the check status button is pressed to check the details of an error, the screen does not switch to the application screen. | D147 069g | StateInfo for eDC firmware | Install version 1.22 or newer. | |
| Cannot close screen | Cannot close the ECO screen if the Fax Substitute Reception button is pressed. | D147 051d | Announce for eDC firmware | Install version 1.10 or newer. | |
| Screen goes black | If the user logs in via card authentication | D147 060h | Smart Operation Panel: LegacyUI firmware | Install version 1.26 or newer. | |
| Screen goes black | When the operator tries to switch to an SDK app | D147 047s | Cheetah System firmware | Install version 1.36 or newer. | |

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| Model: Model Cor-C1 | Date: 31-Jun-08 | No.: RD197000n |
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| Subject | Symptom | RTB # | Cause | Solution | Note |
|-------------------------------|---|-----------------|-----------------------------|--------------------------------|------|
| Screen goes black | While using the operation panel | D147 150f | Cheetah System firmware | Install version 1.50 or newer. | |
| Screen goes black | While using the operation panel | D147 048f | Banner for eDC firmware | Install version 1.13 or newer. | |
| Screen does not change | When the operator tries to switch to an SDK app | D147 047s | Cheetah System firmware | Install version 1.36 or newer. | |
| Screen does not change | When the "Stop" key is pressed after scanning one side of a document and then "Continue Printing" is selected | D193 047b | ID Card Copy firmware | Install version 1.2 or newer. | |
| Screen does not change | Cannot switch to a different screen, if logged in to the legacy fax application without authentication | D197 012m | System/Copy firmware | Install version 1.17 or newer. | |
| 'Cannot make copies' | If the user boots up Simple Copy just after the machine enters Energy Saver mode | D147 072h | SimpleCopy for eDC firmware | Install version 1.17 or newer. | |
| Key operations not recognized | When the machine returns from System Settings to the previous screen | D197 012d, 021d | System/Copy firmware | Install version 1.10 or newer. | |
| Key operations not recognized | The user presses "Reset" after copying a large amount of originals | D197 012e, 021e | System/Copy firmware | Install version 1.11 or newer. | |
| Wording error | Traditional Chinese: "Print" is incorrectly displayed as "Copy" in System Settings | D197 012d | System/Copy firmware | Install version 1.10 or newer. | |
| | | D197 013a | animation firmware | Install version 2.00 or newer. | |
| | | D197 026a | OpePanel firmware | Install version 1.04 or newer. | |
| Wording error | Portuguese: "Gestão de" is incorrectly displayed as "Selecionar band. papel" in Printer Features | D197 013a | animation firmware | Install version 2.00 or newer. | |
| | | D197 026a | OpePanel firmware | Install version 1.04 or newer. | |
| Wording error | Russian: "No" is mistranslated to "Yes" in the message that appears when printing from a USB memory stick | D197 013c | animation firmware | Install version 4.00 or newer. | |
| | | D197 012n | System/Copy firmware | Install version 1.18 or newer. | |
| Cannot use | Cannot use the SOP within 2 minutes of start-up | D147 047v | Cheetah System firmware | Install version 1.39 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|----------------------------------|--|-----------------|-----------------------------|-----------------------------------|------|
| Cannot use | After RFU, screen is blank and no response from touch panel or hard keys | D197 012f | System/Copy firmware | Install version 1.12 or newer. | |
| Cannot use | After RFU, screen is blank, and no response from keys. | D147 047w | Cheetah System firmware | Install version 1.40 or newer. | |
| An SOP application does not work | If a user logs in via Basic Authentication | D197 005d | NetworkDocBox firmware | Install version 1.06 or newer. | |
| Touchscreen calibration | Has drifted | D147 047z | Cheetah System firmware | Install version 1.43 or newer. | |
| | | D147 060k | LegacyUI firmware | Install version 1.29 or newer. | |
| Touchscreen calibration | Has drifted | D147 150a | Cheetah System firmware | Install version 1.45 or newer. | |
| False touch detection | Falsely detects a multi-touch | D147 150c | Cheetah System firmware | Install version 1.47 or newer. | |
| Incorrect status displayed | Copy/Scanner/Fax show that jobs are being conducted immediately after the device is rebooted. | D147 150d | Cheetah System firmware | Install version 1.48 or newer. | |
| | | D147 087h | SDKService for eDC firmware | Install version 1.07.00 or newer. | |
| Screen does not turn on | If a device is configured with Authentication priority mode and then resumes operation after being in energy-saving mode | D147 073d | SimpleScan for eDC firmware | Install version 1.14 or newer. | |
| Does not start | If the machine was left unused for a long time in energy saver mode. | D147 150e | Cheetah System firmware | Install version 1.49 or newer. | |
| Buttons not working | If repeatedly logging in and out of the screen for the simple scanner application. | D147 150e | Cheetah System firmware | Install version 1.49 or newer. | |
| Buttons not working | The start button does not work after a jam | D197 012n, 021n | System/Copy firmware | Install version 1.18 or newer. | |
| Buttons not working | Hard keys on the Copy screen not effective | D197 012n, 021n | System/Copy firmware | Install version 1.18 or newer. | |
| LED operating incorrectly | Status check LED turns off even when an error remains uncorrected | D147 060n | LegacyUI firmware | Install version 1.31 or newer. | |
| SC display defective | The SC codes of SC672 and SC819 are displayed on top of each other | D150 1443V | LegacyUI firmware | Install version 1.32 or newer. | |

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6. Security

| Subject | Symptom | RTB # | Cause | Solution | Note |
|--------------|---|-----------------|------------------------------|------------------------------------|------|
| Login/logout | The login screen is not displayed after logging out of Stren. | D147 047q | Cheetah System firmware | Install version 1.34 or newer. | |
| Login/logout | Cannot login if the password login screen for password-embedded IC cards is displayed. | D147 047q | Cheetah System firmware | Install version 1.34 or newer. | |
| Login/logout | Can logout even if the logout lock is enabled. | D147 047q | Cheetah System firmware | Install version 1.34 or newer. | |
| Login/logout | Cannot login or logout if the user logs back in with an IC card just after logging out from the System Settings screen. | D147 047q | Cheetah System firmware | Install version 1.34 or newer. | |
| Login/logout | If the Home key is pressed while the user signs in via a customized UI authentication app. | D147 047q | Cheetah System firmware | Install version 1.34 or newer. | |
| Login/logout | "Logging in..." does not clear from the Smart Operation Panel | D197 012d | System/Copy firmware | Install version 1.10 or newer. | |
| Login/logout | Login screen not displayed | D197 014b, 024b | Fax firmware | Install version 05.00.00 or newer. | |
| Login/logout | If an ESA application stops during logout, cannot complete logout | Gene 068j | Java VM v12 Update Tool | Install version 12.11.04 or newer. | |
| | | Gene 069j | Java VM v12 for eDC firmware | | |
| Login/logout | Cannot logout if the user presses "Reset" after copying a large amount of originals | D197 012e, 021e | System/Copy firmware | Install version 1.11 or newer. | |
| Login/logout | Login screen appears even if "Home Key Customization: Login Setting (SP5-074-002)" is set to 1 (OFF). | D147 150a | Cheetah System firmware | Install version 1.45 or newer. | |
| Login/logout | Cannot log out, if logged in using an IC card with energy saver mode enabled. | D197 012m | System/Copy firmware | Install version 1.17 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|--|---|------------------------|---------------------------------|------------------------------------|------|
| Unauthorized users can operate | Unauthorized Guest users can perform jobs when the Optional Counter (SP5-113-002) is enabled. | D197 012b D197 021b | System/Copy firmware | Install version 1.08 or newer. | |
| Unauthorized users can operate | Users may access the app menu screen without Administrator privileges | D147 047u | Cheetah System firmware | Install version 1.38 or newer. | |
| Unauthorized users can operate | Users registered with CAPV2 can log in with the administrator name | D197 012k, 021k | System/Copy firmware | Install version 1.16 or newer. | |
| Authentication | If Kerberos authentication is done with an ESA application, the handling cannot time out | Gene 069m | Java VM v12 for eDC firmware | Install version 12.12.06 or newer. | |
| | | Gene 068m | Java VM v12 Update Tool | | |
| Authentication | When using an application based on the SmartSDK | D197 018e | Scanner firmware | Install version 02.06 or newer. | |
| | | D197 012f | System/Copy firmware | Install version 1.12 or newer. | |
| Authentication | Fails if the device is set to use "IEEE 802.1X" and "TLS1.2" is set to "active" | D197 015h, 025h | Network Support firmware | Install version 14.35 or newer. | |
| Authentication | User code input screen does not appear | D197 012n, 021n | System/Copy firmware | Install version 1.18 or newer. | |
| Restricted function can be used | Registering a destination in the address book is disabled, but can be done using the Scan to Folder Helper application. | D197 012e | System/Copy firmware | Install version 1.11 or newer. | |
| Authorized function cannot be used | When the "Stop" key is pressed after scanning one side of a document | D193 047b | ID Card Copy firmware | Install version 1.2 or newer. | |
| Screen from previous session displayed after login | Scan to Folder Helper | D193 046b | Scan to Folder Helper firmware | Install version 1.2 or newer. | |
| Unspecified security issue | | D147 047x | Cheetah System firmware | Install version 1.41 or newer. | |
| | | D147 096g | Web Browser NX for eDC firmware | Install version 1.403.0 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|----------------------------|--|-----------------|--------------------------|---------------------------------|------|
| Incorrect access rights | When a client device is connected to the Smart Operation Panel via Wi-Fi Direct, corporate LAN environments connected via the network interface of the MFP can be accessed | D147 150b | Cheetah System firmware | Install version 1.46 or newer. | |
| "Invalid site certificate" | When a site certificate is imported to the device from Web Image Monitor | D197 015f, 025f | Network Support firmware | Install version 14.33 or newer. | |
| Malware | Through the Stagefright vulnerability, a malicious attack occurs when an infected video file is played. | D147 150d | Cheetah System firmware | Install version 1.48 or newer. | |
| User accounts | When attempting to log in with a specific user account, a guest account is used instead. | D197 005e | NetworkDocBox firmware | Install version 1.07 or newer. | |
| Vulnerability | "Master Key" vulnerability (CVE-2013-4787): Devices do not properly check Ricoh signatures for applications, which allows attackers to run arbitrary code via an application package (.apk) file | D150 1442L | Cheetah System firmware | Install version 1.52 or newer. | |
| | | D150 1459L | | | |

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7. Error Codes

| Subject | Symptom | RTB # | Cause | Solution | Note |
|----------|---|-----------------|--|---|------|
| SC121 | At installation | D197 042 | The shoe on the second scanner carriage disengages from the rail, due to shock or shaking during transport. | Put the shoe back in the correct position, as shown in the RTB. | |
| SC142-00 | After replacing the lens holder assembly with the service part (P/N: D2021771). | D197 067a | The focus and positioning adjustments of the lens and CCD (service parts only) were not done at the factory. | Replace the assembly with one that is adjusted correctly (see the RTB for how to tell the difference) | |
| SC547-02 | | D197 059 | The relay harness was mistakenly routed between the air duct and the frame | Work through the procedure in the RTB. | |
| SC563 | When feeding the wrong paper size | D197 001f | Engine firmware | Install version 1.13:03 or newer. | |
| SC637 | If the machine is shut down while printing. | Gene 068t | Java VM v12 Update Tool | Install version 12.18.11 or newer. | |
| | | Gene 069v | Java VM v12 for eDC firmware | | |
| SC670 | | D197 001g | Engine firmware | Install version 1.14:03 or newer. | |
| SC670-00 | Occurs often | D197 072 | Insufficient contact of the ground plate for the Fusing Unit/Paper Exit Unit | Correct the deformation in the ground plate as shown in the photos. If that does not work, work through the flow chart. | |
| SC672-11 | | D197 009a | PowerSaving Sys firmware | Install version F.23 or newer. | |
| SC672-11 | During Energy Saver mode | D197 012d, 021d | System/Copy firmware | Install version 1.10 or newer. | |
| SC672-11 | When continuously running print jobs | D147 060j | Smart Operation Panel: LegacyUI firmware | Install version 1.28 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|-----------------|--|---------------------------------|---|--|---------------------------------|
| SC672-11 | After a system reset | D201 5550W D202 5550X | System/Copy firmware | Install version 1.19 or newer. | |
| | | D205 5599 | NAND FLASH firmware | Install version Q0310E or newer. | |
| | | D197 074a | Defective NAND chips are used on controller boards produced from Aug 2016 to April 2017 | Install the above NAND FLASH and System/Copy firmware Update System/Copy first. See this RTB for full details. | |
| SC672-12 | If the main power switch is turned off while the machine is recovering from Energy Saver mode. | D197 001a | Engine firmware | Install version 1.08:03 or newer. | |
| SC672-11, 12 | | D197 055 | Many possible causes (see the RTB). | Do the following steps. Turn the power off/on. Update the power saving sys firmware to F.23 or newer. Check the USB cable between the IPU and the operation panel. Go through the flow chart in the RTB. If the SC still occurs, replace the controller board (if SC819 occurs), or the controller board and USB cable (if SC991 occurs). | |
| SC701-08 | | D779 5300M | ARDF 3090 firmware | Install version 01.340:03 or newer. | |
| SC720-24 | With jobs that use the shift tray as the output tray. | D688 001r | Finisher SR3160/SR3170 firmware | Install version 02.390:10 or newer. | |
| SC720-42 | If the staple cartridge is not set correctly | D688 001t | Finisher SR3160/SR3170 firmware | Install version 02.410:10 or newer. | |
| SC721-70 | SR3140/SR3150 finisher | D197 053a D686 006 | Deformed side plate | Attach the sheet (P/N: D6833644) between the frame and the side plate at two locations (see the RTB for details) | |
| SC724-86 | | D690 002 | The harness is repeatedly bent during operation | Replace the harness with three new parts as explained. | This is for the SR3130 finisher |
| SC819 | When using network-related functions, such as Web Image Monitor | D197 012f | System/Copy firmware | Install version 1.12 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|----------|--|--------------------------------|-----------------------------|---------------------------------------|------|
| SC819 | | D197 012m, 021m | System/Copy firmware | Install version 1.17 or newer. | |
| SC819 | If the auto log-out timer and the energy saving timer are set to the same value | D197 012n, 021n | System/Copy firmware | Install version 1.18 or newer. | |
| SC819 | After ARFU or RFU | D201 5564Q D202 5564R | Network Support firmware | Install version 14.39 or newer. | |
| SC871-01 | After recovering from sleep mode | D201 5550W D202 5550X | System/Copy firmware | Install version 1.19 or newer. | |
| | | D201 5557K D202 5557L | Fax firmware | Install version 09.00.00 or newer. | |
| SC899 | When performing continuous scanning. | D197 002a | Browser firmware | Install version 1.03.00 or newer. | |
| SC899 | When the machine goes in and out of Energy Saver Mode while the web browser is running on the operation panel | D197 015a D197 025a | Network Support firmware | Install version 14.28 or newer. | |
| SC899 | If the glyph data of TrueType fonts includes hinting information that is on the edge of the frame | D197 007a | PCL firmware | Install version 1.04 or newer. | |
| SC899 | When creating a searchable PDF document | D197 012a, 021a | System/Copy firmware | Install version 1.07 or newer. | |
| SC899 | Occurs on the main machine if a Remote Fax is sent from the sub machine | D197 014a, 024a | Fax firmware | Install version 04.00.00 or newer. | |
| SC899 | When launching or making a copy with SmartSDK Copy | D197 012d, 021d | System/Copy firmware | Install version 1.10 or newer. | |
| SC899 | When launching Easy Fax | D197 014b, 024b | Fax firmware | Install version 05.00.00 or newer. | |
| SC899 | On the Main machine if a Remote Fax is sent from the Sub machine | D197 014b, 024b | Fax firmware | Install version 05.00.00 or newer. | |
| SC899 | If the pre-transmission preview is enabled | D197 014b, 024b | Fax firmware | Install version 05.00.00 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------|--|--------------------------|--------------------------|------------------------------------|------|
| SC899 | When using the TWAIN driver | D197 018d | Scanner firmware | Install version 02.05 or newer. | |
| | | D197 030c | | Install version 01.04 or newer. | |
| SC899 | When the device is recovering from sleep mode | D197 016b | Printer firmware | Install version 1.04 or newer. | |
| SC899 | When performing Java Script functions | D197 002c | Browser firmware | Install version 1.05.00 or newer. | |
| SC899 | When Device Manager NX Accounting frequently requests device log collection | D197 005e | NetworkDocBox firmware | Install version 1.07 or newer. | |
| SC899 | When printing a PCL job which contains reduced or enlarged images | D197 007e | PCL firmware | Install version 1.08 or newer. | |
| SC899 | When graphics are drawn by the RGB Brush | D197 007e | PCL firmware | Install version 1.08 or newer. | |
| SC899 | When using the PCL6 driver to print a PDF from the Reader application in Windows 8.1. | D197 007f | PCL firmware | Install version 1.09 or newer. | |
| SC899 | When graphics are drawn by the RGB Brush | D197 011b | XPS firmware | Install version 1.04 or newer. | |
| SC899 | When attempting to preview a large-size JPEG image from Print/Scan (Memory Storage Device) | D197 016e, 028e | Printer firmware | Install version 1.08 or newer. | |
| SC899 | When an IC card is used to log in | D197 005f | NetworkDocBox firmware | Install version 1.08 or newer. | |
| SC899 | When logging out from a machine with the user authentication enabled | D197 014e, 024e | Fax firmware | Install version 08.00.00 or newer. | |
| SC899 | When a page is loaded or printed | D197 005f | Browser firmware | Install version 1.06.00 or newer. | |
| SC899 | After recovery from Energy Saver mode | D197 004c | GWFCU3.8-7 (WW) firmware | Install version 04.00.00 or newer. | |
| SC899 | When using an application on an @Remote-connected machine | D197 012n, 021n | System/Copy firmware | Install version 1.18 or newer. | |
| SC899 | If there are multiple fax alerts | D201 5557L D202 5557M | Fax firmware | Install version 10.00.00 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------|---|--------------------------------|------------------------------|------------------------------------|------|
| SC899 | If logging in from a keyboard | D202 5567Q | Java VM v12 Update Tool | Install version 12.57.00 or newer. | |
| | | | Java VM v12 for eDC firmware | | |
| SC899 | When doing Scan to Folder | D201 5564Q D202 5564R | Network Support firmware | Install version 14.39 or newer. | |
| SC990 | If scanning is interrupted with the stop button while sending a fax | D197 001i | Engine firmware | Install version 1.16:03 or newer. | |
| SC990 | SDK-J applications cannot be started after an SC reboot | D197 016e, 028e | Printer firmware | Install version 1.08 or newer. | |
| SC990 | After recovery from Energy Saver mode | D197 004c | GWFCU3.8-7 (WW) firmware | Install version 04.00.00 or newer. | |
| SC991 | | D197 012d, 021d | System/Copy firmware | Install version 1.10 or newer. | |
| SC991 | After recovery from Energy Saver mode | D197 004c | GWFCU3.8-7 (WW) firmware | Install version 04.00.00 or newer. | |
| SC991 | When using an application on an @Remote-connected machine | D197 012n, 021n | System/Copy firmware | Install version 1.18 or newer. | |
| SC997 | When a user logs in via an SDK application | D197 005a | Network DocBox firmware | Install version 1.03 or newer. | |
| SC997 | After restarting the device when the ESA application is online-installed using Remote Install Manager | Gene 068e | Java VM v12 Update Tool | Install version 12.06.01 or newer. | |
| | | Gene 069e | Java VM v12 for eDC firmware | | |
| SC997 | When changing ESA application or transitioning/recovering from energy saver mode. | Gene 068e | Java VM v12 Update Tool | Install version 12.06.01 or newer. | |
| | | Gene 069e | Java VM v12 for eDC firmware | | |
| SC997 | After pressing the copy program button | D197 005d | NetworkDocBox firmware | Install version 1.06 or newer. | |
| SC998 | When Card Authentication Package is installed. | D147 047q | Cheetah System firmware | Install version 1.34 or newer. | |
| SC998 | When changing ESA application or transitioning/recovering from energy saver mode. | Gene 068e | Java VM v12 Update Tool | Install version 12.06.01 or newer. | |
| | | Gene 069e | Java VM v12 for eDC firmware | | |
| SC998 | When restored from energy save mode by pushing the "Checking Status" button. | D197 012c, 021c | System/Copy firmware | Install version 1.09 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------------------------|--|-----------------|--------------------------|------------------------------------|------|
| 'Printing' | If a print job is received just after booting up. | D197 012a, 021a | System/Copy firmware | Install version 1.07 or newer. | |
| Communication error | Code 00-20/22: V.17 modulation and receiving a fax containing many pages | D197 004c | GWFCU3.8-7 (WW) firmware | Install version 04.00.00 or newer. | |
| Communication error | Communication error message appears but there is no error | D197 012n, 021n | System/Copy firmware | Install version 1.18 or newer. | |
| Unspecified error message | When printing from the bypass tray | D197 012k, 021k | System/Copy firmware | Install version 1.16 or newer. | |
| Unspecified error | While printing a job when "Unauthorized Copy Prevention" is enabled and asterisks are included in the "Enter User Text". | D197 007f | PCL firmware | Install version 1.09 or newer. | |

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| Model: Model Cor-C1 | Date: 31-Jun-08 | No.: RD197000n |
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8. Optional Units

| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------------|--|-----------------|--|---|------|
| Hole punching | Punch misalignment along the main-scan direction | D690 001d | Internal Finisher SR3130 firmware | Install version 01.070:02 or newer. | |
| Hole punching | 1. Punched chads scatter inside the machine. 2. The chads are exited together with the printed paper. 3. The sensor in the hopper mistakenly detects the hopper full condition | D688 009 | Static electricity generated during punching | Replace the stay, punch unit, and hopper (see the RTB for details). | |
| Applications | The priority app does not start up when the machine recovers from Energy Saver mode | D147 047r | Cheetah System firmware | Install version 1.35 or newer. | |
| Applications | After logging out of Streamline NX, the user cannot switch to another app. | D147 047r | Cheetah System firmware | Install version 1.35 or newer. | |
| Applications | After logging out of Streamline NX, the machine switches to Streamline NX again. | D147 047r | Cheetah System firmware | Install version 1.35 or newer. | |
| Applications | Java VM does not boot up at main power ON when SP5-730-001 is enabled. | D197 012a, 021a | System/Copy firmware | Install version 1.07 or newer. | |
| Applications | Cannot use the Copier function inside the Smart SDK app | D197 012a, 021a | System/Copy firmware | Install version 1.07 or newer. | |
| Applications | Client app does not function correctly if the user tries to log out before the next original is fed. | D197 012b | System/Copy firmware | Install version 1.08 or newer. | |
| Applications | Cannot switch applications after SC997 | Gene 068e | Java VM v12 Update Tool | Install version 12.06.01 or newer. | |
| | | Gene 069e | Java VM v12 for eDC firmware | | |
| Applications | Java VM does not start up correctly after being updated | Gene 069m | Java VM v12 for eDC firmware | Install version 12.12.06 or newer. | |
| | | Gene 068m | Java VM v12 Update Tool | | |
| Applications | When an ESA application is installed via Remote Install Manager, the heap size is reset to the default | Gene 068j | Java VM v12 Update Tool | Install version 12.11.04 or newer. | |
| | | Gene 069j | Java VM v12 for eDC firmware | | |

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Model: Model Cor-C1

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No.: RD197000n

| Subject | Symptom | RTB # | Cause | Solution | Note |
|--------------|--|-----------------|--------------------------------|------------------------------------|------|
| Applications | When Java VM is installed via Remote Install Manager, the stack size is reset to the default | Gene 068j | Java VM v12 Update Tool | Install version 12.11.04 or newer. | |
| | | Gene 069j | Java VM v12 for eDC firmware | | |
| Applications | Quick Scan freezes | D197 012e, 021e | System/Copy firmware | Install version 1.11 or newer. | |
| Applications | When rebooting the device after a firmware update, an application for working with a document on the Document Server does not work. | D197 020b | Web Uapl firmware | Install version 2.02 or newer. | |
| Applications | CAP V2 is disabled | Gene 068n | Java VM v12 Update Tool | Install version 12.13.04 or newer. | |
| | | Gene 069o | Java VM v12 for eDC firmware | | |
| Applications | Scan to Folder Helper stalls | D193 046b | Scan to Folder Helper firmware | Install version 1.2 or newer. | |
| Applications | If an ESA application is installed on or uninstalled from multiple PCs at the same time, the application may not detect the device status for other installations/uninstallations. | Gene 088a | Java VM v12 for eDC firmware | Install version 12.30.01 or newer | |
| Applications | Android apps: Error when trying to download the log data. | D147 047r | Cheetah System firmware | Install version 1.35 or newer. | |
| Applications | Some applications do not work on machines with a HDD. | D197 012m | System/Copy firmware | Install version 1.17 or newer. | |
| Applications | The number of pages to be printed that is displayed in the application is incorrect | D197 016e | Printer firmware | Install version 1.08 or newer. | |
| Applications | Fax application stalls when recovering from energy saving mode | D197 014e, 024e | Fax firmware | Install version 08.00.00 or newer. | |
| Applications | Configured settings in Quick Scanner unexpectedly return to their factory defaults. | D147 073f | SimpleScan for eDC firmware | Install version 1.16 or newer. | |
| Applications | The "Start" button in Quick Scanner is disabled | D147 073f | SimpleScan for eDC firmware | Install version 1.16 or newer. | |

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Model: Model Cor-C1

Date: 31-Jun-08

No.: RD197000n

| Subject | Symptom | RTB # | Cause | Solution | Note |
|-----------------------------|--|--------------------------|---|---|------|
| Applications | The simple copy application appears incorrectly and does not work after recovering from energy saving mode | D147 072j | SimpleCopy for eDC firmware | Install version 1.19 or newer. | |
| Applications | Configured settings in Quick Scanner unexpectedly return to their factory defaults | D147 150g | Cheetah System firmware | Install version 1.51 or newer. | |
| Applications | The "Start" button in Quick Scanner is disabled | D147 150g | Cheetah System firmware | Install version 1.51 or newer. | |
| Applications | "Previous operation has not finished" is displayed after login and the application cannot be used | D150 1443V | LegacyUI firmware | Install version 1.32 or newer. | |
| Applications | <i>CAP/ELP NX V2 doesn't start up when power off/on, and then system settings can't be used</i> | <i>D202 5567R</i> | <i>Java VM v12 Update Tool Java VM v12 for eDC firmware</i> | <i>Install version 12.60.02 or newer.</i> | |
| Poor stacking | When the sheets are released to the tray one by one. | D688 001m | Finisher SR3160/SR3170 firmware | Install version 02.340:10 or newer. | |
| Remote Installation Manager | Even though activation for CAP v2 (Hybrid mode) was not successful, it is displayed as successful | Gene 068f | Java VM v12 Update Tool | Install version 12.07.06 or newer. | |
| | | Gene 069f | Java VM v12 for eDC firmware | | |
| Poor stapling | Staple position is shifted when performing a 2-spot staple job (stapler not at HP at power ON). | D688 001n | Finisher SR3160/SR3170 firmware | Install version 02.350:10 or newer. | |
| Poor stapling | Staple position is shifted (mixed paper sizes). | D688 001p | Finisher SR3160/SR3170 firmware | Install version 02.370:10 or newer. | |
| Poor stapling | Poor stapling because sheets not folded cleanly | D688 001o | Finisher SR3160/SR3170 firmware | Install version 02.360:10 or newer. | |
| Poor stapling | The second sheet of a stapled set is misaligned when pre-stacking (SP6116-001 to -014) is enabled. | D688 012 | The alignment roller cannot separate the two sheets in the pre-stacking area (see the RTB for the reason why) | Set SP6116-001 to -014 (depending on the paper size) to a value of "-1" (disabled). Productivity will be reduced. | |
| Poor stapling | If the document is set as landscape, cannot staple the upper left side. | D193 049 | Conference Concierge firmware | Install version 1.1 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|--------------------------------|--|--------------|---|--|------|
| SR3160/ SR3170 finishers | Side staple fence breaks when performing a 2-spot staple job (stapler not at HP at power ON). | D688 001n | Finisher SR3160/SR3170 firmware | Install version 02.350:10 or newer. | |
| SR3180 finisher | Stapling does not work correctly in low speed mode | D766 001e | Internal Finisher SR3180 firmware | Install version 01.150:05 or newer. | |
| Booklets | Booklets made with small paper sizes such as B5 are poor in quality because the sheets interfere with the stopper fence. | D688 001o | Finisher SR3160/SR3170 firmware | Install version 02.360:10 or newer. | |
| Booklets | Errors with the page order and folding position in Booklet mode | D688 001q | Finisher SR3160/SR3170 firmware | Install version 02.380:10 or newer. | |
| LCT RT3030 | The tray cannot handle 1500 sheets of paper | D696 001c | LCIT RT3030 firmware | Install version 01.800:11 or newer. | |
| DF3080, DF3090 | Poor stacking on ARDF DF3090 original exit tray | D779 003 | Originals exit slightly faster when scanning completes. The original exit tray is not level. | Update the ADF_DF3090 firmware to version 1.090:02 or newer. Add the lever and tray, and replace the gate pawl. | |
| DF3080, DF3090 | Damaged feed belt on DF3080 or DF3090 | D147 138 | When a user pulls jammed paper toward the front or rear, the belt goes over the flange of the roller. | Replace the feed belt (D5412121) with the modified part (D6842171). | |
| Fax handset | Cannot install the bracket | D197 045 | The screw hole is too big. | Install the modified handset kit (P/N D1979900). The size of the screw hole in the bracket was changed. | |
| Browser | Webpages not displayed properly when connected to a proxy server. | D147 150d | Cheetah System firmware | Install version 1.48 or newer. | |

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9. Image Problems

| Subject | Symptom | RTB # | Cause | Solution | Note |
|-------------------------------------|---|--------------------------|--|--|------|
| Not printed correctly (unspecified) | When a non-standard sized simplex original is scanned in the DF at 87% reduction and multiple copies made (1 to x) onto B4 paper. | D197 001a | Engine firmware | Install version 1.08:03 or newer. | |
| Poor image quality (unspecified) | PCL5 | D197 007f | PCL firmware | Install version 1.09 or newer. | |
| Poor image quality (unspecified) | In a saddle-stitched PostScript magazine job, if the booklet contains a blank page | D201 5550W D202 5550X | System/Copy firmware | Install version 1.19 or newer. | |
| Black lines | At the edges | D197 001b | Engine firmware | Install version 1.09:03 or newer. | |
| | | D197 012c, 021c | System/Copy firmware | Install version 1.09 or newer. | |
| Black lines | Shadow cast by the original causes horizontal black lines on prints | D197 001f | Engine firmware | Install version 1.13:03 or newer. | |
| Black lines | | D197 077 | <i>The PCU drive unit gear breaks, so the waste toner transportation mechanism cannot be driven, and toner coagulates inside the waste toner unit and PCU</i> | <i>1) Check the status of the waste toner bottle, and replace it if it is full of waste toner. 2) Replace the PCU. 3) Replace the waste toner unit. 4) If the gear is broken, replace it.</i> | |
| White lines | When a large image has been enlarged using "Reduce/Enlarge" in the PCL6 driver | D197 007b | PCL firmware | Install version 1.05 or newer. | |
| White lines | If a raster image is specified in the PCL6 driver to be reduced, be enlarged, or undergo N-up printing | D197 007c | PCL firmware | Install version 1.06 or newer. | |
| Offset | Fusing offset at the edge or center of the paper | D197 041b | The temperature is too low at the edge or center of the paper when it enters the fusing unit. | Cor-C1f: Install Engine firmware Ver.1.11:03 (D2025501E) Other models: Do the procedure in the flowchart in the RTB. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|--------------------------------|--|------------------------|--|--|------|
| Offset | Image offset | D197 001d | Engine firmware | Install version 1.11:03 or newer. | |
| Offset | With thick paper | D197 001f | Engine firmware | Install version 1.13:03 or newer. | |
| Offset | | D197 001g | Engine firmware | Install version 1.14:03 or newer. | |
| Offset | | D197 012j, 21j | System/Copy firmware | Install version 1.15 or later | |
| Low image density | Image density decreases with continuous printing, especially in solid image areas | D197 043 | Developer condition | Change the SPs as shown in the RTB. The yield of the toner bottle will be reduced. | |
| Wrong color | PCL Jobs: transparent parts are printed in black | D197 007d | PCL firmware | Install version 1.07 or newer. | |
| Part of image missing | Some lines and/or borders missing from PCL jobs | D197 007e | PCL firmware | Install version 1.08 or newer. | |
| Part of image missing | If the Print data created by certain applications (such as Microsoft Excel 2010) contains a lot of graphics and/or transparent objects | D197 007e | PCL firmware | Install version 1.08 or newer. | |
| Blank page | If the Print data created by certain applications (such as Microsoft Excel 2010) contains a lot of graphics and/or transparent objects | D197 007e | PCL firmware | Install version 1.08 or newer. | |
| Text quality is poor | When printing an A3 document on A4 paper via Direct Printing, the text is distorted | D3A7 5738E | XPS firmware | Install version 1.05 or later | |
| | | D202 5566J | PCL firmware | Install version 1.10 or newer. | |
| <i>Dirty background</i> | | <i>D197 077</i> | <i>The PCU drive unit gear breaks, so the waste toner transportation mechanism cannot be driven, and toner coagulates inside the waste toner unit and PCU</i> | <i>1) Check the status of the waste toner bottle, and replace it if it is full of waste toner. 2) Replace the PCU. 3) Replace the waste toner unit. 4) If the gear is broken, replace it.</i> | |

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10. Mechanical/Electrical

| Subject | Symptom | RTB # | Cause | Solution | Note |
|----------------------|--|------------------------|--|--|------|
| Unsynchronized motor | Shift motor | D766 001d | Internal Finisher SR3180 firmware | Install version 01.130:06 or newer. | |
| Sensor error | Incorrect detection by fusing exit sensor | D197 001b | Engine firmware | Install version 1.09:03 or newer. | |
| Paper end | PB3210: Detected by mistake | D787 002 | Damage during machine transportation; the tray does not contact the push switch on the mainframe. | Attach the spacer AF013006 to the paper trays. | |
| Noise | Noise from the polygon mirror motor was reduced | D197 001b | Engine firmware | Install version 1.09:03 or newer. | |
| | | D197 012c, 021c | System/Copy firmware | Install version 1.09 or newer. | |
| Noise | In the paper exit unit | D197 040 | Friction between the inner face of the exit roller and the roller shaft. | Apply Silicone Grease G-501(P/N: 52039502) to the roller (P/N: D1494459). | |
| Noise | The release motor generates abnormal noise during standby. | D688 001s | Finisher SR3160/SR3170 firmware | Install version 02.400:10 or newer. | |
| Noise | <i>Smashing, impact noise</i> | <i>D197 077</i> | <i>The PCU drive unit gear breaks, so the waste toner transportation mechanism cannot be driven, and toner coagulates inside the waste toner unit and PCU</i> | <i>1) Check the status of the waste toner bottle, and replace it if it is full of waste toner. 2) Replace the PCU. 3) Replace the waste toner unit. 4) If the gear is broken, replace it.</i> | |
| Odor | | D197 041 | The temperature is too low at the edge or center of the paper when it enters the fusing unit. | Do the procedure in the flowchart in the RTB. | |
| HDD | Cannot access on a machine with Smart Operation Panel immediately after rebooting the machine. | D147 047y | Cheetah System firmware | Install version 1.42 or newer. | |
| Tray full | If the front door is opened/closed with paper stacked on the shift tray, shift tray full is falsely detected and the alert cannot be | D688 001t | Finisher SR3160/SR3170 firmware | Install version 02.410:10 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------------------------|---|----------------------------|--|--|------|
| | removed. | | | | |
| Broken part | The front lever is broken when the duplex unit is opened and closed | D147 161 | The lever was modified earlier, but that made it weaker | Replace the lever (P/N: D2399901). | |
| <i>Broken part</i> | <i>The waste toner transport coil breaks</i> | <i>D197 077</i> | <i>The PCU drive unit gear breaks, so the waste toner transportation mechanism cannot be driven, and toner coagulates inside the waste toner unit and PCU</i> | <i>1) Check the status of the waste toner bottle, and replace it if it is full of waste toner. 2) Replace the PCU. 3) Replace the waste toner unit. 4) If the gear is broken, replace it.</i> | |
| Motor does not stop | If JAM 360 occurs, the transfer motor does not stop | D690 5300M | InnerFin_SR3130 firmware | Install version 01.100:02 or later | |

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| Model: Model Cor-C1 | Date: 31-Jun-08 | No.: RD197000n |
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11. Others

| Subject | Symptom | RTB # | Cause | Solution | Note |
|-------------------|--|-----------------------|-------------------------------|------------------------------------|------|
| Machine is slow | Long time between jobs: When printing with Windows, and the RAW protocol is used for the standard TCP/IP port. | D197 015a, 025a | Network Support firmware | Install version 14.28 or newer. | |
| Machine is slow | When printing a saddle stitching folding job on DLT paper | D197 001c | Engine firmware | Install version 1.10:03 or newer. | |
| Machine is slow | Apps take a long time to install | D147 047u | Cheetah System firmware | Install version 1.38 or newer. | |
| Machine is slow | After return from energy saver mode if CAPv2 is installed | Gene 068j | Java VM v12 Update Tool | Install version 12.11.04 or newer. | |
| | | Gene 069j | Java VM v12 for eDC firmware | | |
| Machine is slow | When restarting ID Card Copy | D193 047b | ID Card Copy firmware | Install version 1.2 or newer. | |
| Machine is slow | When restarting Conference Concierge | D193 049 | Conference Concierge firmware | Install version 1.1 or newer. | |
| Machine is slow | Slow to begin feeding at the start of a job | D197 001f | Engine firmware | Install version 1.13:03 or newer. | |
| Machine is slow | Keyboard response is slow when using the Web Scanner application | D197 002c | Browser firmware | Install version 1.05.00 or newer. | |
| Machine is slow | Slow to start up in low temp and low humidity | D197 001g | Engine firmware | Install version 1.14:03 or newer. | |
| | | D197 012j, 21j | System/Copy firmware | Install version 1.15 or later | |
| Machine is slow | It takes time to resume a job if it is suspended while the device is in Energy Saver mode | D201 5573K D3A7 5701L | Printer firmware | Install version 1.09 or newer. | |
| Machine is slow | Printing is slow if CAP V2 is installed | D202 5567Q | Java VM v12 Update Tool | Install version 12.57.00 or newer. | |
| | | | Java VM v12 for eDC firmware | | |
| Energy saver mode | Does not enter Energy Saver mode after the user logs in and logs out quickly. | D147 047q | Cheetah System firmware | Install version 1.34 or newer. | |
| Energy saver mode | Cannot enter Energy Saver mode while Streamline NX operates. | D147 047q | Cheetah System firmware | Install version 1.34 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|-------------------|--|-----------------|------------------------------|------------------------------------|------|
| Energy saver mode | Cannot enter Energy Saver mode | Gene 068j | Java VM v12 Update Tool | Install version 12.11.04 or newer. | |
| | | Gene 069j | Java VM v12 for eDC firmware | | |
| Energy saver mode | Cannot recover from Energy Saver mode | D147 047v | Cheetah System firmware | Install version 1.39 or newer. | |
| | | D147 087g | SDKService for eDC firmware | Install version 1.06.01 or newer. | |
| Energy saver mode | Cannot recover from sleep mode | D147 054d | ClockWidget for eDC firmware | Install version 1.07 or newer. | |
| Machine stalls | Cannot operate the machine after a cancelled login. | D147 047q | Cheetah System firmware | Install version 1.34 or newer. | |
| Machine stalls | If the [Home] button is pressed just as the screen turns dark to enter Energy Saver mode | D147 047q | Cheetah System firmware | Install version 1.34 or newer. | |
| Machine stalls | While updating the Address Book if there is no HDD | D197 012a, 021a | System/Copy firmware | Install version 1.07 or newer. | |
| Machine stalls | While updating the controller or VM firmware. | D197 012a, 021a | System/Copy firmware | Install version 1.07 or newer. | |
| Machine stalls | If a print job is received just after booting up. | D197 012a, 021a | System/Copy firmware | Install version 1.07 or newer. | |
| Machine stalls | If a fax is received while performing a Copy job | D197 014a, 024a | Fax firmware | Install version 04.00.00 or newer. | |
| Machine stalls | After return from energy saver mode if CAPv2 is installed | Gene 068j | Java VM v12 Update Tool | Install version 12.11.04 or newer. | |
| | | Gene 069j | Java VM v12 for eDC firmware | | |
| Machine stalls | When the machine switches to offline mode (such as when entering user tools mode) | Gene 068j | Java VM v12 Update Tool | Install version 12.11.04 or newer. | |
| | | Gene 069j | Java VM v12 for eDC firmware | | |
| Machine stalls | When scanning from the main exposure glass with Size Setting disabled | Gene 068t | Java VM v12 Update Tool | Install version 12.18.11 or newer. | |
| | | Gene 069v | Java VM v12 for eDC firmware | | |
| Machine stalls | If a job comes in immediately after finishing another | D197 001j | Engine firmware | Install version 1.17:03 or newer. | |
| Machine stalls | When using an application on an @Remote-connected machine | D197 012n, 021n | System/Copy firmware | Install version 1.18 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|----------------------------------|---|--------------------------|--|-------------------------------------|------|
| Settings not applied | When the print settings are changed for a stored document that includes a banner page | D197 007a | PCL firmware | Install version 1.04 or newer. | |
| Settings not applied | When opening a program after Simple Screen has been applied on the home screen, the program settings are not retrieved. | D197 018h | Scanner firmware | Install version 02.08 or newer. | |
| | | D197 030g | Scanner firmware | Install version 01.07 or newer. | |
| Settings not applied | SMB client timeout configuration is not correctly applied | D201 5564Q D202 5564R | Network Support firmware | Install version 14.39 or newer. | |
| Settings have changed | Some settings related to fax reports changed after logout | D197 014e, 024e | Fax firmware | Install version 08.00.00 or newer. | |
| Software reset | | D766 001d | Internal Finisher SR3180 firmware | Install version 01.130:06 or newer. | |
| Machine resets itself | While the operation panel is being used | D147 060i | Smart Operation Panel: LegacyUI firmware | Install version 1.27 or newer. | |
| System logs | Contain nonexistent errors | D197 015a, 025a | Network Support firmware | Install version 14.28 or newer. | |
| | | D201 5564M D202 5564N | Network Support firmware | Install version 14.36 or newer. | |
| Reports, config pages | Printer configuration page shows incorrect information about the bypass tray paper size | D201 5573L D3A7 5701M | Printer firmware | Install version 1.10 or newer. | |
| Job history | Completed print jobs are not displayed | D197 019a | Web Support firmware | Install version 2.01 or newer. | |
| | | D197 031a | Web Support firmware | Install version 1.06 or newer. | |
| | | D197 012k, 021k | System/Copy firmware | Install version 1.16 or newer. | |
| Capabilities not shown correctly | The "Mixed" notification is missing from the Copy Size list | D197 012b | System/Copy firmware | Install version 1.08 or newer. | |
| Cannot operate the machine | After the user tries to log out if there are originals stacked in the ADF | D197 012d, 021d | System/Copy firmware | Install version 1.10 or newer. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|----------------------------------|---|-----------------|---------------------------------|---|------|
| Cannot access feature or setting | "Mixed" is missing from the Copy Size list under "Capability". | D197 021d | System/Copy firmware | Install version 1.10 or newer. | |
| Cannot access feature or setting | Cannot set Max. Email Size for scanner send settings via DMNX | D197 018h | Scanner firmware | Install version 02.08 or newer. | |
| | | D197 030g | Scanner firmware | Install version 01.07 or newer. | |
| Timers | System Auto Reset timer not set when a print job or scan job is being done | D197 012e | System/Copy firmware | Install version 1.11 or newer. | |
| | | D147 096f | Web Browser NX for eDC firmware | Install version 1.402.0 or newer. | |
| Memory leak | When repeatedly transitioning to and from energy-saving mode | D147 087g | SDKService for eDC firmware | Install version 1.06.01 or newer. | |
| Counters | PCDU related remaining days counters do not function: Stuck at 255 | D197 001g | Engine firmware | Install version 1.14:03 or newer. | |
| Counters | Cannot get [WebAPI] counter information without logging in. | D197 012j, 21j | System/Copy firmware | Install version 1.15 or later | |
| Cannot do any jobs | After attempting to back up the address book from Device Manager NX | D197 005e | NetworkDocBox firmware | Install version 1.07 or newer. | |
| Cannot do any jobs | Cannot run copy jobs | D197 012n, 021n | System/Copy firmware | Install version 1.18 or newer. | |
| Insects | Small insects get inside the machine from the open space at the bottom right. | D197 071 | | Install the new lower right cover (D1491268). | |