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Updated: End of June 2018: Changes in bold italics

| Model: Model Co | or-C1 | | Dat | e: 31-Jun- | -08 | No.: RD197000n |
|-------------------|---------------------------------|-------------------|--------|------------|------------|--------------------|
| Subject: Trouble | shooting | | | Prepare | d by: R. T | Гsurumi |
| From: 1st Tech. S | Support Sec. Service Support [| Dept. | | | | |
| Classification: | ☐ Troubleshooting ☐ Part inform | | ormat | tion | ☐ Action | n required |
| | ☐ Mechanical | ☐ Electric | al | | ☐ Service | ce manual revision |
| | ☐ Paper path | ☐ Transm | it/rec | eive | ☐ Retrof | fit information |
| | ☐ Product Safety | \square 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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Pages printed in the wrong order User names IPDS

Job cancelled

Scan to Folder

Capture

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

1. Paper Feed Errors

| Subject | Symptom | RTB# | Cause | Solution | Note |
|---------|---|--------------|--|---|---------------------------------|
| Jam | When stapling & | D690 | Internal Finisher | Install version 01.070:02 | |
| | punching B5 LEF sheets. | 001d | SR3130 firmware | 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. | |
| Jam | JAM154 or JAM155 when printing a booklet on A3 paper | D688 5301V | Finisher SR3160/SR3170 firmware | Install version 02.420:10 or newer. | |
| 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. | |
| Toner scattering | | D197 077 | 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 | 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. | |



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3. Connectivity

| Subject | Symptom | RTB# | Cause | Solution | Note |
|---------|---|------------------|----------------------|-------------------------------|------|
| WIM | "Fax Received File" not | D197 | Web Uapl | Install version 2.01 or | |
| | displayed in the "Print | 020a | firmware | newer. | |
| | Job/Stored File" menu | D197 | Web Uapl | Install version 1.04 or | |
| | | 032a | firmware | newer. | |
| WIM | Times out if the device is | D197 | Web Uapl | Install version 2.03 or | |
| | turned on and goes in and | 020c | firmware | newer. | |
| | out of Energy Saver Mode | | | | |
| | 100 times before it is | | | | |
| | turned off | | | | |
| Fax | IP-Fax not available | D197 | RemoteFax | Install version 02.00.00 or | |
| | | 017a, | firmware | newer. | |
| | | 029a | | | |
| Fax | Reception and printout | D197 | GWFCU3.8-7 | Install version 02.00.00 or | |
| | error | 004a | (WW) firmware | newer. | |
| Fax | Reception error when | D197 | GWFCU3.8-7 | Install version 02.00.00 or | |
| | using installed G3 | 004a | (WW) firmware | newer. | |
| | interface unit | D.10= | 0 1 10 | | |
| Fax | Reception error with W- | D197 | System/Copy | Install version 1.10 or | |
| | NET fax | 012d, | firmware | newer. | |
| F | Topograpia de la falla | 021d | | | |
| Fax | Transmission fails | D197 | Fax firmware | Install version 05.00.00 or | |
| | | 014b, | | newer. | |
| Гоу | Fox does not start up | 024b D197 | Fax firmware | Install varsion 05 00 00 or | |
| Fax | Fax does not start up | | rax iiimware | Install version 05.00.00 or | |
| | following continuous fax communication. | 014b, 024b | | newer. | |
| Fax | Error with notice for stored | D197 | Fax firmware | Install version 05.00.00 or | |
| гах | reception files | 014b, | rax IIIIIIwaie | newer. | |
| | reception mes | 014b, 024b | | newer. | |
| Fax | Quick fax does not start | D197 | Fax firmware | Install version 05.00.00 or | |
| 1 ux | Galok lax acco list start | 014b | 1 ax iii iii waro | newer. | |
| Fax | Sender name is printed | D197 | Fax firmware | Install version 06.00.00 or | |
| · un | even if this is disabled | 014c, | T dix iii iii iii ii | newer. | |
| | | 024c | | | |
| Fax | Fax data encoded with | D197 | System/Copy | Install version 1.15 or later | |
| | base 64 is not correctly | 012j, | firmware | | |
| | received | 21j [*] | | | |
| Fax | ESA applications deliver | Gene | Java VM v12 | Install version 12.30.01 or | |
| | inbound faxes that include | 087c | Update Tool | newer. | |
| | the metadata from other | Gene | Java VM v12 | | |
| | fax jobs. | 088a | for eDC | | |
| | | | firmware | | |
| Fax | Simple Fax application | D147 | SimpleFAX for | Install version 1.29 or | |
| | with CAP V2: Cannot | 067d | eDC firmware | newer. | |
| | cancel a selected address | | | | |
| Fax | Scroll up does not work | D147 | SimpleFAX for | Install version 1.29 or | |
| | when trying to select an | 067d | eDC firmware | newer. | |
| | address from the Simple | | | | |
| | Fax application | | | | |

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| Subject | Symptom | RTB# | Cause | Solution | Note |
|---------|------------------------------|---------------|---------------|-----------------------------|--------------|
| Fax | Cannot cancel an address | D147 | Cheetah | Install version 1.49 or | |
| | when using the Simple | 150e | System | newer. | |
| | Fax application | | firmware | | |
| Fax | Cannot scroll through the | D147 | Cheetah | Install version 1.49 or | |
| | address list when using | 150e | System | newer. | |
| | the Simple Fax application | | firmware | | |
| Fax | A received fax is not | D197 | System/Copy | Install version 1.17 or | |
| - | printed and forwarded to | 012m, | firmware | newer. | |
| | the folder | 021m | | | |
| Fax | Sending a fax from the | Gene | Java VM v12 | Install version 12.39.02 or | |
| | document server using an | 087j | Update Tool | newer. | |
| | IPv4-mapped address | Gene | Java VM v12 | | |
| | results in an error. | 088h | for eDC | | |
| | | | firmware | | |
| Fax | Remote Fax is disabled | D197 | GWFCU3.8-7 | Install version 04.00.00 or | |
| | after continuously using | 004c | (WW) firmware | newer. | |
| | this function | 00.0 | (****) | | |
| Fax | If [Store and Print] is | D197 | GWFCU3.8-7 | Install version 04.00.00 or | |
| ı ux | enabled and a document | 004c | (WW) firmware | newer. | |
| | is deleted from | 00.0 | (****) | | |
| | GlobalScan, the fax | | | | |
| | function cannot be used | | | | |
| Fax | Sending error with PC- | D201 | Remote Fax | Install version 04.00.00 or | |
| I UX | FAX | 5558E | firmware | newer. | |
| | 1700 | D202 | Illinware | Tiewer. | |
| | | 5558F | | | |
| Fax | Cannot send, receive, or | D202 | Remote Fax | Install version 04.00.00 or | |
| I UX | print the transmitted fax if | 5558F | firmware | newer. | |
| | the sending machine | 00001 | IIIIIWaic | Tiewer. | |
| | disconnects during IP- | | | | |
| | FAX transmission | | | | |
| Fax | Cannot send if CAP v2 is | D202 | Java VM v12 | Install version 12.57.00 or | |
| Tux | installed | 5567Q | Update Tool | newer. | |
| | in ordined | 0007 Q | Java VM v12 | i newer. | |
| | | | for eDC | | |
| | | | firmware | | |
| SMB | Scan to SMB fails when | D197 | Network | Install version 14.29 or | |
| CIVID | the display language is | 015b, | Support | newer. | |
| | Catalan. | 015b, 025b | firmware | 110,1101. | |
| SMB | Communication fails | D201 | Network | Install version 14.38 or | |
| CIVID | | 5564P | Support | newer. | |
| | | D202 | firmware | Tiewer. | |
| | | 5564Q | Iniliwaic | | |
| Address | Title not displayed when | D197 | System/Copy | Install version 1.09 or | |
| book | address book is registered | 012c, | firmware | newer. | |
| DOOK | via Device Manager NX | 012c, 021c | IIIIIWaic | HGWEL. | |
| | series | 0210 | | | |
| Address | Cannot be updated by | D197 | Scanner | Install version 02.04 or | |
| book | Web Image Monitor when | 018c | firmware | newer. | |
| DOOK | the device is in energy- | D197 | Scanner | Install version 01.03 or | |
| | | | | | |
| Addross | saving mode. | 030b | firmware | newer. | |
| Address | Cannot open address | D197 | Fax firmware | Install version 05.00.00 or | |
| book | book | 014b | | newer. | <u> </u> |

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| Subject | Symptom | RTB# | Cause | Solution | Note |
|---------------|---|--------------|----------------------------|---------------------------------|----------|
| Address | Cannot backup address | D197 | NetworkDocBo | Install version 1.07 or | |
| book | book | 005e | x firmware | newer. | |
| Address | Error if new addresses are | D197 | System/Copy | Install version 1.17 or | |
| book | registered to the address | 012m, | firmware | newer. | |
| | book using Smart SDK | 021m | | | |
| Network | When an application | D147 | Cheetah | Install version 1.37 or | |
| connection | attempts to connect to the | 047t | System | newer. | |
| error | network | | firmware | | |
| Network | Smart Operation Panel | D147 | SOP starts to | Rebooting the device might | |
| connection | (SOP) cannot connect to | 130 | get an IP | solve the problem. Update | |
| error | the network when "Screen | | address before | the "Cheetah System" | |
| | Startup Mode" is set to | | connection | firmware to v1.37 or newer. | |
| | "Quick" | | between SOP | | |
| | | | and device is established. | | |
| Network | If the device has not | D201 | Network | Install version 14.40 or | |
| connection | been used for some | 5564R | Support | newer. | |
| error | time, functions that | D202 | firmware | "one" | |
| 0.70. | require a network | 5564S | | | |
| | connection fail. | | | | |
| Communicati | After changing the | D197 | System/Copy | Install version 1.18 or | |
| on fails | relationship between host | 012n, | firmware | newer. | |
| | name and IP address on | 021n | | | |
| | DNS server | | | | |
| Cannot | From SOP apps to | D147 | Cheetah | Install version 1.38 or | |
| forward files | external Web servers | 047u | System | newer. | |
| _ ; | 1441 0: 1:5: 1:01: | D407 | firmware | | |
| E-mail | When Simplified Chinese | D197 018e | Scanner | Install version 02.06 or | |
| | characters are used, the contents are garbled | D197 | firmware Scanner | newer. Install version 01.05 or | |
| | Contents are garbled | 030d | firmware | newer. | |
| E-mail | Contents of the attached | D197 | System/Copy | Install version 1.17 or | |
| Lilian | file appear in the body of | 012m, | firmware | newer. | |
| | the message with the | 021m | | | |
| | characters corrupted. | | | | |
| Wireless LAN | When CTS protection is | D197 | System/Copy | Install version 1.12 or | |
| | enabled, throughput is low | 012f | firmware | newer. | |
| Wrong | When sending a scanned | D201 | Network | Install version 14.38 or | |
| document | or fax document using the | 5564P | Support | newer. | |
| sent | Hotfolder plug-in for | D202 | firmware | | |
| | GlobalScan or | 5564Q | | | |
| | StreamlineNX, the wrong | | | | |
| | document was sent and | | | | |
| | the original document may be lost. | | | | <u> </u> |
| @Remote | 3G @Remote cannot | D201 | System/Copy | Install version 1.21 or | |
| ٠. ١٥١١١٥١٥ | connect | 5550Y | firmware | newer. | <u> </u> |
| | | D202 | | | <u> </u> |
| | | 5550Z | | | |
| @Remote | The Supply Call for Toner | D202 | Engine | Install version 1.18:03 or | |
| _ | Bottle is not sent to the | 5501M | firmware | newer. | <u> </u> |
| | @Remote Center if the | D197 | | | <u> </u> |
| | toner bottle is replaced at | 076 | | | |
| | Toner Near End | | | | |

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

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4. Printing/Scanning

| Subject | Symptom | RTB# | Cause | Solution | Note |
|-----------------|---|---------|-------------------|--------------------------|------|
| Cannot | If the language is not set | D147 | Cheetah System | Install version 1.34 or | |
| print | to English or Japanese. | 047q | firmware | newer. | |
| Cannot | If the user logs in with a | D147 | Cheetah System | Install version 1.34 or | |
| print | blank password. | 047q | firmware | newer. | |
| Cannot | IPP printing with the job | D197 | Network Support | Install version 14.31 or | |
| print | spool enabled in Mac | 015d, | firmware | newer. | |
| | OS X 10.7 or later and | 025d | | | |
| | iOS 6 or later | D. 4.0. | 5 | | |
| Jobs not | While printing a job | D197 | Printer firmware | Install version 1.03 or | |
| spooled | using Enhanced Locked | 016a, | | newer. | |
| | Print NX v2, incoming jobs cannot be spooled | 028a | | | |
| Search | Incorrect search results | Gene | Java VM v12 | Install version 12.11.04 | |
| Search | if the keywords in a PDF | 068j | Update Tool | or newer. | |
| | file are scanned by | Gene | Java VM v12 for | or newer. | |
| | selecting a language | 069j | eDC firmware | | |
| | other than "Japanese" | 000 | obo minimaro | | |
| Cannot | When "Start Scanning" | D197 | Scanner firmware | Install version 02.06 or | |
| scan | is pressed in the Scan to | 018e | | newer. | |
| | Me application | | | | |
| Cannot | Send error: If multi-pass | D197 | System/Copy | Install version 1.12 or | |
| scan | ADF, OCR, and other | 012f | firmware | newer. | |
| | settings are used | | | | |
| Cannot | If a user logs in using | D197 | System/Copy | Install version 1.18 or | |
| scan | custom authentication | 021n | firmware | newer. | |
| | (CAP, etc.) and operates | | | | |
| Cannot | legacy scanner settings When scanning using | D201 | Scanner firmware | Install version 02.09 or | |
| scan | the Smart Device | 5571J | Scanner IIIIIware | newer. | |
| Scari | Connector, the scanner | 337 13 | | newer. | |
| | applications cannot be | | | | |
| | used. | | | | |
| Cannot | When doing Scan to | D201 | Network Support | Install version 14.40 or | |
| scan | Folder in a high-load | 5564R | firmware | newer. | |
| | network environment, | D202 | | | |
| | the device's gets stuck | 5564S | | | |
| | on sending and the | | | | |
| | scanner becomes | | | | |
| | unusable | D 400 | 15.0 | | |
| Cannot | When the "Stop" key is | D193 | ID Card Copy | Install version 1.2 or | |
| complete | pressed after scanning one side of a document | 047b | firmware | newer. | |
| scanning job | and then "Continue | | | | |
| Job | Printing" is selected | | | | |
| Cannot | If Letter-size paper | D193 | Conference | Install version 1.1 or | |
| complete | landscape is set and the | 049 | Concierge | newer. | |
| scanning | staple is to be positioned | 0.0 | firmware | | |
| job | on the upper-left side | | | | |
| - | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

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| Subject | Symptom | RTB# | Cause | Solution | Note |
|---------------|--|------------------|----------------------|----------------------------------|-------|
| Cannot | When scanning an | D197 | System/Copy | Install version 1.15 or | 11000 |
| complete | original containing | 012j, | firmware | later | |
| scanning | multiple pages with the | 21j ⁷ | | | |
| job | Twain driver, error code | _ | | | |
| | 36856 occurs on the | | | | |
| | client PC | | | | |
| Cannot use | Printing is available only | D197 | System/Copy | Install version 1.12 or | |
| LEF or SEF | in LEF | 012f | firmware | newer. | |
| Scanning | The machine starts | D197 | Extended JS | Install version 1.03.00 or | |
| starts at the | scanning without an | 003c | firmware | newer. | |
| wrong time | original after a DF jam is | | | | |
| 14/ | cleared. | D.407 | 0 " | | |
| Wrong | When scanning with | D197 | Scanner firmware | Install version 02.07 or | |
| characters | "Hungarian" or "Polish" selected under | 018f | Cuatama/Camu | newer. | |
| | "Cognitive | D197 | System/Copy | Install version 1.13 or | |
| | Language" in "OCR | 012g D197 | firmware | newer. Install version 1.13 or | |
| | Settings", some | 021g | System/Copy firmware | newer. | |
| | characters are converted | D197 | Scanner firmware | Install version 01.06 or | |
| | to a question mark | 030e | Ocariner miniware | newer. | |
| Characters | | D197 | PCL firmware | Install version 1.09 or | |
| damaged or | | 007f | | newer. | |
| missing | | | | | |
| Job does | If paper near-end occurs | Gene | Java VM v12 | Install version 12.16.00 | |
| not resume | while printing General | 068r | Update Tool | or newer. | |
| | format files | Gene | Java VM v12 for | | |
| | | 069t | eDC firmware | | |
| Job | When printing a excel | D197 | PCL firmware | Install version 1.07 or | |
| cancelled | sheet that contains | 007d | | newer. | |
| | images that drawn by | D197 | XPS firmware | Install version 1.03 or | |
| | collar custom brush | 011a | DOL " | newer. | |
| Job | When "Unauthorized | D197 | PCL firmware | Install version 1.07 or | |
| cancelled | Copy Prevention Printing: Printer" is | 007d D197 | RPCS firmware | newer. Install version 3.16.8 or | |
| | enabled | 010a | RPC3 IIIIIWale | newer. | |
| | Chabled | D197 | XPS firmware | Install version 1.04 or | |
| | | 011b | XI O IIIIIWaic | newer. | |
| Pages | If the next job is printed | D197 | System/Copy | Install version 1.16 or | |
| printed in | from another tray before | 012k, | firmware | newer. | |
| the wrong | the last page of the | 021k | | | |
| order | previous job is fed, | | | | |
| | pages from the | | | | |
| | documents are mixed. | | | | |
| User names | Quick Scanner: | D149 | Scanner firmware | Install version 02.24 or | |
| | Unregistered user | 039n | | newer. | |
| | names appear, or | | | | |
| | registered user names | | | | |
| IDDC | do not appear | D204 | Drinter firms | Inotall varsion 4.00 se | |
| IPDS | Stalls if IPDS jobs are | D201 | Printer firmware | Install version 1.09 or | |
| | printed continuously | 5573K D3A7 | | newer. | |
| | | 5701L | | | |
| | | STOIL | | | |
| | | | | | |
| | | <u> </u> | <u> </u> | <u> </u> | |

Technical **B**ulletin

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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 | 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 | D201 5564R D202 5564S | Network Support firmware | Install version 14.40 or newer. | |
| Capture | 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. | D3A7 5704M D201 5571L | Scanner firmware Scanner firmware | Install version 01.09 or newer. Install version 02.11 or newer. | |
| | | | | | |

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

5. Operation Panel

| Subject | Symptom | RTB# | Cause | Solution | Note |
|-----------|---------------------------------------|--------------|-------------------------|---|----------|
| Icons not | The icon for the RIS | D147 | Cheetah System | Install version 1.34 or | |
| displayed | app. is not displayed | 047q | firmware | newer. | |
| | on the Home screen | | | | |
| | when logging in via | | | | |
| | Streamline NX. | D 407 | 0 1 10 | 1 | |
| Icons not | When an SDK | D197 | System/Copy | Install version 1.13 or | |
| displayed | application is configured not to be | 012g | firmware | newer. | |
| | authenticated | | | | |
| Icons not | Applications | D147 | Cheetah System | Install version 1.50 or | |
| displayed | disappear from the | 150f | firmware | newer. | |
| | home screen, if | | | | |
| | logged on to a | | | | |
| | machine set with | | | | |
| | custom | | | | |
| F | authentication. | D4.47 | Observatorie O | Leafall construction 4 0 4 | |
| Freezes | If the machine enters | D147 | Cheetah System firmware | Install version 1.34 or | |
| | or recovers from Energy Saver mode | 047q | Illiliware | newer. | |
| | while displaying the | | | | |
| | copy interrupt screen. | | | | |
| Freezes | If the machine goes | D147 | Cheetah System | Install version 1.34 or | |
| | in and out of Energy | 047q | firmware | newer. | |
| | Saver mode after a | | | | |
| | controller reboot in a | | | | |
| | customized | | | | |
| | authentication | | | | |
| Freezes | environment. The Smart Operation | D147 | SimpleCopy for | Install version 1.17 or | |
| 1166263 | Panel stalls when the | 072h | eDC firmware | newer. | |
| | machine recovers | 0.2 | 050 111111111111 | nowe | |
| | from Energy Saver | | | | |
| | mode | | | | |
| Freezes | If it is kept on for a | D147 | Cheetah System | Install version 1.44 or | |
| | long time | 150 | firmware | newer. | |
| Freezes | At the login screen | D147 | Cheetah System | Install version 1.48 or | |
| Eroozos | With the masses | 150d | firmware | newer. | 1 |
| Freezes | With the message "Please wait", if a | D147 150e | Cheetah System firmware | Install version 1.49 or newer. | |
| | non-legacy (classic) | 1306 | minwaic | HEWEI. | |
| | application is used | | | | |
| | for a long time | | | | |
| Freezes | With the message | D147 | Cheetah System | Install version 1.49 or | |
| | "Processing", if | 150e | firmware | newer. | |
| | attempting to start | | | | |
| | the on-demand print | | | | |
| | application | | | | |
| | | | | | |
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| Subject | Symptom | RTB# | Cause | Solution | Note |
|-----------------|---|--------------|--------------------------|----------------------------|------|
| Freezes | If the Start button is | D197 | System/Copy | Install version 1.18 or | |
| | pressed in copy | 012n, | firmware | newer. | |
| | mode immediately | 021n | | | |
| | after recovering from | | | | |
| | the energy saver mode | | | | |
| Screen flickers | When System Auto | D147 | Cheetah System | Install version 1.40 or | |
| | Reset is performed | 047w | firmware | newer. | |
| Wrong screen | The Home screen | D147 | Cheetah System | Install version 1.34 or | |
| appears | instead of the priority | 047q | firmware | newer. | |
| | app when | | | | |
| | "Ubiquitech" is the priority app | | | | |
| Wrong screen | The Preferred screen | D147 | Cheetah System | Install version 1.36 or | |
| appears | returns to the Home | 047s | firmware | newer. | |
| | screen after a VM | | | | |
| | firmware update | | | | |
| Wrong screen | When a user | D197 | Scanner firmware | Install version 02.05 or | |
| appears | executes a job in a | 018d | | newer. | |
| | SmartSDK application, the home | D197 030c | | Install version 01.04 or | |
| | screen is displayed | 0300 | | newer. | |
| Wrong screen | The display returns to | D197 | System/Copy | Install version 1.11 or | |
| appears | the Home screen | 012e | firmware | newer. | |
| | before the scanning | D147 | SDKService for | Install version 1.06.01 or | |
| | job is finished. | 087g | eDC firmware | newer. | |
| Screen not | Copy Interrupt screen | D147 | Cheetah System | Install version 1.35 or | |
| displayed | not displayed when the Interrupt key is | 047r | firmware | newer. | |
| | pressed. | | | | |
| Screen not | Cannot switch from | D147 | Banner for eDC | Install version 1.12 or | |
| displayed | ECO screen to fax | 048e | firmware | newer. | |
| | screen | | | | |
| Screen not | Cannot return to the | D147 | Smart Operation | Install version 1.26 or | |
| displayed | Streamline NX login screen | 060h | Panel: LegacyUI firmware | newer. | |
| Screen not | If the check status | D147 | StateInfo for eDC | Install version 1.22 or | |
| displayed | button is pressed to | 069g | firmware | newer. | |
| , , | check the details of | | | | |
| | an error, the screen | | | | |
| | does not switch to | | | | |
| | the application | | | | |
| Cannot close | screen. Cannot close the | D147 | Announce for | Install version 1.10 or | |
| screen | ECO screen if the | 051d | eDC firmware | newer. | |
| | Fax Substitute | | | | |
| | Reception button is | | | | |
| | pressed. | D44= | | 1 | |
| Screen goes | If the user logs in via card authentication | D147 | Smart Operation | Install version 1.26 or | |
| black | caru autrientication | 060h | Panel: LegacyUI firmware | newer. | |
| Screen goes | When the operator | D147 | Cheetah System | Install version 1.36 or | |
| black | tries to switch to an | 047s | firmware | newer. | |
| | SDK app | | | | |

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| Subject | Symptom | RTB# | Cause | Solution | Note |
|----------------|--|--------------|-------------------------|--------------------------------|------|
| Screen goes | While using the | D147 | Cheetah System | Install version 1.50 or | |
| black | operation panel | 150f | firmware | newer. | |
| Screen goes | While using the | D147 | Banner for eDC | Install version 1.13 or | |
| black | operation panel | 048f | firmware | newer. | |
| Screen does | When the operator | D147 | Cheetah System | Install version 1.36 or | |
| not change | tries to switch to an | 047s | firmware | newer. | |
| | SDK app | | | | |
| Screen does | When the "Stop" key | D193 | ID Card Copy | Install version 1.2 or | |
| not change | is pressed after scanning one side of | 047b | firmware | newer. | |
| | a document and then | | | | |
| | "Continue Printing" is | | | | |
| | selected | | | | |
| Screen does | Cannot switch to a | D197 | System/Copy | Install version 1.17 or | |
| not change | different screen, if | 012m | firmware | newer. | |
| | logged in to the | | | | |
| | legacy fax application | | | | |
| | without | | | | |
| | authentication | | | | |
| 'Cannot make | If the user boots up | D147 | SimpleCopy for | Install version 1.17 or | |
| copies' | Simple Copy just | 072h | eDC firmware | newer. | |
| | after the machine | | | | |
| | enters Energy Saver mode | | | | |
| Key operations | When the machine | D197 | System/Copy | Install version 1.10 or | |
| not recognized | returns from System | 012d, | firmware | newer. | |
| not recognized | Settings to the | 021d | Illiliwaic | TICWCI. | |
| | previous screen | | | | |
| Key operations | The user presses | D197 | System/Copy | Install version 1.11 or | |
| not recognized | "Reset" after copying | 012e, | firmware | newer. | |
| | a large amount of | 021e | | | |
| | originals | | | | |
| Wording error | Traditional Chinese: | D197 | System/Copy | Install version 1.10 or | |
| | "Print" is incorrectly | 012d | firmware | newer. | |
| | displayed as "Copy" | D197 | animation | Install version 2.00 or | |
| | in System Settings | 013a | firmware | newer. | |
| | | D197 026a | OpePanel firmware | Install version 1.04 or | |
| Wording error | Portuguese: "Gestão | D197 | animation | newer. Install version 2.00 or | |
| vvoiding endi | de" is incorrectly | 013a | firmware | newer. | |
| | displayed as | D197 | OpePanel | Install version 1.04 or | + |
| | "Selecionar band. | 026a | firmware | newer. | |
| | papel" in Printer | | | _ | |
| | Features | | | | |
| Wording error | Russian: "No" is | D197 | animation | Install version 4.00 or | |
| | mistranslated to | 013c | firmware | newer. | |
| | "Yes" in the message | D197 | System/Copy | Install version 1.18 or | |
| | that appears when | 012n | firmware | newer. | |
| | printing from a USB | | | | |
| Connot | memory stick | D147 | Chaotah Cuatara | Install version 4.20 ar | |
| Cannot use | Cannot use the SOP within 2 minutes of | D147 047v | Cheetah System firmware | Install version 1.39 or | |
| | start-up | 047V | IIIIIWait | newer. | |
| | σιαιτ-αρ | | | | |
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| Subject | Symptom | RTB# | Cause | Solution | Note |
|----------------|-------------------------|---------|----------------|----------------------------|------|
| Cannot use | After RFU, screen is | D197 | System/Copy | Install version 1.12 or | |
| | blank and no | 012f | firmware | newer. | |
| | response from touch | | | | |
| | panel or hard keys | | | | |
| Cannot use | After RFU, screen is | D147 | Cheetah System | Install version 1.40 or | |
| | blank, and no | 047w | firmware | newer. | |
| | response from keys. | | | | |
| An SOP | If a user logs in via | D197 | NetworkDocBox | Install version 1.06 or | |
| application | Basic Authentication | 005d | firmware | newer. | |
| does not work | | | | | |
| Touchscreen | Has drifted | D147 | Cheetah System | Install version 1.43 or | |
| calibration | | 047z | firmware | newer. | |
| | | D147 | LegacyUI | Install version 1.29 or | |
| | | 060k | firmware | newer. | |
| Touchscreen | Has drifted | D147 | Cheetah System | Install version 1.45 or | |
| calibration | | 150a | firmware | newer. | |
| False touch | Falsely detects a | D147 | Cheetah System | Install version 1.47 or | |
| detection | multi-touch | 150c | firmware | newer. | |
| Incorrect | Copy/Scanner/Fax | D147 | Cheetah System | Install version 1.48 or | |
| status | show that jobs are | 150d | firmware | newer. | |
| displayed | being conducted | D147 | SDKService for | Install version 1.07.00 or | |
| | immediately after the | 087h | eDC firmware | newer. | |
| 0 1 | device is rebooted. | D 4 4 7 | 0. 10 (| | |
| Screen does | If a device is | D147 | SimpleScan for | Install version 1.14 or | |
| not turn on | configured with | 073d | eDC firmware | newer. | |
| | Authentication priority | | | | |
| | mode and then | | | | |
| | resumes | | | | |
| | operation after being | | | | |
| | in energy-saving mode | | | | |
| Does not start | If the machine was | D147 | Cheetah System | Install version 1.49 or | |
| Does not start | left unused for a long | 150e | firmware | newer. | |
| | time in energy saver | 1000 | iiiiiwaic | newer. | |
| | mode. | | | | |
| Buttons not | If repeatedly logging | D147 | Cheetah System | Install version 1.49 or | |
| working | in and out of the | 150e | firmware | newer. | |
| | screen for the simple | | | | |
| | scanner application. | | | | |
| Buttons not | The start button does | D197 | System/Copy | Install version 1.18 or | |
| working | not work after a jam | 012n, | firmware | newer. | |
| 3 | , , . | 021n | | | |
| Buttons not | Hard keys on the | D197 | System/Copy | Install version 1.18 or | |
| working | Copy screen not | 012n, | firmware | newer. | |
| | effective | 021n | | | |
| LED operating | Status check LED | D147 | LegacyUI | Install version 1.31 or | |
| incorrectly | turns off even when | 060n | firmware | newer. | |
| | an error remains | | | | |
| | uncorrected | | | | |
| SC display | The SC codes of | D150 | LegacyUI | Install version 1.32 or | |
| defective | SC672 and SC819 | 1443V | firmware | newer. | |
| | are displayed on top | | | | |
| | of each other | | | | |

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

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 Gene 069j | Java VM v12 Update Tool Java VM v12 for eDC firmware | Install version 12.11.04 or newer. | |
| 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 | Unauthorized Guest | D197 | System/Copy | Install version 1.08 or | |
| users can | users can perform | 012b | firmware | newer. | |
| operate | jobs when the | D197 | | | |
| | Optional Counter | 021b | | | |
| | (SP5-113-002) is | | | | |
| | enabled. | | | | |
| Unauthorized | Users may access | D147 | Cheetah System | Install version 1.38 or | |
| users can | the app menu screen | 047u | firmware | newer. | |
| operate | without Administrator | | | | |
| Unauthorized | privileges | D197 | Cyctom/Cony | Install version 1.16 or | |
| users can | Users registered with CAPV2 can log in | 012k, | System/Copy firmware | | |
| | with the administrator | 012k, 021k | Illiliwale | newer. | |
| operate | name | UZIK | | | |
| Authentication | If Kerberos | Gene | Java VM v12 for | Install version 12.12.06 | |
| Addression | authentication is | 069m | eDC firmware | or newer. | |
| | done with an ESA | Gene | Java VM v12 | or newer: | |
| | application, the | 068m | Update Tool | | |
| | handling cannot time | 000111 | Opaate 1001 | | |
| | out | | | | |
| Authentication | When using an | D197 | Scanner firmware | Install version 02.06 or | |
| | application based on | 018e | | newer. | |
| | the SmartSDK | D197 | System/Copy | Install version 1.12 or | |
| | | 012f | firmware | newer. | |
| Authentication | Fails if the device is | D197 | Network Support | Install version 14.35 or | |
| | set to use "IEEE | 015h, | firmware | newer. | |
| | 802.1X" and | 025h | | | |
| | "TLS1.2" is set to | | | | |
| | "active | | | | |
| Authentication | User code input | D197 | System/Copy | Install version 1.18 or | |
| | screen does not | 012n, | firmware | newer. | |
| Destricted | appear | 021n | 0 | In stall consists 4.44 as | |
| Restricted | Registering a | D197 | System/Copy | Install version 1.11 or | |
| function can be | destination in the | 012e | firmware | newer. | |
| used | address book is disabled, but can be | | | | |
| | done using the Scan | | | | |
| | to Folder Helper | | | | |
| | application. | | | | |
| Authorized | When the "Stop" key | D193 | ID Card Copy | Install version 1.2 or | |
| function cannot | is pressed after | 047b | firmware | newer. | |
| be used | scanning one side of | | | | |
| | a document | | | | |
| Screen from | Scan to Folder | D193 | Scan to Folder | Install version 1.2 or | |
| previous session | Helper | 046b | Helper firmware | newer. | |
| displayed after | | | | | |
| login | | | | | |
| Unspecified | | D147 | Cheetah System | Install version 1.41 or | |
| security issue | | 047x | firmware | newer. | |
| | | D147 | Web Browser NX | Install version 1.403.0 or | |
| | | 096g | for eDC firmware | newer. | |
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| Subject | Symptom | RTB# | Cause | Solution | Note |
|----------------------------|---|--------------------------------|---------------------------|---------------------------------|------|
| Incorrect access | When a client device | D147 | Cheetah System | Install version 1.46 or | |
| rights | 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 | 150b | firmware | 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 D150 1459L | Cheetah System firmware | Install version 1.52 or newer. | |

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

7. Error Codes

| Subject | Symptom | RTB# | Cause | Solution | Note |
|----------|--------------------------|----------|-------------------------------|--|------|
| SC121 | At installation | D197 | The shoe on the | Put the shoe back in the | |
| | | 042 | second scanner | correct position, as | |
| | | | carriage | shown in the RTB. | |
| | | | disengages from | | |
| | | | the rail, due to | | |
| | | | shock or shaking | | |
| | | | during transport. | | |
| SC142-00 | After replacing the lens | D197 | The focus and | Replace the assembly | |
| | holder assembly with | 067a | positioning | with one that is adjusted | |
| | the service part (P/N: | | adjustments of the | correctly (see the RTB | |
| | D2021771). | | lens and CCD | for how to tell the | |
| | | | (service parts | difference) | |
| | | | only) were not | | |
| | | | done at the | | |
| SC547-02 | | D197 | factory. The relay harness | Work through the | |
| 30347-02 | | 059 | was mistakenly | procedure in the RTB. | |
| | | 000 | routed between | procedure in the RTB. | |
| | | | the air duct and | | |
| | | | the frame | | |
| SC563 | When feeding the | D197 | Engine firmware | Install version 1.13:03 or | |
| | wrong paper size | 001f | | newer. | |
| SC637 | If the machine is shut | Gene | Java VM v12 | Install version 12.18.11 | |
| | down while printing. | 068t | Update Tool | or newer. | |
| | | Gene | Java VM v12 for | | |
| | | 069v | eDC firmware | | |
| SC670 | | D197 | Engine firmware | Install version 1.14:03 or | |
| 000=000 | | 001g | | newer. | |
| SC670-00 | Occurs often | D197 | Insufficient | Correct the deformation | |
| | | 072 | contact of the | in the ground plate as | |
| | | | ground plate for | shown in the photos. If that does not work, work | |
| | | | the Fusing Unit/Paper Exit | through the flow chart. | |
| | | | Unit | through the now chart. | |
| SC672-11 | | D197 | PowerSaving Sys | Install version F.23 or | |
| 00072-11 | | 009a | firmware | newer. | |
| SC672-11 | During Energy Saver | D197 | System/Copy | Install version 1.10 or | |
| | mode | 012d, | firmware | newer. | |
| | | 021d | | | |
| SC672-11 | When continuously | D147 | Smart Operation | Install version 1.28 or | |
| | running print jobs | 060j | Panel: LegacyUI | newer. | |
| | | | firmware | | |
| | | | | | |
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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 | ARDF 3090 | Install version | |
| SC720-24 | With jobs that use the | 5300M D688 | firmware Finisher | 01.340:03 or newer. Install version 02.390:10 | |
| 00120-24 | shift tray as the output tray. | 001r | SR3160/SR3170 firmware | 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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| Cubicot | Symptom | RTB# | Causa | Calution | Note |
|------------------|--------------------------------|---------------|----------------------|-------------------------------------|------|
| Subject SC819 | Symptom | D197 | Cause | Solution Install version 1.17 or | Note |
| 50819 | | | System/Copy firmware | | |
| | | 012m, | Iliffiware | newer. | |
| 00040 | If the courte have not time an | 021m | 0 | Legisla version 4.40 en | |
| SC819 | If the auto log-out timer | D197 | System/Copy | Install version 1.18 or | |
| | and the energy saving | 012n, | firmware | newer. | |
| | timer are set to the | 021n | | | |
| | same value | | | | |
| SC819 | After ARFU or RFU | D201 | Network Support | Install version 14.39 or | |
| | | 5564Q | firmware | newer. | |
| | | D202 | | | |
| | | 5564R | | | |
| SC871-01 | After recovering from | D201 | System/Copy | Install version 1.19 or | |
| | sleep mode | 5550W | firmware | newer. | |
| | | D202 | | | |
| | | 5550X | | | |
| | | D201 | Fax firmware | Install version 09.00.00 | |
| | | 5557K | | or newer. | |
| | | D202 | | | |
| | | 5557L | | | |
| SC899 | When performing | D197 | Browser firmware | Install version 1.03.00 or | |
| | continuous scanning. | 002a | | newer. | |
| SC899 | When the machine | D197 | Network Support | Install version 14.28 or | |
| | goes in and out of | 015a | firmware | newer. | |
| | Energy Saver Mode | D197 | | | |
| | while the web | 025a | | | |
| | browser is running on | | | | |
| | the operation panel | | | | |
| SC899 | If the glyph data of | D197 | PCL firmware | Install version 1.04 or | |
| | TrueType fonts | 007a | | newer. | |
| | includes hinting | | | | |
| | information that is on | | | | |
| | the edge of the frame | | | | |
| SC899 | When creating a | D197 | System/Copy | Install version 1.07 or | |
| | searchable PDF | 012a, | firmware | newer. | |
| | document | 021a | | | |
| SC899 | Occurs on the main | D197 | Fax firmware | Install version 04.00.00 | |
| | machine if a Remote | 014a, | | or newer. | |
| | Fax is sent from the | 024a | | | |
| | sub machine | | | | |
| SC899 | When launching or | D197 | System/Copy | Install version 1.10 or | |
| · | making a copy with | 012d, | firmware | newer. | |
| | SmartSDK Copy | 021d | | | |
| SC899 | When launching Easy | D197 | Fax firmware | Install version 05.00.00 | |
| | Fax | 014b, | | or newer. | |
| | | 024b | | | |
| SC899 | On the Main machine if | D197 | Fax firmware | Install version 05.00.00 | |
| · | a Remote Fax is sent | 014b, | | or newer. | |
| | from the Sub machine | 024b | | | |
| SC899 | If the pre-transmission | D197 | Fax firmware | Install version 05.00.00 | |
| | preview is enabled | 014b, | . ax iiiiiwaio | or newer. | |
| | provider is chabica | 014b, 024b | | J. 110 WC1. | |
| | | 32 10 | | | |
| | | | | | |
| | | | | | |
| | <u> </u> | <u> </u> | <u> </u> | | |

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| | | | _ | | |
|---------|-------------------------------|-------|--|----------------------------|------|
| Subject | Symptom | RTB# | Cause | Solution | Note |
| SC899 | When using the | D197 | Scanner firmware | Install version 02.05 or | |
| | TWAIN driver | 018d | | newer. | |
| | | D197 | | Install version 01.04 or | |
| 00000 | NA/Is and the selection in | 030c | Deinter Conserva | newer. | |
| SC899 | When the device is | D197 | Printer firmware | Install version 1.04 or | |
| | recovering from sleep | 016b | | newer. | |
| SC899 | mode When performing Java | D197 | Browser firmware | Install version 1.05.00 or | |
| 30099 | Script functions | 002c | Diowsei iliiliwale | newer. | |
| SC899 | When Device Manager | D197 | NetworkDocBox | Install version 1.07 or | |
| 30099 | NX Accounting | 005e | firmware | newer. | |
| | frequently requests | | iiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiii | | |
| | device log collection | | | | |
| SC899 | When printing a PCL | D197 | PCL firmware | Install version 1.08 or | |
| | job which contains | 007e | | newer. | |
| | reduced or enlarged | | | | |
| | images | | | | |
| SC899 | When graphics are | D197 | PCL firmware | Install version 1.08 or | |
| | drawn by the RGB | 007e | | newer. | |
| | Brush | | 70.6 | | |
| SC899 | When using the PCL6 | D197 | PCL firmware | Install version 1.09 or | |
| | driver to print a PDF | 007f | | newer. | |
| | from the Reader | | | | |
| | application in Windows 8.1. | | | | |
| SC899 | When graphics are | D197 | XPS firmware | Install version 1.04 or | |
| 30099 | drawn by the RGB | 011b | XI S IIIIIWale | newer. | |
| | Brush | 0115 | | newer. | |
| SC899 | When attempting to | D197 | Printer firmware | Install version 1.08 or | |
| | preview a large-size | 016e, | | newer. | |
| | JPEG image from | 028e | | | |
| | Print/Scan (Memory | | | | |
| | Storage Device) | | | | |
| SC899 | When an IC card is | D197 | NetworkDocBox | Install version 1.08 or | |
| | used to log in | 005f | firmware | newer. | |
| SC899 | When logging out from | D197 | Fax firmware | Install version 08.00.00 | |
| | a machine with the | 014e, | | or newer. | |
| | user authentication | 024e | | | |
| SC899 | enabled When a page is loaded | D197 | Browser firmware | Install version 1.06.00 or | |
| 30099 | or printed | 005f | Diowsei iiiiiwaie | newer. | |
| SC899 | After recovery from | D197 | GWFCU3.8-7 | Install version 04.00.00 | |
| | Energy Saver mode | 004c | (WW) firmware | or newer. | |
| SC899 | When using an | D197 | System/Copy | Install version 1.18 or | |
| | application on an | 012n, | firmware | newer. | |
| | @Remote-connected | 021n | | | |
| | machine | | | | |
| SC899 | If there are multiple fax | D201 | Fax firmware | Install version 10.00.00 | |
| | alerts | 5557L | | or newer. | |
| | | D202 | | | |
| | | 5557M | | | |
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| | | | | | |
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| Subject | Symptom | RTB# | Cause | Solution | Note |
|---------|--|--------|------------------------------|----------------------------|-------|
| SC899 | If logging in from a | D202 | Java VM v12 | Install version 12.57.00 | 11010 |
| 00000 | keyboard | 5567Q | Update Tool | or newer. | |
| | , noyeeara | 000. 4 | Java VM v12 for | _ | |
| | | | eDC firmware | | |
| SC899 | When doing Scan to | D201 | Network Support | Install version 14.39 or | |
| | Folder | 5564Q | firmware | newer. | |
| | | D202 | | | |
| | | 5564R | | | |
| SC990 | If scanning is | D197 | Engine firmware | Install version 1.16:03 or | |
| | interrupted with the | 001i | | newer. | |
| | stop button while | | | | |
| | sending a fax | | | | |
| SC990 | SDK-J applications | D197 | Printer firmware | Install version 1.08 or | |
| | cannot be started after | 016e, | | newer. | |
| | an SC reboot | 028e | | | |
| SC990 | After recovery from | D197 | GWFCU3.8-7 | Install version 04.00.00 | |
| | Energy Saver mode | 004c | (WW) firmware | or newer. | |
| SC991 | | D197 | System/Copy | Install version 1.10 or | |
| | | 012d, | firmware | newer. | |
| | | 021d | | | |
| SC991 | After recovery from | D197 | GWFCU3.8-7 | Install version 04.00.00 | |
| | Energy Saver mode | 004c | (WW) firmware | or newer. | |
| SC991 | When using an | D197 | System/Copy | Install version 1.18 or | |
| | application on an | 012n, | firmware | newer. | |
| | @Remote-connected | 021n | | | |
| | machine | | | | |
| SC997 | When a user logs in | D197 | Network DocBox | Install version 1.03 or | |
| 2222 | via an SDK application | 005a | firmware | newer. | |
| SC997 | After restarting the | Gene | Java VM v12 | Install version 12.06.01 | |
| | device when the ESA | 068e | Update Tool | or newer. | |
| | application is online- | Gene | Java VM v12 for eDC firmware | | |
| | installed using Remote Install Manager | 069e | edo iliniware | | |
| SC997 | When changing ESA | Gene | Java VM v12 | Install version 12.06.01 | |
| 00997 | application or | 068e | Update Tool | or newer. | |
| | transitioning/recovering | Gene | Java VM v12 for | | |
| | from energy saver | 069e | eDC firmware | | |
| | mode. | | | | |
| SC997 | After pressing the copy | D197 | NetworkDocBox | Install version 1.06 or | |
| | program button | 005d | firmware | newer. | |
| SC998 | When Card | D147 | Cheetah System | Install version 1.34 or | |
| | Authentication | 047q | firmware | newer. | |
| | Package is installed. | | | | |
| SC998 | When changing ESA | Gene | Java VM v12 | Install version 12.06.01 | |
| | application or | 068e | Update Tool | or newer. | |
| | transitioning/recovering | Gene | Java VM v12 for | | |
| | from energy saver | 069e | eDC firmware | | |
| | mode. | | | | |
| SC998 | When restored from | D197 | System/Copy | Install version 1.09 or | |
| | energy save mode by | 012c, | firmware | newer. | |
| | pushing the "Checking | 021c | | | |
| | Status" button. | | | | |
| | | | | | |
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| Subject | Symptom | RTB# | Cause | Solution | Note |
|-------------|----------------------------|-------|---------------|--------------------------|------|
| 'Printing' | If a print job is received | D197 | System/Copy | Install version 1.07 or | |
| | just after booting up. | 012a, | firmware | newer. | |
| | | 021a | | | |
| Communicati | Code 00-20/22: V.17 | D197 | GWFCU3.8-7 | Install version 04.00.00 | |
| on error | modulation and | 004c | (WW) firmware | or newer. | |
| | receiving a fax | | | | |
| | containing many pages | | | | |
| Communicati | Communication error | D197 | System/Copy | Install version 1.18 or | |
| on error | message appears but | 012n, | firmware | newer. | |
| | there is no error | 021n | | | |
| Unspecified | When printing from the | D197 | System/Copy | Install version 1.16 or | |
| error | bypass tray | 012k, | firmware | newer. | |
| message | | 021k | | | |
| Unspecified | While printing a job | D197 | PCL firmware | Install version 1.09 or | |
| error | when "Unauthorized | 007f | | newer. | |
| | Copy Prevention" is | | | | |
| | enabled and asterisks | | | | |
| | are included in the | | | | |
| | "Enter User Text". | | | | |

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

8. Optional Units

| Subject | Symptom | RTB# | Cause | Solution | Note |
|----------------------|--|--------------|------------------------------|--|------|
| Hole | Punch misalignment | D690 | Internal Finisher | Install version 01.070:02 | |
| punching | along the main-scan | 001d | SR3130 firmware | or newer. | |
| | direction | | | | |
| Hole | 1. Punched chads | D688 | Static electricity | Replace the stay, punch | |
| punching | scatter inside the | 009 | generated during | unit, and hopper (see | |
| | machine. | | punching | the RTB for details). | |
| | 2. The chads are | | | | |
| | exited together with the | | | | |
| | printed paper. | | | | |
| | 3. The sensor in the | | | | |
| | hopper mistakenly | | | | |
| | detects the hopper full | | | | |
| A 11 41 | condition | 5445 | | | |
| Applications | The priority app does | D147 | Cheetah System | Install version 1.35 or | |
| | not start up when the | 047r | firmware | newer. | |
| | machine recovers from | | | | |
| A marking the second | Energy Saver mode | D447 | Observation | Install consists 4.05 str | |
| Applications | After logging out of | D147 047r | Cheetah System firmware | Install version 1.35 or | |
| | Streamline NX, the user cannot switch to | 0471 | Illimware | newer. | |
| | | | | | |
| Applications | another app. After logging out of | D147 | Cheetah System | Install version 1.35 or | |
| Applications | Streamline NX, the | 047r | firmware | newer. | |
| | machine switches to | 0471 | Illiliwaie | newer. | |
| | Streamline NX again. | | | | |
| Applications | Java VM does not boot | D197 | System/Copy | Install version 1.07 or | |
| приосполо | up at main power ON | 012a, | firmware | newer. | |
| | when SP5-730-001 is | 021a | | | |
| | enabled. | | | | |
| Applications | Cannot use the Copier | D197 | System/Copy | Install version 1.07 or | |
| | function inside the | 012a, | firmware | newer. | |
| | Smart SDK app | 021a | | | |
| Applications | Client app does not | D197 | System/Copy | Install version 1.08 or | |
| | function correctly if the | 012b | firmware | newer. | |
| | user tries to log out | | | | |
| | before the next original | | | | |
| | is fed. | | | | |
| Applications | Cannot switch | Gene | Java VM v12 | Install version 12.06.01 | |
| | applications after | 068e | Update Tool | or newer. | |
| | SC997 | Gene | Java VM v12 for | | |
| Applications | Java VM does not start | 069e | eDC firmware Java VM v12 for | Install version 12.12.06 | |
| Applications | | Gene 069m | eDC firmware | or newer. | |
| | up correctly after being updated | Gene | Java VM v12 | | |
| | upuateu | 068m | Update Tool | | |
| Applications | When an ESA | Gene | Java VM v12 | Install version 12.11.04 | |
| | application is installed | 068j | Update Tool | or newer. | |
| | via Remote Install | Gene | Java VM v12 for | of fiewer. | |
| | Manager, the heap | 069j | eDC firmware | | |
| | size is reset to the | 000) | CDO III III Wale | | |
| | default | 1 | | | |

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| Subject | Symptom | RTB# | Cause | Solution | Note |
|--------------|---|---------------|------------------|--------------------------|------|
| Applications | When Java VM is | Gene | Java VM v12 | Install version 12.11.04 | |
| | installed via Remote | 068j | Update Tool | or newer. | |
| | Install Manager, the | Gene | Java VM v12 for | | |
| | stack size is reset to | 069j | eDC firmware | | |
| | the default | | | | |
| Applications | Quick Scan freezes | D197 | System/Copy | Install version 1.11 or | |
| | | 012e, | firmware | newer. | |
| | | 021e | | | |
| Applications | When rebooting the | D197 | Web Uapl | Install version 2.02 or | |
| | device after a firmware | 020b | firmware | newer. | |
| | update, an application | | | | |
| | for working with a document on the | | | | |
| | Document Server does | | | | |
| | not work. | | | | |
| Applications | CAP V2 is disabled | Gene | Java VM v12 | Install version 12.13.04 | |
| P.P | | 068n | Update Tool | or newer. | |
| | | Gene | Java VM v12 for | 7 | |
| | | 069o | eDC firmware | | |
| Applications | Scan to Folder Helper | D193 | Scan to Folder | Install version 1.2 or | |
| | stalls | 046b | Helper firmware | newer. | |
| Applications | If an ESA application is | Gene | Java VM v12 for | Install version 12.30.01 | |
| | installed on or | 088a | eDC firmware | or newer | |
| | uninstalled from | | | | |
| | multiple PCs at the | | | | |
| | same time, the | | | | |
| | application may not detect the device | | | | |
| | status for other | | | | |
| | installations/ | | | | |
| | uninstallations. | | | | |
| Applications | Android apps: Error | D147 | Cheetah System | Install version 1.35 or | |
| | when trying to | 047r | firmware | newer. | |
| | download the log data. | | | | |
| Applications | Some applications do | D197 | System/Copy | Install version 1.17 or | |
| | not work on machines | 012m | firmware | newer. | |
| | with a HDD. | | | | |
| Applications | The number of pages | D197 | Printer firmware | Install version 1.08 or | |
| | to be printed that is | 016e | | newer. | |
| | displayed in the | | | | |
| Applications | application is incorrect | D407 | Fox firesware | Install version 00 00 00 | |
| Applications | Fax application stalls | D197 | Fax firmware | Install version 08.00.00 | |
| | when recovering from energy saving mode | 014e, 024e | | or newer. | |
| Applications | Configured settings in | D147 | SimpleScan for | Install version 1.16 or | |
| Αρμισατίστιο | Quick Scanner | 073f | eDC firmware | newer. | |
| | unexpectedly return to | 3, 3, | | | |
| | their factory defaults. | | | | |
| Applications | The "Start" button in | D147 | SimpleScan for | Install version 1.16 or | |
| 1-1- | Quick Scanner is | 073f | eDC firmware | newer. | |
| | disabled | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

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| Subject | Symptom | RTB# | Cause | Solution | Note |
|---------------------|-------------------------|-------|--------------------|---------------------------|------|
| Applications | The simple copy | D147 | SimpleCopy for | Install version 1.19 or | |
| | application appears | 072j | eDC firmware | newer. | |
| | incorrectly and does | | | | |
| | not work after | | | | |
| | recovering from energy | | | | |
| | saving mode | | | | |
| Applications | Configured settings in | D147 | Cheetah System | Install version 1.51 or | |
| '' | Quick Scanner | 150g | firmware | newer. | |
| | unexpectedly return to | | | | |
| | their factory defaults | | | | |
| Applications | The "Start" button in | D147 | Cheetah System | Install version 1.51 or | |
| '' | Quick Scanner is | 150g | firmware | newer. | |
| | disabled | | | | |
| Applications | "Previous operation | D150 | LegacyUI | Install version 1.32 or | |
| 7 40 10 10 10 10 10 | has not finished" is | 1443V | firmware | newer. | |
| | displayed after login | | | | |
| | and the application | | | | |
| | cannot be used | | | | |
| Applications | CAP/ELP NX V2 | D202 | Java VM v12 | Install version 12.60.02 | |
| | doesn't start up when | 5567R | Update Tool | or newer. | |
| | power off/on, and | | Java VM v12 for | | |
| | then system settings | | eDC firmware | | |
| | can't be used | | | | |
| Poor stacking | When the sheets are | D688 | Finisher | Install version 02.340:10 | |
| 3 | released to the tray | 001m | SR3160/SR3170 | or newer. | |
| | one by one. | | firmware | | |
| Remote | Even though activation | Gene | Java VM v12 | Install version 12.07.06 | |
| Installation | for CAP v2 (Hybrid | 068f | Update Tool | or newer. | |
| Manager | mode) was not | Gene | Java VM v12 for | | |
| Ŭ | successful, it is | 069f | eDC firmware | | |
| | displayed as | | | | |
| | successful | | | | |
| Poor stapling | Staple position is | D688 | Finisher | Install version 02.350:10 | |
| | shifted when | 001n | SR3160/SR3170 | or newer. | |
| | performing a 2-spot | | firmware | | |
| | staple job (stapler not | | | | |
| | at HP at power ON). | | | | |
| Poor stapling | Staple position is | D688 | Finisher | Install version 02.370:10 | |
| l | shifted (mixed paper | 001p | SR3160/SR3170 | or newer. | |
| | sizes). | | firmware | | |
| Poor stapling | Poor stapling because | D688 | Finisher | Install version 02.360:10 | |
| l ' | sheets not folded | 001o | SR3160/SR3170 | or newer. | |
| | cleanly | | firmware | | |
| Poor stapling | The second sheet of a | D688 | The alignment | Set SP6116-001 to -014 | |
| | stapled set is | 012 | roller cannot | (depending on the paper | |
| | misaligned when pre- | | separate the two | size) to a value of "-1" | |
| | stacking (SP6116-001 | | sheets in the pre- | (disabled). Productivity | |
| | to -014) is enabled. | | stacking area (see | will be reduced. | |
| | , | | the RTB for the | | |
| | | | reason why) | | |
| Poor stapling | If the document is set | D193 | Conference | Install version 1.1 or | |
| 1- 9 | as landscape, cannot | 049 | Concierge | newer. | |
| | staple the upper left | | firmware | | |
| | side. | | | | |
| | | 1 | 1 | 1 | |

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| Cubic of | Cumantana | RTB# | Correc | Colution | Note |
|--------------------------------|--|--------------|---|---|------|
| Subject | Symptom Side etemle force | | Cause | Solution Install version 02.350:10 | 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 | 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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Model: Model Cor-C1 Date: 31-Jun-08 No.: RD197000n

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 | D197 001a | Engine firmware | Install version 1.08:03 or newer. | |
| | to x) onto B4 paper. | | | | |
| 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 | 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 | 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. | |
| 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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| Oulsia at | O: mantana | DTD # | 0 | Opletion | NI-4- |
|-----------------|--|--------------|---------------------|-----------------------------------|-------|
| 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 | Engine firmware | Install version | |
| Oliset | With thick paper | 001f | Linguic iiiiiwaic | 1.13:03 or newer. | |
| Offset | | D197 | Engine firmware | Install version | |
| Olloct | | 001g | Lingine miniware | 1.14:03 or newer. | |
| Offset | | D197 | System/Copy | Install version 1.15 | |
| 011001 | | 012j, | firmware | or later | |
| | | 21j | | or later | |
| Low image | Image density | D197 | Developer condition | Change the SPs as | |
| density | decreases with | 043 | ' | shown in the RTB. | |
| • | continuous printing, | | | The yield of the | |
| | especially in solid image | | | toner bottle will be | |
| | areas | | | reduced. | |
| Wrong color | PCL Jobs: transparent | D197 | PCL firmware | Install version 1.07 | |
| | parts are printed in black | 007d | | or newer. | |
| Part of image | Some lines and/or | D197 | PCL firmware | Install version 1.08 | |
| missing | borders missing from | 007e | | or newer. | |
| | PCL jobs | | | | |
| Part of image | If the Print data created | D197 | PCL firmware | Install version 1.08 | |
| missing | by certain applications | 007e | | or newer. | |
| | (such as Microsoft Excel | | | | |
| | 2010) contains a lot of | | | | |
| | graphics and/or | | | | |
| Disabasas | transparent objects | D407 | DOI Comment | Leatell constant 4 00 | |
| Blank page | If the Print data created | D197 007e | PCL firmware | Install version 1.08 | |
| | by certain applications (such as Microsoft Excel | 007e | | or newer. | |
| | 2010) contains a lot of | | | | |
| | graphics and/or | | | | |
| | transparent objects | | | | |
| Text quality is | When printing an A3 | D3A7 | XPS firmware | Install version 1.05 | |
| poor | document on A4 paper | 5738E | 7 G IIIII Wale | or later | |
| Poo. | via Direct Printing, the | D202 | PCL firmware | Install version 1.10 | |
| | text is distorted | 5566J | | or newer. | |
| Dirty | | D197 | The PCU drive unit | 1) Check the | |
| background | | 077 | gear breaks, so the | status of the | |
| | | | waste toner | waste toner bottle, | |
| | | | transportation | and replace it if it | |
| | | | mechanism cannot | is full of waste | |
| | | | be driven, and | toner. | |
| | | | toner coagulates | 2) Replace the | |
| | | | inside the waste | PCU. | |
| | | | toner unit and PCU | 3) Replace the | |
| | | | | waste toner unit. | |
| | | | | 4) If the gear is | |
| | | | | broken, replace it. | |



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

10. Mechanical/Electrical

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

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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). | |
| Broken part | The waste toner transport coil breaks | D197 077 | 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 | 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. | |
| 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

11. Others

| Subject | Symptom | RTB# | Cause | Solution | Note |
|--------------|--------------------------------------|-------|---------------------|--------------------------------|------|
| Machine is | Long time between | D197 | Network Support | Install version 14.28 or | |
| slow | jobs: When printing | 015a, | firmware | newer. | |
| | with Windows, and | 025a | | | |
| | the RAW protocol is | | | | |
| | used for the standard | | | | |
| Machine is | TCP/IP port. When printing a | D197 | Engine firmware | Install version 1.10:03 or | |
| slow | saddle stitching | 001c | Engine minware | newer. | |
| SIOW | folding job on DLT | 0010 | | newer. | |
| | paper | | | | |
| Machine is | Apps take a long time | D147 | Cheetah System | Install version 1.38 or | |
| slow | to install | 047u | firmware | newer. | |
| Machine is | After return from | Gene | Java VM v12 | Install version 12.11.04 | |
| slow | energy saver mode if | 068j | Update Tool | or newer. | |
| | CAPv2 is installed | Gene | Java VM v12 for | 1 - | |
| | | 069j | eDC firmware | | |
| Machine is | When restarting ID | D193 | ID Card Copy | Install version 1.2 or | |
| slow | Card Copy | 047b | firmware | newer. | |
| Machine is | When restarting | D193 | Conference | Install version 1.1 or | |
| slow | Conference | 049 | Concierge | newer. | |
| | Concierge | | firmware | | |
| Machine is | Slow to begin feeding | D197 | Engine firmware | Install version 1.13:03 or | |
| slow | at the start of a job | 001f | | newer. | |
| Machine is | Keyboard response | D197 | Browser firmware | Install version 1.05.00 or | |
| slow | is slow when using | 002c | | newer. | |
| | the Web Scanner | | | | |
| Machine is | application | D197 | Engine firmwere | Install version 1.14:03 or | |
| slow | Slow to start up in low temp and low | 001g | Engine firmware | | |
| SIOW | humidity | D197 | System/Copy | newer. Install version 1.15 or | |
| | | 012j, | firmware | later | |
| | | 21j | Illiliwaie | latei | |
| Machine is | It takes time to | D201 | Printer firmware | Install version 1.09 or | |
| slow | resume a job if it is | 5573K | | newer. | |
| o.c.i | suspended while the | D3A7 | | | |
| | device is in Energy | 5701L | | | |
| | Saver mode | | | | |
| Machine is | Printing is slow if | D202 | Java VM v12 | Install version 12.57.00 | |
| slow | CAP V2 is installed | 5567Q | Update Tool | or newer. | |
| | | | Java VM v12 for | | |
| | | | eDC firmware | | |
| Energy saver | Does not enter | D147 | Cheetah System | Install version 1.34 or | |
| mode | Energy Saver mode | 047q | firmware | newer. | |
| | after the user logs in | | | | |
| F | and logs out quickly. | D447 | Observator Occupant | Install consists 4.04 str | |
| Energy saver | Cannot enter Energy | D147 | Cheetah System | Install version 1.34 or | |
| mode | Saver mode while | 047q | firmware | newer. | |
| | Streamline NX | | | | |
| | operates. | | 1 | | |

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| 0.11.1 | 0 1 | DT2 " | | | N. 4 |
|-------------------|------------------------------------|--------------|------------------------------|--------------------------------|------|
| Subject | Symptom | RTB# | Cause | Solution | Note |
| Energy saver | Cannot enter Energy | Gene | Java VM v12 | Install version 12.11.04 | |
| mode | Saver mode | 068j | Update Tool | or newer. | |
| | | Gene | Java VM v12 for | | |
| | 0 | 069j | eDC firmware | Jackell consists 4 20 an | |
| Energy saver | Cannot recover from | D147 | Cheetah System | Install version 1.39 or | |
| mode | Energy Saver mode | 047v | firmware | newer. | |
| | | D147 | SDKService for | Install version 1.06.01 or | |
| Energy cover | Cannot recover from | 087g D147 | eDC firmware ClockWidget for | newer. Install version 1.07 or | |
| Energy saver mode | | 054d | eDC firmware | | |
| Machine stalls | Sleep mode | D147 | | newer. Install version 1.34 or | |
| Machine Stalls | Cannot operate the machine after a | 047q | Cheetah System firmware | newer. | |
| | cancelled login. | 0474 | Illiliwale | newer. | |
| Machine stalls | If the [Home] button | D147 | Chootah System | Install version 1.34 or | |
| Machine Stails | is pressed just as the | 047q | Cheetah System firmware | newer. | |
| | screen turns dark to | 0474 | Illiliwale | newer. | |
| | enter Energy Saver | | | | |
| | mode | | | | |
| Machine stalls | While updating the | D197 | System/Copy | Install version 1.07 or | |
| Machine Stans | Address Book if there | 012a, | firmware | newer. | |
| | is no HDD | 021a | IIIIIWaic | newer. | |
| Machine stalls | While updating the | D197 | System/Copy | Install version 1.07 or | |
| Widomine Stans | controller or VM | 012a, | firmware | newer. | |
| | firmware. | 021a | IIIIIIIII | nower. | |
| Machine stalls | If a print job is | D197 | System/Copy | Install version 1.07 or | |
| macimic ctane | received just after | 012a, | firmware | newer. | |
| | booting up. | 021a | | | |
| Machine stalls | If a fax is received | D197 | Fax firmware | Install version 04.00.00 | |
| | while performing a | 014a, | | or newer. | |
| | Copy job | 024a | | | |
| Machine stalls | After return from | Gene | Java VM v12 | Install version 12.11.04 | |
| | energy saver mode if | 068j | Update Tool | or newer. | |
| | CAPv2 is installed | Gene | Java VM v12 for | 1 | |
| | | 069j | eDC firmware | | |
| Machine stalls | When the machine | Gene | Java VM v12 | Install version 12.11.04 | |
| | switches to offline | 068j | Update Tool | or newer. | |
| | mode (such as when | Gene | Java VM v12 for | | |
| | entering user tools | 069j | eDC firmware | | |
| | mode) | | | | |
| Machine stalls | When scanning from | Gene | Java VM v12 | Install version 12.18.11 | |
| | the main exposure | 068t | Update Tool | or newer. | |
| | glass with Size | Gene | Java VM v12 for | | |
| | Setting disabled | 069v | eDC firmware | | |
| Machine stalls | If a job comes in | D197 | Engine firmware | Install version 1.17:03 or | |
| | immediately after | 001j | | newer. | |
| | finishing another | | | | |
| Machine stalls | When using an | D197 | System/Copy | Install version 1.18 or | |
| | application on an | 012n, | firmware | newer. | |
| | @Remote-connected | 021n | | | |
| | machine | | | | |

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| Subject | Symptom | RTB# | Carros | Solution | Noto |
|-----------------|--|--------------|---------------------------------|-------------------------------------|------|
| Subject | Symptom When the print | D197 | Cause PCL firmware | Solution Install version 1.04 or | Note |
| Settings not | | 007a | PCL IIIIIware | | |
| applied | settings are changed for a stored | 007a | | newer. | |
| | document that | | | | |
| | includes a banner | | | | |
| | page | | | | |
| Settings not | When opening a | D197 | Scanner firmware | Install version 02.08 or | |
| applied | program after Simple | 018h | | newer. | |
| app | Screen has been | D197 | Scanner firmware | Install version 01.07 or | |
| | applied on the home | 030g | | newer. | |
| | screen, the program | | | | |
| | settings are not | | | | |
| | retrieved. | | | | |
| Settings not | SMB client timeout | D201 | Network Support | Install version 14.39 or | |
| applied | configuration is not | 5564Q | firmware | newer. | |
| | correctly applied | D202 | | | |
| | | 5564R | | | |
| Settings have | Some settings | D197 | Fax firmware | Install version 08.00.00 | |
| changed | related to fax reports | 014e, | | or newer. | |
| 0 - (1 1 | changed after logout | 024e | Laternal Electric | Lantall | |
| Software reset | | D766 | Internal Finisher | Install version 01.130:06 | |
| Machine resets | While the operation | 001d D147 | SR3180 firmware Smart Operation | or newer. Install version 1.27 or | |
| itself | panel is being used | 060i | Panel: LegacyUl | newer. | |
| itaeii | parier is being used | 0001 | firmware | newer. | |
| System logs | Contain nonexistent | D197 | Network Support | Install version 14.28 or | |
| Cyclom logo | errors | 015a, | firmware | newer. | |
| | 5.1.5.5 | 025a | | | |
| | | D201 | Network Support | Install version 14.36 or | |
| | | 5564M | firmware | newer. | |
| | | D202 | | | |
| | | 5564N | | | |
| Reports, config | Printer configuration | D201 | Printer firmware | Install version 1.10 or | |
| pages | page shows incorrect | 5573L | | newer. | |
| | information about the | D3A7 | | | |
| | bypass tray paper | 5701M | | | |
| lob biotom | Size | D107 | Wob Cupper | Install version 2.04 or | |
| Job history | Completed print jobs are not displayed | D197 019a | Web Support firmware | Install version 2.01 or newer. | |
| | are not displayed | D197 | Web Support | Install version 1.06 or | |
| | | 031a | firmware | newer. | |
| | | D197 | System/Copy | Install version 1.16 or | |
| | | 012k, | firmware | newer. | |
| | | 021k | | | |
| Capabilities | The "Mixed" | D197 | System/Copy | Install version 1.08 or | |
| not shown | notification is missing | 012b | firmware | newer. | |
| correctly | from the Copy Size | | | | |
| - | list | | | | |
| Cannot | After the user tries to | D197 | System/Copy | Install version 1.10 or | |
| operate the | log out if there are | 012d, | firmware | newer. | |
| machine | originals stacked in | 021d | | | |
| | the ADF | | | | |

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