Technical Bulletin

PAGE: 1/32	PA	١GE	: 1	1/32
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Updated: End of June 2018: Changes in bold italics

Model: Model M	T-C6		Dat	e: 31-Jun-	-08	No.: RD223000g
Subject: Trouble	shooting			Prepare	d by: Y. N	/loriizumi
From: 1st Tech. S	Support Sec. Service Support [Dept.				
Classification:		☐ Part info	orma	tion	Action	required
		☐ Electric	al		Service	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information
	☐ Product Safety	☐ Other ()		

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

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

Technical Bulletin

PAGE: 2/32

Updated: End of June 2018: Changes in bold italics

Table of contents

Scan to folder

OCR Capture

1.	Paper Feed Errors 5 Jam Wrong paper size Paper fed to wrong tray Custom paper
2.	Copy Process5
3.	Connectivity
4.	Printing/Scanning

Technical Bulletin

PAGE: 3/32

Λ	lodel: Model MT-C6	Date: 31-Jun-08	No.: RD223000
5.	Operation Panel		12
6.	Security Devices communicating with each other Authentication Login/logout Privileges not granted Vulnerabilities SSL Service mode lock		15
7.	Error Codes and Messages		17

Applications Browser

Stapling error

Card reader

Technical Bulletin

PAGE: 4/32

Updated: End of June 2018: Changes in bold italics

Model: Model MT-C6	Date: 31-Jun-08	No.: RD223000g
9. Image Problems		26
10. Mechanical/Electrical Noise Motors do not activate Motor keeps turning Remaining toner detection		27
11. Others		28

Technical Bulletin

PAGE: 5/32

Updated: End of June 2018: Changes in bold italics

Model: Model MT-C6 Date: 31-Jun-08 No.: RD223000g

1. Paper Feed Errors

Subject	Symptom	RTB#	Cause	Solution	Note
Jam	Jobs with both punching and stapling result in a jam in the finisher	D223 002c	Engine firmware	Install version 1.06:02 or later	
Jam	J201 falsely detected	D610 001c, 002	MT-C5/MT-C6 Finisher SR4080 firmware	Install version 02.520:04 or later	
Jam	Paper caught between the paper guide and the shift tray.	D3CH 5300S	Finisher_SR4120/ 4130 firmware	Install version 01.120:05 or later	
Jam	JAM154 or JAM155 when printing a booklet on A3 paper	D3CH 5300T	Finisher_SR4120 /4130 firmware	Install version 01.130:05 or later	
Wrong paper size	The paper size of the bypass tray set from a widget is not applied to print jobs	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Wrong paper size	Wrong paper size fed while printing via AirPrint	D223 5560E	PDF firmware	Install version 1.04 or later	
Paper fed to wrong tray	When multiple jobs each using a different exit tray are executed	D223 5127F	Engine firmware	Install version 1.07:02 or later	
Custom paper	The minimum and maximum settable	D241 1443T	SimpleCopy firmware	Install version 1.21 or later	
	values of a custom paper size are wrong if the unit of measurement is set to millimeters	D241 1447T	MediaPrtScn firmware	Install version 1.20 or later	

2. Copy Process

Subject	Symptom	RTB#	Cause	Solution	Note



Technical Bulletin

PAGE: 6/32

Updated: End of June 2018: Changes in bold italics

Model: Model MT-C6 Date: 31-Jun-08 No.: RD223000g

3. Connectivity

Subject	Symptom	RTB#	Cause	Solution	Note
WIM	Can uninstall applications	D259	ScanToME for	Install version 1.02 or later	
	by accident	031c	eDC		
		D259	ScanToME for	Install version 2.1.0 or later	
		032f	eDC		
		D259	SimpleCopy	Install version 1.11 or later	
		033g	for eDC		
		D259	Application	Install version 2.12.01 or	
		038e	Site for eDC	later	
		D259	NFCPlugin for	Install version 2.12.00 or	
		045	eDC	later	
		D259	USBCardPlugi	Install version 2.12.00 or	
		046	n for eDC	later	
		D259	ICCardDispatc	Install version 2.12.01 or	
		048	her for eDC	later	
WIM	Times out	D223	Web Uapl	Install version 1.02 or	
		013a	firmware	newer.	
WIM	"404 Not Found" error	D223	Web Uapl	Install version 1.02 or	
	when attempting to	013a	firmware	newer.	
	display a list of stored files				
\	from a link sent via email	D050	1	Install consists 4.44 an later	
WIM	Screen shots of the WIM	D259 035h	LegacyUI for eDC firmware	Install version 1.11 or later	
	Screen Monitoring	03311	ebc ililiwale		
WIM	function cannot be taken Cannot use WIM to	D223	Network	Install version 1.02 or later	
VVIIVI	access the machine	008b	DocBox	install version 1.02 of later	
	access the machine	0000	firmware		
WIM	The list of installed	D223	System/Copy	Install version 1.07 or later	
V V 11V1	applications is not	5540N	firmware	motali version 1.07 or later	
	displayed in Extended	001011	IIIIIWaio		
	Feature Info				
Email	When "Encryption" in the	D223	Network	Install version 16.33 or later	
	Security tab is set in the	007b	Support		
	Scanner application and		firmware		
	"Start" is pressed, the				
	device cannot send the				
	email				
Email	When a group with 500	D259		Install version 1.10 or later	
	email destinations is	030h	eDC firmware		
	selected in Quick				
	Scanner, email addresses				
	in that group cannot be				
	selected				
Connection	If entering and recovering	D223	System/Copy	Install version 1.05 or later	
fails	from energy saving mode	001d	firmware		
	is repeated without power				
	OFF/ON on @Remote				
<u></u>	connected machines	Deec	.	1	
Connection	If the device has not been	D223	Network	Install version 16.35 or later	
fails	used very much	007e	Support		
		1	firmware		

Technical Bulletin

PAGE: 7/32

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Fax	Cannot send; message	D223	GWFCU3.8-	Install version 03.00.00 or	
	remains in the machine	004b	13(WW)	later	
	with no error message		firmware		
Fax	Memory full, cannot send	D223	The machine ca	nnot copy the data to the	
	and receive faxes	037a		ues to retry for up to 72	
			hours. As a resu	ılt, the fax memory is locked	
			and the machine	e cannot send or receive	
			faxes.		
			Install version 04		
Fax	Cannot send document.	D223		nnot copy the data to the	
	Document remains in	037a		t, the machine cannot send	
	memory and there is no		faxes.		
	alert of non-transmission		Install version 04		
Fax	Cannot receive	D223	GWFCU3.8-	Install version 04.00.00 or	
		004c,	13(WW)	later	
		033	firmware		
Fax	Wrong fax application	D259	Cheetah	Install version 1.20 or later	
	starts	012s	System		
_	 	D0.40	firmware		
Fax	Cannot send; 'processing'	D242	GWFCU3.8-	Install version 08.00.00 or	
	displayed	5559J	13(WW)	later	
F	Air-Dried (FaceOat) as solts	DOOO	firmware		
Fax	AirPrint (FaxOut) results	D223	Fax firmware	Install version 03.00.00 or	
Гом	in an error The fax function does not	5544D D223	Fax firmware	later Install version 04.00.00 or	
Fax	work, if the SNTP time	5544E	rax iiiiiiware	later	
	setting and STR setting	3344E		latei	
	are enabled				
Fax	Cannot be sent	D223	GWFCU3.8-	Install version 06.00.00 or	
	Carmer 20 cont	5546G	13(WW)	later	
			firmware		
Fax	"FAX jobs will be full	D223	GWFCU3.8-	Install version 06.00.00 or	
	soon" appears after	5546G	13(WW)	later	
	continuously using		firmware		
	Remote FAX, and				
	RemoteFAX may be				
	disabled				
Fax	Cannot use fax if [Store	D223	GWFCU3.8-	Install version 06.00.00 or	
	and Print] is enabled and	5546G	13(WW)	later	
	a document is deleted		firmware		
_	from GlobalScan	Doc.			
Fax	The fax application screen	D223	Fax firmware	Install version 05.00.00 or	
	freezes when receiving	5544F		later	
	faxes intermittently from				
	multiple lines if fax				
	reception capturing is enabled				
Fax	Sending error with PC-	D223	Remote Fax	Install version 04.00.00 or	
1 47	FAX	5545E	firmware	newer.	
Fax	Cannot send, receive, or	D223	Remote Fax	Install version 04.00.00 or	
ı ux	print the transmitted fax if	5545E	firmware	newer.	
	the sending machine	30-70L	initivale	1101101.	
	disconnects during IP-				
	FAX transmission				

Technical Bulletin

PAGE: 8/32

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Fax	Cannot receive an IP- Fax(SIP) transmitted from a Canon machine	D223 5545E	Remote Fax firmware	Install version 04.00.00 or newer.	
Fax	Cannot send fax if CAP v2 is installed	D223 5562H	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.55.02 or newer	
Fax	Cannot get the fax transmission result using FTP	D223 5552L	Network Support firmware	Install version 16.40.1 or later	
Fax	When sending a fax via SmartSDK, images are missing or output at the wrong size	D223 5544G	Fax firmware	Install version 06.00.00 or newer.	
Fax	When Hook Dial is pressed or when Manual Entry is selected, the SmartFax application crashes.	D223 5544G	Fax firmware	Install version 06.00.00 or newer.	
@Remote	@Remote registration via external appliances does not work	D223 002b	Engine firmware	Install version 1.05:02 or later	
@Remote	@Remote 3G dongle fails to communicate with the @Remote center server	D223 5540P	System/Copy firmware	Install version 1.11 or later	
Address book	Cannot back up	D223 008b	Network DocBox firmware	Install version 1.02 or later	
Correct value not displayed	When showing the device status with a Solution Product (Streamline and CAP/ELP), the device's HDD capacity is not displayed correctly	D223 5562G	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.50.01 or newer.	
Cannot access remote file	After sending mail including the URL link of a PDF file scanned by OCR, when the device is turned off and on, the PDF file cannot be accessed by clicking on the URL	D223 5540N	System/Copy firmware	Install version 1.07 or later	
Other	WebAPI bug when obtaining the network property information	D223 5552K	Network Support firmware	Install version 16.39.1 or later	



Technical Bulletin

PAGE: 9/32

Updated: End of June 2018: Changes in bold italics

Model: Model MT-C6 Date: 31-Jun-08 No.: RD223000g

4. Printing/Scanning

Subject	Symptom	RTB#	Cause	Solution	Note
Cannot do any jobs	After attempting to back up the address book from Device Manager NX	D223 008b	Network DocBox firmware	Install version 1.02 or later	
Job does not start	When the device has just gone into energy saver mode, copying does not start	D223 5540N	System/Copy firmware	Install version 1.07 or later	
Job cancelled	When attempting to print data that contains a blank page via AirPrint	D223 019e	Printer firmware	Install version 1.03 or later	
Incorrect folder	When scanning using GlobalScan NX on a model with the Smart Operation Panel, the image log capture file goes to the wrong folder	D223 008a	Network DocBox firmware	Install version 1.01 or later	
Missing data	Some lines of text and/or dotted lines missing when using the PCL overlay macro	D223 016a	PCL firmware	Install version 1.02 or later	
Cannot print	Cannot print from the bypass tray, if the paper had been removed from the tray and reset immediately	D223 002a	Engine firmware	Install version 1.04:02 or later	
Cannot print	Cannot print if the USB device server option is enabled and is connected to macOS via a USB cable,	D223 007e	Network Support firmware	Install version 16.35 or later	
Cannot print	After logging in to CAP, cannot print after an error occurs	Gene 087m Gene 088i	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.45.00 or newer.	
Cannot print	When trying to control jobs while a job is suspended	D259 020i	PrinterInfo for eDC firmware	Install version 1.11 or later	
Cannot scan	When "Download File Directly From URL Link" is enabled	D223 011a	Scanner firmware	Install version 01.01 or later	
Cannot scan	When many scan jobs are scanned from an application that is based on SmartSDK	D223 5547F	Scanner firmware	Install version 01.04 or later	
Cannot scan	Cannot use the scanner application	D223 5547G	Scanner firmware	Install version 01.05 or later	

Technical Bulletin

PAGE: 10/32

Updated: End of June 2018: Changes in bold italics

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Subject	Symptom	RTB#	Cause	Solution	Note
Cannot	Cannot install the PS	D223	Network Support	Install version 16.35 or	
install driver	driver if the USB device	007e	firmware	later	
	server option is enabled				
	and is connected to				
	macOS via a USB cable				
Temporary	When a scan job is done	D223	Scanner firmware	Install version 01.01 or	
files not	from the simplified	011a		later	
deleted	screen, and user				
	authentication and				
	"Download File Directly				
	From URL Link" are				
	enabled.				
Cannot see	When scanning from	D223	Scanner firmware	Install version 01.01 or	
file in	Mac OS X 10.12 using	011a		later	
viewer	AirPrint				
Cannot	A3 size cannot be	D223	Scanner firmware	Install version 01.01 or	
select	specified in macOS	011a		later	
settings	when scanning using				
_	AirPrint				
Cannot	When scanning from	D223	Scanner firmware	Install version 01.01 or	
select	Mac OS X 10.12 using	011a		later	
settings	AirPrint, the resolution is				
	always 200 dpi.				
PCL	PCL macros that were	D223	PCL firmware	Install version 1.03 or	
	uploaded to the HDD	016b		later	
	cannot be printed				
Remaining	Incorrect for jobs printed	D223	System/Copy	Install version 1.06 or	
printing	from the document	001e	firmware	later	
time display	server.				
Job not	When the display	D259	PrinterInfo for	Install version 1.11 or	
completed	language is changed	020i	eDC firmware	later	
	while controlling a job				
Job not	When the device is in	D0AD	Network Support	Install version 15.61 or	
completed	STR mode, printing	5567A	firmware	later	
	stops and cannot restart	D0AF			
	until the device is	5567A			
	rebooted				
File not	PDF files that have long,	D259	MediaPrtScn for	Install version 1.17 or	
printed	multibyte filenames are	022k	eDC firmware	later	
	not printed				
Pages/sets	If an original jams in the	D223	System/Copy	Install version 1.07 or	
not printed	sample copy of a	5540K	firmware	later	
	stapled job, the first set				
	is not printed out.				
Not printed	Images in Postscript or	D223	PDF firmware	Install version 1.03 or	
correctly	PDF jobs which require	5560D		later	
(unspecified	a lot of memory				
)					
Wrong	When scanning from	D223	Scanner firmware	Install version 01.04 or	
format	SmartSDK applications,	5547F		later	
	files are stored in PDF/A				
	format even when trying				
	to store the files in				
	TIFF/JPEG format				

Technical Bulletin

PAGE: 11/32

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Wrong format	When scanning with AirPrint in MacOS X 10.12 or later, the device sends a full color JPEG even if specifying a black and white JPEG	D223 5547G	Scanner firmware	Install version 01.05 or later	
Scan to e- mail	Fails when OCR is set and a document over 51 pages is sent	D223 5547F	Scanner firmware	Install version 01.04 or later	
Scan to folder	The device restarts	D223 5552L	Network Support firmware	Install version 16.40.1 or later	
Scan to folder	The device tries to connect to only the first resolved IP address	D223 5552L	Network Support firmware	Install version 16.40.1 or later	
Scan to folder	Fails when a HP device is working on the same subnet	D223 5552L	Network Support firmware	Install version 16.40.1 or later	
Scan to folder	Network browsing fails	D223 5552L	Network Support firmware	Install version 16.40.1 or later	
OCR	OCR cannot recognize characters if converting scanned images to searchable PDF	D223 5540N	System/Copy firmware	Install version 1.07 or later	
Capture	Does not operate normally if the capture setting is enabled and Media Link Board is installed	D223 5540N	System/Copy firmware	Install version 1.07 or later	
Capture	Cancelling the scan job while the preview is displayed causes the information of the captured image file to be recorded incorrectly.	D223 5547H	Scanner firmware	Install version 01.06 or later	

Technical Bulletin

PAGE: 12/32

Updated: End of June 2018: Changes in bold italics

Model: Model MT-C6 Date: 31-Jun-08 No.: RD223000g

5. Operation Panel

Subject	Symptom	RTB#	Cause	Solution	Note
Does not respond to IC card	The operation panel does not light up if the IC card is held over the NFC card reader.	D259 048	ICCardDispatcher for eDC	Install version 2.12.01 or later	
Icons	Parts of application icons not displayed after executing SP5-761-001 to restore the default home screen settings.	D259 012f	Cheetah System firmware	Install version 1.11 or later	
Icons	SDKJ application icon not displayed on the home screen	D241 1425 D241 1429	Cheetah System firmware	Install version 1.23 or later	
Icons	SDK application icon not be displayed after recovering from energy saving mode	D223 5562H	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.55.02 or newer	
Icons	The yellow mark not displayed on the 'Other Settings' icon even if one of the 'Other Settings' is enabled	D241 1454X D241 1425D D241 1429D	SmartCopy firmware Cheetah System firmware	Install version 1.25 or later Install version 1.27 or later	
Characters missing	When user code authentication is set up for use in the Browser, some characters for "User Code" in the user code authentication pop-up dialog are not displayed when Web Browser NX is launched	D259 012f	Cheetah System firmware	Install version 1.11 or later	
Screen is too dark	Screen remains dark if an IC card is used to log in.	D259 012f	Cheetah System firmware	Install version 1.09 or later	
Does not activate	The Smart Operation Panel remains turned off and does not respond	D259 012h	Cheetah System firmware	Install version 1.13.1 or later	
Cannot	Smart Operation	D259	Cheetah System	Install version 1.13.1 or	
calibrate Freezes	Panel When running ARFU	012h D259 012n	firmware Cheetah System firmware	Install version 1.17.1 or later	

Technical Bulletin

PAGE: 13/32

Updated: End of June 2018: Changes in bold italics

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Subject	Symptom	RTB#	Cause	Solution	Note
Freezes	If the Start button is	D223	System/Copy	Install version 1.07 or	
	pressed in copy	5540N	firmware	later	1
	mode immediately				1
	after recovering from				1
	the energy saver				1
	mode				1
Freezes	At start up or after	D241	Cheetah System	Install version 1.27 or	1
55255	recovering from the	1425D	firmware	later	1
	energy saving mode	D241		.5	1
	SSig, Saving mode	1429D			
Touch panel	After the machine	D241	Legacy UI	Install version 1.22 or	ļ
not responding	stalled during ARFU	1427Z	firmware	later	
Wrong	If the language is	D259	SimpleScan for	Install version 1.10 or	
	changed in the	030h	eDC firmware	later	1
language		UJUII	600 IIIIIWale	iatei	
	language widget, "Please wait" is				1
	displayed in the				
	previous language				
	when Quick Scanner				
D44	is reopened	Dosc	Cine als O = 1	Inotall construct of 4.44	1
Buttons	If the key counter is	D259	SimpleScan for	Install version 1.11 or	
active/inactive	canceled during	030i	eDC firmware	later	
at the wrong	scanning, the job				
time	reset				
	button remains on				1
<u></u>	the operation panel		<u> </u>		
Button does	"Job Operation"	D259	PrinterInfo for	Install version 1.10 or	<u> </u>
not work	button	020h	eDC firmware	later	
Button does	Start button	D223	System/Copy	Install version 1.06 or	
not work		001e	firmware	later	
Button does	The "Continue	D241	SimpleCopy	Install version 1.20 or	
not work	Printing" button does	1443S	firmware	later	
	not work after				
	pressing the "Stop"				
	key while copying				
	from the exposure				
	glass	L	<u></u>	<u> </u>	<u> </u>
Reboots	While entering sleep	D259	Cheetah System	Install version 1.22.2 or	
	mode; may be	012u	firmware	later	
	followed by				
	SC819/SC672				! <u> </u>
Applications		D259	Cheetah System	Install version 1.22.2 or	
appear		012u	firmware	later	! <u> </u>
unexpectedly					! <u> </u>
Resets to	The screen switches	D259	LegacyUI for eDC	Install version 1.15.1 or	<u> </u>
default	to the default setting	035m	firmware	later	
GOIGGIL	of Function Priority	330111			
	when connected to a				
	USB device such as				! <u> </u>
Wrong nanor	a keyboard	D259	PrinterInfo for	Install version 1.11 or	<u> </u>
Wrong paper	Tray 1, after the				
size displayed	display language is	020i	eDC firmware	later	! <u> </u>
	changed				! <u> </u>
	<u> </u>			<u> </u>	

Technical **B**ulletin

PAGE: 14/32

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Wrong screen displayed	After printing, the file selection screen is not displayed	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Cannot exit screen	Cannot leave the job stop screen if the SNTP time setting and STR setting are enabled	D223 5544E	Fax firmware	Install version 04.00.00 or later	
Panel does not turn on		D223 046	Power not supplied to the operation panel	Follow the instructions in the RTB	
LEDs	Blue LED does not turn on	D223 046		Follow the instructions in the RTB	
Blue screen	Blue screen appears	D223 046	Software issues	Follow the instructions in the RTB	
Black screen	After switching the user or the display language, a black screen is displayed for a few seconds when opening Quick Print Release	D241 1446R	PrinterSJob firmware	Install version 1.75 or later	
'Please wait'		D223 046	Software issues	Follow the instructions in the RTB	
Legacy mode	Problems with the Smart Operation Panel when Legacy mode is use	D223 048	Do not use Legacy UI Firmware v1.20	Use v1.19 or earlier.	

Technical **B**ulletin

PAGE: 15/32

Updated: End of June 2018: Changes in bold italics

Model: Model MT-C6 Date: 31-Jun-08 No.: RD223000g

6. Security

Subject	Symptom	RTB#	Cause	Solution	Note
Devices	Devices connected to	D259	Cheetah System	Install version 1.09 or	
communicating	the Smart Operation	012f	firmware	later	
with each other	Panel via Wireless				
	Direct can				
	communicate with				
	each other.				
Authentication	IEEE 802.1X	D223	Network Support	Install version 16.33 or	
	authentication fails	007b	firmware	later	
Authentication	When the	D259	Simple Scan for	Install version 1.09 or	
	authentication	030g	eDC	later	
	method is changed				
	from "User code" to				
	"Basic", the device				
	displays the "User				
	code" entry screen in				
	Smart Scanner.				
Authentication	When the device is	D223	Network Support	Install version 16.35 or	
	set to use "IEEE	007e	firmware	later	
	802.1X" and				
	"TLS1.2" is set to				
	"active",				
A (1 (* (*	authentication will fail	DOEO	0: 10 (1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
Authentication	"User Code	D259	SimpleScan for	Install version 1.10 or	
	Authentication": No	030h	eDC firmware	later	
	alert sound for an				
A	invalid entry	D000	Francisco di management	Install consists 4 05:00 an	
Authentication	User authentication	D223	Engine firmware	Install version 1.05:02 or	
	does not work in SDK	002b		later	
Authentication	applications Authentication screen	DOEO	PrinterInfo for	Install version 1.10 or	
Authentication		D259 020h		later	
Authentication	remains after timeout	D223	eDC firmware	Install version 1.06 or	
Authentication	The user code input screen does not	001e	System/Copy firmware	later	
	disappear after the	0016	Illiliwale	latei	
	code was input				
Authentication	The DSDK	Gene	Java VM v12 for	Install version 12.47.01	
Additionation	application fails to	087p	eDC	or later	
	connect to the LDAP	Gene	Java VM v12	Install version 12.47.01	
	server when using	088n	Update Tool	or later	
	Kerberos	00011	Opuate 1001	or later	
	authentication				
Authentication	The user code is	D259	MediaPrtScn for	Install version 1.17 or	
, an ionidation	cleared when	022k	eDC firmware	later	
	transitioning to the	OZZIK	obo mimaro	lator	
	Home screen				
Authentication	User usage	D223	System/Copy	Install version 1.07 or	
, .a.i o i ii o ali o i i	restrictions do not	5540N	firmware	later	
	come into effect if	33 1314			
	authentication is				
	enabled in Quick				
	Card Authentication				

Technical **B**ulletin

PAGE: 16/32

Updated: End of June 2018: Changes in bold italics

		ı			
Subject	Symptom	RTB#	Cause	Solution	Note
Authentication	If some characters	D223	System/Copy	Install version 1.12 or	
	are included in the	5540Q	firmware	later	
	user name, login				
	authentication is not				
	done correctly				
Login/logout	Indicator remains lit	D259	Simple Scan for	Install version 1.09 or	
	after logout	030g	eDC	later	
Login/logout	Login screen not	D259	Simple Scan for	Install version 1.09 or	
	displayed after logout	030g	eDC	later	
Login/logout	Cannot log out, if	D223	System/Copy	Install version 1.05 or	
	logged in using an IC	001d	firmware	later	
	card with energy				
	saver mode enabled				
Login/logout	Cannot login with	D259	Cheetah System	Install version 1.20 or	
0 0	card reader	012s	firmware	later	
Login/logout	Users forcefully	D259	MediaPrtScn for	Install version 1.17 or	
3 3	logged off while	022k	eDC firmware	later	
	printing or previewing				
	a print.				
Login/logout	Login screen shown	D241	Cheetah System	Install version 1.23 or	
_090900.0	after swiping with an	1425	firmware	later	
	IC card	D241	i i i i i i i i i i i i i i i i i i i		
	10 00.0	1429			
Login/logout	Cannot login using	D241	Cheetah System	Install version 1.25 or	
Logiii/iogodi	Bluetooth in Smart	1425B	firmware	later	
	Device Connector	D241	IIIIIWaic		
	Device connector	1429B			
Login/logout	Cannot logout when	D223	Scanner firmware	Install version 01.05 or	
Logiii/logout	the device is	5547G	Coarmer miniware	later	
	accessed from Web	00470			
	Image Monitor just				
	before scanning is				
	finished				
Login/logout	Cannot log in if the	D223	System/Copy	Install version 1.12 or	
Logiii/iogodi	machine repeatedly	5540Q	firmware	later	
	enters and exits	00100	IIIIIIWaro		
	Energy Saver Mode.				
Privileges not	When the data in the	D259	Simple Scan for	Install version 1.09 or	
granted	address book is	030g	eDC	later	
9.41104	restored and then run	5559			
	a program on the				
	home screen				
Vulnerabilities	"Master Key"	D259	Cheetah System	Install version 1.18 or	
· aniorabilities	vulnerability	012q	firmware	later	
SSL	After applying a	Gene	Java VM v12	Install version 12.45.00	
JOL	security update, SSL	087m	Update Tool	or newer.	
	communication fails	Gene	Java VM v12 for	1	
	between Windows	088j	eDC firmware		
	and an application	000	CDC IIIIIWale		
	that includes an SSL				
	server function				
Service mode	Can be unlocked by	D223	System/Copy	Install version 1.06 or	+
lock	customers	001e	firmware	later	
IOUR	Customers	LOUIE	IIIIIWaic	เลเซเ	

Technical Bulletin

PAGE: 17/32

Updated: End of June 2018: Changes in bold italics

Model: Model MT-C6 Date: 31-Jun-08 No.: RD223000g

7. Error Codes

Subject	Symptom	RTB#	Cause	Solution	Note
SC555		D223 047	The bracket for the thermistor is	Replace the bracket with the modified one	
			not the correct	(D2234195).	
			size, so the		
			thermistor cannot contact the hot		
			roller correctly. As		
			a result, the		
			machine cannot		
			detect the correct		
			hot roller		
			temperature.		
SC672-11	When recovering from	D223	System/Copy	Install version 1.01.1 or	
	energy saver mode	001	firmware	later	
SC672-11	Cannot recover from	D223	System/Copy	Install version 1.05 or	
	energy saver mode	001d	firmware	later	
SC672	Reboots after entering	D259	Cheetah System	Install version 1.22.2 or	
	sleep mode	012u	firmware	later	
SC672	After recovering from	D0AD5	System/Copy	Install version 1.02 or	
	sleep mode	550A	firmware	later	
		D0AF			
		5550A	Cyatam /Cany	Install version 4.40 or	
		D239 5550T	System/Copy firmware	Install version 1.12 or later	
		D242	Illiliwale	latei	
		5550T			
SC673-10	When turning the main	D0AD5	System/Copy	Install version 1.02 or	
00010 10	power on	550A	firmware	later	
	portion on	D0AF			
		5550A			
		D223	System/Copy	Install version 1.08 or	
		5540L	firmware	later	
		D239	System/Copy	Install version 1.12 or	
		5550T	firmware	later	
		D242			
00010.55	NAII (I t	5550T	D 0 : 0		
SC816-98	When the system	D223	PowerSaving Sys	Install version F.L3.06.1	
00010	enters the STR mode	5543B	firmware	or later	
SC819	At boot-up	D223	System/Copy	Install version 1.06 or	
SC819	Reboots after entering	001e D259	firmware Cheetah System	later Install version 1.22.2 or	
30019	sleep mode	012u	firmware	later	
SC819	After removing a jam	D0AD5	System/Copy	Install version 1.02 or	
20010	that occurred while	550A	firmware	later	
	printing a large job that	D0AF			
	fully consumes the	5550A			
	printer memory				
	<u> </u>				

Technical **B**ulletin

PAGE: 18/32

Updated: End of June 2018: Changes in bold italicsModel: Model MT-C6Date: 31-Jun-08No.: RD223000g

			_		
Subject	Symptom	RTB#	Cause	Solution	Note
SC819	After reboot	D0AD	System/Copy	Install version 1.02 or	
		5550A	firmware	later	
		D0AF			
		5550A			
		D239	System/Copy	Install version 1.12 or	
		5550T	firmware	later	
		D242			
		5550T			
SC819	If the auto log-out timer	D223	System/Copy	Install version 1.07 or	
00010	and the energy saving	5540K	firmware	later	
	timer are set to the	004010	IIIIIWaic	later	
	same value				
SC819	After removing a jam	D223	System/Copy	Install version 1.07 or	
30019	that occurred while	5540K	firmware		
		334UK	Illiliware	later	
	printing a large job that				
	fully consumes the				
	printer memory				
SC819	After updating firmware	D223	Network Support	Install version 16.40.1 or	
	remotely	5552L	firmware	later	
SC843-02	When trying to send a	D242	GWFCU3.8-	Install version 08.00.00	
	fax	5559J	13(WW) firmware	or later	
SC843-02		D241	Cheetah System	Install version 1.24.1 or	
		1425A	firmware	later	
		D241			
		1429A			
SC843-02	When trying to send a	D223	GWFCU3.8-	Install version 06.00.00	
000+0 02	fax	5546G	13(WW) firmware	or later	
SC845	While updating a	D0AD5	System/Copy	Install version 1.02 or	
30045		550A	firmware		
	firmware package		Illiliware	later	
		D0AF			
		5550A	0 1 10		
		D223	System/Copy	Install version 1.08 or	
		5540L	firmware	later	
		D239	System/Copy	Install version 1.12 or	
		5550T	firmware	later	
		D242			
		5550T			
SC899	After updating with the	D223	System/Copy	Install version 1.05 or	
	packaged firmware	001d	firmware	later	
SC899	When installing	D223	System/Copy	Install version 1.05 or	
	@Remote	001d	firmware	later	
SC899	When using an	D223	System/Copy	Install version 1.05 or	
3 2 2 3 0	application on	001d	firmware	later	
	@Remote connected	30.4			
	machines				
SC899	When logging out from	D223	Fax firmware	Install version 02.00.00	
30099			rax IIIIIWale		
	a machine with user	003a		or later	
00000	authentication enabled.	Dooc	Natura I O	Leafall and 1 40 00	
SC899	When the "Erase All	D223	Network Support	Install version 16.36 or	
	Memory" function is	007f	firmware	later	
	conducted				
SC899	When receiving an IP	D223	Remote Fax	Install version 03.00.00	
	Fax	010b	firmware	or later	
	<u>.</u>	ı	J	L.	

Technical **B**ulletin

PAGE: 19/32

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
SC899	When doing location-	Gene	Java VM v12 for	Install version 12.47.01	
	free printing or	087p	eDC	or later	
	authentication by using	Gene	Java VM v12	Install version 12.47.01	
2222	a solution product	088n	Update Tool	or later	
SC899	When rebooting after	D0AF	System/Copy	Install version 1.02 or	
00000	updating firmware	5550A	firmware	later	
SC899	When receiving IP Fax	D0AD 5558A	Remote Fax firmware	Install version 02.00.00 or later	
		D0AF	IIIIIWaie	or later	
		5558A			
SC899	When printing PS data	D3BD	PDF firmware	Install version 1.01 or	
	that contains	5733A		later	
	composite fonts				
SC899	When printing a PDF	D3BD	PDF firmware	Install version 1.01 or	
	file that contains	5733A		later	
	graphics or text via				
	PDF Direct				
SC899	When performing on-	D223	Java VM v12	Install version 12.50.01	
	demand printing with Enhanced Locked Print	5562G	Update Tool	or newer.	
	Ennanced Locked Print		Java VM v12 for eDC firmware		
SC899	During Job Log	D223	Network DocBox	Install version 1.02 or	
30099	collection	5550E	firmware	later	
SC899	If a large number of	D223	PDF firmware	Install version 1.04 or	
	different characters is	5560E		later	
	used in a print job				
SC899	While printing via PDF	D223	PDF firmware	Install version 1.04 or	
	Direct if a job includes	5560E		later	
	more than 500 pages		_		
SC899	When scanning using	D223	Scanner firmware	Install version 01.04 or	
00000	OCR	5547F	Janua V/M v 40	later	
SC899	If logging in from a keyboard	D223 5562H	Java VM v12 Update Tool	Install version 12.55.02 or newer	
	Reyboard	330211	Java VM v12 for	or newer	
			eDC firmware		
SC899	When conducting Scan	D223	Network Support	Install version 16.40.1 or	
	to Folder	5552L	firmware	later	
SC899	After printing a duplex	D223	System/Copy	Install version 1.12 or	
	job that exceeds the	5540Q	firmware	later	
	max allowable pages				
SC954	When multiple jobs	D223	Engine firmware	Install version 1.07:02 or	
	each using a different	5127F		later	
SC990	exit tray are executed When multiple jobs	D223	Engine firmware	Install version 1.07:02 or	
30990	each using a different	5127F	Lingine illiliware	later	
	exit tray are executed	01271		idioi	
SC990	After an SC reboot	D223	Printer firmware	Install version 1.03 or	
· 		019e		later	
SC990	After cancelling	D223	System/Copy	Install version 1.07 or	
	scanning	5540N	firmware	later	

Technical **B**ulletin

PAGE: 20/32

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
SC991	When using an	D223	System/Copy	Install version 1.05 or	
	application on	001d	firmware	later	
	@Remote connected				
	machines				
SC991	When the "Erase All	D223	Network Support	Install version 16.36 or	
00001	Memory" function is	007f	firmware	later	
	conducted	0071	Illiliwale	later	
SC991		D223	Naturali Das Day	Install version 1 00 or	
SC991	During Job Log		Network DocBox	Install version 1.02 or	
00004	collection	5550E	firmware	later	
SC991	After cancelling	D223	System/Copy	Install version 1.07 or	
	scanning	5540N	firmware	later	
SC997	When OCR is set and	D223	Scanner firmware	Install version 01.04 or	
	a document over 256	5547F		later	
	pages is scanned				
SC998	When the machine is	D241	Cheetah System	Install version 1.24.1 or	
	woken from sleep	1425A	firmware	later	
	mode by the proximity	D241			
	sensor	1429A			
SC998	If Streamline NX and	D223	Java VM v12	Install version 12.55.02	
30990	CAP v2 are installed	5562H			
	CAP vz are iristalieu	330ZH	Update Tool	or newer	
			Java VM v12 for		
			eDC firmware		
Java VM	When doing location-	Gene	Java VM v12 for	Install version 12.47.01	
related SC	free printing or	087p	eDC	or later	
	authentication by using	Gene	Java VM v12	Install version 12.47.01	
	a solution product	088n	Update Tool	or later	
Unspecified	When a machine	D259	Cheetah System	Install version 1.11 or	
error	setting is changed from	012f	firmware	later	
	WIM while in energy				
	saver mode				
Unspecified	If new addresses are	D223	System/Copy	Install version 1.03 or	
error	continuously registered	001b	firmware	later	
CITOI	to the address book	0015	IIIIIWaic	later	
l lean a sifi a d	using Smart SDK	DOFO	Oh a atala Ouatana	In stall consists 4.00 an	
Unspecified	Appears when	D259	Cheetah System	Install version 1.09 or	
warning	activating iWnnIME	012f	firmware	later	
Unspecified	Connection error	D223	System/Copy	Install version 1.05 or	
error	message appears	001d	firmware	later	
	mistakenly on				
	@Remote connected				
	machines				
Unspecified	When trying to display	D223	Printer firmware	Install version 1.04 or	
error	a preview in the Print	5554F		later	
	from the Storage				
	Device application				
Message not	No error message if	D610	MT-C5/MT-C6	Install version 02.510:04	
shown	the staple cartridge is	001b	Finisher SR4080	or newer.	
SHOWII	empty, if a staple job is	0010	firmware	OI HOWEL.	
			miniwale		
	requested while the				
	machine is in energy				
	saver mode				
	•			·	

Technical **B**ulletin

PAGE: 21/32

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Message not	Cannot send fax;	D223	GWFCU3.8-	Install version 03.00.00	
shown	message remains in	004b	13(WW) firmware	or later	
	the machine with no				
	error message				
"Connection	When the power button	D259	Simple Scan for	Install version 1.09 or	
with the	and then "Cancel" is	030g	eDC	later	
machine has	pressed during energy				
failed"	saving mode				
"Quick		D259	SimpleScan for	Install version 1.10 or	
Scanner isn't		030h	eDC firmware	later	
responding.					
Do you want					
to close it?"		D0=0			
Wrong error	A message about the	D259	Application Site	Install version 1.04.05 or	
message	Application Site closing	037h	for eDC firmware	later	
	appears after				
	correcting a setting error for the drum unit				
"Please wait"	When the Printer	D259	PrinterInfo for	Install version 1.11 or	
Flease wall	application is opened	020i	eDC firmware	later	
	after the device	0201	EDC IIIIIWale	latei	
	resumes from sleep				
	mode				
'Please wait'	111000	D241	Legacy UI	Install version 1.21 or	
l lodge wait		1427Y	firmware	later	
Error not	After the device is	D259	PrinterInfo for	Install version 1.11 or	
displayed	restarted, error	020i	eDC firmware	later	
	messages are not	0_0.			
	displayed				
Error not	Error messages briefly	D259	MediaPrtScn for	Install version 1.17 or	
displayed	appear and then	022k	eDC firmware	later	
1	disappear				
Other	An error message	D241	Cheetah System	Install version 1.24.1 or	
	indicates that part of	1425A	firmware	later	
	the import failed when	D241			
	executing "Export" and	1429A			
	"Import" in user tools				

Technical Bulletin

PAGE: 22/32

Updated: End of June 2018: Changes in bold italics

Model: Model MT-C6 Date: 31-Jun-08 No.: RD223000g

8. Optional Units

Subject	Symptom	RTB#	Cause	Solution	Note
Applications	When installing an application using an SD card, the Legacy UI firmware is uninstalled or part of the application fails to be	D259 012f	Cheetah System firmware	Install version 1.11 or later	
Applications	installed. Licenses of applications installed via the Application Site cannot be renewed	D259 012f	Cheetah System firmware	Install version 1.09 or later	
Applications	Hybrid applications can be installed by using an invalid product key via the Application Site.	D259 012f	Cheetah System firmware	Install version 1.09 or later	
Applications	Cannot open the Application Site	D259 012g	Cheetah System firmware	Install version 1.12 or later	
Applications	The QR code application quits when opening the settings in Taiwanese models.	D259 032h	QRCodeforSDC for eDC firmware	Install version 2.1.2 or later	
Applications	The QR code application quits when started up in Taiwanese models.	D259 012i	Cheetah System firmware	Install version 1.15 or later	
Applications	Upload of scan data with Web BrowserNX fails	D259 012i	Cheetah System firmware	Install version 1.15 or later	
Applications	Smart Scanner application shuts down	D259 030g	Simple Scan for eDC	Install version 1.09 or later	
Applications	When the "Check" button is pressed in Smart Scanner, an error occurs.	D259 030g	Simple Scan for eDC	Install version 1.09 or later	
Applications	SDK applications do not behave properly	D223 001d	System/Copy firmware	Install version 1.05 or later	
		Gene 087m Gene 088j	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.45.00 or newer.	
Applications	Failure when uploading files to a web server via a web application	D259 012q	Cheetah System firmware	Install version 1.18 or later	
Applications	MediaPrtScn closes unexpectedly when on the "Print settings" screen	D259 022f	MediaPrtScn for eDC firmware	Install version 1.12 or later	
Applications	Measurements shown in Quick Scanner are not correct	D259 030h	SimpleScan for eDC firmware	Install version 1.10 or later	

Technical **B**ulletin

PAGE: 23/32

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Applications	Various problems with	D259	SimpleScan for	Install version 1.11 or	
	Quick Scanner	030i	eDC firmware	later	
Applications	The "Preview" and	D259	MediaPrtScn for	Install version 1.14 or	
	"Selected" buttons are	022h	eDC firmware	later	
	active before a file is				
	selected.				
Applications	A file can be printed	D259	MediaPrtScn for	Install version 1.14 or	
	even if it is deleted on	022h	eDC firmware	later	
	the "Confirm File" screen				
Applications	The amount of toner	D259	MediaPrtScn for	Install version 1.14 or	
Applications	remaining is not	022h	eDC firmware	later	
	reflected immediately	02211	CDO IIIIIWai C	later	
Applications	The application being	D259	MediaPrtScn for	Install version 1.14 or	
Applications	used to print	022h	eDC firmware	later	
	unexpectedly closes				
Applications	Notifications are not	D223	Printer firmware	Install version 1.03 or	
• •	displayed in MFP	019e		later	
	applications				
Applications	Quick Print Release:	D259	PrinterSJob for	Install version 1.59 or	
	17 x 22 paper in the	021g	eDC firmware	later	
	input tray is displayed				
	as 11 x 17				
Applications	Quick Print Release:	D259	PrinterSJob for	Install version 1.59 or	
	The application screen	021g	eDC firmware	later	
	is blacked out when it				
A 1' ('	is reopened	DOEO	D: (OI (1	
Applications	Quick Print Release:	D259	PrinterSJob for	Install version 1.59 or	
	Cannot start after the	021g	eDC firmware	later	
	device resumes				
	operating from energy- saving mode				
Applications	Printer Bit Switch #12-	D259	PrinterSJob for	Install version 1.59 or	
Applications	5 does not behave	021g	eDC firmware	later	
	properly	0219	ebo ilililwale	later	
Applications	Wrong Product ID	D259	PrinterSJob for	Install version 1.60 or	
, , , , , , , , , , , , , , , , , , , ,	used	021h	eDC firmware	later	
Applications	Destinations missing	D259	SimpleScan for	Install version 1.12 or	
	from Quick Scanner	030j	eDC firmware	later	
Applications	Cannot use required	Gene	Java VM v12 for	Install version 12.47.01	
	version of Java VM	087p	eDC	or later	
	after replacing the	Gene	Java VM v12	Install version 12.47.01	
	controller board	088n	Update Tool	or later	
Applications	Java VM does not	Gene	Java VM v12 for	Install version 12.47.01	
	recognize a change in	087p	eDC	or later	
	relationship between	Gene	Java VM v12	Install version 12.47.01	
	the host name and the	088n	Update Tool	or later	
	IP address on the DNS				
A	Server	DOCO	0.000 0.000 0.000 0.000	Install constant 4.40	
Applications	Scanner application	D259	SmartScan for	Install version 1.13 or	
Applications	ends abnormally	019k	eDC firmware	later	
Applications	The application aborts	D259	MediaPrtScn for	Install version 1.17 or	
	while trying to print via	022k	eDC firmware	later	
	the bypass tray.	<u> </u>			

Technical Bulletin

PAGE: 24/32

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Applications	The application is unresponsive when many jobs via ADF are scanned.	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Applications	Some Smart SDK applications are deleted with CheetahSystem v1.21.	D284 027	Firmware bug	Install newer Cheetah System firmware	
Applications	When the relationship between the host name and the IP address on the DNS server is modified, Java VM does not recognize the change	D223 5540N	System/Copy firmware	Install version 1.07 or later	
Applications	If only IPv6 is enabled, utility tools (e.g. Device Manager NX or Streamline NX v3) cannot install applications remotely.	D223 5562H	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.55.02 or newer	
Applications	SDK applications cannot start during the boot process	D223 5562H	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.55.02 or newer	
Applications	Device Manager NX Enterprise cannot retrieve information about applications installed on the device	D223 5562H	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.55.02 or newer	
Applications	GlobalScan NX fails to apply profiles or retrieve device information when using the AdminTool	D223 5562H	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.55.02 or newer	
Applications	Java VM fails	D223 5562H	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.55.02 or newer	
Applications	After starting Web Browser NX, Application Site cannot be started from Screen SP Mode	D241 1425D D241 1429D	Cheetah System firmware	Install version 1.27 or later	
Applications	An SDK application stops suddenly due to increased memory usage	D223 5562J	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.59.01 or newer	
Applications	Legacy applications do not open	D241 1427Y	Legacy UI firmware	Install version 1.21 or later	
Applications	Remote un-installation for Streamline NX fails	D223 5540P	System/Copy firmware	Install version 1.11 or later	

Technical **B**ulletin

PAGE: 25/32

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Applications	The quota notification cannot be displayed on some SmartSDK applications	D223 5540P	System/Copy firmware	Install version 1.11 or later	
Browser	Webpages not displayed properly in the web browser when connected to a proxy server.	D259 012i	Cheetah System firmware	Install version 1.15 or later	
Browser	Sound from the video still plays after returning to the Home screen	D259 012g	Cheetah System firmware	Install version 1.12 or later	
Browser	Cannot print from browser screen	D259 012h	Cheetah System firmware	Install version 1.13.1 or later	
Stapling error	Staple misalignment if switched from shift mode to edge staple mode.	D223 021a	Finisher_VOLGA-C firmware	Install version 1.050:05 or later	
Stapling error	Staple misalignment (booklets)	D223 021b	Finisher_VOLGA-C firmware	Install version 1.060:05 or later	
Card reader	Does not respond	D259 012n	Cheetah System firmware	Install version 1.17.1 or later	

Technical Bulletin

PAGE: 26/32

Updated: End of June 2018: Changes in bold italics

Model: Model MT-C6 Date: 31-Jun-08 No.: RD223000g

9. Image Problems

Subject	Symptom	RTB#	Cause	Solution	Note
Abnormal	When sending or	D223	GWFCU3.8-13(WW)	Install version	
image (not specified)	receiving an IP-Fax	004a	firmware	02.00.00 or later	
Feature not working	Erase Border not working correctly	D223 001e	System/Copy firmware	Install version 1.06 or later	

Technical Bulletin

PAGE: 27/32

Updated: End of June 2018: Changes in bold italics

Model: Model MT-C6 Date: 31-Jun-08 No.: RD223000g

10. Mechanical/Electrical

Subject	Symptom	RTB#	Cause	Solution	Note
Noise	When the jogger goes to home position after completing a job or during initialization	D223 021a	Finisher_VOLGA-C firmware	Install version 1.050:05 or later	
Motors do not activate	Some motors do not activate in the initialization process when turning ON the power or recovering from energy saver mode.	D615 001c	Multi-Folding Unit FD4000 firmware	Install version 02.050:02 or newer.	
Motor keeps turning	In a duplex job printed from the bypass tray, the relay motor continues to rotate if the tray runs out of paper	D223 002a	Engine firmware	Install version 1.04:02 or later	
Motor keeps turning	If JAM 360 occurs, the transfer motor does not stop.	D3CH 5300S	Finisher_SR4120/41 30 firmware	Install version 01.120:05 or later	
Remaining toner detection	Remaining amount of toner displayed on the widget is incorrect	D259 026f	TonnerWidget for eDC	Install version 1.05 or later	

Technical Bulletin

PAGE: 28/32

Updated: End of June 2018: Changes in bold italics

Model: Model MT-C6 Date: 31-Jun-08 No.: RD223000g

11. Others

Subject	Symptom	RTB#	Cause	Solution	Note
Machine	When entering	D259	Cheetah System	Install version 1.11 or	
reboots	energy saver mode	012f	firmware	later	
Machine	The operation panel	D241	Cheetah System	Install version 1.24.1 or	
reboots	become blurred and	1425A	firmware	later	
	lines appear, and	D241			
	then the machine	1429A			
	reboots				
Machine stalls	When a copy is	D135	Mailbox_CS4010	Install version 01.020:03	
	printed to the Mail	020d	firmware	or newer.	
	Box after recovering				
	from energy saver				
Machine stalls	mode.	D223	GWFCU3.8-	Install version 02.00.00	
Machine Stails	When sending or receiving an IP-Fax	004a	13(WW) firmware	or later	
Machine stalls	When an application	D223	System/Copy	Install version 1.05 or	
iviaci ii ie stalis	accesses the HDD	001d	firmware	later	
	after turning ON the	0010	iiiiiwaic	later	
	power				
Machine stalls	When IC card	D223	System/Copy	Install version 1.05 or	
	authentication is	001d	firmware	later	
	used to recover from				
	Energy Save Mode.				
Machine stalls	When using an	D223	System/Copy	Install version 1.05 or	
	application on	001d	firmware	later	
	@Remote connected				
	machines				
Machine stalls	When starting a new	D0AD5	System/Copy	Install version 1.02 or	
	job, if paper in the	550A	firmware	later	
	Cover Interposer was	D0AF			
	replaced during the	5550A	Cuatama/Camu	Install version 1.00 or	
	previous job	D223	System/Copy	Install version 1.08 or	
		5540L D239	firmware	later Install version 1.12 or	
		5550T	System/Copy firmware	later	
		D242	Illiliwale	latei	
		5550T			
Machine stalls	When printing many	D0AF	IRIPS PDF	Install version 1.03 or	
maoriiro otalio	pages and using	5575A	firmware	later	
	specific fonts				
Machine stalls	Pressing an	D223	System/Copy	Install version 1.08 or	
	application on the	5540L	firmware	later	
	touch panel very	D239	System/Copy	Install version 1.12 or	
	soon after going into	5550T	firmware	later	
	Energy Saver mode	D242			
		5550T			
Machine stalls	Failed login	D239	System/Copy	Install version 1.12 or	
	authentication from	5550T	firmware	later	
	user IDs with certain	D242			
	Chinese characters	5550T			

Technical **B**ulletin

PAGE: 29/32

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Machine stalls	When rebooting the	D223	System/Copy	Install version 1.07 or	
Widomiro otalio	machine to resolve	5540K	firmware	later	
	an SC, "Reboot will				
	done automatically"				
	appears but the				
	machine does not				
	reboot.				
Machine stalls	When the image log	D223	Network DocBox	Install version 1.02 or	
	capture function is	5550E	firmware	later	
	enabled and a large				
	number of jobs are				
	performed				
Machine stalls	IPDS printing stalls if	D223	Printer firmware	Install version 1.05 or	
	IPDS jobs are printed	5554G		later	
	continuously				
Machine stalls	During PDF direct	D223	PDF firmware	Install version 1.04 or	
	printing if a spot color	5560E		later	
	is used.				
Machine stalls	During PDF direct	D223	PDF firmware	Install version 1.04 or	
	printing if a job	5560E		later	
	contains a Bezier				
	curve				
Machine stalls	If a job includes text	D223	PDF firmware	Install version 1.04 or	
	outside the printable	5560E		later	
	area of the page				
Machine stalls	When using DHCP	D223	Network Support	Install version 16.39.1 or	
	Option204, "Setting	5552K	firmware	later	
	change" is				
	displayed, and the				
	user cannot operate				
	the device				
Machine stalls	During data	D223	Network Support	Install version 16.40.1 or	
	transmission when	5552L	firmware	later	
	conducting Scan to				
	Folder with				
8.6 1.5	SMBv2/v3	D044	1	Leadall accession 4.40 an	
Machine	If the widgets	D241	LanguageWidget		
stalls	reboot during a	1431K	firmware	later	
	firmware update	D241	TonerWidget	Install version 1.06 or	
		1434H	firmware	later	
		D241 1435F	FaxInfoWidget firmware	Install version 1.04 or later	
		D241		Install version 1.07 or	
		1437G	EcoInfoWidget firmware	later	
Machine is	It takes time to	D223	Printer firmware	Install version 1.05 or	
slow		5554G	riiilei iiiiiware	later	
31000	resume a job if it is	33346		iaici	
	suspended while the				
	device is in Energy Saver mode				
	Javel Illoue	<u> </u>			

Technical Bulletin

PAGE: 30/32

Updated: End of June 2018: Changes in bold italics

	0	DTD "	0-	0 - 1 - 11	N1. 1
Subject	Symptom	RTB#	Cause	Solution	Note
	It takes a long time to	D223	PDF firmware	Install version 1.04 or	
	output the first page	5560E		later	
	using PDF Direct				
	Print when the print				
	data contains a lot of				
	pages				
	Startup takes a long	D223	Java VM v12	Install version 12.55.02	
	time if Streamline NX	5562H	Update Tool	or newer	
	and CAP v2 are		Java VM v12 for		
	installed		eDC firmware		
	Printing is not as fast	D223	Java VM v12	Install version 12.59.01	
	as the past model if	5562J	Update Tool	or newer	
	CAP V2 is installed		Java VM v12 for		
			eDC firmware		
0,	If a USB numeric	D259	Cheetah System	Install version 1.13.1 or	
	keypad is connected,	012h	firmware	later	
	the machine cannot				
i	enter the sleep mode				
0,	Cannot recover from	D223	System/Copy	Install version 1.05 or	
	energy saver mode	001d	firmware	later	
0,	Does not wake up	D259	Cheetah System	Install version 1.17.1 or	
	from sleep mode	012n	firmware	later	
	when attempting to				
	log in with the IC card				
0,1	Does not wake up	D259	Cheetah System	Install version 1.18 or	
	from sleep mode	012q	firmware	later	
0,	Some User Mode	D223	The defaults in	Do the procedure in the	
	default values for	036	the System/Copy	RTB. It requires	
	Sleep mode and Low		firmware are	firmware version 1.04 or	
	Power mode are		incorrect.	later.	
	incorrect				
	Package RFU fails	D223	System/Copy	Install version 1.03 or	
update		001b	firmware	later	
	Package ARFU fails	D259	Cheetah System	Install version 1.15 or	
update		012i	firmware	later	
	Emergency firmware	D223	System/Copy	Install version 1.03 or	
	update fails	001b	firmware	later	
	Error 22 during	D223	System/Copy	Install version 1.05 or	
	ARFU	001d	firmware	later	
	Error 22 occurs when	D241	Cheetah System	Install version 1.27 or	
update	updating via ARFU	1425D	firmware	later	
		D241			
		1429D			
	E228 occurs when	D241	Cheetah System	Install version 1.27 or	
update	updating via SD card	1425D	firmware	later	
		D241			
		1429D			

Technical **B**ulletin

PAGE: 31/32

Updated: End of June 2018: Changes in bold italics

Settings not reflected When "Device setting information" is imported to the device via Web Image Monitor or Device Manager NX, items related to Quick and Smart Scanner will not be reflected Settings not reflected Settings not reflected The "Change Print Settings" configuration is not set correctly one set correctly applied Settings not reflected Settings not	Subject	Symptom	RTB#	Cause	Solution	Note
imported to the device via Web Image Monitor or Device Manager NX, items related to Quick and Smart Scanner will not be reflected. Settings not reflected with "Disabled" in Web Image Monitor, AirPrint printing can still be done via USB cable. Settings not reflected Settings" Gene Settings not reflected with "Disabled" in Web Image Monitor, AirPrint printing can still be done via USB cable. Settings not reflected Settings" Gene Settings of Settings of Settings of Settings of Settings of Reflected with set or or set correctly of Settings of Settings of Reflected with set of Settings of Settings of Settings of Settings of Reflected with set of Settings of Se			D259	Simple Scan for	Install version 1.09 or	
device via Web Image Monitor or Device Manager NX, items related to Quick and Smart Scanner will not be reflected. Settings not reflected When AirPrint is set to "Disabled" in Web Image Monitor, AirPrint printing can still be done via USB cable. Settings not reflected Settings" configuration is not set correctly Settings not reflected configuration is not reflected when the settings is settings after logging out. Settings at the Change Print of the configuration is not set correctly applied if logged in with user changed after logging out. Cannot make settings be accessed when the settings be accessed when the corrupted file when saving a D223 System/Copy Install version 1.21 or later later logging on total later	eflected		030g	eDC	later	
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Quick and Smart Scanner will not be reflected.						
Settings not reflected Settings not configuration is not correctly applied Settings Settings lf logged in with user authentication, fax settings may change after logging out. Cannot make settings Cannot make settings User Tools cannot be accessed User settings cannot be settings Settings User settings cannot be accessed Settings User settings cannot be accessed Settings Settings Settings not reflected Settings not reflected Settings Install version 16.40.1 or later Install version 02.00.00 or later Install version 1.27 or later Settings Install version 1.27 or later Settings Install version 1.27 or later Settings Setti						
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Settings not reflected Settings"						
Settings not reflected Settings" Configuration is not set correctly Settings not reflected Settings not set correctly Settings not reflected Settings lf logged in with user authentication, fax settings may change after logging out. Cannot make settings Corrupted file When saving a Settings Settings Gene Ober Update Tool or newer. Setury 1940 volume and Network Support firmware D223 Network Support firmware Install version 16.40.1 or later Install version 02.00.00 or later Install version 1.27 or later Settings Cheetah System firmware Install version 1.27 or later Install version 1.27 or later Settings Cheetah System firmware Install version 1.27 or later Settings Settings						
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Settings not reflectedSMB client timeout configuration is not correctly appliedD223Network Support firmwareInstall version 16.40.1 or laterSettings changedIf logged in with user changedD223Fax firmwareInstall version 02.00.00 or laterCannot make settingsUser Tools cannot be accessedD241 1429DCheetah System firmwareInstall version 1.27 or laterCannot make settingsUser settings cannot be accessedD241 1427YLegacy Ul firmwareInstall version 1.21 or laterCorrupted fileWhen saving aD223System/CopyInstall version 1.05 or	enected				or newer.	
Settings not reflected						
reflected configuration is not correctly applied Settings If logged in with user changed authentication, fax settings may change after logging out. Cannot make settings accessed D241 D241 Legacy UI Settings Corrupted file When saving a Setting S	Settings not				Install version 16 40 1 or	
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Settings changed If logged in with user authentication, fax settings may change after logging out. Cannot make settings						
settings may change after logging out. Cannot make settings Cannot make settings cannot be accessed Cannot make be accessed Cannot make settings Cannot make settings Cannot make be accessed Corrupted file Corrupted file Settings Corrupted file Corrupted settings Corrupted file Cor	Settings		D223	Fax firmware	Install version 02.00.00	
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Cannot make settings User Tools cannot be accessed 1425D D241 1429D Install version 1.27 or later Cannot make User settings cannot be accessed 1427Y firmware later Corrupted file When saving a D223 System/Copy Install version 1.05 or						
settings accessed 1425D firmware later Cannot make User settings cannot be accessed 1427Y firmware later Corrupted file When saving a D223 System/Copy Install version 1.05 or			5044			
D241 1429D Cannot make User settings cannot be accessed D241 Legacy Ul Install version 1.21 or later Corrupted file When saving a D223 System/Copy Install version 1.05 or						
Cannot make User settings cannot D241 Legacy UI Install version 1.21 or settings be accessed 1427Y firmware later Corrupted file When saving a D223 System/Copy Install version 1.05 or	ettings	accessed		tirmware	later	
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Corrupted file When saving a D223 System/Copy Install version 1.05 or						
	Corrupted file	When saving a	D223	System/Copy	Install version 1.05 or	
		scanned file to a USB	001d	firmware	later	
memory stick						
File not The captured image D223 Scanner firmware Install version 01.04 or				Scanner firmware		
deleted file is not deleted and 5547F later	eleted		5547F		later	
remains on the hard						
disk D223 Web Support Install version 1.03 or	Counters		D223	Web Support	Install version 1.03 or	
counter data is not 012b firmware later	/ounters					
included in the			0.20			
exported .csv file.						
Disabled Even if SSL3.0 D223 Network Support Install version 16.36 or	isabled		D223	Network Support	Install version 16.36 or	
function can be communication is 007f firmware later	unction can be		007f		later	
used invalidated in device	sed					
security settings,						
SSL3.0						
communication is						
possible from the		1 .				
NRS port D259 MediaPrtScn for Install version 1.17 or	System reset		D259	MediaPrtScn for	Install version 1 17 or	
not working 022k eDC firmware later	,,50011110060					

Technical **B**ulletin

PAGE: 32/32

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
SP mode	If the proximity sensor is activated while entering SP mode, the machine does not enter SP mode	D223 5540K	System/Copy firmware	Install version 1.07 or later	
Logs	When the scanning fax memory is full, it is recorded in the job log as "Canceled by User"	D223 5546G	GWFCU3.8- 13(WW) firmware	Install version 06.00.00 or later	
Logs	The image logs of jobs scanned by GlobalScan NX are not captured	D223 5547F	Scanner firmware	Install version 01.04 or later	
Logs	Unnecessary retransmissions in the image log capture	D223 5550F	Network DocBox firmware	Install version 1.04 or later	
Logs	If the device is abnormally turned off, the log settings are initialized and the log data are not transferred after that.	D223 5550G	Network DocBox firmware	Install version 1.05 or later	
Cannot reboot		D223 5562H	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.55.02 or newer	