

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

Model: Model MT-C6		Date: 31-Jun-08	No.: RD223000g
Subject: Troubleshooting		Prepared by: Y. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (      )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

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

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## 1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Jam	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	
<b>Jam</b>	<b>JAM154 or JAM155 when printing a booklet on A3 paper</b>	<b>D3CH 5300T</b>	<b>Finisher_SR4120 /4130 firmware</b>	<b>Install version 01.130:05 or later</b>	
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	
<b>Custom paper</b>	<b>The minimum and maximum settable values of a custom paper size are wrong if the unit of measurement is set to millimeters</b>	<b>D241 1443T</b>	<b>SimpleCopy firmware</b>	<b>Install version 1.21 or later</b>	
		<b>D241 1447T</b>	<b>MediaPrtScn firmware</b>	<b>Install version 1.20 or later</b>	

## 2. Copy Process

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### 3. Connectivity

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

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Subject	Symptom	RTB #	Cause	Solution	Note
Fax	Cannot send; message remains in the machine with no error message	D223 004b	GWFCU3.8-13(WW) firmware	Install version 03.00.00 or later	
Fax	Memory full, cannot send and receive faxes	D223 037a	The machine cannot copy the data to the HDD and continues to retry for up to 72 hours. As a result, the fax memory is locked and the machine cannot send or receive faxes. Install version 04.00.00 or later		
Fax	Cannot send document. Document remains in memory and there is no alert of non-transmission	D223 037a	The machine cannot copy the data to the HDD. As a result, the machine cannot send faxes. Install version 04.00.00 or later		
Fax	Cannot receive	D223 004c, 033	GWFCU3.8-13(WW) firmware	Install version 04.00.00 or later	
Fax	Wrong fax application starts	D259 012s	Cheetah System firmware	Install version 1.20 or later	
Fax	Cannot send; 'processing' displayed	D242 5559J	GWFCU3.8-13(WW) firmware	Install version 08.00.00 or later	
Fax	AirPrint (FaxOut) results in an error	D223 5544D	Fax firmware	Install version 03.00.00 or later	
Fax	The fax function does not work, if the SNTP time setting and STR setting are enabled	D223 5544E	Fax firmware	Install version 04.00.00 or later	
Fax	Cannot be sent	D223 5546G	GWFCU3.8-13(WW) firmware	Install version 06.00.00 or later	
Fax	"FAX jobs will be full soon" appears after continuously using Remote FAX, and RemoteFAX may be disabled	D223 5546G	GWFCU3.8-13(WW) firmware	Install version 06.00.00 or later	
Fax	Cannot use fax if [Store and Print] is enabled and a document is deleted from GlobalScan	D223 5546G	GWFCU3.8-13(WW) firmware	Install version 06.00.00 or later	
Fax	The fax application screen freezes when receiving faxes intermittently from multiple lines if fax reception capturing is enabled	D223 5544F	Fax firmware	Install version 05.00.00 or later	
Fax	Sending error with PC-FAX	D223 5545E	Remote Fax firmware	Install version 04.00.00 or newer.	
Fax	Cannot send, receive, or print the transmitted fax if the sending machine disconnects during IP-FAX transmission	D223 5545E	Remote Fax firmware	Install version 04.00.00 or newer.	

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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	



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## 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	Java VM v12 Update Tool	Install version 12.45.00 or newer.	
		Gene 088j	Java VM v12 for eDC firmware		
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	

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

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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	
<b>Capture</b>	<b><i>Cancelling the scan job while the preview is displayed causes the information of the captured image file to be recorded incorrectly.</i></b>	<b><i>D223 5547H</i></b>	<b><i>Scanner firmware</i></b>	<b><i>Install version 01.06 or later</i></b>	

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**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	SmartCopy firmware	Install version 1.25 or later	
		D241 1425D D241 1429D	Cheetah System firmware	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 calibrate	Smart Operation Panel	D259 012h	Cheetah System firmware	Install version 1.13.1 or later	
Freezes	When running ARFU	D259 012n	Cheetah System firmware	Install version 1.17.1 or later	

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

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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	
<b>Black screen</b>	<b><i>After switching the user or the display language, a black screen is displayed for a few seconds when opening Quick Print Release</i></b>	<b><i>D241 1446R</i></b>	<b><i>PrinterSJob firmware</i></b>	<b><i>Install version 1.75 or later</i></b>	
'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.	

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**6. Security**

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

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



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## 7. Error Codes

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

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

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

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

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

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## 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 installed.	D259 012f	Cheetah System firmware	Install version 1.11 or later	
Applications	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	Java VM v12 Update Tool	Install version 12.45.00 or newer.	
		Gene 088j	Java VM v12 for eDC firmware		
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	

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



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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	



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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	

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## 9. Image Problems

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

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## 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_SR4120/4130 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	

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## 11. Others

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

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	When rebooting the machine to resolve an SC, "Reboot will done automatically" appears but the machine does not reboot.	D223 5540K	System/Copy firmware	Install version 1.07 or later	
Machine stalls	When the image log capture function is enabled and a large number of jobs are performed	D223 5550E	Network DocBox firmware	Install version 1.02 or later	
Machine stalls	IPDS printing stalls if IPDS jobs are printed continuously	D223 5554G	Printer firmware	Install version 1.05 or later	
Machine stalls	During PDF direct printing if a spot color is used.	D223 5560E	PDF firmware	Install version 1.04 or later	
Machine stalls	During PDF direct printing if a job contains a Bezier curve	D223 5560E	PDF firmware	Install version 1.04 or later	
Machine stalls	If a job includes text outside the printable area of the page	D223 5560E	PDF firmware	Install version 1.04 or later	
Machine stalls	When using DHCP Option204, "Setting change..." is displayed, and the user cannot operate the device	D223 5552K	Network Support firmware	Install version 16.39.1 or later	
Machine stalls	During data transmission when conducting Scan to Folder with SMBv2/v3	D223 5552L	Network Support firmware	Install version 16.40.1 or later	
<b>Machine stalls</b>	<b><i>If the widgets reboot during a firmware update</i></b>	<b><i>D241 1431K</i></b>	<b><i>LanguageWidget firmware</i></b>	<b><i>Install version 1.10 or later</i></b>	
		<b><i>D241 1434H</i></b>	<b><i>TonerWidget firmware</i></b>	<b><i>Install version 1.06 or later</i></b>	
		<b><i>D241 1435F</i></b>	<b><i>FaxInfoWidget firmware</i></b>	<b><i>Install version 1.04 or later</i></b>	
		<b><i>D241 1437G</i></b>	<b><i>EcolInfoWidget firmware</i></b>	<b><i>Install version 1.07 or later</i></b>	
Machine is slow	It takes time to resume a job if it is suspended while the device is in Energy Saver mode	D223 5554G	Printer firmware	Install version 1.05 or later	

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

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Subject	Symptom	RTB #	Cause	Solution	Note
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.	D259 030g	Simple Scan for eDC	Install version 1.09 or later	
Settings not reflected	When AirPrint is set to "Disabled" in Web Image Monitor, AirPrint printing can still be done via USB cable.	D223 007e	Network Support firmware	Install version 16.35 or later	
Settings not reflected	The "Change Print Settings" configuration is not set correctly	Gene 087m	Java VM v12 Update Tool	Install version 12.45.00 or newer.	
		Gene 088j	Java VM v12 for eDC firmware		
Settings not reflected	SMB client timeout configuration is not correctly applied	D223 5552L	Network Support firmware	Install version 16.40.1 or later	
Settings changed	If logged in with user authentication, fax settings may change after logging out.	D223 003a	Fax firmware	Install version 02.00.00 or later	
Cannot make settings	User Tools cannot be accessed	D241 1425D D241 1429D	Cheetah System firmware	Install version 1.27 or later	
Cannot make settings	User settings cannot be accessed	D241 1427Y	Legacy UI firmware	Install version 1.21 or later	
Corrupted file	When saving a scanned file to a USB memory stick	D223 001d	System/Copy firmware	Install version 1.05 or later	
File not deleted	The captured image file is not deleted and remains on the hard disk	D223 5547F	Scanner firmware	Install version 01.04 or later	
Counters	Some system counter data is not included in the exported .csv file.	D223 012b	Web Support firmware	Install version 1.03 or later	
Disabled function can be used	Even if SSL3.0 communication is invalidated in device security settings, SSL3.0 communication is possible from the NRS port	D223 007f	Network Support firmware	Install version 16.36 or later	
System reset	System auto-reset not working	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	

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

Model: Model MT-C6	Date: 31-Jun-08	No.: RD223000g
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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	
<b>Logs</b>	<b><i>If the device is abnormally turned off, the log settings are initialized and the log data are not transferred after that.</i></b>	<b><i>D223 5550G</i></b>	<b><i>Network DocBox firmware</i></b>	<b><i>Install version 1.05 or later</i></b>	
Cannot reboot		D223 5562H	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.55.02 or newer	