Updated: 30th June 2016: Changes in bold italics

Model: Model AT-C1	Date: 31-Mar-06	No.: RB230000r

Subject: Troubleshooting	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit 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.

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Tray errors	For PCL jobs if the machine is in sleep mode	B230 009b	Printer firmware	Install version 1.04 or later.	
Jam	Code 009: Duplex mode	B230 035	The exit guide plate is deformed	Do the procedures in the RTB.	
Jam	Jam 17	B230 001h	Engine firmware	Install version 1.15:01 or later.	
Jam	Jam 1 (Cover open) occurs frequently in the BU3000 Bridge unit.	B230 001j	Engine firmware	Install version 1.17:01 or later.	
		B230 072	Unstable signal from sensor, due to faulty contacts, or detection timing incorrect	Firmware modified to correct the detection timing	
Dog eared copies	Before paper transfer; duplex mode	B230 035	The exit guide plate is deformed	Do the procedures in the RTB.	

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2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
Insufficient fusing		B230 017	The 'Normal' setting was used for 'Middle Thick' paper.	Instruct the users.	
Machine keeps going during process control		B230 001b	Engine firmware	Install version 1.081:01 or later.	
'Replace Toner Cartridge' at the wrong time	When toner near-end occurs	B230 011f B230 022	System_Copy firmware	Install version 1.59 or later. If this firmware is not available, set Sp3-101-13 to 16 to a value of "0". This will make the Toner Near End condition occur later. See RTB 022 for details about this.	
ACC	Not done when the machine is in the Toner Near End condition	B230 011g	System_Copy firmware	Install version 1.60 or later.	
"Used Toner Bottle is not set correctly"	This symptom occurs more easily under low-temperature conditions.	B230 025	The low temperature causes the toner bottle to shrink, so the bottle sometimes does not touch the bottle set switch.	Attach the cushion and replace the magnet catch.	See the RTB for part numbers and a procedure.

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3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot get IP address	Cannot get from DHCP server if Autonet is disabled.	B230 006a	Network firmware	Install version 5.10 or later.	
Cannot get IP address	Cannot get from DHCP server in some cases	B230 006b	Network firmware	Install version 5.11 or later.	
Cannot get IP address	From a DHCP Server through a DHCP Relay Agent	B230 006c	Network firmware	Install version 5.12 or later.	
Problems with Netware	Cannot connect in environments with multiple NetWare servers in the same NDS tree	B230 006a	Network firmware	Install version 5.10 or later.	
Web Image Monitor	Cannot install SDK application with WIM	B230 011c	System_copy firmware	Install version 1.49.3 or later.	
Web Image Monitor	Custom size can be selected even if disabled with an SP mode	B230 012a	Websys firmware	Install version 1.05 or later.	
Web Image Monitor	ROM updates fail via WebImageMonitor if the Transfer Log Setting is On	B230 011i	System_copy firmware	Install version 1.62.1 or later.	
Web Image Monitor	Garbled characters (filenames, user names in Korean)	B230 005e	Netfile firmware	Install version 3.00 or later.	
Web Image Monitor	Cannot download stored files	B230 005f	Netfile firmware	Install version 3.01 or later.	
Web Image Monitor	Slow, if SSDP is enabled	B230 006f	Network firmware	Install version 5.17 or later.	
Web Image Monitor	"Replace Bk PCU" is not displayed	B230 009m	Printer firmware	Install version 1.13 or later.	
Web Image Monitor	Job names that include "%s" prevent the document server from being seen from Web Image Monitor.	B230 005f	Netfile firmware	Install version 3.03 or later.	
Web service stalls	If you try to make an IPP Authentication password of 8 two-byte numeric digits	B230 012a	Websys firmware	Install version 1.05 or later.	
Web service stalls	If you access Wireless LAN settings -> Refresh when using Firefox or Netscape browsers,	B230 012a	Websys firmware	Install version 1.05 or later.	
Web service stalls	If settings are changed at the same time as ScanRouter is accessing the machine	B230 005g	Netfile firmware	Install version 3.02 or later.	
Web Smart Device Monitor	Some settings are not applied to the target machines	B230 012b	Websys firmware	Install version 1.06 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Web Smart Device Monitor	User name/user code not shown in the job log	B230 009j	Printer firmware	Install version 1.11 or later.	
Web Smart Device Monitor	Cannot transfer logs if the Document Server is accessed via WebImageMonitor 100 times without a power cycle	B230 005g	Netfile firmware	Install version 3.02 or later.	
Web Smart Device Monitor	Some entries not shown correctly	B230 011i	System_copy firmware	Install version 1.62.1 or later.	
Web Smart Device Monitor	Job names that include "%s" prevent Web SDM from retrieving the job list.	B230 005f	Netfile firmware	Install version 3.03 or later.	
Web Smart Device Monitor	Duplicate logs sent to Web SDM	B230 005f	Netfile firmware	Install version 3.03 or later.	
404 Not found	When accessing the document server in WIM via a single sign-on server	B230 012c	Websys firmware	Install version 1.07 or later.	
			System_copy firmware	Install version 1.60 or later.	B230 011g
			WebDocBox firmware	Install version 1.14 or later.	B230 013a
			Netfile firmware	Install version 2.01.8 or later.	B230 005b
			Printer firmware	Install version 1.06 or later.	B230 009d
			Fax firmware	Install version 02.02.00 or later.	B230 002c
404 Not found	When a user tries to access WebImageMonitor after a restoration of the address book is cancelled	B230 012b	Websys firmware	Install version 1.07 or later.	
404 Not found	Returned by WIM after the "Date and time" setting is configured via a Web SmartDeviceMonitor ver.2.0 Batch Configuration	B230 006d	Network firmware	Install version 5.13 or later.	
404 not found	When transferring logs from the device using Web SDM without a power cycle, if the WIM document server is accessed.	B230 005f	Netfile firmware	Install version 3.03 or later.	
On-Demand E-mail Notification	No reply until power off/on	B230 012b	Websys firmware	Install version 1.07 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Notification emails	If a supply call is generated under certain conditions, many notification emails are then sent out.	B230 011p	System_copy firmware	Install version 1.70 or later.	
Fax	The first destination in a 500-destination group is deleted	B230 002c	Fax firmware	Install version 02.02.00 or later.	
Fax	Does not work after controller reset	B230 011e	System_copy firmware	Install version 1.58 or later.	
Fax	Connection errors when receiving from a fax server.	B230 004g	FCU firmware	Install version 07.00.00 or later.	
Fax	*The machine does not recover from an error during transfer and does not report the error.*	*B230 004h*	*FCU firmware*	*Install version 08.00.00 or later.*	
Fax	*A stored received fax is deleted if a paper loading error occurs when the user tries to print it out.*	*B230 002i*	*Fax firmware*	*Install version 05.00.00 or later.*	
Fax	*Paperless faxes are deleted and not forwarded to the shared folder, and the documents and corresponding error report are not printed.*	*GenF 025*	*GWFCU3-a (WW) firmware*	*Install version 08.00.00 or later.*	
Documents not sent to folder	Not sent to SMB or NCP folder paths containing a mix of both 1-byte and 2-byte characters.	B230 005b	Netfile firmware	Install version 2.01.8 or later.	
Scanned documents not delivered	Delivery of a scanned document fails via Scan to ScanRouterEX (using the MFP Browser), and the device will not attempt to resend the document.	B828 003g	Browser Unit firmware	Install version 1.72 or later.	
Dummy files sent	Dummy files entitled "Lost Document" are sent to the ScanRouter server for Sample Print/Hold Print/Locked Print job types.	B230 005b	Netfile firmware	Install version 2.01.8 or later.	
SMB printing	Sometimes not available	B230 006c	Network firmware	Install version 5.12 or later.	
DNS	The machine is not registered with a DNS server by a DHCP relay agent	B230 006d	Network firmware	Install version 5.13 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
DNS	The machine fails to renew with the DDNS server	B230 006d	Network firmware	Install version 5.13 or later.	
IPP	IPP clients do not print to machines that joined the network using mDNS (Bonjour)	B230 006d	Network firmware	Install version 5.13 or later.	
Cannot download files	Using WebImageMonitor in the Safari browser, address book back-up files cannot be downloaded.	B222 012d	Websys firmware	Install version 1.09.1 or later.	
Cannot access network	The hub has link flapping enabled. The "Ethernet speed" setting is not "Auto".	B230 011l	System_copy firmware	Install version 1.66 or later.	
Cannot access network	After the log collection tool is run.	B230 006g	Network support firmware	Install version 5.19 or later.	
Wireless LAN	Connection dropped	B230 006f	Network firmware	Install version 5.17 or later.	
Wireless LAN	Loss of connectivity; "Problems with the wireless card." displayed	B230 011q	System_copy firmware	Install version 1.71 or later.	
NIB summary	The Interface Speed is shown as "Link down" if WLAN is enabled.	B230 006f	Network firmware	Install version 5.17 or later.	
DeskTop Binder	Cannot print or deliver documents if the Document Server is accessed via WebImageMonitor 100 times without a power cycle	B230 005g	Netfile firmware	Install version 3.02 or later.	
Cannot upload logs	Access and Job Logs not uploaded to Web SmartDeviceMonitor or Remote Communication Gate S.	B230 005f	Netfile firmware	Install version 3.03 or later.	
Loss of connectivity	The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity until the MFP reinitializes the network connection (10 seconds).	B230 006g	Network support firmware	Install version 5.19 or later.	
Scan to SMB	Cannot Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant	B230 006h	Network support firmware	Install version 5.20 or later.	

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Scan to SMB	Cannot Scan to SMB to Windows 98/98SE/Me/ NT 4.0 destinations specified using an IP address.	B230 006h	Network support firmware	Install version 5.20 or later.	
Scan to SMB	SMB retry fails to retry the sending of failed SMB transfers	B230 006h	Network support firmware	Install version 5.20 or later.	
Scan to SMB	After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname are not found.	B230 006h	Network support firmware	Install version 5.20 or later.	
Scan to SMB	The Scan to SMB "Connection Test" fails if performed on a directory located directly below a DFS root.	B230 006h	Network support firmware	Install version 5.20 or later.	
Scan to SMB	If the MFP's IP address is changed to an IP address of another subnet, cannot browse the network (using Scan to SMB)	B230 006h	Network support firmware	Install version 5.20 or later.	
Scan to SMB	Cannot Scan to SMB to a destination that is not specified using an FQDN.	B230 006h	Network support firmware	Install version 5.20 or later.	
Scan to SMB	Cannot Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.	B230 006h	Network support firmware	Install version 5.20 or later.	
Scan to SMB	A General SMB operation error occurs when scanning via SMB to a Windows Vista share folder	B230 051	Apply 1-VXUKA.ps for Printer Controller E-3000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.		
Internet Explorer	Internet Explorer crashes	B230 031	Apply 1-QWOVA.ps for Printer Controller E-5000 system version 1.01.		
Cannot access the machine	Connectivity applications cannot connect to the machine if SSL has been disabled.	B861 006	VM card type C firmware: Install version 2.08 or later.		
RFU	After the firmware is updated by RFU and the machine is rebooted, a new folder is automatically created or it is not possible to copy files.	B861 006a	VM card firmware: Install version 2.10 or later.		

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4. Printing

Subject	Symptom	RTB #	Cause	Solution	Note
Jobs not printed	If sent before the printer or fax application is not started after power on	B230 006a	Network firmware	Install version 5.10 or later.	
Jobs not printed	PCL6 jobs canceled after the machine prints more than 2000 jobs.	B230 009i	Printer firmware	Install version 1.10 or later.	
Jobs not printed	Jobs submitted from Mac OS via AppleTalk	B230 006f	Network firmware	Install version 5.17 or later.	
Jobs not printed	After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will not accept jobs until rebooted.	B230 006g	Network support firmware	Install version 5.19 or later.	
Jobs not printed	A job that uses a Custom paper size does not print and the copier displays an incorrect message to load the wrong paper size.	B230 042	Apply 1-RYZ6V.ps for Printer Controller E-3000 system version 1.01.		
Job not printed	PCL files	B861 006	VM card type C firmware	Install version 2.05 or later.	
Jobs deleted from spool	Turning the power off/on causes all jobs that were sent via sftp to be deleted from the sftp spool	B230 006a	Network firmware	Install version 5.10 or later.	
Garbage characters	PCL: After several hundred pages printed without power off	B230 009c	Printer firmware	Install version 1.05 or later.	
Garbage characters	PCL jobs with separator pages	B230 009c	Printer firmware	Install version 1.05 or later.	
PDF file defective	Adobe Acrobat/RPCS driver: Missing characters or portions of characters	B230 009d	Printer firmware	Install version 1.06 or later.	
PCL printing	Line pitch on print larger than on original	B230 009m	Printer firmware	Install version 1.13 or later.	
PCL printing	Printed page extends beyond border on right hand side	B230 009m	Printer firmware	Install version 1.13 or later.	
Jobs cancelled	IPP	B230 006g	Network support firmware	Install version 5.19 or later.	
Slow printing	The use of SDK applications that access the GPS Filter	B230 009n	Printer firmware	Install version 1.71 or later.	
Euro character	The Euro character overlaps adjacent characters	B230 032	Apply 1-RH3FR.ps for Printer Controller E-5000 system version 1.01.		

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Subject	Symptom	RTB #	Cause	Solution	Note
PostScript	PS files print incorrectly.	B230 073	Apply 5 patches as described for Printer Controller E-3000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.		
PostScript	A PS error occurs when printing certain PDF files using the PS driver	B230 073	Apply 5 patches as described for Printer Controller E-3000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.		
Printing stops	PostScript: Printing stops in the middle	B230 048	Apply 1-UCLZQ.ps for Printer Controller E-3000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.		
Printing stops	Print job stops when a fax print job and the file print job are sent at the same time.	B230 054	Apply 1-ZCXHV.ps for Printer Controller E-3000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.		
Job shift	Job shift does not work properly when printing with banner pages.	B230 073	Apply 5 patches as described for Printer Controller E-3000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.		

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5. Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
PDF file defective	Size of the file made by the scanner not the same as selected at the op panel	B230 005b	Netfile firmware	Install version 2.01.8 or later.	
		B230 011g	System_copy firmware	Install version 1.60 or later.	
		B230 005c	Netfile firmware	Install version 2.02.8a or later.	
		B230 011i	System_copy firmware	Install version 1.62.1 or later.	
PDF file defective	All pages of a PDF file are blank if created by scanning with the Custom Size setting.	B230 011q	System_copy firmware	Install version 1.71 or later.	
Scan to NCP problems		B230 011n	System_copy firmware	Install version 1.68 or later.	
		B230 010g	Scanner firmware	Install version 1.24 or later.	
Wrong type of file output	A scan configured to output a Multi-page TIFF outputs a PDF.	B230 010h	Scanner firmware	Install version 1.25 or later.	
Cannot open scanned image	Scanned jobs with LEF direction and saved as JPEG cannot be opened in Adobe Illustrator 10.	B230 041	Apply 1-RWEUS.ps for Printer Controller E-3000 system version 1.01.		
Scanner unstable	Scanning with Platen and Mixed size scan options will destabilize the scanner	B230 054	Apply 1-ZCXHV.ps for Printer Controller E-3000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.		

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6. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Garbage characters	2-byte fonts in the Key Display name shown as garbage letters	B230 011d	System_copy firmware	Install version 1.56 or later.	
Garbage characters	Filenames, user names in Korean	B230 005e	Netfile firmware	Install version 3.00 or later.	
Cannot select an application button in User Tools and SP mode	Occurs when connected to @Remote and the controller board was just changed	B230 011g	System_copy firmware	Install version 1.60 or later.	
Buttons greyed out	After selecting a file in the Print Jobs menu	B230 009d	Printer firmware	Install version 1.06 or later.	
Not working	After recovery from Energy Saver, the LCD turns black and none of the buttons work	B230 011m	System_copy firmware	Install version 1.67 or later.	
Not working	The panel does not respond at all, or The positions of the buttons shift (even after calibration)	B230 058a	An adhesive in the assembly is expanding, causing damage to the unit.	Replace the touch panel as explained in this RTB.	
Cannot display files	Tiff image files created by the fax function	B861 006a	VM card firmware	Install version 2.10 or later.	
Operation panel does not work	When the machine recovers from Energy Saver mode	B861 006a	VM card firmware	Install version 2.10 or later.	
Software keyboard	Cannot be closed	B861 006d	VM card C firmware	Install version 2.15 or later.	

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7. Security

Subject	Symptom	RTB #	Cause	Solution	Note
SSL/TLS	Rollback vulnerability	B230 006a	Network firmware	Install version 5.10 or later.	
Blank SSID	SSID is blank in the configuration page, if it is 32 characters long.	B230 006a	Network firmware	Install version 5.10 or later.	
All users log in with the same privileges	When they login to the device via Web Image Monitor within about 1 second.	B230 012b	Websys firmware	Install version 1.06 or later.	
Cannot login	Windows Vista via SMB	B230 006c	Network firmware	Install version 5.12 or later.	
Cannot login	Integration server	B230 011g	System_copy firmware	Install version 1.60 or later.	
Cannot login	If User Code Auth. is enabled, users are shown the login screen again after logging in.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
"Proxy error" displayed	After power turned on	B230 011f	System_copy firmware	Install version 1.59 or later.	
Login user names not stored	Contained a space	B230 011l	System_copy firmware	Install version 1.66 or later.	
Users can change settings without necessary privileges	Web Image Monitor settings	B230 012f	Websys firmware	Install version 1.12 or later.	
Unauthorized use not logged	Copying attempts not logged	B230 011o	System/Copy firmware	Install version 1.69 or later.	
Unauthenticated access to Web Image Monitor is possible	If Selective User Authentication (SP5-420-041) and User Authentication are both enabled, unauthenticated users can access the urls of WIM's Printer Job History, Printer Error Log and Print Job List.	B230 009m	Printer firmware	Install version 1.13 or later.	
Unauthenticated access to Web Image Monitor is possible	Personal Information Protect (SP5-888-001 = 1) cannot prevent users from accessing the urls of WIM's Printer Job History, Printer Error Log and Print Job List.	B230 009m	Printer firmware	Install version 1.13 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Job Log	User ID, Username or Usercode not stored in the Job log if WIM is accessed more than 300 times using authentication.	B230 011q	System_copy firmware	Install version 1.71 or later.	
Windows Authentication	Unable to retrieve the Windows group name from a Windows 2008 R2 server during Authentication, so, logged in users are only granted the "Available Functions" specified for them in the Address book.	B230 006h	Network support firmware	Install version 5.20.1 or later.	
Windows Authentication	Fails if the username or password includes lower-case European characters.	B230 006h	Network support firmware	Install version 5.20.1 or later.	
Cannot assign group privileges	If that group has a name consisting of more than 20 bytes.	B230 006h	Network support firmware	Install version 5.20.1 or later.	

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8. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC142		B230 001f	Engine firmware	Install version 1.131:01 or later.	
SC620	Unnecessary occurrences.	B230 001i B230 071	Engine firmware	Install version 1.16:01 or later. If this does not solve the SC, replace the harness that connects the mainframe and ARDF.	
SC672	Jobs with a lot of pages	B230 011d	System_copy firmware	Install version 1.56 or later.	
SC687	Jobs with a lot of pages	B230 011d	System_copy firmware	Install version 1.56 or later.	
SC687	Document server, Magazine, 2400 x 600 dpi	B230 011e	System_copy firmware	Install version 1.58 or later.	
SC819	If IP-FAX is not used for a while in certain network environments.	B230 003b	Additional G3 firmware	Install version 02.02.00 or later.	
SC819	Power turned off/on during remote firmware update	B230 011e	System_copy firmware	Install version 1.58 or later.	
SC819	When the device changes into Energy Saver mode	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SC819	If authentication is enabled, occurs after 2000 users have logged on/off without a power cycle.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SC868		B861 002	Damaged SD card containing the VM option. The card may have been damaged during installation.	Make sure that the installation procedure is followed exactly.	See the RTB for details of the installation procedure.
SC880	Print job sent to the document server (only if a file format converter is installed)	B230 011d	System_copy firmware	Install version 1.56 or later.	
SC889	If the device tries and fails to login to a Windows scan destination 3 times	B230 006h	Network support firmware	Install version 5.20.1 or later.	
SC899	Trying and failing to login to a Scan destination three times	B230 006h	Network support firmware	Install version 5.20.1 or later.	
SC955	Jobs stored for printing with 1200dpi	B230 011q	System_copy firmware	Install version 1.71 or later.	
SC990	Printing the SMC	B230 011d	System_copy firmware	Install version 1.56 or later.	

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SC990	When installing an embedded RC Gate (Cumin) via a Proxy Server	B230 011o	System/Copy firmware	Install version 1.69 or later.	
SC990	If a job that contains a large amount of data per page is printed in duplex.	B230 011p	System_copy firmware	Install version 1.70 or later.	
SC990	Duplex documents rescanned from the ADF after a jam	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SC990	When the device changes into Energy Saver mode	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SC990	If authentication is enabled, occurs after 2000 users have logged on/off without a power cycle.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SC991	Printing the SMC, if an EFI controller is installed	B230 011k	System_copy firmware	Install version 1.65 or later.	
SC 997	If the Expanded Menu key is pressed	B861 006	VM card type C firmware	Install version 2.07 or later.	
SC997	When "VM Platform" is selected in the User Tools menu	B861 006a	VM card firmware	Install version 2.10 or later.	
SC997		Gen 028b	Global Scan NX firmware	Install version 1.1.3.0 or later.	
Error not notified	The application is not notified of an error that occurs when trying to delete a RAW file.	B861 006	VM card type C firmware	Install version 2.07 or later.	

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9. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Printer Controller E-3000	Configure doesn't launch when Java 6 is installed.	B230 043	Apply 1-T3RFE.ps for Printer Controller E-3000 system version 1.01.		
Printer Controller E-3000	The tray alignment setup menu closes and the Fiery menu goes back to Fiery idle prematurely.	B230 044	Apply 1-T6D99.ps for Printer Controller E-3000 system version 1.01.		
Printer Controller E-3000	Fiery email print confirmation reply uses incorrect coding of local characters	B230 045	Apply 1-TWN5S.ps for Printer Controller E-3000 system version 1.01.		
Printer Controller E-3000	The patch information on the configuration is different from the actual patch configuration.	B230 046	Apply 1-UWFVR.ps for Printer Controller E-5000 system version 1.01. This cleans up the patch information, but only for the patches listed in the RTB, and not for later patches.		
Printer Controller E-3000	After one or more patches are installed on the E-3000, the system software is not working well.	B230 047	Backup and Restore was done without installing the patch 1-UWFW3.ps for Printer Controller E-3000 system version 1.01. The patch configuration is incorrect.		Follow the procedures in the RTB carefully to repair the machine.
Printer Controller E-3000	Print Range section is missing from CommandWorkStation job properties under the Job Info section.	B230 053	Apply 1-STKWR.ps for Printer Controller E-3000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.		
Printer Controller E-3000	The default separator page "efisysprint.sep" does not work correctly when printing multiple copies.	B230 073	Apply 5 patches as described for Printer Controller E-3000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.		
Printer Controller E-3000	The Alignment Page cannot be printed out on any paper except "Plain".	B230 073	Apply 5 patches as described for Printer Controller E-3000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.		
Printer Controller E-3000	The system software installation tool does not format the Fiery's hard drive as expected. "Please wait…" stays on the LCD and the system doesn't come to idle after system installation.	B230 052	Use the HDD format utility 1.0 as explained in the RTB.		
Fax	TIFF files not displayed	B861 006a	VM card firmware	Install version 2.10 or later.	
Fax	Senders information not set	B230 002g	Fax firmware	Install version 03.00.00 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Fax	On-hook transmission and manual reception are disabled when the on-hook key is pressed.	B230 004e	FCU firmware	Install version 05.00.00 or later.	
Fax	Received faxes stored in memory cannot be printed if the FCU is reset.	B222 002f	Fax firmware	Install version 04.00.00 or later.	
VM card	SC868	B861 002	Damaged SD card containing the VM option. The card may have been damaged during installation.	Make sure that the installation procedure is followed exactly.	See the RTB for details of the installation procedure.
VM card	The VM card cannot be re-installed	B861 002			
VM card	SDK applications cannot be installed	B861 002			
VM Card	0301 error at installation	B861 008	The user turned the power off before installation finished	Reset some SP modes and try to install again.	See the RTB for details on the SPs to reset.
VM Card	Cannot reinstall the card	B861 008			
VM Card	Cannot install SDK applications	B861 008			
VM card	Cannot install server application	B861 006	VM card type C firmware	Install version 2.05 or later.	
VM card	VM platform does not start	B861 006	VM card type C firmware	Install version 2.05 or later.	
VM card	SD card runs out of space	B861 006a	VM card firmware	Install version 2.10 or later.	
VM card	Installation information lost	B861 006a	VM card firmware	Install version 2.10 or later.	
VM card	At the startup of the VM platform, the machine tries to access a specific URL.	B861 006c	VM card firmware	Install version 2.14 or later.	
VM card	Cannot use other machine functions if an SDK application is being used	B861 006d	VM card C firmware	Install version 2.15 or later.	
VM card	Cannot switch to another SDK application	B861 006d	VM card C firmware	Install version 2.15 or later.	
Booklet finisher	Jam with thick paper, A3, stapling and punching	B793 001a	Booklet finisher firmware	Install version 1.24:13 or later.	
Booklet finisher	Paper Jam	B793 002	Dried vaporized glue on the motor shafts causes the motors to lock	Do the procedure in the RTB.	
Booklet finisher	Double (two-way) postcards stop at the punch stack position when fed in the LEF direction.	B793 001c	Booklet finisher firmware	Install version 1.20:13 or later.	
Booklet finisher	Jam 139 if a punched B5 sheet (LEF) is output to the shift tray while a different size (interrupt job) is output to the proof tray.	B793 001c	Booklet finisher firmware	Install version 1.14:07 or later.	

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Booklet finisher	Jam 145 if SP6-137-001 (Fin. Free Run 1) is executed.	B793 001c	Booklet finisher firmware	Install version 1.13:06 or later.	
Booklet finisher	Some sheets not stapled properly, which may cause Jam 134.	B793 001c	Booklet finisher firmware	Install version 1.13:06 or later.	
Booklet finisher	The fold is not in the correct position when printing out simplex copies in Booklet mode.	B793 001c	Booklet finisher firmware	Install version 1.13:06 or later.	
Booklet finisher	Printing a booklet job cancels when user code authentication is set on the copier.	B230 053	Apply 1-STKWR.ps for Printer Controller E-3000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.		
Browser unit	The browser screen does not respond after the machine has entered Sleep Mode.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	The browser screen does not respond if the operation switch is turned off/on while the software keyboard is displayed	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	Scanning from browser cancelled	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	No user login screen displayed	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	Incorrect orientation applied to Scan Router document	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	ScanRouter login screen not shown in the Browser unit if device settings have been changed but the device has not been rebooted.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SR3010 finisher	Paper Jam	B792 002	Dried vaporized glue on the motor shafts causes the motors to lock	Do the procedure in the RTB.	
ARDF	Jam	B802 004	Component damaged due to customer error	Replace the guide plate (see the RTB for P/N and serial nos)	
Finisher	The final page or the pages near the end of the 1st copy are stapled into the 2nd copy.	B230 001j	Engine firmware	Install version 1.17:01 or later.	
CAP	Cannot install	B861 006d	VM card firmware	Install version 2.15 or later.	

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10. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Bad print quality	PCL raster data: Superimposed images, etc	B230 009a	Printer firmware	Install version 1.03 or later.	
Top part of the image printed at the bottom	When using Erase Margin Adjustment	B230 011a	System_copy firmware	Install version 1.49.1 or later.	
Low image density	The laser optics shutter does not open correctly	B230 026	Engine firmware	Install version 1.11.01 or later.	
		B230 001d			
Image cut off	Fax documents stored in the document server, when viewed or downloaded as PDF via WebImageMonitor.	B230 005d	Netfile firmware	Install version 2.03.8 or later.	
Image cut off	The tail end of the image is cut off if the original is scanned in duplex mode or using Original Feed Type/Stamp.	B789 001c	ARDF firmware	Install version 2.35.06 or later.	
Overlapping page images	2 jobs stored on the hard disk become a single job with overlapping images	B230 011k	System_copy firmware	Install version 1.65 or later.	See the RTB for the conditions when this occurs
Pages printed upside down	Some pages of mixed orientation documents	B230 008a	PS3 firmware	Install version 1.01 or later.	
Horizontal lines	Parallel to paper feed direction	B230 061b	Dirty charge roller	Replace the drum unit or charge roller cleaning roller (see RTB #RB230062a). Change SP settings as stated in the RTB.	
Horizontal lines	Parallel to paper feed direction	B230 062a	Dirty charge roller	Depending on counter values, either clean the charge roller or replace the drum unit.	See the RTB for details.
Dirty background		B230 062a	Dirty charge roller	Depending on counter values, either clean the charge roller or replace the drum unit.	See the RTB for details.
Vertical lines	Vertical black or colored lines intervals of 110 mm (the pitch of the drum).	B230 069	Lubrication shaft not grounded	Ground plate modified	See the RTB for how to install the new plate.

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Technical **B**ulletin

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Subject	Symptom	RTB #	Cause	Solution	Note
Poor color quality	When printing from Adobe Illustrator, the print loses color if Composite Overprint is turned on.	B230 039	Apply 1-S38WZ.ps for Printer Controller E-3000 system version 1.01.		
Image rotated	The image on the second copy of a print is rotated 90 degrees when printing a job from Illustrator CS3 on OSX10.5.	B230 050	Apply 1-XAUJ3.ps for Printer Controller E-3000 system version 1.01.		
Text overlapping		B230 055	Apply 1-107AV6.ps for Printer Controller E-3000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.		

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11. **Mechanical/Electrical Problems**

Subject	Symptom	RTB #	Cause	Solution	Note
Noise	Grinding/moaning sound from the drum unit	B230 021	The temperature inside the drum unit rises, causing the lubrication blade to vibrate.	Do the procedure in the RTB.	
Noise	Medium to high-pitched moaning sound (450Hz) from the ITB cleaning unit	B230 021	The exit seal was made too thick, which increases the contact pressure on the ITB.	Do the procedure in the RTB.	
Damaged platen cover	A small area on the lower front edge of the platen cover sheet is damaged.	B230 034	The sheet is gradually worn down because the user always touches it when opening/closing the cover.	Temporary: Cover the damaged part with tape, or turn the sheet around. Permanent: Install the modified platen cover sheet	Modified sheet: P/N G3291371
Damaged duplex unit	Parts connecting the duplex unit and the machine are damaged	B230 036	The operator leans on the duplex unit opening.	Do the procedures in the RTB.	
Original size detection not working		B789 001b	ARDF firmware	Install version 2.34.06 or later.	

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12. Others

Subject	Symptom	RTB #	Cause	Solution	Note
The machine stalls	If certain operations are done several times from WIM without cycling the power.	B230 006a	Network firmware	Install version 5.10 or later.	See the RTB for details.
The machine stalls	HPGL syntax error	B230 009b	Printer firmware	Install version 1.04 or later.	
The machine stalls	After waking from sleep mode (for machines that have an SNTP server)	B230 010b	Scanner firmware	Install version 1.20 or later.	
The machine stalls	Soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.	B230 011c	System_copy firmware	Install version 1.49.3 or later.	
Machine freezes	A user tries to print a stored job (e.g. Locked Print) while the ScanRouter capture function is enabled	B230 009f	Printer firmware	Install version 1.07 or later.	
Machine freezes	Duplex, EFI controller, external counter that decrements	B230 001d	Engine firmware	Install version 1.11.01 or later.	
Machine freezes	PCL jobs containing character codes that are not on the font SD card	B230 009g	Printer firmware	Install version 1.08 or later.	
Machine freezes	Jobs containing bitmapped PCL fonts	B230 010e	Printer firmware	Install version 1.08 or later.	
Machine freezes	Waking up from sleep mode	B230 010b	Scanner firmware	Install version 1.22 or later.	See the RTB for more info
Machine freezes	Printing with DOS unit enabled	B230 011l	System_Copy firmware	Install version 1.66 or later.	
Machine freezes	Rebooting after remote firmware update	B230 011l	System_Copy firmware	Install version 1.66 or later.	
Machine freezes	During a PCL job	B230 009i	Printer firmware	Install version 1.10 or later.	
Machine freezes	Some LPR jobs cause a stall if the USB interface is disabled. "Processing" is displayed in the operation panel.	B230 006f	Network firmware	Install version 5.17 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine freezes	PCL job is submitted via sftp while the printer spooler or sftp spooler are stopped.	B230 006f	Network firmware	Install version 5.17 or later.	
Machine freezes	If it mis-detects the size of the original during a job set for "Original Feed Type/Stamp" and "Mixed Sizes".	B789 001a	ARDF firmware	Install version 2.33.06 or later.	
Machine freezes	When transferring logs from the device using Web SDM without a power cycle, if captured data is transferred to a delivery server such as ScanRouter.	B230 005f	Netfile firmware	Install version 3.03 or later.	
Machine freezes	If the Auto Continue setting is "Immediate" and the source tray runs out of paper	B230 009n	Printer firmware	Install version 1.71 or later.	
Machine freezes	"Authenticating... Please wait" (shown if a user logs back in after their session has timed out)	B230 011q	System_copy firmware	Install version 1.71 or later.	
Machine freezes	When a function selection hardware key (Copy, Fax, etc.) is pressed while accessing the SDK application selection screen.	B861 006d	VM card firmware	Install version 2.15 or later.	
The scanner application stalls	After waking from sleep mode (for machines that have an SNTP server)	B230 010b	Scanner firmware	Install version 1.20 or later.	
The scanner application stalls	Waking up from sleep mode	B230 010e	Scanner firmware	Install version 1.22 or later.	See the RTB for more info
Wording errors	Swedish (Config page, Menu list)	B230 009a	Printer firmware	Install version 1.03 or later.	
Wording errors	Chinese: 8k paper size not shown correctly	B230 012a	Websys firmware	Install version 1.05 or later.	
Wording errors	Web Image Monitor: Several languages	B230 012b	Websys firmware	Install version 1.06 or later.	
Wording errors	Web Image Monitor: Russian	B230 012c	Websys firmware	Install version 1.07 or later.	
Wording errors	Turkish	B230 012e	Websys firmware	Install version 1.10 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Wording errors	Web Image Monitor: Russian	B230 012d	Websys firmware	Install version 1.09.1 or later.	
Wording errors	Polish	B230 014b	Language firmware	Install version 0.75 or later.	
Incorrect language	Russian (reports not output in Russian)	B230 009b	Printer firmware	Install version 1.04 or later.	
Cannot turn the machine off	If "Clear Modes" is selected while the machine prepares the preview display	B230 011c	System_copy firmware	Install version 1.49.3 or later.	
Counters	"Total Printouts: Scanner(Scanner)" in the csv file created by SDM for Admin contains all zeroes.	B230 005b	Netfile firmware	Install version 2.01.8 or later.	
Counters	Prepaid Card: Print job is not counted if External Charge Unit is set to "B&W" only.	B230 040	Apply 1-RH3HB.ps for Printer Controller E-3000 system version 1.01.		
PM alert not at the default value		B230 020	Some SP settings are wrong	New firmware	
		B230 001d	Engine firmware	Install version 1.11.01 or later.	
Job history	Stored files (e.g., locked print) not shown	B230 011i	System_copy firmware	Install version 1.62.1 or later.	
Job history	Destinations of scans are not shown	B230 010f	Scanner firmware	Install version 1.23 or later.	
The machine beeps at the wrong time		B230 002f	Fax firmware	Install version 1.03.00 or later.	
Some jobs not shown in job history	Stored jobs (e.g., Locked Print), if a hard disk is installed	B230 012d	Websys firmware	Install version 1.09.1 or later.	
No recovery from energy saver mode	When accessed by a server application	B861 006	VM Card C firmware	Install version 2.09 or later.	
No recovery from energy saver mode	After using the operation switch to recover from Economy Mode, the "Maintenance" mark and error LED blink and cannot be stopped.	B230 011p	System_copy firmware	Install version 1.70 or later.	
Memory leak		B861 006	VM Card C firmware	Install version 2.09 or later.	
Memory leak	When an SDK application attempts to open a software keyboard but fails.	B861 006d	VM card C firmware	Install version 2.15 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Setting returns to default after power on	"Blank Page Print" (User Tools->Printer Features->System) reverts to its default (ON)	B230 009i	Printer firmware	Install version 1.10 or later.	
Cannot copy files		B861 006a	VM card firmware	Install version 2.10 or later.	
Files not deleted from HDD	If the main power switch is turned off while scanned data is being transferred.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Machine is slow	GlobalScan NX loads screens slowly	B861 006d	VM card C firmware	Install version 2.15 or later.	
Does not enter energy saver mode	If an SDK application is being used	B861 006d	VM card C firmware	Install version 2.15 or later.	
Hard disk	Formatting timeout (EFI controller HDD) when reloading system software after replacing the hard disk	Gen RTB 060	The usable storage capacity of the HDD mentioned above was not "capped"	Replace the HDD with the following: D5021020 (clipped from 500GB to 80GB)	