

Updated: End of July 2018: Changes in bold italics

Model: AT-C3		Date: 30-Jun-12	No.: RD142000t
Subject: Troubleshooting		Prepared by: M. Kumagai	
From: 1st Tech. Support Sec. Service Support Dept.			
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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.

EFI Controller firmware patches: More than one patch file may be needed, and the order in which they are applied may be important. See the RTB for the required patch file(s), and the correct procedure to use.

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

Table of contents

1. Paper Feed Errors	6
Jam	
Load paper requested but paper is present	
Damaged paper	
Skew	
<i>Paper size error</i>	
2. Copy Process	6
3. Connectivity.....	6
Fax	
Web Image Monitor	
EXJS application	
@Remote	
Wireless	
IPv6	
Connectivity lost	
DHCP	
LDAP	
Document server	
Notification emails	
Cannot make setting	
Device Manager	
Cannot cancel transmission	
400-Bad Request	
Cannot get IP address	
Problems reading web pages	
SSL	
4. Scanning/Printing	10
Slow printing	
Printing from wrong tray	
PCL XL error	
Wrong font	
Pages printed in wrong order	
Report printing	
Printing services not working	
Cannot print	
Cannot scan	
Printing does not restart	
Scanned data not delivered	
Scan to folder	
Cannot cancel job	
"Compressed Data Error."	
Scan to SMB	
Gangup	
Pages printed twice	
Page not printed	
Job reset	
Scan using MFP Browser	
Rip error	
Number of remaining jobs	
Scanning starts at the wrong time	

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

Job cancelled

Printing results not as expected

5. **Operation Panel**..... **13**
 - Characters not displayed
 - Check Status screen
 - Missing icon
 - Screen turns white
 - 999 minutes
 - Home screen
 - Garbled display
 - Unsupported buttons displayed
 - Confusing message
 - Overlapping items on display
 - Software keyboard
 - Blank message
 - Unexpected screen
6. **Security**..... **15**
 - Job List
 - Wrong job attributes shown
 - Job log
 - Address book
 - IC cards
 - Cannot login***
 - User IDs/Passwords
 - Access violation not logged
 - Public key
 - Authentication
 - Wrong user's job deleted
 - User name garbled
 - Wrong domain used
 - Account locked
 - Machine logged the user out
 - User can do restricted operation
 - Data not deleted
 - User not logged out
 - Security stamp
 - Other
7. **Error Codes and Messages**..... **18**
 - SC285, 544, 554, 564, 573, 574, 637, 672, 687, 816, 818, ***819***, 867, 899, 990, 991, 997, 998
 - Wrong error code
 - Internal error
 - 'Please Wait'
 - Java VM error
8. **Optional Units**..... **23**
 - SD Cards
 - Fax
 - USB keyboard
 - SDK applications
 - Shift mode

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

9. EFI Controller27
E-3300

10. Output Quality Problems.....28

Poor image quality (not specified)
Blank page
Toner granules on output
Areas blacked out
Feature not working
Cold offset (poor fusing due to insufficient heating)
Part of image missing
Characters not printed correctly
Poor quality text
Light image
Dirty background
Image rotation
Parts of image are light
Characters missing
Object not printed correctly
Objects missing
Object in wrong position
White line
Overlapping text
Extra lines printed
Wrong color

11. Mechanical/Electrical.....31

Cannot detect originals
Toner End not cleared
Noise
Toner scattering
Broken fusing unit parts
Fusing belt peels off
"Toner cartridge has not been loaded"
"Cannot detect size of the original"
Burrs must be removed

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

12. Others.....33

Machine stalls
Machine reboots
Cannot reboot
Stack size
Out of Memory
Timeout
Device settings
Changes to settings not applied
Settings change unexpectedly
Slow warmup
Counters
Memory Clear
SP default settings
SMC report
Backup and Restore
Hard disk
Machine is slow
Memory leak
USB devices
Unexpected behavior
Limitcheck error
Energy saver mode

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Jam	Jam 166 may occur when thin paper is used.	D585 001a	500-sheet Finisher (SR3070) firmware	Install version 01.030:01 or newer	
Jam		D142 067a	The fusing pad does not apply enough oil to the inside of the fusing belt.	Install the modified fusing pad.	
Load paper requested but paper is present	A4 LEF	D142 054	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
Damaged paper		D142 056	Bent plate in PTR unit	Production line: A sheet to prevent this was added to the PTR. In the field: If the symptom occurs, replace the PTR unit with the new type (D1446205)	
Skew		D142 056	Bent plate in PTR unit	Production line: A sheet to prevent this was added to the PTR. In the field: If the symptom occurs, replace the PTR unit with the new type (D1446205)	
<i>Paper size error</i>	<i>When a job is sent to the device while it is in Energy Saver mode, "Auto Continue" does not work and a paper size error occurs.</i>	<i>D142 5572M</i>	<i>Printer firmware</i>	<i>Install version 1.13 or newer</i>	

2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note

3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
Fax	Sending error or reception error when using IP-FAX.	D142 008a	Remote Fax firmware	Install version 03.00.00 or newer	
Fax	Fax communication not possible; Communication Failure Report cannot be printed.	D144 027c	GWFCU3.5-4 (WW) firmware	Install version 04.00.00 or newer	

Updated: End of July 2018: Changes in bold *italics*
Model: AT-C3

Date: 30-Jun-12

No.: RD142000t

Subject	Symptom	RTB #	Cause	Solution	Note
Fax	The e-mail address in the [TX Mode] tab is erased if the user changes the Security Settings.	D142 005d	Fax firmware	Install version 06.00.00 or newer	
Fax	Received fax files are not monitored by Auto Document Link and/or not displayed using Desk Top Binder	D142 005f	Fax firmware	Install version 08.00.00 or newer	
		D142 007e	Network DocBox firmware	Install version 3.03 or newer	
Fax	Fax transmission fails due to noise on the network.	D144 027g	GWFCU3.5-4 (WW) firmware	Install version 08.00.00 or newer	
Fax	Senders name garbled if multi-byte characters are used	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Fax	Tracking information for a fax job is not sent to the tracking app	D142 013p	System/Copy firmware	Install version 2.13 or newer	
Fax	The machine does not recover from an error during transfer and does not report the error.	D144 027j	GWFCU3.5-4 (WW) firmware	Install version 11.00.00 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	GWFCU3.5-4 (WW) firmware	Install version 11.00.00 or later.	
Fax	Error when sending a fax from the document server using an IPv4-mapped address	Gene 084b	Java VM v10 for eDC firmware	Install version 10.25.00 or newer	
		Gene 086a	Java VM v10 Update Tool firmware	Install version 10.25.00 or newer	
Fax	Fax stalls when recovering from energy saving mode	D142 5569N	Fax firmware	Install version 11.00.00 or newer	
Web Image Monitor	Problems affecting the error messages displayed by Web Image Monitor.	D142 010a	Web Support firmware	Install version 1.11 or newer	
Web Image Monitor	The Adjust Stamp Position setting's X coordinate shown in Web Image Monitor does not match the one input at the operation panel.	D142 010a	Web Support firmware	Install version 1.11 or newer	

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Web Image Monitor	The page for Extended Features is not displayed	D142 013e	System/Copy firmware	Install version 2.03 or newer	
Web Image Monitor	OK displayed when there is an unrecoverable error	D142 010d	Web Support firmware	Install version 1.14 or newer	
Web Image Monitor	Various issues when importing files (see the RTB)	D142 007d	Network DocBox firmware	Install version 3.02 or newer	
Web Image Monitor	Various issues when using Internet Explorer 10 (see the RTB)	D142 010f	Web Support firmware	Install version 1.16 or newer	
Web Image Monitor	Cannot display	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
Web Image Monitor	"Fax Received File" not displayed in the "Print Job/Stored File" menu	D142 011c	Web Uapi firmware	Install version 1.06 or newer	
EXJS application	Transmission of an image from an EXJS application to the server fails.	D142 016a	Browser firmware	Install version 2.00.0 or newer	
@Remote	Cannot log the use of the WSD-Printer protocol	D142 006b	Network Support firmware	Install version 11.86 or newer	
@Remote	Communication fails	D142 006g	Network Support firmware	Install version 11.98.1 or newer	
		D142 013m	System/Copy firmware	Install version 2.10 or newer	
@Remote	Machine does not send auto calls	D142 013n	System/Copy firmware	Install version 2.11 or newer	
Wireless	Host name resolution fails	D142 006b	Network Support firmware	Install version 11.86 or newer	
IPv6	Access Control Range setting does not work	D142 006b	Network Support firmware	Install version 11.86 or newer	
Connectivity lost	SSL session disconnected	D142 006b	Network Support firmware	Install version 11.86 or newer	
Connectivity lost	When connecting to an LDAP server using SSL	D142 013r	System/Copy firmware	Install version 2.15 or newer	
Connectivity lost	The DSDK application fails to connect to the LDAP server when using Kerberos authentication	Gene 086b	Java VM v10 Update Tool firmware	Install version 10.26.01 or newer	
		Gene 084c	Java VM v10 for eDC firmware		

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
DHCP	DHCP option 204 has no effect on device settings.	D142 006d	Network Support firmware	Install version 11.92 or newer	
LDAP	LDAP fields do not allow symbols	D142 010c	Web Support firmware	Install version 1.13 or newer	
Document server	The "Cover Sheet Tray", "Slip Sheet Tray" and "Chapter Sheet Tray" settings always show "Off",	D142 011b	Web Uapl firmware	Install version 1.05 or newer	
Notification emails	Multiple notification emails are sent out when Results Notification is used.	D142 035	FCU firmware	Install version 05.00.00 or newer.	
Notification emails	Multiple notification emails are sent out (see RTB for conditions)	D142 005e	Fax firmware	Install version 07.00.00 or newer.	
Cannot make setting	Mask Length in Configuration > User Authentication Management	D142 006f	Network Support firmware	Install version 11.96 or newer	
Device Manager	Various issues when importing files (see the RTB)	D142 007d	Network DocBox firmware	Install version 3.02 or newer	
Cannot cancel transmission	After a jam is cleared	D144 021c	EXJS firmware	Install version 1.15.00 or newer.	
400-Bad Request		D142 016d	Browser firmware	Install version 2.03.00 or newer.	
Cannot get IP address	When PEAP or TTLS is used as the IEEE 802.1X authentication method and the server certification check is disabled	D142 006h	Network Support firmware	Install version 11.99 or newer	
Problems reading web pages	Various (see the RTB for details)	D144 026e	Browser firmware	Install version 2.04.00 or newer.	
SSL	After applying the security update that changes the priority order for cipher suites, SSL communication fails	Gene 086b	Java VM v10 Update Tool firmware	Install version 10.26.01 or newer	
		Gene 084c	Java VM v10 for eDC firmware		

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

4. Scanning/Printing

Subject	Symptom	RTB #	Cause	Solution	Note
Slow printing	If "Store and Skip Errored Jobs" is enabled, some jobs take longer than normal to start printing.	D142 004a	Printer firmware	Install version 1.06 or newer	
Slow printing	PDF files that contain True Type font data	D144 019a	PDF firmware	Install version 1.04 or newer	
Slow printing	PCL6 first print performance	D142 029a	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
Job printed from wrong tray	PCL5 tray selection commands ignored; job printed from tray 1.	D144 020a	PCL firmware	Install version 1.08 or newer	
PCL XL error	Valid tray selection commands were used, but the PCL XL error "Warning IllegalMediaSource" appears.	D144 020a	PCL firmware	Install version 1.08 or newer	
Wrong font	"Font Number" 0 (operation panels' PCL Menu) always used as the default font for PCL5 jobs.	D144 020b	PCL firmware	Install version 1.09 or newer	
Wrong font	PCL default fonts are used with PCL5 printing	D144 5580P	PCL firmware	Install version 1.17 or newer	
Pages printed in wrong order	When paper end occurs in the middle of the print, the next job is printed before the prior print completes.	D142 014a	Engine firmware	Install version 1.03:04 or newer	
Report printing	The format of the Communication Test Result or Communication Failure report is incorrect after a Remote Fax is sent.	D144 027b	GWFCU3.5-4 (WW) firmware	Install version 03.00.00 or newer	
Printing services not working	If the machine acquires its hostname from DHCP	D142 006d	Network Support firmware	Install version 11.92 or newer	
Cannot print	Cannot print files received via Mail to Print after the machine recovers from Energy Saver mode.	D142 008b	Remote Fax firmware	Install version 04.00.00 or newer	
Cannot print	If the specified paper size is not loaded, and the user tries to print a color file in black and white because not having privileges for color printing	D144 020f	PCL firmware	Install version 1.13 or newer	

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

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot print	From an iOS 7 device with authentication enabled.	D142 062	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
Cannot scan	When using browser during printing	D144 021b	EXJS firmware	Install version 1.12.00 or newer	
Cannot scan	Just after turning main switch on	D144 021b	EXJS firmware	Install version 1.12.00 or newer	
Printing does not restart	When paper is reloaded following Paper End	D142 5116N	Engine firmware	Install version 1.11:04 or newer	
Scanned data not delivered	If client PC has blank password	D142 044	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
Scan to folder	Browse list not shown	D142 006f	Network Support firmware	Install version 11.96 or newer	
Scan to folder	Cannot scan to shared folders in Windows 8/ Windows Server 2012.	D142 006j	Network Support firmware	Install version 11.96 or newer	
Scan to folder	Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8.	D142 006f	Network Support firmware	Install version 11.96 or newer	
		D142 013j	System/Copy firmware	Install version 2.08 or newer	
Scan to folder	Fails if the display language is Catalan	D142 006k	Network Support firmware	Install version 11.102 or newer	
Cannot cancel job	After automatic reboot occurs with a Service Call	D142 054	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
"Compressed Data Error."	When printing a gzip file	D142 004e	Printer firmware	Install version 1.10 or newer	
Scan to SMB	Fails to deliver the data to a subfolder on a Windows 7 PC.	D142 057	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
Scan to SMB	Fails to deliver the data to a Windows 7 PC.	D142 060	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
Scan to SMB	"General SMB operation error": Fiery cannot connect to a Mac OS X 10.9 shared folder.	D142 063	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
Gangup	Internal error	D142 058	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
Pages printed twice	Some pages in the job are duplicated	D142 058	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
Page not printed	Last page of a PS job	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Job reset	PDF Direct Print	D144 019c	PDF firmware	Install version 1.06 or newer	

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

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Job reset	PDF Direct Print uses a tiling pattern as an image mask; PDF is version 1.06.	D144 019d	PDF firmware	Install version 1.07 or newer	
Scan using MFP Browser	Cannot do this when the platen cover is open	D144 021d	EXJS firmware	Install version 1.16.00 or newer	
Rip error	While processing web pages	D142 062	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
Number of remaining jobs	Number is not reduced after a Direct Transmission job is completed.	D144 027h	GWFCU3.5-4 (WW) firmware	Install version 09.00.00 or newer	
Scanning starts at the wrong time	Starts without an original in the DF or on the exposure glass after a DF jam is cleared	D144 021f	EXJS firmware	Install version 1.18.00 or newer	
Job cancelled	Using a bitmap font	D144 020h	PCL firmware	Install version 1.15 or newer	
<i>Printing results not as expected</i>	<i>The printing results of the second and subsequent pages are not as expected while PCL5 host printing</i>	<i>D144 5580Q</i>	<i>PCL firmware</i>	<i>Install version 1.18 or newer</i>	

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Characters not displayed	The "Print from Memory Storage Device" screen cannot display file paths that contain Chinese	D142 004a	Printer firmware	Install version 1.06 or newer	
Characters not displayed	Text in 'Delete' button missing from Chinese version	D142 017d	Ope Panel Exp firmware	Install version 1.08 or newer (ASI_TWN version)	
Check Status screen	The actual machine condition is not correctly shown	D142 005a	Fax firmware	Install version 03.03.00 or newer	
Check Status screen	Not shown if machine is woken from Energy Saver mode	D142 013c	System/Copy firmware	Install version 2.01 or newer	
Missing icon	Fiery icon missing from Home screen when administrator logs in.	D142 013b	System/Copy firmware	Install version 2.00.3 or newer	
Missing icon	Some customized icons (used by SDK apps) do not appear on the Home screen	D142 013n	System/Copy firmware	Install version 2.11 or newer	
Missing icon	When connecting via HTTPS to the Ricoh Integrated Cloud Environment using the browser unit	D144 026e	Browser firmware	Install version 2.04.00 or newer.	
Missing icon	The SDK application icon is not displayed after recovering from energy saving mode	D144 5600A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D144 5600A	Java VM v10 for eDC firmware		
Screen turns white	If the user selects "No" when asked if they wish to log out	D142 013b	System/Copy firmware	Install version 2.00.3 or newer	
999 minutes	999 minutes until printing	D142 013c	System/Copy firmware	Install version 2.01 or newer	
Home screen	Some users cannot edit their home screen icons	D142 010b	Web Support firmware	Install version 1.12 or newer	
Home screen	All icons except the Fiery icon disappear	D142 013d	System/Copy firmware	Install version 2.02 or newer	
Home screen	Error when adding an image	D142 010d	Web Support firmware	Install version 1.14 or newer	
Home screen	Only the admin can add/remove the Scanner icon	D142 009b	Scanner firmware	Install version 1.12 or newer	
Home screen	Only the admin can add/remove the Copier icon	D142 013j	System/Copy firmware	Install version 2.08 or newer	
Home screen	Cannot switch from the home screen after switching from an SDK application	D142 013m	System/Copy firmware	Install version 2.10 or newer	

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Garbled display	Some buttons displayed inside SP5-749 appear garbled.	D142 013f	System/Copy firmware	Install version 2.04 or newer	
Garbled display	Text inside buttons flows outside the buttons	D142 012b	Language Install firmware	Install version 1.05 or newer	
Unsupported buttons displayed	On a machine connected through a Fax Connection Unit	D142 012b	Language Install firmware	Install version 1.05 or newer	
Confusing message	When changing the configuration	D142 009b	Scanner firmware	Install version 1.12 or newer	
Confusing message	Settings were reset after recovery from Energy Saver mode	D142 013j	System/Copy firmware	Install version 2.08 or newer	
Overlapping items on display	The title for the Scanner function	D142 012c	Language Install firmware	Install version 1.06 or newer	
Software keyboard	Does not close	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Blank message	Pop-up message is blank	Gene 048h	Java VM v10 Update Tool firmware	Install version 10.11.02 or newer	
		Gene 051h	Java VM v10 for eDC firmware		
Unexpected screen	When a device with 9 or more ESA applications installed recovers from energy saver mode	Gene 048n	Java VM v10 Update Tool firmware	Install version 10.15.00 or newer	
		Gene 051n	Java VM v10 for eDC firmware		

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
Job List	Indicates that a job has been stored and skipped, but not true	D142 004a	Printer firmware	Install version 1.06 or newer	
Job List	Job shown in list after being deleted	D142 013c	System/Copy firmware	Install version 2.01 or newer	
Wrong job attributes shown	The job attributes (User ID, job name, etc.) shown in the Sample Print and Hold Print dialogues are not the attributes of the currently selected job.	D142 004a	Printer firmware	Install version 1.06 or newer	
Wrong job attributes shown	Job name shown as all asterisks (*****)	D142 013c	System/Copy firmware	Install version 2.01 or newer	
Job log	Some job log data not recorded correctly if an original jam occurs.	D142 005a	Fax firmware	Install version 03.03.00 or newer	
Job log	TWAIN jobs that are recovered after an error are not recorded in the Job Log.	D142 009a	Scanner firmware	Install version 01.11 or newer	
Job log	User codes and names are not displayed in the Job Log for jobs that involve an SDJ/J application.	D142 019a	Java VM v10 std Update Tool firmware	Install version 10.03.01 or newer	
		D142 020a	Java VM v10 std for eDC firmware	Install version 10.03.01 or newer	
Address book	Message indicates unable to restore, but was restored successfully.	D142 010a	Web Support firmware	Install version 1.11 or newer	
IC cards	Must be placed on reader twice	D142 016a	Browser firmware	Install version 2.00.0 or newer	
IC cards	Cannot detect the authentication information on the IC card.	D144 021a	EXJS firmware	Install version 1.11.00 or newer	
Cannot login	Cannot login following a series of repeated logins and logouts.	D142 019a	Java VM v10 std Update Tool firmware	Install version 10.03.01 or newer	
		D142 020a	Java VM v10 std for eDC firmware	Install version 10.03.01 or newer	
Cannot login	Login screen not displayed after the user logs out of an SDK application	D142 013h	System/Copy firmware	Install version 2.06 or newer	

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot login	Authentication or login screen still displayed after login	D142 013m	System/Copy firmware	Install version 2.10 or newer	
Cannot login	<i>A device with CAP v2 installed fails to login, and "Failed to authenticate. Address Book is being updated." appears</i>	<i>D142 5610B</i>	<i>System/Copy firmware</i>	<i>Install version 2.18 or newer</i>	
User IDs/passwords	Some User IDs appear blank	D142 019a	Java VM v10 std Update Tool firmware	Install version 10.03.01 or newer	
		D142 020a	Java VM v10 std for eDC firmware	Install version 10.03.01 or newer	
User IDs/passwords	The user ID and password (User Authentication) appear in the URL column of the Scan Sending Log.	D144 021a	EXJS firmware	Install version 1.11.00 or newer	
User IDs/passwords	The user ID and password (Basic Authentication only) appear in the Download Log.	D144 021a	EXJS firmware	Install version 1.11.00 or newer	
User IDs/passwords	Cannot get login password	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Access violation not logged		D142 006b	Network Support firmware	Install version 11.86 or newer	
Public key	1024-bit key created instead of 2048-bit	D142 006b	Network Support firmware	Install version 11.86 or newer	
Authentication	Windows Authentication fails if done from a different domain	D142 006b	Network Support firmware	Install version 11.86 or newer	
Authentication	802.1x Authentication fails via wired LAN	D142 006b	Network Support firmware	Install version 11.86 or newer	
Authentication	Cannot authenticate with 802.1x v3 protocol.	D142 060	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
Authentication	Basic Authentication: Scheduled Printing does not work	D142 004b	Printer firmware	Install version 1.07 or newer	
Authentication	User Code Authentication screen does not appear properly after a device recovers from energy saver mode.	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051j	Java VM v10 for eDC firmware	Install version 10.13.06 or newer	

Updated: End of July 2018: Changes in bold *italics*
Model: AT-C3

Date: 30-Jun-12

No.: RD142000t

Subject	Symptom	RTB #	Cause	Solution	Note
Authentication	Fails when the device is set to use "IEEE 802.1X" and "TLS1.2" is set to "active"	D142 5563R	Network Support firmware	Install version 11.104 or newer	
Wrong user's job deleted	In addition to authenticated user's print jobs	D142 013c	System/Copy firmware	Install version 2.01 or newer	
User name garbled	If User Administrator Authentication is enabled	D142 007b	Network DocBox firmware	Install version 3.00 or newer	
Wrong domain used	The machine authenticates users using the Domain Name of the device instead of the specified domain.	D142 006d	Network Support firmware	Install version 11.92 or newer	
Account locked	Kerberos Authentication	D142 006e	Network Support firmware	Install version 11.93.3 or newer	
Machine logged the user out	While using an SDK application	D142 013h	System/Copy firmware	Install version 2.06 or newer	
User can do restricted operation	Adding scanner forwarding destinations	D142 013h	System/Copy firmware	Install version 2.06 or newer	
Data not deleted	From document server	D144 021b	EXJS firmware	Install version 1.12.00 or newer	
User not logged out	When another user logs in with a card, if CAP is installed	D142 013i	System/Copy firmware	Install version 2.07 or newer	
User not logged out	If CAP v2, Streamline NX or other application stops during logout, the logout cannot be completed.	Gene 048z	Java VM v10 Update Tool firmware	Install version 10.24.01 or newer	
		Gene 084	Java VM v10 for eDC firmware	Install version 10.24.01 or newer	
Security stamp	Missing or not printed correctly	D142 004d	Printer firmware	Install version 1.09 or newer.	
Security stamp	Missing for certain languages	D142 004f	Printer firmware	Install version 1.11 or newer.	
Other	Security warning dialog displayed even if server certification is installed.	D142 016c	Browser firmware	Install version 2.02.0 or newer	
Other	An application without enhanced encryption may be installed even if such applications are prohibited	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
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7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC285	At low-temperature and low-humidity	D142 013h	System/Copy firmware	Install version 2.06 or newer	
SC544, 554, 564, 574		D142 039	Several possibilities	See the flowchart and procedures in the RTB.	
SC573	When printing on narrow paper, or on paper that is a different size from that selected	D142 014e	Engine firmware	Install version 1.07:04 or newer	
SC637	See the RTB for the conditions	D142 013k	System/Copy firmware	Install version 2.09 or newer	
SC637		D142 013p	System/Copy firmware	Install version 2.13 or newer	
SC637	If the machine is shut down during printing	Gene 048z	Java VM v10 Update Tool firmware	Install version 10.24.01 or newer	
		Gene 084	Java VM v10 for eDC firmware	Install version 10.24.01 or newer	
SC672-02	When a device with GlobalScan NX recovers from energy saver mode.	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
SC687	Copying after recovery from Energy Saver Mode	D142 014d	Engine firmware	Install version 1.06:04 or newer	
SC816	SC816-26 or SC816-49 when the machine enters or recovers from Sleep mode.	D142 001a	PowerSaving Sys firmware	Install version F.11 or newer	
SC818	When the machine recovers from Sleep mode	D142 005a	Fax firmware	Install version 03.03.00 or newer	
SC819	When the Inquiry List is printed if the display is Brazilian Portuguese.	D142 013d	System/Copy firmware	Install version 2.02 or newer	
SC819	After printing lists	D142 006e	Network Support firmware	Install version 11.93.3 or newer	
SC819	If an SDK/J application is installed via a server	D142 013k	System/Copy firmware	Install version 2.09 or newer	
SC819	After updating firmware remotely	D142 5563S	Network Support firmware	Install version 11.105.1 or newer	
SC867	If an SDK application is already installed on the machine	D142 013q	System/Copy firmware	Install version 2.14 or later	
SC899	After network setting is changed	D142 006a	Network Support firmware	Install version 11.77.2 or newer	
SC899	When scanning to a External Memory Device through the Media Slot.	D142 009a	Scanner firmware	Install version 01.11 or newer	

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
SC899	When the machine recovers from Sleep mode	D142 022 D144 027a	GWFCU3.5-4(WW) firmware	Install version 02.00.00 or newer	
SC899	Caused by the printing of specific kinds of scalable TrueType fonts.	D144 020a	PCL firmware	Install version 1.08 or newer	
SC899	When the user selects "Startup Settings" in the Extended Features screen in the WIM interface.	D142 013b	System/Copy firmware	Install version 2.00.3 or newer	
SC899	At the end of an SSL session	D142 019a	Java VM v10 std Update Tool firmware	Install version 10.03.01 or newer	
		D142 020a	Java VM v10 std for eDC firmware	Install version 10.03.01 or newer	
SC899	When a user swipes a card on the card reader while the device is in 'sleep' mode.	D142 019b	Java VM v10 std Update Tool firmware	Install version 10.04.02 or newer	
		D142 020b	Java VM v10 std for eDC firmware	Install version 10.04.02 or newer	
SC899	When the machine boots up	D144 021a	EXJS firmware	Install version 1.11.00 or newer	
SC899	Enabling DHCP Option 204 via telnet	D142 006b	Network Support firmware	Install version 11.86 or newer	
SC899	When the machine connects to a switch	D144 007b	Network DocBox firmware	Install version 11.86 or newer	
SC899	If the user changes settings in the middle of a job	D142 013c	System/Copy firmware	Install version 2.01 or newer	
SC899	Attempting to establish a WPA connection to an SSID consisting of exactly 32-bytes	D142 006c	Network Support firmware	Install version 11.88.2 or newer	
SC899	PCL5 jobs containing an "ECS&I0C" command	D144 020c	PCL firmware	Install version 1.10 or newer	
SC899	After removing a paper jam	D142 005e	Fax firmware	Install version 07.00.00 or newer.	
SC899	Turning power off/on when browser is running	D144 021b	EXJS firmware	Install version 1.12.00 or newer	
SC899	PCL jobs name (@PJL JOBNAME) contains "%" characters and a banner page.	D144 020d	PCL firmware	Install version 1.11 or newer	
SC899	When importing files	D142 007d	Network DocBox firmware	Install version 3.02 or newer	
SC899	After changing a network setting	D142 006g	Network Support firmware	Install version 11.98.1 or newer	
SC899	When simultaneously printing using AppleTalk and a Windows PC	D142 006h	Network Support firmware	Install version 11.99 or newer	

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

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
SC899	When the machine enters or recovers from Sleep mode	D142 013n	System/Copy firmware	Install version 2.11 or newer	
SC899	Java VM bug	Gene 048h	Java VM v10 Update Tool firmware	Install version 10.11.02 or newer	
		Gene 051h	Java VM v10 for eDC firmware		
SC899	When the machine recovers from energy saver mode	Gene 048n	Java VM v10 Update Tool firmware	Install version 10.15.00 or newer	
		Gene 051n	Java VM v10 for eDC firmware		
SC899		D142 005g	Fax firmware	Install version 09.00.00 or newer.	
SC899	The glyph data of TrueType fonts has hinting information that is on the edge of the frame	D144 020f	PCL firmware	Install version 1.13 or newer	
SC899	When printing PCL5 jobs that include a scalable font	D144 020f	PCL firmware	Install version 1.13 or newer	
SC899	When the device repeatedly goes in and out of Energy Saver Mode while the web browser is running	D142 006i	Network Support firmware	Install version 11.100 or newer.	
SC899	When printing with Microsoft Word	D144 020g	PCL firmware	Install version 1.14 or newer	
		D142 002b	RPCS firmware	Install version 3.12.25 or newer	
SC899	When a character string containing "%s" is exported to the debug log.	D144 021d	EXJS firmware	Install version 1.16.00 or newer	
SC899	During continuous scanning	D144 026f	Browser firmware	Install version 2.05.0 or newer	
SC899		D144 021e	EXJS firmware	Install version 1.17.00 or newer	
SC899	When performing Java Script functions	D144 026h	Browser firmware	Install version 2.07.0 or newer	
SC899	If a keystroke reader is connected to the device	Gene 048z	Java VM v10 Update Tool firmware	Install version 10.24.01 or newer	
		Gene 084	Java VM v10 for eDC firmware	Install version 10.24.01 or newer	
SC899		D144 020i	PCL firmware	Install version 1.16 or newer	
SC899	When conducting location-free printing or authentication processing with a solution product	Gene 086b	Java VM v10 Update Tool firmware	Install version 10.26.01 or newer	
		Gene 084c	Java VM v10 for eDC firmware		

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
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Subject	Symptom	RTB #	Cause	Solution	Note
SC899	When the RHPP port (port 59100) receives data.	D142 5572L	Printer firmware	Install version 1.12 or newer	
SC899	When using the PCL6 driver to print a PDF from the Reader application in Windows 8.1	D144 5580P	PCL firmware	Install version 1.17 or newer	
SC899	When logging out from a machine with the user authentication enabled.	D142 5569N	Fax firmware	Install version 11.00.00 or newer	
SC899	When logging in from a keyboard	D144 5600A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D144 5600A	Java VM v10 for eDC firmware		
SC990	When receiving an IP-FAX job and a Mail to Print job at the same time.	D142 008a	Remote Fax firmware	Install version 03.00.00 or newer	
SC990	On a machine where authentication with IC card is used	D144 021b	EXJS firmware	Install version 1.12.00 or newer	
SC990	When a device with CAPv2 recovers from energy saver mode.	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
SC990	After firmware update with @Remote	D639 014	Due to a Java VM bug, Java VM will not start up correctly if the device is rebooted while an SDK application is starting up.	Install Java f/w version V10.20 or newer.	
SC991	Java VM application	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
SC997	When the device recovers from energy saver mode.	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.10.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
SC997	When the device enters and recovers from energy saver mode many times	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	

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

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
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Subject	Symptom	RTB #	Cause	Solution	Note
SC997	Switching to ELP-NX v2 from another application	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.09.00 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
SC998	If Streamline NX and CAP v2 are installed	D144 5600A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D144 5600A	Java VM v10 for eDC firmware		
Wrong error code	SC899 shown instead of SC855	D142 006f	Network Support firmware	Install version 11.96 or newer	
Internal error	Java VM bug	Gene 048h	Java VM v10 Update Tool firmware	Install version 10.11.02 or newer	
		Gene 051h	Java VM v10 for eDC firmware		
'Please Wait'	Not closed when attempting to access an SDK application after recovering from energy saver mode.	Gene 048h	Java VM v10 Update Tool firmware	Install version 10.11.02 or newer	
		Gene 051h	Java VM v10 for eDC firmware		
"Please wait"	When the device receives a print job while in energy saver mode	Gene 048i	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
Java VM error	When conducting location-free printing or authentication processing with a solution product	Gene 086b	Java VM v10 Update Tool firmware	Install version 10.26.01 or newer	
		Gene 084c	Java VM v10 for eDC firmware		

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
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8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
SD Cards	PostScript3 cannot be moved from the SD card in Slot 2 to the card in Slot 1.	D142 021 D144 018a	PS3 firmware bug	Install version 1.01 or newer	
SD Cards	Movement of EXJS firmware to an SD card fails.	D142 013b	System/Copy firmware	Install version 2.00.3 or newer	
Fax	The Fax function key does not work, and the Fax button does not appear on the User Tools display	D142 022	GWFCU3.5-4(WW) firmware	Install version 02.00.00 or newer	
Fax	The fax function cannot be accessed	D142 005b	Fax firmware	Install version 04.00.00 or newer	
Fax	Fax not forwarded	D144 027e	GWFCU3.5-4 (WW) firmware	Install version 06.00.00 or newer	
Fax	Cannot edit destination with WIM	D142 010e	Web Support firmware	Install version 1.15 or newer	
Fax	Pages of more than one job are all mixed up when printed (see the RTB for conditions)	D144 027f D643 005	GWFCU3.5-4 (WW) firmware	Install version 07.00.00 or newer	
USB keyboard	Text characters cannot be input correctly	D142 013b	System/Copy firmware	Install version 2.00.3 or newer	
SDK applications	SDK application installation results in the disappearance of a previously installed SDK application if multiple embedded programs are installed.	D142 019b	Java VM v10 std Update Tool firmware	Install version 10.04.02 or newer	
		D142 020b	Java VM v10 std for eDC firmware	Install version 10.04.02 or newer	
SDK applications	Garbled characters in the fax "TSI" attribute if the fax is handled by the Java VM. This can cause unexpected results for SDK applications, such as file naming errors if using the "TSI" attribute for naming metadata.	D142 019b	Java VM v10 std Update Tool firmware	Install version 10.04.02 or newer	
		D142 020b	Java VM v10 std for eDC firmware	Install version 10.04.02 or newer	
SDK applications	Cannot select SDK app as priority function	D142 010e	Web Support firmware	Install version 1.15 or newer	
SDK applications	An error with the Auto Start-up feature	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		

Updated: End of July 2018: Changes in bold *italics*
Model: AT-C3

Date: 30-Jun-12

No.: RD142000t

Subject	Symptom	RTB #	Cause	Solution	Note
SDK applications	Main screen does not appear after closing software keyboard	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
SDK applications	The Card Authentication Package does not recover after a failed machine reboot.	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
SDK applications	Cannot reboot or stop an application after installation was cancelled	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
SDK applications	Cannot activate after switching to on-line	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
SDK applications	Logout error	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
SDK applications	Does not reboot if heap size is maximum	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
SDK applications	Temporary files not deleted after installing an application	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
SDK applications	Stops	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
SDK applications	Cannot switch to another application	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051j	Java VM v10 for eDC firmware	Install version 10.13.06 or newer	
SDK applications	Application name displayed in Japanese	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051j	Java VM v10 for eDC firmware	Install version 10.13.06 or newer	

Updated: End of July 2018: Changes in bold *italics*
Model: AT-C3

Date: 30-Jun-12

No.: RD142000t

Subject	Symptom	RTB #	Cause	Solution	Note
SDK applications	Application does not restart after a Java VM remote update	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051j	Java VM v10 for eDC firmware	Install version 10.13.06 or newer	
SDK applications	Application does not restart after the device failed to reboot	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051j	Java VM v10 for eDC firmware	Install version 10.13.06 or newer	
SDK applications	When an ESA application is installed via Remote Install Manager, the heap size is reset to the default	Gene 048u	Java VM v10 Update Tool firmware	Install version 10.20.05 or newer	
		Gene 051u	Java VM v10 for eDC firmware	Install version 10.20.05 or newer	
SDK applications	When Java VM is installed via Remote Install Manager, the stack size is reset to the default	Gene 048u	Java VM v10 Update Tool firmware	Install version 10.20.05 or newer	
		Gene 051u	Java VM v10 for eDC firmware	Install version 10.20.05 or newer	
SDK applications	CAP V2 is disabled	Gene 048z	Java VM v10 Update Tool firmware	Install version 10.24.01 or newer	
		Gene 084	Java VM v10 for eDC firmware	Install version 10.24.01 or newer	
SDK applications	SDK application behavior not correct	Gene 086b	Java VM v10 Update Tool firmware	Install version 10.26.01 or newer	
		Gene 084c	Java VM v10 for eDC firmware		
SDK applications	If only IPv6 is enabled on the device, cannot install applications remotely	D144 5600A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D144 5600A	Java VM v10 for eDC firmware		
SDK applications	Device Manager NX Enterprise fails to retrieve information about applications installed on the device.	D144 5600A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D144 5600A	Java VM v10 for eDC firmware		
SDK applications	GlobalScan NX fails to apply profiles or retrieve device information when using the AdminTool	D144 5600A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D144 5600A	Java VM v10 for eDC firmware		
Fiery	The Fiery icon is not displayed on the LCD after the Fiery system is re-installed	D142 038	The HDD cable is connected to SATA 2, instead of SATA 1.	Do the procedure in the RTB (depending on machine serial number), then re-install the Fiery system.	For the serial numbers that require the procedure, see the RTB.

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Shift mode	Not working properly	D142 054	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
Shift mode	Setting not applied	D142 058	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

9. EFI Controller

More than one patch file may be needed, and the order in which they are applied may be important. See the RTB for the required patch file(s), and the correct procedure to use.

Subject	Symptom	RTB #	Cause	Solution	Note
E-3300	Fiery resets if change destination of scan settings	D142 029a	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
E-3300	An error report is printed when the user tries to print using "Combine Separations for Spot Colors".	D142 033	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully. Then activate the Productivity Package option:		
E-3300	The Fiery icon is not displayed on the LCD after the Fiery system is re-installed	D142 038	The HDD cable is connected to SATA 2, instead of SATA 1.	Do the procedure in the RTB (depending on machine serial number), then re-install the Fiery system.	For the serial numbers that require the procedure, see the RTB.
E-3300	Job not sent to Fiery	D142 044	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
E-3300	Comparison page cannot be printed	D142 044	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
E-3300	Edited Output Profile does not perform correctly	D142 044, 050	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
E-3300	ColorCal failure	D142 044, 050	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
E-3300	Color profile not displayed	D142 057	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
E-3300	Mixed Media Page Range not working	D142 057	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
E-3300	Cannot launch Configure window from WebTools on Windows or Mac OS with Java 1.7u51.	D142 061	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

10. Output Quality Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Poor image quality (not specified)	PCL5 data when the image was made using certain applications, such as Ricoh ProcessDirector	D144 5580P	PCL firmware	Install version 1.17 or newer	
Blank page	The use of a PCL5 macro results in an extra blank page being added to the job.	D144 020a	PCL firmware	Install version 1.08 or newer	
Blank page	Blank pages printed until the machine runs out of paper	D144 020c	PCL firmware	Install version 1.10 or newer	
Toner granules on output	On the first sheet printed	D142 025	Toner clumps due to poor storage, so the toner is not charged properly	Increase the development rotation time before printing (see the SP modes in the RTB).	Tell the user that the time to print the first page will be longer.
Areas blacked out	Transparencies	D142 002a	RPCS firmware	Install version 3.12.24 or newer	
		D142 002b	RPCS firmware	Install version 3.12.25 or newer	
		D144 020g	PCL firmware	Install version 1.14 or newer	
Feature not working	Combine separations for Spot Colors does not work with Productivity Package	D142 029a	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
Feature not working	Background correction (when auto density is used)	D142 014d	Engine firmware	Install version 1.06:04 or newer	
Cold offset (insufficient fusing)	When printing on plain or middle-thick paper	D142 042	Either: a) Small indentations on the paper surface not heated enough b) Too much toner transferred to the paper (high-coverage or due to the machine condition)	Adjust SP settings as shown in the RTB.	
Cold offset (insufficient fusing)	Low coverage, black and white, LEF paper feed	D142 041a	The fusing temperature for TEC mode is not high enough to properly fuse the toner.	Disable TEC mode	See the RTB for how to do this.
Part of image missing	Side of the image in a received fax	D142 005e	Fax firmware	Install version 07.00.00 or newer.	
Characters not printed correctly		D142 044	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Characters not printed correctly	Characters not printed	D142 044	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
Characters not printed correctly	If an email sent by scan-to-email is opened in Office 365 cloud mail service, contents of the attached file appear in the body of the message with the characters corrupted.	D142 5610A	System/Copy firmware	Install version 2.17 or newer	
Low quality text	When printing a job that contains multiple PDL data	D142 5572L	Printer firmware	Install version 1.12 or newer	
Light image	In low-temperature and low-humidity conditions while the developer carrier is still relatively fresh	D142 047	The machine thinks there is too much toner and acts to reduce it.	Install new firmware and change some SP settings.	See the RTB for which firmware and which SP settings
Light image		D142 067a	The fusing pad does not apply enough oil to the inside of the fusing belt.	Install the modified fusing pad.	
Dirty background	In low-temperature and low-humidity conditions	D142 048	The charge applied to the drum drops below the target	Increase the potential for the color showing the symptom by 40V	SP3241-005(K), SP3241-006(M), SP3241-007(C), SP3241-008(Y)
Image rotation	Incorrect rotation correction angle in image file	D144 021c	EXJS firmware	Install version 1.15.00 or newer.	
Parts of image are light	Solid black images along the main-scan direction appear light, and black spots may appear in these images.	D142 014f	Engine firmware	Install version 1.08:04 or newer	
Characters missing	When printing an N-up PCL6 job with a printer driver for Windows 8 or a later OS	D144 020h	PCL firmware	Install version 1.15 or newer	
Characters missing	PCL file	D142 057	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
Characters missing	When characters that contain incorrect TrueType font data are printed	D144 5580P	PCL firmware	Install version 1.17 or newer	
Object not printed correctly	With Impose	D142 058	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
Objects missing	Some lines and/or borders missing from PCL jobs	D144 5580P	PCL firmware	Install version 1.17 or newer	

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
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Subject	Symptom	RTB #	Cause	Solution	Note
Object in wrong position	With Impose: Image moves down	D142 058	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
White line	Printing with the "High Quality" setting	D142 060	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
White line	If an image size is big and has been enlarged with "Reduce/Enlarge" in the PCL6 driver	D144 020g	PCL firmware	Install version 1.14 or newer	
White line	PCL6: Raster image enlarged or reduced with "Reduce/ Enlarge", or N-up printing is done	D144 020h	PCL firmware	Install version 1.15 or newer	
Overlapping text	Duplex PCL jobs	D144 020f	PCL firmware	Install version 1.13 or newer	
Extra lines printed	PCL jobs	D144 020f	PCL firmware	Install version 1.13 or newer	
Wrong color	Crop marks are printed in the wrong color	D142 068	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		

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

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
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11. Mechanical/Electrical

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot detect originals	Postcard-sized originals	D144 021a	EXJS firmware	Install version 1.11.00 or newer	
Toner End not cleared	After the toner bottle is replaced	D142 024	Various possible causes	Work through the flow chart in the RTB	
Noise	From the fusing unit after the paper is fed out.	D142 036b D142 014c	Engine firmware; also replace the fusing belt unit with a new type that rotates more smoothly and does not vibrate You can replace the complete fusing unit with a new type that contains the new belt.	Engine firmware: Install version 1.05:04 or newer New fusing belt units NA: D1424045 EU/AA/CHN: D1424046 TWN: D1424047 New fusing units NA: D1424036 EU/AA/CHN: D1424037 TWN: D1424038	
Noise	From the fusing unit	D142 049	Gaps between the pressure roller gear and pressure roller shaft	Temporary solution: Two spacers Permanent solution: Replace the pressure roller gear with the modified one (AB014340).	
Noise		D142 056	Bent plate in PTR unit	Production line: A sheet to prevent this was added to the PTR. In the field: If the symptom occurs, replace the PTR unit with the new type (D1446205)	
Toner scattering	Upper cover of duplex unit	D142 040	Machine is used with a higher APV than normal, wearing out the developer more quickly.	Replace the development unit (each color) every 150K if the machine is used with an APV of over 50K.	
Broken fusing unit parts	The front stopper and/or front guide plate are damaged when the customer pulls the fusing unit out.	D142 046	The user used too much force.	The shape of the stopper was changed; applied from Sept 2012 production.	See the RTB for P/N and replacement procedure.
Broken fusing unit parts	Damaged fusing sleeve	D142 067	The fusing pad does not apply enough oil to the inside of the fusing belt.	Install the modified fusing pad.	
Fusing belt peels off	When printing on narrow paper, or on paper that is a different size from that selected	D142 014e, 051	Engine firmware	Install version 1.07:04 or newer	
"Toner cartridge has not been loaded"	See the RTB for the conditions	D142 014f	Engine firmware	Install version 1.08:04 or newer	

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
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Subject	Symptom	RTB #	Cause	Solution	Note
"Cannot detect size of the original"	If the ARDF is closed while the machine is still in Energy Saver mode	D142059	The At/Ap-C3 series does not have a stand-by mode.	Do the following: 1. Update the System firmware to Ver.2.09 or later. 2. Set SP5101-104 to "1". 3. Set SP5101-004 to "More than 60 seconds."	
Burrs must be removed	Burrs on the edge of some one-bin trays	D632001	The exit tray was produced by an aging mold.	Remove the burr with sandpaper (P/N D1299900)	

Updated: End of July 2018: Changes in bold italics

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
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12. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	Making successive configuration changes to the device via a WIM https connection while the device is in sleep mode	D142 006a	Network Support firmware	Install version 11.77.2 or newer	
Machine stalls	Store and Skip Errored Job = ON, and printing 200 Hold Print jobs	D142 004a	Printer firmware	Install version 1.06 or newer	
Machine stalls	The dialog warning the user that no original has been placed is not cleared,	D144 021a	EXJS firmware	Install version 1.11.00 or newer	
Machine stalls	When the user scans a nonstandard sized document for storage to the hard drive using the browser.	D144 021a	EXJS firmware	Install version 1.11.00 or newer	
Machine stalls	If the user presses the Stop key immediately after starting a scan job using the browser.	D144 021a	EXJS firmware	Install version 1.11.00 or newer	
Machine stalls	If Back up/Restore is used soon after the machine boots up.	D142 013c	System/Copy firmware	Install version 2.01 or newer	
Machine stalls	When a Document Server document is printed using Combine.	D142 013c	System/Copy firmware	Install version 2.01 or newer	
Machine stalls	If a fax transmission job from a remote machine is cancelled	D142 005b	Fax firmware	Install version 04.00.00 or newer	
Machine stalls	PCL5 overlay stalls	D144 020c	PCL firmware	Install version 1.10 or newer	
Machine stalls	Copying after recovery from Energy Saver Mode	D142 014d	Engine firmware	Install version 1.06:04 or newer	
Machine stalls	If total downloaded file size is just 500MB.	D144 021b	EXJS firmware	Install version 1.12.00 or newer	
Machine stalls	If the user clicks Run Export in Administrator Tools	D142 009b	Scanner firmware	Install version 1.12 or newer	
Machine stalls	When importing files	D142 007d	Network DocBox firmware	Install version 3.02 or newer	
Machine stalls	When printing a web page from Safari	D144 019b	PDF firmware	Install version 1.05 or newer	
Machine stalls	When Preferences import/export is done	D142 013n	System/Copy firmware	Install version 2.11 or newer	
Machine stalls	When printing a PCL5 host-printing job	D144 020g	PCL firmware	Install version 1.14 or newer	

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

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	When returning from energy saver mode, if CAP v2 is installed	Gene 048u	Java VM v10 Update Tool firmware	Install version 10.20.05 or newer	
		Gene 051u	Java VM v10 for eDC firmware	Install version 10.20.05 or newer	
Machine stalls	When the machine switches to offline mode (such as when entering user tools mode)	Gene 048u	Java VM v10 Update Tool firmware	Install version 10.20.05 or newer	
		Gene 051u	Java VM v10 for eDC firmware	Install version 10.20.05 or newer	
Machine stalls	Stalls without displaying the preview and thumbnail of the scanned data	D142 013r	System/Copy firmware	Install version 2.15 or newer	
Machine stalls	If scanned from the exposure glass with Size Setting disabled	Gene 048z	Java VM v10 Update Tool firmware	Install version 10.24.01 or newer	
		Gene 084	Java VM v10 for eDC firmware	Install version 10.24.01 or newer	
Machine reboots	When printing PCL5 jobs that include a scalable font	D144 020f	PCL firmware	Install version 1.13 or newer	
Cannot reboot		Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
Machine reboots	Store and Skip Errored Job = ON, and printing 200 Hold Print jobs	D142 004a	Printer firmware	Install version 1.06 or newer	
Stack size	Cannot change	D142 019a	Java VM v10 std Update Tool firmware	Install version 10.03.01 or newer	
		D142 020a	Java VM v10 std for eDC firmware	Install version 10.03.01 or newer	
Out of Memory	"Out Of Memory Exception"	D142 019a	Java VM v10 std Update Tool firmware	Install version 10.03.01 or newer	
		D142 020a	Java VM v10 std for eDC firmware	Install version 10.03.01 or newer	
Out of Memory	Lack of device memory when programs are running	D142 019b	Java VM v10 std Update Tool firmware	Install version 10.04.02 or newer	
		D142 020b	Java VM v10 std for eDC firmware	Install version 10.04.02 or newer	
Timeout	In Muffling mode	D142 019a	Java VM v10 std Update Tool firmware	Install version 10.03.01 or newer	
		D142 020a	Java VM v10 std for eDC firmware	Install version 10.03.01 or newer	

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

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
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Subject	Symptom	RTB #	Cause	Solution	Note
Device settings	Cannot display	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
Changes to settings not applied	Changes made to the Remote Reception setting	D142 005b	Fax firmware	Install version 04.00.00 or newer	
Changes to settings not applied	Bypass Tray Priority setting	D142 054	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
Changes to settings not applied	Settings for SDK/J applications	D142 013m	System/Copy firmware	Install version 2.10 or newer	
Changes to settings not applied	LLMNR of IPv4 and IPv6 are enabled in Web Image Monitor, but not reflected in lists.	D142 006h	Network Support firmware	Install version 11.99 or newer	
Changes to settings not applied	Summer Time correction not applied	D142 013n	System/Copy firmware	Install version 2.11 or newer	
Settings change unexpectedly	Settings for Auto Print Fax Journal (SWUSR_03, bit 7) and whether or not to include sender name in reports (SWUSR_04, bit 5) change after logging out	D142 5569N	Fax firmware	Install version 11.00.00 or newer	
Slow warmup		D142 013d D142 030	System/Copy firmware	Install version 2.02 or newer	
Counters	Time that counters were cleared was not recorded	D142 007c	Network DocBox firmware	Install version 3.01 or newer	
Memory Clear	SP 5-801 fails	D142 013h	System/Copy firmware	Install version 2.06 or newer	
SP Default settings	Some are not correct	D142 013h	System/Copy firmware	Install version 2.06 or newer	
SMC report	Some data on the SMC report appears as "No string"	D142 013h	System/Copy firmware	Install version 2.06 or newer	
Backup and restore	Not working properly	D142 044	Install patch for Color Controller E-3300 System version 1.0. Follow the instructions in the RTB carefully.		
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: D6501020 (clipped from 500GB to 160GB)	
Machine is slow	Printing with the R55 emulation	D142 013k	System/Copy firmware	Install version 2.09 or newer	

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

Model: AT-C3	Date: 30-Jun-12	No.: RD142000t
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Subject	Symptom	RTB #	Cause	Solution	Note
Machine is slow	When DHCP is enabled and network settings are changed, the settings are slow to update.	D142 006h	Network Support firmware	Install version 11.99 or newer	
Machine is slow	Reboot takes longer than usual	Gene 048h	Java VM v10 Update Tool firmware	Install version 10.11.02 or newer	
		Gene 051h	Java VM v10 for eDC firmware		
Machine is slow	When returning from energy saver mode, if CAP v2 is installed	Gene 051u	Java VM v10 for eDC firmware	Install version 10.20.05 or newer	
Machine is slow	Keyboard response is slow when using the Web Scanner application	D144 026h	Browser firmware	Install version 2.07.0 or newer	
Machine is slow	Startup takes a long time if Streamline NX and CAP v2 are installed	D144 5600A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D144 5600A	Java VM v10 for eDC firmware		
Memory leak	When DHCP v6 is enabled, turning the power off and then on	D142 006h	Network Support firmware	Install version 11.99 or newer	
Memory leak	Kerberos Authentication	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.07.02 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
USB devices	Storage device not detected when inserted into the SD slot.	D142 013n	System/Copy firmware	Install version 2.11 or newer	
USB devices	Stops detecting USB storage devices that support encryption	D142 013n	System/Copy firmware	Install version 2.11 or newer	
Unexpected behavior		Gene 048e	Java VM v10 Update Tool firmware	Install version 10.06.02 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Limitcheck error	If an image is too small to draw	D144 019d	PDF firmware	Install version 1.07 or newer	
Energy saver mode	The machine cannot enter Energy Saver Mode	Gene 048z	Java VM v10 Update Tool firmware	Install version 10.24.01 or newer	
		Gene 084	Java VM v10 for eDC firmware	Install version 10.24.01 or newer	