#### Technical Bulletin

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Updated: End of July 2018: Changes in bold italics

Model: AT-C3 Date					ate: 30-Jun-12 No.: RD1420		
Subject: Trouble	shooting			Prepare	d by: M. I	Kumagai	
From: 1st Tech. Support Sec. Service Support Dept.							
Classification:		☐ Part info	ormat	tion	Action	required	
		☐ Electric	al		Service	e manual revision	
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information	
	☐ Product Safety	☐ Other (		)			

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

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

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.

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#### 

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



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#### 1. Paper Feed Errors

Subject	Symptom	RTB#	Cause	Solution	Note
Jam	Jam 166 may occur	D585	500-sheet	Install version 01.030:01	
	when thin paper is used.	001a	Finisher (SR3070)	or newer	
			firmware		
Jam		D142	The fusing pad	Install the modified	
		067a	does not apply	fusing pad.	
			enough oil to the		
			inside of the		
			fusing belt.		
Load paper	A4 LEF	D142		or Controller E-3300 Systen	n version 1.0.
requested		054	Follow the instruction	ons in the RTB carefully.	
but paper is					
present		5440	D / 1 / 1 DTD	I	
Damaged		D142	Bent plate in PTR	Production line:	
paper		056	unit	A sheet to prevent this was PTR.	s added to the
				In the field:	
				If the symptom occurs, rep	lace the PTR
				unit with the new type (D1	
Skew		D142	Bent plate in PTR	Production line:	,
		056	unit	A sheet to prevent this was	s added to the
				PTR.	
				In the field:	
				If the symptom occurs, rep	lace the PTR
				unit with the new type (D1-	446205)
Paper size	When a job is sent to	D142	Printer firmware	Install version 1.13 or	
error	the device while it is in	5572M		newer	
	Energy Saver mode,				
	"Auto Continue" does				
	not work and a paper				
	size error occurs.				

#### 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	

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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	Note
Fax	Received fax files are not monitored by Auto Document Link and/or not displayed using Desk Top Binder	D142 005f D142 007e	Fax firmware  Network DocBox firmware	Install version 08.00.00 or newer 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 Gene 051e	Java VM v10 Update Tool firmware Java VM v10 for eDC firmware	Install version 10.05.01 or newer	
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 Gene 086a	Java VM v10 for eDC firmware Java VM v10 Update Tool	Install version 10.25.00 or newer  Install version 10.25.00 or newer	
Fax	Fax stalls when recovering from energy saving mode	D142 5569N	firmware 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	

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Subject	Symptom	RTB#	Cause	Solution	Note
Web Image	The page for Extended	D142	System/Copy	Install version 2.03 or	
Monitor	Features is not displayed	013e	firmware	newer	
Web Image	OK displayed when	D142	Web Support	Install version 1.14 or	
Monitor	there is an unrecoverable error	010d	firmware	newer	
Web Image	Various issues when	D142	Network	Install version 3.02 or	
Monitor	importing files (see the RTB)	007d	DocBox firmware	newer	
Web Image	Various issues when	D142	Web Support	Install version 1.16 or	
Monitor	using Internet Explorer 10 (see the RTB)	010f	firmware	newer	
Web Image	Cannot display	Gene	Java VM v10	Install version 10.13.06	
Monitor		048j	Update Tool firmware	or newer	
		Gene	Java VM v10	Install version 10.12.02	
		051i	for eDC firmware	or newer	
Web Image	"Fax Received File"	D142	Web Uapi	Install version 1.06 or	
Monitor	not displayed in the	011c	firmware	newer	
	"Print Job/Stored File" menu				
EXJS	Transmission of an	D142	Browser	Install version 2.00.0 or	
application	image from an EXJS	016a	firmware	newer	
	application to the server fails.				
@Remote	Cannot log the use of	D142	Network	Install version 11.86 or	
	the WSD-Printer protocol	006b	Support firmware	newer	
@Remote	Communication fails	D142	Network	Install version 11.98.1	
		006g	Support firmware	or newer	
		D142	System/Copy	Install version 2.10 or	
		013m	firmware	newer	
@Remote	Machine does not send	D142	System/Copy	Install version 2.11 or	
Wireless	auto calls	013n D142	firmware	newer Install version 11.86 or	
wireless	Host name resolution fails	006b	Network Support	newer	
	lans	0000	firmware	Tiewei	
IPv6	Access Control Range	D142	Network	Install version 11.86 or	
	setting does not work	006b	Support firmware	newer	
Connectivity	SSL session	D142	Network	Install version 11.86 or	
lost	disconnected	006b	Support	newer	
			firmware		
Connectivity	When connecting to an	D142	System/Copy	Install version 2.15 or	
lost	LDAP server using SSL	013r	firmware	newer	
Connectivity	The DSDK application	Gene	Java VM v10	Install version 10.26.01	
lost	fails to connect to the LDAP server when using	086b	Update Tool firmware	or newer	
	Kerberos authentication	Gene	Java VM v10	-	
	o. oo aaa loridoadoll	084c	for eDC		
			firmware		

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Subject	Symptom	RTB#	Cause	Solution	Note
DHCP	DHCP option 204 has	D142	Network	Install version 11.92 or	
2	no effect on device	006d	Support	newer	
	settings.		firmware		
LDAP	LDAP fields do not allow	D142	Web Support	Install version 1.13 or	
	symbols	010c	firmware	newer	
Document	The "Cover Sheet Tray",	D142	Web Uapl	Install version 1.05 or	
server	"Slip Sheet Tray" and	011b	firmware	newer	
	"Chapter Sheet Tray"				
	settings always show				
	"Off",				
Notification	Multiple notification	D142	FCU firmware	Install version 05.00.00	
emails	emails are sent out	035		or newer.	
	when Results				
N. CC C	Notification is used.	D.4.40	- ·		
Notification	Multiple notification	D142	Fax firmware	Install version 07.00.00	
emails	emails are sent out (see	005e		or newer.	
Cannot make	RTB for conditions)  Mask Length in	D142	Network	Install version 11.96 or	
setting	Configuration > User	006f	Support	newer	
Setting	Authentication	0001	firmware	liewei	
	Management		IIIIIWaiC		
Device	Various issues when	D142	Network	Install version 3.02 or	
Manager	importing files (see the	007d	DocBox	newer	
, and the second	RTB) ``		firmware		
Cannot cancel	After a jam is cleared	D144	EXJS firmware	Install version 1.15.00	
transmission	-	021c		or newer.	
400-Bad		D142	Browser	Install version 2.03.00	
Request		016d	firmware	or newer.	
	When PEAP or TTLS is	D142	Network	Install version 11.99 or	
address	used as the IEEE	006h	Support	newer	
	802.1X authentication		firmware		
	method and the server				
	certification check is				
Duahlans -	disabled	D144	Drower	Install version 0.04.00	
Problems	Various (see the RTB for	D144 026e	Browser firmware	Install version 2.04.00 or newer.	
reading web	details)	0206	Iniliwale	OI HEWEL.	
pages SSL	After applying the	Gene	Java VM v10	Install version 10.26.01	
552	security update that	086b	Update Tool	or newer	
	changes the priority	3000	firmware	OT TIOWOI	
	order for cipher suites,	Gene	Java VM v10		
	SSL communication fails	084c	for eDC		
1			firmware		



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#### 4. Scanning/Printing

Subject	Symptom	RTB#	Cause	Solution	Note
Slow	If "Store and Skip	D142	Printer firmware	Install version 1.06 or	11010
printing	Errored Jobs" is	004a		newer	
piiitiig	enabled, some jobs take	00.0		1.0.1.6.	
	longer than normal to				
	start printing.				
Slow	PDF files that contain	D144	PDF firmware	Install version 1.04 or	
printing	True Type font data	019a		newer	
Slow	PCL6 first print	D142	Install patch for Col	or Controller E-3300 Systen	n version 1.0.
printing	performance	029a		ons in the RTB carefully.	
Job printed	PCL5 tray selection	D144	PCL firmware	Install version 1.08 or	
from wrong	commands ignored; job	020a		newer	
tray	printed from tray 1.				
PCL XL	Valid tray selection	D144	PCL firmware	Install version 1.08 or	
error	commands were used,	020a		newer	
	but the PCL XL error				
	"Warning				
	IllegalMadiaSource"				
	appears.				
Wrong font	"Font Number" 0	D144	PCL firmware	Install version 1.09 or	
3 3 3	(operation panels' PCL	020b		newer	
	Menu) always used as				
	the default font for PCL5				
	jobs.				
Wrong font	PCL default fonts are	D144	PCL firmware	Install version 1.17 or	
Ü	used with PCL5 printing	5580P		newer	
Pages	When paper end occurs	D142	Engine firmware	Install version 1.03:04 or	
printed in	in the middle of the print,	014a		newer	
wrong order	the next job is printed				
J	before the prior print				
	completes.				
Report	The format of the	D144	GWFCU3.5-4	Install version 03.00.00	
printing	Communication Test	027b	(WW) firmware	or newer	
	Result or				
	Communication Failure				
	report is incorrect after a				
	Remote Fax is sent.				
Printing	If the machine acquires	D142	Network Support	Install version 11.92 or	
services not	its hostname from DHCP	006d	firmware	newer	
working					
Cannot	Cannot print files	D142	Remote Fax	Install version 04.00.00	
print	received via Mail to Print	008b	firmware	or newer	
	after the machine				
	recovers from Energy				
<u> </u>	Saver mode.	54	BOL 6		
Cannot	If the specified paper	D144	PCL firmware	Install version 1.13 or	
print	size is not loaded, and	020f		newer	
	the user ties to print a				
	color file in black and				
	white because not				
	having privileges for				
	color printing				

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Subject	Symptom	RTB#	Cause	Solution	Note
Cannot	From an iOS 7 device	D142		or Controller E-3300 Systen	n version 1.0.
print	with authentication enabled.	062		ons in the RTB carefully.	
Cannot scan	When using browser during printing	D144 021b	EXJS firmware	Install version 1.12.00 or newer	
Cannot	Just after turning main	D144	EXJS firmware	Install version 1.12.00 or	
scan	switch on	021b		newer	
Printing	When paper is reloaded	D142	Engine firmware	Install version 1.11:04 or	
does not restart	following Paper End	5116N		newer	
Scanned data not delivered	If client PC has blank password	D142 044		or Controller E-3300 Systen ons in the RTB carefully.	n version 1.0.
Scan to	Browse list not shown	D142	Network Support	Install version 11.96 or	
folder		006f	firmware	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	D142 006f	Network Support firmware	Install version 11.96 or newer	
	10.7 or Mac OS X 10.8.	D142	System/Copy	Install version 2.08 or	
		013j	firmware	newer	
Scan to folder	Fails if the display language is Catalan	D142 006k	Network Support firmware	Install version 11.102 or newer	
Cannot	After automatic reboot	D142			n version 1.0
cancel job	occurs with a Service Call	054	Install patch for Color Controller E-3300 System version 1.0 Follow the instructions in the RTB carefully.		
"Compress ed 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		or Controller E-3300 System ons in the RTB carefully.	n version 1.0.
Scan to SMB	Fails to deliver the data to a Windows 7 PC.	D142 060		or Controller E-3300 Systen ons in the RTB carefully.	n version 1.0.
Scan to	"General SMB operation	D142		or Controller E-3300 Systen	n version 1.0.
SMB	error": Fiery cannot connect to a Mac OS X 10.9 shared folder.	063	Follow the instruction	ons in the RTB carefully.	
Gangup	Internal error	D142 058		or Controller E-3300 Systen ons in the RTB carefully.	n version 1.0.
Pages printed twice	Some pages in the job are duplicated	D142 058		or Controller E-3300 System ons in the RTB carefully.	n version 1.0.
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	

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Subject	Symptom	RTB#	Cause	Solution	Note
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		or Controller E-3300 Systen ons in the RTB carefully.	n version 1.0.
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	
Printing results not as expected	The printing results of the second and subsequent pages are not as expected while PCL5 host printing	D144 5580Q	PCL firmware	Install version 1.18 or newer	



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#### 5. Operation Panel

Subject	Symptom	RTB#	Cause	Solution	Note
Characters	The "Print from Memory	D142	Printer firmware	Install version 1.06 or	
not displayed	Storage Device" screen	004a		newer	
	cannot display file paths				
01 1	that contain Chinese	D440	0 0 15		
Characters	Text in 'Delete' button	D142	Ope Panel Exp	Install version 1.08 or	
not displayed	missing from Chinese	017d	firmware	newer (ASI_TWN	
Check Status	version The actual machine	D142	Fax firmware	version) Install version	
screen	condition is not	005a	rax IIIIIwale	03.03.00 or newer	
3016611	correctly shown	003a		03.03.00 of flewer	
Check Status	Not shown if machine is	D142	System/Copy	Install version 2.01 or	
screen	woken from Energy	013c	firmware	newer	
00.00	Saver mode	0.00	Imminutaro		
Missing icon	Fiery icon missing from	D142	System/Copy	Install version 2.00.3	
J	Home screen when	013b	firmware	or newer	
	administrator logs in.				
Missing icon	Some customized icons	D142	System/Copy	Install version 2.11 or	
	(used by SDK apps) do	013n	firmware	newer	
	not appear on the				
	Home screen				
Missing icon	When connecting via	D144	Browser	Install version 2.04.00	
	HTTPS to the Ricoh	026e	firmware	or newer.	
	Integrated Cloud				
	Environment using the browser unit				
		5444			
Missing icon	The SDK application	D144	Java VM v10	Install version	
	icon is not displayed	5600A	Update Tool	10.27.04 or newer	
	after recovering from energy saving mode	D144	firmware Java VM v10 for	_	
	energy saving mode	5600A	eDC firmware		
Screen turns	If the user selects "No"	D142	System/Copy	Install version 2.00.3	
white	when asked if they wish	013b	firmware	or newer	
	to log out				
999 minutes	999 minutes until	D142	System/Copy	Install version 2.01 or	
	printing	013c	firmware	newer	
Home screen	Some users cannot edit	D142	Web Support	Install version 1.12 or	
	their home screen icons	010b	firmware	newer	
Home screen	All icons except the	D142	System/Copy	Install version 2.02 or	
	Fiery icon disappear	013d	firmware	newer	
Home screen	Error when adding an	D142	Web Support	Install version 1.14 or	
	image	010d	firmware	newer	
Home screen	Only the admin can	D142	Scanner	Install version 1.12 or	
	add/remove the	009b	firmware	newer	
Homo carear	Scanner icon	D142	System/Cany	Install varsion 2.00 ar	
Home screen	Only the admin can add/remove the Copier	D142	System/Copy firmware	Install version 2.08 or	
	icon	013j	Illiliwale	newer	
	Cannot switch from the	D142	System/Copy	Install version 2.10 or	
Home screen					
Home screen	home screen after	013m	l firmware	newer	
Home screen	home screen after switching from an SDK	013m	firmware	newer	

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



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#### 6. Security

Subject	Symptom	RTB#	Cause	Solution	Note
Job List	Indicates that a job has been stored and	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	Job name shown as	D142	System/Copy	Install version 2.01 or	
attributes shown Job log	all asterisks (*****) Some job log data not recorded correctly if an original jam occurs.	013c D142 005a	firmware 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	D142 019a	Java VM v10 std Update Tool firmware	Install version 10.03.01 or newer	
	Log for jobs that involve an SDJ/J application.	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	D142 019a	Java VM v10 std Update Tool firmware	Install version 10.03.01 or newer	
	logouts.	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	

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01-: 1	0	DTC "	0 -	0 - 1 - 4	NI - 4
Subject	Symptom	RTB#	Cause	Solution	Note
Cannot login	Authentication or	D142	System/Copy	Install version 2.10 or	
	login screen still	013m	firmware	newer	
Cannot la vin	displayed after login  A device with CAP	D142	Curatama/Camur	Install version 2.49 or	
Cannot login	v2 installed fails to login, and "Failed to authenticate. Address Book is being updated."	5610B	System/Copy firmware	Install version 2.18 or newer	
	appears				
User	Some User IDs	D142	Java VM v10 std	Install version 10.03.01	
IDs/passwords	appear blank	019a	Update Tool firmware	or newer	
		D142	Java VM v10 std	Install version 10.03.01	
		020a	for eDC firmware	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		or Controller E-3300 System voructions in the RTB carefully.	ersion
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	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
	properly after a device recovers from energy saver mode.	Gene 051j	Java VM v10 for eDC firmware	Install version 10.13.06 or newer	

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Subject	Symptom	RTB#	Cause	Solution	Note
Authentication	Fails when the device	D142	Network Support	Install version 11.104 or	
	is set to use "IEEE	5563R	firmware	newer	
	802.1X" and				
	"TLS1.2" is set to				
\\/	"active"	D440	0	Legatell version 0.04 on	
Wrong user's job	In addition to	D142	System/Copy	Install version 2.01 or	
deleted	authenticated user's print jobs	013c	firmware	newer	
User name	If User Administrator	D142	Network DocBox	Install version 3.00 or	
garbled	Authentication is enabled	007b	firmware	newer	
Wrong domain	The machine	D142	Network Support	Install version 11.92 or	
used	authenticates users	006d	firmware	newer	
	using the Domain				
	Name of the device				
	instead of the				
Account locked	specified domain.  Kerberos	D142	Notwork Compart	Install version 11.93.3 or	
Account locked		006e	Network Support		
Machine logged	Authentication While using an SDK	D142	firmware System/Copy	newer Install version 2.06 or	
the user out	application	013h	firmware	newer	
User can do	Adding scanner	D142	System/Copy	Install version 2.06 or	
restricted	forwarding	013h	firmware	newer	
operation	destinations	0.0			
Data not deleted	From document	D144	EXJS firmware	Install version 1.12.00 or	
	server	021b		newer	
User not logged	When another user	D142	System/Copy	Install version 2.07 or	
out	logs in with a card, if	013i	firmware	newer	
	CAP is installed				
User not logged	If CAP v2, Streamline	Gene	Java VM v10	Install version 10.24.01	
out	NX or other	048z	Update Tool	or newer	
	application stops	Cono	firmware	Install version 40 24 04	
	during logout, the logout cannot be	Gene 084	Java VM v10 for eDC firmware	Install version 10.24.01 or newer	
	completed.	004	edc iimware	or riewer	
Security stamp	Missing or not printed	D142	Printer firmware	Install version 1.09 or	
	correctly	004d		newer.	
Security stamp	Missing for certain	D142 004f	Printer firmware	Install version 1.11 or newer.	
Other	languages Security warning	D142	Browser firmware	Install version 2.02.0 or	
	dialog displayed even	016c	Diowsci illiliwale	newer	
	if server certification	3.00			
	is installed.				
Other	An application	Gene	Java VM v10	Install version 10.13.06	
	without enhanced	048j	Update Tool	or newer	
	encryption may be		firmware		
	installed even if such	Gene	Java VM v10 for	Install version 10.12.02	
	applications are	051i	eDC firmware	or newer	
	prohibited				

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#### 7. Error Codes

Subject	Symptom	RTB#	Cause	Solution	Note
SC285	At low-temperature and	D142	System/Copy	Install version 2.06 or	
	low-humidity	013h	firmware	newer	
SC544,		D142	Several	See the flowchart and	
554, 564, 574		039	possibilities	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	

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Subject	Symptom	RTB#	Cause	Solution	Note
SC899	When the machine	D142	GWFCU3.5-	Install version 02.00.00	
	recovers from Sleep	022	4(WW) firmware	or newer	
	mode	D144			
		027a			
SC899	Caused by the printing of	D144	PCL firmware	Install version 1.08 or	
	specific kinds of scalable	020a		newer	
	TrueType fonts.				
SC899	When the user selects	D142	System/Copy	Install version 2.00.3 or	
	"Startup Settings" in the	013b	firmware	newer	
	Extended Features				
	screen in the WIM				
	interface.				
SC899	At the end of an SSL	D142	Java VM v10 std	Install version 10.03.01	
	session	019a	Update Tool	or newer	
			firmware		
		D142	Java VM v10 std	Install version 10.03.01	
00000	) A/I	020a	for eDC firmware	or newer	
SC899	When a user swipes a	D142	Java VM v10 std	Install version 10.04.02	
	card on the card reader	019b	Update Tool	or newer	
	while the device is in	D440	firmware	In stall or select 40 04 00	
	'sleep' mode.	D142	Java VM v10 std	Install version 10.04.02	
00000	Male and the area also a least to	020b	for eDC firmware	or newer	
SC899	When the machine boots	D144	EXJS firmware	Install version 1.11.00	
00000	up	021a	National Commonst	or newer	
SC899	Enabling DHCP Option	D142	Network Support	Install version 11.86 or	
00000	204 via telnet	006b	firmware	newer	
SC899	When the machine	D144	Network DocBox	Install version 11.86 or	
00000	connects to a switch	007b	firmware	newer	
SC899	If the user changes	D142	System/Copy	Install version 2.01 or	
	settings in the middle of	013c	firmware	newer	
SC899	a job	D142	Notwork Cupport	Install varsion 11 00 0	
50899	Attempting to establish a WPA connection to an	006c	Network Support firmware	Install version 11.88.2	
	SSID consisting of	0000	Illiliwale	or newer	
	exactly 32-bytes				
SC899	PCL5 jobs containing an	D144	PCL firmware	Install version 1.10 or	
30099	"ECS&IOC" command	020c	FCL IIIIIIwaie		
SC899	After removing a paper	D142	Fax firmware	Install version 07.00.00	
30098	jam	005e	I ax IIIIIWale	or newer.	
SC899	Turning power off/on	D144	EXJS firmware	Install version 1.12.00	
30033	when browser is running	021b	LAGO IIIIIWaic	or newer	
SC899	PCL jobs name (@PJL	D144	PCL firmware	Install version 1.11 or	
30000	JOBNAME) contains "%"	020d	1 JE IIIIIWaie	newer	
	characters and a banner	0200			
	page.				
SC899	When importing files	D142	Network DocBox	Install version 3.02 or	
3000		007d	firmware	newer	
SC899	After changing a network	D142	Network Support	Install version 11.98.1	
33330	setting	006g	firmware	or newer	
SC899	When simultaneously	D142	Network Support	Install version 11.99 or	
	printing using AppleTalk	006h	firmware	newer	
	and a Windows PC				
	•				

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Subject	Symptom	RTB#	Cause	Solution	Note
SC899	When the machine	D142	System/Copy	Install version 2.11 or	
	enters or recovers from Sleep mode	013n	firmware	newer	
SC899	Java VM bug	Gene	Java VM v10	Install version 10.11.02	
		048h	Update Tool	or newer	
		Gene	firmware Java VM v10 for	-	
		051h	eDC firmware		
SC899	When the machine	Gene	Java VM v10	Install version 10.15.00	
	recovers from energy	048n	Update Tool	or newer	
	saver mode		firmware		
		Gene	Java VM v10 for		
00000		051n	eDC firmware	Install version 00 00 00	
SC899		D142 005g	Fax firmware	Install version 09.00.00 or newer.	
SC899	The glyph data of	D144	PCL firmware	Install version 1.13 or	
00000	TrueType fonts has	020f	OE IIIII Ward	newer	
	hinting information that is				
	on the edge of the frame				
SC899	When printing PCL5 jobs	D144	PCL firmware	Install version 1.13 or	
	that include a scalable font	020f		newer	
SC899	When the device	D142	Network Support	Install version 11.100 or	
30099	repeatedly goes in and	006i	firmware	newer.	
	out of Energy Saver			11011011	
	Mode while the web				
	browser is running				
SC899	When printing with	D144	PCL firmware	Install version 1.14 or	
	Microsoft Word	020g D142	RPCS firmware	newer Install version 3.12.25	
		002b	RPCS IIIIIwaie	or newer	
SC899	When a character string	D144	EXJS firmware	Install version 1.16.00	
	containing "%s" is	021d		or newer	
	exported to the debug				
	log.				
SC899	During continuous	D144	Browser firmware	Install version 2.05.0 or	
SC899	scanning	026f D144	EXJS firmware	newer Install version 1.17.00	
30099		021e	EAJS IIIIIWale	or newer	
SC899	When performing Java	D144	Browser firmware	Install version 2.07.0 or	
	Script functions	026h		newer	
SC899	If a keystroke reader is	Gene	Java VM v10	Install version 10.24.01	
	connected to the device	048z	Update Tool	or newer	
		0.517.5	firmware	In stall consists 40.04.04	
		Gene 084	Java VM v10 for eDC firmware	Install version 10.24.01	
SC899		D144	PCL firmware	or newer Install version 1.16 or	
30009		020i	1 OL IIIIIWaie	newer	
SC899	When conducting	Gene	Java VM v10	Install version 10.26.01	
	location-free printing or	086b	Update Tool	or newer	
	authentication		firmware	_	
	processing with a	Gene	Java VM v10 for		
	solution product	084c	eDC firmware		
		<u> </u>			

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Subject	Symptom	RTB#	Cause	Solution	Note
SC899	When the RHPP port	D142	Printer firmware	Install version 1.12 or	
	(port 59100) receives	5572L		newer	
SC899	data. When using the PCL6	D144	PCL firmware	Install version 1.17 or	
30099	driver to print a PDF from	5580P	I CL IIIIIWale	newer	
	the Reader application in	00001		i i i i i i i i i i i i i i i i i i i	
	Windows 8.1				
SC899	When logging out from a	D142	Fax firmware	Install version 11.00.00	
	machine with the user	5569N		or newer	
	authentication enabled.				
SC899	When logging in from a	D144	Java VM v10	Install version 10.27.04	
	keyboard	5600A	Update Tool firmware	or newer	
		D144	Java VM v10 for	-	
		5600A	eDC firmware		
SC990	When receiving an IP-	D142	Remote Fax	Install version 03.00.00	
	FAX job and a Mail to	008a	firmware	or newer	
	Print job at the same				
	time.				
SC990	On a machine where	D144	EXJS firmware	Install version 1.12.00	
	authentication with IC	021b		or newer	
SC990	card is used When a device with	Gene	Java VM v10	Install version 10.13.06	
30990	CAPv2 recovers from	048j	Update Tool	or newer	
	energy saver mode.	040j	firmware	or newer	
	and gy care mean	Gene	Java VM v10 for	Install version 10.12.02	
		051i	eDC firmware	or newer	
SC990	After firmware update	D639	Due to a Java VM	Install Java f/w version	
	with @Remote	014	bug, Java VM will	V10.20 or newer.	
			not start up		
			correctly if the device is rebooted		
			while an SDK		
			application is		
			starting up.		
SC991	Java VM application	Gene	Java VM v10	Install version 10.13.06	
		048j	Update Tool	or newer	
		0.00	firmware	Install constant 40 40 00	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
SC997	When the device	Gene	Java VM v10	Install version 10.10.01	
30331	recovers from energy	048e	Update Tool	or newer	
	saver mode.		firmware		
		Gene	Java VM v10 for		
		051e	eDC firmware		
SC997	When the device enters	Gene	Java VM v10	Install version 10.13.06	
	and recovers from	048j	Update Tool	or newer	
	energy saver mode many times	Gene	firmware Java VM v10 for	Install version 10.12.02	
	many unies	051i	eDC firmware	or newer	
		30.11	350 mmwaio	3. 1104101	

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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	Gene 048h	Java VM v10 Update Tool firmware	Install version 10.11.02 or newer	
	recovering from energy saver mode.	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	Gene 086b	Java VM v10 Update Tool firmware	Install version 10.26.01 or newer	
	processing with a solution product	Gene 084c	Java VM v10 for eDC firmware		



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#### 8. Optional Units

Subject	Symptom	RTB#	Cause	Solution	Note
SD Cards	PostScript3 cannot be	D142	PS3 firmware bug	Install version 1.01	
	moved from the SD	021		or newer	
	card in Slot 2 to the	D144			
	card in Slot 1.	018a			
SD Cards	Movement of EXJS	D142	System/Copy	Install version	
	firmware to an SD card	013b	firmware	2.00.3 or newer	
	fails.				
Fax	The Fax function key	D142	GWFCU3.5-4(WW)	Install version	
	does not work, and the	022	firmware	02.00.00 or newer	
	Fax button does not				
	appear on the User				
	Tools display				
Fax	The fax function	D142	Fax firmware	Install version	
	cannot be accessed	005b		04.00.00 or newer	
Fax	Fax not forwarded	D144	GWFCU3.5-4 (WW)	Install version	
	. ax not formal aca	027e	firmware	06.00.00 or newer	
Fax	Cannot edit destination	D142	Web Support	Install version 1.15	
ı ux	with WIM	010e	firmware	or newer	
Fax	Pages of more than	D144	GWFCU3.5-4 (WW)	Install version	
ı ux	one job are all mixed	027f	firmware	07.00.00 or newer	
	up when printed (see	D643	Illiliwale	07.00.00 Of flewer	
	the RTB for conditions)	005			
USB	Text characters cannot	D142	System/Copy	Install version	
	be input correctly	013b	firmware	2.00.3 or newer	
keyboard SDK	SDK application	D142	Java VM v10 std	Install version	
	installation results in	019b		10.04.02 or newer	
applications		0190	Update Tool firmware	10.04.02 of flewer	
	the disappearance of a	D142	Java VM v10 std for	Install version	
	previously installed	020b	eDC firmware		
	SDK application if	0200	eDC Illimware	10.04.02 or newer	
	multiple embedded				
SDK	programs are installed.  Garbled characters in	D142	Java VM v10 std	Install version	
_	the fax "TSI" attribute if				
applications		019b	Update Tool	10.04.02 or newer	
	the fax is handled by	D440	firmware	In atall	
	the Java VM. This can	D142	Java VM v10 std for	Install version	
	cause unexpected	020b	eDC firmware	10.04.02 or newer	
	results for SDK				
	applications, such as				
	file naming errors if				
	using the "TSI"				
	attribute for naming				
CDK	metadata.	D440	Mah Cumrant	Install vension 4.45	
SDK	Cannot select SDK	D142	Web Support	Install version 1.15	
applications	app as priority function An error with the Auto	010e	firmware	or newer	
SDK		Gene	Java VM v10	Install version	
applications	Start-up feature	048e	Update Tool	10.05.01 or newer	
		0	firmware		
		Gene	Java VM v10 for		
		051e	eDC firmware		

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Subject	Symptom	RTB#	Cause	Solution	Note
SDK	Main screen does not	Gene	Java VM v10	Install version	11010
applications	appear after closing	048e	Update Tool	10.05.01 or newer	
арриодионо	software keyboard	0400	firmware	10.00.01 of ficwer	
	contrare neglectic	Gene	Java VM v10 for	╡	
		051e	eDC firmware		
SDK	The Card	Gene	Java VM v10	Install version	
applications	Authentication	048e	Update Tool	10.05.01 or newer	
аррисацопа	Package does not	0400	firmware	10.00.01 of fiewer	
	recover after a failed	Gene	Java VM v10 for	╡	
	machine reboot.	051e	eDC firmware		
SDK	Cannot reboot or stop	Gene	Java VM v10	Install version	
applications	an application after	048e	Update Tool	10.05.01 or newer	
арриодионо	installation was	0400	firmware	10.00.01 of fiewer	
	cancelled	Gene	Java VM v10 for	1	
	Carroonea	051e	eDC firmware		
SDK	Cannot activate after	Gene	Java VM v10	Install version	
applications	switching to on-line	048e	Update Tool	10.05.01 or newer	
аррисацопа	3witching to on-line	0400	firmware	10.00.01 of fiewer	
		Gene	Java VM v10 for	┨	
		051e	eDC firmware		
SDK	Logout error	Gene	Java VM v10	Install version	
applications	Logouterior	048e	Update Tool	10.05.01 or newer	
applications		0400	firmware	10.03.01 of flewer	
		Gene	Java VM v10 for	-	
		051e	eDC firmware		
SDK	Does not reboot if	Gene	Java VM v10	Install version	
applications	heap size is maximum	048e	Update Tool	10.05.01 or newer	
applications	Heap Size is maximum	0400	firmware	10.05.01 of flewer	
		Gene	Java VM v10 for	┥	
		051e	eDC firmware		
SDK	Temporary files not	Gene	Java VM v10	Install version	
applications	deleted after installing	048j	Update Tool	10.13.06 or newer	
аррисацопо	an application	O TOJ	firmware	10.10.00 of fiewer	
		Gene	Java VM v10 for	Install version	
		051i	eDC firmware	10.12.02 or newer	
SDK	Stops	Gene	Java VM v10	Install version	
applications	Ctops	048j	Update Tool	10.13.06 or newer	
арриодионо		040j	firmware	10.10.00 of fiewer	
		Gene	Java VM v10 for	Install version	
		051i	eDC firmware	10.12.02 or newer	
SDK	Cannot switch to	Gene	Java VM v10	Install version	
applications	another application	048j	Update Tool	10.13.06 or newer	
арриодионо	another application	040j	firmware	10.10.00 of ficwer	
		Gene	Java VM v10 for	Install version	
		051j	eDC firmware	10.13.06 or newer	
SDK	Application name	Gene	Java VM v10	Install version	
applications	displayed in Japanese	048j	Update Tool	10.13.06 or newer	
	a.spiajou iii oupuiiooo	0.0,	firmware	. 3.13.33 31 1101101	
		Gene	Java VM v10 for	Install version	
		051j	eDC firmware	10.13.06 or newer	
		55 ')	SSS IIIIIWais	13.10.00 01 1100001	
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Application does not restart after a Java VM remote update	Subject	Symptom	RTB#	Cause	Solution	Note
Part	SDK		Gene	Java VM v10	Install version	
SDK applications	applications		048j		10.13.06 or newer	
Application does not restart after the device failed to reboot   Gene failed to reboot   Gene failed to reboot   Gene firmware   Gene firmwa		-	Gene	Java VM v10 for	Install version	
Applications   restart after the device failed to reboot   Gane failed					10.13.06 or newer	
Failed to reboot						
SDK applications   SDK applica	applications		048j		10.13.06 or newer	
SDK applications   SDK applica		failed to reboot				
SDK applications   Applications   Applications   Application   Applications   A						
applications   application is installed via Remote Install   Manager, the heap size is reset to the default   SDK applications   Installed via Remote Install Manager, the stack size is reset to the default   SDK applications   CAP V2 is disabled   Gene	0.714					
Via Remote Install   Manager, the heap size is reset to the default   Manager, the heap size is reset to the default   Manager, the heap size is reset to the default   Manager, the stack size is						
Size is reset to the default   SDK   When Java VM is installed via Remote Install Manager, the stack size is reset to the default   Gene Install Version   Update Tool Install Version	applications		048u			
Men Java VM is installed via Remote Install Manager, the stack size is reset to the default   SDK applications   SDK applicat			Gene	Java VM v10 for		
applications Installed via Remote Install Manager, the stack size is reset to the default			051u	eDC firmware	10.20.05 or newer	
Install Manager, the stack size is reset to the default   O51u	SDK			Java VM v10		
SDK applications  SDK application behavior not correct  SDK applications  If only IPv6 is enabled on the device, cannot install applications remotely  SDK applications  Install version  10.24.01 or newer  Install version  10.24.01 or newer  10.26.01 or newer  10.27.04 or	applications		048u	•	10.20.05 or newer	
SDK applications						
SDK applications   CAP V2 is disabled   CAP V3 V4 V10   CAP V4 V10 is disabled						
applications    D48z						
SDK applications   SDK application   SDK applications   SDK applicat		CAP V2 is disabled				
SDK applications behavior not correct SDK applications behavior not correct SDK applications behavior not correct SDK applications applications SDK applications on the device, cannot install applications remotely SDK applications about applications installed on the device. Install version 10.26.01 or newer sire ware supplications about applications installed on the device. Install version 10.27.04 or newer sire ware supplications about applications installed on the device. Install version 10.27.04 or newer supplications installed on the device. SDK applications applications installed on the device. SDK applications the AdminTool The Fiery icon is not displayed on the LCD after the Fiery system is re-installed SDK applications is re-installed SDK applications application applications is re-installed SDK application application application applications applications after the Fiery system is re-installed SDK application application applications application	applications		048z	firmware	10.24.01 or newer	
SDK applications   SDK application behavior not correct   Gene Gene Gene Gene Gene Gene Gene Ge					Install version	
applications behavior not correct Gene Gene OB4c Gene DD144 Java VM v10 for eDC firmware  SDK applications remotely  SDK applications  SDK						
SDK applications   SDK applications   SDK applications   Terrieve device information applications   SDK applications   Terrieve device information when using the AdminTool   The Fiery icon is not displayed on the LCD after the Fiery system is re-installed   Terrieve device is re-i	_					
SDK applications Power P	applications	behavior not correct	086b		10.26.01 or newer	
SDK applications    SDK applications   If only IPv6 is enabled on the device, cannot install applications remotely   D144   Java VM v10 for 5600A   Device Manager NX applications installed on the device.   D144   Java VM v10 for eDC firmware   D144   D			_			
SDK applications						
applications on the device, cannot install applications remotely  SDK applications  SDK applications  The Fiery  The Fiery  The Fiery system is re-installed  Ton the device, cannot install applications remotely  SDK applications  The device, cannot firmware  D144						
install applications remotely    D144						
remotely  D144	applications		5600A		10.27.04 or newer	
SDK applications Enterprise fails to retrieve information about applications installed on the device.  SDK applications  SDK applications  SDK applications  SDK applications  The Fiery icon is not displayed on the LCD after the Fiery system is re-installed  SDK applications  SDK applications  SDK applications  The Fiery icon is not displayed on the LCD after the Fiery system is re-installed  SDK applications  SDK applications  SDK applications  SDK applications  The Fiery icon is not displayed on the LCD after the Fiery system is re-installed  SDK applications  SDK applications  SDK applications  SDK applications  GlobalScan NX fails to apply profiles or retrieve device information when using the AdminTool  The Fiery icon is not displayed on the LCD after the Fiery system is re-installed  SDK applications  D144 Java VM v10 Install version  10.27.04 or newer  Install version  10.27.04 or newer  SDK applications  The HDD cable is connected to SATA  2, instead of SATA  1. Bright version  10.27.04 or newer  SDK applications  10.27.04 or newer  SDK applications  10.27.04 or newer  10.27.04 or newer  Install version  10.27.04 or newer  SDK applications  10.27.04 or newer			D444			
Device Manager NX		remotely				
applications  Enterprise fails to retrieve information about applications installed on the device.  SDK applications applications applications applications  The Fiery after the Fiery system is re-installed  Enterprise fails to retrieve fails to retrieve fails to retrieve information about applications about applications  Enterprise fails to retrieve fails to retrieve information about applications  D144 Java VM v10 for eDC firmware  D144 Java VM v10  Update Tool Update Tool Install version  10.27.04 or newer  Install version  10.27.04 or newer  D142 Java VM v10 for eDC firmware  D144 Java VM v10 for eDC firmware  D145 Java VM v10 for eDC firmware  D146 Java VM v10 for eDC firmware  D147 Java VM v10 for eDC firmware  D148 Java VM v10 for eDC firmware  D149 Java VM v10 for eDC firmware  D140 Java VM v10 for eDC firmware  D141 Java VM v10 for eDC firmware  D142 Java VM v10 for eDC firmware  D144 Java VM v10 for eDC firmware  D145 Java VM v10 for eDC firmware  D146 Java VM v10 for eDC firmware  D147 Java VM v10 for eDC firmware  D148 Java VM v10 for eDC firmware  D149 Java VM v10 for eDC firmware  D140 Java VM v10 for eDC firmware  D141 Java VM v10 for eDC firmware  D142 Java VM v10 for eDC firmware  D149 Java VM v10 for eDC firmware  D140 Java VM v10 for eDC firmware  D141 Java VM v10 for eDC firmware  D142 Java VM v10 for eDC firmware  D144 Java VM v10 for eDC firmware  D145 Java VM v10 for eDC firmware  D146 Java VM v10 for eDC firmware  D147 Java VM v10 for eDC firmware  Fiery d160 Java VM v10 for eDC firmware  D141 Java VM v10 for eDC firmware  D142 Java VM v10 for eDC firmware  D144 Java VM v10 for eDC firmware  D150 Java VM v10 for eDC firmware  D160 Java VM v10 for eDC firmware  D170 Java VM v10 fo	ODIK	Davis Managara NIV			Leafall constant	
retrieve information about applications installed on the device.  SDK applications  SDK applications  The Fiery icon is not displayed on the LCD after the Fiery system is re-installed  Tetrieve information about applications about applications install the AdminTool  Fiery frequence information about applications install the Fiery inst		•				
about applications installed on the device.  SDK GlobalScan NX fails to applications apply profiles or retrieve device information when using the AdminTool  Fiery The Fiery icon is not displayed on the LCD after the Fiery system is re-installed  Total connected to SATA after the Fiery system is re-installed  Total connected to SATA and connected to SATA after the Fiery system is re-installed  Total connected to SATA and connected to SATA after the Fiery system is re-installed  Total connected to SATA and connected to SATA	applications		5600A		10.27.04 or newer	
SDK applications GlobalScan NX fails to apply profiles or retrieve device information when using the AdminTool  Fiery The Fiery icon is not displayed on the LCD after the Fiery system is re-installed  Fiery Install version Install version 10.27.04 or newer Install version 10.27			D144			
SDK applications  GlobalScan NX fails to apply profiles or retrieve device information when using the AdminTool  Fiery  The Fiery icon is not displayed on the LCD after the Fiery system is re-installed  GlobalScan NX fails to 5600A  D144 5600A  D144 Java VM v10 for eDC firmware  D144 Java VM v10 for eDC firmware  The HDD cable is connected to SATA 2, instead of SATA 1.  Do the procedure in the RTB (depending on machine serial number), then reinstall the Fiery the RTB.						
applications apply profiles or retrieve device information when using the AdminTool  Fiery The Fiery icon is not displayed on the LCD after the Fiery system is re-installed  Tolograph 10.27.04 or newer firmware  D144 Java VM v10 for eDC firmware  The HDD cable is connected to SATA 2, instead of SATA 1.  Do the procedure in the RTB (depending on machine serial number), then reinstall the Fiery the RTB.	SUK				Install version	
retrieve device information when using the AdminTool  Fiery  The Fiery icon is not displayed on the LCD after the Fiery system is re-installed  Tetrieve device firmware  D144  Java VM v10 for eDC firmware  The HDD cable is connected to SATA 2, instead of SATA 1.  Do the procedure in the RTB (depending on machine serial number), then reinstall the Fiery the RTB.						
information when using the AdminTool  Fiery  The Fiery icon is not displayed on the LCD after the Fiery system is re-installed  D144  5600A  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 reinstall the Fiery is the RTB.	applications		30007		10.27.04 Of Hewel	
Fiery  The Fiery icon is not displayed on the LCD after the Fiery system is re-installed  The AdminTool  D142  O38  The HDD cable is connected to SATA 2, instead of SATA 1.  The HDD cable is connected to SATA 2, instead of SATA 1.  The HDD cable is connected to SATA 2, instead of SATA 1.  The HDD cable is connected to SATA 2, instead of SATA 1.  The HDD cable is connected to SATA 2, instead of SATA 1.  The HDD cable is connected to SATA 2, instead of SATA 1.  The HDD cable is connected to SATA 2, instead of SATA 1.			D144		1	
Fiery The Fiery icon is not displayed on the LCD after the Fiery system is re-installed The HDD cable is connected to SATA 2, instead of SATA 1. Do the procedure in the RTB (depending on machine serial number), then reinstall the Fiery the RTB.						
displayed on the LCD after the Fiery system is re-installed  O38 connected to SATA 2, instead of SATA 1.  connected to SATA on machine serial number), then reinstall the Fiery the RTB.	Fierv				Do the procedure in	For the serial
after the Fiery system is re-installed  2, instead of SATA on machine serial number), then reprocedure, see install the Fiery the RTB.	,					
is re-installed  1. number), then re-install the Fiery procedure, see the RTB.						
install the Fiery the RTB.				· ·		-
						-

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

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#### 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		olor Controller E-3300 structions in the RTB ca		
E-3300	An error report is printed when the user tries to print using "Combine Separations for Spot Colors".	D142 033	1.0. Follow the ins	olor Controller E-3300 structions in the RTB ca Productivity Package o	refully.	
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		olor Controller E-3300 structions in the RTB ca		
E-3300	Comparison page cannot be printed	D142 044		olor Controller E-3300 structions in the RTB ca		
E-3300	Edited Output Profile does not perform correctly	D142 044, 050		olor Controller E-3300 structions in the RTB ca		
E-3300	ColorCal failure	D142 044, 050		olor Controller E-3300 structions in the RTB ca		
E-3300	Color profile not displayed	D142 057		olor Controller E-3300 structions in the RTB ca		
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.			



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#### 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,	D144 5580P	PCL firmware	Install version 1.17 or newer	
	such as Ricoh ProcessDirector				
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 D142	RPCS firmware  RPCS firmware	Install version 3.12.24 or newer Install version	
		002b D144 020g	PCL firmware	3.12.25 or newer 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 ( 1.0. Follow the instruct		
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 ( 1.0. Follow the instruct	Controller E-3300 Syste	

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	_				
Subject	Symptom	RTB#	Cause	Solution	Note
Characters not	Characters not printed	D142		lor Controller E-3300	
printed		044	1.0. Follow the inst	ructions in the RTB	carefully.
correctly				T	I
Characters not	If an email sent by scan-	D142	System/Copy	Install version	
printed	to-email is opened in	5610A	firmware	2.17 or newer	
correctly	Office 365 cloud mail				
	service, contents of the				
	attached file appear in				
	the body of the message				
	with the characters				
1 24	corrupted.	D440	Dainten Communication	Landall annuitan	
Low quality	When printing a job that	D142	Printer firmware	Install version	
text	contains multiple PDL	5572L		1.12 or newer	
1 . 1	data	D 4 40	T	1 ( 11	0 " DTD (
Light image	In low-temperature and	D142	The machine	Install new	See the RTB for
	low-humidity conditions	047	thinks there is too	firmware and	which firmware
	while the developer		much toner and	change some SP	and which SP
	carrier is still relatively		acts to reduce it.	settings.	settings
Light image	fresh	D142	The fusing pad	Install the	
Light image		067a	does not apply	modified fusing	
		007a	enough oil to the	pad.	
			inside of the	pau.	
			fusing belt.		
Dirty	In low-temperature and	D142	The charge	Increase the	SP3241-005(K),
background	low-humidity conditions	048	applied to the	potential for the	SP3241-006(M),
background	low-numbers conditions	040	drum drops	color showing the	SP3241-007(C),
			below the target	symptom by 40V	SP3241-008(Y)
Image rotation	Incorrect rotation	D144	EXJS firmware	Install version	01 0211 000(1)
inago rotation	correction angle in	021c	L/100 IIIIIIWaro	1.15.00 or newer.	
	image file	02.0		1110.00 01 110.001.	
Parts of image	Solid black images along	D142	Engine firmware	Install version	
are light	the main-scan direction	014f	3	1.08:04 or newer	
ŭ	appear light, and black				
	spots may appear in				
	these images.				
Characters	When printing an N-up	D144	PCL firmware	Install version	
missing	PCL6 job with a printer	020h		1.15 or newer	
	driver for Windows 8 or				
	a later OS				
Characters	PCL file	D142		lor Controller E-3300	
missing		057		ructions in the RTB	carefully.
Characters	When characters that	D144	PCL firmware	Install version	
missing	contain incorrect	5580P		1.17 or newer	
	TrueType font data are				
	printed				
Object not	With Impose	D142		lor Controller E-3300	
printed		058	1.0. Follow the inst	ructions in the RTB	carefully.
correctly		54	DOI 6		Т
Objects	Some lines and/or	D144	PCL firmware	Install version	
missing	borders missing from	5580P		1.17 or newer	
	PCL jobs				

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Subject	Symptom	RTB#	Cause	Solution		Note	
Object in	With Impose: Image	D142	Install patch for Colo	Install patch for Color Controller E-3300 System version			
wrong position	moves down	058	1.0. Follow the instru	uctions in the RTB of	careful	ly.	
White line	Printing with the "High	D142	Install patch for Colo				
	Quality" setting	060	1.0. Follow the instru		careful	ly.	
White line	If an image size is big	D144	PCL firmware	Install version			
	and has been enlarged with "Reduce/Enlarge" in the PCL6 driver	020g		1.14 or newer			
White line	PCL6: Raster image	D144	PCL firmware	Install version			
	enlarged or reduced with	020h		1.15 or newer			
	"Reduce/ Enlarge", or N- up printing is done						
Overlapping	Duplex PCL jobs	D144	PCL firmware	Install version			
text		020f		1.13 or newer			
Extra lines	PCL jobs	D144	PCL firmware	Install version			
printed		020f		1.13 or newer			
Wrong color	Crop marks are printed	D142	Install patch for Color Controller E-3300 System version				
_	in the wrong color	068	1.0. Follow the instructions in the RTB carefully.				



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#### 11. Mechanical/Electrical

Subject	Symptom	RTB#	Cause	Solution	Note
Cannot detect	Postcard-sized	D144	EXJS firmware	Install version	
originals	originals	021a		1.11.00 or newer	
Toner End not	After the toner bottle	D142	Various possible	Work through the	
cleared	is replaced	024	causes	flow chart in the RTB	
Noise	From the fusing unit	D142	Engine firmware; also	Engine firmware: Insta	I version
	after the paper is fed	036b	replace the fusing	1.05:04 or newer	
	out.	D142	belt unit with a new	New fusing belt units	
		014c	type that rotates	NA: D1424045 EU/AA/CHN: D142404	6
			more smoothly and does not vibrate	TWN: D1424047	O
			You can replace the	New fusing units	
			complete fusing unit	NA: D1424036	
			with a new type that	EU/AA/CHN: D142403	7
			contains the new	TWN: D1424038	
			belt.		
Noise	From the fusing unit	D142	Gaps between the	Temporary solution: Tv	vo spacers
		049	pressure roller gear	Permanent solution: Re	
			and pressure roller	pressure roller gear wit	h the modified
			shaft	one (AB014340).	
Noise		D142	Bent plate in PTR	Production line:	
		056	unit	A sheet to prevent this	was added to
				the PTR. In the field:	
					roplace the
				If the symptom occurs, PTR unit with the new	
				(D1446205)	туре
Toner	Upper cover of	D142	Machine is used with	Replace the	
scattering	duplex unit	040	a higher APV than	development unit	
Ü	,		normal, wearing out	(each color) every	
			the developer more	150K if the machine	
			quickly.	is used with an APV	
				of over 50K.	
Broken fusing	The front stopper	D142	The user used too	The shape of the	See the RTB
unit parts	and/or front guide	046	much force.	stopper was	for P/N and
	plate are damaged when the customer			changed; applied	replacement
	pulls the fusing unit			from Sept 2012 production.	procedure.
	out.			production.	
Broken fusing	Damaged fusing	D142	The fusing pad does	Install the modified	
unit parts	sleeve	067	not apply enough oil	fusing pad.	
S P S 15	0.0010		to the inside of the	l .a.ag pa.a.	
			fusing belt.		
Fusing belt	When printing on	D142	Engine firmware	Install version	
peels off	narrow paper, or on	014e,		1.07:04 or newer	
	paper that is a	051			
	different size from				
	that selected				
"Toner	See the RTB for the	D142	Engine firmware	Install version	
cartridge has	conditions	014f		1.08:04 or newer	
not been					
loaded"	<u> </u>		l	l	

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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	D142 059	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	D632 001	The exit tray was produced by an aging mold.	Remove the burr with sandpaper (P/N D1299900)	



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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	



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Subject	Symptom	RTB#	Cause	Solution	Note
Machine stalls	When returning from	Gene	Java VM v10	Install version	
	energy saver mode, if	048u	Update Tool	10.20.05 or newer	
	CAP v2 is installed		firmware		
		Gene	Java VM v10 for	Install version	
		051u	eDC firmware	10.20.05 or newer	
Machine stalls	When the machine	Gene	Java VM v10	Install version	
	switches to offline mode	048u	Update Tool	10.20.05 or newer	
	(such as when entering		firmware		
	user tools mode)	Gene	Java VM v10 for	Install version	
	,	051u	eDC firmware	10.20.05 or newer	
Machine stalls	Stalls without displaying	D142	System/Copy	Install version 2.15 or	
	the preview and	013r	firmware	newer	
	thumbnail of the				
	scanned data				
Machine stalls	If scanned from the	Gene	Java VM v10	Install version	
	exposure glass with Size	048z	Update Tool	10.24.01 or newer	
	Setting	0102	firmware	10.2 1.0 1 01 110 001	
	disabled	Gene	Java VM v10 for	Install version	
	disabled	084	eDC firmware	10.24.01 or newer	
Machine	When printing PCL5 jobs	D144	PCL firmware	Install version 1.13 or	
reboots	that include a scalable	020f	FCL IIIIIIWale	newer	
Tebools	font	0201		newei	
Cannot reboot	TOTIL	Gene	Java VM v10	Install version	
Cannot repoot				10.13.06 or newer	
		048j	Update Tool	10.13.06 of flewer	
		0	firmware	Leafell consists	
		Gene	Java VM v10 for	Install version	
NA - alala -	Otana and Okin Fanand	051i	eDC firmware	10.12.02 or newer	
Machine	Store and Skip Errored	D142	Printer firmware	Install version 1.06 or	
reboots	Job = ON, and printing	004a		newer	
0, 1	200 Hold Print jobs	D 4 4 0			
Stack size	Cannot change	D142	Java VM v10 std	Install version	
		019a	Update Tool	10.03.01 or newer	
		D 1 10	firmware		
		D142	Java VM v10 std	Install version	
		020a	for eDC firmware	10.03.01 or newer	
Out of Memory	"Out Of Memory Exception"	D142	Java VM v10 std	Install version	
		019a	Update Tool	10.03.01 or newer	
			firmware		
		D142	Java VM v10 std	Install version	
		020a	for eDC firmware	10.03.01 or newer	
Out of Memory	Lack of device memory when programs are	D142	Java VM v10 std	Install version	
		019b	Update Tool	10.04.02 or newer	
	running		firmware		
		D142	Java VM v10 std	Install version	
		020b	for eDC firmware	10.04.02 or newer	
Timeout	In Muffling mode	D142	Java VM v10 std	Install version	
	_	019a	Update Tool	10.03.01 or newer	
			firmware		
		D142	Java VM v10 std	Install version	
		020a	for eDC firmware	10.03.01 or newer	
		_			

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Subject	Symptom	RTB#	Cause	Solution	Note
Device settings	Cannot display	Gene	Java VM v10	Install version	11010
Dovice counting	Carriot diopiay	048j	Update Tool	10.13.06 or newer	
		,	firmware		
		Gene	Java VM v10 for	Install version	
		051i	eDC firmware	10.12.02 or newer	
Changes to	Changes made to the	D142	Fax firmware	Install version	
settings not	Remote Reception	005b		04.00.00 or newer	
applied	setting				
Changes to	Bypass Tray Priority	D142	Install patch for Color Controller E-3300 System version		
settings not	setting	054	1.0. Follow the instructions in the RTB carefully.		
applied				T	
Changes to	Settings for SDK/J	D142	System/Copy	Install version 2.10 or	
settings not	applications	013m	firmware	newer	
applied	LIAND (ID 4 LIB 6	D 4 40	N ( 10 (	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
Changes to	LLMNR of IPv4 and IPv6	D142	Network Support	Install version 11.99	
settings not	are enabled in Web	006h	firmware	or newer	
applied	Image Monitor, but not reflected in lists.				
Changes to	Summer Time correction	D142	System/Copy	Install version 2.11 or	
settings not	not applied	013n	firmware	newer	
applied	Tiot applied	0 1011	Illiliwaic	Ticwoi	
Settings	Settings for Auto Print	D142	Fax firmware	Install version	
change	Fax Journal	5569N		11.00.00 or newer	
unexpectedly	(SWUSR_03, bit 7) and				
. ,	whether or not to include				
	sender name in reports				
	(SWUSR_04, bit 5)				
	change after logging out				
Slow warmup		D142	System/Copy	Install version 2.02 or	
		013d	firmware	newer	
		D142			
Carratana	Time a thirt accompany where	030	National DesDess	Install consists 0.04 an	
Counters	Time that counters were	D142 007c	Network DocBox	Install version 3.01 or	
	cleared was not recorded	0076	firmware	newer	
Memory Clear	SP 5-801 fails	D142	System/Copy	Install version 2.06 or	
Wichiory Olcar	01 5-001 14113	013h	firmware	newer	
SP Default	Some are not correct	D142	System/Copy	Install version 2.06 or	
settings	232 22 1101 0011001	013h	firmware	newer	
SMC report	Some data on the SMC	D142	System/Copy	Install version 2.06 or	
	report appears as "No	013h	firmware	newer	
	string"				
Backup and	Not working properly	D142		or Controller E-3300 Sys	
restore		044	1.0. Follow the inst	ructions in the RTB caref	ully.
Hard disk	Formatting timeout (EFI	Gen	The usable	Replace the HDD	
	controller HDD) when	RTB	storage capacity	with the following:	
	reloading system	060	of the HDD	D6501020 (clipped	
	software after replacing		mentioned above	from 500GB to	
	the hard disk	54:5	was not "capped"	160GB)	
Machine is	Printing with the R55	D142	System/Copy	Install version 2.09 or	
slow	emulation	013k	firmware	newer	

# Technical **B**ulletin

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Updated: End of July 2018: Changes in bold italics

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 D144 5600A	Java VM v10 Update Tool firmware Java VM v10 for eDC firmware	Install version 10.27.04 or newer	
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 Gene	Java VM v10 Update Tool firmware Java VM v10 for	Install version 10.07.02 or newer	
		051e	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	