RICOH

Model: Model AP-C1	Date: 31-Mar-06	No.: RB222000r

Subject: Troubleshooting			Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information

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

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

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Tray errors	For PCL jobs if the machine is in sleep mode	B222 012a	Printer firmware	Install version 1.02 or later.	
Jam	800mm paper or longer	B222 009g	Engine firmware	Install version 1.591:01 or later.	
Jam	Jam 201	B222 015b	Finisher firmware	Install version 02.030:16 or later.	
Jam	Jam 111	B222 015c	Finisher firmware	Install version 02.040:17 or later.	
Jam	Jam 17	B222 009k	Engine firmware	Install version 1.63:01 or later.	
Jam	Jam 53	B222 066	Shavings from the eraser or punched chads cover the original separation sensor	Temporary solution: Remove the eraser shavings/dust and punched chads Permanent solution: Replace the original exit cover and reverse cover with new parts.	See the RTB for part numbers and the procedure.
Jam	JAM 192/193/201	B222 015d	Finisher firmware	Install version 02.090:22 or later.	
Jam	Jam 62	B222 015e	Finisher firmware	Install version 02.100:23 or later.	
Jam	Jam 1 (Cover open) occurs frequently in the BU3000 Bridge unit.	B222 009m	Engine firmware	Install version 1.65:01 or later.	
		B222 076	Unstable signal from sensor, due to faulty contacts, or detection timing incorrect	Firmware modified to correct the detection timing	
ADF jam		B802 004a	Bent component, caused by customer error	Replace the guide plate (only for models earlier than a certain serial number.	See the RTB
ADF jam	Jam 57	B802 006	Broken bearing	Install modified component	See the RTB for details.
Sheet fed out in the wrong orientation	When a job is fed out to the shift tray following jam recovery	B222 015g	Finisher firmware	Install version 02.130:26 or later.	

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2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
Process control	Does not finish if the front cover is open	B222 009b	Engine firmware	Install version 1.531:01 or later.	
'Replace Toner Cartridge' at the wrong time	When toner near-end occurs	B222 007d	System/Copy firmware	Install version 1.59 or later.	
ACC	Not done when the machine is in the Toner Near End condition	B222 007e	Copy/System firmware	Install version 1.60 or later.	

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3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot get IP address	Cannot get from DHCP server in some cases	B222 006a	Network firmware	Install version 5.11 or later.	
Cannot get IP address	From a DHCP Server through a DHCP Relay Agent	B222 006b	Network support firmware	Install version 5.12 or later.	
Scan to SMB	Destination not added to the job	B222 007a	System/Copy firmware	Install version 1.51.3 or later.	
Scan to SMB	Cannot Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant	B222 006h	Network support firmware	Install version 5.20.1 or later.	
Scan to SMB	Cannot Scan to SMB to Windows 98/98SE/Me/ NT 4.0 destinations specified using an IP address.	B222 006h	Network support firmware	Install version 5.20.1 or later.	
Scan to SMB	SMB retry fails to retry the sending of failed SMB transfers	B222 006h	Network support firmware	Install version 5.20.1 or later.	
Scan to SMB	After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname are not found.	B222 006h	Network support firmware	Install version 5.20.1 or later.	
Scan to SMB	The Scan to SMB "Connection Test" fails if performed on a directory located directly below a DFS root.	B222 006h	Network support firmware	Install version 5.20.1 or later.	
Scan to SMB	If the MFP's IP address is changed to an IP address of another subnet, cannot browse the network (using Scan to SMB)	B222 006h	Network support firmware	Install version 5.20.1 or later.	
Scan to SMB	Cannot Scan to SMB to a destination that is not specified using an FQDN.	B222 006h	Network support firmware	Install version 5.20.1 or later.	
Scan to SMB	Cannot Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.	B222 006h	Network support firmware	Install version 5.20.1 or later.	
Scan to SMB	General SMB operation error occurs when scanning via SMB to a Windows Vista share folder.	B222 048	Printer Controller E-5000 firmware	Apply 1- VXUKA.ps for Printer Controller E-5000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.	
Web Image Monitor	Cannot install SDK application with WIM	B222 007a	System/Copy firmware	Install version 1.51.3 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Web Image Monitor	Cannot update firmware with WIM	B222 007f	Copy/System firmware	Install version 1.61 or later.	
Web Image Monitor	Fax documents appear cut off	B222 005d	Netfile firmware	Install version 2.05 or later.	
Web Image Monitor	File and user names shown in the Document server that contain Korean characters	B222 005d	Netfile firmware	Install version 3.00 or later.	
Web Image Monitor	Slow, if SSDP is enabled	B222 006e	Network support firmware	Install version 5.17 or later.	
Web Image Monitor	Job names that include "%s" prevent the document server from being seen from Web Image Monitor.	B222 005f	Netfile firmware	Install version 3.02 or later.	
Web service stalls	If you try to make an IPP Authentication password of 8 two-byte numeric digits	B222 008a	Websys firmware	Install version 1.04 or later.	
Web service stalls	If the device settings are changed via WIM or the Operation Panel at the same time as ScanRouter is accessing the device.	B222 005f	Netfile firmware	Install version 3.02 or later.	
Web Smart Device Monitor	Some settings are not applied to the target machines	B222 008a	Websys firmware	Install version 1.04 or later.	
Web Smart Device Monitor	Cannot upload the job log to Web SDM	B222 007f	Copy/System firmware	Install version 1.61 or later.	
Web Smart Device Monitor	User name/user code not shown in the job log	B222 012f	Printer firmware	Install version 1.10 or later.	
Web Smart Device Monitor	Job names that include "%s" prevent Web SDM from retrieving the job list.	B222 005f	Netfile firmware	Install version 3.02 or later.	
Web Smart Device Monitor	Duplicate logs sent to Web SDM	B222 005f	Netfile firmware	Install version 3.02 or later.	
404 Not found	When accessing the document server in WIM via a single sign-on server	B222 001a	Web Uapi firmware	Install version 1.11 or later.	
			System firmware	Install version 1.60 or later.	B222 007e
			Websys firmware	Install version 1.05 or later.	B222 008b
			Netfile firmware	Install version 2.02 or later.	B222 005b
			Printer firmware	Install version 1.04 or later.	B222 012c
			Fax firmware	Install version 01.02.00 or later.	

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404 not found	When transferring logs from the device using Web SDM without a power cycle, if the WIM document server is accessed.	B222 005f	Netfile firmware	Install version 3.02 or later.	
404 not found	When a user tries to access WebImageMonitor after a restoration of the address book is cancelled	B222 008b	Websys firmware	Install version 1.05 or later.	
404 not found	Returned by WIM after the "Date and time" setting is configured via a Web SmartDeviceMonitor ver.2.0 Batch Configuration	B222 006c	Network support firmware	Install version 5.13 or later.	
Documents not sent to folder	Not sent to SMB or NCP folder paths containing a mix of both 1-byte and 2-byte characters.	B222 005b	Netfile firmware	Install version 2.02 or later.	
Scanned documents not delivered	Delivery of a scanned document fails via Scan to ScanRouterEX (using the MFP Browser), and the device will not attempt to resend the document.	B828 003g	Browser Unit firmware	Install version 1.72 or later.	
Dummy files sent	Dummy files entitled "Lost Document" are sent to the ScanRouter server for Sample Print/Hold Print/Locked Print job types.	B222 005b	Netfile firmware	Install version 2.02 or later.	
SMB printing	Sometimes not available	B222 006b	Network support firmware	Install version 5.12 or later.	
On-Demand E-mail Notification	No reply until power off/on	B222 008b	Websys firmware	Install version 1.05 or later.	
Notification emails	If a supply call is generated under certain conditions, many notification emails are then sent out.	B222 007l	System_copy firmware	Install version 1.69 or later.	
DNS	The machine is not registered with a DNS server by a DHCP relay agent	B222 006c	Network support firmware	Install version 5.13 or later.	
DNS	The machine fails to renew with the DDNS server	B222 006c	Network support firmware	Install version 5.13 or later.	
IPP	IPP clients do not print to machines that joined the network using mDNS (Bonjour)	B222 006c	Network support firmware	Install version 5.13 or later.	
Cannot register folders	Cannot register SMB folders in address book	B222 006d	Network support firmware	Install version 5.14 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Cannot download files	Using WebImageMonitor in the Safari browser, address book back-up files cannot be downloaded.	B222 008c	Websys firmware	Install version 1.06.1 or later.	
Cannot download files	Cannot download from Document Server with WebImageMonitor	B222 005e	Netfile firmware	Install version 3.01 or later.	
Cannot access the network	See the RTB for details	B222 007h	System/Copy firmware	Install version 1.65 or later.	
Cannot access the network	After the Log collection tool is run.	B222 006f	Network support firmware	Install version 5.18 or later.	
Wireless LAN	Connection dropped	B222 006e	Network support firmware	Install version 5.17 or later.	
Wireless LAN	Sudden loss of connection, "Problems with the wireless card" displayed	B222 007l	System_copy firmware	Install version 1.69 or later.	
NIB summary	The Interface Speed is shown as "Link down" if WLAN is enabled.	B222 006e	Network support firmware	Install version 5.17 or later.	
Cannot upload logs	Access and Job Logs not uploaded to Web SmartDeviceMonitor or Remote Communication Gate S.	B222 005f	Netfile firmware	Install version 3.02 or later.	
Loss of connectivity	The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity until the MFP reinitializes the network connection (10 seconds).	B222 006g	Network support firmware	Install version 5.19 or later.	
Internet Explorer	Internet Explorer crashes	B222 029	Printer Controller E-5000 firmware	Apply 1-QWOVA.ps for Printer Controller E-5000 system version 1.01.	
Cannot access the machine	Connectivity applications cannot connect to the machine if SSL has been disabled.	B861 006	VM card type C firmware	Install version 2.08 or later.	
RFU	After the firmware is updated by RFU and the machine is rebooted, a new folder is automatically created or it is not possible to copy files.	B861 006a	VM card firmware	Install version 2.10 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Fax	*Paperless faxes are deleted and not forwarded to the shared folder, and the documents and corresponding error report are not printed.*	*GenF 025*	*MBU firmware*	*Install version 08.00.00 or later.*	

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4. Printing

Subject	Symptom	RTB #	Cause	Solution	Note
Garbage characters	PCL: After several hundred pages printed without power off	B222 012b	Printer firmware	Install version 1.03 or later.	
Garbage characters	PCL jobs with separator pages	B222 012b	Printer firmware	Install version 1.03 or later.	
PDF	Adobe Acrobat/RPCS driver: Missing characters or portions of characters	B222 012c	Printer firmware	Install version 1.04 or later.	
PDF	A PS error occurs when printing certain PDF files using the PS driver.	B222 077	Printer Controller E-5000 firmware	Apply 5 patches as described for Printer Controller E-5000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch	
Jobs cancelled	Jobs submitted from Mac OS via AppleTalk	B222 006e	Network support firmware	Install version 5.17 or later.	
Jobs cancelled	PCL: If there is more than 2000 jobs	B222 012f	Printer firmware	Install version 1.09 or later.	
Jobs cancelled	IPP print jobs	B222 006f	Network support firmware	Install version 5.18 or later.	
Jobs cancelled	Printing a booklet job cancels when user code authentication is set on the copier.	B222 047	Printer Controller E-5000 firmware	Apply 1- STKXK.ps for Printer Controller E-5000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.	
Jobs not accepted	After a job consisting of a multiple of 8KB (8192 bytes) is submitted via IPP, the machine will not accept any more jobs until rebooted.	B222 006f	Network support firmware	Install version 5.18 or later.	
Slow printing	The use of SDK applications that access the GPS Filter	B222 012g	Printer firmware	Install version 1.70 or later.	
Euro character	The Euro character overlaps adjacent characters	B222 030	Printer Controller E-5000 firmware	Apply 1-RH3GA.ps for Printer Controller E-5000 system version 1.01.	
Job not printed	A job that uses a Custom paper size does not print and the copier displays an incorrect message to load the wrong paper size.	B222 036	Printer Controller E-5000 firmware	Apply 1-RYZ7X.ps for Printer Controller E-5000 system version 1.01.	
Job not printed	PCL files	B861 006	VM card type C firmware	Install version 2.05 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Printing stops	PS: Printing stops in the middle	B222 043	Printer Controller E-5000 firmware	Apply 1-UCLZQ.ps for Printer Controller E-5000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.	
Printing stops	Print job stops when a fax print job and the file print job are sent at the same time.	B222 050	Printer Controller E-5000 firmware	Apply 1- Z3AU4.ps for Printer Controller E-5000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.	
Job not printed correctly	PS files print incorrectly.	B222 077	Printer Controller E-5000 firmware	Apply 1-UWFVR beforehand as a prerequisite patch.	
Job shift not working	Job shift does not work properly when printing with banner pages.	B222 077	Printer Controller E-5000 firmware	Apply 5 patches as described for Printer Controller E-5000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.	

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5. Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
PDF file defective	Size of the file made by the scanner not the same as selected at the op panel	B222 005b	Netfile firmware	Install version 2.02 or later.	
		B222 007e	Copy/System firmware	Install version 1.60 or later.	
		B222 005c	Netfile firmware	Install version 2.03 or later.	
		B222 007f	Copy/System firmware	Install version 1.62 or later.	
PDF file defective	All pages of a PDF file are blank if created by scanning with the Custom Size setting.	B222 007m	System/Copy firmware	Install version 1.70 or later.	
Scan to NCP problems		B222 007i	Copy/System firmware	Install version 1.67 or later.	
		B222 010c	Scanner firmware	Install version ap_1.23 or later.	
Scan to NCP problems	Fails	B222 010d	Scanner firmware	Install version ap_1.24 or later.	
		B222 007m	System/Copy firmware	Install version 1.70 or later.	
Scan to NCP problems	Slow	B222 010d	Scanner firmware	Install version ap_1.24 or later.	
		B222 007m	System/Copy firmware	Install version 1.70 or later.	
Wrong type of file output	A scan configured to output a Multi-page TIFF outputs a PDF.	B222 010d	Scanner firmware	Install version ap_1.24 or later.	
Cannot open scanned image	Scanned jobs with LEF direction and saved as JPEG cannot be opened in Adobe Illustrator 10.	B222 042	Printer Controller E-5000 firmware	Apply 1-RWEVP.ps for Printer Controller E-5000 system version 1.01.	
Scanner is unstable	Scanning with Platen and Mixed size scan options will destabilize the scanner	B222 050	Printer Controller E-5000 firmware	Apply 1- Z3AU4.ps for Printer Controller E-5000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.	

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6. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Garbage characters	2-byte fonts in the Key Display name shown as garbage letters	B222 007b	System/Copy firmware	Install version 1.57 or later.	
Garbage characters	File and user names shown in the Document server that contain Korean characters	B222 005d	Netfile firmware	Install version 3.00 or later.	
Display not correct	Finisher full: Bitmap does not show the machine, only the options	B222 012a	Printer firmware	Install version 1.02 or later.	
Display not correct	Image density setting not shown correctly	B222 009g	Engine firmware	Install version 1.591:01 or later.	
Display not correct	An incorrect message keeps showing on the LCD after printing few copies of PowerPoint job with punch, staple and duplex settings	B222 049	Printer Controller E-5000 firmware	Apply 1- XER9Q.ps for Printer Controller E-5000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.	
"Please wait" remains on the screen	After recovery from Energy Saver mode	B222 007d	System/Copy firmware	Install version 1.59 or later.	
Buttons greyed out	After selecting a file in the Print Jobs menu	B222 012c	Printer firmware	Install version 1.04 or later.	
Operation panel does not work	When the machine recovers from Energy Saver mode	B222 007h	System/Copy firmware	Install version 1.66.1 or later.	
Operation panel does not work	When the machine recovers from Energy Saver mode	B222 007j	System/Copy firmware	Install version 1.68 or later.	
Operation panel does not work	When the machine recovers from Energy Saver mode	B861 006a	VM card firmware	Install version 2.10 or later.	
Operation panel does not work	The panel does not respond at all, or The positions of the buttons shift (even after calibration)	B222 053a	An adhesive in the assembly is expanding, causing damage to the unit.	Replace the touch panel as explained in this RTB.	
Stored jobs not shown	If the DataOverwriteSecurity Unit is installed	B222 007m	System/Copy firmware	Install version 1.70 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Cannot select an application button in User Tools and SP mode	Occurs when connected to @Remote and the controller board was just changed	B222 018	Software bug	There are three solutions. 1. Before changing the controller board, disconnect the machine from @Remote. 2. Replace the NV-RAM. 3. Do a forced firmware update.	
		B222 007e	Copy/System firmware	Install version 1.60 or later.	
Cannot display files	Tiff image files created by the fax function	B861 006a	VM card firmware	Install version 2.10 or later.	
Software keyboard	Cannot be closed	B861 006d	VM card C firmware	Install version 2.15 or later.	

7. Security

Subject	Symptom	RTB #	Cause	Solution	Note
All users log in with the same privileges	When they login to the device via Web Image Monitor within about 1 second.	B222 008a	Websys firmware	Install version 1.04 or later.	
"Proxy error" displayed	After power turned on	B222 007d	System/Copy firmware	Install version 1.59 or later.	
Cannot login	Windows Vista via SMB	B222 006b	Network support firmware	Install version 5.12 or later.	
Cannot login	Integration server	B222 007e	Copy/System firmware	Install version 1.60 or later.	
Cannot login	If User Code Auth. is enabled, users are shown the login screen again after logging in.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Login user names not saved	Names that contain spaces, input from the operation panel	B222 007g	Copy/System firmware	Install version 1.64 or later.	
Users can change settings without necessary privileges	Web Image Monitor settings	B222 008d	Websys firmware	Install version 1.09 or later.	
Unauthorized use not logged	Copying attempts not logged	B222 007j	System/Copy firmware	Install version 1.68 or later.	
Some jobs not shown in job history	Stored jobs (e.g., Locked Print), if a hard disk is installed	B222 007g	System/Copy firmware	Install version 1.63 or later.	
		B222 008c	Websys firmware	Install version 1.06.1 or later.	
Cannot get job history	The PC fax job history cannot be obtained (see the RTB for details of the conditions)	B222 003d	RFax firmware	Install version 03.00.00 or later.	
Windows Authentication	Unable to retrieve the Windows group name from a Windows 2008 R2 server during Authentication, so, logged in users are only granted the "Available Functions" specified for them in the Address book.	B222 006h	Network support firmware	Install version 5.20 or later.	
Windows Authentication	Fails if the username or password includes lower-case European characters.	B222 006h	Network support firmware	Install version 5.20 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Cannot assign group privileges	If that group has a name consisting of more than 20 bytes.	B222 006h	Network support firmware	Install version 5.20 or later.	

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8. **Error Codes**

Subject	Symptom	RTB #	Cause	Solution	Note
SC443		MB B222 028	PCU touches the encoder board	Install a new ITB unit P/N B2236034	
SC548	If the fusing unit is not attached completely	B222 009d	Engine firmware	Install version 1.551:01 or later.	
SC548	Due to a timing error in the detection of the fusing roller rotation.	B222 009l	Engine firmware	Install version 1.64:01 or later.	
SC548	While the fusing unit is warming up from standby mode	B222 067	1) Engine firmware bug 2) The fusing unit is tilted slightly when it is attached.	(1) Update the Engine firmware to V1.64:01 or later. (2) Replace the fusing unit encoder and two sensors on the machine side.	
SC549	While the fusing unit is warming up from standby mode	B222 067	1) Engine firmware bug 2) The fusing unit is tilted slightly when it is attached.	(1) Update the Engine firmware to V1.64:01 or later. (2) Replace the fusing unit encoder and two sensors on the machine side.	
SC672	Job with a lot of pages; the machine stalls	B222 007a	System/Copy firmware	Install version 1.51.3 or later.	
SC687	Job with a lot of pages; the machine stalls	B222 007a	System/Copy firmware	Install version 1.51.3 or later.	
SC687	Document server/Magazine/2400 x600 dpi	B222 007c	System/Copy firmware	Install version 1.58 or later.	
SC760	If the front cover is open during phase control	B222 009b	Engine firmware	Install version 1.531:01 or later.	
SC819	If the power is turned OFF/ON during a remote firmware update (RFU)	B222 007c	System/Copy firmware	Install version 1.58 or later.	
SC819	If IP-FAX is not used for a while in certain network environments.	B222 003a	RFax firmware	Install version 01.02.00 or later.	
SC819	If authentication is enabled, occurs after 2000 users have logged on/off without a power cycle.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SC819	When the device changes into Energy Saver mode	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SC820		MB 005	Controller board software	A new controller board (new part number)	

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SC868		B861 002	Damaged SD card containing the VM option. The card may have been damaged during installation.	Make sure that the installation procedure is followed exactly.	See the RTB for details of the installation procedure.
SC889	If the device tries and fails to login to a Windows scan destination 3 times	B222 006h	Network support firmware	Install version 5.20 or later.	
SC899	Trying and failing to login to a Scan destination three times	B222 006h	Network support firmware	Install version 5.20 or later.	
SC955	Jobs stored for printing with 1200dpi	B222 007m	System/Copy firmware	Install version 1.70 or later.	
SC990	When the machine prints out the SMC report	B222 007b			
SC990	When installing an embedded RC Gate (Cumin) via a Proxy Server	B222 007j	System/Copy firmware	Install version 1.68 or later.	
SC990	If a job that contains a large amount of data per page is printed in duplex.	B222 007l	System_copy firmware	Install version 1.69 or later.	
SC990	Duplex documents rescanned from the ADF after a jam	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SC990	When the device changes into Energy Saver mode	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SC990	If authentication is enabled, occurs after 2000 users have logged on/off without a power cycle.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SC991	The operator tries to save documents to the HDD after the limit has been reached	B222 007f	Copy/System firmware	Install version 1.61 or later.	
SC991	If Wireless LAN is enabled	B222 006e	Network support firmware	Install version 5.17 or later.	
SC997	A scan to SMB destination was removed from the job	B222 007a	System/Copy firmware	Install version 1.51.3 or later.	
SC 997	If the Expanded Menu key is pressed	B861 006	VM card type C firmware	Install version 2.07 or later.	
SC997	When "VM Platform" is selected in the User Tools menu	B861 006a	VM card firmware	Install version 2.10 or later.	
SC997		Gen 028b	Global Scan NX firmware	Install version 1.1.3.0 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
'The scan glass is dirty'	Does not clear when Sp4020-001 is enabled.	B222 009d	Engine firmware	Install version 1.551:01 or later.	
Error not notified	The application is not notified of an error that occurs when trying to delete a RAW file.	B861 006	VM card type C firmware	Install version 2.07 or later.	

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9. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Finisher	Jam: Stapling with a duplex job of less than 3 sheets	B222 009a	Engine firmware	Install version 1.521:01 or later.	
Finisher	Staple jam in Mixed Original Mode with 30 sheets/staple set.	B222 015a	Finisher firmware	Install version 01.210:12 or later.	
Finisher	Shift motor does not return to home position	B222 015a	Finisher firmware	Install version 01.200:11 or later.	
Finisher	The final page or the pages near the end of the 1st copy are stapled into the 2nd copy.	B222 009m	Engine firmware	Install version 1.65:01 or later.	
ARDF	Cover closes too quickly	B802 001a	Not enough grease on the cam	Attach a spacer – make sure there is sufficient grease.	See the RTB for details.
ARDF	Jam	B802 004	Component damaged due to customer error	Replace the guide plate (see the RTB for P/N and serial nos)	
Fax	TIFF files not displayed	B861 006a	VM card firmware	Install version 2.10 or later.	
Fax	Senders information not set	B222 002d	Fax firmware	Install version 01.04.00 or later.	
Fax	The first destination in a 500-destination group is deleted	B222 002b	Fax firmware	Install version 01.02.00 or later.	
Fax	On-hook transmission and manual reception are disabled when the on-hook key is pressed.	B222 004c	FCU firmware	Install version 05.00.00 or later.	
Fax	IP-FAX communication fails	B222 003b	RFAX firmware	Install version 01.02.01 or later.	
Fax	If the machine receives multiple IP-FAX jobs sent by H323 protocol, the "Communicating" LED remains lit and the machine cannot receive anything following that.	B222 003c	RFAX firmware	Install version 2.00 or later.	
Fax	Received fax cannot be deleted from local HDD	B222 004d	FCU firmware	Install version 06.00.00 or later.	
Fax	Received faxes stored in memory cannot be printed if the FCU is reset.	B222 002f	Fax firmware	Install version 03.00.00 or later.	
Fax	Connection errors when receiving from a fax server.	B222 004e	FCU firmware	Install version 07.00.00 or later.	
Fax	*A stored received fax is deleted if a paper loading error occurs when the user tries to print it out.*	*B222 002g*	*Fax firmware*	*Install version 04.00.00 or later.*	

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Fax	*The machine does not recover from an error and does not report the error.*	*B222 004f*	*FCU firmware*	*Install version 08.00.00 or later.*	
Printer Controller E-5000	The patch information on the configuration is different from the actual patch configuration.	B222 035b	Apply 1-UWFVR.ps for Printer Controller E-5000 system version 1.01. This cleans up the patch information, but only for the patches listed in the RTB, and not for later patches.		
Printer Controller E-5000	Configure doesn't launch when Java 6 is installed.	B222 037	Apply 1-T3RFE.ps for Printer Controller E-5000 system version 1.01.		
Printer Controller E-5000	Fiery email print confirmation reply uses incorrect coding of local characters	B222 038	Apply 1-TWN66.ps for Printer Controller E-5000 system version 1.01.		
Printer Controller E-5000	The tray alignment setup menu closes and the Fiery menu goes back to Fiery idle prematurely.	B222 039	Apply 1-T6D9M.ps for Printer Controller E-5000 system version 1.01.		
Printer Controller E-5000	After one or more patches are installed on the E-5000, the system software is not working well.	B222 040a	Backup and Restore was done without installing the patch 1-UWFW3.ps for Printer Controller E-5000 system version 1.01. The patch configuration is incorrect.		Follow the procedures in the RTB carefully to repair the machine.
Printer Controller E-5000	Print Range section is missing from CommandWorkStation job properties under the Job Info section.	B222 047	Apply 1- STKXK.ps for Printer Controller E-5000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.		
Printer Controller E-5000	The default separator page "efisysprint.sep" does not work correctly when printing multiple copies.	B222 077	Apply 5 patches as described for Printer Controller E-5000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.		
Printer Controller E-5000	The Alignment Page cannot be printed out on any paper except "Plain".	B222 077	Apply 5 patches as described for Printer Controller E-5000 system version 1.01. Apply 1-UWFVR beforehand as a prerequisite patch.		
Printer Controller E-5000	The system software installation tool does not format the Fiery's hard drive as expected. "Please wait…" stays on the LCD and the system doesn't come to idle after system installation.	B222 046	Use the HDD format utility 1.0 as explained in the RTB.		
VM Card	0301 error at installation	B861 008	The user turned the power off before installation finished	Reset some SP modes and try to install again.	See the RTB for details on the SPs to reset.
VM Card	Cannot reinstall the card	B861 008			
VM Card	Cannot install SDK applications	B861 008			

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Subject	Symptom	RTB #	Cause	Solution	Note
VM card	SC868	B861 002	Damaged SD card containing the VM option. The card may have been damaged during installation.	Make sure that the installation procedure is followed exactly.	See the RTB for details of the installation procedure.
VM card	The VM card cannot be re-installed	B861 002			
VM card	SDK applications cannot be installed	B861 002			
VM card	Cannot install server application	B861 006	VM card type C firmware	Install version 2.05 or later.	
VM card	VM platform does not start	B861 006	VM card type C firmware	Install version 2.05 or later.	
VM card	SD card runs out of space	B861 006a	VM card firmware	Install version 2.10 or later.	
VM card	Installation information lost	B861 006a	VM card firmware	Install version 2.10 or later.	
VM card	At the startup of the VM platform, the machine tries to access a specific URL.	B861 006c	VM card firmware	Install version 2.14 or later.	
VM card	Cannot use other machine functions if an SDK application is being used	B861 006d	VM card C firmware	Install version 2.15 or later.	
VM card	Cannot switch to another SDK application	B861 006d	VM card C firmware	Install version 2.15 or later.	
Browser unit	Incorrect orientation applied to Scan Router document	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	ScanRouter login screen not shown in the Browser unit if device settings have been changed but the device has not been rebooted.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	The browser screen does not respond after the machine has entered Sleep Mode.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	The browser screen does not respond if the operation switch is turned off/on while the software keyboard is displayed	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	Scanning from browser cancelled	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Browser unit	No user login screen displayed	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
SR3010 finisher	Paper Jam	B792 002	Dried vaporized glue on the motor shafts causes the motors to lock	Do the procedure in the RTB.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SR3000 Booklet finisher	Paper Jam	B793 002	Dried vaporized glue on the motor shafts causes the motors to lock	Do the procedure in the RTB.	
CAP	Cannot install	B861 006d	VM card firmware	Install version 2.15 or later.	

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10. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Horizontal lines not parallel		B222 017	The paper is not transported between the transport roller and fusing roller perfectly straight.	Attach a spring to one of the stud pins	
Two separate jobs mixed with overlapping images	Jobs stored on the hard disk. Occurs under certain conditions (see the RTB for details)	B222 007g	System/Copy firmware	Install version 1.64 or later.	
Pages printed upside down	Some pages of mixed orientation documents	B222 013a	PS3 firmware	Install version 1.01 or later.	
Dirty background	When receiving a fax	B222 009g	Engine firmware	Install version 1.591:01 or later.	
Dirty background		B222 061a	Dirty charge roller	Depending on counter values, either clean the charge roller or replace the drum unit.	See the RTB for details.
Double images		B222 057	The same area of the fusing roller surface is exposed to the heating roller for a long time, which flattens out this area.	Replace the fusing roller, and change SP1115-002 from 0.7s to 0.9s.	
Uneven image density	In solid images areas (colour)	B222 057	The same area of the fusing roller surface is exposed to the heating roller for a long time, which flattens out this area.	Replace the fusing roller, and change SP1115-002 from 0.7s to 0.9s.	
Horizontal lines	Parallel to paper feed direction	B222 058b	Dirty charge roller	Replace the drum unit or charge roller cleaning roller (see RTB #RB222061a). Change SP settings as stated in the RTB.	
Horizontal lines	Parallel to paper feed direction	B222 061a	Dirty charge roller	Depending on counter values, either clean the charge roller or replace the drum unit.	See the RTB for details.
Vertical lines	Vertical black or colored lines intervals of 110 mm (the pitch of the drum).	B222 070a	Lubrication shaft not grounded	Ground plate modified	See the RTB for how to install the new plate.

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Subject	Symptom	RTB #	Cause	Solution	Note
Poor color quality	When printing from Adobe Illustrator, the print loses color if Composite Overprint is turned on.	B222 033	Printer Controller E-5000 firmware	Apply 1-S38XT.ps for Printer Controller E-5000 system version 1.01.	
Image rotated	The image on the second copy of a print is rotated 90 degrees when printing a job from Illustrator CS3 on OSX10.5.	B222 044	Printer Controller E-5000 firmware	Apply 1-XAUJ3.ps for Printer Controller E-5000 system version 1.01.	
Text overlapping	Some of the texts are overlapping with each other.	B222 051	Printer Controller E-5000 firmware	Apply 1- 107AV6.ps for Printer Controller E-5000 system version 1.01.	Apply 1-UWFVR beforehand as a prerequisite patch.

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11. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Wording errors	Korean	B222 004a	FCU firmware	Install version 03.00.00 or later.	
Wording errors	Chinese: 8k paper size not shown correctly	B222 008a	Websys firmware	Install version 1.04 or later.	
Wording errors	Web Image Monitor: Several languages	B222 008a	Websys firmware	Install version 1.04 or later.	
Wording errors	Web Image Monitor: Russian	B222 008b	Websys firmware	Install version 1.05 or later.	
Wording errors	Turkish	B222 008c	Websys firmware	Install version 1.07 or later.	
Wording errors	Web Image Monitor: Russian	B222 008c	Websys firmware	Install version 1.06.1 or later.	
Wording errors	Polish	B222 014b	Language firmware	Install version 0.78 or later.	
Machine freezes	A scan to SMB destination was removed from the job	B222 007a	System/Copy firmware	Install version 1.51.3 or later.	
Machine freezes	One user uses the File Format Converter at the same time as another user makes a high-compression PDF with the scanner	B222 007a	System/Copy firmware	Install version 1.51.3 or later.	
Machine freezes	Job with a lot of pages	B222 007a	System/Copy firmware	Install version 1.51.3 or later.	
Machine freezes	Soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.	B222 007a	System/Copy firmware	Install version 1.51.3 or later.	
Machine freezes	After waking from sleep mode (for machines that have an SNTP server)	B222 010a	Scanner firmware	Install version 1.21 or later.	
Machine freezes	HPGL syntax error	B222 012a	Printer firmware	Install version 1.02 or later.	
Machine freezes	Duplex job, EFI controller, and with an external counter that decrements	B222 009e	Engine firmware	Install version 1.561:01 or later.	
Machine freezes	A user tries to print a stored job (e.g. Locked Print) while the ScanRouter capture function is enabled	B222 012d	Printer firmware	Install version 1.05 or later.	
Machine freezes	Waking up from sleep mode	B222 010b	Scanner firmware	Install version 1.22 or later.	See the RTB for more info

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine freezes	PCL jobs containing character codes that are not on the font SD card	B222 012e	Printer firmware	Install version 1.07 or later.	
Machine freezes	Jobs containing bitmapped PCL fonts	B222 012e	Printer firmware	Install version 1.07 or later.	
Machine freezes	Jobs created using SAP DeviceType or Barcode &OCR package for SAP System DT	B222 012e	Printer firmware	Install version 1.07 or later.	See the RTB for more info
Machine freezes	If a print job is initiated while the Data Overwrite Security Unit setting is enabled.	B222 007h	System/Copy firmware	Install version 1.65 or later.	
Machine freezes	Some LPR jobs cause a stall if the USB interface is disabled. "Processing" is displayed in the operation panel.	B222 006e	Network support firmware	Install version 5.17 or later.	
Machine freezes	PCL job is submitted via sftp while the printer spooler or sftp spooler are stopped.	B222 006e	Network support firmware	Install version 5.17 or later.	
Machine freezes	PCL: Number of characters in a font is divisible by 256	B222 012f	Printer firmware	Install version 1.09 or later.	
Machine freezes	If a user tries to logout while another tries to retrieve UserCodes via WIM or Web SDM V2; "Logging out.... Please wait" appears.	B222 007l	System_copy firmware	Install version 1.69 or later.	
Machine freezes	When transferring logs from the device using Web SDM without a power cycle, if captured data is transferred to a delivery server such as ScanRouter.	B222 005f	Netfile firmware	Install version 3.02 or later.	
Machine freezes	If the Auto Continue setting is "Immediate" and the source tray runs out of paper	B222 012g	Printer firmware	Install version 1.70 or later.	
Machine freezes	"Authenticating... Please wait" (shown if a user logs back in after their session has timed out)	B222 007m	System/Copy firmware	Install version 1.70 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine freezes	If Capture Priority is enabled and the MLB (Media Link Board) is in repeated use	B222 005g	Netfile firmware	Install version 3.03 or later.	
Machine freezes	When a function selection hardware key (Copy, Fax, etc.) is pressed while accessing the SDK application selection screen.	B861 006d	VM card firmware	Install version 2.15 or later.	
The scanner application stalls	After waking from sleep mode (for machines that have an SNTP server)	B222 010a	Scanner firmware	Install version 1.21 or later.	
The scanner application stalls	Waking up from sleep mode	B222 010b	Scanner firmware	Install version 1.22 or later.	See the RTB for more info
Incorrect language	Russian (reports not output in Russian)	B222 012a	Printer firmware	Install version 1.02 or later.	
PM alert not at the default value		B222 009d	Engine firmware	Install version 1.551:01 or later.	
PM alert not at the default value		B222 009e	Engine firmware	Install version 1.57:01 or later.	
PM alert not at the default value		B222 019	Some SP settings are wrong	New firmware	B222 009d
Noise	Medium to high-pitched moaning (450Hz) from the ITB cleaning unit.	B222 020	The exit seal is too thick	Replace the "Seal: Exit Belt-Cleaning"	
Noise	Rattling sound from the paper separation area when the duplex unit is opened or closed.	B222 021	A spring broke	Replace the two coil springs with two new plate springs (P/N B2239004).	
Noise	Vibration from the fusing unit.	B222 023 023a	Heat from the pressure roller deforms the surface of the lubricant roller.	The lubricant roller was modified; replace the lubricant roller with the new type.	
Noise	Rattling sound from the fusing unit	B222 057	The same area of the fusing roller surface is exposed to the heating roller for a long time, which flattens out this area.	Replace the fusing roller, and change SP1115-002 from 0.7s to 0.9s.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Counters	"Total Printouts: Scanner(Scanner)" in the csv file created by SDM for Admin contains all zeroes.	B222 005b	Netfile firmware	Install version 2.02 or later.	
Counters	Prepaid Card: Print job is not counted if External Charge Unit is set to "B&W" only.	B222 034	Printer Controller E-5000 firmware	Apply 1-S3C7H.ps for Printer Controller E-5000 system version 1.01.	
"Used Toner Bottle is not set correctly"	Displayed when the bottle is set correctly	B222 022	Low temperatures cause the toner bottle to shrink slightly, so the toner bottle does not touch the sensor.	Attach a cushion to the front door and replace the magnet catch.	
The machine beeps at the wrong time		B222 002c	Fax firmware	Install version 2.04.00 or later.	
Some jobs not shown in job history	Stored jobs (e.g., Locked Print), if a hard disk is installed	B222 007g	System/Copy firmware	Install version 1.63 or later.	
		B222 008c	Websys firmware	Install version 1.06.1 or later.	
Language not available	Web Image Monitor Printing menu: Catalan, Turkish	B222 012e	Printer firmware	Install version 1.08 or later.	
		B222 008c	Websys firmware	Install version 1.07 or later.	
Too slow to warm up	Takes 5 – 10 minutes	B222 028	An SDK application was uninstalled when the status was "Starting Up"	Install the SDK application again, then uninstall it when the status is 'Ending'..	See the RTB for more details
No recovery from energy saver mode	When accessed by a server application	B861 006	VM Card C firmware	Install version 2.09 or later.	
No recovery from energy saver mode	After using the operation switch to recover from Economy Mode, the "Maintenance" mark and error LED blink and cannot be stopped.	B222 007l	System_copy firmware	Install version 1.69 or later.	
Does not enter energy saver mode	If an SDK application is being used	B861 006d	VM card C firmware	Install version 2.15 or later.	
Memory leak		B861 006	VM Card C firmware	Install version 2.09 or later.	
Memory leak	When an SDK application attempts to open a software keyboard but fails.	B861 006d	VM card C firmware	Install version 2.15 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Damaged platen cover	A small area on the lower front edge of the platen cover sheet is damaged.	B222 032	The sheet is gradually worn down because the user always touches it when opening/closing the cover.	Temporary: Cover the damaged part with tape, or turn the sheet around. Permanent: Install the modified platen cover sheet	Modified sheet: P/N G3291371
Cannot copy files		B861 006a	VM card firmware	Install version 2.10 or later.	
Does not return to Ready state	Front door is opened/closed during stapling.	B222 015a	Finisher firmware	Install version 01.210:12 or later.	
Machine is too slow	The printing speed is reduced when an external charge device is connected to the machine.	B222 009i	Engine firmware	Install version 1.61:01 or later.	
Machine is too slow	GlobalScan NX loads screens slowly	B861 006d	VM card C firmware	Install version 2.15 or later.	
Defective power supply	A diode on the PSU is damaged.	B222 045	The main power switch is turned off suddenly (without first turning off the operation switch).	The diode has been changed to a new type.	
Files not deleted from HDD	If the main power switch is turned off while scanned data is being transferred.	B828 003f	Browser Unit Type B firmware	Install version 1.71 or later.	
Hard disk	Formatting timeout (EFI controller HDD) when reloading system software after replacing the hard disk	Gen RTB 060	The usable storage capacity of the HDD mentioned above was not "capped"	Replace the HDD with the following: D5021020 (clipped from 500GB to 80GB)	