

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject: Troubleshooting		Prepared by: M. Kumagai	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> 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.

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

## Table of contents

<b>1. Paper Feed Errors</b> .....	<b>6</b>
Jam	
Load paper requested but paper is present	
Damaged paper	
Skew	
<b><i>Paper size error</i></b>	
<b><i>Cannot select tray</i></b>	
<b>2. Copy Process</b> .....	<b>6</b>
<b>3. Connectivity</b> .....	<b>7</b>
Fax	
Web Image Monitor	
EXJS application	
@Remote	
Wireless	
IPv6	
Connectivity lost	
DHCP	
LDAP	
Document server	
Notification emails	
Cannot make setting	
Device Manager	
Cannot cancel transmission	
400-Bad Request	
Cannot get IP address	
Problems reading web pages	
SSL	
<b>4. Scanning/Printing</b> .....	<b>10</b>
Slow printing	
Printing from wrong tray	
PCL XL error	
Wrong font	
Pages printed in wrong order	
Report printing	
Printing services not working	
Cannot print	
Cannot scan	
Printing does not restart	
Scanned data not delivered	
Scan to folder	
Cannot cancel job	
"Compressed Data Error."	
Scan to SMB	
Gangup	
Pages printed twice	
Page not printed	
Job reset	
Scan using MFP Browser	
Rip error	
Number of remaining jobs	

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Scanning starts at the wrong time

Job cancelled

***Printing results not as expected***

**5. Operation Panel..... 13**

Characters not displayed

Check Status screen

Missing icon

Screen turns white

999 minutes

Home screen

Garbled display

Unsupported buttons displayed

Confusing message

Software keyboard

Blank message

Unexpected screen

***Screen not responsive***

**6. Security..... 15**

Job List

Wrong job attributes shown

Job log

Address book

IC cards

***Cannot login***

User IDs/Passwords

Access violation not logged

Public key

Authentication

Wrong user's job deleted

User name garbled

Wrong domain used

Account locked

Machine logged the user out

User can do restricted operation

Data not deleted

User not logged out

Security stamp

Other

**7. Error Codes and Messages..... 18**

SC 230, 285, 544, 554, 564, 573, 574, 637, 672, 687, 816, 818, ***819***, 867, 899, 990, 991, 997, 998

No error message

Wrong error code

Internal Error

'Please Wait'

Java VM error

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

<b>8. Optional Units.....</b>	<b>23</b>
SD Cards	
Fax	
USB keyboard	
SDK applications	
Finisher (SR3110/SR3120)	
Shift mode	
<b>9. EFI Controller .....</b>	<b>27</b>
E-5300	
<b>10. Output Quality Problems.....</b>	<b>28</b>
Poor image quality (not specified)	
Blank page	
Toner granules on output	
Areas blacked out	
Uneven image density	
Feature not working	
Cold offset (poor fusing due to insufficient heating)	
Part of image missing	
Characters not printed correctly	
Poor quality text	
Light image	
Dirty background	
Image rotation	
Parts of image are light	
Characters missing	
Object not printed correctly	
Objects missing	
Object in wrong position	
Ghost image	
White line	
Overlapping text	
Extra lines printed	
Wrong color	
<b>11. Mechanical/Electrical.....</b>	<b>31</b>
Cannot detect originals	
Toner End not cleared	
Noise	
Toner scattering	
Fusing unit damaged	
Fusing belt peels off	
"Toner cartridge has not been loaded"	
"Cannot detect size of the original"	
Burrs must be removed	

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

**12. Others.....33**

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

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

**1. Paper Feed Errors**

Subject	Symptom	RTB #	Cause	Solution	Note
Jam	When using the hole punch	D637 001b	Finisher SR3110/SR3120 firmware	Install version 01.040:10 or later	
Jam	JAM66 (Registration Sensor: Off) occurs when using the Single Pass DF.	D144 074	The lower paper feed guide is slightly warped.	Install the following part: D1449003 SINGLE PASS DF SHEET SET	See the RTB for the procedure
Jam		D142 067a	The fusing pad does not apply enough oil to the inside of the fusing belt.	Install the modified fusing pad.	
Load paper requested but paper is present	A4 LEF	D144 071	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Damaged paper		D144 073	Bent plate in PTR unit	Production line: A sheet to prevent this was added to the PTR. In the field: If the symptom occurs, replace the PTR unit with the new type (D1446205)	
Skew		D144 073	Bent plate in PTR unit	Production line: A sheet to prevent this was added to the PTR. In the field: If the symptom occurs, replace the PTR unit with the new type (D1446205)	
<b><i>Paper size error</i></b>	<b><i>When a job is sent to the device while it is in Energy Saver mode, "Auto Continue" does not work and a paper size error occurs.</i></b>	<b><i>D144 5572N</i></b>	<b><i>Printer firmware</i></b>	<b><i>Install version 1.14 or newer</i></b>	
<b><i>Cannot select tray</i></b>	<b><i>After duplex copying with the single pass ADF model</i></b>	<b><i>D144 5610B</i></b>	<b><i>System/Copy firmware</i></b>	<b><i>Install version 2.18 or newer</i></b>	

**2. Copy Process**

Subject	Symptom	RTB #	Cause	Solution	Note

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

**3. Connectivity**

Subject	Symptom	RTB #	Cause	Solution	Note
Fax	Sending error or reception error when using IP-FAX.	D144 010a	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	
Fax	The e-mail address in the [TX Mode] tab is erased if the user changes the Security Settings.	D144 008d	Fax firmware	Install version 06.00.00 or newer	
Fax	Received fax files are not monitored by Auto Document Link and/or not displayed using Desk Top Binder	D144 008f	Fax firmware	Install version 08.00.00 or newer	
		D144 009e	Network DocBox firmware	Install version 3.03 or newer	
Fax	Fax transmission fails due to noise on the network.	D144 027g	GWFCU3.5-4 (WW) firmware	Install version 08.00.00 or newer	
Fax	Senders name garbled if multi-byte characters are used	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Fax	Tracking information for a fax job is not sent to the tracking app	D144 015p	System/Copy firmware	Install version 2.13 or newer	
Fax	The machine does not recover from an error during transfer and does not report the error.	D144 027j	GWFCU3.5-4 (WW) firmware	Install version 11.00.00 or later.	
Fax	Paperless faxes are deleted and not forwarded to the shared folder, and the documents and corresponding error report are not printed.	GenF 025	GWFCU3.5-4 (WW) firmware	Install version 11.00.00 or later.	
Fax	Error when sending a fax from the document server using an IPv4-mapped address	Gene 084b	Java VM v10 for eDC firmware	Install version 10.25.00 or newer	
		Gene 086a	Java VM v10 Update Tool firmware	Install version 10.25.00 or newer	
Fax	Fax stalls when recovering from energy saving mode	D144 5569N	Fax firmware	Install version 11.00.00 or newer	

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Web Image Monitor	Problems affecting the error messages displayed by Web Image Monitor.	D144 012a	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.	D144 012a	Web Support firmware	Install version 1.11 or newer	
Web Image Monitor	The page for Extended Features is not displayed	D144 015e	System/Copy firmware	Install version 2.03 or newer	
Web Image Monitor	OK displayed when there is an unrecoverable error	D144 012d	Web Support firmware	Install version 1.14 or newer	
Web Image Monitor	Various issues when importing files (see the RTB)	D144 009d	Network DocBox firmware	Install version 3.02 or newer	
Web Image Monitor	Various issues when using Internet Explorer 10 (see the RTB)	D144 012f	Web Support firmware	Install version 1.16 or newer	
Web Image Monitor	Cannot display	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
Web Image Monitor	"Fax Received File" not displayed in the "Print Job/Stored File" menu	D144 013c	Web Uapi firmware	Install version 1.06 or newer	
EXJS application	Transmission of an image from an EXJS application to the server fails.	D144 026a	Browser firmware	Install version 2.00.0 or newer	
@Remote	Cannot log the use of the WSD-Printer protocol	D144 007b	Network Support firmware	Install version 11.86 or newer	
@Remote	Communication fails	D144 007g	Network Support firmware	Install version 11.98.1 or newer	
		D144 015m	System/Copy firmware	Install version 2.10 or newer	
@Remote	Machine does not send auto calls	D144 015n	System/Copy firmware	Install version 2.11 or newer	
Wireless	Host name resolution fails	D144 007b	Network Support firmware	Install version 11.86 or newer	
IPv6	Access Control Range setting does not work	D144 007b	Network Support firmware	Install version 11.86 or newer	



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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Connectivity lost	SSL session disconnected	D144 007b	Network Support firmware	Install version 11.86 or newer	
Connectivity lost	When connecting to an LDAP server using SSL	D144 015r	System/Copy firmware	Install version 2.15 or newer	
Connectivity lost	The DSDK application fails to connect to the LDAP server when using Kerberos authentication	Gene 086b	Java VM v10 Update Tool firmware	Install version 10.26.01 or newer	
		Gene 084c	Java VM v10 for eDC firmware		
DHCP	DHCP option 204 has no effect on device settings.	D144 007d	Network Support firmware	Install version 11.92 or newer	
LDAP	LDAP fields do not allow symbols	D144 012c	Web Support firmware	Install version 1.13 or newer	
Document server	The "Cover Sheet Tray", "Slip Sheet Tray" and "Chapter Sheet Tray" settings always show "Off".	D144 013b	Web Uapl firmware	Install version 1.05 or newer	
Notification emails	Multiple notification emails are sent out when Results Notification is used.	D144 049	FCU firmware	Install version 05.00.00 or newer.	
Notification emails	Multiple notification emails are sent out (see RTB for conditions)	D144 008e	Fax firmware	Install version 07.00.00 or newer.	
Cannot make setting	Mask Length in Configuration > User Authentication Management	D144 007f	Network Support firmware	Install version 11.96 or newer	
Device Manager	Various issues when importing files (see the RTB)	D144 009d	Network DocBox firmware	Install version 3.02 or newer	
Cannot cancel transmission	After a jam is cleared	D144 021c	EXJS firmware	Install version 1.15.00 or newer.	
400-Bad Request		D144 026d	Browser firmware	Install version 2.03.00 or newer.	
Cannot get IP address	When PEAP or TTLS is used as the IEEE 802.1X authentication method and the server certification check is disabled	D144 007h	Network Support firmware	Install version 11.99 or newer	
Problems reading web pages	Various (see the RTB for details)	D144 026e	Browser firmware	Install version 2.04.00 or newer.	
SSL	After applying the security update that changes the priority order for cipher suites, SSL communication fails	Gene 086b	Java VM v10 Update Tool firmware	Install version 10.26.01 or newer	
		Gene 084c	Java VM v10 for eDC firmware		

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

**4. Scanning/Printing**

Subject	Symptom	RTB #	Cause	Solution	Note
Slow printing	If "Store and Skip Errored Jobs" is enabled, some jobs take longer than normal to start printing.	D144 006a	Printer firmware	Install version 1.06 or newer	
Slow printing	PDF files that contain True Type font data	D144 019a	PDF firmware	Install version 1.04 or newer	
Slow printing	PCL6 first print performance	D144 041a	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Job printed from wrong tray	PCL5 tray selection commands ignored; job printed from tray 1.	D144 020a	PCL firmware	Install version 1.08 or newer	
PCL XL error	Valid tray selection commands were used, but the PCL XL error "Warning IllegalMediaSource" appears.	D144 020a	PCL firmware	Install version 1.08 or newer	
Wrong font	"Font Number" 0 (operation panels' PCL Menu) always used as the default font for PCL5 jobs.	D144 020b	PCL firmware	Install version 1.09 or newer	
Wrong font	PCL default fonts are used with PCL5 printing	D144 5580P	PCL firmware	Install version 1.17 or newer	
Pages printed in wrong order	When paper end occurs in the middle of the print, the next job is printed before the prior print completes.	D144 022a	Engine firmware	Install version 1.03:04 or newer	
		D144 023a	Engine firmware (Single-pass DF)	Install version 1.03:02 or newer	
Pages printed in wrong order	Jobs received after a certain job are printed first if Paper End occurs during continuous printing.	D144 023a	Engine firmware (Single-pass DF)	Install version 1.03:02 or newer	
Report printing	The format of the Communication Test Result or Communication Failure report is incorrect after a Remote Fax is sent.	D144 027b	GWFCU3.5-4 (WW) firmware	Install version 03.00.00 or newer	
Printing services not working	If the machine acquires its hostname from DHCP	D144 007d	Network Support firmware	Install version 11.92 or newer	
Cannot print	Cannot print files received via Mail to Print after the machine recovers from Energy Saver mode.	D144 010b	Remote Fax firmware	Install version 04.00.00 or newer	

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot print	If the specified paper size is not loaded, and the user tries to print a color file in black and white because not having privileges for color printing	D144 020f	PCL firmware	Install version 1.13 or newer	
Cannot print	From an iOS 7 device with authentication enabled.	D144 082	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Cannot scan	When using browser during printing	D144 021b	EXJS firmware	Install version 1.12.00 or newer	
Cannot scan	Just after turning main switch on	D144 021b	EXJS firmware	Install version 1.12.00 or newer	
Printing does not restart	When paper is reloaded following Paper End	D144 5114N	Engine firmware	Install version 1.11:04 or newer	
		D144 5118N	Engine (Single Pass DF) firmware	Install version 1.11:02 or newer	
Scanned data not delivered	If client PC has blank password	D144 061	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Scan to folder	Browse list not shown	D144 007f	Network Support firmware	Install version 11.96 or newer	
Scan to folder	Cannot scan to shared folders in Windows 8 and Windows Server 2012.	D144 007j	Network Support firmware	Install version 11.96 or newer	
Scan to folder	Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8.	D144 007f	Network Support firmware	Install version 11.96 or newer	
		D144 015j	System/Copy firmware	Install version 2.08 or newer	
Scan to folder	Fails if the display language is Catalan	D144 007k	Network Support firmware	Install version 11.102 or newer	
Cannot cancel job	After automatic reboot occurs with a Service Call	D144 071	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
"Compressed Data Error."	When printing a gzip file	D144 006e	Printer firmware	Install version 1.10 or newer	
Scan to SMB	Fails to deliver the data to subfolder on a Windows 7 PC.	D144 075	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Scan to SMB	Fails to deliver the data to a Windows 7 PC.	D144 080	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Scan to SMB	"General SMB operation error": Fiery cannot connect to a Mac OS X 10.9 shared folder.	D144 083	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Gangup	Internal error	D144 076	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Pages printed twice	Some pages in the job are duplicated	D144 076	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
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	
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	D144 082	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Number of remaining jobs	Number is not reduced after a Direct Transmission job is completed.	D144 027h	GWFCU3.5-4 (WW) firmware	Install version 09.00.00 or newer	
Scanning starts at the wrong time	Starts without an original in the DF or on the exposure glass after a DF jam is cleared	D144 021f	EXJS firmware	Install version 1.18.00 or newer	
Job cancelled	Using a bitmap font	D144 020h	PCL firmware	Install version 1.15 or newer	
<b><i>Printing results not as expected</i></b>	<b><i>The printing results of the second and subsequent pages are not as expected while PCL5 host printing</i></b>	<b><i>D144 5580Q</i></b>	<b><i>PCL firmware</i></b>	<b><i>Install version 1.18 or newer</i></b>	

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

**5. Operation Panel**

Subject	Symptom	RTB #	Cause	Solution	Note
Characters not displayed	The "Print from Memory Storage Device" screen cannot display file paths that contain Chinese	D144 006a	Printer firmware	Install version 1.06 or newer	
Characters not displayed	Text in 'Delete' button missing from Chinese version	D144 028d	Ope Panel Exp firmware	Install version 1.08 or newer (ASI_TWN version)	
Check Status screen	The actual machine condition is not correctly shown	D144 008a	Fax firmware	Install version 03.03.00 or newer	
Check Status screen	Not shown if machine is woken from Energy Saver mode	D144 015c	System/Copy firmware	Install version 2.01 or newer	
Missing icon	Fiery icon missing from Home screen when administrator logs in.	D144 015b	System/Copy firmware	Install version 2.00.3 or newer	
Missing icon	When connecting via HTTPS to the Ricoh Integrated Cloud Environment using the browser unit	D144 026e	Browser firmware	Install version 2.04.00 or newer.	
Missing icon	The SDK application icon is not displayed after recovering from energy saving mode	D144 5600A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D144 5600A	Java VM v10 for eDC firmware		
Screen turns white	If the user selects "No" when asked if they wish to log out	D144 015b	System/Copy firmware	Install version 2.00.3 or newer	
999 minutes	999 minutes until printing	D144 015c	System/Copy firmware	Install version 2.01 or newer	
Home screen	Some users cannot edit their home screen icons	D144 012b	Web Support firmware	Install version 1.12 or newer	
Home screen	All icons except the Fiery icon disappear	D144 015d	System/Copy firmware	Install version 2.02 or newer	
Home screen	Error when adding an image	D144 012d	Web Support firmware	Install version 1.14 or newer	
Home screen	Only the admin can add/remove the Scanner icon	D144 011c	Scanner firmware	Install version 1.13 or newer	
Home screen	Only the admin can add/remove the Copier icon	D144 015j	System/Copy firmware	Install version 2.08 or newer	
Home screen	Cannot switch from the home screen after switching from an SDK application	D144 015m	System/Copy firmware	Install version 2.10 or newer	

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Garbled display	Some buttons displayed inside SP5-749 appear garbled.	D144 015f	System/Copy firmware	Install version 2.04 or newer	
Garbled display	Text inside buttons flows outside the buttons	D144 014b	Language Install firmware	Install version 1.05 or newer	
Garbled display	Text inside Scanner buttons overflows to other buttons	D144 014c	Language Install firmware	Install version 1.06 or newer	
Unsupported buttons displayed	On a machine connected through a Fax Connection Unit	D144 014b	Language Install firmware	Install version 1.05 or newer	
Confusing message	When changing the configuration	D144 011c	Scanner firmware	Install version 1.13 or newer	
Confusing message	Settings were reset after recovery from Energy Saver mode	D144 015j	System/Copy firmware	Install version 2.08 or newer	
Software keyboard	Does not close	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Blank message	Pop-up message is blank	Gene 048h	Java VM v10 Update Tool firmware	Install version 10.11.02 or newer	
		Gene 051h	Java VM v10 for eDC firmware		
Unexpected screen	When a device with 9 or more ESA applications installed recovers from energy saver mode	Gene 048n	Java VM v10 Update Tool firmware	Install version 10.15.00 or newer	
		Gene 051n	Java VM v10 for eDC firmware		
<b>Screen not responsive</b>	<b><i>When a machine administrator logs in to the device, the "Scanner Features" screen suffers from low brightness and is unresponsive</i></b>	<b><i>D144 5570H</i></b>	<b><i>Scanner firmware</i></b>	<b><i>Install version 01.14 or newer</i></b>	
		<b><i>D144 5610B</i></b>	<b><i>System/Copy firmware</i></b>	<b><i>Install version 2.18 or newer</i></b>	

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

**6. Security**

Subject	Symptom	RTB #	Cause	Solution	Note
Job List	Indicates that a job has been stored and skipped, but not true	D144 006a	Printer firmware	Install version 1.06 or newer	
Job List	Job shown in list after being deleted	D144 015c	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.	D144 006a	Printer firmware	Install version 1.06 or newer	
Wrong job attributes shown	Job name shown as all asterisks (*****)	D144 015c	System/Copy firmware	Install version 2.01 or newer	
Job log	Some job log data not recorded correctly if an original jam occurs.	D144 008a	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.	D144 011a	Scanner firmware	Install version 01.11 or newer	
Job log	User codes and names are not displayed in the Job Log for jobs that involve an SDJ/J application.	D144 030a	Java VM v10 std Update Tool firmware	Install version 10.03.01 or newer	
		D144 031a	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.	D144 012a	Web Support firmware	Install version 1.11 or newer	
IC cards	Must be placed on reader twice	D144 026a	Browser firmware	Install version 2.00.0 or newer	
IC cards	Cannot detect the authentication information on the IC card.	D144 021a	EXJS firmware	Install version 1.11.00 or newer	
Cannot login	Cannot login following a series of repeated logins and logouts.	D144 030a	Java VM v10 std Update Tool firmware	Install version 10.03.01 or newer	
		D144 031a	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	D144 015h	System/Copy firmware	Install version 2.06 or newer	



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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot login	Authentication or login screen still displayed after login	D144 015m	System/Copy firmware	Install version 2.10 or newer	
<b>Cannot login</b>	<b>When attempting to log in to a device with CAP v2 installed</b>	<b>D144 5610B</b>	<b>System/Copy firmware</b>	<b>Install version 2.18 or newer</b>	
User IDs/passwords	Some User IDs appear blank	D144 030a	Java VM v10 std Update Tool firmware	Install version 10.03.01 or newer	
		D144 031a	Java VM v10 std for eDC firmware	Install version 10.03.01 or newer	
User IDs/passwords	The user ID and password (User Authentication) appear in the URL column of the Scan Sending Log.	D144 021a	EXJS firmware	Install version 1.11.00 or newer	
User IDs/passwords	The user ID and password (Basic Authentication only) appear in the Download Log.	D144 021a	EXJS firmware	Install version 1.11.00 or newer	
User IDs/passwords	Cannot get login password	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
Access violation not logged		D144 007b	Network Support firmware	Install version 11.86 or newer	
Public key	1024-bit key created instead of 2048-bit	D144 007b	Network Support firmware	Install version 11.86 or newer	
Authentication	Windows Authentication fails if done from a different domain	D144 007b	Network Support firmware	Install version 11.86 or newer	
Authentication	802.1x Authentication fails via wired LAN	D144 007b	Network Support firmware	Install version 11.86 or newer	
Authentication	Cannot authenticate with 802.1x v3 protocol.	D144 080	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Authentication	Basic Authentication: Scheduled Printing does not work	D144 006b	Printer firmware	Install version 1.07 or newer	
Authentication	User Code Authentication screen does not appear properly after a device recovers from energy saver mode.	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051j	Java VM v10 for eDC firmware	Install version 10.13.06 or newer	



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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Authentication	Fails when the device is set to use "IEEE 802.1X" and "TLS1.2" is set to "active"	D144 5563R	Network Support firmware	Install version 11.104 or newer	
Wrong user's job deleted	In addition to authenticated user's print jobs	D144 015c	System/Copy firmware	Install version 2.01 or newer	
User name garbled	If User Administrator Authentication is enabled	D144 009b	Network DocBox firmware	Install version 3.00 or newer	
Wrong domain used	The machine authenticates users using the Domain Name of the device instead of the specified domain.	D144 007d	Network Support firmware	Install version 11.92 or newer	
Account locked	Kerberos Authentication	D144 007e	Network Support firmware	Install version 11.93.3 or newer	
Machine logged the user out	While using an SDK application	D144 015h	System/Copy firmware	Install version 2.06 or newer	
User can do restricted operation	Adding scanner forwarding destinations	D144 015h	System/Copy firmware	Install version 2.06 or newer	
Data not deleted	From document server	D144 021b	EXJS firmware	Install version 1.12.00 or newer	
User not logged out	When another user logs in with a card, if CAP is installed	D144 015i	System/Copy firmware	Install version 2.07 or newer	
User not logged out	If CAP v2, Streamline NX or other application stops during logout, the logout cannot be completed.	Gene 048z	Java VM v10 Update Tool firmware	Install version 10.24.01 or newer	
		Gene 084	Java VM v10 for eDC firmware	Install version 10.24.01 or newer	
Security stamp	Missing or not printed correctly	D144 006d	Printer firmware	Install version 1.09 or newer.	
Security stamp	Missing for some languages	D144 006g	Printer firmware	Install version 1.12 or newer.	
Other	Security warning dialog displayed even if server certification is installed.	D144 026c	Browser firmware	Install version 2.02.0 or newer	
Other	An application without enhanced encryption may be installed even if such applications are prohibited	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

## 7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC230	SC230-01 when printing onto LT sized paper, using ACS	D144 022c	Engine firmware	Install version 1.05:04 or newer	
		D144 050	Engine firmware (Single-pass DF)	Install version 1.05:02 or newer	
SC285	At low-temperature and low-humidity	D144 015h	System/Copy firmware	Install version 2.06 or newer	
SC544, 554, 564, 574		D144 055	Several possibilities	See the flowchart and procedures in the RTB.	
SC573	When printing on narrow paper, or on paper that is a different size from that selected	D144 022e	Engine firmware	Install version 1.07:04 or newer	
		D144 023e	Engine firmware (Single-pass DF)	Install version 1.07:02 or newer	
SC637	See the RTB for the conditions	D144 015k	System/Copy firmware	Install version 2.09 or newer	
SC637		D144 015p	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	D144 022d	Engine firmware	Install version 1.06:04 or newer	
SC816	SC816-26 or SC816-49 when the machine enters or recovers from Sleep mode.	D144 003a	PowerSaving Sys firmware	Install version F.11 or newer	
SC818	When the machine recovers from Sleep mode	D144 008a	Fax firmware	Install version 03.03.00 or newer	
SC819	When the Inquiry List is printed if the display is Brazilian Portuguese.	D144 015d	System/Copy firmware	Install version 2.02 or newer	
SC819	After printing lists	D144 007e	Network Support firmware	Install version 11.93.3 or newer	
SC819	If an SDK/J application is installed via a server	D144 015k	System/Copy firmware	Install version 2.09 or newer	
<b>SC819</b>	<b>After updating firmware remotely</b>	<b>D144 5563S</b>	<b>Network Support firmware</b>	<b>Install version 11.105.1 or newer</b>	
SC867	If an SDK application is already installed on the machine	D144 015q	System/Copy firmware	Install version 2.14 or later	
SC899	After network setting is changed	D144 007a	Network Support firmware	Install version 11.77.2 or newer	

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
SC899	When scanning to a External Memory Device through the Media Slot.	D144 011a	Scanner firmware	Install version 01.11 or newer	
SC899	When the machine recovers from Sleep mode	D144 032 D144 027a	GWFCU3.5-4(WW) firmware	Install version 02.00.00 or newer	
SC899	Caused by the printing of specific kinds of scalable TrueType fonts.	D144 020a	PCL firmware	Install version 1.08 or newer	
SC899	When the user selects "Startup Settings" in the Extended Features screen in the WIM interface.	D144 015b	System/Copy firmware	Install version 2.00.3 or newer	
SC899	At the end of an SSL session	D144 030a	Java VM v10 std Update Tool firmware	Install version 10.03.01 or newer	
		D144 031a	Java VM v10 std for eDC firmware	Install version 10.03.01 or newer	
SC899	When a user swipes a card on the card reader while the device is in 'sleep' mode.	D144 030b	Java VM v10 std Update Tool firmware	Install version 10.04.02 or newer	
		D144 031b	Java VM v10 std for eDC firmware	Install version 10.04.02 or newer	
SC899	When the machine boots up	D144 021a	EXJS firmware	Install version 1.11.00 or newer	
SC899	Enabling DHCP Option 204 via telnet	D144 007b	Network Support firmware	Install version 11.86 or newer	
SC899	When the machine connects to a switch	D144 007b	Network Support firmware	Install version 11.86 or newer	
SC899	If the user changes settings in the middle of a job	D144 015c	System/Copy firmware	Install version 2.01 or newer	
SC899	Attempting to establish a WPA connection to an SSID consisting of exactly 32-bytes	D144 007c	Network Support firmware	Install version 11.88.2 or newer	
SC899	PCL5 jobs containing an "ECS&I0C" command	D144 020c	PCL firmware	Install version 1.10 or newer	
SC899	After removing a paper jam	D144 008e	Fax firmware	Install version 07.00.00 or newer.	
SC899	Turning power off/on when browser is running	D144 021b	EXJS firmware	Install version 1.12.00 or newer	
SC899	PCL jobs name (@PJL JOBNAME) contains "%" characters and a banner page.	D144 020d	PCL firmware	Install version 1.11 or newer	
SC899	When importing files	D144 009d	Network DocBox firmware	Install version 3.02 or newer	
SC899	After changing a network setting	D144 007g	Network Support firmware	Install version 11.98.1 or newer	

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
SC899	When simultaneously printing using AppleTalk and a Windows PC	D144 007h	Network Support firmware	Install version 11.99 or newer	
SC899	When the machine enters or recovers from Sleep mode	D144 015n	System/Copy firmware	Install version 2.11 or newer	
SC899	Java VM bug	Gene 048h	Java VM v10 Update Tool firmware	Install version 10.11.02 or newer	
		Gene 051h	Java VM v10 for eDC firmware		
SC899	When the machine recovers from energy saver mode	Gene 048n	Java VM v10 Update Tool firmware	Install version 10.15.00 or newer	
		Gene 051n	Java VM v10 for eDC firmware		
SC899		D144 008g	Fax firmware	Install version 09.00.00 or newer.	
SC899	The glyph data of TrueType fonts has hinting information that is on the edge of the frame	D144 020f	PCL firmware	Install version 1.13 or newer	
SC899	When printing PCL5 jobs that include a scalable font	D144 020f	PCL firmware	Install version 1.13 or newer	
SC899	When the device repeatedly goes in and out of Energy Saver Mode while the web browser is running	D144 007i	Network Support firmware	Install version 11.100 or newer.	
SC899	When printing with Microsoft Word	D144 020g	PCL firmware	Install version 1.14 or newer	
		D144 005b	RPCS firmware	Install version 3.12.25 or newer	
SC899	When a character string containing "%s" is exported to the debug log.	D144 021d	EXJS firmware	Install version 1.16.00 or newer	
SC899	During continuous scanning	D144 026f	Browser firmware	Install version 2.05.0 or newer	
SC899		D144 021e	EXJS firmware	Install version 1.17.00 or newer	
SC899	When performing Java Script functions	D144 026h	Browser firmware	Install version 2.07.0 or newer	
SC899	If a keystroke reader is connected to the device	Gene 048z	Java VM v10 Update Tool firmware	Install version 10.24.01 or newer	
		Gene 084	Java VM v10 for eDC firmware	Install version 10.24.01 or newer	
SC899		D144 020i	PCL firmware	Install version 1.16 or newer	

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
SC899	When conducting location-free printing or authentication processing with a solution product	Gene 086b	Java VM v10 Update Tool firmware	Install version 10.26.01 or newer	
		Gene 084c	Java VM v10 for eDC firmware		
SC899	When a certain page is loaded or printed	D144 5551K	Browser firmware	Install version 2.08.0 or newer	
SC899	When the RHPP port (port 59100) receives data.	D144 5572M	Printer firmware	Install version 1.13 or newer	
SC899	When using the PCL6 driver to print a PDF from the Reader application in Windows 8.1	D144 5580P	PCL firmware	Install version 1.17 or newer	
SC899	When logging out from a machine with the user authentication enabled.	D144 5569N	Fax firmware	Install version 11.00.00 or newer	
SC899	When logging in from a keyboard	D144 5600A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D144 5600A	Java VM v10 for eDC firmware		
SC990	When a device with CAPv2 recovers from energy saver mode.	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
SC990	When receiving an IP-FAX job and a Mail to Print job at the same time.	D144 010a	Remote Fax firmware	Install version 03.00.00 or newer	
SC990	On a machine where authentication with IC card is used	D144 021b	EXJS firmware	Install version 1.12.00 or newer	
SC990	Scan to SMB	D144 015p	System/Copy firmware	Install version 2.13 or newer	
SC990	After firmware update with @Remote	D639 014	Due to a Java VM bug, Java VM will not start up correctly if the device is rebooted while an SDK application is starting up.	Install Java f/w version V10.20 or newer.	
SC991	Java VM application	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
SC997	When the device recovers from energy saver mode.	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.10.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
SC997	When the device enters and recovers from energy saver mode many times	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
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		
No error message	When the user tries to scan with unsupported settings or conditions	D144 011b	Scanner firmware	Install version 01.12 or newer	
Wrong error code	SC899 shown instead of SC855	D144 007f	Network Support firmware	Install version 11.96 or newer	
Internal error	Java VM bug	Gene 048h	Java VM v10 Update Tool firmware	Install version 10.11.02 or newer	
		Gene 051h	Java VM v10 for eDC firmware		
'Please Wait'	Not closed when attempting to access an SDK application after recovering from energy saver mode.	Gene 048h	Java VM v10 Update Tool firmware	Install version 10.11.02 or newer	
		Gene 051h	Java VM v10 for eDC firmware		
"Please wait"	When the device receives a print job while in energy saver mode	Gene 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	
Java VM error	When conducting location-free printing or authentication processing with a solution product	Gene 086b	Java VM v10 Update Tool firmware	Install version 10.26.01 or newer	
		Gene 084c	Java VM v10 for eDC firmware		

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

**8. Optional Units**

Subject	Symptom	RTB #	Cause	Solution	Note
SD Cards	PostScript3 cannot be moved from the SD card in Slot 2 to the card in Slot 1.	D144 034 D144 018a	PS3 firmware bug	Install version 1.01 or newer	
SD Cards	Movement of EXJS firmware to an SD card fails.	D144 015b	System/Copy firmware	Install version 2.00.3 or newer	
Fax	The Fax function key does not work, and the Fax button does not appear on the User Tools display	D144 032	GWFCU3.5-4(WW) firmware	Install version 02.00.00 or newer	
Fax	The fax function cannot be accessed	D144 008b	Fax firmware	Install version 04.00.00 or newer	
Fax	Fax not forwarded	D144 027e	GWFCU3.5-4 (WW) firmware	Install version 06.00.00 or newer	
Fax	Cannot edit destination with WIM	D144 012e	Web Support firmware	Install version 1.15 or newer	
Fax	Pages of more than one job are all mixed up when printed (see the RTB for conditions)	D144 027f D643 005	GWFCU3.5-4 (WW) firmware	Install version 07.00.00 or newer	
USB keyboard	Text characters cannot be input correctly	D144 015b	System/Copy firmware	Install version 2.00.3 or newer	
SDK applications	SDK application installation results in the disappearance of a previously installed SDK application if multiple embedded programs are installed.	D144 030b	Java VM v10 std Update Tool firmware	Install version 10.04.02 or newer	
		D144 031b	Java VM v10 std for eDC firmware	Install version 10.04.02 or newer	
SDK applications	Garbled characters in the fax "TSI" attribute if the fax is handled by the Java VM. This can cause unexpected results for SDK applications, such as file naming errors if using the "TSI" attribute for naming metadata.	D144 030b	Java VM v10 std Update Tool firmware	Install version 10.04.02 or newer	
		D144 031b	Java VM v10 std for eDC firmware	Install version 10.04.02 or newer	
SDK applications	An error with the Auto Start-up feature	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.05.01 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
SDK applications	Cannot select SDK app as priority function	D144 012e	Web Support firmware	Install version 1.15 or newer	



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

**Date:** 30-Jun-12

**No.:** RD144000t

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



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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
SDK applications	Application does not restart after a Java VM remote update	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051j	Java VM v10 for eDC firmware	Install version 10.13.06 or newer	
SDK applications	Application does not restart after the device failed to reboot	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051j	Java VM v10 for eDC firmware	Install version 10.13.06 or newer	
SDK applications	When an ESA application is installed via Remote Install Manager, the heap size is reset to the default	Gene 048u	Java VM v10 Update Tool firmware	Install version 10.20.05 or newer	
		Gene 051u	Java VM v10 for eDC firmware	Install version 10.20.05 or newer	
SDK applications	When Java VM is installed via Remote Install Manager, the stack size is reset to the default	Gene 048u	Java VM v10 Update Tool firmware	Install version 10.20.05 or newer	
		Gene 051u	Java VM v10 for eDC firmware	Install version 10.20.05 or newer	
SDK applications	CAP V2 is disabled	Gene 048z	Java VM v10 Update Tool firmware	Install version 10.24.01 or newer	
		Gene 084	Java VM v10 for eDC firmware	Install version 10.24.01 or newer	
SDK applications	SDK application behavior not correct	Gene 086b	Java VM v10 Update Tool firmware	Install version 10.26.01 or newer	
		Gene 084c	Java VM v10 for eDC firmware		
SDK applications	If only IPv6 is enabled on the device, cannot install applications remotely	D144 5600A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D144 5600A	Java VM v10 for eDC firmware		
SDK applications	Device Manager NX Enterprise fails to retrieve information about applications installed on the device.	D144 5600A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D144 5600A	Java VM v10 for eDC firmware		
SDK applications	GlobalScan NX fails to apply profiles or retrieve device information when using the AdminTool	D144 5600A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D144 5600A	Java VM v10 for eDC firmware		
SR3110, SR3120 finisher	Jam when using the hole punch	D637 001b	Finisher SR3110/SR3120 firmware	Install version 01.040:10 or later	

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
SR3110, SR3120 finisher	Saddle-stitch stapling is disabled with SR3110 when Thick 1 paper is selected as a cover sheet.	D144 006f	Printer firmware	Install version 1.11 or newer	
		D144 015n	System/Copy firmware	Install version 2.11 or newer	
Shift mode	Not working properly	D144 071	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Shift mode	Setting not applied	D144 076	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

## 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-5300	Fiery resets if change destination of scan settings	D144 041a	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
E-5300	An error report is printed when the user tries to print using "Combine Separations for Spot Colors".	D142 046	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully. Then activate the Productivity Package option:		
E-5300	The Fiery icon is not displayed on the LCD after the Fiery system is re-installed	D144 053	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-5300	Job not sent to Fiery	D144 061	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
E-5300	Comparison page cannot be printed	D144 061	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
E-5300	Edited Output Profile does not perform correctly	D144 061, 067	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
E-5300	Color profile not displayed	D144 075	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
E-5300	Mixed Media Page Range not working	D144 075	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
E-5300	Cannot launch Configure window from WebTools on Windows or Mac OS with Java 1.7u51.	D144 081	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

**10. Output Quality Problems**

Subject	Symptom	RTB #	Cause	Solution	Note
Poor image quality (not specified)	PCL5 data when the image was made using certain applications, such as Ricoh ProcessDirector	D144 5580P	PCL firmware	Install version 1.17 or newer	
Blank page	The use of a PCL5 macro results in an extra blank page being added to the job.	D144 020a	PCL firmware	Install version 1.08 or newer	
Blank page	Blank pages printed until the machine runs out of paper	D144 020c	PCL firmware	Install version 1.10 or newer	
Toner granules on output	On the first sheet printed	D144 037	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	D144 005a	RPCS firmware	Install version 3.12.24 or newer	
		D144 005b	RPCS firmware	Install version 3.12.25 or newer	
		D144 020g	PCL firmware	Install version 1.14 or newer	
Uneven image density	The image density detected by the DF varies too much across the original.	D144 022a	Engine firmware	Install version 1.03:04 or newer	
		D144 023a	Engine firmware (Single-pass DF)	Install version 1.03:02 or newer	
Feature not working	Combine separations for Spot Colors does not work with Productivity Package	D144 041a	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Feature not working	Background correction (when auto density is used)	D144 022d	Engine firmware	Install version 1.06:04 or newer	
Cold offset (insufficient fusing)	When printing on plain or middle-thick paper	D144 057	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	D144 059	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.

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Part of image missing	Side of the image in a received fax	D144 008e	Fax firmware	Install version 07.00.00 or newer.	
Characters not printed correctly		D144 061	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Characters not printed correctly	Characters not printed	D144 061	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Characters not printed correctly	If an email sent by scan-to-email is opened in Office 365 cloud mail service, contents of the attached file appear in the body of the message with the characters corrupted.	D144 5610A	System/Copy firmware	Install version 2.17 or newer	
Low quality text	When printing a job that contains multiple PDL data	D144 5572M	Printer firmware	Install version 1.13 or newer	
Light image	In low-temperature and low-humidity conditions while the developer carrier is still relatively fresh	D144 064	The machine thinks there is too much toner and acts to reduce it.	Install new firmware and change some SP settings.	See the RTB for which firmware and which SP settings
Light image		D142 067a	The fusing pad does not apply enough oil to the inside of the fusing belt.	Install the modified fusing pad.	
Dirty background	In low-temperature and low-humidity conditions	D142 048	The charge applied to the drum drops below the target	Increase the potential for the color showing the symptom by 40V	SP3241-005(K), SP3241-006(M), SP3241-007(C), SP3241-008(Y)
Image rotation	Incorrect rotation correction angle in image file	D144 021c	EXJS firmware	Install version 1.15.00 or newer.	
Parts of image are light	Solid black images along the main-scan direction appear light, and black spots may appear in these images.	D144 022f	Engine firmware	Install version 1.08:04 or newer	
		D144 023f	Engine firmware (Single-pass)	Install version 1.08:02 or newer	
Characters missing	When printing an N-up PCL6 job with a printer driver for Windows 8 or a later OS	D144 020h	PCL firmware	Install version 1.15 or newer	
Characters missing	PCL file	D144 075	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Characters missing	When characters that contain incorrect TrueType font data are Printed	D144 5580P	PCL firmware	Install version 1.17 or newer	

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Object not printed correctly	With Impose	D144 076	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Objects missing	Some lines and/or borders missing from PCL jobs	D144 5580P	PCL firmware	Install version 1.17 or newer	
Object in wrong position	With Impose: Image moves down	D144 076	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Ghost image	After many prints of the same image	D144 077	The machine cannot remove all charge from the drum surface	After printing many copies of the same original, wait at least five minutes before beginning the next job.	
White line	Printing with the "High Quality" setting	D144 080	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
White line	If an image size is big and has been enlarged with "Reduce/Enlarge" in the PCL6 driver	D144 020g	PCL firmware	Install version 1.14 or newer	
White line	PCL6: Raster image enlarged or reduced with "Reduce/ Enlarge", or N-up printing is done	D144 020h	PCL firmware	Install version 1.15 or newer	
Overlapping text	Duplex PCL jobs	D144 020f	PCL firmware	Install version 1.13 or newer	
Extra lines printed	PCL jobs	D144 020f	PCL firmware	Install version 1.13 or newer	
Wrong color	Crop marks are printed in the wrong color	D144 087	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

**11. Mechanical/Electrical**

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot detect originals	Postcard-sized originals	D144 021a	EXJS firmware	Install version 1.11.00 or newer	
Toner End not cleared	After the toner bottle is replaced	D144 036	Various possible causes	Work through the flow chart in the RTB	
Noise	When the fusing belt is rotated after paper exit	D144 022c, 051b	Engine firmware, also replace the fusing belt unit with a new type that rotates more smoothly and does not vibrate You can replace the complete fusing unit with a new type that contains the new belt.	Engine firmware: Install version 1.05:04 or newer New fusing belt units NA: D1444045 EU/AA/CHN: D1444046 TWN: D1444047 New fusing units NA: D1444036 EU/AA/CHN: D1444037 TWN: D1444038	
		D144 023c, 051b	Engine firmware (Single-pass DF), also replace the fusing belt unit with a new type that rotates more smoothly and does not vibrate You can replace the complete fusing unit with a new type that contains the new belt.	Install version 1.05:02 or newer	
Noise	From the fusing unit	D144 066	Gaps between the pressure roller gear and pressure roller shaft	Temporary solution: Two spacers Permanent solution: Replace the pressure roller gear with the modified one (AB014340).	
Noise		D144 073	Bent plate in PTR unit	Production line: A sheet to prevent this was added to the PTR. In the field: If the symptom occurs, replace the PTR unit with the new type (D1446205)	
Toner scattering	Upper cover of duplex unit	D144 056	Machine is used with a higher APV than normal, wearing out the developer more quickly.	Replace the development unit (each color) every 150K if the machine is used with an APV of over 50K.	
Toner scattering		D144 079	Install new duct filter and duct	See the RTB for how to attach the new parts	
Fusing unit damaged	Front stopper and/or front guide plate	D144 063	The user pulls the fusing unit out too strongly	Replace the stopper with a new type (D1441052). If the guide plate is damaged, replace the guide plate and the duct seal also.	See the RTB for details.

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Fusing unit damaged	Damaged fusing sleeve	D142 067	The fusing pad does not apply enough oil to the inside of the fusing belt.	Install the modified fusing pad.	
Fusing belt peels off	When printing on narrow paper, or on paper that is a different size from that selected	D144 022e, 068	Engine firmware	Install version 1.07:04 or newer	
		D144 023e, 068	Engine firmware (Single-pass DF)	Install version 1.07:02 or newer	
"Toner cartridge has not been loaded"	See the RTB for the conditions	D144 022f	Engine firmware	Install version 1.08:04 or newer	
		D144 023f	Engine firmware (Single-pass)	Install version 1.08:02 or newer	
"Cannot detect size of the original"	If the ARDF is closed while the machine is still in Energy Saver mode	D144 078	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)	



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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

## 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	D144 007a	Network Support firmware	Install version 11.77.2 or newer	
Machine stalls	Store and Skip Errored Job = ON, and printing 200 Hold Print jobs	D144 006a	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.	D144 015c	System/Copy firmware	Install version 2.01 or newer	
Machine stalls	When a Document Server document is printed using Combine.	D144 015c	System/Copy firmware	Install version 2.01 or newer	
Machine stalls	If a fax transmission job from a remote machine is cancelled	D144 008b	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	D144 022d	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	D144 011c	Scanner firmware	Install version 1.13 or newer	
Machine stalls	When importing files	D144 009d	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 printing a PCL5 host-printing job	D144 020g	PCL firmware	Install version 1.14 or newer	

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	When returning from energy saver mode, if CAP v2 is installed	Gene 048u	Java VM v10 Update Tool firmware	Install version 10.20.05 or newer	
		Gene 051u	Java VM v10 for eDC firmware	Install version 10.20.05 or newer	
Machine stalls	When the machine switches to offline mode (such as when entering user tools mode)	Gene 048u	Java VM v10 Update Tool firmware	Install version 10.20.05 or newer	
		Gene 051u	Java VM v10 for eDC firmware	Install version 10.20.05 or newer	
Machine stalls	Stalls without displaying the preview and thumbnail of the scanned data	D144 015r	System/Copy firmware	Install version 2.15 or newer	
Machine stalls	If scanned from the exposure glass with Size Setting disabled	Gene 048z	Java VM v10 Update Tool firmware	Install version 10.24.01 or newer	
		Gene 084	Java VM v10 for eDC firmware	Install version 10.24.01 or newer	
Machine stalls	If ACS scanning through the single path DF	D144 5610A	System/Copy firmware	Install version 2.17 or newer	
Machine reboots	Store and Skip Errored Job = ON, and printing 200 Hold Print jobs	D144 006a	Printer firmware	Install version 1.06 or newer	
Machine reboots	When printing PCL5 jobs that include a scalable font	D144 020f	PCL firmware	Install version 1.13 or newer	
Cannot reboot		Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
Stack size	Cannot change	D144 030a	Java VM v10 std Update Tool firmware	Install version 10.03.01 or newer	
		D144 031a	Java VM v10 std for eDC firmware	Install version 10.03.01 or newer	
Out of Memory	"Out Of Memory Exception"	D144 030a	Java VM v10 std Update Tool firmware	Install version 10.03.01 or newer	
		D144 031a	Java VM v10 std for eDC firmware	Install version 10.03.01 or newer	
Out of Memory	Lack of device memory when programs are running	D144 030b	Java VM v10 std Update Tool firmware	Install version 10.04.02 or newer	
		D144 031b	Java VM v10 std for eDC firmware	Install version 10.04.02 or newer	
Timeout	In Muffling mode	D144 030a	Java VM v10 std Update Tool firmware	Install version 10.03.01 or newer	
		D144 031a	Java VM v10 std for eDC firmware	Install version 10.03.01 or newer	

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Device settings	Cannot display	Gene 048j	Java VM v10 Update Tool firmware	Install version 10.13.06 or newer	
		Gene 051i	Java VM v10 for eDC firmware	Install version 10.12.02 or newer	
Changes to settings not applied	Changes made to the Remote Reception setting	D144 008b	Fax firmware	Install version 04.00.00 or newer	
Changes to settings not applied	Bypass Tray Priority setting	D144 071	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Changes to settings not applied	Settings for SDK/J applications	D144 015m	System/Copy firmware	Install version 2.10 or newer	
Changes to settings not applied	LLMNR of IPv4 and IPv6 are enabled in Web Image Monitor, but not reflected in lists.	D144 007h	Network Support firmware	Install version 11.99 or newer	
Changes to settings not applied	Summer Time correction not applied	D144 015n	System/Copy firmware	Install version 2.11 or newer	
Settings change unexpectedly	Settings for Auto Print Fax Journal (SWUSR_03, bit 7) and whether or not to include sender name in reports (SWUSR_04, bit 5) change after logging out	D144 5569N	Fax firmware	Install version 11.00.00 or newer	
Slow warmup		D144 015d D144 042	System/Copy firmware	Install version 2.02 or newer	
Counters	Time that counters were cleared was not recorded	D144 009c	Network DocBox firmware	Install version 3.01 or newer	
<b>Counters</b>	<b><i>An invalid value is returned when obtaining the counter MIB, ricohEngCounterValue, during device shutdown</i></b>	<b><i>D144 5610B</i></b>	<b><i>System/Copy firmware</i></b>	<b><i>Install version 2.18 or newer</i></b>	
Memory Clear	SP 5-801 fails	D144 015h	System/Copy firmware	Install version 2.06 or newer	
SP Default settings	Some are not correct	D144 015h	System/Copy firmware	Install version 2.06 or newer	
SMC report	Some data on the SMC report appears as "No string"	D144 015h	System/Copy firmware	Install version 2.06 or newer	
Backup and restore	Not working properly	D144 061	Install patch for Color Controller E-5300 System version 1.0. Follow the instructions in the RTB carefully.		
Hard disk	Formatting timeout (EFI controller HDD) when reloading system software after replacing the hard disk	Gen RTB 060	The usable storage capacity of the HDD mentioned above was not "capped"	Replace the HDD with the following: D6501020 (clipped from 500GB to 160GB)	

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

Model: AP-C3	Date: 30-Jun-12	No.: RD144000t
--------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Machine is slow	Printing with the R55 emulation	D144 015k	System/Copy firmware	Install version 2.09 or newer	
Machine is slow	When DHCP is enabled and network settings are changed, the settings are slow to update.	D144 007h	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	Startup takes a long time if Streamline NX and CAP v2 are installed	D144 5600A	Java VM v10 Update Tool firmware	Install version 10.27.04 or newer	
		D144 5600A	Java VM v10 for eDC firmware		
Machine is slow	Keyboard response is slow when using the Web Scanner application	D144 026h	Browser firmware	Install version 2.07.0 or newer	
Memory leak	When DHCP v6 is enabled, turning the power off and then on	D144 007h	Network Support firmware	Install version 11.99 or newer	
Memory leak	Kerberos Authentication	Gene 048e	Java VM v10 Update Tool firmware	Install version 10.07.02 or newer	
		Gene 051e	Java VM v10 for eDC firmware		
USB devices	Storage device not detected when inserted into the SD slot.	D144 015n	System/Copy firmware	Install version 2.11 or newer	
USB devices	Stops detecting USB storage devices that support encryption	D144 015n	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	