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Model: Model Met-C1		Date: 31-Aug-13	No.: RD147000s
Subject: Troubleshooting		Prepared by: E. Hinata	
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.

Firmware RTBs with the prefix D147 are for MP C3003/C3503 (some of these will be for the Smart Operation Panel model, and some will be for the standard model)

Firmware RTBs with the prefix D149 are for MP C4503/C5503/C6003 (some of these will be for the Smart Operation Panel model, and some will be for the standard model)

Firmware RTBs with the prefix D177 are for MP C2003/C2503 (some of these will be for the Smart Operation Panel model, and some will be for the standard model)

However, some RTBs cover more than one set of models (in particular, some RTBs with the prefix D147 can cover Met-C1a/b/c/d/e/y/z). So always refer to the ‘Model’ in the table at the top of page 1 of each RTB.

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Jam	JAM 27 or 64 when printing on B4, DLT, or SRA3 sized paper in duplex mode.	D147 029a	Forgot to remove cardboard stabilizer at installation.	Don't forget to remove it, as shown in the RTB.	The component will be modified Oct 2013
		D149 030			
Jam	JAM 19, 24, or 60	D147 045b, 046	Temporary heat deformation of the plastic guide plate	If the symptom occurs in the field, do the procedure in RTB 45 . Obey the important notes in the procedure. When installing the machine, do the procedure in RTB 46 to prevent the symptom.	
		D149 045, 046b		If the symptom occurs in the field, do the procedure in RTB 46 . Obey the important notes in the procedure. When installing the machine, do the procedure in RTB 45 to prevent the symptom.	
Jam	Printing on labels	D147 015a	Printer firmware	Install version 1.02 or newer.	
		D149 016a		Install version 1.04 or newer.	
		D147 032a		Install version 2.05 or newer.	
		D149 033a			
Jam	JAM 153 occurs with stapling jobs	D688 001c	Finisher SR3160/SR3170 firmware	Install version 02.040:10 or newer.	
Jam	Jam 001 or 153	D688 001f	Finisher SR3160/SR3170 firmware	Install version 02.260:10 or newer.	
Jam	Jam225 after stapling	D686 001b	Finisher SR3140 firmware	Install version 01.140:04 or newer.	
Jam	Jam228 after stapling	D686 001i	Finisher SR3140 firmware	Install version 01.150:04 or newer.	
Jam	Jam 67 if a continuous print or copy job is done with A3 and A4 LEF mixed together.	D147 001e D149 001e D149 002e	Engine firmware	Install version 1.25.2:08 or newer.	
		D177 001a	Engine firmware	Install version 1.11:01 or newer.	
Jam	Jam 157 with two-spot stapling.	D688 003b	The staple catches on the guide Mylar attached to the jogger fence	Temporary fix: Push down the mylar to prevent the staple from catching on it. Permanent fix: Install the new mylar D6884198: GUIDE:STAPLER:REAR D6884199: GUIDE:STAPLER:FRONT	

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Jam	When the paper exits to the tray	D688 004a	The stapled set touches the tray at an unexpected angle upon exit	Add Mylars to the leading edge paper guide	See the RTB for the procedure
Jam	JAM24 if the leading edge of the paper contacts the paper exit pawl.	D147 001f	Engine firmware	Install version 1.25.2:08 or newer.	
		D149 001f			
		D149 002f	Engine (Single Pass DF) firmware		
		D177 001a	Engine firmware	Install version 1.11:01 or newer.	
Jam	Jam 152	D686 003 D688 007	The paper catches on the Mylar in the paper path inside the punch unit.	Remove the two mylars in the punch unit (see the RTB for details)	
Jam	When an A4 document is printed from the bypass tray with A4 LEF paper while the printer is in Low Power Mode	D147 015e	Printer firmware	Install version 1.06 or newer.	
		D147 032d	Printer firmware	Install version 2.08 or newer.	
		D149 016e	Printer firmware	Install version 1.08 or newer.	
		D149 033d	Printer firmware	Install version 2.08 or newer.	
		D177 003a	Printer firmware	Install version 1.01 or newer.	
		D177 033a	Printer firmware	Install version 2.00 or newer.	
Jam	JAM64 or JAM10 when the paper exit tray is changed from the Booklet Finisher to the mainframe tray	D149 001g	Engine firmware	Install version 1.26:08 or newer.	
		D149 002g	Engine (Single Pass DF) firmware		
Jam	Jam code 66 occurs, when using the SPDF DF3080.	D149 061a	The original contacts the rib on the guide during feeding.	The guide was modified. Install the new guide (P/N D6834310). Cut away the rib as a temporary solution.	See the RTB for details on cutting the rib or replacing the guide.
Jam	Jam 190	D688 001f	Finisher SR3160/SR3170 firmware	Install version 02.230:10 or newer.	
Jam	Jam 190	D688 001f	Finisher SR3160/SR3170 firmware	Install version 02.270:10 or newer.	
Jam	Jam 190	D688 001g	Finisher SR3160/SR3170 firmware	Install version 02.280:10 or newer.	
Jam	Jam 155 during a booklet job	D688 001f	Finisher SR3160/SR3170 firmware	Install version 02.250:10 or newer.	

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Jam	Jam 100	D147 103	The toner bottle comes loose because of machine vibration during printing.	The type of spring has been changed to increase the pressure (new p/n D1473325).	See the RTB for how to install the new spring.
Jam	Jam001/014 on DF3090	D147 105	Burrs on the holder for the feeler used to detect the original.	Remove burrs and make sure the feeler moves smoothly (see the RTB for a procedure).	The holder used in the factory was improved.
Jam	When booklet-stapling paper sizes 262mm or smaller	D688 001g	Finisher SR3160/SR3170 firmware	Install version 02.280:10 or newer.	
Jam	When the machine receives a fax priority job in shift mode while doing a booklet job.	D688 001g	Finisher SR3160/SR3170 firmware	Install version 02.280:10 or newer.	
Jam	Jam code 209 during a stapling job	D686 001g	Finisher SR3140/SR3150 firmware	Install version 01.200:04 or newer.	
Jam	Jam code 209 and misaligned stapling	D686 001h	Finisher SR3140/SR3150 firmware	Install version 01.210:04 or newer.	
Jam	Code 153/172	D688 008	A previous jam or other force places a load on the exit pawls, and the timing belt slips along the gear teeth. As a result, the home position of the exit pawl is shifted and the pawl blocks the paper path.	Check and adjust the finisher in accordance with the procedure in the RTB.	
Jam	Jam codes 1, 302, 303, 308 (Met-C1yz)	D766 001b	Internal Finisher SR3180 firmware	Install version 01.110:05 or newer.	
Jam	Jam 114	D690 001b	Internal Finisher SR3130 firmware	Install version 01.050:02 or newer.	
Jam	Jam 103	D690 001a	Internal Finisher SR3130 firmware	Install version 01.040:02 or newer.	
Jam	Jam 349 when different paper sizes are in use in the internal finisher	D177 001e	Engine firmware	Install version 1.23:01 or newer.	
Jam	Code 249 (Finisher SR3140/SR3150) JAM101/102/104 (internal finisher SR3130) JAM1 (internal finisher SR3180)	D147 001o D149 001o, 002o	Engine firmware	Install version 1.31:08 or newer.	
		D177 001f		Install version 1.24:01 or newer.	
Jam	When stapling & punching B5 LEF sheets.	D690 001d	Internal Finisher SR3130 firmware	Install version 01.070:02 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Jam	Jam 176 and others when printing to the same finisher tray continuously	D147 001r	Engine firmware	Install version 1.33:08 or newer.	
		D149 001r	Engine firmware	Install version 1.33:08 or newer.	
		D149 002r	Engine (Single Pass DF) firmware	Install version 1.33:08 or newer.	
		D177 001j	Engine firmware	Install version 1.26:01 or newer.	
Jam	Jam 157 when exiting to the proof tray on the SR3160/3170	D688 010	A Mylar is damaged after repeated contact with the paper. As a result, a crack forms and gradually expands.	Replace the Mylar (modified P/N D6884119). Order two of these and replace the mylars at the front and rear.	
Jam	Jam 151 or 152 when exiting to the proof tray on the SR3160/3170	D688 011	The spring connected to the solenoid breaks.	Replace the solenoid (P/N D6882248).	
Jam	During a center stapling job if the previous job was fed to the shift tray	D147 001s	Engine firmware	Install version 1.34:08 or newer.	
		D149 001s			
		D149 002s			
		D177 001k	Engine firmware	Install version 1.27:01 or newer.	
Jam	SR3140/SR3150	D686 001k	Finisher SR3140 firmware	Install version 01.230:04 or newer.	
Jam	Code 151, 152, or 157	D688 013	SR3170: The spring and bracket for the gate solenoid break, or a Mylar is worn down by contact with the paper.	Replace the solenoid (P/N D6882115) and/or the mylar (P/N D6884119).	See the RTB for the procedures.
Jam	"Initial jam" when the machine switches to Proof mode	D688 001q	Finisher SR3160/SR3170 firmware	Install version 02.380:10 or newer.	
Jam	Jam 24 and 64 with the one-bin tray (BN3110).	D147 145	The guide plate of the paper exit unit is deformed.	Re-tighten the fixing screw of the paper exit sensor bracket.	See the RTB for instructions
Jam	Jam 112	D690 002	The harness is repeatedly bent during operation	Replace the harness with three new parts as explained.	This is for the SR3130 finisher
Jam	JAM64 on 1 bin tray BN3110	D692 001		Execute SP5-804-049 to reverse the paper exit roller and let the user remove the jammed paper.	
Jam	JAM64 on 1 bin tray BN3110, and cannot remove the paper	D692 002	Accordion jam in front of the exit roller	Do the procedure in the RTB	

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Subject	Symptom	RTB #	Cause	Solution	Note
Jam	At the Paper Exit when continuous printing with the 1-bin tray	D147 001u D149 001u, 002u	Engine firmware	Install version 1.36:08 or newer.	
		D177 001n	Engine firmware	Install version 1.29:01 or newer.	
Jam	With jobs that use the shift tray as the output tray.	D688 001r	Finisher SR3160/SR3170 firmware	Install version 02.390:10 or newer.	
Jam	Cannot see jammed paper in 1-bin tray	D147 001v D149 001v, 002v	Engine firmware	Install version 1.37:08 or newer.	
		D177 001o	Engine firmware	Install version 1.30:01 or newer.	
Jam	Jam 100 on punch with SR3130	D147 154 D149 086 D177 066 D237 025	Paper feeds forward too much after a jam occurs	Install Internal Finisher firmware vr. 01.090:02 or newer. In addition, install the modified parts in the RTB (See Procedures 1-5). Note: These parts prevent paper from entering the gap between the punch unit and exit unit.	
Jam	JAM01 or JAM16 when scanning thin originals	D779 001e	ARDF 3090 firmware	Install version 01.290:03 or newer.	
Jam	JAM14 as a result of an unwanted delay in feeding out the last sheet of the original.	D779 001e	ARDF 3090 firmware	Install version 01.290:03 or newer.	
Jam	JAM14 in the job after initialization, if the ARDF was lifted during initialization	D779 001e	ARDF 3090 firmware	Install version 01.290:03 or newer.	
Jam	Original Jam 001 if another document is fed into the ADF while a single-sided document is being scanned	D779 5300L	ARDF 3090 firmware	Install version 01.330:03 or newer.	
Jam	In duplexed multi-half-fold booklet jobs	SP6_ FIT101776836		Install the required patch(es).	
<i>Jam</i>	<i>JAM154 or JAM155 when printing a booklet on A3 paper</i>	<i>D688 5301V</i>	<i>Finisher SR3160/SR3170 firmware</i>	<i>Install version 02.420:10 or newer.</i>	
Multi-feed	When feeding from the DF3090	D147 139	Friction between originals is too high for the pad to separate the sheets	Attach the pad (P/N: D6842314) and Mylar (P/N: D6842313).	

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Skew	When exiting to the finisher if Stapling is used	D686 001a	Finisher SR3140 firmware	Install version 01.130:04 or newer.	
Paper sizes displayed incorrectly	"SRA3" and "SRA4" are incorrectly displayed as "320 x 450mm" and "225 x 320mm"	D147 015a	Printer firmware	Install version 1.02 or newer.	
		D149 016a		Install version 1.04 or newer.	
		D147 032a		Install version 2.05 or newer.	
		D149 033a			
Cannot feed to exit tray	Single-sheet stapled sets, when printing continuous sets with varying quantities of sheets.	D688 001c	Finisher SR3160/SR3170 firmware	Install version 02.040:10 or newer.	
Paper mismatch error	Printing back-to-back jobs to the Bypass Tray	D147 032c	Printer firmware	Install version 2.07 or newer.	
		D147 015d	Printer firmware	Install version 1.05 or newer.	
		D149 016d	Printer firmware	Install version 1.07 or newer.	
		D149 033c	Printer firmware	Install version 2.07 or newer.	
		D177 003a	Printer firmware	Install version 1.01 or newer.	
		D177 033a	Printer firmware	Install version 2.00 or newer.	
'No paper'	Displayed, but paper is present	D696 001b	LCIT RT3030 firmware	Install version 01.780:11 or newer	
Paper is damaged	The leading edge of the copy is scratched when it contacts the exit roller (staple jobs only).	D688 001f	Finisher SR3160/SR3170 firmware	Install version 02.270:10 or newer.	
Paper is damaged	Paper creasing near the trailing edge when feeding A3 sheets	D147 100a	Too much space between the paper and fences at two corners	Temporary solution - Advise users how to set the end and side fences correctly. - Advise the user to close the paper tray slowly when the tray is loaded to capacity (full). Permanent solution A bracket (PN: D1492852) and coin screw (PN: D1492854) were added.	
Incorrect original size detected	In mixed sizes mode	D683 001a	SPDF DF3080 firmware	Install version 01.310:16 or newer	
Poor stacking on exit tray		D147 114		Install new tray exit parts.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Poor stacking on exit tray	On the internal exit tray	D147 127a	The customer used a non-recommended paper type.	Try the following one at a time and check if the symptom remains. 1. Replace the internal exit tray with the modified one. 2. Install the tray heaters 3. Replace the exit rollers with modified ones. Colored lines/banding appear more easily when using these modified rollers, especially when printing onto paper 150g or thicker. See the RTB for part numbers and procedures.	
Curled paper	On the internal exit tray	D147 127a	The customer used a non-recommended paper type.	Try the following one at a time and check if the symptom remains. 1. Replace the internal exit tray with the modified one. 2. Install the tray heaters 3. Replace the exit rollers with modified ones. Colored lines/banding appear more easily when using these modified rollers, especially when printing onto paper 150g or thicker. See the RTB for part numbers and procedures.	
Paper size range out of spec	Minimum for custom paper size	D730 054	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Incorrect paper orientation	In Conference Concierge, after printing with upper-left-side stapling, when printing with two staples	D193 049	Conference Concierge firmware	Install version 1.1 or newer.	
Cannot print with some paper sizes	Printing is available only in LEF	D147 002q	System/Copy firmware	Install version 1.20 or newer.	
		D147 031r	System/Copy firmware	Install version 3.12 or newer.	
		D149 003s	System/Copy firmware	Install version 1.24 or newer.	
		D149 032t	System/Copy firmware	Install version 3.13 or newer.	
		D177 002n	System/Copy firmware	Install version 1.13 or newer.	
		D177 022o	System/Copy firmware	Install version 2.12 or newer.	
		D237 007b	System/Copy firmware	Install version 1.03 or newer.	
Paper fed from wrong tray		D730 062	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	

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Limitless paper feed	Not working with the bypass tray	D147 002r	System/Copy firmware	Install version 1.21 or newer.	
		D147 031s	System/Copy firmware	Install version 3.13 or newer.	
		D149 003t	System/Copy firmware	Install version 1.25 or newer.	
		D149 032u	System/Copy firmware	Install version 3.14 or newer.	
		D177 002o	System/Copy firmware	Install version 1.14 or newer.	
		D177 022p	System/Copy firmware	Install version 2.13 or newer.	
		D237 007b	System/Copy firmware	Install version 1.03 or newer.	
Starts in wrong mode	The job starts in manual feed mode even if set to auto paper mode.	D146 5575F	System/Copy firmware	Install version 3.19 or newer.	
		D147 5575F	System/Copy firmware	Install version 1.27 or newer.	
		D148 5553H	System/Copy firmware	Install version 3.21 or newer.	
		D149 5569G	System/Copy firmware	Install version 1.31 or newer.	
		D176 5550Y	System/Copy firmware	Install version 2.19 or newer.	
		D177 5550Y	System/Copy firmware	Install version 1.20 or newer.	
Paper size error	When a job is sent to the device while it is in Energy Saver mode, "Auto Continue" does not work	D146 5570W	Printer firmware	Install version 2.21 or newer.	
		D148 5570V	Printer firmware	Install version 2.20 or newer.	
		D165 5701W	Printer firmware	Install version 1.17 or newer.	
		D166 5701W	Printer firmware	Install version 1.19 or newer.	
		D176 5572P	Printer firmware	Install version 2.13 or newer.	
		D177 5572P	Printer firmware	Install version 1.12 or newer.	
Paper size error	An incorrect paper size was fed while printing via AirPrint	D165 5733G	PDF firmware	Install version 1.07 or newer.	
		D166 5733F	PDF firmware	Install version 1.05 or newer.	
		D1775 576D	PDF firmware	Install version 1.04 or newer.	
Cannot select a tray	After duplex printing when scanning from SPDF	D148 5553J	System/Copy firmware	Install version 3.22 or newer.	
		D149 5569H	System/Copy firmware	Install version 1.32 or newer.	

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2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
Fusing issues	If SC620 is triggered 50 or more times.	D147 001g D149 001g	Engine firmware	Install version 1.26:08 or newer.	
		D177 001b	Engine firmware	Install version 1.20:01 or newer.	

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3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
WIM	Cannot access stored faxes after the machine recovers from Energy Saver mode.	D147 004a	Fax firmware	Install version 01.02.00 or newer.	
		D149 005a			
WIM	Cannot access stored faxes	D147 002a	System/Copy firmware	Install version 1.04 or newer.	
		D147 031a		Install version 2.20 or newer.	
		D149 003a		Install version 1.08 or newer.	
		D149 032a		Install version 2.20 or newer.	
WIM	Pages shown in English but a different language was selected	D177 008a	Web Support firmware	Install version 1.05.1 or newer.	
		D177 028a	Web Support firmware	Install version 1.01.2 or newer.	
WIM	Incorrect wording: Swedish, Chinese	D147 011e	Web Support firmware	Install version 1.10.6 or newer.	
		D149 012e	Web Support firmware	Install version 1.04.6 or newer.	
		D149 040d	Web Support firmware	Install version 2.04 or newer.	
		D177 008c	Web Support firmware	Install version 1.07 or newer.	
		D177 028c	Web Support firmware	Install version 1.03 or newer.	
WIM	Cannot get machine status information from the machine's web application	D147 087b	SDKService for eDC firmware	Install version 1.01.05 or newer.	
WIM	"Fax Received File" not displayed in the "Print Job/Stored File" menu	D147 012b	Web Uapl firmware	Install version 1.00.3 or newer.	
		D147 040a	Web Uapl firmware	Install version 2.01 or newer.	
		D149 013b	Web Uapl firmware	Install version 1.04.3 or newer.	
		D149 041a	Web Uapl firmware	Install version 2.01 or newer.	
		D177 009b	Web Uapl firmware	Install version 1.03 or newer.	
		D177 029b	Web Uapl firmware	Install version 1.02 or newer.	
WIM	Incorrect wording: Korean	D147 011h	Web Support firmware	Install version 1.10.10 or newer.	
		D149 012h	Web Support firmware	Install version 1.04.9 or newer.	
		D177 008f	Web Support firmware	Install version 1.08.3 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
WIM	Incorrect wording: Device Certificate settings of the AirPrint function	D147 011h	Web Support firmware	Install version 1.10.10 or newer.	
		D147 039h	Web Support firmware	Install version 2.06.3 or newer.	
		D149 012h	Web Support firmware	Install version 1.04.9 or newer.	
		D149 040h	Web Support firmware	Install version 2.08 or newer.	
		D177 008f	Web Support firmware	Install version 1.08.3 or newer.	
		D177 028g	Web Support firmware	Install version 1.05.3 or newer.	
WIM	Cannot view the Web Image Monitor after sending a PC-Fax.	D149 006e	Remote Fax firmware	Install version 05.00.00 or newer.	
		D149 038e	Remote Fax firmware	Install version 06.00.00 or newer.	
WIM	Times out	D147 040d	Web Uapl firmware	Install version 2.04 or newer.	
		D149 041d		Install version 2.04 or newer.	
		D177 029e		Install version 1.05 or newer.	
WIM	"404 Not Found" error when attempting to display a list of stored files from a link sent via email	D147 012d	Web Uapl firmware	Install version 1.00.5 or newer.	
		D147 040d		Install version 2.04 or newer.	
		D149 013d		Install version 1.04.5 or newer.	
		D149 041d		Install version 2.04 or newer.	
		D177 009d		Install version 1.05 or newer.	
		D177 029e		Install version 1.05 or newer.	
WIM	Screen monitoring from WIM is not possible for 3s after the operation panel has been touched.	D147 1438G D150 1438G	OpePanel firmware	Install version 1.08 or newer.	
		D147 1490K		Install version 1.11 or newer.	
		D149 1490N D177 1490L		Install version 1.12 or newer.	
		D176 1438H		Install version 1.09 or newer.	
400-Bad Request		D147 017a	Browser firmware	Install version 1.13.00 or newer.	
		D149 018a		Install version 1.05.00 or newer.	
		D177 021a	Browser firmware	Install version 1.01.01 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
@Remote	A remote call for "Waste toner bottle Full" is mistakenly sent when the bottle is replaced	D147 001b D149 001b D149 002b	Engine firmware	Install version 1.23:08 or newer.	
@Remote	@Remote communication is suspended if SSL communication with a router or proxy server was suspended	D147 002b	System/Copy firmware	Install version 1.05 or newer.	
		D149 003b		Install version 1.09 or newer.	
		D147 031b D149 032b		Install version 2.21 or newer.	
		D147 009b	Network Support firmware	Install version 12.70.2 or newer.	
		D147 034a		Install version 12.72.4 or newer.	
		D149 010b		Install version 12.63.4 or newer.	
		D149 035a		Install version 12.72.4 or newer.	
Cannot get IP address	After the device is restarted when PEAP or TTLS is used as the IEEE 802.1X authentication method	D147 009c	Network Support firmware	Install version 12.70.3 or newer.	
		D149 010c		Install version 12.63.5 or newer.	
		D147 034b D149 035b	Network Support firmware	Install version 12.72.5 or newer.	
Wrong hostname	The hostname is set to the defined "sysName" in RFC1213.	D149 032b	System/Copy firmware	Install version 2.21 or newer.	
Address book	Cannot restore correctly when restoring an address book that was backed up using an encryption key	D147 011b	Web Support firmware	Install version 1.10.3 or newer.	
		D147 039b		Install version 2.02 or newer.	
		D149 012b		Install version 1.04.3 or newer.	
		D149 040b		Install version 2.02 or newer.	
Address book	The user's title from the address book does not display correctly on the operation panel.	D147 002n	System/Copy firmware	Install version 1.17 or newer.	
		D149 003p	System/Copy firmware	Install version 1.21 or newer.	
		D149 032o	System/Copy firmware	Install version 3.08 or newer.	
		D149 032q	System/Copy firmware	Install version 3.10 or newer.	
		D177 002j	System/Copy firmware	Install version 1.10 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Address book	If user authentication is enabled, the address book cannot be updated from Web Image Monitor when the device is in energy-saving mode.	D147 038h	Scanner firmware	Install version 02.20 or newer.	
		D147 031o	System/Copy firmware	Install version 3.09 or newer.	
		D149 039h	Scanner firmware	Install version 02.19 or newer.	
		D177 022k	System/Copy firmware	Install version 2.09 or newer.	
		D177 027g	Scanner firmware	Install version 02.06 or newer.	
		D147 008g	Scanner firmware	Install version 01.09 or newer.	
		D149 009f	Scanner firmware	Install version 01.07 or newer.	
		D177 007d	Scanner firmware	Install version 01.04 or newer.	
		D237 006a	Scanner firmware	Install version 01.01 or newer.	
Fax	Transmission error	D147 004c	Fax firmware	Install version 02.00.00 or newer.	
		D147 033c	Fax firmware	Install version 06.00.00 or newer.	
		D149 005c	Fax firmware	Install version 02.00.00 or newer.	
		D149 034b	Fax firmware	Install version 05.00.00 or newer.	
		D177 011a	Fax firmware	Install version 02.00.00 or newer.	
		D177 025a	Fax firmware	Install version 02.00.00 or newer.	
Fax	Stalls if the user tries to delete 252 or more Broadcasting addresses	D147 004d	Fax firmware	Install version 03.00.00 or newer.	
		D147 033e	Fax firmware	Install version 08.00.00 or newer.	
		D149 005d	Fax firmware	Install version 03.00.00 or newer.	
		D149 034d	Fax firmware	Install version 07.00.00 or newer.	
Fax	Stalls if a network printing job is received just after a network printing time-out error has occurred in the previous job	D147 001i D149 001i	Engine firmware	Install version 1.27:08 or newer.	
		D149 002g	Engine (Single Pass DF) firmware		
Fax	Machine stalls when sending a fax	D177 001c	Engine firmware	Install version 1.21:01 or newer.	
Fax	Fax job sent using an API for web applications does not begin if the paper end alert is displayed.	D177 025c	Fax firmware	Install version 04.00.00 or newer.	
Fax	A4 SEF fax printed as LEF at the other end	D177 025c	Fax firmware	Install version 04.00.00 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Fax	Simple Fax may stall when an address is selected	D147 067b	SimpleFAX for eDC firmware	Install version 1.28 or newer.	
Fax	The fax function does not boot up	D147 027b	GWFCU3.8-2 (WW) firmware	Install version 06.00.00 or newer.	
Fax	A fax job sent using Direct Transmission is not automatically deleted.	D147 027b	GWFCU3.8-2 (WW) firmware	Install version 06.00.00 or newer.	
Fax	IP-FAX becomes unavailable if six attempts to connect using H.323 fail	D147 037c	Remote Fax firmware	Install version 04.00.00 or newer.	
		D149 038c	Remote Fax firmware	Install version 04.00.00 or newer.	
		D177 026b	Remote Fax firmware	Install version 03.00.00 or newer.	
Fax	Thumbnail not correct for received faxes	D147 003f D177 016e	Opepanel firmware	EU/CN/TW: Install version 1.07 or newer. US/ASIA/KOR: Install version 1.04 or newer.	
		D149 004f	Opepanel firmware	EU/CN/TW: Install version 1.08 or newer. US/ASIA/KOR: Install version 1.04 or newer.	
Fax	A stored received fax is deleted if a paper loading error occurs during printing	D147 004g	Fax firmware	Install version 06.00.00 or later.	
		D149 005g			
		D177 011e			
Fax	Reception error with W-NET fax	D147 002n	System/Copy firmware	Install version 1.17 or newer.	
		D147 002p	System/Copy firmware	Install version 1.19 or newer.	
		D147 031o	System/Copy firmware	Install version 3.09 or newer.	
		D147 031q	System/Copy firmware	Install version 3.11 or newer.	
		D149 003r	System/Copy firmware	Install version 1.23 or newer.	
		D149 032s	System/Copy firmware	Install version 3.12 or newer.	
		D177 002j	System/Copy firmware	Install version 1.10 or newer.	
		D177 002m	System/Copy firmware	Install version 1.12 or newer.	
		D177 022n	System/Copy firmware	Install version 2.11 or newer.	
Fax	Stalls when a waiting error (e.g. Paper End) and reading error (e.g. paper jam) occur at the same time	D147 004h D149 005h D177 011f	Fax firmware	Install version 07.00.00 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Fax	Stalls when automatic detection is enabled	D147 004h D149 005h D177 011f	Fax firmware	Install version 07.00.00 or later.	
Fax	A stored reception job is not executed while the machine switches to Night mode	D147 004h D149 005h D177 011f	Fax firmware	Install version 07.00.00 or later.	
Fax	Transmission fails	D147 004h D149 005h D177 011f	Fax firmware	Install version 07.00.00 or later.	
		D147 033i	Fax firmware	Install version 12.00.00 or later.	
		D149 034h	Fax firmware	Install version 11.00.00 or later.	
		D177 025h	Fax firmware	Install version 09.00.00 or later.	
Fax	Does not start up following continuous fax communication	D147 004h D149 005h D177 011f	Fax firmware	Install version 07.00.00 or later.	
		D147 033i	Fax firmware	Install version 12.00.00 or later.	
		D149 034h	Fax firmware	Install version 11.00.00 or later.	
		D177 025h	Fax firmware	Install version 09.00.00 or later.	
Fax	File reception (printout) error	D147 027e	GWFCU3.8-2 (WW) firmware	Install version 09.00.00 or newer.	
Fax	Fax reception error when using the G3 interface unit	D147 027e	GWFCU3.8-2 (WW) firmware	Install version 09.00.00 or newer.	
Fax	Fax data encoded with Base64 is not correctly received	D147 002t	System/Copy firmware	Install version 1.22 or newer.	
		D147 031u	System/Copy firmware	Install version 3.14 or newer.	
		D149 003v	System/Copy firmware	Install version 1.26 or newer.	
		D149 032w	System/Copy firmware	Install version 3.15 or newer.	
		D177 002q	System/Copy firmware	Install version 1.15 or newer.	
		D177 022r	System/Copy firmware	Install version 2.14 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Fax	Fax application may not boot after auto reboot from SC816-94.	D149 003v	System/Copy firmware	Install version 1.26 or newer.	
		D149 032w	System/Copy firmware	Install version 3.15 or newer.	
Fax	"FAX jobs are full" appears and Remote Fax becomes disabled	D147 027f	GWFCU3.8-2 (WW) firmware	Install version 10.00.00 or newer.	
Fax	ESA applications that support distribution of inbound faxes include the metadata from other fax jobs.	Gene 079f	Java VM v11 for eDC firmware	Install version 11.32.04 or newer.	
		Gene 080e	Java VM v11 Update Tool		
Fax	Not printed and forwarded if "Forwarding setting of Reception File Setting" is enabled	D147 002v	System/Copy firmware	Install version 1.24 or newer.	
		D147 031w	System/Copy firmware	Install version 3.16 or newer.	
		D149 003x	System/Copy firmware	Install version 1.28 or newer.	
		D149 032y	System/Copy firmware	Install version 3.17 or newer.	
		D177 002s	System/Copy firmware	Install version 1.17 or newer.	
		D177 022t	System/Copy firmware	Install version 2.16 or newer.	
Fax	Simple Fax application with CAP V2: Cannot cancel a selected address	D147 067d	SimpleFAX for eDC firmware	Install version 1.29 or newer.	
Fax	Scroll up does not work when trying to select an address from the Simple Fax application	D147 067d	SimpleFAX for eDC firmware	Install version 1.29 or newer.	
Fax	Cannot cancel an address when using the Simple Fax application	D147 150e	Cheetah System firmware	Install version 1.49 or newer.	
Fax	Cannot scroll through the address list when using the Simple Fax application	D147 150e	Cheetah System firmware	Install version 1.49 or newer.	
Fax	The Simple Fax application shuts down if the address book is selected	D149 034k	Fax firmware	Install version 14.00.00 or newer.	
Fax	CAP v2: The simple fax application shuts down abnormally, if an address registered without a fax number is selected.	D147 031x	System/Copy firmware	Install version 3.17 or newer.	
		D177 022u		Install version 2.17 or newer.	
Fax	If CAP v2 is installed, selecting the address book from the simple fax application causes a forced shutdown of the application	D147 033m	Fax firmware	Install version 15.00.00 or newer.	
		D177 025k	Fax firmware	Install version 12.00.00 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Fax	Error when sending a fax from the document server using an IPv4-mapped address	Gene 079m	Java VM v11 for eDC firmware	Install version 11.32.04 or newer.	
		Gene 080k	Java VM v11 Update Tool		
Fax	Fax application stalls when recovering from energy saving mode	D147 004k	Fax firmware	Install version 11.00.00 or later.	
		D149 005m	Fax firmware	Install version 12.00.00 or later.	
		D177 011j	Fax firmware	Install version 11.00.00 or later.	
		D147 033n	Fax firmware	Install version 16.00.00 or later.	
		D149 034m	Fax firmware	Install version 15.00.00 or later.	
		D177 025m	Fax firmware	Install version 13.00.00 or later.	
Fax	Cannot be transmitted if CAP v2 is installed	D147 5564C	Java VM v11 for eDC firmware	Install version 11.39.02 or newer.	
			Java VM v11 Update Tool		
		D147 5565C	Java VM v11 for eDC firmware	Install version 11.39.02 or newer.	
			Java VM v11 Update Tool		
Wrong data on settings list	The IP address/MAC address appears as "0.0.0.0."	D147 002f	System/Copy firmware	Install version 1.11 or newer.	
		D147 031f	System/Copy firmware	Install version 3.01 or newer.	
		D149 003f	System/Copy firmware	Install version 1.14 or newer.	
		D149 032f	System/Copy firmware	Install version 3.00 or newer.	
HTTP	Not working if an ESA application is installed	Gene 059h	Java VM v11 for eDC firmware	Install version 11.16.00 or newer.	
		Gene 061g	Java VM v11 Update Tool		
HTTP	When resuming from an Energy Saver mode, functions that use HTTP, including WIM, cannot be used	D147 009g	Network Support firmware	Install version 12.72 or newer.	
		D147 034g		Install version 12.88 or newer.	
		D149 010g		Install version 12.65 or newer.	
		D149 035g		Install version 12.88 or newer.	
		D177 005b		Install version 12.78 or newer.	
		D177 031c		Install version 12.88 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Alert notifications	Sent out even if the alert is cancelled	D147 002h	System/Copy firmware	Install version 1.13 or newer.	
		D149 003j	System/Copy firmware	Install version 1.17 or newer.	
		D147 031i	System/Copy firmware	Install version 3.04 or newer.	
		D149 032k		Install version 3.05 or newer.	
		D177 022f		Install version 2.04 or newer.	
Wireless LAN	Error when processing the SSID and password	D147 047n	Cheetah System firmware	Install version 1.32 or newer.	
Wireless LAN	When A-MSDU is enabled, the device cannot receive packet data that is more than 2,048 bytes	D147 002n	System/Copy firmware	Install version 1.17 or newer.	
		D147 031o	System/Copy firmware	Install version 3.09 or newer.	
		D149 003p	System/Copy firmware	Install version 1.21 or newer.	
		D149 032q	System/Copy firmware	Install version 3.10 or newer.	
		D177 002j	System/Copy firmware	Install version 1.10 or newer.	
		D177 022k	System/Copy firmware	Install version 2.09 or newer.	
		D237 007b	System/Copy firmware	Install version 1.03 or newer.	
Wireless LAN	When trying to establish an ad-hoc connection among three or more devices, the third and subsequent devices cannot connect.	D147 002n	System/Copy firmware	Install version 1.17 or newer.	
		D147 031o	System/Copy firmware	Install version 3.09 or newer.	
		D149 003p	System/Copy firmware	Install version 1.21 or newer.	
		D149 032q	System/Copy firmware	Install version 3.10 or newer.	
		D177 002j	System/Copy firmware	Install version 1.10 or newer.	
		D177 022k	System/Copy firmware	Install version 2.09 or newer.	
Wireless LAN	The device cannot communicate when using the WMM (Wi-Fi Multimedia) function.	D147 002n	System/Copy firmware	Install version 1.17 or newer.	
		D147 031o	System/Copy firmware	Install version 3.09 or newer.	
		D149 003p	System/Copy firmware	Install version 1.21 or newer.	
		D149 032q	System/Copy firmware	Install version 3.10 or newer.	
		D177 002j	System/Copy firmware	Install version 1.10 or newer.	
		D177 022k	System/Copy firmware	Install version 2.09 or newer.	
		D237 007b	System/Copy firmware	Install version 1.03 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
NAT	Cannot access NAT connection in quick recovery.	D147 047n	Cheetah System firmware	Install version 1.32 or newer.	
IP Fax	Unavailable if six attempts to connect using H.323 fail, taking more than 10 minutes.	D147 005c D149 006c D177 012b	Remote Fax firmware	Install version 03.00.00 or newer.	
IP Fax	Cannot send, receive, or print the transmitted fax if the sending machine disconnects during IP-FAX transmission	D146 5558G D149 5558J D177 5558G	Remote Fax firmware	Install version 06.00.00 or newer.	
		D147 5558J D176 5558D	Remote Fax firmware	Install version 05.00.00 or newer.	
		D148 5558H	Remote Fax firmware	Install version 07.00.00 or newer.	
Data not received	Packet data is not received if the incoming data is larger than the threshold for fragmentation that is set in the access point settings.	D147 002n	System/Copy firmware	Install version 1.17 or newer.	
		D147 031o	System/Copy firmware	Install version 3.09 or newer.	
		D149 003p	System/Copy firmware	Install version 1.21 or newer.	
		D149 032q	System/Copy firmware	Install version 3.10 or newer.	
		D177 002j	System/Copy firmware	Install version 1.10 or newer.	
		D177 022k	System/Copy firmware	Install version 2.09 or newer.	
Network connection error	When an application attempts to connect to the network	D147 047t	Cheetah System firmware	Install version 1.37 or newer.	
Network connection error	If the network is disconnected and reconnected; controller must be rebooted	D730 041a	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Network connection error	Smart Operation Panel (SOP) cannot connect to the network when "Screen Startup Mode" is set to "Quick"	D147 130 D177 047	SOP starts to get an IP address before connection between SOP and device is established.	Rebooting the device might solve the problem. Update the "Cheetah System" firmware to v1.37 or newer.	
Network connection error	If entering and recovering from energy saving mode on @Remote connected machines.	D147 002x	System/Copy firmware	Install version 1.26 or newer.	
		D147 031y	System/Copy firmware	Install version 3.18 or newer.	
		D149 003z	System/Copy firmware	Install version 1.30 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
		D149 093a	System/Copy firmware	Install version 3.20 or newer.	
		D177 002u	System/Copy firmware	Install version 1.19 or newer.	
		D177 022v	System/Copy firmware	Install version 2.18 or newer.	
Network connection error	The DSDK application fails to connect to the LDAP server when using Kerberos authentication	Gene 079p	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080o	Java VM v11 Update Tool		
Network connection error	<i>If the device has not been used a significant amount of times, functions that require a network connection might fail</i>	<i>D146 5567Y</i>	<i>Network Support firmware</i>	<i>Install version 13.01 or newer.</i>	
		<i>D147 5567Y</i>	<i>Network Support firmware</i>	<i>Install version 12.84 or newer.</i>	
		<i>D148 5567Y</i>	<i>Network Support firmware</i>	<i>Install version 13.01 or newer.</i>	
		<i>D149 5567X</i>	<i>Network Support firmware</i>	<i>Install version 12.77 or newer.</i>	
		<i>D176 5567R</i>	<i>Network Support firmware</i>	<i>Install version 13.01 or newer.</i>	
		<i>D177 5567S</i>	<i>Network Support firmware</i>	<i>Install version 12.91 or newer.</i>	
		<i>D237 5567H</i>	<i>Network Support firmware</i>	<i>Install version 12.85 or newer.</i>	
Cannot forward files	From SOP apps to external Web servers	D147 047u	Cheetah System firmware	Install version 1.38 or newer.	
E-mail	When Simplified Chinese characters are used, transmission fails.	D147 002p	System/Copy firmware	Install version 1.19 or newer.	
		D147 031q	System/Copy firmware	Install version 3.11 or newer.	
		D149 003r	System/Copy firmware	Install version 1.23 or newer.	
		D149 032s	System/Copy firmware	Install version 3.12 or newer.	
		D177 002m	System/Copy firmware	Install version 1.12 or newer.	
		D177 022n	System/Copy firmware	Install version 2.11 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
E-mail	When Simplified Chinese characters are used, the contents are garbled	D147 002p	System/Copy firmware	Install version 1.19 or newer.	
		D147 008h	Scanner firmware	Install version 01.10 or newer.	
		D147 031q	System/Copy firmware	Install version 3.11 or newer.	
		D147 038j	Scanner firmware	Install version 02.22 or newer.	
		D149 003r	System/Copy firmware	Install version 1.23 or newer.	
		D149 009g	Scanner firmware	Install version 01.08 or newer.	
		D149 032s	System/Copy firmware	Install version 3.12 or newer.	
		D149 039j	Scanner firmware	Install version 02.21 or newer.	
		D177 002m	System/Copy firmware	Install version 1.12 or newer.	
		D177 007e	Scanner firmware	Install version 01.05 or newer.	
		D177 022n	System/Copy firmware	Install version 2.11 or newer.	
		D177 027i	Scanner firmware	Install version 02.08 or newer.	
		D237 006a	Scanner firmware	Install version 01.01 or newer.	
E-mail	Cannot configure max email size	D147 008i	Scanner firmware	Install version 01.11 or newer.	
		D147 038k	Scanner firmware	Install version 02.23 or newer.	
		D177 007f	Scanner firmware	Install version 01.06 or newer.	
		D177 027j	Scanner firmware	Install version 02.09 or newer.	
		D237 006a	Scanner firmware	Install version 01.01 or newer.	
E-mail	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	D147 002u	System/Copy firmware	Install version 1.23 or newer.	
		D147 031v	System/Copy firmware	Install version 3.15 or newer.	
		D149 003w	System/Copy firmware	Install version 1.27 or newer.	
		D177 002r	System/Copy firmware	Install version 1.16 or newer.	
		D177 022s	System/Copy firmware	Install version 2.15 or newer.	
SSL	After applying the security update that changes the priority order for cipher suites, SSL communication fails	Gene 079p	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080o	Java VM v11 Update Tool		

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Subject	Symptom	RTB #	Cause	Solution	Note
Cannot download document	When downloading a scanned document that includes a mix of monochrome and grayscale pages from Web Image Monitor or Scan to URL	D147 010h	Network DocBox firmware	Install version 1.08 or newer.	
		D147 035m		Install version 2.12 or newer.	
		D149 011i		Install version 1.09 or newer.	
		D149 036o		Install version 2.14 or newer.	
		D177 006h		Install version 1.08 or newer.	
		D177 032m		Install version 1.11 or newer.	
Wrong document sent	When sending a scanned or fax document using the Hotfolder plug-in for GlobalScan or StreamlineNX, the wrong document was sent and the original document may be lost.	D146 5567W	Network Support firmware	Install version 12.99.1 or newer.	
		D147 5567W	Network Support firmware	Install version 12.82.1 or newer.	
		D148 5567W	Network Support firmware	Install version 12.99 or newer.	
		D149 5567V	Network Support firmware	Install version 12.75.1 or newer.	
		D176 5567P	Network Support firmware	Install version 12.99.1 or newer.	
		D177 5567Q	Network Support firmware	Install version 12.89.1 or newer.	
		D237 5567F	Network Support firmware	Install version 12.83 or newer.	
Others	Problems with Group Destination Helper	D147 002x	System/Copy firmware	Install version 1.26 or newer.	
		D147 031y	System/Copy firmware	Install version 3.18 or newer.	
		D149 003z	System/Copy firmware	Install version 1.30 or newer.	
		D149 093a	System/Copy firmware	Install version 3.20 or newer.	
		D177 002u	System/Copy firmware	Install version 1.19 or newer.	
		D177 022v	System/Copy firmware	Install version 2.18 or newer.	

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4. Printing/Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Job cancelled	When you login using Chinese characters	D147 005a	Remote Fax firmware	Install version 01.02.00 or newer.	
		D149 006a			
		D147 037a		Install version 02.11.00 or newer.	
		D149 038a			
Job cancelled	If the specified paper size is not set in the input tray	D147 022e	PCL firmware	Install version 1.15 or newer.	
		D149 023d	PCL firmware	Install version 1.11 or newer.	
Job cancelled	When using a bitmap font	D147 022g	PCL firmware	Install version 1.17 or newer.	
		D149 023f	PCL firmware	Install version 1.13 or newer.	
		D177 014f	PCL firmware	Install version 1.07 or newer.	
Job cancelled	When a big job is printed using wireless LAN, the job is cancelled in the middle of printing.	D147 002n	System/Copy firmware	Install version 1.17 or newer.	
		D147 031o	System/Copy firmware	Install version 3.09 or newer.	
		D149 003p	System/Copy firmware	Install version 1.21 or newer.	
		D149 032q	System/Copy firmware	Install version 3.10 or newer.	
		D177 002j	System/Copy firmware	Install version 1.10 or newer.	
		D177 022k	System/Copy firmware	Install version 2.09 or newer.	
Job cancelled	When "Unauthorized Copy Prevention Printing: Printer" is enabled	D147 022i	PCL firmware	Install version 1.19 or newer.	
		D149 023h	PCL firmware	Install version 1.15 or newer.	
		D177 014h	PCL firmware	Install version 1.09 or newer.	
Job cancelled	When printing a excel sheet that contains images drawn by a collar custom brush	D147 022i	PCL firmware	Install version 1.19 or newer.	
		D149 023h	PCL firmware	Install version 1.15 or newer.	
		D177 014h	PCL firmware	Install version 1.09 or newer.	
Job cancelled	When "Unauthorized Copy Prevention Printing: Printer" is enabled	D149 023i	PCL firmware	Install version 1.16 or newer	
		D147 023f	RPCS firmware	Install version 3.13.29 or newer.	
		D149 024c	RPCS firmware	Install version 3.13.24 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Job not printed	Job remains in the processing state when printing the job through Kingsoft Spreadsheets	D730 053	Color Controller E-22B/E-22C Ver.1.1 firmware	Install the required patch(es).	
Job not printed	PDF file not printed via direct print if it contains True Type fonts	D165 5733G	PDF firmware	Install version 1.07 or newer.	
		D166 5733F	PDF firmware	Install version 1.05 or newer.	
		D1775 576D	PDF firmware	Install version 1.04 or newer.	
Job not processed	When "Tracking Permission" and "Stop Printing" are enabled in "Enhanced Print Volume Limitation", processing fails	Gene 079p	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080o	Java VM v11 Update Tool		
Blank sheet printed	When scanning mixed-sized originals using reduction/enlargement	D147 002e	System/Copy firmware	Install version 1.09 or newer.	
		D147 031e		Install version 2.25 or newer.	
		D149 032e			
		D149 003e		Install version 1.13 or newer.	
		D177 002a		Install version 1.02 or newer.	
		D177 022a		Install version 1.02 or newer.	
Blank sheet printed	Blank pages generated while RIPping due to a failure of the PS interpreter.	D730 034, 038	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Blank sheet printed	If the PCL data contains a significant amount of graphics and/or transparent objects	D147 022i	PCL firmware	Install version 1.19 or newer.	
		D149 023h	PCL firmware	Install version 1.15 or newer.	
		D177 014h	PCL firmware	Install version 1.09 or newer.	
Pages printed in wrong order	Printing with Front Cover enabled and using a combination of duplex printing and the Bypass Tray	D147 032c	Printer firmware	Install version 2.07 or newer.	
		D147 015d	Printer firmware	Install version 1.05 or newer.	
		D149 016d	Printer firmware	Install version 1.07 or newer.	
		D149 033c	Printer firmware	Install version 2.07 or newer.	
		D177 003a	Printer firmware	Install version 1.01 or newer.	
		D177 033a	Printer firmware	Install version 2.00 or newer.	
Characters damaged or missing	When printing from Adobe Reader 9	D147 023a	RPCS firmware	Install version 3.13.25 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Characters damaged or missing	Bug in the Adobe PDF to PS converter.	D730 027	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Characters damaged or missing	PCL printing	D147 022c	PCL firmware	Install version 1.13 or newer.	
		D177 014a	PCL firmware	Install version 1.03 or newer.	
Characters damaged or missing	When scanning with "Hungarian" or "Polish" as "Cognitive Language" in "OCR Settings", if the value of a Unicode character exceeds 256, then the character is converted to a "?".	D147 002n	System/Copy firmware	Install version 1.17 or newer.	
		D147 002r	System/Copy firmware	Install version 1.21 or newer.	
		D147 008i	Scanner firmware	Install version 01.11 or newer.	
		D147 031o	System/Copy firmware	Install version 3.09 or newer.	
		D147 031s	System/Copy firmware	Install version 3.13 or newer.	
		D147 038k	Scanner firmware	Install version 02.23 or newer.	
		D149 003t	System/Copy firmware	Install version 1.25 or newer.	
		D149 009e	Scanner firmware	Install version 01.06 or newer.	
		D149 009h	Scanner firmware	Install version 01.09 or newer.	
		D149 032u	System/Copy firmware	Install version 3.14 or newer.	
		D149 039h	Scanner firmware	Install version 02.19 or newer.	
		D149 039k	Scanner firmware	Install version 02.22 or newer.	
		D177 002j	System/Copy firmware	Install version 1.10 or newer.	
		D177 002o	System/Copy firmware	Install version 1.14 or newer.	
		D177 007f	Scanner firmware	Install version 01.06 or newer.	
		D177 022k	System/Copy firmware	Install version 2.09 or newer.	
		D177 022p	System/Copy firmware	Install version 2.13 or newer.	
		D177 027j	Scanner firmware	Install version 02.09 or newer.	
Characters damaged or missing	When printing an N-up PCL6 job with a driver for Windows 8 or a later Windows OS	D149 023f	PCL firmware	Install version 1.13 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Cannot scan	Cannot scan with the browser if the original is scanned on the exposure glass with the platen cover open	D147 026a	Extended JS firmware	Install version 1.06.01 or newer.	
		D149 027a			
Cannot scan	When certain settings are configured in the Scanner Features and the machine is restarted	D147 002f	System/Copy firmware	Install version 1.11 or newer.	
		D147 031f	System/Copy firmware	Install version 3.01 or newer.	
		D149 003f	System/Copy firmware	Install version 1.14 or newer.	
		D149 032f	System/Copy firmware	Install version 3.00 or newer.	
		D177 002b	System/Copy firmware	Install version 1.03 or newer.	
		D177 022b	System/Copy firmware	Install version 2.00 or newer.	
Cannot scan	When the job requires cookies and a proxy	D147 026c D149 027c	Extended JS firmware	Install version 1.08.01 or newer.	
		D177 020b		Install version 1.08.00 or newer.	
Cannot scan	When "Start Scanning" is pressed in the Scan to Me application	D147 038j	Scanner firmware	Install version 02.22 or newer.	
		D149 039j	Scanner firmware	Install version 02.21 or newer.	
		D177 027i	Scanner firmware	Install version 02.08 or newer.	
Cannot scan	An alert message unrelated to scanning appears all across the display, disabling scan operation	Gene 079m	Java VM v11 for eDC firmware	Install version 11.32.04 or newer.	
		Gene 080k	Java VM v11 Update Tool		
Cannot complete scanning job	When the "Stop" key is pressed after scanning one side of a document and then "Continue Printing" is selected	D193 047b	ID Card Copy firmware	Install version 1.2 or newer.	
Cannot complete scanning job	If Letter-size paper landscape is set and the staple is to be positioned on the upper-left side	D193 049	Conference Concierge firmware	Install version 1.1 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Cannot complete scanning job	Send error when scanning documents of different sizes	D147 002q	System/Copy firmware	Install version 1.20 or newer.	
		D147 031r	System/Copy firmware	Install version 3.12 or newer.	
		D149 003s	System/Copy firmware	Install version 1.24 or newer.	
		D149 032t	System/Copy firmware	Install version 3.13 or newer.	
		D177 002n	System/Copy firmware	Install version 1.13 or newer.	
		D177 022o	System/Copy firmware	Install version 2.12 or newer.	
Cannot complete scanning job	When scanning an original containing multiple pages with the Twain driver, error (code: 36856) occurs on the client PC	D147 002t	System/Copy firmware	Install version 1.22 or newer.	
		D147 031u	System/Copy firmware	Install version 3.14 or newer.	
		D149 003v	System/Copy firmware	Install version 1.26 or newer.	
		D149 032w	System/Copy firmware	Install version 3.15 or newer.	
		D177 002q	System/Copy firmware	Install version 1.15 or newer.	
		D177 022r	System/Copy firmware	Install version 2.14 or newer.	
Cannot print	Energy saver mode, b/w duplex, LT LEF, 1 st page is text only	D147 001h	Engine firmware	Install version 1.25:08 or newer.	
		D149 001h			
		D149 002h	Engine (Single Pass) firmware		
		D177 001b	Engine firmware	Install version 1.20:01 or newer.	
Cannot print	Printing from the browser (Smart Operation Panel) fails	D147 047i, 047k	Cheetah System firmware	Install version 1.30 or newer.	
Cannot print	Cannot print a PDF file via Command WorkStation	D730 015	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Cannot print	A job from Ricoh Smart Device Print&Scan via Enhanced Locked Print NX FS v2	D147 015g	Printer firmware	Install version 1.08 or newer.	
		D149 016g		Install version 1.10 or newer.	
		D147 032g		Install version 2.11 or newer.	
		D149 033g			
		D177 003c		Install version 1.03 or newer.	
		D177 033d		Install version 2.03 or newer	

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Subject	Symptom	RTB #	Cause	Solution	Note
Cannot print	IPP printing, Mac OS X 10.9	D147 009g	Network Support firmware	Install version 12.72 or newer.	
		D147 034g		Install version 12.88 or newer.	
		D149 010g		Install version 12.65 or newer.	
		D149 035g		Install version 12.88 or newer.	
		D177 005b		Install version 12.78 or newer.	
		D177 031c		Install version 12.88 or newer.	
Cannot print	If the language is not set to English or Japanese.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Cannot print	If the user logs in with a blank password.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Cannot print	Jobs cannot be printed from an iOS 7 device with authentication enabled.	D730 035	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Cannot print	If the printer is set up using Bonjour, jobs cannot be printed after "Restart Fiery Service" from Mac OS.	D730 043	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Cannot print	<i>Jobs with different paper sizes and paper types from the bypass tray</i>	<i>D146 5575J</i>	<i>System/Copy firmware</i>	<i>Install version 3.22 or newer.</i>	
		<i>D147 5575K</i>	<i>System/Copy firmware</i>	<i>Install version 1.31 or newer.</i>	
		<i>D148 5553L</i>	<i>System/Copy firmware</i>	<i>Install version 3.24 or newer.</i>	
		<i>D149 5569L</i>	<i>System/Copy firmware</i>	<i>Install version 1.35 or newer.</i>	
		<i>D176 5553A</i>	<i>System/Copy firmware</i>	<i>Install version 2.22 or newer.</i>	
		<i>D177 5553B</i>	<i>System/Copy firmware</i>	<i>Install version 1.24 or newer.</i>	
		<i>D237 5550F</i>	<i>System/Copy firmware</i>	<i>Install version 1.07 or newer.</i>	
Job not accepted	ELP-NX V2 does not accept the print job	Gene 061e	Java VM v11 Update Tool	Install version 11.14.02 or newer.	
		Gene 059f	Java VM v11 for eDC firmware		
Job not accepted	After a Smart Operation Panel remote F/W update is performed.	D147 031i	System/Copy firmware	Install version 3.04 or newer.	
		D149 032k		Install version 3.05 or newer.	
		D177 022f		Install version 2.04 or newer.	
Job not accepted	When the Key Card is enabled (SP5-113-01).	D149 005j D177 025j	Fax firmware	Install version 11.00.00 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
		D177 011h	Fax firmware	Install version 09.00.00 or later.	
		D149 034j	Fax firmware	Install version 13.00.00 or later.	
		D147 033k	Fax firmware	Install version 14.00.00 or later.	
Page missing	If an error occurs during DSM scanner transmission	D147 009f	Network Support firmware	Install version 12.71 or newer.	
		D147 034e	Network Support firmware	Install version 12.84.2 or newer.	
		D149 010f	Network Support firmware	Install version 12.64 or newer.	
		D149 035e	Network Support firmware	Install version 12.84.2 or newer.	
		D177 005a	Network Support firmware	Install version 12.77 or newer.	
		D177 031a	Network Support firmware	Install version 12.84 or newer.	
Extra pages	Extra tab pages in output when printing a mixed media job.	D730 010	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Search	Incorrect search results if the keywords in a PDF file are scanned by selecting a language other than "Japanese"	D147 002f	System/Copy firmware	Install version 1.11 or newer.	
		D147 008d	Scanner firmware	Install version 01.06 or newer.	
		D147 031f	System/Copy firmware	Install version 3.01 or newer.	
		D149 003f	System/Copy firmware	Install version 1.14 or newer.	
		D149 032f	System/Copy firmware	Install version 3.00 or newer.	
		D177 002b	System/Copy firmware	Install version 1.03 or newer.	
		D177 022b	System/Copy firmware	Install version 2.00 or newer.	
Search	Same as above	Gene 061v	Java VM v11 Update Tool	Install version 11.26.04 or newer.	
		Gene 059w	Java VM v11 for eDC firmware	Install version 11.26.04 or newer.	
Jobs reset	PDF Direct jobs containing a mask	D147 020b	PDF firmware	Install version 1.05 or newer.	
		D149 021b	PDF firmware	Install version 1.03 or newer.	
		D177 015a	PDF firmware	Install version 1.02 or newer.	
Text not printed correctly	Text in duplex PCL jobs is shifted and overlaps other text	D147 022c	PCL firmware	Install version 1.13 or newer.	
		D149 023b	PCL firmware	Install version 1.09 or newer.	
Text not printed correctly	When printing a job that contains multiple PDL data	D149 016q	Printer firmware	Install version 1.18 or newer.	
		D149 033q	Printer firmware	Install version 2.19 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Text not printed correctly	When printing the contents of an A3 size document on A4 size paper via Direct printing, the text is distorted	D165 5706Q	PCL firmware	Install version 1.22 or newer.	
		D166 5706P	PCL firmware	Install version 1.18 or newer.	
		D177 5573K	PCL firmware	Install version 1.11 or newer.	
Wrong message on screen	Thumbnail notified as available when scanning was cancelled	D147 038d	Scanner firmware	Install version 02.16 or newer.	
		D149 039d		Install version 02.15 or newer.	
		D177 027b		Install version 02.01 or newer.	
Cannot cancel job	If a paper jam occurs during the job cancellation.	D730 016	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Cannot cancel job	Scanning cannot be cancelled if continuous jobs are performed with the single-pass ADF	D149 002k	Engine (Single Pass) firmware	Install version 1.28:08 or newer.	
		D149 002w	Engine (Single Pass) firmware	Install version 1.38:08 or newer.	
Cannot recover job	If toner runs out during printing	D730 016	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Incorrect printer status reported	The printer API encounters an error and sends data that is different from the actual state of the printer.	D147 032g	Printer firmware	Install version 2.11 or newer.	
		D149 033g			
		D177 033d		Install version 2.03 or newer.	
Incorrect line breaks	If vertical text in a PDF file is copied and pasted into an application, characters are randomly broken onto new lines	D147 008e	Scanner firmware	Install version 01.07 or newer.	
		D149 009d		Install version 01.05 or newer.	
		D177 007b		Install version 01.02 or newer.	
		Gene 079b	Java VM v11 for eDC firmware	Install version 11.30.02 or newer.	
		Gene 080a	Java VM v11 Update Tool	Install version 11.30.02 or newer.	
Printing stops	Merged job containing an odd number pages	D730 028	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Printing stops	Running stapling jobs continuously from the Fiery controller	D147 002t	System/Copy firmware	Install version 1.22 or newer.	
		D147 031u	System/Copy firmware	Install version 3.14 or newer.	
		D149 003v	System/Copy firmware	Install version 1.26 or newer.	
		D149 032w	System/Copy firmware	Install version 3.15 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Printing stops	The operation panel displays "Please Wait".	D147 002v	System/Copy firmware	Install version 1.24 or newer.	
		D147 031w	System/Copy firmware	Install version 3.16 or newer.	
		D149 003x	System/Copy firmware	Install version 1.28 or newer.	
		D149 032y	System/Copy firmware	Install version 3.17 or newer.	
		D177 002s	System/Copy firmware	Install version 1.17 or newer.	
		D177 022t	System/Copy firmware	Install version 2.16 or newer.	
Printing stops	IPDS printing stalls if IPDS jobs are printed continuously	D146 5570X	Printer firmware	Install version 2.22 or newer.	
		D148 5570W	Printer firmware	Install version 2.21 or newer.	
		D165 5701X	Printer firmware	Install version 1.18 or newer.	
		D166 5701X	Printer firmware	Install version 1.20 or newer.	
		D177 5572Q	Printer firmware	Install version 1.13 or newer.	
		D176 5572Q	Printer firmware	Install version 2.14 or newer.	
Scan to SMB	'General SMB operation error.' appears; cannot connect to a Mac OS X 10.9 shared folder.	D730 029	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Scan to Folder	Fails if the operation panel language is Catalan	D147 009i	Network Support firmware	Install version 12.74 or newer.	
		D147 034i	Network Support firmware	Install version 12.90 or newer.	
		D149 010i	Network Support firmware	Install version 12.67 or newer.	
		D149 035i	Network Support firmware	Install version 12.90 or newer.	
		D177 005d	Network Support firmware	Install version 12.80 or newer.	
		D177 031e	Network Support firmware	Install version 12.90 or newer.	
Scan to Folder	Communication fails	D146 5567W	Network Support firmware	Install version 12.99.1 or newer.	
		D147 5567W	Network Support firmware	Install version 12.82.1 or newer.	
		D148 5567W	Network Support firmware	Install version 12.99 or newer.	
		D149 5567V	Network Support firmware	Install version 12.75.1 or newer.	
		D176 5567P	Network Support firmware	Install version 12.99.1 or newer.	
		D177 5567Q	Network Support firmware	Install version 12.89.1 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
		D237 5567F	Network Support firmware	Install version 12.83 or newer.	
Scan to Folder	The device freezes during data transmission when doing Scan to Folder with SMBv2/v3.	D146 5567X	Network Support firmware	Install version 12.100.1 or newer.	
		D147 5567X	Network Support firmware	Install version 12.83.1 or newer.	
		D148 5567X	Network Support firmware	Install version 12.100.1 or newer.	
		D149 5567W	Network Support firmware	Install version 12.76.1 or newer.	
		D176 5567Q	Network Support firmware	Install version 12.100.1 or newer.	
		D176 5567R	Network Support firmware	Install version 12.90.1 or newer.	
Scan to Folder	Network browsing sometimes fails when doing Scan to Folder	D146 5567X	Network Support firmware	Install version 12.100.1 or newer.	
		D147 5567X	Network Support firmware	Install version 12.83.1 or newer.	
		D148 5567X	Network Support firmware	Install version 12.100.1 or newer.	
		D149 5567W	Network Support firmware	Install version 12.76.1 or newer.	
		D176 5567Q	Network Support firmware	Install version 12.100.1 or newer.	
		D176 5567R	Network Support firmware	Install version 12.90.1 or newer.	
Scan to Folder	When a HP device is working on the same subnet, Scan to Folder will fail	D146 5567X	Network Support firmware	Install version 12.100.1 or newer.	
		D147 5567X	Network Support firmware	Install version 12.83.1 or newer.	
		D148 5567X	Network Support firmware	Install version 12.100.1 or newer.	
		D149 5567W	Network Support firmware	Install version 12.76.1 or newer.	
		D176 5567Q	Network Support firmware	Install version 12.100.1 or newer.	
		D176 5567R	Network Support firmware	Install version 12.90.1 or newer.	
Scan to Folder	If a host name is resolved to multiple IP addresses by NBNS, the device tries to connect to only the first resolved IP address	D146 5567X	Network Support firmware	Install version 12.100.1 or newer.	
		D147 5567X	Network Support firmware	Install version 12.83.1 or newer.	
		D148 5567X	Network Support firmware	Install version 12.100.1 or newer.	
		D149 5567W	Network Support firmware	Install version 12.76.1 or newer.	
		D176 5567Q	Network Support firmware	Install version 12.100.1 or newer.	
		D176 5567R	Network Support firmware	Install version 12.90.1 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Number of copies	The number of copies specified by the PjL command in a PDF job cannot be set to "1" when using some applications that use the SDK interface	D147 020c	PDF firmware	Install version 1.06 or newer.	
		D149 021c	PDF firmware	Install version 1.04 or newer.	
		D177 015c	PDF firmware	Install version 1.03 or newer.	
Ripping error	While processing web pages	D730 035	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Wrong font	PCL5: PCL default fonts are used	D147 022g	PCL firmware	Install version 1.17 or newer.	
		D149 023f	PCL firmware	Install version 1.13 or newer.	
		D177 014f	PCL firmware	Install version 1.07 or newer.	
Tab sheets	Text not printed in the correct place	D730 058	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
User names	Quick Scanner: Unregistered user names appear, or registered user names do not appear	D147 038n	Scanner firmware	Install version 02.25 or newer.	
		D149 039n	Scanner firmware	Install version 02.24 or newer.	
		D177 027m	Scanner firmware	Install version 02.11 or newer.	
Printing results not as expected	The printing results of the second and subsequent pages while PCL5 host printing	D165 5706R	PCL firmware	Install version 1.23 or newer.	
		D166 5706Q	PCL firmware	Install version 1.19 or newer.	
		D177 5573L	PCL firmware	Install version 1.12 or newer.	
Capture	<i>If the log capture function is enabled when scanning with the SmartSDK application, cancelling the scan job while the preview is displayed causes the information of the captured image file to be recorded incorrectly.</i>	<i>D146 5560W</i>	<i>Scanner firmware</i>	<i>Install version 02.30 or newer.</i>	
		<i>D147 5560V</i>	<i>Scanner firmware</i>	<i>Install version 01.17 or newer.</i>	
		<i>D148 5560W</i>	<i>Scanner firmware</i>	<i>Install version 02.29 or newer.</i>	
		<i>D149 5560S</i>	<i>Scanner firmware</i>	<i>Install version 01.15 or newer.</i>	
		<i>D176 5560S</i>	<i>Scanner firmware</i>	<i>Install version 02.16 or newer.</i>	
		<i>D177 5560P</i>	<i>Scanner firmware</i>	<i>Install version 01.12 or newer.</i>	
Other	Printer marks are missing after RIPping, if composite override is enabled	SP6_FIT101776836		Install the required patch(es).	

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5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Not working properly (unspecified)	Smart Operation Panel not operating normally when it turns on or recovers from energy save mode.	D147 031o	System/Copy firmware	Install version 3.09 or newer.	
		D177 022k	System/Copy firmware	Install version 2.09 or newer.	
Icons not displayed	When connecting via HTTPS to the Ricoh Integrated Cloud Environment using the browser unit	D147 017a	Browser firmware	Install version 1.13.00 or newer.	
		D149 018a		Install version 1.05.00 or newer.	
Icons not displayed	ESA application icon not on the home screen.	Gene 061e	Java VM v11 Update Tool	Install version 11.14.02 or newer.	
		Gene 059f	Java VM v11 for eDC firmware		
Icons not displayed	The icon for an SDK application disappears when the machine recovers from Energy Saver mode	D147 031e	System/Copy firmware	Install version 2.25 or newer.	
		D149 032e			
		D149 003e		Install version 1.13 or newer.	
		D177 022a		Install version 1.02 or newer.	
		D147 060a	Smart Operation Panel: LegacyUI firmware	Install version 1.21 or newer.	
Icons not displayed	Legacy scanner application not displayed properly, after an ESA application is installed.	D177 021a	Browser firmware	Install version 1.01.01 or newer.	
Icons not displayed	ESA applications	D147 031i	System/Copy firmware	Install version 3.04 or newer.	
		D149 032k		Install version 3.05 or newer.	
		D177 022f		Install version 2.04 or newer.	
Icons not displayed	Icons do not show up after reconnection.	D147 047n	Cheetah System firmware	Install version 1.32 or newer.	
Icons not displayed	Fiery icon disappears from the printer operation panel	D729 072	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Icons not displayed	The icon for the RIS app. is not displayed on the Home screen when logging in via Streamline NX.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Icons not displayed	When an unnecessary authentication method is configured in the application-specific authentication setting of an SDK application, the icon is not displayed on the home screen	D147 002v	System/Copy firmware	Install version 1.24 or newer.	
		D147 031w	System/Copy firmware	Install version 3.16 or newer.	
		D149 003x	System/Copy firmware	Install version 1.28 or newer.	
		D149 032y	System/Copy firmware	Install version 3.17 or newer.	
		D177 002s	System/Copy firmware	Install version 1.17 or newer.	
		D177 022t	System/Copy firmware	Install version 2.16 or newer.	
Icons not displayed	The Legacy Fax application icon is replaced with the Smart Apps icon.	D147 031w	System/Copy firmware	Install version 3.16 or newer.	
		D149 032y	System/Copy firmware	Install version 3.17 or newer.	
		D177 022t	System/Copy firmware	Install version 2.16 or newer.	
Icons not displayed	Applications disappear from the home screen, if logged on to a machine set with custom authentication.	D147 150f	Cheetah System firmware	Install version 1.50 or newer.	
Icons not displayed	After the main power is turned on, if there is an error in the paper tray	D147 168a D149 101a D177 079a D237 036	Update the System/Copy firmware (version number: see the RTB)	Also, fix the error in the paper tray (see the RTB for details).	
		D146 5575G	System/Copy firmware	Install version 3.20 or newer.	
		D147 5575G	System/Copy firmware	Install version 1.28 or newer.	
		D148 5553J	System/Copy firmware	Install version 3.22 or newer.	
		D149 5569H	System/Copy firmware	Install version 1.32 or newer.	
		D176 5550Z	System/Copy firmware	Install version 2.20 or newer.	
		D177 5550Z	System/Copy firmware	Install version 1.21 or newer.	
		D237 5550D	System/Copy firmware	Install version 1.05 or newer.	
Buttons not working	After the machine recovers from the Job Stop alert message via the auto-reset timer.	D147 002b	System/Copy firmware	Install version 1.05 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Buttons not working	Home key does not respond if an SC error occurs while the status confirmation screen is displayed.	D147 047b	Cheetah System firmware	Install version 1.20 or newer.	
Buttons not working	While inside the Administrator or Supervisor password settings screen	D147 002f	System/Copy firmware	Install version 1.11 or newer.	
		D149 003f	System/Copy firmware	Install version 1.14 or newer.	
Buttons not working	Stop key does not respond while the user is logged out.	D147 047g	Cheetah System firmware	Install version 1.29 or newer.	
Buttons not working	Tray Alignment buttons on Command WorkStation are greyed out, if the Bypass tray is selected	D730 033	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Buttons not working	When the machine returns from System Settings to the previous screen	D147 002n	System/Copy firmware	Install version 1.17 or newer.	
		D147 031o	System/Copy firmware	Install version 3.09 or newer.	
		D149 003p	System/Copy firmware	Install version 1.21 or newer.	
		D149 032q	System/Copy firmware	Install version 3.10 or newer.	
		D177 002j	System/Copy firmware	Install version 1.10 or newer.	
		D177 022k	System/Copy firmware	Install version 2.09 or newer.	
Buttons not working	The user presses "Reset" after copying a large amount of originals	D147 002p	System/Copy firmware	Install version 1.19 or newer.	
		D147 031q	System/Copy firmware	Install version 3.11 or newer.	
		D149 003r	System/Copy firmware	Install version 1.23 or newer.	
		D149 032s	System/Copy firmware	Install version 3.12 or newer.	
		D177 002m	System/Copy firmware	Install version 1.12 or newer.	
		D177 022n	System/Copy firmware	Install version 2.11 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Buttons not working	The Start key is inactive after recovering from low power mode.	D147 002v	System/Copy firmware	Install version 1.24 or newer.	
		D147 031w	System/Copy firmware	Install version 3.16 or newer.	
		D149 003x	System/Copy firmware	Install version 1.28 or newer.	
		D149 032y	System/Copy firmware	Install version 3.17 or newer.	
		D177 002s	System/Copy firmware	Install version 1.17 or newer.	
		D177 022t	System/Copy firmware	Install version 2.16 or newer.	
Buttons not working	If repeatedly logging in and out of the screen for the simple scanner application.	D147 150e	Cheetah System firmware	Install version 1.49 or newer.	
Buttons not working	Hard keys become ineffective on the Copy screen	D147 002x	System/Copy firmware	Install version 1.26 or newer.	
		D147 031y	System/Copy firmware	Install version 3.18 or newer.	
		D149 003z	System/Copy firmware	Install version 1.30 or newer.	
		D149 093a	System/Copy firmware	Install version 3.20 or newer.	
		D177 002u	System/Copy firmware	Install version 1.19 or newer.	
		D177 022v	System/Copy firmware	Install version 2.18 or newer.	
Buttons not working	If a jam occurs on the first page of a job, the start button becomes ineffective.	D146 5575F	System/Copy firmware	Install version 3.19 or newer.	
		D147 5575F	System/Copy firmware	Install version 1.27 or newer.	
		D148 5553H	System/Copy firmware	Install version 3.21 or newer.	
		D149 5569G	System/Copy firmware	Install version 1.31 or newer.	
		D176 5550Y	System/Copy firmware	Install version 2.19 or newer.	
		D177 5550Y	System/Copy firmware	Install version 1.20 or newer.	
Wrong illustration	Staple End alert message for the SR3130.	D149 003b	System/Copy firmware	Install version 1.09 or newer.	
		D149 032b		Install version 2.21 or newer.	
Freezes	When the machine recovers from Energy Saver mode.	D149 002c	Engine firmware (Single Pass)	Install version 1.24:08 or newer.	
Freezes	"Copying (Scanning)" still displayed after ADF scanning is cancelled.	D149 002g	Engine (Single Pass DF) firmware	Install version 1.26:08 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Freezes	"Scanning" display does not clear after a document jam is cleared	D149 002g	Engine (Single Pass DF) firmware	Install version 1.26:08 or newer.	
Freezes	When the machine is put in and taken out of energy saver mode at the Smart Operation Panel	D147 060c	LegacyUI firmware	Install version 1.22 or newer.	
Freezes	When a Document Server document is deleted	D147 033f	Fax firmware	Install version 09.00.00 or newer.	
		D149 034e	Fax firmware	Install version 08.00.00 or newer.	
		D177 025d	Fax firmware	Install version 05.00.00 or newer.	
Freezes	When the Stop key is pressed	D147 033f	Fax firmware	Install version 09.00.00 or newer.	
		D149 034e	Fax firmware	Install version 08.00.00 or newer.	
		D177 025d	Fax firmware	Install version 05.00.00 or newer.	
Freezes	The Smart Operation Panel stalls when the machine recovers from Energy Saver mode	D147 072h	SimpleCopy for eDC firmware	Install version 1.17 or newer.	
Freezes	If the machine enters or recovers from Energy Saver mode while displaying the copy interrupt screen.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Freezes	If the machine goes in and out of Energy Saver mode after a controller reboot in a customized authentication environment.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Freezes	If it is kept on for a long time	D147 150	Cheetah System firmware	Install version 1.44 or newer.	
Freezes	If "Function Priority" is set to an option other than "Home"	D147 002v	System/Copy firmware	Install version 1.24 or newer.	
		D147 031w	System/Copy firmware	Install version 3.16 or newer.	
		D149 003x	System/Copy firmware	Install version 1.28 or newer.	
		D149 032y	System/Copy firmware	Install version 3.17 or newer.	
		D177 002s	System/Copy firmware	Install version 1.17 or newer.	
		D177 022t	System/Copy firmware	Install version 2.16 or newer.	
Freezes	At the login screen	D147 150d	Cheetah System firmware	Install version 1.48 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Freezes	With the message "Please wait", if a non-legacy (classic) application is used for a long time	D147 150e	Cheetah System firmware	Install version 1.49 or newer.	
Freezes	With the message "Processing", if attempting to start the on-demand print application	D147 150e	Cheetah System firmware	Install version 1.49 or newer.	
		D149 032z	System/Copy firmware	Install version 3.18 or newer.	
Freezes	If logged in to the fax application screen without fax authentication enabled	D147 031x	System/Copy firmware	Install version 3.17 or newer.	
		D177 022u		Install version 2.17 or newer.	
Freezes	While printing secure jobs continuously	D730 075	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Freezes	"Processing" displayed	D147 031y	System/Copy firmware	Install version 3.18 or newer.	
		D177 022v	System/Copy firmware	Install version 2.18 or newer.	
Freezes	If the Start button is pressed in copy mode immediately after recovering from energy saver mode	D146 5575F	System/Copy firmware	Install version 3.19 or newer.	
		D147 5575F	System/Copy firmware	Install version 1.27 or newer.	
		D148 5553H	System/Copy firmware	Install version 3.21 or newer.	
		D149 5569G	System/Copy firmware	Install version 1.31 or newer.	
		D176 5550Y	System/Copy firmware	Install version 2.19 or newer.	
		D177 5550Y	System/Copy firmware	Install version 1.20 or newer.	
Screen flickers	When System Auto Reset is performed	D147 047w	Cheetah System firmware	Install version 1.40 or newer.	
Touch screen	Inaccurate	D147 047b	Cheetah System firmware	Install version 1.20 or newer.	
Touch screen	The "Scanner Features" screen has low brightness and is unresponsive.	D237 5560C	Scanner firmware	Install version 01.03 or newer.	
Incorrect supply name	If the stapler is empty when the SR3150 Booklet Finisher is installed.	D147 002e	System/Copy firmware	Install version 1.09 or newer.	
		D147 031e	System/Copy firmware	Install version 2.25 or newer.	
		D149 032e		Install version 1.13 or newer.	
Icon not responding	After the machine reboots automatically after an SC	D147 047c	Cheetah System firmware	Install version 1.22 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Icon not responding correctly	The settings linked to user-created icons on the Home screen are overwritten with default settings if the fax screen is set to Simplified Display	D147 004e	Fax firmware	Install version 04.00.00 or newer.	
		D149 005e			
		D177 011c			
		D147 033g		Install version 10.00.00 or newer.	
Icon not responding correctly	If an icon is pressed (not the scanner icon), the scanner is called.	D149 034f	Scanner firmware	Install version 09.00.00 or newer.	
		D177 025e		Install version 06.00.00 or newer.	
Language/Wording	The display language is changed but the name of the ESA application is displayed in the first language.	D147 047c	Cheetah System firmware	Install version 1.21 or newer.	
Language/Wording	When switching the language on the initial setting screen, the display does not switch the language in the ESA application.	Gene 061e	Java VM v11 Update Tool	Install version 11.14.02 or newer.	
		Gene 059f	Java VM v11 for eDC firmware		
Language/Wording	Translation errors (Russian)	D147 047g	Cheetah System firmware	Install version 1.29 or newer.	
		D147 069d	StateInfo for eDC firmware	Install version 1.16 or newer.	
		D147 051b	Announce for eDC firmware	Install version 1.08.1 or newer.	
Language/Wording	Wording errors (Cloud Fax)	D147 047g	Cheetah System firmware	Install version 1.29 or newer.	
Language/Wording	"What Is Web Browser NX?"	D147 096a	Web Browser NX for eDC firmware	Install version 1.02.0 or newer.	
Language/Wording	Copy zoom setting was wrong	D147 072f	SimpleCopy for eDC firmware	Install version 1.16 or newer.	
Language/Wording	Traditional Chinese: "Print" is incorrectly displayed as "Copy"	D147 003g	OpePanel firmware	EU/CN/TW: Install version 1.08 or newer. US/ASIA/KOR: Install version 1.05 or newer.	
		D149 004g	OpePanel firmware	EU/CN/TW: Install version 1.09 or newer. US/ASIA/KOR: Install version 1.05 or newer.	
		D177 016f	OpePanel firmware	EU/CN/TW: Install version 1.08 or newer. US/ASIA/KOR: Install version 1.05 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
		D177 030b	Animation firmware	Install version 12.00 or newer.	
		D177 022n	System/Copy firmware	Install version 2.11 or newer.	
		D237 003a	OpePanel firmware	Install version 1.03 or newer.	
		D147 120b	Smart Operation Panel: LegacyUIData 2nd firmware	Install version 1.02 or newer.	
Language/Wording	Russian: "No" is mistranslated to "Yes" in the message that appears when printing from a USB memory stick.	D147 003i	OpePanel firmware	EU/CN/TW: Install version 1.10 or newer. US/ASIA/KOR: Install version 1.07 or newer.	
		D149 004i	OpePanel firmware	EU/CN/TW: Install version 1.11 or newer. US/ASIA/KOR: Install version 1.07 or newer.	
		D177 016i	OpePanel firmware	EU/CN/TW: Install version 1.11 or newer. US/ASIA/KOR: Install version 1.08 or newer.	
		D177 030d	Animation firmware	Install version 14.00 or newer.	
		D147 120e	Smart Operation Panel: LegacyUIData 2nd firmware	Install version 1.05 or newer.	
Language/Wording	On machines with the language set to Russian, "No" is mistranslated to "Yes"	D237 003c	OpePanel firmware	Install version 1.05 or newer.	
		D237 007b	System/Copy firmware	Install version 1.03 or newer.	
Window does not close	The status display window does not close after the machine reboots automatically	D147 069a	StateInfo for eDC firmware	Install version 1.11 or newer.	
Window does not close	After entering user code	D237 007b	System/Copy firmware	Install version 1.03 or newer.	
Replacement alert	The replacement alert for the lubricant bar is not displayed, and the machine cannot perform any jobs.	D147 072b	SimpleCopy for eDC firmware	Install version 1.11 or newer.	
Format of wording on-screen	The document title overflows from the printer home screen and job operation screen	D147 015e	Printer firmware	Install version 1.06 or newer.	
		D147 032d	Printer firmware	Install version 2.08 or newer.	
		D149 016e	Printer firmware	Install version 1.08 or newer.	
		D149 033d	Printer firmware	Install version 2.08 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Format of wording on-screen	Two-byte text in tabs	D147 069d	StateInfo for eDC firmware	Install version 1.16 or newer.	
Paper size display	Does not appear after a tray is loaded with paper	D147 001g	Engine firmware	Install version 1.26:08 or newer.	
		D149 001g			
		D149 002g	Engine (Single Pass DF) firmware		
		D177 001b	Engine firmware	Install version 1.20:01 or newer.	
Does not reach the Ready condition	Smart Operation Panel	D147 047d	Cheetah System firmware	Install version 1.24 or newer.	
Too many icons	Duplicates of the Printer, Scanner, and Fax icons appear	D147 047e	Cheetah System firmware	Install version 1.25 or newer.	
Image orientation error	Images displayed on the preview screen by using an API for web applications	D177 025c	Fax firmware	Install version 04.00.00 or newer.	
Garbled characters	Chinese	D147 047g	Cheetah System firmware	Install version 1.29 or newer.	
LED operating incorrectly	Data-in LED: Turns ON after a reboot when the engine reaches off status or enters energy saver mode	D147 047g	Cheetah System firmware	Install version 1.29 or newer.	
LED operating incorrectly	While printing a job by using Enhanced Locked Print NX v2, the data-in LED does not blink at the correct time	D147 015g	Printer firmware	Install version 1.08 or newer.	
		D149 016g		Install version 1.10 or newer.	
		D147 032g		Install version 2.11 or newer.	
		D149 033g			
		D177 003c		Install version 1.03 or newer.	
		D177 033d		Install version 2.03 or newer.	
LED operating incorrectly	Does not turn on	D147 136a D149 077a D177 052a	Electrical defect in one of the PCBs	Do the diagnostic procedure in the RTB, and replace the required PCB or the entire operation panel.	
LED operating incorrectly	Status check LED turns off even when an error remains uncorrected	D147 060n	LegacyUI firmware	Install version 1.31 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Wrong screen appears	Job Stop screen is not displayed when the Stop key is pressed	D147 047g	Cheetah System firmware	Install version 1.29 or newer.	
Wrong screen appears	The previous screen appears if the user logs out	D147 047g	Cheetah System firmware	Install version 1.29 or newer.	
Wrong screen appears	Does not return to Home screen if the Home button is pressed	D147 047g	Cheetah System firmware	Install version 1.29 or newer.	
Wrong screen appears	LUI is displayed when a system reset is performed	D147 047g	Cheetah System firmware	Install version 1.29 or newer.	
Wrong screen appears	Simple Fax screen appears instead of the Home screen	D147 067b	SimpleFAX for eDC firmware	Install version 1.28 or newer.	
Wrong screen appears	Home screen appears at the wrong time	D147 069d	StateInfo for eDC firmware	Install version 1.16 or newer.	
Wrong screen appears	The Home screen instead of the priority app when "Ubiquitech" is the priority app.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Wrong screen appears	The Preferred screen returns to the Home screen after a VM firmware update	D147 047s	Cheetah System firmware	Install version 1.36 or newer.	
Wrong screen appears	When a user executes a job in a SmartSDK application, the home screen is displayed	D147 008g	Scanner firmware	Install version 01.09 or newer.	
		D147 038i		Install version 02.21 or newer.	
		D149 009f		Install version 01.07 or newer.	
		D149 039i		Install version 02.20 or newer.	
		D177 007d		Install version 01.04 or newer.	
		D177 027h		Install version 02.07 or newer.	
Wrong screen appears	The display returns to the Home screen before the scanning job is finished.	D147 087g	SDKService for eDC firmware	Install version 1.06.01 or newer.	
Screen not displayed	The notification screen for when IC card login (with a PIN) fails is not displayed when using a UI customized app.	D147 031g D149 032i	System/Copy firmware	Install version 3.02 or newer.	
		D177 022d		Install version 2.02 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Screen not displayed	Preview screen not displayed if the specify file path input method is Smart SDK.	D147 033f	Fax firmware	Install version 09.00.00 or newer.	
		D149 034e	Fax firmware	Install version 08.00.00 or newer.	
		D177 025d	Fax firmware	Install version 05.00.00 or newer.	
Screen not displayed	Screen transition becomes unavailable when entering Smart Operation Panel SP mode	D147 031i	System/Copy firmware	Install version 3.04 or newer.	
		D149 032k		Install version 3.05 or newer.	
		D177 022f		Install version 2.04 or newer.	
Screen not displayed	If the check status button is pressed to check the details of an error, the screen does not switch to the application screen.	D147 069g	StateInfo for eDC firmware	Install version 1.22 or newer.	
Screen not displayed	Cannot switch from ECO screen to fax screen	D147 048e	Banner for eDC firmware	Install version 1.12 or newer.	
Screen not displayed	Cannot return to the Streamline NX login screen	D147 060h	Smart Operation Panel: LegacyUI firmware	Install version 1.26 or newer.	
Screen not displayed	Copy Interrupt screen not displayed when the Interrupt key is pressed.	D147 047r	Cheetah System firmware	Install version 1.35 or newer.	
Screen not displayed	<i>Pressing the Fiery button on the operation panel after powering on the machine does not display the "Please Wait" screen.</i>	<i>D146 5575J</i>	<i>System/Copy firmware</i>	<i>Install version 3.22 or newer.</i>	
		<i>D147 5575K</i>	<i>System/Copy firmware</i>	<i>Install version 1.31 or newer.</i>	
		<i>D148 5553L</i>	<i>System/Copy firmware</i>	<i>Install version 3.24 or newer.</i>	
		<i>D149 5569L</i>	<i>System/Copy firmware</i>	<i>Install version 1.35 or newer.</i>	
Screen goes black	The Simple Fax recipient input screen	D147 067b	SimpleFAX for eDC firmware	Install version 1.28 or newer.	
Screen goes black	If the user logs in via card authentication	D147 060h	Smart Operation Panel: LegacyUI firmware	Install version 1.26 or newer.	
Screen goes black	When the operator tries to switch to an SDK app	D147 047s	Cheetah System firmware	Install version 1.36 or newer.	
Screen goes black	While using the operation panel	D147 150f	Cheetah System firmware	Install version 1.50 or newer.	
Screen goes black	While using the operation panel	D147 048f	Banner for eDC firmware	Install version 1.13 or newer.	
Screen does not change	When the operator tries to switch to an SDK app	D147 047s	Cheetah System firmware	Install version 1.36 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Screen does not change	When the "Stop" key is pressed after scanning one side of a document and then "Continue Printing" is selected	D193 047b	ID Card Copy firmware	Install version 1.2 or newer.	
Slow response		D149 004e	Opepanel firmware	EU/CN/TW: Install version 1.07 or newer. US/ASIA/KOR: Install version 1.03 or newer.	
		D147 003e D177 016d		EU/CN/TW: Install version 1.06 or newer. US/ASIA/KOR: Install version 1.03 or newer.	
Slow response	When using the Web Scanner application	D147 017f	Browser firmware	Install version 1.19.00 or newer.	
		D149 018f	Browser firmware	Install version 1.11.00 or newer.	
		D177 021d	Browser firmware	Install version 1.04.00 or newer.	
Slow response	The function icons appear slower (approximately 15 sec) than expected.	D147 031r	System/Copy firmware	Install version 3.12 or newer.	
		D149 032t	System/Copy firmware	Install version 3.13 or newer.	
		D177 022o	System/Copy firmware	Install version 2.12 or newer.	
"Commencing forced shut-down"	On the Smart Operation Panel when the machine is turned ON.	D147 047p	Cheetah System firmware	Install version 1.33 or newer.	
Cannot close screen	Cannot close the ECO screen if the Fax Substitute Reception button is pressed.	D147 051d	Announce for eDC firmware	Install version 1.10 or newer.	
Cannot use	Cannot use the SOP within 2 minutes of start-up	D147 047v	Cheetah System firmware	Install version 1.39 or newer.	
Cannot use	After RFU, screen is blank, and no response from keys.	D147 047w	Cheetah System firmware	Install version 1.40 or newer.	
SOP application does not work	If a user logs in via Basic Authentication just after the device is started up	D147 010e	Network DocBox firmware	Install version 1.05 or newer.	
		D147 035i		Install version 2.09 or newer.	
		D149 011f		Install version 1.06 or newer.	
		D149 036j		Install version 2.10 or newer.	
		D177 006e		Install version 1.05 or newer.	
		D177 032i		Install version 1.08 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Touchscreen calibration	Has drifted	D147 047z	Cheetah System firmware	Install version 1.43 or newer.	
		D147 060k	LegacyUI firmware	Install version 1.29 or newer.	
Touchscreen calibration	Has drifted	D147 150a	Cheetah System firmware	Install version 1.45 or newer.	
False touch detection	Falsely detects a multi-touch	D147 150c	Cheetah System firmware	Install version 1.47 or newer.	
Incorrect status displayed	Copy/Scanner/Fax show that jobs are being conducted immediately after the device is rebooted.	D147 150d	Cheetah System firmware	Install version 1.48 or newer.	
		D147 087h	SDKService for eDC firmware	Install version 1.07.00 or newer.	
Screen does not turn on	If a device is configured with Authentication priority mode and then resumes operation after being in energy-saving mode	D147 073d	SimpleScan for eDC firmware	Install version 1.14 or newer.	
Does not start	If the machine was left unused for a long time in energy saver mode.	D147 150e	Cheetah System firmware	Install version 1.49 or newer.	
Cannot switch screen	If logged into the legacy fax application without authentication	D149 032z	System/Copy firmware	Install version 3.18 or newer.	
Wrong time displayed	If energy saving mode is disabled	D146 5575G	System/Copy firmware	Install version 3.20 or newer.	
		D147 5575G	System/Copy firmware	Install version 1.28 or newer.	
		D176 5550Z	System/Copy firmware	Install version 2.20 or newer.	
SC display defective	The SC codes of SC672 and SC819 are displayed on top of each other	D150 1443V	LegacyUI firmware	Install version 1.32 or newer.	
Other	"Scanner Features" screen dim and unresponsive.	D147 002x	System/Copy firmware	Install version 1.26 or newer.	
		D147 031y	System/Copy firmware	Install version 3.18 or newer.	
		D149 003z	System/Copy firmware	Install version 1.30 or newer.	
		D149 093a	System/Copy firmware	Install version 3.20 or newer.	
		D147 008k	Scanner firmware	Install version 01.13 or newer.	
		D147 038o	Scanner firmware	Install version 02.26 or newer.	
		D149 009j	Scanner firmware	Install version 01.11 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
		D149 039o	Scanner firmware	Install version 02.25 or newer.	

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6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
Authentication	Cannot authenticate when Chinese characters are included in the login user name	D147 002b	System/Copy firmware	Install version 1.05 or newer.	
		D149 003b		Install version 1.09 or newer.	
		D147 031b D149 032b		Install version 2.21 or newer.	
		D147 008a	Scanner firmware	Install version 01.02 or newer.	
		D149 009a			
		D147 038a		Install version 02.12 or newer.	
		D149 039a			
Authentication	Copy color authentication is disabled when card authentication is enabled.	D147 031k	System/Copy firmware	Install version 3.06 or newer.	
		D149 032n	System/Copy firmware	Install version 3.07 or newer.	
		D177 022h	System/Copy firmware	Install version 2.06 or newer.	
Authentication	If Kerberos authentication is done with an ESA application, the handling cannot time out	Gene 059z	Java VM v11 for eDC firmware	Install version 11.29.02 or newer.	
		Gene 061y	Java VM v11 Update Tool	Install version 11.29.02 or newer.	
Authentication	When using an application based on the SmartSDK	D147 038j	Scanner firmware	Install version 02.22 or newer.	
		D149 039j	Scanner firmware	Install version 02.21 or newer.	
		D177 027i	Scanner firmware	Install version 02.08 or newer.	
Authentication	When the device is set to use "IEEE 802.1X" and "TLS1.2" is set to "active", authentication will fail.	D147 009o	Network Support firmware	Install version 12.79 or newer.	
		D147 034p	Network Support firmware	Install version 12.96 or newer.	
		D149 010o	Network Support firmware	Install version 12.72 or newer.	
		D149 035p	Network Support firmware	Install version 12.96 or newer.	
		D177 005j	Network Support firmware	Install version 12.86 or newer.	
		D177 031k	Network Support firmware	Install version 12.96 or newer.	
		D237 001b	Network Support firmware	Install version 12.79 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Authentication	The user code input screen does not disappear	D146 5575F	System/Copy firmware	Install version 3.19 or newer.	
		D147 5575F	System/Copy firmware	Install version 1.27 or newer.	
		D148 5553H	System/Copy firmware	Install version 3.21 or newer.	
		D149 5569G	System/Copy firmware	Install version 1.31 or newer.	
		D176 5550Y	System/Copy firmware	Install version 2.19 or newer.	
		D177 5550Y	System/Copy firmware	Install version 1.20 or newer.	
Unauthorized users can operate	When using web development tools, unauthorized users can edit administrative privileges.	D147 039a	Web Support firmware	Install version 2.01 or newer.	
		D149 040a	Web Support firmware	Install version 2.01.01 or newer.	
Unauthorized users can operate	A user account without access rights to the browser may be displayed as having these access rights	D147 047i, 047k	Cheetah System firmware	Install version 1.30 or newer.	
Unauthorized users can operate	A print job can be cancelled by users other than the owner of the job	D147 002i	System/Copy firmware	Install version 1.14 or newer.	
		D147 031j		Install version 3.05 or newer.	
		D149 003k		Install version 1.18 or newer.	
		D149 032m		Install version 3.06 or newer.	
		D177 002f		Install version 1.07 or newer.	
		D177 022g		Install version 2.05 or newer.	
Unauthorized users can operate	Enhanced External Charge Unit: Jobs other than printer jobs are restricted, but a guest user can do jobs of any type remotely via WebAPI.	D149 032o	System/Copy firmware	Install version 3.08 or newer.	
Unauthorized users can operate	While authentication via the external coin device is enabled.	D147 002n	System/Copy firmware	Install version 1.17 or newer.	
		D149 003p	System/Copy firmware	Install version 1.21 or newer.	
		D149 032q	System/Copy firmware	Install version 3.10 or newer.	
		D177 002j	System/Copy firmware	Install version 1.10 or newer.	
		D177 022k	System/Copy firmware	Install version 2.09 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Unauthorized users can operate	Users may access the app menu screen without Administrator privileges	D147 047u	Cheetah System firmware	Install version 1.38 or newer.	
Garbled data	Usernames registered using simplified Chinese characters are garbled	D147 047a	Cheetah System firmware	Install version 1.19 or newer.	
		D147 047a	Banner for eDC firmware	Install version 1.08 or newer.	
Garbled data	User Authentication, LAN fax, Chinese OS: The user names for stored faxes are garbled	D147 005b D149 006b D177 012a D177 026a	Remote Fax firmware	Install version 02.00.00 or newer.	
		D147 037b D149 038b	Remote Fax firmware	Install version 03.00.00 or newer.	
Garbled data	Multi-byte User IDs sent to the Smart Operation Panel	D147 031g D149 032i	System/Copy firmware	Install version 3.02 or newer.	
		D177 022d		Install version 2.02 or newer.	
Login/logout	Not done	D147 031c D149 032c	System/Copy firmware	Install version 2.22 or newer.	
Login/logout	Login fails	D147 031c D149 032c	System/Copy firmware	Install version 2.22 or newer.	
Login/logout	If CAP v2 or Streamline NX is used, card login is not done	Gene 061e	Java VM v11 Update Tool	Install version 11.14.02 or newer.	
		Gene 059f	Java VM v11 for eDC firmware		
Login/logout	For Streamline NX, the login screen immediately after an application change is not displayed.	Gene 061e	Java VM v11 Update Tool	Install version 11.14.02 or newer.	
		Gene 059f	Java VM v11 for eDC firmware		
Login/logout	User login information cannot be retrieved	Gene 059m	Java VM v11 for eDC firmware	Install version 11.19.03 or newer.	
		Gene 061j	Java VM v11 Update Tool		
Login/logout	Cannot login without user name	D147 047i, 047k	Cheetah System firmware	Install version 1.30 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Login/logout	Cannot log out of normal authentication if logging out of EQ authentication first	D147 031i	System/Copy firmware	Install version 3.04 or newer.	
		D149 032k		Install version 3.05 or newer.	
		D177 022f		Install version 2.04 or newer.	
Login/logout	Cannot login by IC card when password login is enabled.	D147 031k	System/Copy firmware	Install version 3.06 or newer.	
		D149 032n	System/Copy firmware	Install version 3.07 or newer.	
		D177 022h	System/Copy firmware	Install version 2.06 or newer.	
Login/logout	The login screen is not displayed after logging out of Stren.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Login/logout	Cannot login if the password login screen for password-embedded IC cards is displayed.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Login/logout	Can logout even if the logout lock is enabled.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Login/logout	Cannot login or logout if the user logs back in with an IC card just after logging out from the System Settings screen.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Login/logout	If the Home key is pressed while the user signs in via a customized UI authentication app.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Login/logout	Cannot log in or log out if CAP v2 (Hybrid mode) is installed	D147 002n	System/Copy firmware	Install version 1.17 or newer.	
		D149 003p	System/Copy firmware	Install version 1.21 or newer.	
		D149 032q	System/Copy firmware	Install version 3.10 or newer.	
		D177 002j	System/Copy firmware	Install version 1.10 or newer.	
Login/logout	The login screen is not displayed while Basic Authentication is enabled	D147 004h	Fax firmware	Install version 07.00.00 or later.	
		D149 005h			
		D177 011f			
		D147 033i			
		D149 034h	Fax firmware	Install version 11.00.00 or later.	
		D177 025h	Fax firmware	Install version 09.00.00 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Login/logout	If an ESA application stops during logout, cannot complete logout	Gene 059x	Java VM v11 for eDC firmware	Install version 11.28.03 or newer.	
Login/logout	Cannot logout if the user presses "Reset" after copying a large amount of originals	D147 002p	System/Copy firmware	Install version 1.19 or newer.	
		D147 031q	System/Copy firmware	Install version 3.11 or newer.	
		D149 003r	System/Copy firmware	Install version 1.23 or newer.	
		D149 032s	System/Copy firmware	Install version 3.12 or newer.	
		D177 002m	System/Copy firmware	Install version 1.12 or newer.	
		D177 022n	System/Copy firmware	Install version 2.11 or newer.	
Login/logout	Login screen appears even if "Home Key Customization: Login Setting (SP5-074-002)" is set to "1 (OFF)."	D147 031v	System/Copy firmware	Install version 3.15 or newer.	
		D177 022s	System/Copy firmware	Install version 2.15 or newer.	
		D147 150a	Cheetah System firmware	Install version 1.45 or newer.	
Login/logout	Cannot log in to a device with CAP v2 installed; "Failed to authenticate. Address Book is being updated." Is displayed.	D147 002v	System/Copy firmware	Install version 1.24 or newer.	
		D147 031w	System/Copy firmware	Install version 3.16 or newer.	
		D149 003x	System/Copy firmware	Install version 1.28 or newer.	
		D149 032y	System/Copy firmware	Install version 3.17 or newer.	
		D177 002s	System/Copy firmware	Install version 1.17 or newer.	
		D177 022t	System/Copy firmware	Install version 2.16 or newer.	
Login/logout	Cannot log out, if logged in with the IC card authentication.	D149 032z	System/Copy firmware	Install version 3.18 or newer.	
Login/logout	Cannot logout if logged in with CAP and the machine enters Energy Saver mode	D149 032z	System/Copy firmware	Install version 3.18 or newer.	
		D147 031x		Install version 3.17 or newer.	
		D177 022u		Install version 2.17 or newer.	
Login/logout	When swiping an IC card on an MFP with CAP installed when the device is switching to energy saving mode, the login will fail but the device can be used	D147 5575J	System/Copy firmware	Install version 1.30 or newer.	
		D149 5569K		Install version 1.34 or newer.	
		D177 5553A		Install version 1.23 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Logs	The delivery of the scanner job log is not recorded	D149 039b	Scanner firmware	Install version 02.13 or newer.	
		D177 007a	Scanner firmware	Install version 01.01 or newer.	
		D177 027a	Scanner firmware	Install version 02.00 or newer.	
Logs	When scanning on a device with Streamline NX, GlobalScan NX, or Ricoh Scan CX, the job log is not registered correctly.	Gene 059h	Java VM v11 for eDC firmware	Install version 11.16.00 or newer.	
		Gene 061g	Java VM v11 Update Tool		
Security stamp	Not printed	D147 015f	Printer firmware	Install version 1.07 or newer.	
		D147 032e	Printer firmware	Install version 2.09 or newer.	
		D149 016f	Printer firmware	Install version 1.09 or newer.	
		D149 033e	Printer firmware	Install version 2.09 or newer.	
		D177 003b	Printer firmware	Install version 1.02 or newer.	
		D177 033b	Printer firmware	Install version 2.01 or newer.	
ID/Password	A 128-byte User ID or password is shortened to 32 bytes.	D147 031g D149 032i	System/Copy firmware	Install version 3.02 or newer.	
		D177 022d		Install version 2.02 or newer.	
Incorrect access rights	Incorrect user account access rights are sent to the SSDK application.	D147 047n	Cheetah System firmware	Install version 1.32 or newer.	
Incorrect access rights	When a client device is connected to the Smart Operation Panel via Wi-Fi Direct, corporate LAN environments connected via the network interface of the MFP can be accessed	D147 150b	Cheetah System firmware	Install version 1.46 or newer.	
Restricted function can be used	Registering a destination in the address book is disabled, but can be done using the Scan to Folder Helper application.	D147 031q	System/Copy firmware	Install version 3.11 or newer.	
		D149 032s	System/Copy firmware	Install version 3.12 or newer.	
		D177 022n	System/Copy firmware	Install version 2.11 or newer.	
Authorized function cannot be used	When the "Stop" key is pressed after scanning one side of a document	D193 047b	ID Card Copy firmware	Install version 1.2 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Screen from previous session displayed after login	Scan to Folder Helper	D193 046b	Scan to Folder Helper firmware	Install version 1.2 or newer.	
Unspecified security issue		D147 047x	Cheetah System firmware	Install version 1.41 or newer.	
		D147 096g	Web Browser NX for eDC firmware	Install version 1.403.0 or newer.	
User information not displayed	When logging in with user code authentication	Gene 079b	Java VM v11 for eDC firmware	Install version 11.30.02 or newer.	
		Gene 080a	Java VM v11 Update Tool	Install version 11.30.02 or newer.	
Site certificate	"Invalid site certificate" is displayed when a site certificate is imported to the device from Web Image Monitor	D147 009n	Network Support firmware	Install version 12.78 or newer.	
		D147 034n	Network Support firmware	Install version 12.94 or newer.	
		D149 010n	Network Support firmware	Install version 12.71 or newer.	
		D149 035n	Network Support firmware	Install version 12.94 or newer.	
		D177 005h	Network Support firmware	Install version 12.84 or newer.	
		D147 002v	System/Copy firmware	Install version 1.24 or newer.	
		D147 031w	System/Copy firmware	Install version 3.16 or newer.	
		D149 003x	System/Copy firmware	Install version 1.28 or newer.	
		D149 032y	System/Copy firmware	Install version 3.17 or newer.	
		D177 002s	System/Copy firmware	Install version 1.17 or newer.	
		D177 022t	System/Copy firmware	Install version 2.16 or newer.	
Malware	Through the Stagefright vulnerability, a malicious attack occurs when an infected video file is played.	D147 150d	Cheetah System firmware	Install version 1.48 or newer.	
Wrong user account used	When logging in to a device management service, such as DeskTopBinder, with a specific user account, a guest account might be used instead	D147 010f	Network DocBox firmware	Install version 1.06 or newer.	
		D147 035j		Install version 2.10 or newer.	
		D149 011g		Install version 1.07 or newer.	
		D149 036m		Install version 2.12 or newer.	
		D177 006f		Install version 1.06 or newer.	
		D177 032j		Install version 1.09 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Users can access service mode	The service mode lock can be unlocked by the user	D147 002x	System/Copy firmware	Install version 1.26 or newer.	
		D147 031y	System/Copy firmware	Install version 3.18 or newer.	
		D149 003z	System/Copy firmware	Install version 1.30 or newer.	
		D149 093a	System/Copy firmware	Install version 3.20 or newer.	
		D177 002u	System/Copy firmware	Install version 1.19 or newer.	
		D177 022v	System/Copy firmware	Install version 2.18 or newer.	
Vulnerability	"Master Key" vulnerability (CVE-2013-4787): Devices do not properly check Ricoh signatures for applications, which allows attackers to run arbitrary code via an application package (.apk) file	D150 1442L	Cheetah System firmware	Install version 1.52 or newer.	
		D150 1459L			

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7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC204		D147 174 D149 107 D177 085	A grounding failure with the belt cleaning unit in the ITB unit or paper transfer roller unit	Check the grounding of these units. If the grounding is OK, replace the unit.	
SC220	Asia/EU only: When the machine is turned on for the first time	D177 043	Manufacturing error	Replace the IPU-laser unit harness (D1475237) and the laser unit (D1471855). See the RTB for a procedure.	
SC240	Asia/EU only: When the machine is turned on for the first time	D177 043	Manufacturing error	Replace the IPU-laser unit harness (D1475237) and the laser unit (D1471855). See the RTB for a procedure.	
SC272	Asia/EU only: When the machine is turned on for the first time	D177 043	Manufacturing error	Replace the IPU-laser unit harness (D1475237) and the laser unit (D1471855). See the RTB for a procedure.	
SC324-01, 05		D147 164, D149 097, D177 074, D237 030	Developer accumulated on the gears during transportation and the gears can't rotate	Rotate the gears as shown in the RTB, to agitate the developer.	
SC370	During Process Control	D147 001f D149 001f	Engine firmware	Install version 1.25:08 or newer.	
		D149 002f	Engine (Single Pass DF) firmware		
SC370	During ID sensor calibration	D177 001b	Engine firmware	Install version 1.20:01 or newer.	
SC370-02	When using the Type-EX controller	D149 003f	System/Copy firmware	Install version 1.14 or newer.	
		D149 032f	System/Copy firmware	Install version 3.00 or newer.	
SC374	After recovery from toner end	D147 001w	Engine firmware	Install version 1.38:08 or newer.	
		D177 001p	Engine firmware	Install version 1.31:01 or newer.	
		D149 001w, 002w	Engine (Single Pass) firmware	Install version 1.38:08 or newer.	
SC442	Full color printing	D147 001w	Engine firmware	Install version 1.38:08 or newer.	
		D177 001p	Engine firmware	Install version 1.31:01 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
		D149 001w, 002w	Engine (Single Pass) firmware	Install version 1.38:08 or newer.	
SC452	If the Energy Saver key is pressed while the front cover is open	D147 001c	Engine firmware	Install version 1.24:08 or newer.	
		D149 001c			
		D149 002c	Engine firmware (Single Pass)		
SC501-504		D147 083 D149 055	The paper tray is filled over the limit, and the paper stack knocks the feeler off the paper feed unit.	Attach the following part to the side fence in each paper tray (D1492834 GUIDE:FEELER:PAPER END) See the RTB for the procedure.	
SC503	LCT cannot be pushed in correctly	D695 001b	LCIT PB3170 firmware	Install version 01.780:11 or newer.	
SC543		D149 001k	Engine firmware	Install version 1.28:08 or newer.	
		D149 002k	Engine (Single Pass) firmware		
SC544	Cannot be cleared by replacing the fusing unit and executing SP5810-02	D147 001a D149 001a D149 002a	Engine firmware	Install version 1.22:08 or newer.	
SC545	If the machine is brought out of Energy Saver mode right after entering that mode.	D147 001j D149 001j	Engine firmware	Install version 1.27:08 or newer.	
		D149 002j	Engine (Single Pass DF) firmware		
SC545	When recovering from Sleep mode	D177 001c	Engine firmware	Install version 1.21:01 or newer.	
SC549	The fusing shield gets stuck while moving to home position	D147 001f D149 001f	Engine firmware	Install version 1.25.2:08 or newer.	
		D149 002f	Engine (Single Pass DF) firmware		
		D177 001a	Engine firmware	Install version 1.11:01 or newer.	
SC552	If the machine is brought out of Energy Saver mode right after entering that mode.	D147 001j D149 001j	Engine firmware	Install version 1.27:08 or newer.	
		D149 002j	Engine (Single Pass DF) firmware		

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Subject	Symptom	RTB #	Cause	Solution	Note
SC552		D147 001o D149 001o 002o	Engine firmware	Install version 1.31:08 or newer.	
		D177 001f		Install version 1.24:01 or newer.	
SC552-02	If SP1-135-001 is changed to "1" and the fusing lamp is not at 100% output.	D147 001g D149 001g	Engine firmware	Install version 1.26:08 or newer.	
		D149 002g	Engine (Single Pass DF) firmware		
SC552-02	While switching the main power OFF/ON or recovering from energy saving mode if SP1-135-002 is changed to "1"	D177 001j	Engine firmware	Install version 1.26:01 or newer.	
SC554	Cannot be cleared by replacing the fusing unit and executing SP5810-02	D147 001a D149 001a D149 002a	Engine firmware	Install version 1.22:08 or newer.	
SC620		D779 001b	ARDF DF3090 firmware	Install version 01.090:02 or newer	
SC622	If paper is fed from Tray 3	D696 001a	LCIT RT3030 firmware	Install version 01.770:11 or newer	
		D695 001a	LCIT PB3170 firmware	Install version 01.770:10 or newer	
		D694 001a	LCIT PB3150 firmware	Install version 01.770:10 or newer	
		D693 001a	LCIT PB3160 firmware	Install version 01.770:10 or newer	
		D787 001a	Paper Feed Unit PB3210 firmware	Install version 01.010:00 or newer	
SC622	When the LCIT PB3170 is installed	D695 002	LCIT PB3170 firmware	Install version 01.770:10 or newer	
SC637	If the machine is shut down while printing.	Gene 080c	Java VM v11 Update Tool	Install version 11.31.00 or newer.	
		Gene 079d	Java VM v11 for eDC firmware		

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Subject	Symptom	RTB #	Cause	Solution	Note
SC641		D147 002v	System/Copy firmware	Install version 1.24 or newer.	
		D147 031w	System/Copy firmware	Install version 3.16 or newer.	
		D149 003x	System/Copy firmware	Install version 1.28 or newer.	
		D149 032y	System/Copy firmware	Install version 3.17 or newer.	
		D177 002s	System/Copy firmware	Install version 1.17 or newer.	
		D177 022t	System/Copy firmware	Install version 2.16 or newer.	
SC664-04		D147 074f D149 047g D177 058e D237 019e	The BCU, Imaging IOB, Transport IOB, Controller board, IPU and PSU are defective or there is a connection error between the boards.	Select solution 1, 2, or 3 from the RTB, depending on the firmware version in the machine.	
SC665-02, -03		D147 074f D149 047g D177 058e D237 019e	The BCU, Imaging IOB, Transport IOB, Controller board, IPU and PSU are defective or there is a connection error between the boards.	Select solution 1, 2, or 3 from the RTB, depending on the firmware version in the machine.	
SC666	If certain firmware versions are installed	D147 121	Defective PCB IOB. SC666-01 PCB:IOB:ENGINE SC666-02/03 PCB:IOB:TRANSPORT SC666-00 Both PCB:IOB:ENGINE and TRANSPORT		
SC670-01, -02, -03, -04		D147 074f D149 047g D177 058e D237 019e	The BCU, Imaging IOB, Transport IOB, Controller board, IPU and PSU are defective or there is a connection error between the boards.	Select solution 1, 2, or 3 from the RTB, depending on the firmware version in the machine.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC670		D147 014b D147 036b D149 015b D149 037b	PowerSaving Sys firmware	Install version F.19 or newer.	
		D177 010b D177 024b		Install version F.18 or newer.	
SC670	If a jam occurs, a cover is opened, or other operation that stops the machine while Process Control is being done.	D147 001h D149 001h	Engine firmware	Install version 1.25:08 or newer.	
		D149 002h	Engine (Single Pass) firmware		
SC670	If a paper jam occurs after paper is loaded in the Shift tray	D177 001b	Engine firmware	Install version 1.20:01 or newer.	
SC670	If SP1003-XXX is set to -3.7 or less	D147 001t D149 001t D149 002t	Engine firmware	Install version 1.35:08 or newer.	
		D177 001m	Engine firmware	Install version 1.28:01 or newer.	
SC670	After about 40 occurrences of jam or tray paper end	D147 001u D149 001u, 002u	Engine firmware	Install version 1.36:08 or newer.	
		D177 001n	Engine firmware	Install version 1.29:01 or newer.	
SC672	If a continuous copy job is done using margin setting, Combine, or image rotation.	D149 003a	System/Copy firmware	Install version 1.08 or newer.	
		D149 032a		Install version 2.20 or newer.	
SC672	When logging into SC mode	D147 031a D149 032a	System/Copy firmware	Install version 2.20 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC672-11, 12		D147 144b, D149 080a, D177 057b, D237 018b	Many possible causes (see the RTB).	Do the following steps. Turn the power off/on. Update the power saving sys firmware to F.17 or newer. Check the USB cable between the IPU and the operation panel. Go through the flow chart in the RTB. If the SC still occurs, replace the controller board (if SC819 occurs), or the controller board and USB cable (if SC991 occurs).	
SC672-11	When the machine is prompted to recover from Energy Saver mode.	D147 002f	System/Copy firmware	Install version 1.11 or newer.	
		D147 031f	System/Copy firmware	Install version 3.01 or newer.	
		D147 014a	PowerSaving Sys firmware	Install version F.18 or newer.	
		D147 036a	PowerSaving Sys firmware	Install version F.18 or newer.	
		D149 015a	PowerSaving Sys firmware	Install version F.18 or newer.	
		D149 037a	PowerSaving Sys firmware	Install version F.18 or newer.	
		D177 010a	PowerSaving Sys firmware	Install version F.17 or newer.	
		D177 022c	System/Copy firmware	Install version 2.01 or newer.	
		D177 024a	PowerSaving Sys firmware	Install version F.17 or newer.	
SC672-11	While the machine is transitioning to STR mode	D149 003o	System/Copy firmware	Install version 1.20 or newer.	
		D147 014c	PowerSaving Sys firmware	Install version F.20 or newer.	
		D147 036c	PowerSaving Sys firmware	Install version F.20 or newer.	
		D149 015c	PowerSaving Sys firmware	Install version F.20 or newer.	
		D149 032p	System/Copy firmware	Install version 3.09 or newer.	
		D149 037c	PowerSaving Sys firmware	Install version F.20 or newer.	
		D177 024c	PowerSaving Sys firmware	Install version F.19 or newer.	
SC672-11	When in energy saver mode	D177 010c	PowerSaving Sys firmware	Install version F.19 or newer.	
		D177 022k	System/Copy firmware	Install version 2.09 or newer.	
SC672-11	When continuously running print jobs	D147 060j	Smart Operation Panel: LegacyUI firmware	Install version 1.28 or newer.	
SC672-12	If the HDD becomes full during scanning	D149 003d	System/Copy firmware	Install version 1.12 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC672-12		D147 002p	System/Copy firmware	Install version 1.19 or newer.	
		D177 002m	System/Copy firmware	Install version 1.12 or newer.	
SC673-10	When the Smart Operation Panel turns on or recovers from energy save mode.	D147 031o	System/Copy firmware	Install version 3.09 or newer.	
		D177 022k	System/Copy firmware	Install version 2.09 or newer.	
SC673-10		D147 031q	System/Copy firmware	Install version 3.11 or newer.	
		D149 032s	System/Copy firmware	Install version 3.12 or newer.	
		D177 022n	System/Copy firmware	Install version 2.11 or newer.	
SC681		D147 103	The toner bottle comes loose because of machine vibration during printing.	The type of spring has been changed to increase the pressure (new p/n D1473325). See the RTB for how to install the new spring.	
SC687	If a continuous copy job is done using margin setting, Combine, or image rotation.	D149 003a	System/Copy firmware	Install version 1.08 or newer.	
		D149 032a		Install version 2.20 or newer.	
SC687	When a copy is made using the exposure glass after recovery from Energy Saver mode.	D147 001a D149 001a D149 002a	Engine firmware	Install version 1.22:08 or newer.	
SC687	When printing booklets	D177 002b	System/Copy firmware	Install version 1.03 or newer.	
		D177 022b	System/Copy firmware	Install version 2.00 or newer.	
SC687	Folding job using the Fiery/Document Box	D149 003p	System/Copy firmware	Install version 1.21 or newer.	
		D149 032q	System/Copy firmware	Install version 3.10 or newer.	
SC687		D683 001c	SPDF DF3080 firmware	Install version 01.340:16 or newer	
SC701-08		D779 5300M	ARDF 3090 firmware	<i>Install version 01.340:03 or newer.</i>	
SC720-24	With jobs that use the shift tray as the output tray.	D688 001r	Finisher SR3160/SR3170 firmware	Install version 02.390:10 or newer.	
SC720-42	If the staple cartridge is not set correctly	D688 001t	Finisher SR3160/SR3170 firmware	Install version 02.410:10 or newer.	
SC721-70	SR3140/SR3150 finisher	D197 053a	Deformed side plate	Attach the sheet (P/N: D6833644) between the frame and the side plate at two locations (see the RTB for details)	
		D686 006			

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Subject	Symptom	RTB #	Cause	Solution	Note
SC724-86		D690 002	The harness is repeatedly bent during operation	Replace the harness with three new parts as explained. This is for the SR3130 finisher	
SC816	While inside the Administrator or Supervisor password settings screen	D147 002f	System/Copy firmware	Install version 1.11 or newer.	
		D149 003f	System/Copy firmware	Install version 1.14 or newer.	
SC816-01	At the end of automatic engine maintenance (such as, at the end of a job).	D147 002m	System/Copy firmware	Install version 1.16 or newer.	
		D147 031n	System/Copy firmware	Install version 3.08 or newer.	
		D149 003o	System/Copy firmware	Install version 1.20 or newer.	
		D149 032p	System/Copy firmware	Install version 3.09 or newer.	
		D177 002i	System/Copy firmware	Install version 1.09 or newer.	
		D177 022j	System/Copy firmware	Install version 2.08 or newer.	
SC816-38	While the machine is transitioning to STR mode	D147 002m	System/Copy firmware	Install version 1.16 or newer.	
		D147 031n	System/Copy firmware	Install version 3.08 or newer.	
		D149 003o	System/Copy firmware	Install version 1.20 or newer.	
		D149 032p	System/Copy firmware	Install version 3.09 or newer.	
		D177 002i	System/Copy firmware	Install version 1.09 or newer.	
		D177 022j	System/Copy firmware	Install version 2.08 or newer.	
SC816-90		D147 014b D147 036b D149 015b D149 037b	PowerSaving Sys firmware	Install version F.19 or newer.	
		D177 010b D177 024b		Install version F.18 or newer.	
SC819	When Forced Security Printing is enabled.	D147 002d	System/Copy firmware	Install version 1.08 or newer.	
		D147 031d	System/Copy firmware	Install version 2.24 or newer.	
		D149 003d	System/Copy firmware	Install version 1.12 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC819	Caused by a memory leak	D147 002d	System/Copy firmware	Install version 1.08 or newer.	
		D147 031d	System/Copy firmware	Install version 2.24 or newer.	
SC819	After SC816-38 when the system enters Energy Saving mode.	D147 002f	System/Copy firmware	Install version 1.11 or newer.	
		D147 031f	System/Copy firmware	Install version 3.01 or newer.	
		D149 003f	System/Copy firmware	Install version 1.14 or newer.	
		D149 032f	System/Copy firmware	Install version 3.00 or newer.	
SC819	Scan to Folder job	D147 002j	System/Copy firmware	Install version 1.15 or newer.	
		D147 031k	System/Copy firmware	Install version 3.06 or newer.	
		D149 003m	System/Copy firmware	Install version 1.19 or newer.	
		D149 032n	System/Copy firmware	Install version 3.07 or newer.	
		D177 002g	System/Copy firmware	Install version 1.08 or newer.	
		D177 022h	System/Copy firmware	Install version 2.06 or newer.	
SC819	When using network-related functions such as Web Image Monitor	D147 002q	System/Copy firmware	Install version 1.20 or newer.	
		D147 031r	System/Copy firmware	Install version 3.12 or newer.	
		D149 003s	System/Copy firmware	Install version 1.24 or newer.	
		D149 032t	System/Copy firmware	Install version 3.13 or newer.	
		D177 002n	System/Copy firmware	Install version 1.13 or newer.	
		D177 022o	System/Copy firmware	Install version 2.12 or newer.	
SC819	During printing	D147 002x	System/Copy firmware	Install version 1.26 or newer.	
		D147 031y	System/Copy firmware	Install version 3.18 or newer.	
		D149 003z	System/Copy firmware	Install version 1.30 or newer.	
		D149 093a	System/Copy firmware	Install version 3.20 or newer.	
		D177 002u	System/Copy firmware	Install version 1.19 or newer.	
		D177 022v	System/Copy firmware	Install version 2.18 or newer.	
		D237 007b	System/Copy firmware	Install version 1.03 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC819	If entered/exited the energy saving mode repeatedly	D147 002x	System/Copy firmware	Install version 1.26 or newer.	
		D147 031y	System/Copy firmware	Install version 3.18 or newer.	
		D149 003z	System/Copy firmware	Install version 1.30 or newer.	
		D149 093a	System/Copy firmware	Install version 3.20 or newer.	
		D177 002u	System/Copy firmware	Install version 1.19 or newer.	
		D177 022v	System/Copy firmware	Install version 2.18 or newer.	
SC819	If the auto log-out timer and the energy saving timer are set to the same value	D147 002x	System/Copy firmware	Install version 1.26 or newer.	
		D147 031y	System/Copy firmware	Install version 3.18 or newer.	
		D149 003z	System/Copy firmware	Install version 1.30 or newer.	
		D149 093a	System/Copy firmware	Install version 3.20 or newer.	
		D177 002u	System/Copy firmware	Install version 1.19 or newer.	
		D177 022v	System/Copy firmware	Install version 2.18 or newer.	
SC819	<i>On a machine with SLNXv3 installed and a certain type of IC card reader when entering energy saving mode</i>	<i>D148 5553M</i>	<i>System/Copy firmware</i>	<i>Install version 3.25 or newer.</i>	
		<i>D149 5569M</i>	<i>System/Copy firmware</i>	<i>Install version 1.36 or newer.</i>	
SC819	<i>After ARFU or RFU</i>	<i>D146 5567Y</i>	<i>Network Support firmware</i>	<i>Install version 13.01 or newer.</i>	
		<i>D147 5567Y</i>	<i>Network Support firmware</i>	<i>Install version 12.84 or newer.</i>	
		<i>D148 5567Y</i>	<i>Network Support firmware</i>	<i>Install version 13.01 or newer.</i>	
		<i>D149 5567X</i>	<i>Network Support firmware</i>	<i>Install version 12.77 or newer.</i>	
		<i>D176 5567R</i>	<i>Network Support firmware</i>	<i>Install version 13.01 or newer.</i>	
		<i>D177 5567S</i>	<i>Network Support firmware</i>	<i>Install version 12.91 or newer.</i>	
		<i>D237 5567H</i>	<i>Network Support firmware</i>	<i>Install version 12.85 or newer.</i>	
SC861	When recovering from Energy Saver Mode	D149 005b	Fax firmware	Install version 01.03.00 or newer.	
SC866	Cannot be resolved after replacing the controller board	D147 152	Memory corruption	Replace the RAM-DIMM (p/n: 19070159).	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC866	<i>If the machine is updated via an SD card which includes too many modules</i>	<i>D146 5575J</i>	<i>System/Copy firmware</i>	<i>Install version 3.22 or newer.</i>	
		<i>D147 5575K</i>	<i>System/Copy firmware</i>	<i>Install version 1.31 or newer.</i>	
		<i>D148 5553L</i>	<i>System/Copy firmware</i>	<i>Install version 3.24 or newer.</i>	
		<i>D149 5569L</i>	<i>System/Copy firmware</i>	<i>Install version 1.35 or newer.</i>	
		<i>D176 5553A</i>	<i>System/Copy firmware</i>	<i>Install version 2.22 or newer.</i>	
		<i>D177 5553B</i>	<i>System/Copy firmware</i>	<i>Install version 1.24 or newer.</i>	
		<i>D237 5550F</i>	<i>System/Copy firmware</i>	<i>Install version 1.07 or newer.</i>	
SC878-03	During a remote firmware update (RFU), if the SD card for FW update is removed without turning OFF the machine power	D147 002v	System/Copy firmware	Install version 1.24 or newer.	
		D147 031w	System/Copy firmware	Install version 3.16 or newer.	
		D149 003x	System/Copy firmware	Install version 1.28 or newer.	
		D149 032y	System/Copy firmware	Install version 3.17 or newer.	
		D177 002s	System/Copy firmware	Install version 1.17 or newer.	
		D177 022t	System/Copy firmware	Install version 2.16 or newer.	
SC899	When a machine with a fax unit recovers from Energy Saver mode	D147 002a	System/Copy firmware	Install version 1.04 or newer.	
		D149 003a		Install version 1.08 or newer.	
SC899	During continuous scanning	D177 021b	Browser firmware	Install version 1.02.00 or newer.	
SC899	When a Remote Fax is sent from the sub machine	D147 004e D149 005e D177 011c	Fax firmware	Install version 04.00.00 or newer.	
		D147 033g		Install version 10.00.00 or newer.	
		D149 034f		Install version 09.00.00 or newer.	
		D177 025e		Install version 06.00.00 or newer.	
SC899	When recovering from energy saver mode, if a keystroke reader is connected to the device	Gene 059p	Java VM v11 for eDC firmware	Install version 11.22.04 or newer.	
		Gene 061n, 061o	Java VM v11 Update Tool		

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SC899	When printing PCL5 jobs that include a scalable font	D147 022d	PCL firmware	Install version 1.14 or newer		
		D149 023c	PCL firmware	Install version 1.10 or newer		
		D177 014b	PCL firmware	Install version 1.04 or newer		
SC899	The glyph data of TrueType fonts has hinting information that is on the edge of the frame	D147 022d	PCL firmware	Install version 1.14 or newer		
		D149 023c	PCL firmware	Install version 1.10 or newer		
		D177 014b	PCL firmware	Install version 1.04 or newer		
SC899	Printing with PCL	D177 014b	PCL firmware	Install version 1.04 or newer		
SC899	If the URL string data in the Web API is more than 512B.	D147 031i	System/Copy firmware	Install version 3.04 or newer.		
		D149 032k		Install version 3.05 or newer.		
		D177 022f		Install version 2.04 or newer.		
SC899	When recovering from Sleep Mode	D147 002c	System/Copy firmware	Install version 1.06 or newer.		
		D147 004b	Fax firmware	Install version 01.03.00 or newer.		
		D147 027a	GWFCU3.8-2 (WW). firmware	Install version 05.00.01 or newer.		
		D147 033a	Fax firmware	Install version 04.00.00 or newer.		
		D147 080	In the field Set SP5-730-001 (Java VM Platform setting) to 0, OR Set SP5-191-001 to 0 (STR mode setting) Countermeasure The System/Copy firmware and Java VM were updated. MET-C1(D146/D147): System/Copy 1.06, Java VM 11.12.01 MET-C1(D146/D147) SOP: System/Copy 2.22, Java VM 11.12.01			
		D147 031c D149 032c	System/Copy firmware	Install version 2.22 or newer.		
		D149 003c	System/Copy firmware	Install version 1.10 or newer.		
SC899	When using the Delivery Option to distribute a document	D149 036a	NetworkDocBox firmware	Install version 2.02 or newer.		
		D149 011a	Network DocBox firmware	Install version 1.01 or newer.		

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Subject	Symptom	RTB #	Cause	Solution	Note
SC899	When simultaneously printing from AppleTalk on a Mac and a protocol other than AppleTalk in Windows	D147 009c	Network Support firmware	Install version 12.70.3 or newer.	
		D149 010c		Install version 12.63.5 or newer.	
		D147 034b D149 035b		Install version 12.72.5 or newer.	
SC899	During DSM transmission	D149 011a	Network DocBox firmware	Install version 1.01 or newer.	
SC899	When the machine is turned on	D147 034b D149 035b	Network Support firmware	Install version 12.72.5 or newer.	
SC899	When the machine is turned on, or when recovering from an Energy Saver mode	D147 010a	Network DocBox firmware	Install version 1.01 or newer.	
		D149 011b		Install version 1.02 or newer.	
SC899	Caused by a memory leak	D147 002d	System/Copy firmware	Install version 1.08 or newer.	
		D147 031d	System/Copy firmware	Install version 2.24 or newer.	
SC899	When authentication is set	D147 031c D149 032c	System/Copy firmware	Install version 2.22 or newer.	
SC899	When printing with Microsoft Word	D147 023a	RPCS firmware	Install version 3.13.25 or newer.	
		D149 024a	RPCS firmware	Install version 3.13.22 or newer.	
SC899	With certain TrueType fonts	D149 023a	PCL firmware	Install version 1.08 or newer.	
SC899	When a device recovers from STR mode.	Gene 059c	Java VM v11 for eDC firmware	Install version 11.12.01 or newer. Also install System/Copy firmware. V2.22 or later (D146) V1.16 or later (D147) V2.22 or later (D148) V1.10 or later (D149) V1.02 or later (D182)	
		Gene 061c	Java VM v11 Update Tool		
SC899	With certain TrueType fonts	D147 022b	PCL firmware	Install version 1.12 or newer.	
SC899	If the main power switch is turned off before the application has booted up.	D147 002f	System/Copy firmware	Install version 1.11 or newer.	
		D147 031f	System/Copy firmware	Install version 3.01 or newer.	
SC899	Machine stalls also	D147 002f	System/Copy firmware	Install version 1.11 or newer.	
		D147 031f	System/Copy firmware	Install version 3.01 or newer.	
		D149 003g	System/Copy firmware	Install version 1.15 or newer.	
		D149 032g	System/Copy firmware	Install version 3.01 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
		D177 022c	System/Copy firmware	Install version 2.01 or newer.	
SC899	When certain Scanner settings are made and the machine is restarted	D177 002b	System/Copy firmware	Install version 1.03 or newer.	
		D177 022b	System/Copy firmware	Install version 2.00 or newer.	
SC899	When printing PDF files that contain composite fonts	D147 020b	PDF firmware	Install version 1.05 or newer.	
		D149 021b	PDF firmware	Install version 1.03 or newer.	
		D177 015a	PDF firmware	Install version 1.02 or newer.	
SC899	PCL printing	D147 022c	PCL firmware	Install version 1.13 or newer.	
		D149 023b	PCL firmware	Install version 1.09 or newer.	
SC899	When a character string containing "%s" is exported to the debug log.	D147 026c D149 027c	Extended JS firmware	Install version 1.08.01 or newer.	
		D177 020b		Install version 1.08.00 or newer.	
SC899	When a name is searched via the LDAP server.	D147 002h	System/Copy firmware	Install version 1.13 or newer.	
		D149 003j	System/Copy firmware	Install version 1.17 or newer.	
		D177 002e	System/Copy firmware	Install version 1.06 or newer.	
		D147 031i	System/Copy firmware	Install version 3.04 or newer.	
		D149 032k		Install version 3.05 or newer.	
		D177 022f		Install version 2.04 or newer.	
SC899	When creating a searchable PDF document	D147 002h	System/Copy firmware	Install version 1.13 or newer.	
		D149 003j	System/Copy firmware	Install version 1.17 or newer.	
		D177 002e	System/Copy firmware	Install version 1.06 or newer.	
		D147 031i	System/Copy firmware	Install version 3.04 or newer.	
		D149 032k		Install version 3.05 or newer.	
		D177 022f		Install version 2.04 or newer.	
SC899	Continuous scanning	D147 017d	Browser firmware	Install version 1.17.00 or newer.	
		D149 018d		Install version 1.09.00 or newer.	
		D177 021b		Install version 1.02.00 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC899	When running the port scan tool via the IPP port (TCP 631)	D147 009g	Network Support firmware	Install version 12.72 or newer.	
		D147 034g		Install version 12.88 or newer.	
		D149 010g		Install version 12.65 or newer.	
		D149 035g		Install version 12.88 or newer.	
		D177 005b		Install version 12.78 or newer.	
		D177 031c		Install version 12.88 or newer.	
SC899	When the machine goes in and out of Energy Saver Mode while the web browser is running on the operation panel	D147 009g	Network Support firmware	Install version 12.72 or newer.	
		D147 034g		Install version 12.88 or newer.	
		D149 010g		Install version 12.65 or newer.	
		D149 035g		Install version 12.88 or newer.	
		D177 005b		Install version 12.78 or newer.	
		D177 031c		Install version 12.88 or newer.	
SC899		D147 004f	Fax firmware	Install version 05.00.00 or newer.	
		D147 033h	Fax firmware	Install version 11.00.00 or newer.	
		D149 034g	Fax firmware	Install version 10.00.00 or newer.	
		D149 005f D177 011d	Fax firmware	Install version 05.00.00 or newer.	
		D177 025f	Fax firmware	Install version 07.00.00 or newer.	
SC899	When launching or making a copy with SmartSDK Copy	D147 031n	System/Copy firmware	Install version 3.08 or newer.	
		D149 032p	System/Copy firmware	Install version 3.09 or newer.	
		D177 022j	System/Copy firmware	Install version 2.08 or newer.	
SC899	When printing characters larger than 39.62mm x 39.62mm	D147 022f	PCL firmware	Install version 1.16 or newer	
SC899	When launching the Copy function or making a copy.	D147 002n	System/Copy firmware	Install version 1.17 or newer.	
		D149 003p	System/Copy firmware	Install version 1.21 or newer.	
		D149 032q	System/Copy firmware	Install version 3.10 or newer.	
		D177 002j	System/Copy firmware	Install version 1.10 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC899	When launching Easy Fax	D147 004h D149 005h D177 011f	Fax firmware	Install version 07.00.00 or later.	
		D147 033i	Fax firmware	Install version 12.00.00 or later.	
		D149 034h	Fax firmware	Install version 11.00.00 or later.	
		D177 025h	Fax firmware	Install version 09.00.00 or later.	
SC899	On the main machine if a Remote Fax is sent from the sub machine	D147 004h D149 005h D177 011f	Fax firmware	Install version 07.00.00 or later.	
		D147 033i	Fax firmware	Install version 12.00.00 or later.	
		D149 034h	Fax firmware	Install version 11.00.00 or later.	
		D177 025h	Fax firmware	Install version 09.00.00 or later.	
SC899	If the pre-transmission Preview is enabled	D147 004h D149 005h D177 011f	Fax firmware	Install version 07.00.00 or later.	
		D147 033i	Fax firmware	Install version 12.00.00 or later.	
		D149 034h	Fax firmware	Install version 11.00.00 or later.	
		D177 025h	Fax firmware	Install version 09.00.00 or later.	
SC899	When using the TWAIN driver	D147 008g	Scanner firmware	Install version 01.09 or newer.	
		D147 038i		Install version 02.21 or newer.	
		D149 009f		Install version 01.07 or newer.	
		D149 039i		Install version 02.20 or newer.	
		D177 007d		Install version 01.04 or newer.	
		D177 027h		Install version 02.07 or newer.	
		D237 006a	Scanner firmware	Install version 01.01 or newer.	
		D237 007a	System/Copy firmware	Install version 2.17 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC899	When the device is recovering from sleep mode	D147 032j	Printer firmware	Install version 2.14 or newer.	
		D149 033j	Printer firmware	Install version 2.14 or newer.	
		D177 033g	Printer firmware	Install version 2.06 or newer.	
SC899	When performing Java Script functions	D147 017f	Browser firmware	Install version 1.19.00 or newer.	
		D149 018f	Browser firmware	Install version 1.11.00 or newer.	
		D177 021d	Browser firmware	Install version 1.04.00 or newer.	
SC899	After recovering from low power mode	D147 031w	System/Copy firmware	Install version 3.16 or newer.	
		D149 032y	System/Copy firmware	Install version 3.17 or newer.	
		D177 022t	System/Copy firmware	Install version 2.16 or newer.	
SC899	After the machine recovers from Energy Saver Mode	D147 027e	GWFCU3.8-2 (WW) firmware	Install version 09.00.00 or newer.	
SC899	When Device Manager NX Accounting frequently requests a device log collection	D147 010f	Network DocBox firmware	Install version 1.06 or newer.	
		D147 035j		Install version 2.10 or newer.	
		D149 011g		Install version 1.07 or newer.	
		D149 036m		Install version 2.12 or newer.	
		D177 006f		Install version 1.06 or newer.	
		D177 032j		Install version 1.09 or newer.	
SC899	When loading the display screen	D147 017h	Browser firmware	Install version 1.21.00 or newer.	
		D149 018h		Install version 1.13.00 or newer.	
		D177 021f		Install version 1.06.00 or newer.	
SC899	When printing a PCL job which contains a reduced or enlarged image	D147 022i	PCL firmware	Install version 1.19 or newer.	
		D149 023h	PCL firmware	Install version 1.15 or newer.	
		D177 014h	PCL firmware	Install version 1.09 or newer.	
SC899	When graphics are drawn by the RGB Brush	D147 022i	PCL firmware	Install version 1.19 or newer.	
		D149 023h	PCL firmware	Install version 1.15 or newer.	
		D177 014h	PCL firmware	Install version 1.09 or newer.	

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SC899	During use of an application on @Remote connected machines	D147 002x	System/Copy firmware	Install version 1.26 or newer.	
		D147 031y	System/Copy firmware	Install version 3.18 or newer.	
		D149 003z	System/Copy firmware	Install version 1.30 or newer.	
		D149 093a	System/Copy firmware	Install version 3.20 or newer.	
		D177 002u	System/Copy firmware	Install version 1.19 or newer.	
		D177 022v	System/Copy firmware	Install version 2.18 or newer.	
SC899	When logging out from a machine with user authentication enabled.	D147 004k	Fax firmware	Install version 11.00.00 or later.	
		D149 005m	Fax firmware	Install version 12.00.00 or later.	
		D177 011j	Fax firmware	Install version 11.00.00 or later.	
		D147 033n	Fax firmware	Install version 16.00.00 or later.	
		D149 034m	Fax firmware	Install version 15.00.00 or later.	
		D177 025m	Fax firmware	Install version 13.00.00 or later.	
SC899	When an IC card is used to log in	D147 010g	Network DocBox firmware	Install version 1.07 or newer.	
		D147 035k	Network DocBox firmware	Install version 2.11 or newer.	
		D149 011h	Network DocBox firmware	Install version 1.08 or newer.	
		D149 036n	Network DocBox firmware	Install version 2.13 or newer.	
		D177 006g	Network DocBox firmware	Install version 1.07 or newer.	
		D177 032k	Network DocBox firmware	Install version 1.10 or newer.	
SC899	When the RHPP port (port 59100) receives data	D147 015p	Printer firmware	Install version 1.15 or newer.	
		D149 016q	Printer firmware	Install version 1.18 or newer.	
		D147 032q	Printer firmware	Install version 2.19 or newer.	
		D149 033q	Printer firmware	Install version 2.19 or newer.	
		D177 003k	Printer firmware	Install version 1.10 or newer.	
		D177 033n	Printer firmware	Install version 2.11 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC899	When using the PCL6 driver to print a PDF from the Reader application in Windows 8.1	D147 022j	PCL firmware	Install version 1.20 or newer	
		D149 023i	PCL firmware	Install version 1.16 or newer	
		D177 014i	PCL firmware	Install version 1.10 or newer	
SC899	When conducting location-free printing or authentication processing with a solution product	Gene 079p	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080o	Java VM v11 Update Tool		
SC899	When attempting to preview a large-size JPEG image from "Print/Scan (Memory Storage Device)"	D147 015q	Printer firmware	Install version 1.16 or newer.	
		D147 032r	Printer firmware	Install version 2.20 or newer.	
		D177 003m	Printer firmware	Install version 1.11 or newer.	
		D177 033o	Printer firmware	Install version 2.12 or newer.	
SC899	If logging in and logging out repeatedly by IC card	D146 5575G	System/Copy firmware	Install version 3.20 or newer.	
		D147 5575G	System/Copy firmware	Install version 1.28 or newer.	
		D148 5553J	System/Copy firmware	Install version 3.22 or newer.	
		D176 5550Z	System/Copy firmware	Install version 2.20 or newer.	
SC899	When printing a PCL job which contains images via host printing	D165 5706Q	PCL firmware	Install version 1.22 or newer.	
		D166 5706P	PCL firmware	Install version 1.18 or newer.	
		D177 5573K	PCL firmware	Install version 1.11 or newer.	
SC899	Job Log collection is being performed, and the document being faxed is targeted for capture, and the fax is sent	D146 5568N	Network DocBox firmware	Install version 2.13 or newer.	
		D147 5568M	Network DocBox firmware	Install version 1.09 or newer.	
		D148 5568Q	Network DocBox firmware	Install version 2.15 or newer.	
		D149 5568M	Network DocBox firmware	Install version 1.10 or newer.	
		D176 5568M	Network DocBox firmware	Install version 1.12 or newer.	
		D177 5568M	Network DocBox firmware	Install version 1.09 or newer.	
SC899	If a large number of different characters is used in a print job	D165 5733G	PDF firmware	Install version 1.07 or newer.	
		D166 5733F	PDF firmware	Install version 1.05 or newer.	
		D177 5576D	PDF firmware	Install version 1.04 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC899	If there are multiple fax alerts	D146 5557T	Fax firmware	Install version 17.00.00 or later.	
		D147 5557T	Fax firmware	Install version 12.00.00 or later.	
		D148 5557S	Fax firmware	Install version 16.00.00 or later.	
		D149 5557T	Fax firmware	Install version 13.00.00 or later.	
		D176 5557N	Fax firmware	Install version 14.00.00 or later.	
		D177 5557N	Fax firmware	Install version 12.00.00 or later.	
SC899	When conducting Scan to Folder, and the device might automatically restart	D146 5567X	Network Support firmware	Install version 12.100.1 or newer.	
		D147 5567X	Network Support firmware	Install version 12.83.1 or newer.	
		D148 5567X	Network Support firmware	Install version 12.100.1 or newer.	
		D149 5567W	Network Support firmware	Install version 12.76.1 or newer.	
		D176 5567Q	Network Support firmware	Install version 12.100.1 or newer.	
		D176 5567R	Network Support firmware	Install version 12.90.1 or newer.	
SC899	When logging in from a keyboard	D147 5564C	Java VM v11 for eDC firmware	Install version 11.39.02 or newer.	
			Java VM v11 Update Tool		
		D147 5565C	Java VM v11 for eDC firmware	Install version 11.39.02 or newer.	
			Java VM v11 Update Tool		
SC911	If a print job is sent while scanning is being done	D730 039	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
SC911	When printing from the EFI controller	D146 5575G	System/Copy firmware	Install version 3.20 or newer.	
		D149 5569H	System/Copy firmware	Install version 1.32 or newer.	
SC990	Caused by a memory lea	D147 002d	System/Copy firmware	Install version 1.08 or newer.	
		D147 031d	System/Copy firmware	Install version 2.24 or newer.	
SC990	When card authentication is enabled	D147 002j	System/Copy firmware	Install version 1.15 or newer.	
		D147 031k	System/Copy firmware	Install version 3.06 or newer.	
		D149 003m	System/Copy firmware	Install version 1.19 or newer.	
		D149 032n	System/Copy firmware	Install version 3.07 or newer.	
		D177 002g	System/Copy firmware	Install version 1.08 or newer.	

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		D177 022h	System/Copy firmware	Install version 2.06 or newer.	
SC990	When machine is powered on; cannot be recovered by machine reboot.	Gene 059d	Java VM v11 for eDC firmware	Install version 11.13.01 or newer.	
		Gene 061d	Java VM v11 Update Tool		
SC990	When rebooting after remote firmware update	D147 002q	System/Copy firmware	Install version 1.20 or newer.	
		D149 003s	System/Copy firmware	Install version 1.24 or newer.	
		D177 002n	System/Copy firmware	Install version 1.13 or newer.	
SC990	After the machine recovers from Energy Saver Mode	D147 027e	GWFCU3.8-2 (WW) firmware	Install version 09.00.00 or newer.	
SC990	If scanning is interrupted while sending a fax	D147 001v D149 001v, 002v	Engine firmware	Install version 1.37:08 or newer.	
		D177 001o	Engine firmware	Install version 1.30:01 or newer.	
SC990	With models that have the platen cover and no ADF	D147 002v	System/Copy firmware	Install version 1.24 or newer.	
		D147 031w	System/Copy firmware	Install version 3.16 or newer.	
		D149 003x	System/Copy firmware	Install version 1.28 or newer.	
		D149 032y	System/Copy firmware	Install version 3.17 or newer.	
		D177 002s	System/Copy firmware	Install version 1.17 or newer.	
		D177 022t	System/Copy firmware	Install version 2.16 or newer.	
SC990	After an SC reboot occurs, SDK-J applications cannot be started	D147 015p	Printer firmware	Install version 1.15 or newer.	
		D149 016q	Printer firmware	Install version 1.18 or newer.	
		D147 032q	Printer firmware	Install version 2.19 or newer.	
		D149 033q	Printer firmware	Install version 2.19 or newer.	
		D177 003k	Printer firmware	Install version 1.10 or newer.	
		D177 033n	Printer firmware	Install version 2.11 or newer.	
SC991	Logged on the SMC report	D147 009a	Network Support firmware	Install version 12.70.1 or newer.	
		D149 010a	Network Support firmware	Install version 12.63.3 or newer.	

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SC991	When a machine with a fax unit recovers from Energy Saver mode	D147 002a	System/Copy firmware	Install version 1.04 or newer.	
		D149 003a		Install version 1.08 or newer.	
SC991	When pushing the next page button consecutively in the preview screen	D147 038d	Scanner firmware	Install version 02.16 or newer.	
		D149 039d		Install version 02.15 or newer.	
		D177 027b		Install version 02.01 or newer.	
SC991	When recovering from energy saving mode to send a fax	D147 001r	Engine firmware	Install version 1.33:08 or newer.	
		D149 001r	Engine firmware	Install version 1.33:08 or newer.	
		D177 001j	Engine firmware	Install version 1.26:01 or newer.	
SC991		D147 002n	System/Copy firmware	Install version 1.17 or newer.	
		D147 031o	System/Copy firmware	Install version 3.09 or newer.	
		D149 003p	System/Copy firmware	Install version 1.21 or newer.	
		D149 032q	System/Copy firmware	Install version 3.10 or newer.	
		D177 002j	System/Copy firmware	Install version 1.10 or newer.	
		D177 022k	System/Copy firmware	Install version 2.09 or newer.	
SC991	After the machine recovers from Energy Saver Mode	D147 027e	GWFCU3.8-2 (WW) firmware	Install version 09.00.00 or newer.	
SC991	During use of an application on @Remote connected machines	D147 002x	System/Copy firmware	Install version 1.26 or newer.	
		D147 031y	System/Copy firmware	Install version 3.18 or newer.	
		D149 003z	System/Copy firmware	Install version 1.30 or newer.	
		D149 093a	System/Copy firmware	Install version 3.20 or newer.	
		D177 002u	System/Copy firmware	Install version 1.19 or newer.	
		D177 022v	System/Copy firmware	Install version 2.18 or newer.	
SC991	Job Log collection is being performed, and the document being faxed is targeted for capture, and the fax is sent	D146 5568N	Network DocBox firmware	Install version 2.13 or newer.	
		D147 5568M	Network DocBox firmware	Install version 1.09 or newer.	
		D148 5568Q	Network DocBox firmware	Install version 2.15 or newer.	
		D149 5568M	Network DocBox firmware	Install version 1.10 or newer.	

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		D176 5568M	Network DocBox firmware	Install version 1.12 or newer.	
		D177 5568M	Network DocBox firmware	Install version 1.09 or newer.	
SC997	When the User Tools key is pressed	D147 034b D149 035b	Network Support firmware	Install version 12.72.5 or newer.	
SC997	When turning on the main power switch	D147 002f	System/Copy firmware	Install version 1.11 or newer.	
		D147 031f	System/Copy firmware	Install version 3.01 or newer.	
		D149 003f	System/Copy firmware	Install version 1.14 or newer.	
		D149 032f	System/Copy firmware	Install version 3.00 or newer.	
		D177 002b	System/Copy firmware	Install version 1.03 or newer.	
SC997	Printing back-to-back jobs with Enhanced Locked Print NX v2	D147 015g	Printer firmware	Install version 1.08 or newer.	
		D149 016g		Install version 1.10 or newer.	
		D147 032g D149 033g		Install version 2.11 or newer.	
SC997	When switching between the home screen and the system settings screen.	D147 009g	Network Support firmware	Install version 12.72 or newer.	
		D147 034g		Install version 12.88 or newer.	
		D149 010g		Install version 12.65 or newer.	
		D149 035g		Install version 12.88 or newer.	
		D177 005b		Install version 12.78 or newer.	
		D177 031c		Install version 12.88 or newer.	
SC997	After restarting the device when the ESA application is online-installed using Remote Install Manager	Gene 059q	Java VM v11 for eDC firmware	Install version 11.23.00 or newer.	
		Gene 061p	Java VM v11 Update Tool		
SC997	If a user logs in via an SDK application	D147 035e	Network DocBox firmware	Install version 2.05 or newer.	
		D149 011c	Network DocBox firmware	Install version 1.03 or newer.	
		D149 036f	Network DocBox firmware	Install version 2.06 or newer.	
		D177 032e	Network DocBox firmware	Install version 1.04 or newer.	

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SC997	When changing ESA application or transitioning/recovering from energy saver mode.	Gene 059r	Java VM v11 for eDC firmware	Install version 11.24.02 or newer.	
		Gene 061q	Java VM v11 Update Tool		
SC997	If a shortcut key is pressed in the home screen	D147 010e	Network DocBox firmware	Install version 1.05 or newer.	
		D147 035i		Install version 2.09 or newer.	
		D149 011f		Install version 1.06 or newer.	
		D149 036j		Install version 2.10 or newer.	
		D177 006e		Install version 1.05 or newer.	
		D177 032i		Install version 1.08 or newer.	
SC998	When the machine is prompted to recover from Energy Saver mode.	D147 002f	System/Copy firmware	Install version 1.11 or newer.	
		D149 003g	System/Copy firmware	Install version 1.15 or newer.	
		D149 032g	System/Copy firmware	Install version 3.01 or newer.	
		D177 022c	System/Copy firmware	Install version 2.01 or newer.	
SC998	When the machine returns to standby mode	D147 031g D149 032i	System/Copy firmware	Install version 3.02 or newer.	
SC998	When a print request is generated with the machine going back to fusing unit off mode from sleep mode.	D147 002h	System/Copy firmware	Install version 1.13 or newer.	
		D177 002e	System/Copy firmware	Install version 1.06 or newer.	
		D147 031i	System/Copy firmware	Install version 3.04 or newer.	
		D149 032k		Install version 3.05 or newer.	
		D177 022f		Install version 2.04 or newer.	
SC998	When entering SP mode from the GW SP screen	D149 003j	System/Copy firmware	Install version 1.17 or newer.	
		D147 031i	System/Copy firmware	Install version 3.04 or newer.	
		D149 032k		Install version 3.05 or newer.	
		D177 022f		Install version 2.04 or newer.	
SC998	When Card Authentication Package is installed.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	

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SC998	When changing ESA application or transitioning/recovering from energy saver mode.	Gene 059r	Java VM v11 for eDC firmware	Install version 11.24.02 or newer.	
		Gene 061q	Java VM v11 Update Tool		
E62	Package firmware update via SD card fails	D177 002b	System/Copy firmware	Install version 1.03 or newer. If E62 occurs, try turning the main power OFF/ON, wait for about 3 minutes, and then try the update again.	
		D177 022b	System/Copy firmware	Install version 2.00 or newer.	
'Error'	On the EFI controller screen (on the PC) time while the machine is in Energy Saver mode.	D147 001c	Engine firmware	Install version 1.24:08 or newer.	
		D149 001c			
		D149 002c	Engine firmware (Single Pass)		
SC screen not shown	If an SC error occurs while the status confirmation screen is displayed.	D147 047b	Cheetah System firmware	Install version 1.20 or newer.	
"Replace controller board"	When the machine boots up or recovers from Energy Saver mode.	D147 002e	System/Copy firmware	Install version 1.09 or newer.	
		D147 031e D149 032e		Install version 2.25 or newer.	
		D149 003e		Install version 1.13 or newer.	
		D177 002a		Install version 1.02 or newer.	
		D177 022a		Install version 1.02 or newer.	
"SDK/J update done FAIL"	Displayed but installation was OK	Gene 059b	Java VM v11 for eDC firmware	Install version 11.09.04 or newer.	
		Gene 061b	Java VM v11 Update Tool		
Fusing SCs	If SC620 is triggered 50 or more times.	D147 001g D149 001g	Engine firmware	Install version 1.26:08 or newer.	
"Unfinished job exists."	If a custom size paper is fed through the ADF	D683 001b	SPDF DF3080 firmware	Install version 01.330:16 or newer	
"Scanner is in use by another function"	When continuously using the scan function on a device with Streamline NX or GS-NX	Gene 059g	Java VM v11 for eDC firmware	Install version 11.15.01 or newer.	
		Gene 061f	Java VM v11 Update Tool		

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Wrong error displayed	When the device runs out of paper, a wrench icon (SC error) appears in the "System" column in Web Image Monitor.	D147 015g	Printer firmware	Install version 1.08 or newer.	
		D149 016g		Install version 1.10 or newer.	
		D147 032g		Install version 2.11 or newer.	
		D149 033g			
		D177 003c		Install version 1.03 or newer.	
		D177 033d		Install version 2.03 or newer.	
Wrong error displayed	SC670 displayed instead of SC664 or SC665	D147 001t D149 001t D149 002t	Engine firmware	Install version 1.35:08 or newer.	
		D177 001m	Engine firmware	Install version 1.28:01 or newer.	
'Please Wait'	After legacy UI data is updated.	D147 060f	Smart Operation Panel: LegacyUI firmware	Install version 1.25 or newer.	
		D147 120	Smart Operation Panel: LegacyUIData 2nd firmware	Install version 1.00 or newer.	
'Please Wait'	After the main power is turned on, if there is an error in the paper tray	D147 168a D149 101a D177 079a D237 036	Update the System/Copy firmware (version number: see the RTB)	Also, fix the error in the paper tray (see the RTB for details).	
		D146 5575G	System/Copy firmware	Install version 3.20 or newer.	
		D147 5575G	System/Copy firmware	Install version 1.28 or newer.	
		D148 5553J	System/Copy firmware	Install version 3.22 or newer.	
		D149 5569H	System/Copy firmware	Install version 1.32 or newer.	
		D176 5550Z	System/Copy firmware	Install version 2.20 or newer.	
		D177 5550Z	System/Copy firmware	Install version 1.21 or newer.	
		D237 5550D	System/Copy firmware	Install version 1.05 or newer.	
'Cannot make copies'	If the user boots up Simple Copy just after the machine enters Energy Saver mode	D147 072h	SimpleCopy for eDC firmware	Install version 1.17 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Unspecified error	If new addresses are continuously registered to the address book using Smart SDK	D147 002w	System/Copy firmware	Install version 1.25 or newer.	
		D147 031x		Install version 3.17 or newer.	
		D149 003y		Install version 1.29 or newer.	
		D149 093		Install version 3.19 or newer.	
		D177 002t		Install version 1.18 or newer.	
		D177 022u		Install version 2.17 or newer.	
Unspecified error	Connection error message appears mistakenly on @Remote connected machines.	D147 002x	System/Copy firmware	Install version 1.26 or newer.	
		D147 031y	System/Copy firmware	Install version 3.18 or newer.	
		D149 003z	System/Copy firmware	Install version 1.30 or newer.	
		D149 093a	System/Copy firmware	Install version 3.20 or newer.	
		D177 002u	System/Copy firmware	Install version 1.19 or newer.	
		D177 022v	System/Copy firmware	Install version 2.18 or newer.	
Java VM error	Cannot use specific or customized versions	Gene 079p	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080o	Java VM v11 Update Tool		
Java VM error	When conducting location-free printing or authentication processing with a solution product	Gene 079p	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080o	Java VM v11 Update Tool		

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8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Misaligned staple	If the paper in the tray is off-center	D688 001a	Finisher SR3160/SR3170 firmware	Install version 02.000:10 or newer.	
Misaligned staple	Booklet stapling	D688 001d	Finisher SR3160/SR3170 firmware	Install version 02.200:10 or newer.	
Misaligned staple	3mm or more (SR3160/SR3170)	D688 002b	Cause 1: The paper contacts the jogger fence and skews inside the staple tray. Cause 2: The side to side registration is not aligned when the paper is fed to the finisher.	Cause 1: Install the firmware (version 02.000:10 or newer) Cause 2: Attach the modified docking bracket as explained in the RTB	
Misaligned staple	3mm or more (SR3140/SR3150)	D686 004	Side to side registration is not aligned when the paper is fed to the finisher.	Attach the modified bracket and adjust the machine (see the RTB for details).	
Misaligned staple	SR3140/SR3150	D147 095 D149 062	The jogger cannot align the sheets correctly in some conditions	Update the Finisher firmware to Ver. 01.160:04 or newer. If that does not work, adjust the SP modes as explained in the RTB.	
Misaligned staple	SR3160/SR3170	D688 001e	Finisher SR3160/SR3170 firmware	Install version 02.270:10 or newer. Then return SP6107 (Paper Size) to its default setting. If the staple misalignment still occurs after you install this firmware, adjust the jogger fence width (see RTB RD688005).	
Misaligned staple	SR3140/SR3150: From about the 9 th or 20 th sets	D686 001g	Finisher SR3140/SR3150 firmware	Install version 01.200:04 or newer.	
Misaligned staple	Jam code 209 and misaligned stapling	D686 001h	Finisher SR3140/SR3150 firmware	Install version 01.210:04 or newer.	
Misaligned staple	Edge staples are misaligned	D688 001k	Finisher SR3160/SR3170 firmware	Install version 02.330:10 or newer.	
Misaligned staple	Staple position is shifted when performing a 2-spot staple job (stapler not at HP at power ON).	D688 001n	Finisher SR3160/SR3170 firmware	Install version 02.350:10 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Misaligned staple	Staple position is shifted (mixed paper sizes).	D688 001p	Finisher SR3160/SR3170 firmware	Install version 02.370:10 or newer.	
Misaligned staple	The second sheet of a stapled set is misaligned when pre-stacking (SP6116-001 to -014) is enabled.	D688 012	The alignment roller cannot separate the two sheets in the pre-stacking area (see the RTB for the reason why)	Set SP6116-001 to -014 (depending on the paper size) to a value of "-1" (disabled). Productivity will be reduced.	
Stapling error	Shift job stapled with a Stapling job if both were preceded by a Stapling job	D149 001h	Engine firmware	Install version 1.25:08 or newer.	
		D149 002h	Engine (Single Pass) firmware		
Stapling error	First set is OK but errors occurred on later sets	D147 001n D149 001n	Engine firmware	Install version 1.30:08 or newer.	
		D149 002n	Engine (Single Pass) firmware		
		D177 001e	Engine firmware	Install version 1.23:01 or newer.	
Stapling error	Poor stapling because sheets not folded cleanly	D688 001o	Finisher SR3160/SR3170 firmware	Install version 02.360:10 or newer.	
Stapling error	If the document is set as landscape, cannot staple the upper left side.	D193 049	Conference Concierge firmware	Install version 1.1 or newer.	
Inaccurate folding	When making single sheet booklet folds	D688 001a	Finisher SR3160/SR3170 firmware	Install version 02.000:10 or newer.	
Poor stacking	Sheet(s) in a stapled set are shifted up to 2mm along the paper feed direction	D688 001d	Finisher SR3160/SR3170 firmware	Install version 02.200:10 or newer.	
		D688 005	The distance between the jogger fences during stacking is less than expected.	Increase the value of SP 6107 (max 1.5 mm). Then check if the stacking is good (the adjustment could make the joggers too far apart).	
Poor stacking	3 mm or more	D688 002a	Cause 1. Skew inside the staple tray Cause 2. Side to side registration error when feeding out of mainframe	Cause 1. Update the finisher firmware to version 02.000:10 Cause 2. Increase the width of the jogger fences when in standby mode to 10mm.	See the RTB for how to adjust the jogger fences.

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Subject	Symptom	RTB #	Cause	Solution	Note
Poor stacking	Stapled sets are not stacked properly when using SR3150/SR3140.	D686 002a	Six different possible mechanical causes (see the RTB for a list)	Depending on which is the cause of the problem: 1. Update the firmware to version 01.130:04 or newer. 2. Do the Jogger Fence Adjustment Procedure 3. Do the Reverse Roller Adjustment Procedure	See the RTB for the adjustment procedures.
Poor stacking	First booklet-stapled set of 12x18 inch sheets, if made just after the machine recovers from Energy Saver mode.	D688 001g	Finisher SR3160/SR3170 firmware	Install version 02.280:10 or newer.	
Poor stacking	With Shift mode when the tray is stacked near capacity	D688 001j	Finisher SR3160/SR3170 firmware	Install version 02.320:10 or newer.	
Poor stacking	Displays the page that was last viewed in the previous session	D147 047c	Cheetah System firmware	Install version 1.21 or newer.	
Poor stacking	When the sheets are released to the tray one by one.	D688 001m	Finisher SR3160/SR3170 firmware	Install version 02.340:10 or newer.	
Browser	Connection error when transitioning to multiple webpages; application not accessible for a certain period.	D147 034g	Network support firmware	Install version 12.88 or newer.	
		D149 035g		Install version 12.88 or newer.	
		D177 031c		Install version 12.88 or newer.	
Browser	Webpages not displayed properly when connected to a proxy server.	D147 150d	Cheetah System firmware	Install version 1.48 or newer.	
SDK/ESA applications	ELP-NX v2 cannot be installed via eDC-i.	Gene 059b	Java VM v11 for eDC firmware	Install version 11.10.02 or newer.	
		Gene 061b	Java VM v11 Update Tool		
SDK/ESA applications	USB device ESA applications cannot be used	Gene 061e	Java VM v11 Update Tool	Install version 11.14.02 or newer.	
		Gene 059f	Java VM v11 for eDC firmware		
SDK/ESA applications	Wrong pages of duplex job shown on the SDK preview screen	D147 020b	PDF firmware	Install version 1.05 or newer.	
		D149 021b	PDF firmware	Install version 1.03 or newer.	
		D177 015a	PDF firmware	Install version 1.02 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SDK/ESA applications	Even-numbered pages of duplex jobs cannot be previewed	D147 022c	PCL firmware	Install version 1.13 or newer.	
		D149 023b	PCL firmware	Install version 1.09 or newer.	
		D177 014a	PCL firmware	Install version 1.03 or newer.	
SDK/ESA applications	A UI customized app shuts down when the user logs in using Web API Authentication UI Customization	D147 031g D149 032i	System/Copy firmware	Install version 3.02 or newer.	
		D177 022d		Install version 2.02 or newer.	
SDK/ESA applications	Cannot install apps for Smart Operation Panel	D147 031g D149 032i	System/Copy firmware	Install version 3.02 or newer.	
		D177 022d		Install version 2.02 or newer.	
SDK/ESA applications	SDK app cannot reconnect after connection is broken by Android	Gene 059m	Java VM v11 for eDC firmware	Install version 11.19.03 or newer.	
		Gene 061j	Java VM v11 Update Tool		
SDK/ESA applications	FR Filter cannot be installed using Remote Install Manager	D602 014	No SD card slot available	Install ELP-NX v2 in the way described in the RTB.	
SDK/ESA applications	Problems in applications that use the Ricoh SmartSDK API.	D147 038e	Scanner firmware	Install version 02.17 or newer.	
		D149 039e		Install version 02.16 or newer.	
		D177 027c		Install version 02.02 or newer.	
SDK/ESA applications	Java VM does not boot up at main power ON	D147 002i	System/Copy firmware	Install version 1.14 or newer.	
		D147 031j		Install version 3.05 or newer.	
		D149 003k		Install version 1.18 or newer.	
		D149 032m		Install version 3.06 or newer.	
		D177 002f		Install version 1.07 or newer.	
		D177 022g		Install version 2.05 or newer.	
SDK/ESA applications	The priority app does not start up when the machine recovers from Energy Saver mode	D147 047r	Cheetah System firmware	Install version 1.35 or newer.	
SDK/ESA applications	After logging out of Streamline NX, the user cannot switch to another app.	D147 047r	Cheetah System firmware	Install version 1.35 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SDK/ESA applications	After logging out of Streamline NX, the machine switches to Streamline NX again.	D147 047r	Cheetah System firmware	Install version 1.35 or newer.	
SDK/ESA applications	Cannot switch applications after SC997	Gene 059r	Java VM v11 for eDC firmware	Install version 11.24.02 or newer.	
		Gene 061q	Java VM v11 Update Tool		
SDK/ESA applications	When an ESA application is installed via Remote Install Manager, the heap size is reset to the default	Gene 061v	Java VM v11 Update Tool	Install version 11.26.04 or newer.	
		Gene 059w	Java VM v11 for eDC firmware	Install version 11.26.04 or newer.	
SDK/ESA applications	When Java VM is installed via Remote Install Manager, the stack size is reset to the default	Gene 061v	Java VM v11 Update Tool	Install version 11.26.04 or newer.	
		Gene 059w	Java VM v11 for eDC firmware	Install version 11.26.04 or newer.	
SDK/ESA applications	Java VM does not start up correctly after being updated	Gene 059z	Java VM v11 for eDC firmware	Install version 11.29.02 or newer.	
		Gene 061y	Java VM v11 Update Tool	Install version 11.29.02 or newer.	
SDK/ESA applications	The Quick Scan app freezes	D147 002p	System/Copy firmware	Install version 1.19 or newer.	
		D147 031q	System/Copy firmware	Install version 3.11 or newer.	
		D149 003r	System/Copy firmware	Install version 1.23 or newer.	
		D149 032s	System/Copy firmware	Install version 3.12 or newer.	
		D177 002m	System/Copy firmware	Install version 1.12 or newer.	
		D177 022n	System/Copy firmware	Install version 2.11 or newer.	
SDK/ESA applications	When rebooting the device after a firmware update, an application for working with a document on the Document Server does not work.	D147 040c	Web Uapl firmware	Install version 2.03 or newer.	
		D149 041c	Web Uapl firmware	Install version 2.03 or newer.	
		D177 029d	Web Uapl firmware	Install version 1.04 or newer.	
SDK/ESA applications	Scan to Folder Helper stalls	D193 046b	Scan to Folder Helper firmware	Install version 1.2 or newer.	
SDK/ESA applications	SDK platform does not boot up after remote firmware update	Gene 079b	Java VM v11 for eDC firmware	Install version 11.30.02 or newer.	
		Gene 080a	Java VM v11 Update Tool	Install version 11.30.02 or newer.	
SDK/ESA applications	CAP V2 is disabled if switched to Energy Saver mode	Gene 079b	Java VM v11 for eDC firmware	Install version 11.30.02 or newer.	
		Gene 080a	Java VM v11 Update Tool	Install version 11.30.02 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SDK/ESA applications	The application does not detect the device status for other machines on which the application was installed at the same time.	Gene 079f	Java VM v11 for eDC firmware	Install version 11.32.04 or newer.	
		Gene 080e	Java VM v11 Update Tool		
SDK/ESA applications	When printing from an application that uses the SmartSDK interface, the number of pages to be printed that is displayed in the application is incorrect.	D147 032p	Printer firmware	Install version 2.18 or newer.	
		D149 033p		Install version 2.18 or newer.	
		D177 033m		Install version 2.10 or newer.	
SDK/ESA applications	SDK application behavior not correct	Gene 079p	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080o	Java VM v11 Update Tool		
SDK/ESA applications	Configured settings in Quick Scanner unexpectedly return to their factory defaults.	D147 073f	SimpleScan for eDC firmware	Install version 1.16 or newer.	
SDK/ESA applications	The "Start" button in Quick Scanner is disabled	D147 073f	SimpleScan for eDC firmware	Install version 1.16 or newer.	
SDK/ESA applications	The simple copy application appears incorrectly and does not work after recovering from energy saving mode	D147 072j	SimpleCopy for eDC firmware	Install version 1.19 or newer.	
SDK/ESA applications	Configured settings in Quick Scanner unexpectedly return to their factory defaults	D147 150g	Cheetah System firmware	Install version 1.51 or newer.	
SDK/ESA applications	The "Start" button in Quick Scanner is disabled	D147 150g	Cheetah System firmware	Install version 1.51 or newer.	
SDK/ESA applications	The scanner applications cannot be used	D146 5560V	Scanner firmware	Install version 02.29 or newer.	
		D147 5560T	Scanner firmware	Install version 01.16 or newer.	
		D148 5560V	Scanner firmware	Install version 02.28 or newer.	
		D149 5560R	Scanner firmware	Install version 01.14 or newer.	
		D176 5560R	Scanner firmware	Install version 02.15 or newer.	
		D177 5560N	Scanner firmware	Install version 01.11 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SDK/ESA applications	SDK applications cannot start during the boot process	D147 5564B, 5565B	Java VM v11 for eDC firmware	Install version 12.54.00 or newer	
		D147 5564B, 5565B	Java VM v11 Update Tool		
SDK/ESA applications	Cannot install applications remotely	D147 5564B, 5565B	Java VM v11 for eDC firmware	Install version 12.54.00 or newer	
		D147 5564B, 5565B	Java VM v11 Update Tool		
SDK/ESA applications	Device Manager NX Enterprise cannot retrieve information about applications installed on the device.	D147 5564B, 5565B	Java VM v11 for eDC firmware	Install version 12.54.00 or newer	
		D147 5564B, 5565B	Java VM v11 Update Tool		
SDK/ESA applications	GlobalScan NX fails to apply profiles or retrieve device information when using the AdminTool	D147 5564B, 5565B	Java VM v11 for eDC firmware	Install version 12.54.00 or newer	
		D147 5564B, 5565B	Java VM v11 Update Tool		
SDK/ESA applications	SDK application icon not displayed after recovering from energy saving mode	D147 5564C	Java VM v11 for eDC firmware	Install version 11.39.02 or newer.	
			Java VM v11 Update Tool		
		D147 5565C	Java VM v11 for eDC firmware	Install version 11.39.02 or newer.	
			Java VM v11 Update Tool		
SDK/ESA applications	SDK application stops	D147 5564C	Java VM v11 for eDC firmware	Install version 11.39.02 or newer.	
			Java VM v11 Update Tool		
		D147 5565C	Java VM v11 for eDC firmware	Install version 11.39.02 or newer.	
			Java VM v11 Update Tool		
SDK/ESA applications	"Previous operation has not finished" is displayed after login and the application cannot be used	D150 1443V	LegacyUI firmware	Install version 1.32 or newer.	
Fiery	Connection lost when printing	D147 002f	System/Copy firmware	Install version 1.11 or newer.	
		D147 031f	System/Copy firmware	Install version 3.01 or newer.	
Fiery	Overprint to a white object cannot be canceled	D730 008	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	

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Subject	Symptom	RTB #	Cause	Solution	Note
Fiery	Spot-On install does not work	D730 009	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Fiery	Fiery driver shows out of paper or offline.	D730 012	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Fiery	Incompatibility between the Configure application and JRE 1.7u51.	D730 014	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Fiery	The connection between Command WorkStation and E-22C is lost.	D730 016	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Fiery	200 dot screen not applied correctly.	D730 020a	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Fiery	Fiery controller does not restart	D730 026	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Fiery	Shell shock	D730 040	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Fiery	Does not reboot after restoring a backup file and installing a patch.	D730 046	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Fiery	Fiery controller loses connection with Command WorkStation and the engine when running a stapling job	D730 047	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Fiery	Fiery attempts to connect to the internet	D730 048	Color Controller E-22B/E-22C Ver.1.1 firmware	Install the required patch(es).	
Fiery	Calibration in ColorCal mode does not work on controllers set to simplified Chinese	D730 052	Color Controller E-22B/E-22C Ver.1.1 firmware	Install the required patch(es).	
Fiery	The time a job was last modified is incorrect in WebTools, displaying it in GMT regardless of the time zone applied to the controller	D730 069	Color Controller E-22B/E-22C Ver.1.1 firmware	Install the required patch(es).	
Fiery	Color Search Pattern cannot be printed	D730 076	Color Controller E-22B/E-22C Ver.1.1 firmware	Install the required patch(es).	

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Fiery	The Fiery Controller does not come to idle after importing an output profile	SP6_ FIT101776836		Install the required patch(es).	
Finishing functions	Can select unsupported combinations, or cannot select supported combinations	D147 015f	Printer firmware	Install version 1.07 or newer.	
		D147 015g	Printer firmware	Install version 1.08 or newer.	
		D147 032e	Printer firmware	Install version 2.09 or newer.	
		D147 032g	Printer firmware	Install version 2.11 or newer.	
		D149 033g			
		D177 033d		Install version 2.03 or newer.	
		D149 016f	Printer firmware	Install version 1.09 or newer.	
		D149 016g	Printer firmware	Install version 1.10 or newer.	
		D149 033e	Printer firmware	Install version 2.09 or newer.	
		D177 003b	Printer firmware	Install version 1.02 or newer.	
		D177 003c	Printer firmware	Install version 1.03 or newer.	
		D177 033b	Printer firmware	Install version 2.01 or newer.	
Web applications	The API for web applications does not work	D147 032e	Printer firmware	Install version 2.09 or newer.	
		D147 034f	Network Support firmware	Install version 12.85 or newer.	
		D149 033e	Printer firmware	Install version 2.09 or newer.	
		D149 035f	Network Support firmware	Install version 12.85 or newer.	
		D177 031b	Network Support firmware	Install version 12.85 or newer.	
		D177 033b	Printer firmware	Install version 2.01 or newer.	
SR3140/ SR3150 finishers	Output tray full status does not reset and the tray will not lift up to home position.	D686 001f	Finisher SR3140/3150 firmware	Install version 01.190:04 or newer.	
SR3140/ SR3150 finishers	Paper curl on shift tray	D147 128a	The operator uses a non-recommended paper type, which becomes less stiff when it absorbs moisture. Back-curved paper contacts the paper stack at a sharp angle	Install the tray heaters for the mainframe paper bank and optional paper banks. Follow the procedure in the RTB. Make sure the SPs are set correctly as stated.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SR3160/ SR3170 finishers	Side staple fence breaks when performing a 2-spot staple job (stapler not at HP at power ON).	D688 001n	Finisher SR3160/SR3170 firmware	Install version 02.350:10 or newer.	
SR3180 finisher	Stapling does not work correctly in low speed mode	D766 001e	Internal Finisher SR3180 firmware	Install version 01.150:05 or newer.	
Booklets	Booklets made with small paper sizes such as B5 are poor in quality because the sheets interfere with the stopper fence.	D688 001o	Finisher SR3160/SR3170 firmware	Install version 02.360:10 or newer.	
Booklets	Errors with the page order and folding position in Booklet mode	D688 001q	Finisher SR3160/SR3170 firmware	Install version 02.380:10 or newer.	
Hole punching	Punch misalignment along the main-scan direction	D690 001d	Internal Finisher SR3130 firmware	Install version 01.070:02 or newer.	
Hole punching	1. Punched chads scatter inside the machine. 2. The chads are exited together with the printed paper. 3. The sensor in the hopper mistakenly detects the hopper full condition	D688 009	Static electricity generated during punching	Replace the stay, punch unit, and hopper (see the RTB for details).	
LCT RT3030	The tray cannot handle 1500 sheets of paper	D696 001c	LCIT RT3030 firmware	Install version 01.800:11 or newer.	
DF3080, DF3090	Poor stacking on ARDF DF3090 original exit tray	D147 129 D149 072 D177 046 D237 011 D779 003	Originals exit slightly faster when scanning completes. The original exit tray is not level.	Update the ADF_DF3090 firmware to version 1.090:02 or newer. Add the lever and tray, and replace the gate pawl.	
DF3080, DF3090	Damaged feed belt on DF3080 or DF3090	D147 138	When a user pulls jammed paper toward the front or rear, the belt goes over the flange of the roller.	Replace the feed belt (D5412121) with the modified part (D6842171).	

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Subject	Symptom	RTB #	Cause	Solution	Note
External USB keyboard	Backslash key not working	D147 002m	System/Copy firmware	Install version 1.16 or newer.	
		D147 031n	System/Copy firmware	Install version 3.08 or newer.	
		D149 003o	System/Copy firmware	Install version 1.20 or newer.	
		D149 032p	System/Copy firmware	Install version 3.09 or newer.	
		D177 002i	System/Copy firmware	Install version 1.09 or newer.	
		D177 022j	System/Copy firmware	Install version 2.08 or newer.	
		D237 007a	System/Copy firmware	Install version 2.17 or newer.	
Android apps	Error when trying to download the log data.	D147 047r	Cheetah System firmware	Install version 1.35 or newer.	
Remote Installation Manager	Even though activation for CAP v2 (Hybrid mode) was not successful, it is displayed as successful	Gene 059u	Java VM v11 for eDC firmware	Install version 11.24.02 or newer.	
		Gene 061r	Java VM v11 Update Tool		

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9. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Lines	White lines on prints	D147 030	PCDU preset seal was removed incorrectly, and broken ribs fell into the development unit	See the RTB for the correct procedure.	
		D149 031			
		D147 043 D149 044 D177 041	The LD glass is dirty, a foreign substance is mixed in with the toner in the development unit, or the toner in the development unit has caked.	Do the procedure in the RTB.	
Lines	Blue or black lines when multiple Searchable PDF (Embedded OCR) documents are scanned,	D149 032a	System/Copy firmware	Install version 2.20 or newer.	
Lines	Horizontal black line caused by the shadow of the original	D147 001p D149 001p	Engine firmware	Install version 1.32:08 or newer.	
		D149 002p	Engine (Single Pass DF) firmware	Install version 1.32:08 or newer.	
		D177 001h	Engine firmware	Install version 1.25:01 or newer.	
Lines	White lines in an image that was enlarged with the PCL driver setting	D147 022f	PCL firmware	Install version 1.16 or newer	
		D149 023e	PCL firmware	Install version 1.12 or newer	
		D177 014e	PCL firmware	Install version 1.06 or newer	
Lines	PCL6: White lines when reducing, enlarging, or doing N-up printing	D147 022h	PCL firmware	Install version 1.18 or newer	
		D149 023g	PCL firmware	Install version 1.14 or newer	
		D177 014g	PCL firmware	Install version 1.08 or newer	
Bands	Black bands on the trailing edge of an image that is scanned and forwarded.	D147 031e D149 032e	System/Copy firmware	Install version 2.25 or newer.	
		D149 003e		Install version 1.13 or newer.	
Bands	Horizontal banding (rainbow image) at random intervals when printing at 600dpi or 1200dpi with 4C gradation.	D147 098a D149 064	Vibrations are transmitted to the image transfer area	Change the rotational speed of the OPC from -0.2% to -2.8%, using the SPs mentioned in the RTB.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Bands	Printing on envelopes shorter than 130mm in length causes a yellow band to appear on the flap.	D147 001w	Engine firmware	Install version 1.38:08 or newer.	
		D177 001p	Engine firmware	Install version 1.31:01 or newer.	
Light image		D147 084 D149 056	The bias terminal breaks when the PCDU is removed, so the development bias is too high or too low.	The shape of the following parts was changed: Gold plate in the rear of the PCDU which contacts the bias terminal Bias terminal spring on the mainframe.	
Image printed incorrectly (not specified)	If the paper runs out during a full-color duplex job.	D147 001g D149 001g	Engine firmware	Install version 1.26:08 or newer.	
		D149 002g	Engine (Single Pass DF) firmware		
		D177 001b	Engine firmware	Install version 1.20:01 or newer.	
Image printed incorrectly (not specified)	If the image was created by using certain applications, such as Ricoh Process Director	D147 022j	PCL firmware	Install version 1.20 or newer	
		D149 023i	PCL firmware	Install version 1.16 or newer	
		D177 014i	PCL firmware	Install version 1.10 or newer	
Abnormal image (not specified)	When Image Quality is set to Best	D730 011	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Abnormal image (not specified)	When copying at 87% onto B4 paper with ADF scanning of nonstandard sizes.	D147 001n D149 001n	Engine firmware	Install version 1.30:08 or newer.	
		D149 002n	Engine (Single Pass) firmware		
		D177 001e	Engine firmware	Install version 1.23:01 or newer.	
Abnormal image (not specified)	In a saddle-stitched PostScript magazine job, if the booklet contains a blank page	D146 5575G	System/Copy firmware	Install version 3.20 or newer.	
		D147 5575G	System/Copy firmware	Install version 1.28 or newer.	
		D148 5553J	System/Copy firmware	Install version 3.22 or newer.	
		D149 5569H	System/Copy firmware	Install version 1.32 or newer.	
		D176 5550Z	System/Copy firmware	Install version 2.20 or newer.	
		D177 5550Z	System/Copy firmware	Install version 1.21 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Color misalignment	If the user performs Auto Color Registration.	D147 001g	Engine firmware	Install version 1.26:08 or newer.	
		D149 001g			
		D149 002g	Engine (Single Pass DF) firmware		
		D177 001b	Engine firmware	Install version 1.20:01 or newer.	
Offset	Hot offset if SC620 is triggered 50 or more times.	D147 001g	Engine firmware	Install version 1.26:08 or newer.	
		D149 001g			
		D177 001b	Engine firmware	Install version 1.20:01 or newer.	
Offset	Cold fusing offset	D147 117a D149 067a	1. Too much toner on the image 2. Insufficient fusing temperature 3. External environmental conditions such as cool temperatures or a rough paper surface	Do the procedure in the RTB. After you do this procedure, the density of colored areas (especially halftone areas) can appear lighter.	
Toner blasting	Toner density control error	D147 107	The firmware fails to set a target minimum value for toner concentration during process control. So, the machine supplies more toner than the target amount.	Check and adjust the SPs as described in the RTB. Then do ACC.	
Erase borders	If a Scan document is loaded in the SEF direction, "Erase Border" works upside down	D730 016	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Thin lines/text not clear	Print quality of small black texts and thin lines is poor, if "Best" is selected for Text/Graph.	D730 016	Color Controller E-22B/E-22C Ver.1.1 firmware	Install the required patch(es). PS Printer Driver Ver.1.1.2 / PCL Printer Driver Ver. 1.1.0.0 or later should be used	
Thin lines/text not clear	When printing a PCL5 job, black text is made using process black and results in a blurred or thicker-than-expected output	D147 022j	PCL firmware	Install version 1.20 or newer	
		D149 023i	PCL firmware	Install version 1.16 or newer	
		D177 014i	PCL firmware	Install version 1.10 or newer	
Image rotation error	Rotated by 90 degrees	D730 021	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Image rotation error	Cannot rotate pages to the portrait orientation when printing imposed jobs from a Mac.	D730 030	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	

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Image rotation error	180-degree rotation is not honored	D730 054	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Image rotation error	When printing a .tiff document from a removable storage device, the pages are rotated 90 degrees or 270 degrees	D147 032k	Printer firmware	Install version 2.12 or newer.	
		D147 015k	Printer firmware	Install version 1.09 or newer.	
		D149 016k	Printer firmware	Install version 1.11 or newer.	
		D149 033k	Printer firmware	Install version 2.12 or newer.	
		D177 033h	Printer firmware	Install version 2.04 or newer.	
Wrong color	When printing a job from Microsoft Excel 2013, yellow cells are blacked out.	D147 022d	PCL firmware	Install version 1.14 or newer	
		D147 023b	RPCS firmware	Install version 3.13.26 or newer	
		D177 014b	PCL firmware	Install version 1.04 or newer	
Wrong color	In a PCL job, transparent parts are printed in black.	D147 022e	PCL firmware	Install version 1.15 or newer.	
Wrong color	In an RPCS job, transparent parts are printed in black.	D147 023c	RPCS firmware	Install version 3.13.27 or newer.	
Wrong color	If a transparent drawing command is included in a color PCL job, some parts are printed in blue.	D147 022f	PCL firmware	Install version 1.16 or newer	
		D177 014e	PCL firmware	Install version 1.06 or newer	
Wrong color	Crop marks are printed in the wrong color	D730 060	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Incorrect color processing	Background colors of PDF/ PS files partially lost, if numerous jobs are imported to the hold queue while RIPPING PDF/PS files.	D730 042	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Extra lines printed	PCL jobs	D147 022d	PCL firmware	Install version 1.14 or newer	
		D149 023c	PCL firmware	Install version 1.10 or newer	
		D177 014b	PCL firmware	Install version 1.04 or newer	
Lines are too thick	When printing PDF data that includes a barcode via PDF Direct Print	D147 020c	PDF firmware	Install version 1.06 or newer.	
		D149 021c	PDF firmware	Install version 1.04 or newer.	
		D177 015c	PDF firmware	Install version 1.03 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Image missing	An image that has been downsized is not printed	D147 022f	PCL firmware	Install version 1.16 or newer	
		D149 023e	PCL firmware	Install version 1.12 or newer	
		D177 014e	PCL firmware	Install version 1.06 or newer	
Image missing	If the PCL data contains a significant amount of graphics and/or transparent objects	D147 022i	PCL firmware	Install version 1.19 or newer.	
		D149 023h	PCL firmware	Install version 1.15 or newer.	
		D177 014h	PCL firmware	Install version 1.09 or newer.	
Image missing	When printing from the PS3 driver	D165 5733G	PDF firmware	Install version 1.07 or newer.	
		D166 5733F	PDF firmware	Install version 1.05 or newer.	
		D1775 576D	PDF firmware	Install version 1.04 or newer.	
Part of image missing	After ripping	D730 049	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Part of image missing	Image is cut off at the bottom of the page when printing from CorelDRAW	D730 061	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Part of image missing	If the file is printed from the document server (saved using PS driver) with the image rotated 90 degrees.	D147 002w	System/Copy firmware	Install version 1.25 or newer.	
		D147 031x		Install version 3.17 or newer.	
		D177 002t		Install version 1.18 or newer.	
		D177 022u		Install version 2.17 or newer.	
		D237 007a		Install version 2.17 or newer.	
Part of image missing	Some lines and/or borders missing from PCL jobs.	D147 022i	PCL firmware	Install version 1.19 or newer.	
		D149 023h	PCL firmware	Install version 1.15 or newer.	
		D177 014h	PCL firmware	Install version 1.09 or newer.	
Background missing	When printing PCL data that is output by a host	D147 022k	PCL firmware	Install version 1.21 or newer.	
		D149 023j	PCL firmware	Install version 1.17 or newer.	
Background filled in		D165 5706Q	PCL firmware	Install version 1.22 or newer.	
		D166 5706P	PCL firmware	Install version 1.18 or newer.	
		D177 5573K	PCL firmware	Install version 1.11 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Uneven image density	The image density is lighter at the leading and trailing edges if the customer prints onto untested (non-recommended) paper types with a high electrical resistance.	D177 042	The pressure between the ITB and PTR is slightly higher at the edges of the ITB, and toner transferability is slightly lower (but is not noticeable when using recommended paper types).	Adjust SP settings and test the machine as explained in the RTB.	
Printing position shifts	If the image shift and mixed media options are specified in the Fiery driver.	D730 032	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Printing position shifts	Image shift does not work properly with master and variable data.	D730 066	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Ghost image	D176/D177 only: About 94mm below the original image (one rotation of the OPC)	D177 054	On these models, no lubricant is applied to the OPC. So, some of the current applied to the ITB may go to the OPC. As a result, the OPC cannot be quenched uniformly.	Adjust the SPs as described in the RTB. Toner yield will be reduced by about 10%, and grainy images become more likely.	
White objects do not appear	When Composite Overprint is set to OFF	D730 056	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Missing color	Cyan	D147 001u D149 001u, 002u	Engine firmware	Install version 1.36:08 or newer.	
		D177 001n	Engine firmware	Install version 1.29:01 or newer.	
Image is the wrong size	Image shrinks when printing a PDF file.	D730 067	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Part of image blacked out	A pattern put on top of an image or graphic is blacked out	D165 5706Q	PCL firmware	Install version 1.22 or newer.	
		D166 5706P	PCL firmware	Install version 1.18 or newer.	
		D177 5573K	PCL firmware	Install version 1.11 or newer.	

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10. Mechanical and Electrical

Subject	Symptom	RTB #	Cause	Solution	Note
Noise	From the Bridge Unit	D147 078a D149 049	High friction between roller and plate spring	Production line: Grease will be added to the shaft of the driven roller. Cut-in serial number: E533Q618618 In the field: Add a spot of Silicone Grease G-501 the size of a grain of rice to the shaft of the driven roller (to the four points shown in the RTB). Detach the finisher from the machine before you apply the grease. Use a flat head screwdriver to apply the grease.	
Noise	The development clutch makes noise during machine shutdown.	D147 001g	Engine firmware	Install version 1.26:08 or newer.	
		D177 001b	Engine firmware	Install version 1.20:01 or newer.	
Noise	ARDF left hinge	D147 099		The hinge was modified (a damper was added). Install a new one using the procedure in the RTB.	
Noise	From the registration section at low-temperatures.	D147 104a	Deformation in the e-ring on the registration roller shaft.	The shape of the bracket was changed. In the field: Insert a silencer (08050106) and apply silicone grease to the e-ring (see the RTB for a procedure).	
Noise	When the tandem LCT tries to move the stack	D695 001b	LCIT PB3170 firmware	Install version 01.780:11 or newer.	
Noise	Squeaking noise when making duplex prints.	D147 109a	The shafts of the transport rollers sometimes touch the brackets.	Apply grease on the holder of the transport roller (see the procedure in the RTB).	
Noise	Paper pick-up solenoid	D147 001k D149 001k D149 002k	Engine firmware Engine (Single Pass) firmware	Install version 1.28:08 or newer.	
Noise	During paper feed	D147 113		Install D1482675 HOLDER:DRIVEN:BELT	
Noise	Squeaking noise from the paper transport path	D147 116a D149 066b	Transport belt moves to one side during operation, and is not aligned with the rollers	Replace either or both guide plates as shown in the RTB and/or insert a silencer. See the RTB for the procedures. RD147116a (Met-C1abcd) RD149066b (Met-C1e)	

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Subject	Symptom	RTB #	Cause	Solution	Note
Noise	Clattering noise from the registration section of the duplex unit.	D177 040	The gap between the driven roller and the ribs of the guide plate is too narrow.	Do the procedure in the RTB (to cut off the ribs) at machine installation or the next service visit.	
Noise	Squeaking noise when the scanner carriages move	D147 140	Not enough oil is applied to the rails.	1. Apply LAUNA OIL 40N (P/N: VSSA9001) to both scanner rails. 2. Do SP4-013-001 (scanner free run) to spread the oil evenly across the rails. IMPORTANT: See the RTB for where to apply the oil and how much.	
Noise	The release motor generates abnormal noise during standby.	D688 001s	Finisher SR3160/SR3170 firmware	Install version 02.400:10 or newer.	
Toner end	The "Toner End" alert message does not clear.	D147 081 D149 050	Errors on the production line	The production process was modified. In the field, replace parts as explained in the RTB	
Paper end	Detected by mistake	D147 083 D149 055	The paper tray is filled over the limit, and the paper stack knocks the feeler off the paper feed unit.	Attach the following part to the side fence in each paper tray (D1492834 GUIDE:FEELER:PAPER END) See the RTB for the procedure.	
Paper end	Met-C1yzk and PB3210: Detected by mistake	D177 048a D237 012a D787 002	Damage during machine transportation; the tray does not contact the push switch on the mainframe.	Attach the spacer AF013006 to the paper trays.	
Motor does not stop	The main motor does not stop if a non-feed occurs during a duplex job.	D147 001h D149 001h	Engine firmware	Install version 1.25:08 or newer.	
		D149 002h	Engine (Single Pass) firmware		
Motor does not stop	Fan does not stop if a job with mixed A3/DLT sizes is cancelled during printing.	D147 001h D149 001h	Engine firmware	Install version 1.25:08 or newer.	
		D149 002h	Engine (Single Pass) firmware		
		D177 001b	Engine firmware	Install version 1.20:01 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Motor does not stop	The paper feed motor does not stop when B5-LEF is fed from Tray 4.	D147 001h	Engine firmware	Install version 1.25:08 or newer.	
		D149 001h			
		D149 002h	Engine (Single Pass) firmware	Install version 1.20:01 or newer.	
		D177 001b	Engine firmware		
Motor does not stop	If JAM 360 occurs, the transfer motor does not stop	D690 5300M	InnerFin_SR313 0 firmware	Install version 01.100:02 or later	
Cannot push tray in	LCT	D695 001b	LCIT PB3170 firmware	Install version 01.780:11 or newer.	
Tray full	Detected too early for the exit tray (Met-C1yz)	D766 001b	Internal Finisher SR3180 firmware	Install version 01.110:05 or newer.	
Tray full	Detected too early	D766 001c	Internal Finisher SR3180 firmware	Install version 01.120:05 or newer.	
Tray full	Cannot clear the tray full status	D688 001j	Finisher SR3160/SR3170 firmware	Install version 02.320:10 or newer.	
Tray full	If the front door is opened/closed with paper stacked on the shift tray, shift tray full is falsely detected and the alert cannot be removed.	D688 001t	Finisher SR3160/SR3170 firmware	Install version 02.410:10 or newer.	
Unsynchronized motor	Shift motor	D766 001d	Internal Finisher SR3180 firmware	Install version 01.130:06 or newer.	
Sensors	Fusing exit sensor chattering	D147 001p	Engine firmware	Install version 1.32:08 or newer.	
		D149 001p			
		D149 002p	Engine (Single Pass DF) firmware	Install version 1.32:08 or newer.	
Sensors	Original size not detected correctly	D177 001h	Engine firmware	Install version 1.25:01 or newer.	
		D149 001w, 002w	Engine (Single Pass) firmware	Install version 1.38:08 or newer.	
Boards	The engine IOB board is damaged	D147 001p	Engine firmware	Install version 1.32:08 or newer.	
		D149 001p			
		D149 002p	Engine (Single Pass DF) firmware	Install version 1.32:08 or newer.	
Boards		D177 001h	Engine firmware	Install version 1.25:01 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
HDD	Cannot access on a machine with Smart Operation Panel immediately after rebooting the machine.	D147 047y	Cheetah System firmware	Install version 1.42 or newer.	
Broken part	The front lever is broken when the duplex unit is opened and closed	D147 161 D149 092 D177 072	The lever was modified earlier, but that made it weaker	Replace the lever (P/N: D2399901).	
Anti-condensation heater	Does not turn on following an extended period of use	D147 170 D149 103 D177 081	The temperature fuse is not a suitable component	Replace the heater with a modified type. 100-120V: D2389902 200-240V: D2389903	

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11. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Memory leak	When DHCP v6 is enabled, turning the power off and then on	D147 009a	Network Support firmware	Install version 12.70.1 or newer.	
		D147 034a		Install version 12.72.4 or newer.	
		D149 010a	Network Support firmware	Install version 12.63.3 or newer.	
		D149 035a		Install version 12.72.4 or newer.	
Memory leak	When the web API is used	D147 031g D149 032i	System/Copy firmware	Install version 3.02 or newer.	
		D177 022d		Install version 2.02 or newer.	
Memory leak	If the authentication request times out	D147 031g D149 032i	System/Copy firmware	Install version 3.02 or newer.	
		D177 022d		Install version 2.02 or newer.	
Memory leak	When obtaining device logs via the web API.	D149 036c	NetworkDocBox firmware	Install version 2.04 or newer.	
Memory leak	When repeatedly transitioning to and from energy-saving mode	D147 087g	SDKService for eDC firmware	Install version 1.06.01 or newer.	
Settings or preferences not imported		D149 010a	Network Support firmware	Install version 12.63.3 or newer.	
Energy saver mode	A Java VM internal process changes the configured sleep timing.	Gene 059b	Java VM v11 for eDC firmware	Install version 11.10.02 or newer.	
		Gene 061b	Java VM v11 Update Tool		
Energy saver mode	No recovery from sleep mode	D147 002f	System/Copy firmware	Install version 1.11 or newer.	
		D149 003f	System/Copy firmware	Install version 1.14 or newer.	
		D147 047n	Cheetah System firmware	Install version 1.32 or newer.	
		D147 054d	ClockWidget for eDC firmware	Install version 1.07 or newer.	
Energy saver mode	No recovery from Energy saver mode	D147 002f	System/Copy firmware	Install version 1.11 or newer.	
		D147 031f	System/Copy firmware	Install version 3.01 or newer.	
		D147 014a	PowerSaving Sys firmware	Install version F.18 or newer.	
		D147 036a	PowerSaving Sys firmware	Install version F.18 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
		D149 003f	System/Copy firmware	Install version 1.14 or newer.	
		D149 032f	System/Copy firmware	Install version 3.00 or newer.	
		D149 015a	PowerSaving Sys firmware	Install version F.18 or newer.	
		D149 037a	PowerSaving Sys firmware	Install version F.18 or newer.	
		D177 010a	PowerSaving Sys firmware	Install version F.17 or newer.	
		D177 022c	System/Copy firmware	Install version 2.01 or newer.	
		D177 024a	PowerSaving Sys firmware	Install version F.17 or newer.	
		D147 047g	Cheetah System firmware	Install version 1.29 or newer.	
		D147 060e	Smart Operation Panel: LegacyUI firmware	Install version 1.24 or newer.	
		D177 002e	System/Copy firmware	Install version 1.06 or newer.	
		D147 014b	PowerSaving Sys firmware	Install version F.19 or newer.	
		D147 036b			
		D149 015b			
		D149 037b			
		D177 010b			
		D177 024b		Install version F.18 or newer.	
		D147 002m	System/Copy firmware	Install version 1.16 or newer.	
		D147 031n	System/Copy firmware	Install version 3.08 or newer.	
		D149 003o	System/Copy firmware	Install version 1.20 or newer.	
		D149 032p	System/Copy firmware	Install version 3.09 or newer.	
		D177 002i	System/Copy firmware	Install version 1.09 or newer.	
		D177 022j	System/Copy firmware	Install version 2.08 or newer.	
Energy saver mode	Does not enter Energy Saver mode after the user logs in and logs out quickly.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Energy saver mode	Cannot enter Energy Saver mode while Streamline NX operates.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	

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Energy saver mode	Cannot recover from Energy Saver mode	D147 047v	Cheetah System firmware	Install version 1.39 or newer.	
		D147 087g	SDKService for eDC firmware	Install version 1.06.01 or newer.	
Energy saver mode	<i>Fax does not recover to normal mode when the machine recovers from energy saving mode</i>	D149 5557W	<i>Fax firmware</i>	<i>Install version 15.00.00 or newer.</i>	
Coin charge	Coin charge request not displayed on ESA application screen	Gene 059c	Java VM v11 for eDC firmware	Install version 11.12.01 or newer.	
		Gene 061c	Java VM v11 Update Tool		
Settings not applied	Collate setting in driver not applied	D147 022a	PCL firmware	Install version 1.11 or newer.	
Settings not applied	Number of copies not correct if printing PDF files using SDK	D147 020a	PDF firmware	Install version 1.04 or newer.	
		D149 021a		Install version 1.02 or newer.	
Settings not applied	SP settings for the interval between jobs are not applied when the staple feature is used	D149 001g	Engine firmware	Install version 1.26:08 or newer.	
		D149 002g	Engine (Single Pass DF) firmware		
Settings not applied	The multi-feed detection settings are applied to the wrong trays	D147 031f	System/Copy firmware	Install version 3.01 or newer.	
		D149 032f	System/Copy firmware	Install version 3.00 or newer.	
		D177 002b	System/Copy firmware	Install version 1.03 or newer.	
		D177 022b	System/Copy firmware	Install version 2.00 or newer.	
Settings not applied	Cannot save SP reference value for thick paper detection.	D149 001k	Engine firmware	Install version 1.28:08 or newer.	
		D149 002k	Engine (Single Pass) firmware		
Settings not applied	Printer driver setting does not work correctly when the job is later edited by Impose.	D730 019	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Setting not applied	Tray priority "Driver/Command" for Bypass Tray is not honored.	D730 021	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	

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Subject	Symptom	RTB #	Cause	Solution	Note
Setting not applied	When the print settings are changed for a stored document that includes a banner page	D147 022e	PCL firmware	Install version 1.15 or newer.	
		D149 023d	PCL firmware	Install version 1.11 or newer.	
		D177 014c	PCL firmware	Install version 1.05 or newer.	
Settings not applied	The sender name is printed even if disabled	D147 004j D149 005j D177 025j	Fax firmware	Install version 11.00.00 or later.	
		D177 011h	Fax firmware	Install version 09.00.00 or later.	
		D149 034j	Fax firmware	Install version 13.00.00 or later.	
		D147 033k	Fax firmware	Install version 14.00.00 or later.	
Settings not applied	SP1-103-002 fails, if paper type is set to plain paper 2	D147 015m	Printer firmware	Install version 1.12 or newer.	Both RPCS and printer firmware must be updated to the correct versions or newer.
		D147 032m		Install version 2.15 or newer.	
		D149 016m		Install version 1.14 or newer.	
		D149 033m		Install version 2.15 or newer.	
		D177 003h		Install version 1.07 or newer.	
		D177 033i		Install version 2.07 or newer.	
		D147 023e	RPCS firmware	Install version 3.13.28 or newer.	
		D149 024b		Install version 3.13.23 or newer.	
Settings not applied	When opening a program after Simple Screen has been applied on the home screen, the program settings are not retrieved	D147 008i	Scanner firmware	Install version 01.11 or newer.	
		D147 038k	Scanner firmware	Install version 02.23 or newer.	
		D149 009h	Scanner firmware	Install version 01.09 or newer.	
		D149 039k	Scanner firmware	Install version 02.22 or newer.	
		D177 007f	Scanner firmware	Install version 01.06 or newer.	
		D177 027j	Scanner firmware	Install version 02.09 or newer.	
		D237 006a	Scanner firmware	Install version 01.01 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Setting not applied	If a job in the queue is printed again by changing the shift mode, the new shift setting is not honored	D730 074	Color Controller E-22C Ver.1.1 firmware	Install required patch(es).	
Setting not applied	Tray paper settings associated to the bypass tray are released	D730 071	Color Controller E-22C Ver.1.1 firmware	Install required patch(es).	
Setting not applied	In ELP-NX, "Change Print Settings" is not set correctly	Gene 079p	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080o	Java VM v11 Update Tool		
Settings not applied	SMB client timeout configuration is not correctly applied in the device	D146 5567X	Network Support firmware	Install version 12.100.1 or newer.	
		D147 5567X	Network Support firmware	Install version 12.83.1 or newer.	
		D148 5567X	Network Support firmware	Install version 12.100.1 or newer.	
		D149 5567W	Network Support firmware	Install version 12.76.1 or newer.	
		D176 5567Q	Network Support firmware	Install version 12.100.1 or newer.	
		D176 5567R	Network Support firmware	Install version 12.90.1 or newer.	
Machine is slow	Printing of certain jobs	D149 021a	PDF firmware	Install version 1.02 or newer.	
Machine is slow	With an IC card, it takes a long time to recover from Energy Saver mode, or to complete login.	D147 031e	System/Copy firmware	Install version 2.25 or newer.	
		D149 032e			
		D149 003e		Install version 1.13 or newer.	
Machine is slow	Takes one minute for web page to appear	D177 022a	Browser firmware	Install version 1.02 or newer.	
		D147 017a		Install version 1.13.00 or newer.	
Machine is slow	Continuous print jobs using the punch feature on the SR3160/SR3170 finishers.	D149 018a	Engine firmware (Single Pass)	Install version 1.05.00 or newer.	
		D149 001c		Install version 1.24:08 or newer.	
Machine is slow	A reduction in printing speed if SC620 is triggered 50 or more times.	D149 002c	Engine firmware	Install version 1.26:08 or newer.	
		D147 001g			
		D149 001g			
Machine is slow		D177 001b	Engine firmware	Install version 1.20:01 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine is slow	The Copy icon appears later than expected	D147 044b	CSPF firmware	Install version 1.08.3 or newer.	
Machine is slow	It takes a long time to access SP mode from when the main power is turned ON	D147 002f	System/Copy firmware	Install version 1.11 or newer.	
		D147 031f	System/Copy firmware	Install version 3.01 or newer.	
		D149 003f	System/Copy firmware	Install version 1.14 or newer.	
		D149 032f	System/Copy firmware	Install version 3.00 or newer.	
		D177 002b	System/Copy firmware	Install version 1.03 or newer.	
		D177 022b	System/Copy firmware	Install version 2.00 or newer.	
Machine is slow	Slow printing when connected to a Fiery	D147 002f	System/Copy firmware	Install version 1.11 or newer.	
		D147 031f	System/Copy firmware	Install version 3.01 or newer.	
		D147 101		Change firmware as shown above	
Machine is slow	The LCD touch panel takes about 10 minutes to come on line	D147 087b	SDKService for eDC firmware	Install version 1.01.05 or newer.	
Machine is slow	A job with resolution 600 dpi is printed as 1200 dpi by the CL driver.	D730 018	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Machine is slow	Slow printing, often with Adobe Reader and Microsoft Office	D147 022d	PCL firmware	Install version 1.14 or newer	
		D147 023b	RPCS firmware	Install version 3.13.26 or newer	
		D177 014b	PCL firmware	Install version 1.04 or newer	
Machine is slow	With authentication and paper folding.	D147 002h	System/Copy firmware	Install version 1.13 or newer.	
		D149 003j	System/Copy firmware	Install version 1.17 or newer.	
		D177 002e	System/Copy firmware	Install version 1.06 or newer.	
		D147 031i	System/Copy firmware	Install version 3.04 or newer.	
		D149 032k		Install version 3.05 or newer.	
		D177 022f		Install version 2.04 or newer.	
Machine is slow	Long time between jobs: When printing with Windows, and the RAW protocol is used for the standard TCP/IP	D147 009h	Network Support firmware	Install version 12.73 or newer.	
		D147 034h		Install version 12.89 or newer.	
		D149 010h		Install version 12.66 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
	port.	D149 035h		Install version 12.89 or newer.	
		D177 005c		Install version 12.79 or newer.	
		D177 031d		Install version 12.89 or newer.	
Machine is slow	When creating saddle stitched booklets in DLT/LT/LG sizes	D147 001r	Engine firmware	Install version 1.33:08 or newer.	
		D149 001r	Engine firmware	Install version 1.33:08 or newer.	
		D149 002r	Engine (Single Pass DF) firmware	Install version 1.33:08 or newer.	
		D177 001j	Engine firmware	Install version 1.26:01 or newer.	
Machine is slow	Cancelling the previewing of a document on the operation panel takes a long time	D147 015i	Printer firmware	Install version 1.10 or newer.	
		D147 032i	Printer firmware	Install version 2.13 or newer.	
		D149 016i	Printer firmware	Install version 1.12 or newer.	
		D149 033i	Printer firmware	Install version 2.13 or newer.	
		D177 003e	Printer firmware	Install version 1.05 or newer.	
		D177 033f	Printer firmware	Install version 2.05 or newer.	
Machine is slow	Wireless LAN: When WPA2 and A-MPDU are enabled, printing is slow	D147 002n	System/Copy firmware	Install version 1.17 or newer.	
		D147 031o	System/Copy firmware	Install version 3.09 or newer.	
		D149 003p	System/Copy firmware	Install version 1.21 or newer.	
		D149 032q	System/Copy firmware	Install version 3.10 or newer.	
		D177 002j	System/Copy firmware	Install version 1.10 or newer.	
		D177 022k	System/Copy firmware	Install version 2.09 or newer.	
Machine is slow	Authentication is slow if CAP v2 (Hybrid mode) is installed.	D147 002n	System/Copy firmware	Install version 1.17 or newer.	
		D149 003p	System/Copy firmware	Install version 1.21 or newer.	
		D149 032q	System/Copy firmware	Install version 3.10 or newer.	
		D177 002j	System/Copy firmware	Install version 1.10 or newer.	
Machine is slow	Apps take a long time to install	D147 047u	Cheetah System firmware	Install version 1.38 or newer.	
Machine is slow	Ripping is slow if a PDF file is imported	D730 057	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine is slow	When restarting ID Card Copy	D193 047b	ID Card Copy firmware	Install version 1.2 or newer.	
Machine is slow	When restarting Conference Concierge	D193 049	Conference Concierge firmware	Install version 1.1 or newer.	
Machine is slow	When CTS protection is enabled, the throughput for wireless LAN is reduced	D147 002q	System/Copy firmware	Install version 1.20 or newer.	
		D147 031r	System/Copy firmware	Install version 3.12 or newer.	
		D149 003s	System/Copy firmware	Install version 1.24 or newer.	
		D149 032t	System/Copy firmware	Install version 3.13 or newer.	
		D177 002n	System/Copy firmware	Install version 1.13 or newer.	
		D177 022o	System/Copy firmware	Install version 2.12 or newer.	
		D237 007b	System/Copy firmware	Install version 1.03 or newer.	
Machine is slow	When there is a problem in the HDD	Gene 079b	Java VM v11 for eDC firmware	Install version 11.30.02 or newer.	
		Gene 080a	Java VM v11 Update Tool	Install version 11.30.02 or newer.	
Machine is slow	When printing multiple sets of duplex jobs from Color Controller E-22C	D147 002v	System/Copy firmware	Install version 1.24 or newer.	
		D147 031w	System/Copy firmware	Install version 3.16 or newer.	
		D149 003x	System/Copy firmware	Install version 1.28 or newer.	
		D149 032y	System/Copy firmware	Install version 3.17 or newer.	
Machine is slow	When a spreadsheet containing many cells with patterns that are different from the default pattern is printed from Microsoft Excel 2013:	D165 5733G	PDF firmware	Install version 1.07 or newer.	
		D166 5733F	PDF firmware	Install version 1.05 or newer.	
		D1775 576D	PDF firmware	Install version 1.04 or newer.	
Machine is slow	Printing is not as fast as the past model if CAP V2 is installed	D147 5564C	Java VM v11 for eDC firmware	Install version 11.39.02 or newer.	
			Java VM v11 Update Tool		
		D147 5565C	Java VM v11 for eDC firmware	Install version 11.39.02 or newer.	
			Java VM v11 Update Tool		
Machine is slow	Jobs may take longer than expected, if printing multiple copies	SP6_ FIT101776836		Install the required patch(es).	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	When it sends or receives high volume jobs continuously	D147 002c	System/Copy firmware	Install version 1.06 or newer.	
		D147 031c D149 032c	System/Copy firmware	Install version 2.22 or newer.	
		D149 003c	System/Copy firmware	Install version 1.10 or newer.	
Machine stalls	If memory fills during scanning	D147 002d	System/Copy firmware	Install version 1.08 or newer.	
		D149 003d	System/Copy firmware	Install version 1.12 or newer.	
Machine stalls	Printing without storing when using CAP or ELP	D147 032c	Printer firmware	Install version 2.07 or newer.	
		D147 015d	Printer firmware	Install version 1.05 or newer.	
		D149 016d	Printer firmware	Install version 1.07 or newer.	
		D149 033c	Printer firmware	Install version 2.07 or newer.	
		D177 003a	Printer firmware	Install version 1.01 or newer.	
		D177 022b	System/Copy firmware	Install version 2.00 or newer.	
		D177 033a	Printer firmware	Install version 2.00 or newer.	
Machine stalls	Printing a web page from the browser	D147 032c	Printer firmware	Install version 2.07 or newer.	
		D147 015d	Printer firmware	Install version 1.05 or newer.	
		D149 016d	Printer firmware	Install version 1.07 or newer.	
		D149 033c	Printer firmware	Install version 2.07 or newer.	
		D177 003a	Printer firmware	Install version 1.01 or newer.	
		D177 033a	Printer firmware	Install version 2.00 or newer.	
Machine stalls	When the device receives a lot of data	Gene 061e	Java VM v11 Update Tool	Install version 11.14.02 or newer.	
		Gene 059f	Java VM v11 for eDC firmware		
Machine stalls	Single Pass DF: While scanning a duplex original if DF dust detection is enabled	D149 002h	Engine (Single Pass) firmware	Install version 1.25:08 or newer.	
Machine stalls	While printing large incoming fax messages.	D177 002a	System/Copy firmware	Install version 1.02 or newer.	
		D177 022a		Install version 1.02 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	With SC899	D147 002f	System/Copy firmware	Install version 1.11 or newer.	
		D147 031f	System/Copy firmware	Install version 3.01 or newer.	
		D149 003g	System/Copy firmware	Install version 1.15 or newer.	
		D149 032g	System/Copy firmware	Install version 3.01 or newer.	
		D177 022c	System/Copy firmware	Install version 2.01 or newer.	
Machine stalls	When the Smart Operation Panel option is installed	D177 026a	Remote Fax firmware	Install version 02.00.00 or newer.	
Machine stalls	When feeding sheets through the ADF	D683 001b	SPDF DF3080 firmware	Install version 01.330:16 or newer	
Machine stalls	ADF stalls after jam removal, turning on the main power switch, or when recovering from energy saver mode	D683 001b	SPDF DF3080 firmware	Install version 01.330:16 or newer	
Machine stalls	When scanning through a web browser application.	D147 002h	System/Copy firmware	Install version 1.13 or newer.	
		D147 031i	System/Copy firmware	Install version 3.04 or newer.	
		D149 032k		Install version 3.05 or newer.	
		D177 022f		Install version 2.04 or newer.	
Machine stalls	If a fax is received while doing a Copy job that needs at least 5 minutes to complete	D147 004e	Fax firmware	Install version 04.00.00 or newer.	
		D149 005e			
		D177 011c		Install version 10.00.00 or newer.	
		D147 033g			
		D149 034f		Install version 09.00.00 or newer.	
		D177 025e		Install version 06.00.00 or newer.	
Machine stalls	Cannot operate the machine after a cancelled login.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Machine stalls	If the [Home] button is pressed just as the screen turns dark to enter Energy Saver mode	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	When printing a PCL5 host-printing job in which 32,000 or more fill patterns are specified	D147 022g	PCL firmware	Install version 1.17 or newer.	
		D149 023f	PCL firmware	Install version 1.13 or newer.	
		D177 014f	PCL firmware	Install version 1.07 or newer.	
Machine stalls	When the machine switches to offline mode (such as when entering user tools mode)	Gene 061v	Java VM v11 Update Tool	Install version 11.26.04 or newer.	
		Gene 059w	Java VM v11 for eDC firmware	Install version 11.26.04 or newer.	
Machine stalls	When returning from energy saver mode, if CAP v2 is installed	Gene 061v	Java VM v11 Update Tool	Install version 11.26.04 or newer.	
		Gene 059w	Java VM v11 for eDC firmware	Install version 11.26.04 or newer.	
Machine stalls	When scanning from the main exposure glass with Size Setting disabled	Gene 080c	Java VM v11 Update Tool	Install version 11.31.00 or newer.	
		Gene 079d	Java VM v11 for eDC firmware		
Machine stalls	When a direct print is performed on a device with ELP-NX v2 installed	D149 016n	Printer firmware	Install version 1.15 or newer.	
		D149 033n	Printer firmware	Install version 2.16 or newer.	
		D149 003w	System/Copy firmware	Install version 1.27 or newer.	
Machine stalls	If more than 57 jobs are run while a job is being interrupted	D147 002v	System/Copy firmware	Install version 1.24 or newer.	
		D147 031w	System/Copy firmware	Install version 3.16 or newer.	
		D149 003x	System/Copy firmware	Install version 1.28 or newer.	
		D149 032y	System/Copy firmware	Install version 3.17 or newer.	
		D177 002s	System/Copy firmware	Install version 1.17 or newer.	
		D177 022t	System/Copy firmware	Install version 2.16 or newer.	
		D237 007b	System/Copy firmware	Install version 1.03 or newer.	
Machine stalls	If logged in using CAP and the device enters Energy Save mode	D149 032z	System/Copy firmware	Install version 3.18 or newer.	
Machine stalls	If scanning using the single pass DF	D149 093	System/Copy firmware	Install version 3.19 or newer.	
		D149 003y	System/Copy firmware	Install version 1.29 or newer.	
Machine stalls	If the machine receives a job immediately after completing a job	D147 001w	Engine firmware	Install version 1.38:08 or newer.	
		D177 001p	Engine firmware	Install version 1.31:01 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	During use of an application on @Remote connected machines	D147 002x	System/Copy firmware	Install version 1.26 or newer.	
		D147 031y	System/Copy firmware	Install version 3.18 or newer.	
		D149 003z	System/Copy firmware	Install version 1.30 or newer.	
		D149 093a	System/Copy firmware	Install version 3.20 or newer.	
		D177 002u	System/Copy firmware	Install version 1.19 or newer.	
		D177 022v	System/Copy firmware	Install version 2.18 or newer.	
Machine stalls	If receiving a new job immediately after ending the previous one	D149 001w, 002w	Engine (Single Pass) firmware	Install version 1.38:08 or newer.	
Machine stalls	When image log capture is enabled and a lot of jobs are performed	D146 5568N	Network DocBox firmware	Install version 2.13 or newer.	
		D147 5568M	Network DocBox firmware	Install version 1.09 or newer.	
		D148 5568Q	Network DocBox firmware	Install version 2.15 or newer.	
		D149 5568M	Network DocBox firmware	Install version 1.10 or newer.	
		D176 5568M	Network DocBox firmware	Install version 1.12 or newer.	
		D177 5568M	Network DocBox firmware	Install version 1.09 or newer.	
Machine stalls	When printing a heavy-duty job	D165 5706R	PCL firmware	Install version 1.23 or newer.	
		D166 5706Q	PCL firmware	Install version 1.19 or newer.	
		D177 5573L	PCL firmware	Install version 1.12 or newer.	
Machine stalls	During PDF direct printing if a job contains a Bezier curve	D165 5733G	PDF firmware	Install version 1.07 or newer.	
		D166 5733F	PDF firmware	Install version 1.05 or newer.	
		D177 5576D	PDF firmware	Install version 1.04 or newer.	
USB memory not detected	If not encrypted	D147 002c	System/Copy firmware	Install version 1.06 or newer.	
		D147 031c D149 032c	System/Copy firmware	Install version 2.22 or newer.	
		D149 003c	System/Copy firmware	Install version 1.10 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
USB memory not detected	When inserted into slot on operation panel	D147 002c	System/Copy firmware	Install version 1.06 or newer.	
		D147 031c D149 032c	System/Copy firmware	Install version 2.22 or newer.	
		D149 003c	System/Copy firmware	Install version 1.10 or newer.	
Date and time	Delayed	D147 002c	System/Copy firmware	Install version 1.06 or newer.	
		D147 031c D149 032c	System/Copy firmware	Install version 2.22 or newer.	
		D149 003c	System/Copy firmware	Install version 1.10 or newer.	
Operation not resumed after jam cleared		D149 003d	System/Copy firmware	Install version 1.12 or newer.	
Machine reboots	If paper is fed from Tray 3	D696 001a	LCIT RT3030 firmware	Install version 01.770:11 or newer	
		D695 001a	LCIT PB3170 firmware	Install version 01.770:10 or newer	
		D694 001a	LCIT PB3150 firmware	Install version 01.770:10 or newer	
		D693 001a	LCIT PB3160 firmware	Install version 01.770:10 or newer	
Machine reboots	When printing PCL5 jobs that include a scalable font	D147 022d	PCL firmware	Install version 1.14 or newer	
		D149 023c	PCL firmware	Install version 1.10 or newer	
		D177 014b	PCL firmware	Install version 1.04 or newer	
Machine resets itself	While the operation panel is being used	D147 060i	Smart Operation Panel: LegacyUI firmware	Install version 1.27 or newer.	
File corruption on host computer	Excel file is corrupted	D730 005	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Application switching	Not done when Streamline NX or 3rd vendor application switches the normal application on the operation panel.	Gene 061e	Java VM v11 Update Tool	Install version 11.14.02 or newer.	
		Gene 059f	Java VM v11 for eDC firmware		
Cannot use a feature	"Unreadable Direction" cannot be selected	D147 067a	SimpleFAX for eDC firmware	Install version 1.23 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Cannot use a feature	"2-color print mapping" is not displayed.	D730 016	Color Controller E-22B/E-22C Ver.1.1 firmware	Install the required patch(es). PS Printer Driver Ver.1.1.2 / PCL Printer Driver Ver. 1.1.0.0 or later should be used	
Cannot use a feature	The Copier function is not available if a copy job originates from Rimoco.	D147 031i	System/Copy firmware	Install version 3.04 or newer.	
		D149 032k		Install version 3.05 or newer.	
		D177 022f		Install version 2.04 or newer.	
Cannot use a feature	The Function Priority Setting is not displayed when connecting to the Cheetah G1/G1.5.	D147 039e	Web Support firmware	Install version 2.05 or newer.	
		D149 040e			
		D177 028d		Install version 1.04 or newer.	
Cannot use a feature	Some functions not available in WIM	D147 039e	Web Support firmware	Install version 2.05 or newer.	
		D149 040e			
		D177 028d		Install version 1.04 or newer.	
Cannot use a feature	"Use maximum printer density" is missing from Job Properties.	D730 031	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Cannot use a feature	Combine separation does not work with spot color jobs	D730 059	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Cannot use a feature	Functions specified with User Code Authorization cannot be used in SmartSDK.	D147 031r	System/Copy firmware	Install version 3.12 or newer.	
		D149 032t	System/Copy firmware	Install version 3.13 or newer.	
		D177 022o	System/Copy firmware	Install version 2.12 or newer.	
Cannot use a feature	The Delivery Server Destination List is not available	D147 008j	Scanner firmware	Install version 01.12 or newer.	
		D147 038m	Scanner firmware	Install version 02.24 or newer.	
		D149 009i	Scanner firmware	Install version 01.10 or newer.	
		D149 039m	Scanner firmware	Install version 02.23 or newer.	
		D177 007g	Scanner firmware	Install version 01.07 or newer.	
		D177 027k	Scanner firmware	Install version 02.10 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Applications do not start	When overwriting Type-J applications that were already installed on the hard drive, the applications do not automatically start even if Auto Start is set to "On".	D147 002f	System/Copy firmware	Install version 1.11 or newer.	
		D147 031f	System/Copy firmware	Install version 3.01 or newer.	
		D149 003f	System/Copy firmware	Install version 1.14 or newer.	
		D149 032f	System/Copy firmware	Install version 3.00 or newer.	
Wrong application starts	When resuming from Energy Saver Mode, the scanner application starts, but another icon was touched.	D177 007c	Scanner firmware	Install version 01.03 or newer.	
Limitcheck error	When printing jobs that contain extremely small images	D147 020b	PDF firmware	Install version 1.05 or newer.	
		D149 021b	PDF firmware	Install version 1.03 or newer.	
Firmware update	Package firmware update via SD card fails	D177 002b	System/Copy firmware	Install version 1.03 or newer. If E62 occurs, try turning the main power OFF/ON, wait for about 3 minutes, and then try the update again.	
		D177 022b	System/Copy firmware	Install version 2.00 or newer.	
Firmware update	Incomplete when using RFU	D149 001w, 002w	Engine (Single Pass) firmware	Install version 1.38:08 or newer.	
Firmware update	Does not complete when updated via RFU	D147 001w	Engine firmware	Install version 1.38:08 or newer.	
		D177 001p	Engine firmware	Install version 1.31:01 or newer.	
Counters	The browser usage is not reflected in the user counters	D147 026b D149 027b	Extended JS firmware	Install version 1.07.00 or newer.	
Counters	The B/W counter includes blank sheets fed from the Interposer Tray.	D730 022	Color Controller E-22C Ver.1.1 firmware	Install required patch(es).	
Counters	Fax transmissions by Quick Fax are not counted for each user	D147 004j D149 005j D177 025j	Fax firmware	Install version 11.00.00 or later.	
		D177 011h	Fax firmware	Install version 09.00.00 or later.	
		D149 034j	Fax firmware	Install version 13.00.00 or later.	
		D147 033k	Fax firmware	Install version 14.00.00 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Counters	The rotation distance counters of the PCU(K) and the ITB Unit could not be cleared	D147 001t D149 001t D149 002t	Engine firmware	Install version 1.35:08 or newer.	
		D177 001m	Engine firmware	Install version 1.28:01 or newer.	
Counters	[WebAPI] counter information cannot be obtained without logging in.	D147 002t	System/Copy firmware	Install version 1.22 or newer.	
		D147 031u	System/Copy firmware	Install version 3.14 or newer.	
		D149 003v	System/Copy firmware	Install version 1.26 or newer.	
		D149 032w	System/Copy firmware	Install version 3.15 or newer.	
		D177 002q	System/Copy firmware	Install version 1.15 or newer.	
		D177 022r	System/Copy firmware	Install version 2.14 or newer.	
Counters	Wrong PM counter (ITB cleaning unit) cleared after replacing the ITB	D147 001v D149 001v, 002v	Engine firmware	Install version 1.37:08 or newer.	
		D177 001o	Engine firmware	Install version 1.30:01 or newer.	
Image capture	Fails	D147 038d	Scanner firmware	Install version 02.16 or newer.	
		D149 039d		Install version 02.15 or newer.	
		D177 027b		Install version 02.01 or newer.	
API preview	Not available	D147 038d	Scanner firmware	Install version 02.16 or newer.	
		D149 039d		Install version 02.15 or newer.	
		D177 027b		Install version 02.01 or newer.	
Unexpected behavior (not specified)	When Device Log Collection is done many times using Device Manager NX Accounting	D147 035c	Network DocBox firmware	Install version 2.03 or newer.	
		D149 036d		Install version 2.04 or newer.	
		D177 032c		Install version 1.02 or newer.	
Unavailable functions are displayed	Double feed detection setting	D147 002h	System/Copy firmware	Install version 1.13 or newer.	
		D149 003j	System/Copy firmware	Install version 1.17 or newer.	
		D177 002e	System/Copy firmware	Install version 1.06 or newer.	
		D147 031i	System/Copy firmware	Install version 3.04 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
		D149 032k		Install version 3.05 or newer.	
		D177 022f		Install version 2.04 or newer.	
Unavailable functions are displayed	Function Priority setting	D147 031i	System/Copy firmware	Install version 3.04 or newer.	
		D149 032k		Install version 3.05 or newer.	
		D177 022f		Install version 2.04 or newer.	
Cannot use the machine	When resuming from Energy Saver mode	D147 009g	Network Support firmware	Install version 12.72 or newer.	
		D147 034g		Install version 12.88 or newer.	
		D149 035g		Install version 12.88 or newer.	
		D177 031c		Install version 12.88 or newer.	
Cannot use the machine	When the normal scan application is used and CAP v2 (Hybrid mode) is installed, an authentication dialog is displayed and the user cannot use the device	D147 002n	System/Copy firmware	Install version 1.17 or newer.	
		D147 031o	System/Copy firmware	Install version 3.09 or newer.	
		D149 003p	System/Copy firmware	Install version 1.21 or newer.	
		D149 032q	System/Copy firmware	Install version 3.10 or newer.	
		D177 002j	System/Copy firmware	Install version 1.10 or newer.	
		D177 022k	System/Copy firmware	Install version 2.09 or newer.	
Cannot print or copy	While the machine is transitioning to STR mode	D147 002m	System/Copy firmware	Install version 1.16 or newer.	
		D147 031n	System/Copy firmware	Install version 3.08 or newer.	
		D149 003o	System/Copy firmware	Install version 1.20 or newer.	
		D149 032p	System/Copy firmware	Install version 3.09 or newer.	
		D177 002i	System/Copy firmware	Install version 1.09 or newer.	
		D177 022j	System/Copy firmware	Install version 2.08 or newer.	
Software reset		D766 001d	Internal Finisher SR3180 firmware	Install version 01.130:06 or newer.	
Reports and information	The Waste Toner Bottle information in User Tools (Inquiries menu) cannot be printed	D147 002i	System/Copy firmware	Install version 1.14 or newer.	
		D147 031j		Install version 3.05 or newer.	
		D149 003k		Install version 1.18 or newer.	
		D149 032m		Install version 3.06 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
		D177 002f		Install version 1.07 or newer.	
		D177 022g		Install version 2.05 or newer.	
Reports and information	Configuration page partly printed in German	D730 044	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Cannot access memory	On the controller board	D147 002j	System/Copy firmware	Install version 1.15 or newer.	
		D147 031k	System/Copy firmware	Install version 3.06 or newer.	
		D149 032n	System/Copy firmware	Install version 3.07 or newer.	
		D177 002g	System/Copy firmware	Install version 1.08 or newer.	
		D177 022h	System/Copy firmware	Install version 2.06 or newer.	
System logs	Contain nonexistent errors	D147 009i	Network Support firmware	Install version 12.74 or newer.	
		D147 034i	Network Support firmware	Install version 12.90 or newer.	
		D149 010i	Network Support firmware	Install version 12.67 or newer.	
		D149 035i	Network Support firmware	Install version 12.90 or newer.	
		D177 005d	Network Support firmware	Install version 12.80 or newer.	
		D177 031e	Network Support firmware	Install version 12.90 or newer.	
System logs	Job Log record incorrect when printing from Hot Folder	D730 055	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
System logs	If information about the network interface is being obtained from SNMP Manager, nonexistent errors are recorded in the system logs.	D146 5567T	Network Support firmware	Install version 12.97 or newer.	
		D147 5567T	Network Support firmware	Install version 12.80 or newer.	
		D148 5567T	Network Support firmware	Install version 12.97 or newer.	
		D149 5567S	Network Support firmware	Install version 12.73 or newer.	
		D176 5567M	Network Support firmware	Install version 12.97 or newer.	
		D176 5567N	Network Support firmware	Install version 12.87 or newer.	
		D237 5567D	Network Support firmware	Install version 12.81 or newer.	
System logs	When the device is in Energy Saver Mode, if information about the network interface for the device is being	D146 5575G	System/Copy firmware	Install version 3.20 or newer.	
		D147 5575G	System/Copy firmware	Install version 1.28 or newer.	
		D148 5553J	System/Copy firmware	Install version 3.22 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
	obtained from SNMP Manager, nonexistent errors are recorded in the system logs.	D149 5569H	System/Copy firmware	Install version 1.32 or newer.	
		D176 5550Z	System/Copy firmware	Install version 2.20 or newer.	
		D177 5550Z	System/Copy firmware	Install version 1.21 or newer.	
		D237 5550D	System/Copy firmware	Install version 1.05 or newer.	
Machine starts operating unexpectedly	Starts scanning after a DF jam is cleared	D147 026f D149 027e D177 020e	Extended JS firmware	Install version 1.11.00 or newer.	
Timers	System Auto Reset timer not set when a print job or scan job is being done	D147 031q	System/Copy firmware	Install version 3.11 or newer.	
		D147 096f	Web Browser NX for eDC firmware	Install version 1.402.0 or newer.	
		D149 032s	System/Copy firmware	Install version 3.12 or newer.	
		D177 022n	System/Copy firmware	Install version 2.11 or newer.	
Settings are reset	Configuration is reset after updating fax firmware	D147 004j D149 005j	Fax firmware	Install version 11.00.00 or later.	
Settings are changed	If logged in with user authentication, fax settings change after logging out.	D147 004k	Fax firmware	Install version 11.00.00 or later.	
		D149 005m	Fax firmware	Install version 12.00.00 or later.	
		D177 011j	Fax firmware	Install version 11.00.00 or later.	
		D147 033n	Fax firmware	Install version 16.00.00 or later.	
		D149 034m	Fax firmware	Install version 15.00.00 or later.	
		D177 025m	Fax firmware	Install version 13.00.00 or later.	
Machine can be operated without charge	Scheduled Printing can be operated without charge, if the External Charge Unit is installed	D147 002q	System/Copy firmware	Install version 1.20 or newer.	
		D147 031r	System/Copy firmware	Install version 3.12 or newer.	
		D149 003s	System/Copy firmware	Install version 1.24 or newer.	
		D149 032t	System/Copy firmware	Install version 3.13 or newer.	
		D177 002n	System/Copy firmware	Install version 1.13 or newer.	
		D177 022o	System/Copy firmware	Install version 2.12 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Job history	If "Store and Skip Error Job" is enabled, Job History will not appear	D147 002u	System/Copy firmware	Install version 1.23 or newer.	
		D147 031v	System/Copy firmware	Install version 3.15 or newer.	
		D149 003w	System/Copy firmware	Install version 1.27 or newer.	
		D177 002r	System/Copy firmware	Install version 1.16 or newer.	
		D177 022s	System/Copy firmware	Install version 2.15 or newer.	
Job history	Some completed jobs are not displayed on the job history screen	D147 011i	Web Support firmware	Install version 1.10.11 or newer.	
		D147 039i	Web Support firmware	Install version 2.06.4 or newer.	
		D149 012i	Web Support firmware	Install version 1.04.10 or newer.	
		D149 040i	Web Support firmware	Install version 2.09 or newer.	
		D177 008g	Web Support firmware	Install version 1.08.4 or newer.	
		D177 028h	Web Support firmware	Install version 1.05.4 or newer.	
Insects	Small insects get inside the machine from the open space at the bottom right.	D147 163 D149 096 D177 075 D237 031		Install the new lower right cover (D1491268).	