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Model: Model Met-C2	Date: 31-Jun-08	No.: RD239000h

Subject: Troubleshooting		Prepared by: M. Kumagai
From: 1st Tech. Support Sec. Service Support Dept.		

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	

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

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

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Paper fed from wrong tray	Fed from the machine's internal trays, even though the bypass tray is specified in the driver	D239 007a D242 007a D244 007a	Printer firmware	Install version 1.01 or later	
Paper fed from wrong tray	When started up in the Classic Copy application, the manual tray is selected even if set to auto tray	D239 001i D242 001i D244 001i	System/Copy firmware	Install version 1.11 or later	
Jam	Jam 174 (jam in the positioning roller motor) in a Z-fold stapling job	D3BA 001d	Finisher SR3230 firmware	Install version 01.020:07 or later	
Jam	Jam 154: First sheet of a job following a Z-fold job	D3BA 001d	Finisher SR3230 firmware	Install version 01.040:07 or later	
Jam	JAM 172 with punch job using custom paper sizes smaller than A5 SEF	D3BA 001d	Finisher SR3230 firmware	Install version 01.050:07 or later	
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	Jam 223 when using SR3210/SR3220	D3B8 002	An excessive load is generated due to a foreign substance on the shaft of the shift exit roller.	Clean the shaft of the shift exit roller as explained in the RTB.	
Jam	MP C6004: Jam249 when printing in staple mode on custom size paper	D3B8 001b	Finisher SR3210 firmware	Install version 01.040:05 or later	
		D3B9 001b	Finisher SR3220 firmware	Install version 01.040:04 or later	
Jam	Wraparound jam while the fusing temperature is high, for example, while continuously running jobs, and the fusing unit attempts to prevent its temperature from further increasing	D239 002e D244 002e	Engine firmware	Install version 1.08:02 or later	
		D242 002e	Engine firmware	Install version 1.08:04 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Jam	Jam 21 when the booklet feature is used with the Bridge Unit BU3070 and internal Finisher SR3130/3180	D239 058 D242 050 D244 038	The paper support guide was incorrectly installed.	Make sure that the tabs at the center of the paper support guide have snapped into place	
Jam	Jam 14 or 16 with the DF3090	D239 060 D242 052 D244 040	Lack of paper feed capacity	Replace the paper feed drive roller (new part D6842114).	
Jam	Paper caught between the paper guide and the shift tray	D3BB 5300Q	Finisher SR3230 firmware	Install version 01.100:07 or later	
		D3B8 5300G	Finisher SR3210 firmware	Install version 01.060:05 or later	
		D3B9 5300J	Booklet Finisher SR3220 firmware	Install version 01.070:04 or later	
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	*JAM154 or JAM155 when printing a booklet on A3 paper.*	*D3BB 5300R*	*Finisher SR3230 firmware*	*Install version 01.110:07 or later*	
Wrong paper size	The paper size of the bypass tray set from a widget is not applied to print jobs	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Wrong paper size	Wrong paper size fed while printing via AirPrint	D242 5586H	PDF firmware	Install version 1.11 or later	
		D0AF 5575B	IRIPS PDF firmware	Install version 1.04 or later	
		D3BD5 733B	PDF firmware	Install version 1.02 or later	
Paper size error	When a job is sent to the device while it is in Energy Saver mode, "Auto Continue" does not work and a paper size error occurs.	D239 5570P D242 5570P	Printer firmware	Install version 1.10 or later	
		D0AD5 570C D0AF 5570C	Printer firmware	Install version 1.03 or later	
Custom paper	*The minimum and maximum settable values of a custom paper size are wrong if the unit of measurement is set to millimeters*	*D241 1443T*	*SimpleCopy firmware*	*Install version 1.21 or later*	
		D241 1447T	*MediaPrtScn firmware*	*Install version 1.20 or later*	

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2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note

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3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
WIM	Can uninstall applications by accident	D239 013a D242 013a D244 013a	animation firmware	Install version 1.01 or later	
		D259 020e	PrinterInfo for eDC firmware	Install version 1.04 or later	
		D259 021e	PrinterSJob for eDC firmware	Install version 1.23 or later	
		D259 022e	MediaPrtScn for eDC firmware	Install version 1.07 or later	
		D259 023b	StopKeyWidget for eDC	Install version 1.01 or later	
		D259 027c	FaxInfoWidget for eDC	Install version 1.02 or later	
		D259 031c	ScanToME for eDC	Install version 1.02 or later	
		D259 032f	ScanToME for eDC	Install version 2.1.0 or later	
		D259 033g	SimpleCopy for eDC	Install version 1.11 or later	
		D259 034d	LanguageWidget for eDC	Install version 1.03 or later	
		D259 037d	Application Site for eDC	Install version 1.02.02 or later	
		D259 038d	Application Site for eDC	Install version 2.01.25 or later	
		D259 038e	Application Site for eDC	Install version 2.12.01 or later	
		D259 045	NFCPlugin for eDC	Install version 2.12.00 or later	
		D259 046	USBCardPlugin for eDC	Install version 2.12.00 or later	
		D259 048	ICCardDispatcher for eDC	Install version 2.12.01 or later	
		Gene 087c	Java VM v12 Update Tool	Install version 12.28.05 or newer	
		Gene 088a	Java VM v12 for eDC firmware	Install version 12.28.05 or newer	
WIM	Caution displayed about the website's security certificate	D239 030 D242 022	The SSL/TLS communication setting was set to "Encryption priority".	Do the settings as explained in the RTB.	
WIM	Wrong fonts used	D239 001c D242 001c D244 001c	System/Copy firmware	Install version 1.05 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
WIM	Times out	D239 011a D242 011a D244 011a	Web Uapl firmware	Install version 1.02 or newer.	
WIM	"404 Not Found" error when attempting to display a list of stored files from a link sent via email	D239 011a D242 011a D244 011a	Web Uapl firmware	Install version 1.02 or newer.	
WIM	Screen shots of the WIM Screen Monitoring function cannot be taken	D259 035h	LegacyUI for eDC firmware	Install version 1.11 or later	
WIM	Cannot access the machine with WIM	D239 004c D242 004c D244 004c	Network DocBox firmware	Install version 1.04 or later	
WIM	The list of installed applications is not displayed in Extended Feature Info	D0AD 5550D D0AF 5550D	System/Copy firmware	Install version 1.05 or later	
		D239 5550Z D242 5550Z	System/Copy firmware	Install version 1.17 or later	
Fax	Incoming fax is printed, even though fax printing is disabled in the user tools.	D239 014a	GWFCU3.8-11(WW) firmware	Install version 02.00.00 or later	
Fax	ESA applications deliver inbound faxes that include the metadata from other fax jobs.	Gene 087c	Java VM v12 Update Tool	Install version 12.28.05 or newer	
		Gene 088a	Java VM v12 for eDC firmware		
Fax	Sending a fax from the document server using an IPv4-mapped address results in an error.	Gene 087e	Java VM v12 for eDC firmware	Install version 12.35.01 or later	
		Gene 088c	Java VM v12 Update Tool		
Fax	AirPrintFax looks as though it can be done without TTI registration, but the fax is not sent and the operation is not logged (Region setting: Korea)	D239 005b D242 005b D244 005b	Fax firmware	Install version 03:00:00 or later	
Fax	AirPrintFax cannot be sent from a Mac	D239 005b D242 005b D244 005b	Fax firmware	Install version 03:00:00 or later	

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Fax	Address list does not appear	D239 005b D242 005b D244 005b	Fax firmware	Install version 03:00:00 or later	
Fax	If logged in with user authentication, some fax settings change after logging out.	D239 005c D242 005c D244 005c	Fax firmware	Install version 04:00:00 or later	
Fax	The document cannot be sent and remains in the machine without an error message	D239 014d, 042a D242 033a D244 022a	GWFCU3.8-11(WW) firmware	Update the GWFCU3.8-11(WW) firmware to version 06:00:00 or later Or Set bit 2 of Fax SP1-104-003 to "0"	
Fax	Cannot receive	D239 014e, 040 D242 031 D244 020	GWFCU3.8-11(WW) firmware	Install version 06:00:00 or later	
Fax	Cannot send or receive: "Fax limit memory is reached" is displayed	D239 042a D242 033a D244 022a	If invalid data is received, the machine tries to copy the data to the HDD but cannot, and the memory is locked.	Update the GWFCU3.8-11(WW) firmware to version 06:00:00 or later Or Set bit 2 of Fax SP1-104-003 to "0"	
Fax	Part of image is missing	D239 041 D242 032 D244 021	Communication error between the Fax Control Unit and the Fax Memory Unit.	Replace the Fax Memory Unit with the modified one (D2429901).	See the RTB for how to tell if the memory unit is a modified unit.
Fax	Fax application stalls when recovering from energy saving mode	D239 005e D242 005e D244 005e	Fax firmware	Install version 06:00:00 or later	
Fax	Wrong fax application starts	D259 012s	Cheetah System firmware	Install version 1.20 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Fax	AirPrint (FaxOut) results in an error	D239 005f D242 005f D244 005f	Fax firmware	Install version 07:00:00 or later	
Fax	Communication error (code: 00-20/22) occurs, if V.17 modulation is used and a fax containing many pages comes in.	D239 014f	GWFCU3.8-11(WW) firmware	Install version 07:00:00 or later	
Fax	If [Store and Print] is enabled and a document is deleted from GlobalScan	D239 014f	GWFCU3.8-11(WW) firmware	Install version 07:00:00 or later	
Fax	Cannot use Remote Fax; 'Fax jobs are full' is displayed	D239 014f	GWFCU3.8-11(WW) firmware	Install version 07:00:00 or later	
Fax	Cannot exit the job stop screen and the fax function does not work, if the SNTP time setting and STR setting are enabled.	D0AD 5557A D0AF 5557A	Fax firmware	Install version 02:00:00 or later	
		D239 5557A D242 5557A	Fax firmware	Install version 08:00:00 or later	
Fax	Stalls when receiving faxed documents from multiple senders if capture function is ON on a device with GlobalScan NX	D239 5557M D242 5557M	Fax firmware	Install version 09:00:00 or later	
Fax	Cannot receive an IP-Fax(SIP) transmitted from a Canon machine	D239 5558H D242 5558H	RemoteFax firmware	Install version 05:00:00 or later	
		D0AD 5558H D0AF 5558H	RemoteFax firmware	Install version 03:00:00 or later	
Fax	Cannot be transmitted if CAP v2 is installed	D241 5579R	Java VM v12 std for eDC firmware Java VM v12 std UpdateTool firmware	Install version 12.55.02 or later	
Fax	Cannot send, receive, or print the transmitted fax if the sending machine disconnects during IP-FAX transmission	D239 5558J D242 5558J	RemoteFax firmware	Install version 06:00:00 or later	
		D0AD 5558C D0AF 5558C	RemoteFax firmware	Install version 04:00:00 or later	

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Fax	Transmission error with PC-Fax	D239 5558J D242 5558J	RemoteFax firmware	Install version 06:00:00 or later	
		D0AD 5558H D0AF 5558H	RemoteFax firmware	Install version 03:00:00 or later	
Fax	The fax application screen freezes when receiving faxes intermittently from multiple lines	D0AD 5557B D0AF 5557B	Fax firmware	Install version 03:00:00 or later	
Fax	A fax cannot be transmitted or received if backup transmission is being used	D242 5559L	GWFCU3.8-11(WW) firmware	Install version 10:00:00 or later	
Fax	When the scanning fax memory is full, it will be recorded in the job log as "Canceled by User"	D242 5559L	GWFCU3.8-11(WW) firmware	Install version 10:00:00 or later	
Fax	The device fails to obtain the fax transmission result using FTP	D0AD 5567H D0AF 5567H D239 5567V D242 5567V	Network Support firmware	Install version 15.68 or later	
Fax	When sending a fax via SmartSDK, images are missing or output at the wrong size	D239 5557N D242 5557N	Fax firmware	Install version 10:00:00 or later	
		D0AD5 557C D0AF 5557C		Install version 04:00:00 or later	
Fax	When Hook Dial is pressed or when Manual Entry is selected, the SmartFax application crashes	D239 5557N D242 5557N	Fax firmware	Install version 10:00:00 or later	
		D0AD5 557C D0AF 5557C		Install version 04:00:00 or later	
Address book	Error when registering addresses	D239 001c D242 001c D244 001c	System/Copy firmware	Install version 1.05 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Address book	Backing up the address book from Device Manager NX fails	D239 004a D242 004a D244 004a	Network DocBox firmware	Install version 1.02 or later	
Address book	Cannot refer to the address book in the Simple Fax or Simple Copy applications	D239 5550W D242 5550W	System/Copy firmware	Install version 1.14 or later	
Address book	Email, fax, and folder addresses not overwritten on the machine if they are on the server	D0AD 5550D D0AF 5550D	System/Copy firmware	Install version 1.05 or later	
Address book	Cannot import address book that was exported with Device Manager NX	D0AD 5550D D0AF 5550D	System/Copy firmware	Install version 1.05 or later	
		D239 5550Z D242 5550Z	System/Copy firmware	Install version 1.17 or later	
Address book	Cannot refer to the address book in the Simple Fax or Simple Copy applications	D0AD 5550D D0AF 5550D	System/Copy firmware	Install version 1.05 or later	
Cannot change settings	Cannot change HTTP/HTTPS settings.	Gene 087e	Java VM v12 for eDC firmware	Install version 12.35.01 or later	
		Gene 088c	Java VM v12 Update Tool		
@Remote	@Remote registration via external appliances does not work due to corrupted serial number in SP5811-001	D239 002d D244 002d	Engine firmware	Install version 1.07:02 or later	
		D242 002d		Install version 1.07:04 or later	
@Remote	*Power consumption is displayed higher than actual in @Remote Reporting Portal.*	*D0AD 5550K D0AF 5550K*	*System/Copy firmware*	*Install version 1.11 or later*	
Device management utilities	If the address book on the device is edited by such a utility, the utility will encounter an error or close unexpectedly	D239 004b D242 004b D244 004b	Network DocBox firmware	Install version 1.03 or later	
Application Site	Application Site unexpectedly closes	D259 037f	Application Site for eDC	Install version 1.03.03 or later	
Connection fails	If the device has not been used very much	D239 003f D242 003f D244 003f	Network Support firmware	Install version 15.58 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Connection fails	If entering and recovering from energy saving mode is repeated without power OFF/ON on @Remote connected machines	D239 001g D242 001g D244 001g	System/Copy firmware	Install version 1.09 or later	
Connection fails	After changing the relationship between host name and IP address on the DNS server	D239 001i D242 001i D244 001i	System/Copy firmware	Install version 1.11 or later	
Machine goes off line	*If log tracing on Web Image Monitor is cancelled just after using the function, the machine enters off-line mode.*	*D0AD 5550K D0AF 5550K*	*System/Copy firmware*	*Install version 1.11 or later*	
Email	When a group with 500 email destinations is selected in Quick Scanner, email addresses in that group cannot be selected	D259 030h	SimpleScan for eDC firmware	Install version 1.10 or later	
Correct value not displayed	When showing the device status with a Solution Product (Streamline and CAP/ELP), the device's HDD capacity is not displayed correctly	D241 5579P	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.50.01 or newer.	
MIB	An invalid value is returned when obtaining the counter MIB during device shutdown	D239 5550W D242 5550W	System/Copy firmware	Install version 1.14 or later	
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.	D0AD 5567F D0AF 5567F D239 5567S D242 5567S	Network Support firmware	Install version 15.66 or later	
Cannot access a file	After sending mail including the URL link of a PDF file scanned by OCR, the file cannot be accessed by clicking on the URL	D239 5550Z D242 5550Z	System/Copy firmware	Install version 1.17 or later	

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4. Printing/Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot scan	An alert unrelated to scanning appears across the entire screen of the operation panel	Gene 087e	Java VM v12 for eDC firmware	Install version 12.36.00 or later	
		Gene 088c	Java VM v12 Update Tool		
Cannot scan	When "Download File Directly From URL Link" is enabled	D239 009b D242 009b D244 009b	Scanner firmware	Install version 01.02 or later	
Cannot scan	When many scan jobs are scanned from an application based on SmartSDK, an error is displayed and the device cannot scan until the device is rebooted.	D239 009d D242 009d D244 009d	Scanner firmware	Install version 01.04 or later	
Cannot scan	When the device is accessed from WIM just before scanning is finished	D239 5560L D242 5560L	Scanner firmware	Install version 01.07 or later	
Cannot scan	Scanner application freezes when OCR is set and a document over 256 pages is scanned	D0AD 5560D D0AF 5560D	Scanner firmware	Install version 01.04 or later	
		D239 5560R D242 5560R	Scanner firmware	Install version 01.12 or later	
Cannot scan	When doing Scan to Folder in a high-load network environment, the device status gets stuck on sending and the scanner becomes unusable	D239 5567X D242 5567X D0AD 5567K D0AF 5567K	Network Support firmware	Install version 15.70 or later	
Cannot print	Cannot print if the USB device server option is enabled and is connected to macOS via a USB cable	D239 003f D242 003f D244 003f	Network Support firmware	Install version 15.58 or later	
Cannot print	After logging in to CAP, cannot print after an error occurs	Gene 087j	Java VM v12 Update Tool	Install version 12.42.01 or newer.	
		Gene 088h	Java VM v12 for eDC firmware		
Cannot print	When trying to control jobs while a job is suspended	D259 020i	PrinterInfo for eDC firmware	Install version 1.11 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Cannot print	If obtaining the log from WIM is cancelled	D239 5550Y D242 5550Y	System/Copy firmware	Install version 1.16 or later	
Cannot print	"Please wait. The paper tray is being used by another function", is shown	D0AD 5550D D0AF 5550D	System/Copy firmware	Install version 1.05 or later	
		D239 5550Z D242 5550Z	System/Copy firmware	Install version 1.17 or later	
Printing stops	When the device is in STR mode; device must be rebooted	D239 003i D242 003i D244 003i	Network Support firmware	Install version 15.61 or later	
Printing stops	IPDS printing stalls if IPDS jobs are printed continuously	D0AD 5570C D0AF 5570C	Printer firmware	Install version 1.03 or later	
		D239 5570Q D242 5570Q	Printer firmware	Install version 1.11 or later	
Printing stops	PS printing stalls if PS jobs are printed continuously	D0AF 5575B	IRIPS PDF firmware	Install version 1.04 or later	
Scan to folder	When scanning using GlobalScan NX, the image log capture file is sent to the wrong folder	D239 004a D242 004a D244 004a	Network DocBox firmware	Install version 1.02 or later	
Scan to folder	Communication fails	D0AD 5567E D0AF 5567E	Network Support firmware	Install version 15.65 or later	
		D239 5567R D242 5567R	Network Support firmware	Install version 15.65.1 or later	
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	D0AD 5567H D0AF 5567H D239 5567V D242 5567V	Network Support firmware	Install version 15.68 or later	
		D237 5567G	Network Support firmware	Install version 12.84.1 or later	

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Scan to folder	When a HP device is working on the same subnet, Scan to Folder will fail	D0AD 5567H D0AF 5567H D239 5567V D242 5567V	Network Support firmware	Install version 15.68 or later	
		D237 5567G	Network Support firmware	Install version 12.84.1 or later	
Scan to folder	Network browsing sometimes fails when doing Scan to Folder	D0AD 5567H D0AF 5567H D239 5567V D242 5567V	Network Support firmware	Install version 15.68 or later	
		D237 5567G	Network Support firmware	Install version 12.84.1 or later	
Scan to folder	The device freezes during data transmission when doing Scan to Folder with SMBv2/v3	D237 5567G	Network Support firmware	Install version 12.84.1 or later	
		D239 5567W D242 5567W	Network Support firmware	Install version 15.69 or later	
Scan to Folder	*When doing Scan to Folder using SMBv2/v3, if the device receives UDP communication from the outside to the port used by SMBv2/v3, Scan to Folder fails*	*D0AD 5567L D0AF 5567L D239 5567Y D242 5567Y*	*Network Support firmware*	*Install version 15.71 or later*	
Scan to email	Sending fails when OCR is set and a document over 51 pages is sent	D0AD 5560D D0AF 5560D	Scanner firmware	Install version 01.04 or later	
		D239 5560R D242 5560R	Scanner firmware	Install version 01.12 or later	
Cannot select paper type/ weight	When printing from AirPrint, the paper weight "Plain 2 (75 to 81g/square meter)" is out of the search target of "Auto Tray Select"	D239 007c D242 007c D244 007c	Printer firmware	Install version 1.03 or later	
Job cancelled	When attempting to print data that contains a page via AirPrint	D239 007d D242 007d D244 007d	Printer firmware	Install version 1.04 or later	

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Job cancelled	When PDF Direct Print and Overprinting are used	D239 018c	PDF firmware	Install version 1.06 or later	
Job cancelled	When direct printing a PDF job that contains a content stream	D242 5586H	PDF firmware	Install version 1.11 or later	
		D3BD5 733B	PDF firmware	Install version 1.02 or later	
Job cancelled	Printing of a PDF file created by "Microsoft Print to PDF"	D0AF 5575B	IRIPS PDF firmware	Install version 1.04 or later	
Job cancelled	Linux print jobs in Stored Print	D0AF 5575E	IRIPS PDF firmware	Install version 1.07 or later	
File not printed	PDF file not printed via direct print if it contains TrueType fonts	D239 018c	PDF firmware	Install version 1.06 or later	
File not printed	PDF files that have long, multibyte filenames are not printed	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Cannot see file in viewer	When scanning from Mac OS X 10.12 using AirPrint	D239 009c D242 009c D244 009c	Scanner firmware	Install version 01.03 or later	
Cannot select settings	A3 size cannot be specified in macOS when scanning using AirPrint	D239 009c D242 009c D244 009c	Scanner firmware	Install version 01.03 or later	
Cannot select settings	When scanning from Mac OS X 10.12 using AirPrint, the resolution is always 200 dpi.	D239 009c D242 009c D244 009c	Scanner firmware	Install version 01.03 or later	
Cannot select settings	When "Copy Server : Set Function" (SP5-967-001) is set to OFF on a printer that has an HDD, "Program Setting for Destinations" does not appear in Scanner Features.	D239 009b D242 009b D244 009b	Scanner firmware	Install version 01.02 or later	
Files not deleted	When a scan job is done from the simplified screen, and user authentication and "Download File Directly From URL Link" are enabled, temporary files are not deleted.	D239 009b D242 009b D244 009b	Scanner firmware	Install version 01.02 or later	

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Model: Model Met-C2		Date: 31-Jun-08		No.: RD239000h

Subject	Symptom	RTB #	Cause	Solution	Note
Files not deleted	When scanning repeatedly from a SmartSDK application that enables image log capture, the captured image file is not deleted	D239 5560N D242 5560N	Scanner firmware	Install version 01.09 or later	
		D0AD 5560D D0AF 5560D	Scanner firmware	Install version 01.04 or later	
Files not deleted	***Generated files are not deleted even after sending E-mail via Scan to URL in the case OCR function is enabled.***	***D0AD 5550K D0AF 5550K***	***System/Copy firmware***	***Install version 1.11 or later***	
Cannot process job	When "Tracking Permission" and "Stop Printing" are enabled in "Enhanced Print Volume Limitation"	Gene 087m	Java VM v12 Update Tool	Install version 12.45.00 or newer.	
		Gene 088j	Java VM v12 for eDC firmware		
PCL	PCL macros that were uploaded to the HDD cannot be printed	D239 017c	PCL firmware	Install version 1.11 or later	
Remaining print time	Remaining printing time displayed is incorrect for jobs printed from the document server	D239 001h D242 001h D244 001h	System/Copy firmware	Install version 1.10 or later	
Job not completed	When the display language is changed while controlling a job	D259 020i	PrinterInfo for eDC firmware	Install version 1.11 or later	
OCR	OCR cannot recognize characters if converting scanned image to searchable PDF	D239 5550W D242 5550W	System/Copy firmware	Install version 1.14 or later	
		D0AD 5550D D0AF 5550D	System/Copy firmware	Install version 1.05 or later	
Capture	When image log capture for the printer is enabled and a page is printed, capture stops	D239 5550Y D242 5550Y	System/Copy firmware	Install version 1.16 or later	
Capture	Capture does not operate normally if the capture setting is enabled and Media Link Board is installed	D0AD 5550D D0AF 5550D	System/Copy firmware	Install version 1.05 or later	
		D239 5550Z D242 5550Z	System/Copy firmware	Install version 1.17 or later	

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Model: Model Met-C2	Date: 31-Jun-08	No.: RD239000h

Subject	Symptom	RTB #	Cause	Solution	Note
Capture	Unnecessary retransmissions occur during image log capture	D0AD 5568D D0AF 5568D	Network DocBox firmware	Install version 1.04 or later	
		D239 5568K D242 5568K	Network DocBox firmware	Install version 1.08 or later	
Printing result not as expected (unspecified)	Second and subsequent pages, PCL5 host printing	D242 5573J	PCL firmware	Install version 1.14 or later	
Files stored in wrong format	When scanning from SmartSDK applications, files are stored in PDF/A format when trying to store the files in TIFF/JPEG format	D0AD5 560C	Scanner firmware	Install version 01.03 or later	
		D0AF 5560C	Scanner firmware	Install version 01.03 or later	
		D239 5560P	Scanner firmware	Install version 01.10 or later	
		D242 5560P	Scanner firmware	Install version 01.10 or later	
Files stored in wrong format	When scanning with AirPrint in MacOS X 10.12 or later, the device sends a full color JPEG even if specifying a black and white JPEG	D239 5560S D242 5560S	Scanner firmware	Install version 01.13 or later	
Characters printed incorrectly	Some characters are upside down	D0AF 5575B	IRIPS PDF firmware	Install version 1.04 or later	
Characters printed incorrectly	Some characters are in the wrong position when printing a PDF	D0AF 5575C	IRIPS PDF firmware	Install version 1.05 or later	
Characters printed incorrectly	Characters in italics are unrecognizable	D0AF 5575C	IRIPS PDF firmware	Install version 1.05 or later	
Characters printed incorrectly	Characters printed with the wrong magnification if a CID font is used	D0AF 5575E	IRIPS PDF firmware	Install version 1.07 or later	
Characters printed incorrectly	Characters become too thick if the transparency is specified	D0AF 5575E	IRIPS PDF firmware	Install version 1.07 or later	
Characters printed incorrectly	***When printing a PDF with an embedded TrueType font, some characters are garbled.***	***D0AF 5575F***	***IRIPS PDF firmware***	***Install version 1.08 or later***	
Characters printed incorrectly	***Some Type 0 fonts in a PDF do not print correctly***	***D0AF 5575F***	***IRIPS PDF firmware***	***Install version 1.08 or later***	
Characters printed incorrectly	***Some Symbolic fonts in a PDF do not print correctly.***	***D0AF 5575F***	***IRIPS PDF firmware***	***Install version 1.08 or later***	

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Subject	Symptom	RTB #	Cause	Solution	Note
Others	*Cancelling a scan job while the preview is displayed causes the information of the captured image file to be recorded incorrectly*	*D0AD 5560E D0AF 5560E*	*Scanner firmware*	*Install version 01.05 or later*	
		D239 5560T D242 5560T	*Scanner firmware*	*Install version 01.14 or later*	

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5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Wording errors	In English and other languages	D259 038d	Application Site for eDC	Install version 2.01.22 or later	
Wording errors	"Remote Panel Operation" in the menu of Web Image Monitor	D0AD 5561D D0AF 5561D	Web Support firmware	Install version 1.04 or later	
		D239 5561M D242 5561M	Web Support firmware	Install version 1.10 or later	
Freezes	When displaying the preview screen	D259 030e	Simple Scan for eDC	Install version 1.07 or later	
Freezes	When running ARFU	D259 012n	Cheetah System firmware	Install version 1.17.1 or later	
Freezes	If the Start button is pressed in copy mode immediately after recovering from energy saver mode	D239 001i D242 001i D244 001i	System/Copy firmware	Install version 1.11 or later	
Freezes	At start up or after recovering from the energy saving mode	D241 1425D D241 1429D	Cheetah System firmware	Install version 1.27 or later	
Freezes	***When the SOP and the application settings are exported using the backup function***	***D241 1425F D241 1429F***	***Cheetah System firmware***	***Install version 1.27.2 or later***	
Touch panel not responding	***After the machine stalled during ARFU***	***D241 1427Z***	***Legacy UI firmware***	***Install version 1.22 or later***	
Reboots	When displaying the preview screen	D259 030e	Simple Scan for eDC	Install version 1.07 or later	
Reboots	While entering sleep mode; may be followed by SC819/SC672	D259 012u	Cheetah System firmware	Install version 1.22.2 or later	
Does not respond to IC card	The operation panel does not light up if the IC card is held over the NFC card reader.	D259 048	ICCardDispatcher for eDC	Install version 2.12.01 or later	
Fonts	Wrong fonts used	D239 001c D242 001c D244 001c	System/Copy firmware	Install version 1.05 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Icons	Parts of application icons not displayed after executing SP5-761-001 to restore the default home screen settings.	D259 012f	Cheetah System firmware	Install version 1.11 or later	
Icons	SDKJ application icon not displayed on the home screen	D241 1425 D241 1429	Cheetah System firmware	Install version 1.23 or later	
Icons	The SDK application icon not displayed after recovering from energy saving mode	D241 5579R	Java VM v12 std for eDC firmware Java VM v12 std UpdateTool firmware	Install version 12.55.02 or later	
Icons	The yellow mark not displayed on the 'Other Settings' icon even if one of the 'Other Settings' is enabled	D241 1454X	SmartCopy firmware	Install version 1.25 or later	
		D241 1425D D241 1429D	Cheetah System firmware	Install version 1.27 or later	
Characters missing	When user code authentication is set up for use in the Browser, some characters for "User Code" in the user code authentication pop-up dialog are not displayed when Web Browser NX is launched	D259 012f	Cheetah System firmware	Install version 1.11 or later	
Information missing	Printer status does not appear on the status confirmation screen until the first job is run	FIT101373991.ps		Color Controller E-23C system software version 1.0.	
Screen is too dark	Screen remains dark if an IC card is used to log in.	D259 012f	Cheetah System firmware	Install version 1.09 or later	
Does not activate	The Smart Operation Panel remains turned off and does not respond	D259 012h	Cheetah System firmware	Install version 1.13.1 or later	
Cannot calibrate	Smart Operation Panel	D259 012h	Cheetah System firmware	Install version 1.13.1 or later	
Buttons active/inactive at the wrong time	When feeding from the by-pass tray, the Start key becomes active before specifying the paper size	D239 001f D242 001f D244 001f	System/Copy firmware	Install version 1.08 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Buttons active/inactive at the wrong time	If the key counter is canceled during scanning, the job reset button remains on the operation panel	D259 030i	SimpleScan for eDC firmware	Install version 1.11 or later	
Wrong language	If the language is changed in the language widget, "Please wait" is displayed in the previous language when Quick Scanner is reopened	D259 030h	SimpleScan for eDC firmware	Install version 1.10 or later	
Button does not work	"Job Operation" button	D259 020h	PrinterInfo for eDC firmware	Install version 1.10 or later	
Button does not work	Start button does not work after a jam occurs	D239 001h D242 001h D244 001h	System/Copy firmware	Install version 1.10 or later	
Button does not work	The "Continue Printing" button does not work after pressing the "Stop" key while copying from the exposure glass	D241 1443S	SimpleCopy firmware	Install version 1.20 or later	
Window does not close	After entering user code	D239 001h D242 001h D244 001h	System/Copy firmware	Install version 1.10 or later	
Applications appear unexpectedly		D259 012u	Cheetah System firmware	Install version 1.22.2 or later	
Resets to default	The screen switches to the default setting of Function Priority when connected to a USB device such as a keyboard	D259 035m	LegacyUI for eDC firmware	Install version 1.15.1 or later	
Wrong paper size displayed	Tray 1, after the display language is changed	D259 020i	PrinterInfo for eDC firmware	Install version 1.11 or later	
No display		D239 053a D242 045a D244 034a	USB communication failure Controller board or operation panel boot-up error	Turn the power off/on. Then work through the flow chart on page 3 of the RTB.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Expected screen not displayed	After printing, the file selection screen is not displayed	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Expected screen not displayed	Eco information screen not displayed at the expected time when a user logs in	D0AD 5550D D0AF 5550D	System/Copy firmware	Install version 1.05 or later	
Expected screen not displayed	*Pressing the Fiery button on the operation panel after powering on the machine does not display the "Please Wait" screen.*	*D239 5535F D242 5535F*	*System/Copy firmware*	*Install version 1.24 or later*	
Expected screen not displayed	*If "Interrupt mode" is pressed in a Legacy application, the home screen is displayed instead of the original application after "Interrupt mode" is released.*	*D0AD 5550K D0AF 5550K*	*System/Copy firmware*	*Install version 1.11 or later*	
		D239 5535F D242 5535F	*System/Copy firmware*	*Install version 1.24 or later*	
Problems when restarting the panel	IC card does not respond, cannot enter SP mode, or cannot connect to WIM	D239 5550Y D242 5550Y	System/Copy firmware	Install version 1.16 or later	
Panel does not turn on		D239 068a D242 060a D244 048a D0AD 013a D0AF 012a D0AH 010a	Power not supplied to the operation panel	Follow the instructions in the RTB	
LEDs	Blue LED does not turn on	D239 068a D242 060a D244 048a D0AD 013a D0AF 012a D0AH 010a		Follow the instructions in the RTB	

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Subject	Symptom	RTB #	Cause	Solution	Note
Blue screen	Blue screen appears	D239 068a D242 060a D244 048a D0AD 013a D0AF 012a D0AH 010a	Software issues	Follow the instructions in the RTB	
Black screen	*After switching the user or the display language, a black screen is displayed for a few seconds when opening Quick Print Release*	*D241 1446R*	*PrinterSJob firmware*	*Install version 1.75 or later*	
'Please wait'		D239 068a D242 060a D244 048a D0AD 013a D0AF 012a D0AH 010a	Software issues	Follow the instructions in the RTB	
Legacy mode	Problems with the Smart Operation Panel when Legacy mode is use	D239 074	Do not use Legacy UI Firmware v1.20	Use v1.19 or earlier.	

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6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
Login/logout	When an error occurs while user code authentication is enabled, the login screen appears for a moment	D239 009a D242 009a D244 009a	Scanner firmware	Install version 01.01 or later	
Login/logout	When using Quick Card Authentication, even if the card reader setting in Screen Features is disabled, the login screen for the card is still displayed.	D259 038d	Application Site for eDC	Install version 2.01.24 or later	
Login/logout	The logout confirmation screen does not appear when the System Settings menu is logged out by an administrator.	D239 001b D242 001b D244 001b	System/Copy firmware	Install version 1.04 or later	
Login/logout	Cannot logout if logged in using CAP and the device enters Energy Save mode	D239 001d D242 001d D244 001d	System/Copy firmware	Install version 1.06 or later	
Login/logout	Indicator remains lit after logout	D259 030g	Simple Scan for eDC	Install version 1.09 or later	
Login/logout	Login screen not displayed after logout	D259 030g	Simple Scan for eDC	Install version 1.09 or later	
Login/logout	Cannot login with card reader	D259 012s	Cheetah System firmware	Install version 1.20 or later	
Login/logout	Users forcefully logged off while printing or previewing a print.	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Login/logout	Login screen shown after swiping with an IC card	D241 1425 D241 1429	Cheetah System firmware	Install version 1.23 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Login/logout	*Cannot logout when the device is accessed from WIM just before scanning is finished*	D239 5560L D242 5560L	Scanner firmware	Install version 01.07 or later	
		D239 5560S D242 5560S	Scanner firmware	Install version 01.13 or later	
		D0AD 5560E D0AF 5560E	*Scanner firmware*	*Install version 01.05 or later*	
Login/logout	Cannot login using Bluetooth in Smart Device Connector	D241 1425B D241 1429B	Cheetah System firmware	Install version 1.25 or later	
Login/logout	Cannot log in if the machine repeatedly enters and exits Energy Saver Mode	D0AD 5550J D0AF 5550J	System/Copy firmware	Install version 1.10 or later	
		D239 5535E D242 5535E		Install version 1.23 or later	
Password	Administrator password cannot be changed via telnet	D239 003i D242 003i D244 003i	Network Support firmware	Install version 15.61 or later	
Password	When re-entering a secure print window after exiting with the Home soft button, login password is not requested	Color Controller E-23C firmware		FIT101727460	
ID cards	If a user ID is input manually, then an IC card of a different user is hovered over the card reader, the user ID on the IC card overwrites the user ID manually input.	D239 001b D242 001b D244 001b	System/Copy firmware	Install version 1.04 or later	
System Settings menu appears	If the authentication setting is changed while logging in, the System Settings menu appears instead of the home screen.	D239 001b D242 001b D244 001b	System/Copy firmware	Install version 1.04 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Devices communicating with each other	Devices connected to the Smart Operation Panel via Wireless Direct can communicate with each other	D259 012f	Cheetah System firmware	Install version 1.09 or later	
Unauthorized access to network	A client device connected to the smart operation panel via WiFi Direct can access the customer's corporate LAN environment	D239 035 D242 025 D244 016	Cheetah System firmware	Install version 1.05.1 or later	
Authentication	User authentication in SDK applications does not work due to corrupted serial number in SP5811-001	D239 002d D244 002d	Engine firmware	Install version 1.07:02 or later	
		D242 002d		Install version 1.07:04 or later	
Authentication	When the authentication method is changed from "User code" to "Basic", the device displays the "User code" entry screen in Smart Scanner.	D259 030g	Simple Scan for eDC	Install version 1.09 or later	
Authentication	When the device is set to use "IEEE 802.1X" and "TLS1.2" is set to "active", authentication will fail	D239 003f D242 003f D244 003f	Network Support firmware	Install version 15.58 or later	
Authentication	"User Code Authentication": No alert sound for an invalid entry	D259 030h	SimpleScan for eDC firmware	Install version 1.10 or later	
Authentication	Authentication screen remains after timeout	D259 020h	PrinterInfo for eDC firmware	Install version 1.10 or later	
Authentication	The DSDK application fails to connect to the LDAP server when using Kerberos authentication	Gene 087p	Java VM v12 for eDC	Install version 12.47.01 or later	
		Gene 088n	Java VM v12 Update Tool	Install version 12.47.01 or later	
Authentication	The user code is cleared when transitioning to the Home screen	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Authentication	User restriction not working with Quick Card Authentication	D239 5550W D242 5550W	System/Copy firmware	Install version 1.14 or later	
		D0AD 5550D D0AF 5550D	System/Copy firmware	Install version 1.05 or later	
Authentication	*SmartSDK WebAPI bug with the temporary user authentication function*	*D0AD 5550K D0AF 5550K*	*System/Copy firmware*	*Install version 1.11 or later*	
		D239 5535F D242 5535F	*System/Copy firmware*	*Install version 1.24 or later*	
Privileges not granted	When the data in the address book is restored and then run a program on the home screen	D259 030g	Simple Scan for eDC	Install version 1.09 or later	
Vulnerabilities	"Master Key" vulnerability	D259 012q	Cheetah System firmware	Install version 1.18 or later	
SSL	After applying a security update, SSL communication fails between Windows and an application that includes an SSL server function	Gene 087j	Java VM v12 Update Tool	Install version 12.42.01 or newer.	
		Gene 088h	Java VM v12 for eDC firmware		
Logs	When changing the password policy in the "Extended Security" menu through WIM, it is not recorded in the access log	D0AD 5561A D0AF 5561A	Web Support firmware	Install version 1.01 or later	
		D239 5561H D242 5561H	Web Support firmware	Install version 1.06 or later	
Logs	When the device is in Energy Saver Mode, nonexistent errors are recorded in the system logs.	D239 5550V D242 5550V	System/Copy firmware	Install version 1.13 or later	
		D239 5567N D242 5567N	Network Support firmware	Install version 15.62 or later	

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7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC121-00	When the scanner carriage moves while taking a copy using the exposure glass	D244 023	Not enough grease is applied to the side surface of the guide rod	Spread some of the grease that is on the top of the guide rod to both sides of the guide rod, where contact is made with the bearings. IMPORTANT: Spread the grease with your finger or a piece of paper. DO NOT use a screw driver	
SC161-02	SPDF DF3100: After scanning the first sheet in simplex and the second or later in duplex	D239 002a D242 002a D244 002a	Engine firmware	Install version 1.04:02 or later	
SC204		D0AD 018 D0AF 017 D0AH 015 D239 073 D242 065 D244 053	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.	
SC324-01, 05		D239 043 D242 035 D244 024	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.	
SC374	After recovery from toner end	D239 002f	Engine firmware	Install version 1.09:02 or later	
		D242 002f		Install version 1.09:04 or later	
		D244 002f		Install version 1.09:02 or later	
SC672-00/-11	When shifting to STR; cannot be cancelled (the power cable must be unplugged)	D239 025 D242 017	If the following are installed, the internal process to shift to STR cannot be completed. Extended USB Board Type M19 + File Format Converter Type M19, or	Disable STR (Set SP5-191-001 to 0: OFF) when installing these options.	

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Subject	Symptom	RTB #	Cause	Solution	Note
			Extended USB Board Type M19 + Color Controller E-23C		
SC672-00/-11	When recovering from energy saver mode	D242 001e	System/Copy firmware	Install version 1.07 or later	
SC672-11	Cannot recover from energy saver mode	D239 001g D242 001g D244 001g	System/Copy firmware	Install version 1.09 or later	
SC672	Reboots after entering sleep mode	D259 012u	Cheetah System firmware	Install version 1.22.2 or later	
SC672-00 to 13		D239 053a D242 045a D244 034a	USB communication failure Controller board or operation panel boot-up error	Turn the power off/on. Then work through the flow chart on page 2 of the RTB.	
SC687	"Scanning" appears, if the last page is fed and a page is added in batch mode on the SPDF.	D239 002c D242 002c D244 002c	Engine firmware	Install version 1.06:02 or later	
SC687	When restarting a large print job	D239 5550Y D242 5550Y	System/Copy firmware	Install version 1.16 or later	
		D0AD 5550D D0AF 5550D	System/Copy firmware	Install version 1.05 or later	
SC701-08		***D779 5300M***	***ARDF 3090 firmware***	***Install version 01.340:03 or newer.***	
SC720-83	Broken guide cover (SR3230/SR3240 finishers)	D239 046 D242 038 D244 027	A piece of the cover falls into the machine, and the guide cannot return to home position	Check between the guide and the exterior cover and remove any broken pieces.	
SC816-98	When the system enters STR mode	D0AD 5550B D0AF 5550B	System/Copy firmware	Install version 1.03 or later	
SC816-98	During STR mode	D0AD 5554A D0AF 5554A	PowerSaving Sys firmware	Install version F.L3.06.2 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC819	When recovering from energy saving mode	D239 001b D242 001b D244 001b	System/Copy firmware	Install version 1.04 or later	
SC819	At startup	D239 001c D242 001c D244 001c	System/Copy firmware	Install version 1.05 or later	
SC819	At boot-up	D239 001h D242 001h D244 001h	System/Copy firmware	Install version 1.10 or later	
SC819	Reboots after entering sleep mode	D259 012u	Cheetah System firmware	Install version 1.22.2 or later	
SC819	If the auto log-out timer and the energy saving timer are set to the same value	D239 001i D242 001i D244 001i	System/Copy firmware	Install version 1.11 or later	
SC819	After removing a jam that occurred while printing a large job that fully consumes the printer memory	D239 001i D242 001i D244 001i	System/Copy firmware	Install version 1.11 or later	
SC819	After ARFU or RFU	D0AD 5567G D0AF 5567G D239 5567T D242 5567T	Network Support firmware	Install version 15.67 or later	
SC819	After updating firmware remotely	D0AD 5550F D0AF 5550F	System/Copy firmware	Install version 1.07 or later	
		D239 5535B D242 5535B		Install version 1.20 or later	
SC843-02		D241 1425A D241 1429A	Cheetah System firmware	Install version 1.24.1 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC845-50	After downloading package firmware by ARFU.	D239 5550X D242 5550X	System/Copy firmware	Install version 1.15 or later	
		D0AD 5550C D0AF 5550C	System/Copy firmware	Install version 1.04.1 or later	
SC860-00	If the main power is turned on immediately after being turned off (i.e. while the machine is still shutting down, the LCD is off, and the blue LED is blinking)	D239 045 D242 037 D244 026	Cheetah System firmware	Install version 1.20 or later	
SC869-00		D239 028 D242 021	The connector for the proximity sensor comes loose.	Reconnect it	
SC871	When turning off the machine power, if Backup Transmission is enabled	D239 014f	GWFCU3.8-11(WW) firmware	Install version 07:00:00 or later	
SC899	When an IC card reader that is connected via USB is unplugged from the device	D239 003a D242 003a D244 003a	Network Support firmware	Install version 15.54 or later	
SC899	When registering addresses in the Speedoc application	D239 008b D242 008b D244 008b	RemoteFax firmware	Install version 03:00:00 or later	
SC899	When the Printer application starts up	D239 007c D242 007c D244 007c	Printer firmware	Install version 1.03 or later	
SC899	When logging out from a machine with user authentication enabled.	D239 005d D242 005d D244 005d	Fax firmware	Install version 05.00.00 or later	

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SC899	When installing @Remote	D239 001g D242 001g D244 001g	System/Copy firmware	Install version 1.09 or later	
SC899	When using an application on @Remote connected machines	D239 001g D242 001g D244 001g	System/Copy firmware	Install version 1.09 or later	
SC899	After updating with the packaged firmware	D239 001f D242 001f D244 001f	System/Copy firmware	Install version 1.08 or later	
SC899	When receiving IP Fax	D239 008c D242 008c D244 008c	RemoteFax firmware	Install version 04:00:00 or later	
SC899	When printing a document that has fewer than four colors for CMYK specified	D239 018d	PDF firmware	Install version 1.09 or later	
SC899	When printing PDF files that contain composite fonts	D239 018d	PDF firmware	Install version 1.09 or later	
SC899	When doing location-free printing or authentication by using a solution product	Gene 087p	Java VM v12 for eDC	Install version 12.47.01 or later	
		Gene 088n	Java VM v12 Update Tool	Install version 12.47.01 or later	
SC899	When rebooting after updating a firmware	D239 001i D242 001i D244 001i	System/Copy firmware	Install version 1.11 or later	
SC899	When printing a PDF file that contains graphics or text via PDF Direct	D239 018e	PDF firmware	Install version 1.10 or later	
SC899	When Job Logs are being collected	D0AD 5568B D0AF 5568B	NetworkDocBox firmware	Install version 1.02 or later	
		D239 5568H D242 5568H	NetworkDocBox firmware	Install version 1.06 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC899	The document being faxed is targeted for capture, and the fax is sent	D0AD 5568B D0AF 5568B	NetworkDocBox firmware	Install version 1.02 or later	
		D239 5568H D242 5568H	NetworkDocBox firmware	Install version 1.06 or later	
SC899	When printing a PCL job which contains images via host printing	D242 5573H	PCL firmware	Install version 1.13 or later	
SC899	If there is a large number of different characters used in a print job	D242 5586H	PDF firmware	Install version 1.11 or later	
		D3BD5 733B	PDF firmware	Install version 1.02 or later	
SC899	While printing via PDF Direct if a job includes more than 500 pages	D242 5586H	PDF firmware	Install version 1.11 or later	
		D3BD5 733B	PDF firmware	Install version 1.02 or later	
SC899	When scanning a document with OCR	D239 5560L D242 5560L	Scanner firmware	Install version 01.07 or later	
SC899	When logging in from a keyboard	D241 5579R	Java VM v12 std for eDC firmware Java VM v12 std UpdateTool firmware	Install version 12.55.02 or later	
SC899	When a watermark is printed from the V4 driver	D0AF 5575B	IRIPS PDF firmware	Install version 1.04 or later	
SC899	If scanning while "Download File Directly from URL Link" is set to On, "Insert Additional Email Info" is set to Off, and OCR is enabled	D239 5560Q D242 5560Q	Scanner firmware	Install version 01.11 or later	
SC899	When printing a PDF	D0AF 5575C	IRIPS PDF firmware	Install version 1.05 or later	
SC899	When updating by ARFU if Color Controller E-23C is installed	D241 1427W	Legacy UI firmware	Install version 1.19 or later	
SC899	After scanning, if "Download File Directly from URL Link" is On, "Insert Additional Email Info" is Off, and OCR is enabled	D0AD 5560D D0AF 5560D	Scanner firmware	Install version 01.04 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC899	When doing Scan to Folder	D0AD 5567H D0AF 5567H D239 5567V D242 5567V	Network Support firmware	Install version 15.68 or later	
		D237 5567G	Network Support firmware	Install version 12.84.1 or later	
SC899	*When executing SP5-846-052 (Restore All Addr Book)*	*D0AD 5550K D0AF 5550K*	*System/Copy firmware*	*Install version 1.11 or later*	
		D239 5535F D242 5535F	*System/Copy firmware*	*Install version 1.24 or later*	
SC919	If "%" is included in the file name of the job	Color Controller E-23C firmware		FIT101755949	
SC990	When recovering from a jam or after a tray is loaded with paper following a tray empty	D239 002a D242 002a D244 002a	Engine firmware	Install version 1.04:02 or later	
SC990	MP C3004/C3504 only: The machine is printing a job of two sheets or more, Paper used is A4/LT LEF, or shorter, Job is interrupted such as due to paper end.	D239 031	Firmware error	Temporary measure: Set SP2-250-001 to "0" (OFF). Firmware will be modified later.	
SC990	After an SC reboot occurs, the window stating that the automatic reboot has occurred is not closed, and SDK-J applications cannot be started	D239 007e D242 007e D244 007e	Printer firmware	Install version 1.05 or later	
		D239 001g D242 001g D244 001g	System/Copy firmware	Install version 1.09 or later	
SC990	If the tray runs out of paper or a misfeed occurs with the last page of the job	D239 002e D244 002e	Engine firmware	Install version 1.08:02 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC990	After cancelling scanning	D0AD 5550D D0AF 5550D	System/Copy firmware	Install version 1.05 or later	
		D239 5550Z D242 5550Z	System/Copy firmware	Install version 1.17 or later	
SC991	When entering energy saver mode. Controller logs are not saved	D239 001b D242 001b D244 001b	System/Copy firmware	Install version 1.04 or later	
SC991	When using an application on @Remote connected machines	D239 001g D242 001g D244 001g	System/Copy firmware	Install version 1.09 or later	
SC991	When Job Logs are being collected	D0AD 5568B D0AF 5568B	NetworkDocBox firmware	Install version 1.02 or later	
SC991	The document being faxed is targeted for capture, and the fax is sent	D0AD 5568B D0AF 5568B	NetworkDocBox firmware	Install version 1.02 or later	
SC991	After cancelling scanning	D0AD 5550D D0AF 5550D	System/Copy firmware	Install version 1.05 or later	
		D239 5550Z D242 5550Z	System/Copy firmware	Install version 1.17 or later	
SC997	When OCR is set and a document over 256 pages is scanned	D0AD 5560D D0AF 5560D	Scanner firmware	Install version 01.04 or later	
		D239 5560R D242 5560R	Scanner firmware	Install version 01.12 or later	
SC998	When the machine is woken from sleep mode by the proximity sensor	D241 1425A D241 1429A	Cheetah System firmware	Install version 1.24.1 or later	
SC998	If Streamline NX and CAP v2 are installed	D241 5579Q	Java VM v12 std for eDC firmware	Install version 12.53.01 or later	
		D241 5579Q	Java VM v12 std UpdateTool	Install version 12.53.01 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC998	When powering on if an ESA application is set as a function priority	D239 5550W D242 5550W	System/Copy firmware	Install version 1.14 or later	
SC998	*When rebooting the machine if ESA application is set as the priority function*	*D0AD 5550K D0AF 5550K*	*System/Copy firmware*	*Install version 1.11 or later*	
Java VM related SC	When doing location-free printing or authentication by using a solution product	Gene 087p	Java VM v12 for eDC	Install version 12.47.01 or later	
		Gene 088n	Java VM v12 Update Tool	Install version 12.47.01 or later	
"Unfortunately, Web Browser NX has stopped."	When turning off the main switch	D259 012e	CheetahSystem firmware	Install version 1.07.1 or later	
"Unfortunately, Application Site has stopped."	When exporting the device settings to a storage device from System Settings	D259 037d	Application Site for eDC	Install version 1.02.02 or later	
"All the pages are detected as . No file was created."	When pages are scanned while "Delete Page" is enabled in the OCR settings	D239 009a D242 009a D244 009a	Scanner firmware	Install version 01.01 or later	
"Original is being scanned by another function."	When Quick Scan is displayed after the TWAIN application is completed Scanning	D259 030e	Simple Scan for eDC	Install version 1.07 or later	
Unspecified error message	When Application Site is opened	D259 037d	Application Site for eDC	Install version 1.02.02 or later	
Unspecified error	When a machine setting is changed from WIM while in energy saver mode	D259 012f	Cheetah System firmware	Install version 1.11 or later	
Unspecified error	Connection error message appears mistakenly on @Remote connected machines	D239 001g D242 001g D244 001g	System/Copy firmware	Install version 1.09 or later	
Unspecified error	If printing a job when Unauthorized Copy Prevention is enabled and there are asterisks in the "Enter User Text".	D239 017c	PCL firmware	Install version 1.11 or later	
Unspecified warning	Appears when activating iWnnIME	D259 012f	Cheetah System firmware	Install version 1.09 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Error not displayed	When scanning a size that is too small for the ADF	D259 030e	Simple Scan for eDC	Install version 1.07 or later	
Error not displayed	Fax: Upon an error, the error message in the status check window disappears and the status check LED turns OFF	D239 005b D242 005b D244 005b	Fax firmware	Install version 03:00:00 or later	
Error not displayed	A fax message cannot be sent and remains in the machine without an error message	D239 014d	GWFCU3.8-11(WW) firmware	Install version 05:00:00 or later	
Error not displayed	After the device is restarted, error messages are not displayed	D259 020i	PrinterInfo for eDC firmware	Install version 1.11 or later	
Error not displayed	Jam alert not displayed when there is a paper size mismatch	D239 001i D242 001i D244 001i	System/Copy firmware	Install version 1.11 or later	
		D0AD 5550D D0AF 5550D	System/Copy firmware	Install version 1.05 or later	
Error not displayed	Error messages briefly appear and then disappear	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Network error message appears falsely	When using wireless LAN and IP fax	D239 005b D242 005b D244 005b	Fax firmware	Install version 03:00:00 or later	
		D239 008a D242 008a D244 008a	RemoteFax firmware	Install version 02:00:00 or later	
		D239 014b	GWFCU3.8-11(WW) firmware	Install version 03:00:00 or later	
"Connection with the machine has failed"	When the power button and then "Cancel" is pressed during energy saving mode	D259 030g	Simple Scan for eDC	Install version 1.09 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
"Quick Scanner isn't responding. Do you want to close it?"		D259 030h	SimpleScan for eDC firmware	Install version 1.10 or later	
Wrong error message	A message about the Application Site closing appears after correcting a setting error for the drum unit	D259 037h	Application Site for eDC firmware	Install version 1.04.05 or later	
"Please wait"	When the Printer application is opened after the device resumes from sleep mode	D259 020i	PrinterInfo for eDC firmware	Install version 1.11 or later	
'Incorrect firmware is installed'	Displayed at machine installation	D239 054 D242 046 D244 035	Do the procedure in the RTB.		
'Please wait'		D241 1427Y	Legacy UI firmware	Install version 1.21 or later	
Other	An error message indicates that part of the import failed when executing "Export" and "Import" in user tools	D241 1425A D241 1429A	Cheetah System firmware	Install version 1.24.1 or later	
Other	*When printing a PDF, an invalidfont error occurs*	*D0AF 5575F*	*IRIPS PDF firmware*	*Install version 1.08 or later*	
Other	*A backup failure message appears when executing SP5-846-051 (Backup All Addr Book)*	*D0AD 5550K D0AF 5550K*	*System/Copy firmware*	*Install version 1.11 or later*	
		D239 5535F D242 5535F	*System/Copy firmware*	*Install version 1.24 or later*	

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8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Finisher SR3210/SR3220	If the front door is opened and closed, the paper exit motor continues to rotate.	D3B8 001a	Finisher SR3210 firmware	Install version 01.030:05 or later	
		D3B9 001a	Booklet Finisher SR3220 firmware	Install version 01.030:04 or later	
Finisher SR3210/SR3220	Jam 223	D3B8 001	An excessive load is generated due to a foreign substance on the shaft of the shift exit roller.	Clean the shaft of the shift exit roller.	Possible RTB numbering error
Finisher SR3210/SR3220	SR3220: The staple on the booklet is bent, because the stapler does not activate at the correct time.	D3B9 001c	Booklet Finisher SR3220 firmware	Install version 01.050:04 or later	
Finisher SR3230	Continuously running mixed size stapling jobs causes a stapling failure.	D239 002a D242 002a D244 002a	Engine firmware	Install version 1.04:02 or later	
Finisher SR3230	Stacking is poor with jobs run on small paper sizes that use shift mode	D3BA 001d	Finisher SR3230 firmware	Install version 01.030:07 or later	
Finisher SR3230	Stacking is poor with staple jobs using the shift mode	D3BA 001d	Finisher SR3230 firmware	Install version 01.030:07 or later	
Finisher SR3230	Tray full status is not detected for saddle-stitched booklets	D3BA 001d	Finisher SR3230 firmware	Install version 01.030:07 or later	
Finisher SR3230	The shift jogger does not initialize when switching from shift mode to another mode, and interferes with paper	D3BA 001d	Finisher SR3230 firmware	Install version 01.040:07 or later	
Finisher SR3230	Stapled booklets are not aligned properly on the exit tray	D3BA 001d, 003a	Finisher SR3230 firmware	Install version 01.050:07 or later	
Finisher SR3230	The last sheet of a job fed out using the shift mode is not stacked properly, if A4LEF or smaller.	D3BA 001g	Finisher SR3230 firmware	Install version 01.080:07 or later	
Finisher SR3230/ SR3240	One or more sheets (A4/LT or smaller) protrude from the stack when the sheet(s) are fed out to the tray late.	D3BA 004	The edge of the guide Mylar protrudes over the paper exit roller.	Re-attach the guide Mylar (see the procedure in the RTB).	

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Subject	Symptom	RTB #	Cause	Solution	Note
Finisher SR3230/ SR3240	Staple misalignment, if switched from shift mode to edge staple mode.	D3BA 001e	Finisher SR3230 firmware	Install version 01.060:07 or later	
Finisher SR3230/ SR3240	Staple misalignment: Booklets	D3BA 001f	Finisher SR3230 firmware	Install version 01.070:07 or later	
Finisher SR3230/ SR3240	Banner paper and envelopes are stacked poorly.	D3BA 005	The sheets hit the top cover when fed out.	Attach a mylar (P/N D3BB7495). See the RTB for the procedure.	
Staple-less stapling	Cannot be used when the staple cartridge is empty or removed	D239 007h D242 007h D244 007h	Printer firmware	Install version 1.08 or later	
Applications	Several application names were incorrect.	D259 027c	FaxInfoWidget for eDC	Install version 1.02 or later	
		D259 034d	LanguageWidget for eDC	Install version 1.03 or later	
Applications	If the machine is shut down while Java VM is starting up, Java VM does not activate the next time the machine is powered on.	Gene 087c	Java VM v12 Update Tool	Install version 12.28.05 or newer	
		Gene 088a	Java VM v12 for eDC firmware	Install version 12.28.05 or newer	
Applications	Error if an ESA application is uninstalled with the extended features of WIM	Gene 087c	Java VM v12 Update Tool	Install version 12.28.05 or newer	
		Gene 088a	Java VM v12 for eDC firmware	Install version 12.28.05 or newer	
Applications	When a job is done using the TWAIN driver, the legacy Scanner application is displayed.	D239 009a D242 009a D244 009a	Scanner firmware	Install version 01.01 or later	
Applications	When a job is done using Smart Scanner, the legacy Scanner application is opened	D239 009a D242 009a D244 009a	Scanner firmware	Install version 01.01 or later	
Applications	Cannot switch to the batch mode during a Smart Copy application job	D239 001b D242 001b D244 001b	System/Copy firmware	Install version 1.04 or later	
Applications	Installation of the SLNX Hybrid mode application not completed.	D239 001c D242 001c D244 001c	System/Copy firmware	Install version 1.05 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Applications	Cannot use applications because Java VM does not activate.	Gene 087e	Java VM v12 for eDC firmware	Install version 12.35.01 or later	
		Gene 088c	Java VM v12 Update Tool		
Applications	When installing an application using an SD card, the Legacy UI firmware is uninstalled or part of the application fails to be installed.	D259 012f	Cheetah System firmware	Install version 1.11 or later	
Applications	Licenses of applications installed via the Application Site cannot be renewed	D259 012f	Cheetah System firmware	Install version 1.09 or later	
Applications	Hybrid applications can be installed by using an invalid product key via the Application Site.	D259 012f	Cheetah System firmware	Install version 1.09 or later	
Applications	Cannot open the Application Site	D259 012g	Cheetah System firmware	Install version 1.12 or later	
Applications	The QR code application quits when opening the settings in Taiwanese models.	D259 032h	QRCodeforSDC for eDC firmware	Install version 2.1.2 or later	
Applications	The QR code application quits when started up in Taiwanese models.	D259 012i	Cheetah System firmware	Install version 1.15 or later	
Applications	Upload of scan data with Web BrowserNX fails	D259 012i	Cheetah System firmware	Install version 1.15 or later	
Applications	Smart Scanner application shuts down	D259 030g	Simple Scan for eDC	Install version 1.09 or later	
Applications	When the "Check" button is pressed in Smart Scanner, an error occurs.	D259 030g	Simple Scan for eDC	Install version 1.09 or later	
Applications	SDK applications do not behave properly	D239 001f D242 001f D244 001f	System/Copy firmware	Install version 1.08 or later	
		Gene 087m	Java VM v12 Update Tool	Install version 12.45.00 or newer.	
		Gene 088j	Java VM v12 for eDC firmware		
Applications	SDK applications do not behave properly	D239 051 D242 043 D244 032	Java VM firmware bug	Install version 12.45.00 or newer.	
Applications	Failure when uploading files to a web server via a web application	D259 012q	Cheetah System firmware	Install version 1.18 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Applications	MediaPrtScn closes unexpectedly when on the "Print settings" screen	D259 022f	MediaPrtScn for eDC firmware	Install version 1.12 or later	
Applications	Measurements shown in Quick Scanner are not correct	D259 030h	SimpleScan for eDC firmware	Install version 1.10 or later	
Applications	Various problems with Quick Scanner	D259 030i	SimpleScan for eDC firmware	Install version 1.11 or later	
Applications	The "Preview" and "Selected" buttons are active before a file is selected.	D259 022h	MediaPrtScn for eDC firmware	Install version 1.14 or later	
Applications	A file can be printed even if it is deleted on the "Confirm File" screen	D259 022h	MediaPrtScn for eDC firmware	Install version 1.14 or later	
Applications	The amount of toner remaining is not reflected immediately	D259 022h	MediaPrtScn for eDC firmware	Install version 1.14 or later	
Applications	The application being used to print unexpectedly closes	D259 022h	MediaPrtScn for eDC firmware	Install version 1.14 or later	
Applications	Quick Print Release: 17 x 22 paper in the input tray is displayed as 11 x 17	D259 021g	PrinterSJob for eDC firmware	Install version 1.59 or later	
Applications	Quick Print Release: The application screen is blacked out when it is reopened	D259 021g	PrinterSJob for eDC firmware	Install version 1.59 or later	
Applications	Quick Print Release: Cannot start after the device resumes operating from energy-saving mode	D259 021g	PrinterSJob for eDC firmware	Install version 1.59 or later	
Applications	Printer Bit Switch #12-5 does not behave properly	D259 021g	PrinterSJob for eDC firmware	Install version 1.59 or later	
Applications	Notifications are not displayed in MFP applications	D239 007f D242 007f D244 007f	Printer firmware	Install version 1.06 or later	
Applications	Wrong Product ID used	D259 021h	PrinterSJob for eDC firmware	Install version 1.60 or later	
Applications	Destinations missing from Quick Scanner	D259 030j	SimpleScan for eDC firmware	Install version 1.12 or later	
Applications	Cannot use required version of Java VM after replacing the controller board	Gene 087p	Java VM v12 for eDC	Install version 12.47.01 or later	
		Gene 088n	Java VM v12 Update Tool	Install version 12.47.01 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Applications	Java VM does not recognize a change in relationship between the host name and the IP address on the DNS server	Gene 087p	Java VM v12 for eDC	Install version 12.47.01 or later	
		Gene 088n	Java VM v12 Update Tool	Install version 12.47.01 or later	
Applications	An error occurs when trying to display a preview in the Print (Memory Storage Device) application.	D239 007g D242 007g D244 007g	Printer firmware	Install version 1.0 7 or later	
Applications	Scanner application ends abnormally	D259 019k	SmartScan for eDC firmware	Install version 1.13 or later	
Applications	The application aborts while trying to print via the bypass tray.	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Applications	The application is unresponsive when many jobs via ADF are scanned.	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Applications	Some Smart SDK applications are deleted with CheetahSystem v1.21.	D284 027	Firmware bug	Install newer Cheetah System firmware	
Applications	SDK applications cannot start during the boot process due to a Java VM error	D241 5579Q	Java VM v12 std for eDC firmware	Install version 12.53.01 or later	
		D241 5579Q	Java VM v12 std UpdateTool	Install version 12.53.01 or later	
Applications	Cannot install applications remotely	D241 5579Q	Java VM v12 std for eDC firmware	Install version 12.53.01 or later	
		D241 5579Q	Java VM v12 std UpdateTool	Install version 12.53.01 or later	
Applications	Cannot apply profiles or retrieve device information	D241 5579Q	Java VM v12 std for eDC firmware	Install version 12.53.01 or later	
		D241 5579Q	Java VM v12 std UpdateTool	Install version 12.53.01 or later	
Applications	An SDK application may stop suddenly due to an increase in memory usage	D241 5579S	Java VM v12 std for eDC firmware Java VM v12 std UpdateTool firmware	Install version 12.57.00 or later	
Applications	Remote un-installation for Streamline NX fails	D0AD 5550E D0AF 5550E	System/Copy firmware	Install version 1.06 or later	
		D239 5535A D242 5535A	System/Copy firmware	Install version 1.19 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Applications	The quota notification cannot be displayed on some SmartSDK applications	D0AD 5550E D0AF 5550E	System/Copy firmware	Install version 1.06 or later	
		D239 5535A D242 5535A	System/Copy firmware	Install version 1.19 or later	
Applications	After starting Web Browser NX, Application Site cannot be started from Screen SP Mode	D241 1425D D241 1429D	Cheetah System firmware	Install version 1.27 or later	
Applications	Legacy applications do not open	D241 1427Y	Legacy UI firmware	Install version 1.21 or later	
Applications	WebAPI bug when obtaining the network property information	D239 5567X D242 5567X D0AD 5567K D0AF 5567K	Network Support firmware	Install version 15.70 or later	
Applications	SmartSDK WebAPI bug with serverless transfer requests for device logs	D239 5568L D242 5568L	Network DocBox firmware	Install version 1.09 or later	
		D0AD 5568E D0AF 5568E	Network DocBox firmware	Install version 1.05 or later	
Applications	SmartSDK WebAPI bug with the temporary user authentication function	D239 5568L D242 5568L	Network DocBox firmware	Install version 1.09 or later	
		D0AD 5568E D0AF 5568E	Network DocBox firmware	Install version 1.05 or later	
Applications	*CAP/ELP NX V2 doesn't start up when power off/on, and then system settings can't be used*	*D241 5579T*	*Java VM v12 Update Tool Java VM v12 for eDC firmware*	*Install version 12.60.02 or newer.*	
Fiery controller	The controller falsely responds to a communication targeted to a different IP address				
Fiery controller	The behavior of the prerequisite checking patch is not correct when the system is missing a prerequisite.	FIT101764300		Color Controller E-23C system software	

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Subject	Symptom	RTB #	Cause	Solution	Note
Browser	Webpages not displayed properly in the web browser when connected to a proxy server.	D259 012f	Cheetah System firmware	Install version 1.09 or later	
Browser	Sound from the video still plays after returning to the Home screen	D259 012g	Cheetah System firmware	Install version 1.12 or later	
Browser	Cannot print from browser screen	D259 012h	Cheetah System firmware	Install version 1.13.1 or later	
Card reader	Does not respond	D259 012n	Cheetah System firmware	Install version 1.17.1 or later	

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9. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Part or all of the image is missing	Some lines and/or borders missing from PCL jobs	D239 017a	PCL firmware	Install version 1.09 or later	
Part or all of the image is missing	When printing with the PS3 driver	D239 018e	PDF firmware	Install version 1.10 or later	
Part or all of the image is missing	A pattern put on top of an image or graphic is blacked out	D242 5573H	PCL firmware	Install version 1.13 or later	
Part or all of the image is missing	When direct printing a PDF job that contains a content stream	D242 5586H	PDF firmware	Install version 1.11 or later	
		D3BD5 733B	PDF firmware	Install version 1.02 or later	
Part or all of the image is missing	The top and bottom ends are missing if the size is scaled when PDF printing	D0AF 5575C	IRIPS PDF firmware	Install version 1.05 or later	
Part or all of the image is missing	Both ends of the watermark are cut off when printing from the V4 driver	D0AF 5575C	IRIPS PDF firmware	Install version 1.05 or later	
Part or all of the image is missing	When sending a fax via SmartSDK	D242 5586K	PDF firmware	Install version 1.13 or later	
Part or all of the image is missing	***The upper part is missing when faxing via the Remote Fax.***	***D0AF 5575F***	***IRIPS PDF firmware***	***Install version 1.08 or later***	
Image wrong size	When sending a fax via SmartSDK	D242 5586K	PDF firmware	Install version 1.13 or later	
Image wrong size	***The image is vertically extended when faxing via the Remote Fax.***	***D0AF 5575F***	***IRIPS PDF firmware***	***Install version 1.08 or later***	
Characters missing	When characters that contain the incorrect TrueType font data are printed	D239 017b	PCL firmware	Install version 1.10 or later	
Images missing	***When printing from the PS3 driver***	***D3BD 5733C***	***PDF firmware***	***Install version 1.03 or later***	
Images missing	***When sending a fax via SmartSDK***	***D0AF 5575F***	***IRIPS PDF firmware***	***Install version 1.08 or later***	
		D3BD 5733C	***PDF firmware***	***Install version 1.03 or later***	
Data missing	In the "Printing text and serial numbers" mode, text with serial numbers cannot be copied	D0AD 5550D D0AF 5550D	System/Copy firmware	Install version 1.05 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Color	Output color appears different between Met-C2 and Met-C1 when printed in two-color mode.	D239 002b D244 002b	Engine firmware	Install version 1.05:02 or later	
		D242 002b	Engine firmware	Install version 1.05:04 or later	
Color	The tone of the color suddenly changes during printing.	D239 002e D244 002e	Engine firmware	Install version 1.08:02 or later	
		D242 002e	Engine firmware	Install version 1.08:04 or later	
Color	When scanning with AirPrint in MacOS X 10.12 or later, the device sends a full color JPEG even if a black and white JPEG was specified	D0AD 5560D D0AF 5560D	Scanner firmware	Install version 01.04 or later	
Abnormal image (not specified)	When sending or receiving an IP-Fax	D239 014c	GWFCU3.8-11(WW) firmware	Install version 04.00.00 or later	
USB memory	Saving a scanned file to a USB memory stick corrupts the file	D239 001e D242 001e D244 001e	System/Copy firmware	Install version 1.07 or later	
Feature not working	Erase Border works incorrectly when selecting the original paper size with two spread pages	D239 001g D242 001g D244 001g	System/Copy firmware	Install version 1.09 or later	
Blurred image	When printing a PCL5 job, black text is drawn by using process black	D239 017d	PCL firmware	Install version 1.12 or later	
Grainy image	If printed from a PCL driver with 600dpi setting	FIT101373991.ps		Color Controller E-23C system software version 1.0.	
Image at wrong size	*When sending a fax via SmartSDK*	*D0AF 5575F*	*IRIPS PDF firmware*	*Install version 1.08 or later*	
		D3BD 5733C	*PDF firmware*	*Install version 1.03 or later*	
Image rotated	*The image is rotated 180 degrees when printing a Landscape document via SmartSDK*	*D0AF 5575F*	*IRIPS PDF firmware*	*Install version 1.08 or later*	
Incorrect image density	When printing a PCL5 job, black text is drawn by using process black	D239 017d	PCL firmware	Install version 1.12 or later	
Background	Image background is filled in	D239 017d	PCL firmware	Install version 1.12 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Scaling	Wrong when printing PDF data that contains the FITTOPAGESIZE command but not PRINTSCALING	D0AF 5575D	IRIPS PDF firmware	Install version 1.06 or later	
Scaling	With booklet printing or N-Up printing, the scaling ratio might be wrong	D0AF 5575E	IRIPS PDF firmware	Install version 1.07 or later	
Centering	Pages printed as a booklet are centered incorrectly	D0AF 5575E	IRIPS PDF firmware	Install version 1.07 or later	
Poor print quality (unspecified)	Print quality degrades when set to 1200dpi	FIT101688073		E-23C color controller	

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10. Mechanical/Electrical

Subject	Symptom	RTB #	Cause	Solution	Note
Noise	When the jogger goes back to home position after the end of a job or during initialization	D3BA 001e	Finisher SR3230 firmware	Install version 01.060:07 or later	
Noise	After continuously printing 20 or more pages	D239 002e D244 002e	Engine firmware	Install version 1.08:02 or later	
		D242 002e	Engine firmware	Install version 1.08:04 or later	
Noise	When the machine stops due to a waste toner bottle full detection while printing 10 or more pages	D239 002e D244 002e	Engine firmware	Install version 1.08:02 or later	
		D242 002e	Engine firmware	Install version 1.08:04 or later	
Noise	If a jam occurs while the fusing temperature is high, for example, while continuously running jobs, and the fusing unit attempts to prevent its temperature from further increasing	D239 002e D244 002e	Engine firmware	Install version 1.08:02 or later	
		D242 002e	Engine firmware	Install version 1.08:04 or later	
Noise	Squeaking noise when the scanner carriage moves while taking a copy using the exposure glass	D244 023	Not enough grease is applied to the side surface of the guide rod	Spread some of the grease that is on the top of the guide rod to both sides of the guide rod, where contact is made with the bearings. IMPORTANT: Spread the grease with your finger or a piece of paper. DO NOT use a screw driver	
Noise	Vibration of the reverse motor, if duplexing in low speed mode	D0AD 5503A	Engine firmware	Install version 1.10:02 or later	
		D0AG 5503A	Engine firmware	Install version 1.10:04 or later	
Broken part	The front lever is broken when the duplex unit is opened and closed	D239 036 D242 027	The lever was modified earlier, but that made it weaker	Replace the lever (P/N: D2399901).	
Remaining toner detection	Remaining amount of toner displayed on the widget is incorrect	D259 026f	TonnerWidget for eDC	Install version 1.05 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Anti-condensation heater	Does not turn on following an extended period of use	D239 061 D242 053 D244 041	The temperature fuse is not a suitable component	Replace the heater with a modified type. 100-120V: D2389902 200-240V: D2389903	
Motor does not stop	If JAM 360 occurs, the transfer motor does not stop	D3BB 5300Q	Finisher SR3230 firmware	Install version 01.100:07 or later	
		D690 5300M	InnerFin_SR3130 firmware	Install version 01.100:02 or later	
		D3B8 5300G	Finisher SR3210 firmware	Install version 01.060:05 or later	
		D3B9 5300J	Booklet Finisher SR3220 firmware	Install version 01.070:04 or later	

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11. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Machine is slow	When recovering from a jam or after a tray is loaded with paper following a tray empty	D239 002a	Engine firmware	Install version 1.04:02 or later	
Machine is slow	When a spreadsheet containing many cells with patterns that are different from the default pattern is printed from Microsoft Excel 2013	D239 018b	PDF firmware	Install version 1.05 or later	
Machine is slow	Stapled jobs are ejected slowly	D3BA 001d	Finisher SR3230 firmware	Install version 01.050:07 or later	
Machine is slow	Recovering from energy saver mode takes about 5 seconds longer than usual	D239 001e D242 001e D244 001e	System/Copy firmware	Install version 1.07 or later	
Machine is slow	When using PDF Direct Print	D239 018c	PDF firmware	Install version 1.06 or later	
Machine is slow	Paper takes a long time to feed if a lot of destinations are set for scanner or fax	D239 5560L D242 5560L	Scanner firmware	Install version 01.07 or later	
Machine is slow	It takes time to resume a job if it is suspended while the device is in Energy Saver mode	D0AD 5570C D0AF 5570C	Printer firmware	Install version 1.03 or later	
		D239 5570Q D242 5570Q	Printer firmware	Install version 1.11 or later	
Machine is slow	Printing is slower than past models if CAP V2 is installed	D241 5579S	Java VM v12 std for eDC firmware Java VM v12 std UpdateTool firmware	Install version 12.57.00 or later	
Machine stalls	MP C3004/C3504 only: The machine is printing a job of two sheets or more, Paper used is A4/LT LEF, or shorter, Job is interrupted such as due to paper end.	D239 031	Firmware error	Temporary measure: Set SP2-250-001 to "0" (OFF). Firmware will be modified later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	"Scanning" appears, if the last page is fed and a page is added in batch mode on the SPDF.	D239 002c D242 002c D244 002c	Engine firmware	Install version 1.06:02 or later	
Machine stalls	If logged in using CAP and the device enters Energy Save mode	D239 001d D242 001d D244 001d	System/Copy firmware	Install version 1.06 or later	
Machine stalls	When sending or receiving an IP-Fax	D239 014c	GWFCU3.8-11(WW) firmware	Install version 04.00.00 or later	
Machine stalls	When using the SPDF	D239 001e D242 001e D244 001e	System/Copy firmware	Install version 1.07 or later	
Machine stalls	When an application accesses the HDD after turning ON the power	D239 001f D242 001f D244 001f	System/Copy firmware	Install version 1.08 or later	
Machine stalls	When IC card authentication is used to recover from Energy Save Mode.	D239 001f D242 001f D244 001f	System/Copy firmware	Install version 1.08 or later	
Machine stalls	If the machine receives a job immediately after completing a job	D239 002f	Engine firmware	Install version 1.09:02 or later	
		D242 002f		Install version 1.09:04 or later	
		D244 002f		Install version 1.09:02 or later	
Machine stalls	When image log capture is enabled and a large number of jobs are done, capture cannot be executed	D239 5568J	Network DocBox firmware	Install version 1.07 or later	
		D242 5568J			
		D242 5559K	GWFCU3.8-11(WW) firmware	Install version 09.00.00 or later	
Machine stalls	When logging in and logging out repeatedly by IC card	D239 5550Y D242 5550Y	System/Copy firmware	Install version 1.16 or later	
Machine stalls	If a job includes text outside the printable area of the page	D242 5586J	PDF firmware	Install version 1.12 or later	
		D3BD5 733B	PDF firmware	Install version 1.02 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	During PDF direct printing if a job contains a Bezier curve	D242 5586J	PDF firmware	Install version 1.12 or later	
		D3BD 5733B	PDF firmware	Install version 1.02 or later	
Machine stalls	During PDF direct printing if a spot color is used	D242 5586J	PDF firmware	Install version 1.12 or later	
		D3BD5 733B	PDF firmware	Install version 1.02 or later	
Machine stalls	When printing a heavy-duty job	D242 5573J	PCL firmware	Install version 1.14 or later	
Machine stalls	Image log capture cannot be executed and the device will freeze	D0AD 5568C D0AF 5568C	Network DocBox firmware	Install version 1.03 or later	
Machine stalls	Caused by failed login authentication from user IDs with certain Chinese characters	D0AD 5550D D0AF 5550D	System/Copy firmware	Install version 1.05 or later	
Machine stalls	The machine stalls in "Printing" status, if switched to the Silent mode while the engine is OFF	D0AD 5503B D0AG 5503B	Engine firmware	Install version 1.11:02 or later	
Machine stalls	During data transmission when doing Scan to Folder with SMBv2/v3	D0AD 5567J	Network Support firmware	Install version 15.69 or later	
		D0AF 5567J			
Machine stalls	In Energy Saver mode, freezes during the first backup after the firmware is installed	D239 078	Bug with the operation panel backup feature after Cheetah System firmware ver 1.27 is installed	Don't install ver 1.27. If the error occurs, disable the operation panel backup feature in the Cheetah SP mode	
Machine stalls	*In a device with no ADF, if the document size is detected*	D239 5560S D242 5560S	Scanner firmware	Install version 01.13 or later	
	automatically and the TWAIN driver is used for scanning, the device will freeze	*D0AD 5560E D0AF 5560E*	*Scanner firmware*	*Install version 01.05 or later*	
Machine stalls	*When executing SP5-846-052 (Restore All Addr Book)*	*D0AD 5550K D0AF 5550K*	*System/Copy firmware*	*Install version 1.11 or later*	
		D239 5535F D242 5535F	*System/Copy firmware*	*Install version 1.24 or later*	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	***If the widgets reboot during a firmware update***	***D241 1431K***	***LanguageWidget firmware***	***Install version 1.10 or later***	
		D241 1434H	***TonerWidget firmware***	***Install version 1.06 or later***	
		D241 1435F	***FaxInfoWidget firmware***	***Install version 1.04 or later***	
		D241 1437G	***EcoInfoWidget firmware***	***Install version 1.07 or later***	
Machine reboots	MP C3004/C3504 only: The machine is printing a job of two sheets or more, Paper used is A4/LT LEF, or shorter, Job is interrupted such as due to paper end.	D239 031	Firmware error	Temporary measure: Set SP2-250-001 to "0" (OFF). Firmware will be modified later.	
Machine reboots	The operation panel become blurred and lines appear, and then the machine reboots	D241 1425A D241 1429A	Cheetah System firmware	Install version 1.24.1 or later	
Machine does not reboot	When attempted to reboot the machine to resolve an SC, "Reboot will done automatically" appears but the machine is not rebooted	D239 001i D242 001i D244 001i	System/Copy firmware	Install version 1.11 or later	
Machine reboots	When entering energy saver mode	D259 012f	Cheetah System firmware	Install version 1.11 or later	
Machine enters the wrong mode	The machine returns to Engine ON mode when the proximity sensor is triggered, but it should return to Pre-recovery mode	D239 5535 D242 5535	System/Copy firmware	Install version 1.18 or later	
Firmware update	Firmware for a different optional paper tray unit can be updated	D239 001b D242 001b D244 001b	System/Copy firmware	Install version 1.04 or later	
Firmware update	Package RFU fails	D239 001d D242 001d D244 001d	System/Copy firmware	Install version 1.06 or later	
Firmware update	Package ARFU fails	D259 012i	Cheetah System firmware	Install version 1.15 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Firmware update	Error 22 during ARFU	D239 001f D242 001f D244 001f	System/Copy firmware	Install version 1.08 or later	
Firmware update	ARFU fails	D239 002f	Engine firmware	Install version 1.09:02 or later	
		D242 002f		Install version 1.09:04 or later	
		D244 002f		Install version 1.09:02 or later	
Firmware update	The wrong JavaVM firmware can be installed on any machine, possibly causing errors with JavaVM or bootup failing	D241 5579R	Java VM v12 std for eDC firmware Java VM v12 std UpdateTool firmware	Install version 12.55.02 or later	
Firmware update	If RFU is carried out while SC672 is occurring, RFU fails and the machine cannot recover until the main power is turned OFF/ON	D239 5550Z D242 5550Z	System/Copy firmware	Install version 1.17 or later	
Firmware update	Firmware update via Application Site, Streamline NX v3, Device Manager NX Pro/Enterprise and service menu cannot be done	D0AD 012b D0AF 011b D0AH 009b D239 069b D242 061b D244 049b	Problem with the "package_ALL" firmware package that contains Network Support v15.65.1 or v15.65	This problem will be resolved in the "package_ALL" firmware package that will contain Network Support v15.66 (release at the end of January 2018)	
Firmware update	Error 22 occurs when updating via ARFU	D241 1425D D241 1429D	Cheetah System firmware	Install version 1.27 or later	
Firmware update	E228 occurs when updating via SD card	D241 1425D D241 1429D	Cheetah System firmware	Install version 1.27 or later	
Energy saver mode	Recovery time when starting a job is different from when using the operation panel	D239 001b D242 001b D244 001b	System/Copy firmware	Install version 1.04 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Energy saver mode	If a USB numeric keypad is connected, the machine cannot enter the sleep mode	D259 012h	Cheetah System firmware	Install version 1.13.1 or later	
Energy saver mode	Cannot recover from energy saver mode	D239 001g D242 001g D244 001g	System/Copy firmware	Install version 1.09 or later	
Energy saver mode	Does not wake up from sleep mode when attempting to log in with the IC card	D259 012n	Cheetah System firmware	Install version 1.17.1 or later	
Energy saver mode	Does not wake up from sleep mode	D259 012q	Cheetah System firmware	Install version 1.18 or later	
Energy saver mode	***Operation panel does not recover from Energy Saver Mode***	***D0AD 5550K D0AF 5550K***	***System/Copy firmware***	***Install version 1.11 or later***	
		D239 5535F D242 5535F	***System/Copy firmware***	***Install version 1.24 or later***	
SP mode	Cannot enter SP mode, if the proximity sensor activates during the entry process	D239 001c D242 001c D244 001c	System/Copy firmware	Install version 1.05 or later	
Cannot do any jobs	After attempting to back up the address book from Device Manager NX	D239 004a D242 004a D244 004a	Network DocBox firmware	Install version 1.02 or later	
Copying does not start	When the device has just gone into energy saver mode	D0AD 5550D D0AF 5550D	System/Copy firmware	Install version 1.05 or later	
Copying does not start	When the device has just gone into energy saver mode	D0AD 5550E D0AF 5550E	System/Copy firmware	Install version 1.06 or later	
		D239 5535A D242 5535A	System/Copy firmware	Install version 1.19 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Logs	Engine logs not stored correctly if turning ON the main power or recovering from energy saving mode with the front cover open	D239 002c D242 002c D244 002c	Engine firmware	Install version 1.06:02 or later	
Logs	The image logs of jobs scanned by GlobalScan NX are not captured	D0AD5 560C	Scanner firmware	Install version 01.03 or later	
		D0AF 5560C	Scanner firmware	Install version 01.03 or later	
		D239 5560P	Scanner firmware	Install version 01.10 or later	
		D242 5560P	Scanner firmware	Install version 01.10 or later	
Logs	Unnecessary log entries are recorded in the system logs when connecting to the network through a wireless LAN	D239 5567R D242 5567R	Network Support firmware	Install version 15.65.1 or later	
		D0AD 5567K D0AF 5567K	Network Support firmware	Install version 15.70 or later	
Logs	Image log capture stops and will not restart unless the device is turned off and on	D0AD 5550D D0AF 5550D	System/Copy firmware	Install version 1.05 or later	
Logs	Operations are double counted in the SLNX user usage reports	D0AD 5550E D0AF 5550E	System/Copy firmware	Install version 1.06 or later	
		D239 5535A D242 5535A	System/Copy firmware	Install version 1.19 or later	
Logs	*If the device is abnormally turned off, the collect log settings will be initialized and the log data will not be transferred*	*D0AD 5568F D0AF 5568F*	*Network DocBox firmware*	*Install version 1.06 or later*	
		D239 5568M D242 5568M	*Network DocBox firmware*	*Install version 1.10 or later*	
Counters	Some system counter data is not included in the exported .csv file.	D239 010c D242 010c D244 010c	Web Support firmware	Install version 1.04 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Counters	The Eco-friendly counter does not appear	D239 001i D242 001i D244 001i	System/Copy firmware	Install version 1.11 or later	
Cannot make settings	User Tools cannot be accessed	D241 1425D D241 1429D	Cheetah System firmware	Install version 1.27 or later	
Cannot make settings	User settings cannot be accessed	D241 1427Y	Legacy UI firmware	Install version 1.21 or later	
Unsupported settings can be made	*When SP5-836-143 is enabled, the combination of "Black and White" and "High Compression PDF" can be selected even though it should not be possible*	D239 5560S D242 5560S	Scanner firmware	Install version 01.13 or later	
		D0AD 5560E D0AF 5560E	*Scanner firmware*	*Install version 01.05 or later*	
Settings not reflected	When "Device setting information" is imported to the device via Web Image Monitor or Device Manager NX, items related to Quick and Smart Scanner will not be reflected.	D259 030g	Simple Scan for eDC	Install version 1.09 or later	
Settings not reflected	When AirPrint is set to "Disabled" in Web Image Monitor, AirPrint printing can still be done via USB cable.	D239 003f D242 003f D244 003f	Network Support firmware	Install version 15.58 or later	
Settings not reflected	The "Change Print Settings" configuration is not set correctly	Gene 087j	Java VM v12 Update Tool	Install version 12.42.01 or newer.	
		Gene 088h	Java VM v12 for eDC firmware		
Settings not reflected	SMB client timeout configuration is not correctly applied in the device	D0AD 5567H D0AF 5567H D239 5567V D242 5567V	Network Support firmware	Install version 15.68 or later	
		D237 5567G	Network Support firmware	Install version 12.84.1 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Insects	Small insects get inside the machine from the open space at the bottom right.	D239 044 D242 036 D244 025		Install the new lower right cover (D1491268).	
System reset	System auto-reset not working	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Unsupported paper type can be selected	Thick Paper 2 and Thick Paper 3 are selectable but they are not supported in Duplex mode on the MP C2004/2504 or MP C2004ex/ 2504ex	D0AD 5550E	System/Copy firmware	Install version 1.06 or later	
		D239 5535A	System/Copy firmware	Install version 1.19 or later	
Feature not working	In "Printing text and serial numbers" mode, blank text with serial numbers cannot be copied	D239 5535A D242 5535A	System/Copy firmware	Install version 1.19 or later	
Settings are cleared	***User and SP settings in the Legacy copy application and the Legacy scanner application are cleared after changing the firmware to a specific firmware version***	***D0AD 5560F D0AF 5560F***	***Scanner firmware***	***Install version 01.06 or later***	
		D239 5560V D242 5560V	***Scanner firmware***	***Install version 01.15 or later***	
Timeout	Secure print window does not time out within 45 seconds		Color Controller E-23C firmware	FIT101727460	