Technical Bulletin

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Updated: End of June 2018: Changes in bold italics

Model: Model Me	et-C2		Dat	:e: 31-Jun-	.08	No.: RD239000h
Subject: Troubles	shooting			Prepare	d by: M. I	Kumagai
From: 1st Tech. S	Support Sec. Service Support D	Dept.				
Classification:		☐ Part info	orma	tion	Action	required
		☐ Electric	al		Service	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information
	☐ Product Safety	☐ Other ()		

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

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

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la	able of contents
1.	Paper Feed Errors
2.	Copy Process
3.	Connectivity
4.	Printing/Scanning1

Cannot scan

Cannot print

Printing stops

Scan to folder

Scan to email

Cannot select paper type/weight

Job cancelled

File not printed

Cannot see file in viewer

Cannot select settings

Files not deleted

Cannot process job

PCL

Remaining print time

Job not completed

OCR

Capture

Printing result not as expected (unspecified)

Files stored in wrong format

Characters printed incorrectly

Others

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Model: Model Met-C2	Date: 31-Jun-08	No.: RD239000h
5. Operation Panel		23

Characters missing

Information missing

Screen is too dark

Does not activate

Cannot calibrate

Buttons active/inactive at the wrong time

Wrong language

Button does not work

Window does not close

Applications appear unexpectedly

Resets to default

Wrong paper size displayed

No display

Expected screen not displayed

Problems when restarting the panel

Panel does not turn on

LEDs

Blue screen

Black screen

'Please wait'

Legacy mode

6. Security......28

Login/logout

Password

ID cards

System Settings menu appears

Devices communicating with each other

Unauthorized access to network

Authentication

Privileges not granted

Vulnerabilities

SSL

Logs

Motor does not stop

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Model: Model Met-C2	Date: 31-Jun-08	No.: RD239000h
7. Error Codes and Messages		32
SC121, 161, 204, 324, 374, 672, 687, 701, 720, 8 990, 991, 997, 998 Java VM related SC "Unfortunately, Web Browser NX has stopped." "Unfortunately, Application Site has stopped." "All the pages are detected as 'No file was create "Original is being scanned by another function." Unspecified error message Unspecified error Unspecified warning Error not displayed Network error message appears falsely "Connection with the machine has failed" "Quick Scanner isn't responding. Do you want to Wrong error message 'Incorrect firmware is installed' 'Please Wait' Other	ed.' "	371, 899 , 919,
8. Optional Units		43
9. Image Problems Part or all of the image is missing Image wrong size Characters missing Images missing Data missing Color Abnormal image (not specified) Feature not working Blurred image Grainy image Image at wrong size Image rotated Incorrect image density Background Scaling Centering Poor print quality (unspecified)		50
Mechanical/Electrical Noise Broken part Remaining toner detection Anti-condensation heater		53

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Machine is slow

Machine stalls

Machine reboots

Machine enters the wrong mode

Machine does not reboot

Firmware update

Energy saver mode

SP mode

Cannot do any jobs

Copying does not start

Logs

Counters

Cannot make settings

Unsupported settings can be made

Settings not reflected

Insects

System reset

Unsupported paper type can be selected

Feature not working

Settings are cleared

Timeout

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1. Paper Feed Errors

Subject	Symptom	RTB#	Cause	Solution	Note
Paper fed	Fed from the machine's	D239	Printer firmware	Install version 1.01 or	
from wrong	internal trays, even	007a		later	
tray	though the bypass tray	D242			
	is specified in the driver	007a			
		D244			
		007a			
Paper fed	When started up in the	D239	System/Copy	Install version 1.11 or	
from wrong	Classic Copy	001i	firmware	later	
tray	application, the manual	D242			
	tray is selected even if	001i			
	set to auto tray	D244			
lom	Iom 174 (iom in the	001i D3BA	Finisher	Install version 01.020:07	
Jam	Jam 174 (jam in the	001d	SR3230 firmware	or later	
	positioning roller motor) in a Z-fold stapling job	0010	SK3230 IIIIIWale	or later	
Jam	Jam 154: First sheet of a	D3BA	Finisher	Install version 01.040:07	
Jaiii	job following a Z-fold job	001d	SR3230 firmware	or later	
Jam	JAM 172 with punch job	D3BA	Finisher	Install version 01.050:07	
Jani	using custom paper	001d	SR3230 firmware	or later	
	sizes smaller than A5	0014	ortozoo iiiiiiwai o	or later	
	SEF				
Jam	JAM01 or JAM16 when	D779	ARDF 3090	Install version 01.290:03	
	scanning thin originals	001e	firmware	or newer.	
Jam	JAM14 as a result of an	D779	ARDF 3090	Install version 01.290:03	
	unwanted delay in	001e	firmware	or newer.	
	feeding out the last				
	sheet of the original.				
Jam	JAM14 in the job after	D779	ARDF 3090	Install version 01.290:03	
	initialization, if the ARDF	001e	firmware	or newer.	
	was lifted during				
	initialization				
Jam	Jam 223 when using	D3B8	An excessive load	Clean the shaft of the	
	SR3210/SR3220	002	is generated due	shift exit roller as	
			to a foreign	explained in the RTB.	
			substance on the		
			shaft of the shift		
la	MD 00004: Jame 040	Dana	exit roller.	Install consists 04 040:05	
Jam	MP C6004: Jam249	D3B8	Finisher	Install version 01.040:05	
	when printing in staple mode on custom size	001b D3B9	SR3210 firmware Finisher	or later	
		001b	SR3220 firmware	Install version 01.040:04 or later	
Jam	paper Wraparound jam while	D239	Engine firmware	Install version 1.08:02 or	
Jaili	the fusing temperature is	002e	Lingine illiliwale	later	
	high, for example, while	D244		latel	
	continuously running	002e			
	jobs, and the fusing unit	D242	Engine firmware	Install version 1.08:04 or	
	attempts to prevent its	002e	Linguis miniwais	later	
	temperature from further	0020			
	increasing				
	1	<u>. </u>	1		

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Subject	Symptom	RTB#	Cause	Solution	Note
Jam	Jam 21 when the	D239	The paper support	Make sure that the tabs	
	booklet feature is used	058	guide was	at the center of the	
	with the Bridge Unit	D242	incorrectly	paper support guide	
	BU3070 and internal	050	installed.	have snapped into place	
	Finisher SR3130/3180	D244			
Jam	Jam 14 or 16 with the	038 D239	Lack of paper	Replace the paper feed	
Jaili	DF3090	060	feed capacity	drive roller (new part	
	DI 3030	D242	reca capacity	D6842114).	
		052		20012111).	
		D244			
		040			
Jam	Paper caught between	D3BB	Finisher SR3230	Install version 01.100:07	
	the paper guide and the	5300Q	firmware	or later	
	shift tray	D3B8	Finisher	Install version 01.060:05	
		5300G	SR3210 firmware	or later	
		D3B9	Booklet Finisher	Install version 01.070:04	
lom	Original Jam 001 if	5300J D779	SR3220 firmware ARDF 3090	or later Install version 01.330:03	
Jam	another document is fed	5300L	firmware	or newer.	
	into the ADF while a	3300L	Illiliwale	or newer.	
	single-sided document is				
	being scanned				
Jam	JAM154 or JAM155	D3BB	Finisher	Install version	
	when printing a	5300R	SR3230 firmware	01.110:07 or later	
	booklet on A3 paper.				
Wrong	The paper size of the	D259	MediaPrtScn for	Install version 1.17 or	
paper size	bypass tray set from a	022k	eDC firmware	later	
	widget is not applied to				
Wrong	print jobs Wrong paper size fed	D242	PDF firmware	Install version 1.11 or	
paper size	while printing via AirPrint	5586H	FDF IIIIIIWale	later	
paper 3ize	Write printing via Air Tine	D0AF	IRIPS PDF	Install version 1.04 or	
		5575B	firmware	later	
		D3BD5	PDF firmware	Install version 1.02 or	
		733B		later	
Paper size	When a job is sent to the	D239	Printer firmware	Install version 1.10 or	
error	device while it is in	5570P		later	
	Energy Saver mode,	D242			
	"Auto Continue" does	5570P	5		
	not work and a paper	D0AD5	Printer firmware	Install version 1.03 or	
	size error occurs.	570C		later	
		D0AF 5570C			
Custom	The minimum and	D241	SimpleCopy	Install version 1.21 or	
paper	maximum settable	1443T	firmware	later	
12 mp 4.	values of a custom	D241	MediaPrtScn	Install version 1.20 or	
	paper size are wrong if	1447T	firmware	later	
	the unit of				
	measurement is set to				
	millimeters				

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2. Copy Process

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3. Connectivity

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

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Subject Symptom RTB # Cause Solution Note		I -				
WIM	Subject		RTB#		Solution	Note
Milk	WIM	Times out		Web Uapl	Install version 1.02	
WIM			011a	firmware	or newer.	
WIM			D242			
Milm			011a			
WIM			D244			
WIM			011a			
When attempting to display a list of stored files from a link sent via email color display a list of stored files from a link sent via email color display a list of stored files from a link sent via email color display a list of stored files from a link sent via email color display a list of stored files from a Mac color display a list of stored files from a Mac color display a list of stored files from a Mac color display a list of stored from a Mac color display a list of stored files from a Mac color display a list of stored files from a Mac color display a list of stored files from a Mac color display a list of stored files from a Mac color display a list of stored files from a Mac color display a list of stored files from a Mac color display a list of stored files from a Mac color display a list of stored files from a Mac color display a list of stored files from a Mac color display a list of stored files from a Mac color display file files from a Mac color display file files from a Mac color display files from a Mac color display file files from a Mac color display files from a Mac color display file files from a Mac color display files from a Mac color display file files from a Mac color display file file files from a Mac color display file file file file files from a Mac color display file file file file file file file file	WIM	"404 Not Found" error		Web Uapl	Install version 1.02	
Misplay a list of stored files from a link sent via email D244						
Milk						
WIM						
Milk						
WIM Screen Shots of the WIM Screen Monitoring function cannot be taken WIM Cannot access the machine with WIM D259 D239 Metwork DocBox Install version 1.04 Or later D242 Ou4c D244 Ou4c			011a			
Screen Monitoring function cannot be taken D239 Metwork DocBox Install version 1.04 Or later	WIM	Screen shots of the WIM		LegacyUI for eDC	Install version 1.11	
Milmore Cannot access the machine with Wilmore D239 machine with Wilmore D244 machine with Wilmore D245						
Wilm			00011		or later	
MIM	WIM		D239	Network DocBox	Install version 1 04	
WIM	******					
WIM		Tridorinio With William		illinitwa.c	or later	
MIM						
WIIM						
The list of installed applications is not displayed in Extended Feature Info						
Applications is not displayed in Extended Feature Info	WIM	The list of installed		System/Conv	Inetall version 1 05	+
DOAF S550D D239 System/Copy Install version 1.17 or later	VVIIVI					
Feature Info				IIIIIIWaic	or later	
D239 System/Copy firmware D242 D243 D244 D256 D244 D244 D244 D244 D244 D244 D244 D244 D256 D244 D244 D244 D244 D244 D256 D244 D256 D244 D244 D256 D25						
Fax				System/Cony	Install version 1.17	
Fax						
Fax Incoming fax is printed, even though fax printing is disabled in the user tools. Fax ESA applications deliver inbound faxes that include the metadata from other fax jobs. Fax Sending a fax from the document server using an IPv4-mapped address results in an error. Fax AirPrintFax looks as though it can be done without TTI registration, but the fax is not sent and logged (Region setting: Korea) Fax AirPrintFax cannot be sent from a Mac Fax AirPrintFax cannot be sent from a Mac Fax AirPrintFax cannot be sent from a Mac Fax AirPrintFax cannot be book b D244 005b D244 Fax AirPrintFax cannot be sent from a Mac Fax AirPrintFax cannot be book b D244 Fax AirPrintFax cannot be sent from a Mac Fax AirPrintFax cannot be book b D244 Fax AirPrintFax cannot be sent from a Mac Fax AirPrintFax cannot be book b D244 Fax AirPrintFax cannot be sent from a Mac Fax AirPrintFax cannot be book b D244 Fax AirPrintFax cannot be sent from a Mac Fax AirPrintFax cannot be sent from a Mac Fax AirPrintFax cannot be book b D244 Fax AirPrintFax cannot be sent from a Mac Fax AirPrintFax cannot be sent fax form and an error a				irmware	or later	
Fax Incoming fax is printed, even though fax printing is disabled in the user tools. Fax ESA applications deliver inbound faxes that include the metadata from other fax jobs. Fax Sending a fax from the document server using an IPv4-mapped address results in an error. 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) Fax AirPrintFax cannot be sent from a Mac Fax AirPrintFax cannot be sent from a Mac Install version 12.28.05 or newer Gene Java VM v12 for eDC firmware Gene Java VM v12 for eDC firmware Gene Java VM v12 for eDC firmware Fax Fax Firmware Install version 12.35.01 or later						
even though fax printing is disabled in the user tools. Fax	Foy	Incoming foy is printed		CWECHS 0	Install version	
Fax Sending a fax from the document server using an IPv4-mapped address results in an error. Sending it can be done without TTI registration, but the fax is not sent and the operation is not logged (Region setting: Korea) Sent from a Mac Mac Sent from a Mac Sending a fax from the document server using an IPv4-mapped address results in an error. Sending a fax from the document server using an IPv4-mapped address results in an error. Sending a fax from the document server using an IPv4-mapped address results in an error. Sending a fax from the document server using an IPv4-mapped address results in an error. Sending a fax from the eDC firmware Sen	гах					
Fax			01 4 a	II(VVVV) IIIIIIWale	02.00.00 01 latel	
inbound faxes that include the metadata from other fax jobs. Fax Sending a fax from the document server using an IPv4-mapped address results in an error. 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) Fax AirPrintFax cannot be sent from a Mac AirPrintFax cannot be sent from a Mac AirPrintFax cannot be the metadata from other (Gene O88a eDC firmware eDC firm	Гоч		Cana	Java VM v40	Install varaion	
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Fax AirPrintFax cannot be sent from a Mac D239 Fax firmware Sent from a Mac D242 005b D244		the operation is not				
Fax						
Fax AirPrintFax cannot be sent from a Mac D239 Fax firmware Install version 03:00:00 or later D242 005b D244			UU5D			
sent from a Mac	_		Doco			
D242 005b D244	⊦ax			rax tirmware		
005b D244		sent from a Mac			03:00:00 or later	
D244						
005b						
			005b			
·						

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Subject	Symptom	RTB#	Cause	Solution	Note
Fax	Address list does not	D239	Fax firmware	Install version	11000
	appear	005b		03:00:00 or later	
		D242			
		005b			
		D244			
Fa	If I a war of the works	005b		In stall	
Fax	If logged in with user authentication, some fax	D239 005c	Fax firmware	Install version 04:00:00 or later	
	settings change after	D242		04.00.00 01 latel	
	logging out.	005c			
		D244			
		005c			
Fax	The document cannot be	D239	GWFCU3.8-	Update the	
	sent and remains in the	014d,	11(WW) firmware	GWFCU3.8-	
	machine without an error	042a		11(WW) firmware to	
	message	D0.40		version 06:00:00 or	
		D242 033a		later Or	
		ussa		Set bit 2 of Fax	
		D244		SP1-104-003 to "0"	
		022a		01 1 104 000 10 0	
Fax	Cannot receive	D239	GWFCU3.8-	Install version	
		014e,	11(WW) firmware	06:00:00 or later	
		040	, ,		
		D242			
		031			
		D244			
Fax	Cannot send or receive:	020 D239	If invalid data is	Update the	
Ιαλ	"Fax limit memory is	042a	received, the	GWFCU3.8-	
	reached" is displayed	D242	machine tries to	11(WW) firmware to	
		033a	copy the data to	version 06:00:00 or	
		D244	the HDD but	later	
		022a	cannot, and the	Or	
			memory is locked.	Set bit 2 of Fax	
_	B	2000		SP1-104-003 to "0"	0 " DTD
Fax	Part of image is missing	D239 041	Communication	Replace the Fax	See the RTB
		D242	error between the Fax Control Unit	Memory Unit with the modified one	for how to tell if the memory
		032	and the Fax	(D2429901).	unit is a
		D244	Memory Unit.	(52 120001).	modified unit.
		021			
Fax	Fax application stalls	D239	Fax firmware	Install version	
	when recovering from	005e		06:00:00 or later	
	energy saving mode	D242			
		005e			
		D244			
Fax	Wrong fax application	005e D259	Cheetah System	Install version 1.20	
1 01	starts	012s	firmware	or later	
	5.61.0	0.20		or later	

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	I -				
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	D0AD 5557A D0AF 5557A	Fax firmware	Install version 02:00:00 or later	
	STR setting are enabled.	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-	D239 5558J D242 5558J	RemoteFax firmware	Install version 06:00:00 or later	
	FAX transmission	D0AD 5558C D0AF 5558C	RemoteFax firmware	Install version 04:00:00 or later	
	<u> </u>			<u> </u>	

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Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Fax	Transmission error with	D239	RemoteFax	Install version	11010
· GA	PC-Fax	5558J	firmware	06:00:00 or later	
	l o r ux	D242			
		5558J			
		D0AD	RemoteFax	Install version	
		5558H	firmware	03:00:00 or later	
		D0AF	IIIIIIIII		
		5558H			
Fax	The fax application screen	D0AD	Fax firmware	Install version	
	freezes when receiving	5557B		03:00:00 or later	
	faxes intermittently from	D0AF			
	multiple lines	5557B			
Fax	A fax cannot be	D242	GWFCU3.8-	Install version	
	transmitted or received if	5559L	11(WW) firmware	10:00:00 or later	
	backup transmission is	00002		10.00.00 01 10.01	
	being used				
Fax	When the scanning fax	D242	GWFCU3.8-	Install version	
	memory is full, it will be	5559L	11(WW) firmware	10:00:00 or later	
	recorded in the job log as		,		
	"Canceled by User"				
Fax	The device fails to obtain	D0AD	Network Support	Install version 15.68	
	the fax transmission result	5567H	firmware	or later	
	using FTP	D0AF			
		5567H			
		D239			
		5567V			
		D242			
		5567V			
Fax	When sending a fax via	D239	Fax firmware	Install version	
	SmartSDK, images are	5557N		10:00:00 or later	
	missing or output at the	D242			
	wrong size	5557N			
		D0AD5		Install version	
		557C		04:00:00 or later	
		D0AF			
		5557C			
Fax	When Hook Dial is	D239	Fax firmware	Install version	
	pressed or when Manual	5557N		10:00:00 or later	
	Entry is selected, the	D242			
	SmartFax application	5557N			
	crashes	D0AD5		Install version	
		557C		04:00:00 or later	
		D0AF			
		5557C			
Address	Error when registering	D239	System/Copy	Install version 1.05	
book	addresses	001c	firmware	or later	
		D242			
		001c			
		D244			
		001c			

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Subject	Symptom	RTB#	Cause	Solution	Note
Address	Backing up the address	D239	Network DocBox	Install version 1.02	11010
book	book from Device	004a	firmware	or later	
	Manager NX fails	D242		0. 10.01	
	····································	004a			
		D244			
		004a			
Address	Cannot refer to the	D239	System/Copy	Install version 1.14	
book	address book in the	5550W	firmware	or later	
DOOK	Simple Fax or Simple	D242	IIIIIIII	or later	
	Copy applications	5550W			
Address	Email, fax, and folder	D0AD	System/Copy	Install version 1.05	
book	addresses not overwritten	5550D	firmware	or later	
DOOK	on the machine if they are	D0AF		o. idio.	
	on the server	5550D			
Address	Cannot import address	D0AD	System/Copy	Install version 1.05	
book	book that was exported	5550D	firmware	or later	
DOOK	with Device Manager NX	D0AF	IIIIIIII	or later	
	With Bevice Manager 1470	5550D			
		D239	System/Copy	Install version 1.17	
		5550Z	firmware	or later	
		D242	IIIIIIII	or later	
		5550Z			
Address	Cannot refer to the	D0AD	System/Copy	Install version 1.05	
book	address book in the	5550D	firmware	or later	
DOOK	Simple Fax or Simple	D0AF	IIIIIIII	or later	
	Copy applications	5550D			
Cannot	Cannot change	Gene	Java VM v12 for	Install version	
change	HTTP/HTTPS settings.	087e	eDC firmware	12.35.01 or later	
settings		Gene	Java VM v12		
3		088c	Update Tool		
@Remote	@Remote registration via	D239	Engine firmware	Install version	
	external appliances does	002d		1.07:02 or later	
	not work due to corrupted	D244			
	serial number in SP5811-	002d			
	001	D242		Install version	
		002d		1.07:04 or later	
@Remote	Power consumption is	D0AD	System/Copy	Install version	
	displayed higher than	5550K	firmware	1.11 or later	
	actual in @Remote	D0AF			
	Reporting Portal.	5550K			
Device	If the address book	D239	Network DocBox	Install version 1.03	
management	on the device is edited by	004b	firmware	or later	
utilities	such a utility, the utility will	D242			
	encounter an error or	004b			
	close unexpectedly	D244			
		004b			
Application	Application Site	D259	Application Site	Install version	
Site	unexpectedly closes	037f	for eDC	1.03.03 or later	
Connection	If the device has not been	D239	Network Support	Install version 15.58	
fails	used very much	003f	firmware	or later	
		D242			
		003f			
		D244			
		003f			

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Connection fails if entering and recovering from energy saving mode is repeated without power OFF/ON on @Remote connected machines or the DNS server			"		0.1.41	
fails from energy saving mode is repeated without power OFF/ON on @Remote connected machines OP44 001g Connection fails After changing the relationship between host name and IP address on the DNS server 001i D244 001i D245 004F 004F 004F 004F 004F 004F 004F 00	Subject	Symptom	RTB#	Cause	Solution	Note
Separated without power OFF/ON on @Remote connected machines		If entering and recovering		System/Copy	Install version 1.09	
Connection and the connected machines of the connected machine and IP address on the DNS server of the DNAD possible firmware of the machine enters off-line mode. Email When a group with 500 email destinations is selected in Quick Scanner, email addresses in that group cannot be selected of selected of the Sel	fails			firmware	or later	
Connection fails After changing the relationship between host name and IP address on the DNS server D01i D244 001i D245 001i D		is repeated without power	D242			
Connection fails After changing the relationship between host name and IP address on the DNS server D01i D244 001i D245 001i D		OFF/ON on @Remote	001g			
Connection fails After changing the relationship between host name and IP address on the DNS server Machine goes off line goes off line machine enters off-line enters off-line machine enters off-line enters off-l						
Connection fails After changing the relationship between host name and IP address on the DNS server D244 001i D244 0						
fails relationship between host name and IP address on the DNS server 001i D244 001i Machine goes off line goes of line goes off line goes of line goes off line goes off line goes off line goes of line goes	Connection	After changing the		System/Cony	Install version 1 11	
Name and IP address on the DNS server D244 D011 D244 D011 D244 D011 D244 D011 D244 D011 D244 D011 D0AD D0AD Image Monitor is cancelled just after using the function, the machine enters off-line mode. When a group with 500 email destinations is selected in Quick Scanner, email addresses in that group cannot be selected not displayed D241 S579P D242 D242 D242 D242 D242 D243 D244 D244 D244 D014 D245 D245 D245 D246 D246 D246 D246 D246 D247 D248 D248 D249 D2						
The DNS server	Tano					
Machine goes off line line goes off line goes off line goes off line line goes off line line goes off line goes off line goes off line line goes off line goes of line goes off line						
Machine goes off line Machine goes off line If log tracing on Web goes off line Image Monitor is cancelled just after using the function, the machine enters off-line mode. S550K D0AF 5550K		and Brite derive.				
Machine goes off line If log tracing on Web Image Monitor is cancelled just after using the function, the machine enters off-line mode. DOAD 5550K firmware System/Copy firmware Install version 1.10 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 Java VM v12 Update Tool Java VM v12 for eDC firmware Install version 1.10 or later MIB An invalid value is returned when obtaining the counter MIB during device shutdown D239 System/Copy firmware Install version 1.14 or later Wrong GlobalScan or StreamlineNX, the wrong document was sent and the original document was sent and the original document may be lost. D0AD S667F D0AF D0AF S667S D239 S667S D239 Solvem/Copy firmware Install version 1.14 or later Cannot access a file After sending mail including the URL link of a pD42 S5500Z D242 System/Copy firmware Install version 1.17 or later						
Image Monitor is cancelled just after using the function, the machine enters off-line mode.	Machino	If log tracing on Web		System/Conv	Install version	
Cancelled just after using the function, the machine enters off-line mode.						
Using the function, the machine enters off-line mode.	goes on line			mmware	1.11 Of later	
Email When a group with 500 email destinations is selected in Quick Scanner, email addresses in that group cannot be selected Correct value not displayed Product (Streamline and CAP/ELP), the device's HDD capacity is not displayed correctly MIB An invalid value is returned when obtaining the counter MIB during device shutdown when sending a scanned or fax document sent Hotfolder plug-in for GlobalScan or StreamlineNX, the wrong document was sent and the original document may be lost. Cannot access a file When showing the device shutdown be selected D241 5579P Java VM v12 Update Tool Java VM v12 for eDC firmware D241 5579P Java VM v12 for eDC firmware D242 be lost. D239 System/Copy firmware SimpleScan for eDC firmware Java VM v12 Jova VM v12 or later D241 5579P Jova VM v12 for eDC firmware D242 be lost. D239 System/Copy firmware Java VM v12 or later D241 5550W Java VM v12 or later D242 be lost. Network Support firmware Jova VM v12 or later Network Support firmware Jova VM v12 or later D242 be lost. Network Support firmware Jova VM v12 or later Network Support for gova VM v12 or later Network Support for gova VM v12 or later Network Support						
Email When a group with 500 email destinations is selected in Quick Scanner, email addresses in that group cannot be selected Correct value not displayed			JJJUK			
Email When a group with 500 email destinations is selected in Quick Scanner, email addresses in that group cannot be selected When showing the device status with a Solution Product (Streamline and CAP/ELP), the device's HDD capacity is not displayed correctly An invalid value is returned when obtaining the counter MIB during device shutdown D242 device shutdown S550W Steml) D242 device shutdown S567F D0AF StreamlineNX, the wrong document was sent and the original document may be lost. System/Copy firmware S567S D242 S567S System/Copy Install version 1.14 Or later Install version 1.14 Or later Install version 1.15 Install version 1.14 Or later Install version 1.15 Install version 1.16 Or later Install version 1.16 Or later Install version 1.17 Install version 1.17 Or later Install version 1.10 Or later Install version 1.10 Install version 1.10 Install version 1.10 Install version 1.11 Install version 1.11 Install version 1.11 Install version 1.12 Install version 1.14 Or later Install version 1.14 Or later Install version 1.14 Install version 1.15 Install version 1.16 Install version 1.16 Or later Install version 1.17 Install version 1.18 Install version 1.19 Install version 1						
email destinations is selected in Quick Scanner, email addresses in that group cannot be selected Correct value not displayed	Email		D250	SimpleScan for	Install version 1.10	
selected in Quick Scanner, email addresses in that group cannot be selected Correct value not displayed	Liliali					
Scanner, email addresses in that group cannot be selected Correct value not displayed New Showing the device status with a Solution Product (Streamline and CAP/ELP), the device's HDD capacity is not displayed correctly MIB An invalid value is returned when obtaining the counter MIB during device shutdown Wrong Wrong Wrong GlobalScan or GlobalScan or StreamlineNX, the wrong document was sent and the original document may be lost. Cannot After sending mail addresses in that group cannot be selected D241 5579P Update Tool Java VM v12 for eDC firmware PDC firmware System/Copy firmware Network Support firmware Install version 1.14 or later Install version 1.14 or later Install version 15.66 or later			03011	ebo ililliwale	or later	
In that group cannot be selected						
Selected Correct value not displayed Nen showing the device status with a Solution Product (Streamline and CAP/ELP), the device's HDD capacity is not displayed correctly MIB An invalid value is returned when obtaining the counter MIB during device shutdown Wrong Mrong GlobalScan or StreamlineNX, the wrong document was sent and the original document may be lost. Cannot access a file Selected When showing the device shutdor 5579P D241 Java VM v12 Update Tool Java VM v12 for eDC firmware Popt file scanned by OCR, D241 S579P Java VM v12 D241 Java VM v12 D241 Java VM v12 D241 S579P Install version 1.14 or later Install version 1.14 or later Install version 1.14 or later Install version 15.66 or later						
Correct value not displayed with a Solution Product (Streamline and CAP/ELP), the device's HDD capacity is not displayed correctly MIB An invalid value is returned when obtaining the counter MIB during device shutdown Wrong document sent Hotfolder plug-in for GlobalScan or StreamlineNX, the wrong document was sent and the original document are belost. Cannot access a file When showing the device shutdon Product (Streamline and CAP/ELP), the device's HDD capacity is not displayed correctly D239 System/Copy firmware S550W System/Copy firmware Network Support firmware Network Support firmware Install version 1.14 or later Install version 1.14 or later Network Support firmware Install version 1.14 or later Install version 1.14 or later Network Support firmware Install version 1.14 or later						
not displayed	Correct value		D244	Jove VM v42	Install varsion	
Product (Streamline and CAP/ELP), the device's HDD capacity is not displayed correctly MIB An invalid value is returned when obtaining the counter MIB during device shutdown Wrong When sending a scanned or fax document using the Sent Hotfolder plug-in for GlobalScan or StreamlineNX, the wrong document was sent and the original document may be lost. Cannot access a file Product (Streamline and CAP/ELP), the device's HDD advice's HDD access a file Product (Streamline and CAP/ELP), the device's HDD access a file Days System/Copy firmware System/Copy firmware Network Support firmware Install version 15.66 or later Install version 15.66 or later Sof7F D0AF (5567F) 5567F Sof7S (5567S) System/Copy firmware Install version 1.17 or later						
CAP/ELP), the device's HDD capacity is not displayed correctly MIB An invalid value is returned when obtaining the counter MIB during device shutdown Wrong Office Plug-in for GlobalScan or StreamlineNX, the wrong document was sent and the original document may be lost. Cannot access a file CAP/ELP), the device's HDD capacity is not displayed correctly D239 System/Copy firmware System/Copy firmware Or later Network Support or later Network Support or later Network Support or later Network Support or later S567F D0AF S567F StreamlineNX, the wrong document was sent and the original document may be lost. System/Copy firmware Or later Install version 15.66 Or later S567S System/Copy firmware Or later	not displayed		5579F		12.50.01 of flewer.	
HDD capacity is not displayed correctly MIB		· · · · · · · · · · · · · · · · · · ·				
displayed correctly MIB An invalid value is returned when obtaining the counter MIB during device shutdown Wrong Mocument sent Hotfolder plug-in for GlobalScan or StreamlineNX, the wrong document was sent and the original document may be lost. Cannot access a file An invalid value is returned when obtaining the returned when obtaining the sent mount or later D239 System/Copy firmware D042 D0AD S550W Network Support firmware D0AF S567F D0AF S567F D0AF S567S D239 System/Copy Install version 15.66 or later				edc iiiiiwaie		
MIB An invalid value is returned when obtaining the counter MIB during device shutdown Wrong When sending a scanned or fax document using the sent Hotfolder plug-in for GlobalScan or StreamlineNX, the wrong document was sent and the original document may be lost. Cannot access a file An invalid value is returned when obtaining 5550W firmware D239 System/Copy firmware Network Support firmware D0AD 5567F D0AF 5567F D0AF 5567F D239 document was sent and the original document may be lost. System/Copy firmware Install version 1.14 or later						
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the counter MIB during device shutdown Wrong When sending a scanned or fax document using the sent Hotfolder plug-in for GlobalScan or StreamlineNX, the wrong document was sent and the original document may be lost. Cannot After sending mail including the URL link of a PDF file scanned by OCR, Part of the property	IVIID					
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document sent or fax document using the sent Hotfolder plug-in for GlobalScan or StreamlineNX, the wrong document was sent and the original document may be lost. Cannot access a file After sending mail including the URL link of a PDF file scanned by OCR, PD42 D0AF D0AF Firmware Or later Or later	Mana			Noticeals Occurs and	Install varsion 45 00	
sent Hotfolder plug-in for GlobalScan or StreamlineNX, the wrong document was sent and the original document may be lost. Cannot access a file After sending mail including the URL link of a PDF file scanned by OCR, PD242 D00AF 5567F D0239 5567S D242 D239 System/Copy firmware or later						
GlobalScan or StreamlineNX, the wrong document was sent and the original document may be lost. Cannot access a file GlobalScan or StreamlineNX, the wrong document was sent and the original document may be lost. D242				tirmware	or later	
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document was sent and the original document may be lost. Cannot After sending mail including the URL link of a PDF file scanned by OCR, D242 D242 5567S System/Copy Install version 1.17 or later						
the original document may be lost. Cannot After sending mail including the URL link of a PDF file scanned by OCR, D242 the original document may be lost. D242 5567S System/Copy firmware or later						
be lost. 5567S Install version 1.17 Cannot access a file Including the URL link of a PDF file scanned by OCR, D242 Install version 1.17						
Cannot After sending mail D239 System/Copy including the URL link of a PDF file scanned by OCR, D242 Install version 1.17 or later						
access a file including the URL link of a PDF file scanned by OCR, D242 firmware or later				0 / /6		
PDF file scanned by OCR, D242						
	access a file			firmware	or later	
the file cannot be 5550Z						
			5550Z			
accessed by clicking on						
the URL		the URL				

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

4. Printing/Scanning

Subject	Symptom	RTB#	Cause	Solution	Note
Cannot	An alert unrelated to	Gene	Java VM v12 for	Install version 12.36.00	
scan	scanning appears	087e	eDC firmware	or later	
	across the entire screen	Gene	Java VM v12		
	of the operation panel	088c	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 Gene 088h	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.42.01 or newer.	
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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Updated: End of June 2018: Changes in bold italics

Subject Symptom RTB # Cause Solution Print If obtaining the log from WIM is cancelled D239 System/Copy Install version 1.16 or later	lote
Printing stops	
Cannot	
Cannot	
Cannot print Telease wait. The paper tray is being used by another function", is shown S550D D0AF S550Z D242 S550Z D242 S550Z D242 S550Z D242 D03i D242 D03i D244 D03i D244 D03i D244 D03i D0AF S570C D0AF S570C D0AF S570C D0AF S570D D0AF S567E D0AF S667E	
Printing stops Prin	
Printing stops Prin	
Shown	
Printing stops	
Printing stops Printing stops Printing stalls if stops Printing sto	
STR mode; device must be rebooted	
be rebooted D242	
Printing stops	
Printing stops IPDS printing stalls if IPDS jobs are printed continuously Printer firmware Install version 1.03 or later	
Printing stops IPDS printing stalls if IPDS jobs are printed continuously Printing stalls if IPDS jobs are printed continuously Printing stalls if IPDS jobs are printed continuously Printing stalls if PS jobs are printed continuously Scan to folder Scan to folder Communication fails Printer firmware Install version 1.11 or later DOAF 5570C D239 Frinter firmware Install version 1.11 or later Install version 1.11 or later Install version 1.04 or later Install version 1.05 or later Install version 1.05 or later Install version 1.05 or later Install version 1.06 or later Install version 1.07 or later Install version 1.08 or later	
Printing stops IPDS printing stalls if IPDS jobs are printed continuously Printing stalls if IPDS jobs are printed continuously Printing stalls if PS jobs are printed stops Printing stalls if PS jobs are printed continuously Printing stalls if PS jobs are printed continuously Scan to folder Scan to folder Communication fails Communication fails Printer firmware Install version 1.03 or later Install version 1.11 or later Install version 1.04 or later Install version 1.05 or later	
Stops IPDS jobs are printed continuously Stops Printer firmware Install version 1.11 or later	
$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	
Scan to folder Communication fails S570C D239 Frinter firmware Install version 1.11 or later Install version 1.04 or later Install version 1.02 or later Install version 1.03 or later Install version 1.04 or later Install version 1.05 or later Install version 1.0	
Printing stalls if PS jobs are printed continuously Scan to folder Scan to folder Communication fails D239	
Printing stalls if PS jobs are printed continuously Scan to folder Scan to folder Communication fails Stan to folder Scan to folder	
Printing stalls if PS jobs are printed continuously Scan to folder Scan to folder Communication fails D242 5570Q D0AF IRIPS PDF firmware D239	
Printing stops PS printing stalls if PS jobs are printed continuously Scan to folder Scan to folder Scan to folder Communication fails Scan to folder Scan to folder Scan to folder Communication fails Scan to folder Scan to	
Printing stalls if PS jobs are printed continuously Scan to folder Scan to folder Scan to folder Communication fails PS printing stalls if PS jobs are printed continuously D00AF firmware Scan to folder RIPS PDF firmware Install version 1.04 or later Install version 1.02 or later Install version 1.02 or later Network DocBox firmware O04a D242 O04a D244 O04a D00AD Scan to folder Scan to folder Communication fails D00AD S567E D00AF 5567E D00AF 5567E	
stopsjobs are printed continuously5575BfirmwarelaterScan to folderWhen scanning using GlobalScan NX, the image log capture file is sent to the wrong folderD239 004a D242 004a D244 004aNetwork DocBox firmwareInstall version 1.02 or laterScan to folderCommunication failsD0AD 5567E D0AF 5567ENetwork Support firmwareInstall version 15.65 or later	
Scan to folder	
Scan to folder When scanning using GlobalScan NX, the image log capture file is sent to the wrong folder Scan to folder Communication fails Communication fails D239 004a D242 004a D244 004a D244 004a D04D Firmware Install version 1.02 or later	
folder GlobalScan NX, the image log capture file is sent to the wrong folder Scan to folder Communication fails D04a D242 004a D244 004a Scan to folder D0AD F5567E D0AF F5567E D0AF F5567E	
image log capture file is sent to the wrong folder Scan to folder Communication fails D242 004a D244 004a D04a Scan to folder Communication fails D0AD 5567E D0AF 5567E D0AF 5567E	
Scan to folder Scan to folder Communication fails D0AD 5567E D0AF 5567E D0AF 5567E	
D244 004a Scan to folder Communication fails D0AD S567E D0AF 5567E D0AF 5567E D0AF 5567E	
Scan to folder Communication fails D0AD 5567E D0AF 5567E D0AF 5567E	
Scan to folder Communication fails D0AD 5567E D0AF 5567E D0AF 5567E	
folder 5567E firmware later D0AF 5567E	
D0AF 5567E	
5567E	
D239 Network Support Install version 15 65 1 or	
interior oupport motain forcion 10:00:1 of	
5567R firmware later	
D242	
5567R	
Scan to If a host name is D0AD Network Support Install version 15.68 or	
folder resolved to multiple IP 5567H firmware later	
addresses by NBNS, the D0AF	
device tries to connect 5567H	
to only the first resolved D239	
IP address 5567V	
D242	
5567V	
D237 Network Support Install version 12.84.1 or	_
5567G firmware later	

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Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Scan to	When a HP device is	D0AD	Network Support	Install version 15.68 or	
folder	working on the same	5567H	firmware	later	
	subnet, Scan to Folder	D0AF			
	will fail	5567H			
		D239			
		5567V			
		D242			
		5567V			
		D237	Network Support	Install version 12.84.1 or	
		5567G	firmware	later	
	Network browsing	D0AD	Network Support	Install version 15.68 or	
	sometimes fails when	5567H	firmware	later	
	doing Scan to Folder	D0AF			
		5567H			
		D239			
		5567V			
		D242			
		5567V			
		D237	Network Support	Install version 12.84.1 or	
		5567G	firmware	later	
	The device freezes	D237	Network Support	Install version 12.84.1 or	
	during data transmission	5567G	firmware	later	
	when doing Scan to	D239	Network Support	Install version 15.69 or	
	Folder with SMBv2/v3	5567W	firmware	later	
		D242			
		5567W			
Scan to	When doing Scan to	D0AD	Network Support	Install version 15.71 or	
Folder	Folder using	5567L	firmware	later	
	SMBv2/v3, if the device	D0AF			
	receives UDP	5567L			
	communication from	D239			
	the outside to the port	5567Y			
	used by SMBv2/v3,	D242			
2 1	Scan to Folder fails	5567Y	0 "		
Scan to	Sending fails when OCR	D0AD	Scanner firmware	Install version 01.04 or	
	is set and a document	5560D		later	
	over 51 pages is sent	D0AF			
		5560D			
		D239	Scanner firmware	Install version 01.12 or	
		5560R		later	
		D242			
		5560R			
Cannot	When printing from	D239	Printer firmware	Install version 1.03 or	
	AirPrint, the paper	007c		later	
	weight "Plain 2 (75 to	D242			
weight	81g/square meter)" is	007c			
	out of the search target	D244			
	of "Auto Tray Select"	007c			
	When attempting to print	D239	Printer firmware	Install version 1.04 or	
	data that contains a	007d		later	
	page via AirPrint	D242			
		007d			
<i>i</i>		D244			
		007d			

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Subject	Symptom	RTB#	Cause	Solution	Note
Job	When PDF Direct Print	D239	PDF firmware	Install version 1.06 or	11000
cancelled	and Overprinting are used	018c		later	
Job	When direct printing a	D242	PDF firmware	Install version 1.11 or	
cancelled	PDF job that contains a	5586H		later	
	content stream	D3BD5 733B	PDF firmware	Install version 1.02 or later	
Job	Printing of a PDF file	D0AF	IRIPS PDF	Install version 1.04 or	
cancelled	created by "Microsoft Print to PDF"	5575B	firmware	later	
Job	Linux print jobs in Stored	D0AF	IRIPS PDF	Install version 1.07 or	
cancelled	Print	5575E	firmware	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	PDF files that have long,	D259	MediaPrtScn for	Install version 1.17 or	
printed	multibyte filenames are not printed	022k	eDC firmware	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	A3 size cannot be	D239	Scanner firmware	Install version 01.03 or	
select settings	specified in macOS when scanning using AirPrint	009c D242 009c D244 009c		later	
Cannot	When scanning from	D239	Scanner firmware	Install version 01.03 or	
select settings	Mac OS X 10.12 using AirPrint, the resolution is always 200 dpi.	009c D242 009c D244 009c		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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0-1-1-1	0	DTD "	0-	0 - 1 - 41	N . 4
Subject	Symptom	RTB#	Cause	Solution	Note
Files not	When scanning	D239	Scanner firmware	Install version 01.09 or	
deleted	repeatedly from a	5560N		later	
	SmartSDK application	D242			
	that enables image log	5560N			
	capture, the captured	D0AD	Scanner firmware	Install version 01.04 or	
	image file is not deleted	5560D		later	
		D0AF			
		5560D			
Files not	Generated files are not	D0AD	System/Copy	Install version 1.11 or	
deleted	deleted even after	5550K	firmware	later	
	sending E-mail via	D0AF			
	Scan to URL in the	5550K			
	case OCR function is				
	enabled.				
Cannot	When "Tracking	Gene	Java VM v12	Install version 12.45.00	
process job	Permission" and "Stop	087m	Update Tool	or newer.	
	Printing" are enabled in	Gene	Java VM v12 for		
	"Enhanced Print Volume	088j	eDC firmware		
	Limitation"	,			
PCL	PCL macros that were	D239	PCL firmware	Install version 1.11 or	
	uploaded to the HDD	017c		later	
	cannot be printed				
Remaining	Remaining printing time	D239	System/Copy	Install version 1.10 or	
print time	displayed is incorrect for	001h	firmware	later	
	jobs printed from the	D242			
	document server	001h			
		D244			
		001h			
Job not	When the display	D259	PrinterInfo for	Install version 1.11 or	
completed	language is changed	020i	eDC firmware	later	
completed	while controlling a job	0201	ODO IIIIIIWaio		
OCR	OCR cannot recognize	D239	System/Copy	Install version 1.14 or	
OOK	characters if converting	5550W	firmware	later	
	scanned image to	D242	IIIIII		
	searchable PDF	5550W			
	Codi criabio i Bi	D0AD	System/Copy	Install version 1.05 or	
		5550D	firmware	later	
		D0AF	IIIIIIwaic	later	
		5550D			
Capture	When image log capture	D239	System/Copy	Install version 1.16 or	
Capture	for the printer is enabled	5550Y	firmware	later	
	•	D242	Illiliwale	later	
	and a page is printed,	5550Y			
Captura	capture stops Capture does not	D0AD	System/Conv	Install version 1.05 or	
Capture		5550D	System/Copy firmware	later	
	operate normally if the		IIIIIwale	ialci	
	capture setting is	D0AF			
	enabled and Media Link Board is installed	5550D	Cuatara / Carrie	Install version 4.47 cm	
	Dogra is installed	D239	System/Copy	Install version 1.17 or	
		5550Z	firmware	later	
		D242			
		5550Z			

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Subject	Symptom	RTB#	Cause	Solution	Note
Capture	Unnecessary	D0AD	Network DocBox	Install version 1.04 or	
	retransmissions occur	5568D	firmware	later	
	during image log capture	D0AF			
		5568D			
		D239	Network DocBox	Install version 1.08 or	
		5568K	firmware	later	
		D242			
Drinting	Cocond and subsequent	5568K D242	PCL firmware	Install version 1.14 or	
Printing result not	Second and subsequent pages, PCL5 host	5573J	PCL IIIIIware	later	
as expected	printing	55755		latei	
(unspecified	Printing				
)					
Files stored	When scanning from	D0AD5	Scanner firmware	Install version 01.03 or	
in wrong	SmartSDK applications,	560C		later	
format	files are stored in PDF/A	D0AF	Scanner firmware	Install version 01.03 or	
	format when trying to	5560C		later	
	store the files in	D239	Scanner firmware	Install version 01.10 or	
	TIFF/JPEG format	5560P		later	
		D242	Scanner firmware	Install version 01.10 or	
		5560P	0 5	later	
Files stored	When scanning with	D239	Scanner firmware	Install version 01.13 or	
in wrong format	AirPrint in MacOS X	5560S D242		later	
ioiiiiat	10.12 or later, the device sends a full color JPEG	5560S			
	even if specifying a	33003			
	black and white JPEG				
Characters	Some characters are	D0AF	IRIPS PDF	Install version 1.04 or	
printed	upside down	5575B	firmware	later	
incorrectly					
Characters	Some characters are in	D0AF	IRIPS PDF	Install version 1.05 or	
printed	the wrong position when	5575C	firmware	later	
incorrectly	printing a PDF	5045	IDIDO DDE		
Characters	Characters in italics are	D0AF	IRIPS PDF	Install version 1.05 or	
printed	unrecognizable	5575C	firmware	later	
incorrectly Characters	Characters printed with	D0AF	IRIPS PDF	Install version 1.07 or	
printed	the wrong magnification	5575E	firmware	later	
incorrectly	if a CID font is used	3373L	Initiwalc	lator	
Characters	Characters become too	D0AF	IRIPS PDF	Install version 1.07 or	
printed	thick if the transparency	5575E	firmware	later	
incorrectly	is specified				
Characters	When printing a PDF	D0AF	IRIPS PDF	Install version 1.08 or	
printed	with an embedded	5575 F	firmware	later	
incorrectly	TrueType font, some				
	characters are garbled.	D C 1 =	10100		
Characters	Some Type 0 fonts in a	D0AF	IRIPS PDF	Install version 1.08 or	
printed	PDF do not print	5575F	firmware	later	
incorrectly Characters	Some Symbolic fonts	D0AF	IRIPS PDF	Install version 1.08 or	
printed	in a PDF do not print	5575F	firmware	later	
incorrectly	correctly.	307.01	in inware	14161	

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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	D0AD 5560E D0AF 5560E	Scanner firmware	Install version 01.05 or later	
	captured image file to be recorded incorrectly	D239 5560T D242 5560T	Scanner firmware	Install version 01.14 or later	



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

5. Operation Panel

Subject	Symptom	RTB#	Cause	Solution	Note
Wording errors	In English and other	D259	Application Site	Install version 2.01.22 or	
	languages	038d	for eDC	later	
Wording errors	"Remote Panel	D0AD	Web Support	Install version 1.04 or	
	Operation" in the	5561D	firmware	later	
	menu of Web Image	D0AF			
	Monitor	5561D			
		D239	Web Support	Install version 1.10 or	
		5561M	firmware	later	
		D242			
	NA 11 1 1 1 1	5561M	0: 1 0 6	 	
Freezes	When displaying the	D259	Simple Scan for	Install version 1.07 or	
_	preview screen	030e	eDC	later	
Freezes	When running ARFU	D259	Cheetah System	Install version 1.17.1 or	
_	16.0 00 01 00 0	012n	firmware	later	
Freezes	If the Start button is	D239	System/Copy	Install version 1.11 or	
	pressed in copy	001i	firmware	later	
	mode immediately	D242			
	after recovering from	001i			
	energy saver mode	D244 001i			
Freezes	At start up or after	D241	Cheetah System	Install version 1.27 or	
ricezes	recovering from the	1425D	firmware	later	
	energy saving mode	D241	Illiliwale	latei	
	chergy saving mode	1429D			
Freezes	When the SOP and	D241	Cheetah System	Install version 1.27.2	
7.00200	the application	1425F	firmware	or later	
	settings are	D241			
	exported using the	1429F			
	backup function				
Touch panel	After the machine	D241	Legacy UI	Install version 1.22 or	
not	stalled during ARFU	1427Z	firmware	later	
responding					
Reboots	When displaying the	D259	Simple Scan for	Install version 1.07 or	
	preview screen	030e	eDC	later	
Reboots	While entering sleep	D259	Cheetah System	Install version 1.22.2 or	
	mode; may be	012u	firmware	later	
	followed by				
	SC819/SC672				
Does not	The operation panel	D259	ICCardDispatcher	Install version 2.12.01 or	
respond to IC	does not light up if	048	for eDC	later	
card	the IC card is held				
	over the NFC card				
F t .	reader.	Desc	0.00100.70	lastallassa 1 4 2 7	
Fonts	Wrong fonts used	D239	System/Copy	Install version 1.05 or	
		001c	firmware	later	
		D242			
		001c			
		D244			
		001c			
	1	1	1		

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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 D241 1425D D241 1429D	SmartCopy firmware Cheetah System firmware	Install version 1.25 or later 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	FIT1013	73991.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 Buttons active/inactive at the wrong time	Smart Operation Panel When feeding from the by-pass tray, the Start key becomes active before specifying the paper size	D259 012h D239 001f D242 001f D244 001f	Cheetah System firmware System/Copy firmware	Install version 1.13.1 or later Install version 1.08 or later	

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Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Buttons	If the key counter is	D259	SimpleScan for	Install version 1.11 or	
active/inactive	canceled during	030i	eDC firmware	later	
at the wrong	scanning, the job				
time	reset button remains				
	on the operation				
10/10010	panel	DOFO	Oimenta Onem for	Install consists 4.40 cm	
Wrong language	If the language is changed in the	D259 030h	SimpleScan for eDC firmware	Install version 1.10 or later	
language	language widget,	03011	ebo ililiwale	latei	
	"Please wait" is				
	displayed in the				
	previous language				
	when Quick Scanner				
	is reopened				
Button does	"Job Operation"	D259	PrinterInfo for	Install version 1.10 or	
not work	button	020h	eDC firmware	later	
Button does	Start button does not	D239	System/Copy	Install version 1.10 or	
not work	work after a jam occurs	001h D242	firmware	later	
	occurs	001h			
		D244			
		001h			
Button does	The "Continue	D241	SimpleCopy	Install version 1.20 or	
not work	Printing" button does	1443S	firmware	later	
	not work after				
	pressing the "Stop"				
	key while copying				
	from the exposure				
Window does	glass After entering user	D239	System/Copy	Install version 1.10 or	
not close	code	001h	firmware	later	
1101 01000	0000	D242		late	
		001h			
		D244			
		001h			
Applications		D259	Cheetah System	Install version 1.22.2 or	
appear		012u	firmware	later	
unexpectedly	The core as as Make	DOCO	Longovillife - DC	Install version 4.45.4 -	
Resets to default	The screen switches	D259 035m	LegacyUI for eDC firmware	Install version 1.15.1 or	
ueiauli	to the default setting of Function Priority	บออเม	IIIIIwaie	later	
	when connected to a				
	USB device such as				
	a keyboard				
Wrong paper	Tray 1, after the	D259	PrinterInfo for	Install version 1.11 or	
size displayed	display language is	020i	eDC firmware	later	
	changed				
No display		D239	USB	Turn the power off/on.	
		053a	communication	Then work through the	
		D242	failure	flow chart on page 3 of	
		045a D244	Controller board or operation panel	the RTB.	
		034a	boot-up error		
		30 74	2001 ap 01101		
	1	1	<u> </u>	1	<u> </u>

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Subject	Symptom	RTB#	Cause	Solution	Note
Expected	After printing, the file	D259	MediaPrtScn for	Install version 1.17 or	
screen not	selection screen is	022k	eDC firmware	later	
displayed	not displayed				
Expected	Eco information	D0AD	System/Copy	Install version 1.05 or	
screen not	screen not displayed	5550D	firmware	later	
displayed	at the expected time	D0AF			
	when a user logs in	5550D			
Expected	Pressing the Fiery	D239	System/Copy	Install version 1.24 or	
screen not	button on the	5535F	firmware	later	
displayed	operation panel	D242			
	after powering on	5535F			
	the machine does				
	not display the				
	"Please Wait"				
Francisco	screen.	DOAD	Curatam/Camur	Install version 1.11 or	
Expected screen not	If "Interrupt mode"	D0AD 5550K	System/Copy firmware	later	
displayed	is pressed in a Legacy application,	DOAF	Illiliware	iatei	
uispiayeu	the home screen is	5550K			
	displayed instead of	D239	System/Copy	Install version 1.24 or	
	the original	5535F	firmware	later	
	application	D242		1440	
	after "Interrupt	5535F			
	mode" is released.				
Problems	IC card does not	D239	System/Copy	Install version 1.16 or	
when	respond, cannot	5550Y	firmware	later	
restarting the	enter SP mode, or	D242			
panel	cannot connect to	5550Y			
Daniel de const	WIM	Dooo	Danisa	Fallow the destructions in	
Panel does not		D239 068a	Power not	Follow the instructions in the RTB	
turn on		D242	supplied to the	the RTB	
		060a	operation panel		
		D244			
		048a			
		D0AD			
		013a			
		D0AF			
		012a			
		D0AH			
		010a			
LEDs	Blue LED does not	D239		Follow the instructions in	
	turn on	068a		the RTB	
		D242			
		060a			
		D244			
		048a			
		D0AD			
		013a D0AF			
		012a			
		D0AH			
		010a			
		5104			
	<u> </u>	<u> </u>	<u> </u>		

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Subject	Symptom	RTB#	Cause	Solution	Note
Blue screen	Blue screen appears	D239	Software issues	Follow the instructions in	
2100 0010011	Bias serseri appears	068a	o o maro nocaco	the RTB	
		D242			
		060a			
		D244			
		048a			
		D0AD			
		013a			
		D0AF			
		012a			
		D0AH			
		010a			
Black screen	After switching the	D241	PrinterSJob	Install version 1.75 or	
	user or the display	1446R	firmware	later	
	language, a black				
	screen is displayed				
	for a few seconds				
	when opening				
	Quick Print Release				
'Please wait'		D239	Software issues	Follow the instructions in	
		068a		the RTB	
		D242			
		060a			
		D244			
		048a			
		D0AD			
		013a			
		D0AF			
		012a			
		D0AH			
		010a			
Legacy mode	Problems with the	D239	Do not use	Use v1.19 or earlier.	
	Smart Operation	074	Legacy UI		
	Panel when Legacy		Firmware v1.20		
	mode is use				

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

6. Security

Subject	Symptom	RTB#	Cause	Solution	Note
Login/logout	When an error occurs	D239	Scanner firmware	Install version 01.01 or	
	while user code	009a		later	
	authentication is	D242			
	enabled, the login	009a			
	screen appears for a	D244			
	moment	009a			
Login/logout	When using Quick	D259	Application Site	Install version 2.01.24 or	
	Card Authentication,	038d	for eDC	later	
	even if the card				
	reader setting in				
	Screen Features is				
	disabled, the login				
	screen for the card is				
	still displayed.				
Login/logout	The logout	D239	System/Copy	Install version 1.04 or	
	confirmation screen	001b	firmware	later	
	does not appear	D242			
	when the System	001b			
	Settings menu is	D244			
	logged out by an	001b			
	administrator.				
Login/logout	Cannot logout if	D239	System/Copy	Install version 1.06 or	
	logged in using CAP	001d	firmware	later	
	and the device enters	D242			
	Energy Save mode	001d			
		D244			
		001d			
Login/logout	Indicator remains lit	D259	Simple Scan for	Install version 1.09 or	
	after logout	030g	eDC	later	
Login/logout	Login screen not	D259	Simple Scan for	Install version 1.09 or	
	displayed after logout	030g	eDC	later	
Login/logout	Cannot login with	D259	Cheetah System	Install version 1.20 or	
	card reader	012s	firmware	later	
Login/logout	Users forcefully	D259	MediaPrtScn for	Install version 1.17 or	
	logged off while	022k	eDC firmware	later	
	printing or previewing				
	a print.				
Login/logout	Login screen shown	D241	Cheetah System	Install version 1.23 or	
	after swiping with an	1425	firmware	later	
	IC card	D241			
		1429			
		1			

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	1		· · · · · · · · · · · · · · · · · · ·	·	
Subject	Symptom	RTB#	Cause	Solution	Note
Login/logout	Cannot logout when	D239	Scanner firmware	Install version 01.07 or	
	the device is	5560L		later	
	accessed from WIM	D242			
	just before	5560L	0 "		
	scanning is finished	D239	Scanner firmware	Install version 01.13 or	
		5560S		later	
		D242 5560S			
		D0AD	Scanner	Install version 01.05 or	
		5560E	firmware	later	
		D0AF	minware	later	
		5560E			
Login/logout	Cannot login using	D241	Cheetah System	Install version 1.25 or	
0 0	Bluetooth in Smart	1425B	firmware	later	
	Device Connector	D241			
		1429B			
Login/logout	Cannot log in if the	D0AD	System/Copy	Install version 1.10 or	
	machine repeatedly	5550J	firmware	later	
	enters and exits	D0AF			
	Energy Saver Mode	5550J			
		D239		Install version 1.23 or	
		5535E		later	
		D242			
Doggword	Administrator	5535E D239	Notwork Current	Install version 15.61 or	
Password	Administrator		Network Support		
	password cannot be	003i D242	firmware	later	
	changed via telnet	003i			
		D244			
		003i			
Password	When re-entering a		ontroller E-23C	FIT101727460	
	secure print window	firmware			
	after exiting with the				
	Home soft button,				
	login password is not				
	requested				
ID cards	If a user ID is input	D239	System/Copy	Install version 1.04 or	
	manually, then an IC	001b	firmware	later	
	card of a different	D242			
	user is hovered over	001b			
	the card reader, the	D244			
	user ID on the IC	001b			
	card overwrites the				
	user ID manually				
System Cattings	input.	Daso	System/Conv	Install version 1.04 or	
System Settings	If the authentication	D239 001b	System/Copy firmware	later	
menu appears	setting is changed while logging in, the	D242	minwait	iatei	
	System Settings	001b			
	menu appears	D244			
	instead of the home	001b			
	screen.	3010			
	3373311				

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Subject	Symptom	RTB#	Cause	Solution	Note
Devices	Devices connected to	D259	Cheetah System	Install version 1.09 or	
communicating	the Smart Operation	012f	firmware	later	
with each other	Panel via Wireless				
	Direct can				
	communicate with				
	each other				
Unauthorized	A client device	D239	Cheetah System	Install version 1.05.1 or	
access to	connected to the	035	firmware	later	
network	smart operation	D242			
	panel via WiFi Direct	025 D244			
	can access the customer's	016			
	corporate LAN	010			
	environment				
Authentication	User authentication	D239	Engine firmware	Install version 1.07:02 or	
Additionation	in SDK applications	002d	Lingine initiware	later	
	does not work due to	D244			
	corrupted serial	002d			
	number in SP5811-	D242		Install version 1.07:04 or	
	001	002d		later	
Authentication	When the	D259	Simple Scan for	Install version 1.09 or	
	authentication	030g	eDC	later	
	method is changed				
	from "User code" to				
	"Basic", the device				
	displays the "User				
	code" entry screen in				
A th t' t'	Smart Scanner.	D000	Natural Organis	Legistic AF 50 an	
Authentication	When the device is set to use "IEEE	D239 003f	Network Support firmware	Install version 15.58 or later	
	802.1X" and	D242	Illiliwale	ialei	
	"TLS1.2" is set to	003f			
	"active",	D244			
	authentication will fail	003f			
Authentication	"User Code	D259	SimpleScan for	Install version 1.10 or	
	Authentication": No	030h	eDC firmware	later	
	alert sound for an				
	invalid entry				
Authentication	Authentication screen	D259	PrinterInfo for	Install version 1.10 or	
	remains after timeout	020h	eDC firmware	later	
Authentication	The DSDK	Gene	Java VM v12 for	Install version 12.47.01	
	application fails to	087p	eDC	or later	
	connect to the LDAP	Gene	Java VM v12	Install version 12.47.01	
	server when using	088n	Update Tool	or later	
	Kerberos				
Authentication	authentication The user code is	D259	MediaPrtScn for	Install version 1.17 or	
Authonitoation	cleared when	022k	eDC firmware	later	
	transitioning to the	UZZK	CDO III II Wale		
	Home screen				
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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	D0AD 5550K D0AF 5550K	System/Copy firmware	Install version 1.11 or later	
	function	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 Gene 088h	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.42.01 or newer.	
Logs	When changing the password policy in the "Extended Security" menu	D0AD 5561A D0AF 5561A	Web Support firmware	Install version 1.01 or later	
	through WIM, it is not recorded in the access log	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	D239 5550V D242 5550V	System/Copy firmware	Install version 1.13 or later	
	system logs.	D239 5567N D242 5567N	Network Support firmware	Install version 15.62 or later	

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

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	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 D242 002f D244 002f	Engine firmware	Install version 1.09:02 or later Install version 1.09:04 or later 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	D242	System/Copy	Install version 1.07 or	
	from energy saver	001e	firmware	later	
	mode				
SC672-11	Cannot recover from	D239	System/Copy	Install version 1.09 or	
	energy saver mode	001g	firmware	later	
		D242			
		001g			
		D244			
		001g			
SC672	Reboots after	D259	Cheetah System	Install version 1.22.2 or	
00012	entering sleep mode	012u	firmware	later	
SC672-00 to	channy dicop mode	D239	USB	Turn the power off/on.	
13		053a	communication	Then work through the	
		D242	failure	flow chart on page 2 of	
		045a	Controller board or	the RTB.	
		D244	operation panel	the ICI B.	
		034a	boot-up error		
SC687	"Scanning" appears,	D239	Engine firmware	Install version 1.06:02	
30007	if the last page is fed	002c	Engine iliniware	or later	
		D242		or later	
	and a page is added in batch mode on the	002c			
	SPDF.	D244			
SC687	Mhan rootarting a	002c	Cyctom/Conv	Install version 1.16 or	
SC087	When restarting a	D239	System/Copy		
	large print job	5550Y	firmware	later	
		D242			
		5550Y	0 10 10	In stall consists 4.05 an	
		D0AD	System/Copy	Install version 1.05 or	
		5550D	firmware	later	
		D0AF			
		5550D			
SC701-08		D779	ARDF 3090	Install version	
00=00 00		5300M	firmware	01.340:03 or newer.	
SC720-83	Broken guide cover	D239	A piece of the cover	Check between the	
	(SR3230/SR3240	046	falls into the	guide and the exterior	
	finishers)	D242	machine, and the	cover and remove any	
		038	guide cannot return	broken pieces.	
		D244	to home position		
		027			
SC816-98	When the system	D0AD	System/Copy	Install version 1.03 or	
	enters STR mode	5550B	firmware	later	
		D0AF			
		5550B			
SC816-98	During STR mode	D0AD	PowerSaving Sys	Install version	
		5554A	firmware	F.L3.06.2 or later	
		D0AF			
		5554A			
	•	•	•		

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Subject	Symptom	RTB#	Cause	Solution	Note
SC819	When recovering	D239	System/Copy	Install version 1.04 or	
00013	from energy saving	001b	firmware	later	
	mode	D242			
		001b			
		D244			
		001b			
SC819	At startup	D239	System/Copy	Install version 1.05 or	
	, , , , , , , , , , , , , , , , , , ,	001c	firmware	later	
		D242			
		001c			
		D244			
		001c			
SC819	At boot-up	D239	System/Copy	Install version 1.10 or	
	·	001h	firmware	later	
		D242			
		001h			
		D244			
		001h			
SC819	Reboots after	D259	Cheetah System	Install version 1.22.2 or	
	entering sleep mode	012u	firmware	later	
SC819	If the auto log-out	D239	System/Copy	Install version 1.11 or	
	timer and the energy	001i	firmware	later	
	saving timer	D242			
	are set to the same	001i			
	value	D244			
		001i			
SC819	After removing a jam	D239	System/Copy	Install version 1.11 or	
	that occurred while	001i	firmware	later	
	printing a large job	D242			
	that fully consumes	001i			
	the printer memory	D244			
		001i			
SC819	After ARFU or RFU	D0AD	Network Support	Install version 15.67 or	
		5567G	firmware	later	
		D0AF			
		5567G			
		D239			
		5567T			
		D242			
		5567T			
SC819	After updating	D0AD	System/Copy	Install version 1.07 or	
	firmware remotely	5550F	firmware	later	
		D0AF			
		5550F]		
		D239		Install version 1.20 or	
		5535B		later	
		D242			
		5535B			
SC843-02		D241	Cheetah System	Install version 1.24.1 or	
		1425A	firmware	later	
		D241			
		1429A			

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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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Subject Symptom RTB # Cause Solution Note SC899 When installing D242 D01g D244 D01g D249 D01g D01g D249 D						
Remote						Note
SC899 When receiving IP D239 CD244 D016 D244 D016 D246 D016 D246 D016	SC899				Install version 1.09 or	
SC899		@Remote		firmware	later	
SC899 When printing a document that has fewer than four colors for CMYK specified SC899 When printing PD Files that contains graphics or text via PDF file that contains graphics or text via PDF filest tax contains graphics or text via PDF file that contains graphics or text via PDF filest tax contains graphics or text via PDF file that contains graphics or t			D242			
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application on @Remote connected machines SC899 After updating with the packaged firmware SC899 When receiving IP Fax When printing a document that has fewer than four colors for CMYK specified SC899 When printing Or authentication by using a solution product SC899 When rebooting after updating a firmware When printing a DDF file that contains graphics or text via PDF Direct SC899 When printing a DDF file that contains graphics or text via PDF Direct SC899 When printing a DDF file that contains graphics or text via PDF Direct SC899 When printing a PDF file that contains graphics or text via PDF Direct SC899 When printing a PDF file that contains graphics or text via PDF Direct SC899 When printing a PDF file that contains graphics or text via PDF Direct SC899 When printing a PDF file that contains graphics or text via PDF Direct SC899 When printing a PDF file that contains graphics or text via PDF Direct SC899 When printing a PDF file that contains graphics or text via PDF Direct SC899 When printing a PDF file that contains graphics or text via PDF Direct SC899 When printing a PDF file that contains graphics or text via PDF Direct SC899 When printing a PDF file that contains graphics or text via PDF Direct SC899 After updating with that Da239 on 1016 pounds firmware pounds	SC899	When using an		System/Copy	Install version 1.09 or	
Part						
SC899 After updating with the packaged firmware D242 D01f D244 D01f D246 D01f D246 D01f D246 D01f D246 D01f D246 D01f D246 D01f D01f D01f D01f D01f D01f D01f D01f						
SC899						
SC899 After updating with the packaged firmware D239						
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the packaged firmware	SC800	After undating with		System/Cony	Install version 1.08 or	
SC899 When receiving IP D239 RemoteFax Install version 04:00:00 or later	30099					
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SC899 When printing a PDF D239 PDF firmware Install version 1.10 or later graphics or text via PDF Direct						
SC899 When printing a PDF D239 O18e PDF firmware Install version 1.10 or later pDF Direct						
file that contains 018e graphics or text via PDF Direct later	SC800	When printing a DDF		DDE firmwara	Install version 1.10 or	
graphics or text via PDF Direct	30099			FDF IIIIIIWare		
PDF Direct			ulge		ialei	
SUX99 When Job Logs are DUAD NetworkDocBox Install version 1.02 or	00000		DOAD	MahaadiDaaD	In atall assertion 4.00	
	SC899					
being collected 5568B firmware later		being collected		tirmware	ıater	
D0AF						
5568B						
D239 NetworkDocBox Install version 1.06 or					Install version 1.06 or	
5568H firmware later				firmware	later	
D242			D242			
5568H						

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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	D242 5586H	PDF firmware	Install version 1.11 or later	
	characters used in a print job	D3BD5 733B	PDF firmware	Install version 1.02 or later	
SC899	While printing via PDF Direct if a job	D242 5586H	PDF firmware	Install version 1.11 or later	
	includes more than 500 pages	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	Network Support firmware	Install version 15.68 or later	
		5567V D242 5567V D237	Network Support	Install version 12.84.1	
		5567G	firmware	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 Co	ontroller E-23C	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	D239 007e D242 007e D244 007e	Printer firmware	Install version 1.05 or later	
	applications cannot be started	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	D0AD	System/Copy	Install version 1.05 or	
	scanning	5550D	firmware	later	
		D0AF			
		5550D			
		D239	System/Copy	Install version 1.17 or	
		5550Z	firmware	later	
		D242			
		5550Z			
SC991	When entering	D239	System/Copy	Install version 1.04 or	
	energy saver mode.	001b	firmware	later	
	Controller logs are	D242			
	not saved	001b			
		D244			
		001b			
SC991	When using an	D239	System/Copy	Install version 1.09 or	
	application on	001g	firmware	later	
	@Remote connected	D242			
	machines	001g			
		D244			
		001g			
SC991	When Job Logs are	D0AD	NetworkDocBox	Install version 1.02 or	
	being collected	5568B	firmware	later	
		D0AF			
		5568B			
SC991	The document being	D0AD	NetworkDocBox	Install version 1.02 or	
	faxed is targeted for	5568B	firmware	later	
	capture, and the fax	D0AF			
	is sent	5568B			
SC991	After cancelling	D0AD	System/Copy	Install version 1.05 or	
	scanning	5550D	firmware	later	
		D0AF			
		5550D			
		D239	System/Copy	Install version 1.17 or	
		5550Z	firmware	later	
		D242			
		5550Z			
SC997	When OCR is set	D0AD	Scanner firmware	Install version 01.04 or	
	and a document over	5560D		later	
	256 pages is	D0AF			
	scanned	5560D			
		D239	Scanner firmware	Install version 01.12 or	
		5560R		later	
		D242			
		5560R			
SC998	When the machine is	D241	Cheetah System	Install version 1.24.1 or	
	woken from sleep	1425A	firmware	later	
	mode by the	D241			
	proximity sensor	1429A			
SC998	If Streamline NX and	D241	Java VM v12 std for	Install version 12.53.01	
	CAP v2 are installed	5579Q	eDC firmware	or later	
		D241	Java VM v12 std	Install version 12.53.01	
		5579Q	UpdateTool	or later	
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Subject	Symptom	RTB#	Cause	Solution	Note
SC998	When powering on if	D239	System/Copy	Install version 1.14 or	
	an ESA application is	5550W	firmware	later	
	set as a function	D242			
	priority	5550W			
SC998	When rebooting the	D0AD	System/Copy	Install version 1.11 or	
	machine if ESA	5550K	firmware	later	
	application is set as	D0AF			
	the priority function	5550K			
Java VM	When doing location-	Gene	Java VM v12 for	Install version 12.47.01	
related SC	free printing or	087p	eDC	or later	
	authentication by	Gene	Java VM v12	Install version 12.47.01	
	using a solution	088n	Update Tool	or later	
!!! !.afa.uta.ata.l	product	DOFO	Ob a atala Occata as	Install consists 4 07 4 an	
"Unfortunately,	When turning off the	D259	CheetahSystem	Install version 1.07.1 or	
Web Browser	main switch	012e	firmware	later	
NX has					
stopped." "Unfortunately,	When exporting the	D259	Application Site for	Install version 1.02.02	
Application	device settings to a	037d	eDC	or later	
Site has	storage device from	037u	EDC	or later	
stopped."	System Settings				
"All the pages	When pages are	D239	Scanner firmware	Install version 01.01 or	
are detected	scanned while	009a		later	
as . No file was	"Delete Page" is	D242			
created."	enabled in the OCR	009a			
0.00.00.	settings	D244			
		009a			
"Original is	When Quick Scan is	D259	Simple Scan for	Install version 1.07 or	
being scanned	displayed after the	030e	eDC	later	
by another	TWAIN application is				
function."	completed				
	Scanning				
Unspecified	When Application	D259	Application Site for	Install version 1.02.02	
error message	Site is opened	037d	eDC	or later	
Unspecified	When a machine	D259	Cheetah System	Install version 1.11 or	
error	setting is changed	012f	firmware	later	
	from WIM while in				
	energy saver mode	Docc	0 1 10		
Unspecified	Connection error	D239	System/Copy	Install version 1.09 or	
error	message appears	001g	firmware	later	
	mistakenly on	D242			
	@Remote connected	001g			
	machines	D244			
Upoposified	If printing a job when	001g	PCL firmware	Install version 1.11 or	
Unspecified	If printing a job when	D239 017c	FCL IIIIIIware	later	
error	Unauthorized Copy Prevention is enabled	0176		ialei	
	and there are				
	and there are asterisks in the				
	"Enter User Text".				
Unspecified	Appears when	D259	Cheetah System	Install version 1.09 or	
warning	activating iWnnIME	012f	firmware	later	
	acarding irrinini	J 121		10.01	
	<u> </u>	1	l .	i e	

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Subject	Symptom	RTB#	Cause	Solution	Note
Error not	When scanning a	D259	Simple Scan for	Install version 1.07 or	
displayed	size that is too small for the ADF	030e	eDC	later	
Error not	Fax: Upon an error,	D239	Fax firmware	Install version 03:00:00	
displayed	the error message in	005b		or later	
	the status check	D242			
	window disappears	005b			
	and the status check	D244			
F	LED turns OFF	005b	OMEONO	Leadall consists OF 00 00	
Error not	A fax message cannot be sent and	D239 014d	GWFCU3.8-	Install version 05:00:00 or later	
displayed	remains in the	0140	11(WW) firmware	or later	
	machine without an				
	error message				
Error not	After the device is	D259	PrinterInfo for eDC	Install version 1.11 or	
displayed	restarted, error	020i	firmware	later	
, ,	messages are not				
	displayed				
Error not	Jam alert not	D239	System/Copy	Install version 1.11 or	
displayed	displayed when there	001i	firmware	later	
	is a paper size	D242			
	mismatch	001i			
		D244 001i			
		D0AD	System/Copy	Install version 1.05 or	
		5550D	firmware	later	
		D0AF	IIIIIWaic	later	
		5550D			
Error not	Error messages	D259	MediaPrtScn for	Install version 1.17 or	
displayed	briefly appear and	022k	eDC firmware	later	
	then disappear				
Network error	When using wireless	D239	Fax firmware	Install version 03:00:00	
message	LAN and IP fax	005b		or later	
appears falsely		D242 005b			
		D244			
		005b			
		D239	RemoteFax	Install version 02:00:00	
		008a	firmware	or later	
		D242			
		008a			
		D244			
		008a			
		D239	GWFCU3.8-	Install version 03:00:00	
	187 (1	014b	11(WW) firmware	or later	
"Connection	When the power	D259	Simple Scan for	Install version 1.09 or	
with the machine has	button and then "Cancel" is pressed	030g	eDC	later	
failed"	during energy saving				
ialicu	mode				
	mode				
		Ī			

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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	D0AD 5550K D0AF 5550K	System/Copy firmware	Install version 1.11 or later	
	(Backup All Addr Book)	D239 5535F D242 5535F	System/Copy firmware	Install version 1.24 or later	

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

8. Optional Units

Subject	Symptom	RTB#	Cause	Solution	Note
Finisher	If the front door is	D3B8	Finisher	Install version 01.030:05	
SR3210/SR3	opened and closed, the	001a	SR3210 firmware	or later	
220	paper exit motor	D3B9	Booklet Finisher	Install version 01.030:04	
E	continues to rotate.	001a	SR3220 firmware	or later	D "11
Finisher SR3210/SR3 220	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/SR3 220	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 D259 034d	FaxInfoWidget for eDC LanguageWidget for eDC	Install version 1.02 or later Install version 1.03 or	
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 Gene 088a	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.28.05 or newer Install version 12.28.05 or newer	
Applications	Error if an ESA application is uninstalled with the extended features of WIM	Gene 087c Gene 088a	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.28.05 or newer 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	Gene	Java VM v12 for	Install version 12.35.01	
	because Java VM does	087e	eDC firmware	or later	
	not activate.	Gene 088c	Java VM v12 Update Tool		
Applications	When installing an	D259	Cheetah System	Install version 1.11 or	
	application using an SD	012f	firmware	later	
	card, the Legacy UI				
	firmware is uninstalled or part of the application				
	fails to be installed.				
Applications	Licenses of applications	D259	Cheetah System	Install version 1.09 or	
	installed via the	012f	firmware	later	
	Application Site cannot				
Applications	be renewed	D259	Chaotah Syatam	Install version 1.09 or	
Applications	Hybrid applications can be installed by using an	012f	Cheetah System firmware	later	
	invalid product key via	0121	Illiliwale	latei	
	the Application Site.				
Applications	Cannot open the	D259	Cheetah System	Install version 1.12 or	
	Application Site	012g	firmware	later	
Applications	The QR code application	D259	QRCodeforSDC	Install version 2.1.2 or	
	quits when opening the	032h	for eDC firmware	later	
	settings in Taiwanese				
	models.	D.0.=0			
Applications	The QR code application	D259	Cheetah System	Install version 1.15 or	
	quits when started up in	012i	firmware	later	
Applications	Taiwanese models. Upload of scan data with	D259	Cheetah System	Install version 1.15 or	
Applications	Web BrowserNX fails	012i	firmware	later	
Applications	Smart Scanner	D259	Simple Scan for	Install version 1.09 or	
	application shuts down	030g	eDC	later	
Applications	When the "Check"	D259	Simple Scan for	Install version 1.09 or	
	button is pressed in	030g	eDC	later	
	Smart Scanner, an error				
	occurs.				
Applications	SDK applications do not	D239	System/Copy	Install version 1.08 or	
	behave properly	001f D242	firmware	later	
		001f			
		D244			
		001f			
		Gene	Java VM v12	Install version 12.45.00	
		087m	Update Tool	or newer.	
		Gene	Java VM v12 for		
		088j	eDC firmware		
Applications	SDK applications do not	D239	Java VM firmware	Install version 12.45.00	
	behave properly	051	bug	or newer.	
		D242			
		043			
		D244 032			
Applications	Failure when uploading	D259	Cheetah System	Install version 1.18 or	
Applications	files to a web server via	012g	firmware	later	
	a web application	5129	iiiiiwaic		
	a web application				

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Applications MediaPrtScn closes unexpectedly when the "Print settings" screen Applications Measurements sho Quick Scanner are correct Applications Various problems was Quick Scanner Applications The "Preview" and "Selected" buttons a active before a file is selected. Applications A file can be printed even if it is deleted the "Confirm File" selected immediate. Applications The amount of tone remaining is not reflected immediate. Applications Quick Print Release x 22 paper in the in tray is displayed as 17. Applications Quick Print Release The application screen is blacked out when reopened. Applications Quick Print Release Cannot start after the device resumes operating from eners aving mode. Applications Printer Bit Switch # does not behave properly Applications Notifications are not displayed in MFP applications.	on 022f wn in D259 not 030h with D259 030i D259 are 022h	MediaPrtScn for eDC firmware SimpleScan for eDC firmware SimpleScan for eDC firmware	Install version 1.12 or later Install version 1.10 or later Install version 1.11 or	
the "Print settings" screen Applications Measurements shore Quick Scanner are correct Applications Various problems we Quick Scanner Applications The "Preview" and "Selected" buttons a active before a file is selected. Applications A file can be printed even if it is deleted the "Confirm File" selected immediate with the "Confirm File" selected immediate and the "Confirm File" selected. Applications Quick Print Release Cannot start after the device resumes operating from energy and the property selected immediate and the property selected. Applications Printer Bit Switch # does not behave properly applications are not displayed in MFP applications.	wn in D259 030h with D259 030i D259 are 022h	SimpleScan for eDC firmware SimpleScan for	Install version 1.10 or later	
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Applications Ap	not 030h vith D259 030i D259 are 022h	eDC firmware SimpleScan for	later	
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Applications Notifications are no displayed in MFP applications	021g	eDC firmware	later	
displayed in MFP applications				
applications		Printer firmware	Install version 1.06 or	
	007f D242		later	
	007f			
	D244			
	007f			
Applications Wrong Product ID u		PrinterSJob for	Install version 1.60 or	
	021h	eDC firmware	later	
Applications Destinations missin		SimpleScan for	Install version 1.12 or	
from Quick Scanne		eDC firmware Java VM v12 for	later Install version 12.47.01	
Applications Cannot use require version of Java VM	4 1 / 2 ~ ~ ~	eDC	or later	
replacing the control		Java VM v12	Install version 12.47.01	
board	after 087p	Update Tool	or later	
	after 087p			
	after 087p oller Gene			

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Subject	Symptom	RTB#	Cause	Solution	Note
Applications	Java VM does not	Gene	Java VM v12 for	Install version 12.47.01	
	recognize a change in	087p	eDC	or later	
	relationship between the	Gene	Java VM v12	Install version 12.47.01	
	host name and the IP	088n	Update Tool	or later	
	address on the DNS				
	server				
Applications	An error occurs when	D239	Printer firmware	Install version 1.0 7 or	
	trying to display a	007g		later	
	preview in the Print	D242			
	(Memory Storage Device) application.	007g D244			
	Device) application.	007g			
Applications	Scanner application	D259	SmartScan for	Install version 1.13 or	
Applications	ends abnormally	019k	eDC firmware	later	
Applications	The application aborts	D259	MediaPrtScn for	Install version 1.17 or	
Applications	while trying to print via	022k	eDC firmware	later	
	the bypass tray.	OZZ.K			
Applications	The application is	D259	MediaPrtScn for	Install version 1.17 or	
, p	unresponsive when	022k	eDC firmware	later	
	many jobs via ADF are				
	scanned.				
Applications	Some Smart SDK	D284	Firmware bug	Install newer Cheetah	
	applications are deleted	027		System firmware	
	with CheetahSystem				
A 1' ('	v1.21.	D044	1)/14 40 (1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
Applications	SDK applications cannot	D241	Java VM v12 std	Install version 12.53.01	
	start during the boot process due to a Java	5579Q	for eDC firmware	or later Install version 12.53.01	
	VM error	D241 5579Q	Java VM v12 std UpdateTool	or later	
Applications	Cannot install	D241	Java VM v12 std	Install version 12.53.01	
Applications	applications remotely	5579Q	for eDC firmware	or later	
		D241	Java VM v12 std	Install version 12.53.01	
		5579Q	UpdateTool	or later	
Applications	Cannot apply profiles or	D241	Java VM v12 std	Install version 12.53.01	
	retrieve device	5579Q	for eDC firmware	or later	
	information	D241	Java VM v12 std	Install version 12.53.01	
		5579Q	UpdateTool	or later	
Applications	An SDK application may	D241	Java VM v12 std	Install version 12.57.00	
	stop suddenly due to an	5579S	for eDC firmware	or later	
	increase in memory		Java VM v12 std		
	usage		UpdateTool		
Appliactions	Remote un-installation	DOAD	firmware	Install version 1.06 or	
Applications	for Streamline NX fails	D0AD 5550E	System/Copy firmware		
	Tor Streamline NX rails	D0AF	Illiliware	later	
		5550E			
		D239	System/Copy	Install version 1.19 or	
		5535A	firmware	later	
		D242			
		5535A			

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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 D0AD 5568E	Network DocBox firmware Network DocBox firmware	Install version 1.09 or later Install version 1.05 or later	
Applications	SmartSDK WebAPI bug with the temporary user authentication function	D0AF 5568E 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.	FIT1017	64300	Color Controller E-23C system software	

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

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

9. Image Problems

SubjectSymptomRTB #CauseSolutionPart or all of the image is missingSome lines and/or borders missing from pCL jobsD239 D74PCL firmwareInstall version 1.09 or laterPart or all of the image is missingWhen printing with the pA3 driverD239 D18ePDF firmwareInstall version 1.10 or laterPart or all of the image is missingA pattern put on top of an image or graphic is blacked outD242 D18ePCL firmwareInstall version 1.13 or laterPart or all of the image is missingWhen direct printing a pDF job that contains a content streamD242 D18ePDF firmwareInstall version 1.11 or laterPart or all of the image is missingThe top and bottom ends are missing if the size is scaled when PDFD0AF D0AF S575CIRIPS PDF firmwareInstall version 1.05 or later	
Part or all of the image is missing Part or all of the image is missing if the Part or all of the image is ends are missing if the Part or all of the image is missing if the Part or all of the image is ends are missing if the Part or all of the image is ends are missing if the	
missingPCL jobsD239 018ePDF firmwareInstall version 1.10 or laterPart or all of the image is missingA pattern put on top of an image or graphic is blacked outD242 5573HPCL firmwareInstall version 1.13 or laterPart or all of the image is missingWhen direct printing a PDF job that contains a content streamD242 5586HPDF firmwareInstall version 1.11 or laterPart or all of the image is mage isThe top and bottom ends are missing if theD0AF 5575CIRIPS PDF firmwareInstall version 1.05 or later	
Part or all of the image is missing Part or all of the image is ends are missing if the Part or all of the image is ends are missing if the Part or all of the image is ends are missing if the Part or all of the image is ends are missing if the Part or all of the image is ends are missing if the Part or all of the image is ends are missing if the Part or all of the image is ends are missing if the Part or all of the image is ends are missing if the Part or all of the image is ends are missing if the ends are missing if the Part or all of the image is ends are missing if the ends are missing in the ends are missing if the ends are missing en	
the image is missing Part or all of the image is ends are missing if the Part or all of the image is ends are missing if the Part or all of the image is ends are missing if the Part or all of the image is ends are missing if the Part or all of the image is ends are missing if the Part or all of the image is ends are missing if the Part or all of the image is ends are missing if the Part or all of the image is ends are missing if the Part or all of the image is ends are missing if the Part or all of the image is ends are missing if the ends are missing ends are	
missingA pattern put on top of the image is missingA pattern put on top of an image or graphic is blacked outD242 5573HPCL firmwareInstall version 1.13 or laterPart or all of the image is missingWhen direct printing a PDF job that contains a content streamD242 5586HPDF firmwareInstall version 1.11 or laterPart or all of the image isThe top and bottom ends are missing if theD0AF IRIPS PDF firmware or laterInstall version 1.05 or later	
Part or all of the image is missing Part or all of the image is missing if the Part or all of the image is missing if the Part or all of the image is missing if the Part or all of the image is missing if the Part or all of the image is missing if the Part or all of the image is missing if the Part or all of the image is missing if the Part or all of the image is missing if the Part or all of the image is missing if the Part or all of the image is missing if the Part or all of the image is missing if the Part or all of the image is missing if the image is missing if the image is missing in the image in the	
the image is missing an image or graphic is blacked out Part or all of the image is missing a pDF job that contains a content stream are read or later Part or all of the image is missing are missing if the part or all of the image is an image or graphic is blacked out and image or graphic is blacked out are missing are missing are missing are missing blacked out and image or graphic is blacked out are missing are pDF firmware are missing are missing if the placked out are missing are pDF firmware are missing if the placked out are missing are pDF firmware are missing if the placked out are missing are pDF firmware are missing if the placked out are missing are pDF firmware ar	
missing blacked out D242 PDF firmware Install version 1.11 or later Part or all of the image is missing PDF job that contains a content stream D3BD5 733B PDF firmware Install version 1.02 or later Part or all of the image is The top and bottom ends are missing if the D0AF 5575C IRIPS PDF firmware Install version 1.05 or later	
Part or all of the image is missing Part or all of the image is missing Part or all of the image is missing Part or all of the image is ends are missing if the Part or all of the image is the imag	
the image is missing PDF job that contains a content stream D3BD5 PDF firmware Part or all of the image is PDF job that contains a content stream D3BD5 PDF firmware PDF firmware D3BD5 PDF firmware Install version 1.05 or later D0AF S575C Part or all of the image is	
missing content stream D3BD5 PDF firmware Install version 1.02 or later Part or all of the image is ends are missing if the D0AF IRIPS PDF firmware ends are missing if the Install version 1.05 or later	
Part or all of the image is ends are missing if the Table 1733B	
Part or all of the image is The top and bottom ends are missing if the top and bottom the image is the image is the top and bottom the image is the	
the image is ends are missing if the 5575C or later	
Illissing Size is scaled when FDF	
printing	
Part or all of Both ends of the D0AF IRIPS PDF firmware Install version 1.05	
the image is watermark are cut off 5575C or later	
missing when printing from the	
V4 driver	
Part or all of When sending a fax via D242 PDF firmware Install version 1.13	
the image is SmartSDK 5586K or later	
missing Part or all of The upper part is D0AF IRIPS PDF firmware Install version	
the image is missing when faxing 5575F 1.08 or later	
missing via the Remote Fax.	
Image wrong When sending a fax via D242 PDF firmware Install version 1.13	
size SmartSDK 5586K or later	
Image wrong The image is vertically D0AF IRIPS PDF firmware Install version	
size extended when faxing 5575F 1.08 or later	
via the Remote Fax.	
Characters When characters that D239 PCL firmware Install version 1.10	
missing contain the incorrect 017b or later	
TrueType font data are	
printed	
Images When printing from the D3BD PDF firmware Install version	
missing PS3 driver 5733C 1.03 or later	
Images When sending a fax via DOAF IRIPS PDF firmware Install version	
missing SmartSDK 5575F 1.08 or later	
D3BD PDF firmware Install version	
5733C 1.03 or later	
Data missing In the "Printing text and D0AD System/Copy Install version 1.05	
serial numbers" mode, 5550D firmware or later	
text with serial numbers D0AF	
cannot be copied 5550D	

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Subject	Symptom	RTB#	Cause	Solution	Note
Color	Output color appears	D239	Engine firmware	Install version	
	different between Met-	002b		1.05:02 or later	
	C2 and Met-C1 when	D244			
	printed in two-color	002b			
	mode.	D242	Engine firmware	Install version	
		002b		1.05:04 or later	
Color	The tone of the color	D239	Engine firmware	Install version	
	suddenly changes	002e		1.08:02 or later	
	during printing.	D244			
		002e			
		D242	Engine firmware	Install version	
		002e		1.08:04 or later	
Color	When scanning with	D0AD	Scanner firmware	Install version 01.04	
	AirPrint in MacOS X	5560D		or later	
	10.12 or later, the device	D0AF			
	sends a full color JPEG	5560D			
	even if a black and white				
	JPEG was specified				
Abnormal	When sending or	D239	GWFCU3.8-11(WW)	Install version	
image (not	receiving an IP-Fax	014c	firmware	04.00.00 or later	
specified)	3				
USB memory	Saving a scanned file to	D239	System/Copy	Install version 1.07	
,	a USB memory stick	001e	firmware	or later	
	corrupts the file	D242			
		001e			
		D244			
		001e			
Feature not	Erase Border works	D239	System/Copy	Install version 1.09	
working	incorrectly when	001g	firmware	or later	
· ·	selecting the original	D242			
	paper size with two	001g			
	spread pages	D244			
		001g			
Blurred image	When printing a PCL5	D239	PCL firmware	Install version 1.12	
· ·	job, black text is drawn	017d		or later	
	by using process black				
Grainy image	If printed from a PCL	FIT1013	73991.ps	Color Controller E-	
	driver with 600dpi setting		•	23C system	
				software version	
				1.0.	
Image at	When sending a fax via	D0AF	IRIPS PDF firmware	Install version	
wrong size	SmartSDK	5575F		1.08 or later	
		D3BD	PDF firmware	Install version	
		5733C		1.03 or later	
Image rotated	The image is rotated	D0AF	IRIPS PDF firmware	Install version	
	180 degrees when	5575 F		1.08 or later	
	printing a Landscape				
	document via				
	SmartSDK				
Incorrect	When printing a PCL5	D239	PCL firmware	Install version 1.12	
		10471	1	or later	
image density	job, black text is drawn	017d		or later	
image density	job, black text is drawn by using process black	01/d		or later	
Background		D239 017d	PCL firmware	Install version 1.12	

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

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	D239 002e D244 002e	Engine firmware	Install version 1.08:02 or later	
	pages	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	D239 002e D244 002e	Engine firmware	Install version 1.08:02 or later	
	jobs, and the fusing unit attempts to prevent its temperature from further increasing	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 D0AG	Engine firmware Engine firmware	Install version 1.10:02 or later Install version 1.10:04	
Broken part	The front lever is broken when the duplex unit is opened and closed	5503A D239 036 D242 027	The lever was modified earlier, but that made it weaker	or later 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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Updated: End of June 2018: Changes in bold italics

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

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

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	D0AD 5570C D0AF 5570C	Printer firmware	Install version 1.03 or later	
	Saver mode	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	D239 002c	Engine firmware	Install version 1.06:02 or later	
	and a page is added in batch mode on the	D242 002c			
	SPDF.	D244			
	0. 21.	002c			
Machine stalls	If logged in using	D239	System/Copy	Install version 1.06 or	
	CAP and the device	001d	firmware	later	
	enters Energy Save mode	D242 001d			
	Inode	D244			
		001d			
Machine stalls	When sending or	D239	GWFCU3.8-	Install version 04.00.00	
Machine stelle	receiving an IP-Fax	014c	11(WW) firmware	or later	
Machine stalls	When using the SPDF	D239 001e	System/Copy firmware	Install version 1.07 or later	
		D242	IIIIIWaic	later	
		001e			
		D244			
Machine stalls	When an application	001e D239	System/Copy	Install version 1.08 or	
Machine Stalls	accesses the HDD	001f	firmware	later	
	after turning ON the	D242			
	power	001f			
		D244 001f			
Machine stalls	When IC card	D239	System/Copy	Install version 1.08 or	
	authentication is	001f	firmware	later	
	used to recover from	D242			
	Energy Save Mode.	001f D244			
		001f			
Machine stalls	If the machine	D239	Engine firmware	Install version 1.09:02 or	
	receives a job	002f		later	
	immediately after completing a job	D242 002f		Install version 1.09:04 or later	
	Completing a job	D244		Install version 1.09:02 or	
		002f		later	
Machine stalls	When image log	D239	Network DocBox	Install version 1.07 or	
	capture is enabled	5568J	firmware	later	
	and a large number of jobs are done,	D242 5568J			
	capture cannot be	D242	GWFCU3.8-	Install version 09.00.00	
	executed	5559K	11(WW) firmware	or later	
Machine stalls	When logging in and	D239	System/Copy	Install version 1.16 or	
	logging out repeatedly by IC card	5550Y D242	firmware	later	
	. speakedly by to out	5550Y			
Machine stalls	If a job includes text	D242	PDF firmware	Install version 1.12 or	
	outside the printable	5586J	DDE finner	later	
	area of the page	D3BD5 733B	PDF firmware	Install version 1.02 or later	
		7 335		latol	

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Subject	Symptom	RTB#	Cause	Solution	Note
Machine stalls	During PDF direct	D242	PDF firmware	Install version 1.12 or	
	printing if a job	5586J		later	
	contains a Bezier	D3BD	PDF firmware	Install version 1.02 or	
	curve	5733B		later	
Machine stalls	During PDF direct	D242	PDF firmware	Install version 1.12 or	
	printing if a spot color	5586J		later	
	is used	D3BD5	PDF firmware	Install version 1.02 or	
	140	733B	501.6	later	
Machine stalls	When printing a	D242	PCL firmware	Install version 1.14 or	
Mashina stalla	heavy-duty job	5573J	Nativadi DaaDau	later	
Machine stalls	Image log capture cannot be executed	D0AD 5568C	Network DocBox firmware	Install version 1.03 or later	
	and the device will	D0AF	Illiliwale	latei	
	freeze	5568C			
Machine stalls	Caused by failed	D0AD	System/Copy	Install version 1.05 or	
maoriiro otalio	login authentication	5550D	firmware	later	
	from user IDs with	D0AF			
	certain Chinese	5550D			
	characters				
Machine stalls	The machine stalls in	D0AD	Engine firmware	Install version 1.11:02 or	
	"Printing" status, if	5503B		later	
	switched to the Silent	D0AG			
	mode while the	5503B			
	engine is OFF				
Machine stalls	During data	D0AD	Network Support	Install version 15.69 or	
	transmission when	5567J	firmware	later	
	doing Scan to Folder	D0AF			
Machine stalls	with SMBv2/v3	5567J D239	Dug with the	Don't install ver 1.27. If	
Machine stalls	In Energy Saver mode, freezes during	078	Bug with the operation panel	the error occurs, disable	
	the first backup after	070	backup feature	the operation panel	
	the firmware is		after Cheetah	backup feature in the	
	installed		System firmware	Cheetah SP mode	
			ver 1.27 is		
			installed		
Machine	In a device with no	D239	Scanner firmware	Install version 01.13 or	
stalls	ADF, if the	5560S		later	
	document size is	D242			
	detected	5560S			
	automatically and	D0AD	Scanner	Install version 01.05 or	
	the TWAIN driver is	5560E	firmware	later	
	used for scanning,	D0AF			
	the device will	5560E			
Manhini	freeze	D045	0	In a fall consists of different	
Machine	When executing	D0AD	System/Copy	Install version 1.11 or	
stalls	SP5-846-052	5550K D0AF	firmware	later	
	(Restore All Addr Book)	5550K			
	DUUK)	D239	System/Copy	Install version 1.24 or	
		LUZJI	Jystell/COPY	motan version 1.24 or	
			firmware	later	
		5535F	firmware	later	
			firmware	later	

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Subject	Symptom	RTB#	Cause	Solution	Note
Machine	If the widgets	D241	LanguageWidget	Install version 1.10 or	
stalls	reboot during a	1431K	firmware	later	
	firmware update	D241	TonerWidget	Install version 1.06 or	
		1434H	firmware	later	
		D241	FaxInfoWidget	Install version 1.04 or	
		1435F	firmware	later	
		D241 1437G	EcoInfoWidget firmware	Install version 1.07 or later	
Machine	MP C3004/C3504	D239	Firmware error	Temporary measure: Set	
reboots	only: The machine is	031		SP2-250-001 to "0"	
	printing a job of two			(OFF).	
	sheets or more,			Firmware will be	
	Paper used is A4/LT			modified later.	
	LEF, or shorter, Job				
	is interrupted such as				
NA Initia	due to paper end.	D044	Object to be Overtone	In stall consists 4 O4 4 so	
Machine reboots	The operation panel become blurred and	D241 1425A	Cheetah System firmware	Install version 1.24.1 or later	
reboots	lines appear, and	D241	Illiliware	later	
	then the machine	1429A			
	reboots	1420/			
Machine does	When attempted to	D239	System/Copy	Install version 1.11 or	
not reboot	reboot the machine	001i	firmware	later	
	to resolve an SC,	D242			
	"Reboot will done	001i			
	automatically"	D244			
	appears but the	001i			
	machine is not rebooted				
Machine	When entering	D259	Cheetah System	Install version 1.11 or	
reboots	energy saver mode	012f	firmware	later	
Machine	The machine returns	D239	System/Copy	Install version 1.18 or	
enters the	to Engine ON mode	5535	firmware	later	
wrong mode	when the proximity	D242			
	sensor is triggered,	5535			
	but it should return to				
Firmware	Pre-recovery mode Firmware for a	D239	System/Cony	Install version 1.04 or	
update	different optional	001b	System/Copy firmware	later	
upuate	paper tray unit can	D242	minware	later	
	be updated	001b			
		D244			
		001b			
Firmware	Package RFU fails	D239	System/Copy	Install version 1.06 or	
update		001d	firmware	later	
		D242			
		001d			
		D244			
Firmware	Package ARFU fails	001d D259	Cheetah Systom	Install version 1.15 or	
update	rackage ARPU Idiis	012i	Cheetah System firmware	later	
upuale	1	0121	IIIIIWaic	เลเฮเ	

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Cubiost	Cumpton	RTB#	Cause	Solution	Note
Subject	Symptom From 22 during			Install version 1.08 or	Note
Firmware	Error 22 during	D239	System/Copy		
update	ARFU	001f	firmware	later	
		D242			
		001f			
		D244			
F'	ADELL 6-11-	001f	F	la stall consists 4 00:00 an	
Firmware	ARFU fails	D239	Engine firmware	Install version 1.09:02 or	
update		002f		later	
		D242		Install version 1.09:04 or	
		002f	-	later	
		D244		Install version 1.09:02 or	
- :	The company level ///	002f	Janua V/M v 40 atal	later	
Firmware	The wrong JavaVM	D241	Java VM v12 std	Install version 12.55.02	
update	firmware can be	5579R	for eDC firmware Java VM v12 std	or later	
	installed on any				
	machine, possibly causing errors with		UpdateTool firmware		
			Illiliwale		
	JavaVM or bootup failing				
Firmware	If RFU is carried out	D239	System/Copy	Install version 1.17 or	
update	while SC672 is	5550Z	firmware	later	
update	occurring, RFU fails	D242	Illiliwale	later	
	and the machine	5550Z			
	cannot recover until	3330Z			
	the main power is				
	turned OFF/ON				
Firmware	Firmware update via	D0AD	Problem with the	This problem will be	
update	Application Site,	012b	"package_ALL"	resolved in the	
	Streamline NX v3,	D0AF	firmware package	"package_ALL" firmware	
	Device Manager NX	011b	that contains	package that will contain	
	Pro/Enterprise and	D0AH	Network Support	Network Support v15.66	
	service menu cannot	009b	v15.65.1 or	(release at the end of	
	be done	D239	v15.65	January 2018)	
		069b		,	
		D242			
		061b			
		D244			
		049b			
Firmware	Error 22 occurs when	D241	Cheetah System	Install version 1.27 or	
update	updating via ARFU	1425D	firmware	later	
		D241			
		1429D			
Firmware	E228 occurs when	D241	Cheetah System	Install version 1.27 or	
update	updating via SD card	1425D	firmware	later	
		D241			
		1429D	_		
Energy saver	Recovery time when	D239	System/Copy	Install version 1.04 or	
mode	starting a job is	001b	firmware	later	
	different from when	D242			
	using the operation	001b			
	panel	D244			
		001b			

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Subject	Symptom	RTB#	Cause	Solution	Note
Energy saver	If a USB numeric	D259	Cheetah System	Install version 1.13.1 or	
mode	keypad is connected,	012h	firmware	later	
	the machine cannot				
Energy saver	enter the sleep mode Cannot recover from	D239	System/Copy	Install version 1.09 or	
mode	energy saver mode	001g	firmware	later	
	onergy care meas	D242			
	ļ	001g			
	ļ	D244			
		001g			
Energy saver	Does not wake up	D259	Cheetah System	Install version 1.17.1 or	
mode	from sleep mode	012n	firmware	later	
	when attempting to log in with the IC card				
Energy saver	Does not wake up	D259	Cheetah System	Install version 1.18 or	
mode	from sleep mode	012q	firmware	later	
Energy saver	Operation panel	D0AD	System/Copy	Install version 1.11 or	
mode	does not recover	5550K	firmware	later	
	from Energy Saver	D0AF			
	Mode	5550K	System/Conv	Install version 1.24 or	
		D239 5535F	System/Copy firmware	later	
		D242	IIIIIIWai E	later	
		5535F			
SP mode	Cannot enter SP	D239	System/Copy	Install version 1.05 or	
	mode, if the proximity	001c	firmware	later	
	sensor activates	D242			
	during the	001c			
	entry process	D244 001c			
Cannot do any	After attempting to	D239	Network DocBox	Install version 1.02 or	
jobs	back up the address	004a	firmware	later	
,	book from Device	D242			
	Manager NX	004a			
		D244			
O a service of	NATIonal Honor Land	004a	0	Leatell construct of OF	
Copying does	When the device has	D0AD	System/Copy	Install version 1.05 or	
not start	just gone into energy saver mode	5550D D0AF	firmware	later	
	Saver mode	5550D			
Copying does	When the device has	D0AD	System/Copy	Install version 1.06 or	
not start	just gone into energy	5550E	firmware	later	
	saver mode	D0AF			
		5550E			
		D239	System/Copy	Install version 1.19 or	
		5535A	firmware	later	
		D242			
		5535A			

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Subject	Symptom	RTB#	Cause	Solution	Note
Logs	Engine logs not	D239	Engine firmware	Install version 1.06:02 or	NOLE
Logs	stored correctly if	002c	Lingine ilitiware	later	
	turning ON the main	D242		later	
	power or recovering	002c			
	from energy saving	D244			
	mode with the front	002c			
	cover open	0020			
Logs	The image logs of	D0AD5	Scanner firmware	Install version 01.03 or	
Logs	jobs scanned by	560C		later	
	GlobalScan NX are	D0AF	Scanner firmware	Install version 01.03 or	
	not captured	5560C		later	
		D239	Scanner firmware	Install version 01.10 or	
		5560P		later	
		D242	Scanner firmware	Install version 01.10 or	
		5560P		later	
Logs	Unnecessary log	D239	Network Support	Install version 15.65.1 or	
	entries are recorded	5567R	firmware	later	
	in the system logs	D242			
	when connecting to	5567R			
	the network through	D0AD	Network Support	Install version 15.70 or	
	a wireless LAN	5567K	firmware	later	
		D0AF			
		5567K			
Logs	Image log capture	D0AD	System/Copy	Install version 1.05 or	
	stops and will not	5550D	firmware	later	
	restart unless the	D0AF			
	device is turned off	5550D			
	and on				
Logs	Operations are	D0AD	System/Copy	Install version 1.06 or	
	double counted in the	5550E	firmware	later	
	SLNX user usage	D0AF			
	reports	5550E			
		D239	System/Copy	Install version 1.19 or	
		5535A	firmware	later	
		D242			
	If the admires to	5535A	Notice de Dirig	In a tall ways is at 4.00 c	
Logs	If the device is	DOAD	Network DocBox	Install version 1.06 or	
	abnormally turned off, the collect log	5568F	firmware	later	
	, ,	DOAF			
	settings will be initialized and the	5568F D239	Network DocBox	Install version 1.10 or	
	log data will not be	5568M	firmware	later	
	transferred	D242	iniliwale	iatei	
	u ansien eu	5568M			
Counters	Some system	D239	Web Support	Install version 1.04 or	
Countors	counter data is not	010c	firmware	later	
	included in the	D242			
	exported .csv file.	010c			
		D244			
		010c			
	1	1 5 . 5 5	l	1	

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

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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	D0AD 5550E	System/Copy firmware	Install version 1.06 or later	
	are not supported in Duplex mode on the MP C2004/2504 or MP C2004ex/ 2504ex	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	D0AD 5560F D0AF 5560F	Scanner firmware	Install version 01.06 or later	
	Legacy scanner application are cleared after changing the firmware to a specific firmware version	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	