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Model: Model AP-C2	Date: 31-Mar-06	No.: RD029000v

Subject: Troubleshooting		Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.		

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

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

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

E-5100 Controller: More than one patch file may be needed, and the order in which they are applied may be important. See the RTB for the required patch file(s), and the correct procedure to use.

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Jam	Jam 17: After recovering from a staple jam	D029 002c	Engine firmware	Install version 1.55:08 or later.	
Jam	Jam 17: After Paper Jam 62 occurs for the first time, Paper Jam 17 occurs continually at the registration roller and Bridge Transport when Ap-C2d (D029) is installed with SR790	D029 032	SR790 software bug	<u>Temporary Countermeasure:</u> Main Power on/off Finisher door open and close <u>Permanent Countermeasure</u> Replace the Finisher ROM (B4089450)	
Jam	Duplex, folder (Ap-C2d only)	D029 041	Defective lot of duplex bypass motors	<u>Temporary Countermeasure:</u> Replace the motor (see the RTB for details) <u>Permanent Countermeasure</u> Changes at the factory	
Jam	After Paper Jam 62 occurs for the first time, Paper Jam 17 occurs continually at the registration roller and Bridge Transport when an SR790 is installed	B022 028c	SR790 finisher firmware	Install version 5.08 or later.	
Jam	JAM 64 or 67 in the duplex unit	D029 053	High temperature and mechanical load cause the fusing entrance guide plate to bend.	Replace the guide plate with the new part (D0294492).	
Jam	Jam 1 in the bridge unit	D029 002e D029 059	Engine firmware	Install version 1.57:08 or later.	
A, B, C Jam indicated but there is no jam	Paper is resting inside the machine, but is not jammed	D029 035	A specific lot of the Paper Exit Sensor is faulty.	Replace the sensor if it is defective. See the RTB for details on how to test and replace the sensor.	
ADF jam		B802 004a	Bent component, caused by customer error	Replace the guide plate (only for models earlier than a certain serial number.	See the RTB
ADF jam	Jam 57	B802 006	Broken bearing	Install modified component	See the RTB for details.

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2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
"Toner End" display	Not cleared when the toner bottle is replaced.	D029 054	Pump unit not working properly, so toner not supplied correctly	See the flow chart in the RTB. You MUST identify the root cause using the flow chart and check the cut-in serial number before you replace the pump units. If the root cause is different, the symptom will reoccur within a short period.	
Toner end not cleared	Yellow: When the FC counter is below 1000	D029 056	The toner supply unit was not attached correctly at the factory, and the tube gets clogged with toner.	Check the condition of the Y toner supply tube. Replace the Y pump unit assembly if the tube is tucked between the machine frame and supply unit.	See the RTB for a replacement procedure.

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3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
Web Image Monitor	If both SNTP and Date/Time settings are configured in WIM, WIM might not be accessible.	D029 003a	System/Copy firmware	Install version 1.15 or later.	
		D029 007a	Network Support firmware	Install version 8.25 or later.	
Web Image Monitor	Firmware versions of the Fax and Finisher options are not recorded in the Access Log	D029 003b	System/Copy firmware	Install version 1.16 or later.	
Web Image Monitor	Job names that include "%s" prevent the document server from being accessed by the web service. The result is that the Document Server cannot be seen from Web Image Monitor.	D029 013a	Network DocBox firmware	Install version 1.02 or later.	
Web Image Monitor	Paper sizes missing from the display	D029 003e	System/Copy firmware	Install version 1.19 or later.	
		D029 010b	Web Support firmware	Install version 1.09 or later.	
Web Image Monitor	Locks up when an application accessed the machine by http.	D029 007d	Network Support firmware	Install version 8.31 or later.	
Web Image Monitor	Locks up if SSDP = Active (Web Image Monitor > Configuration > Network Security),	D029 007d	Network Support firmware	Install version 8.31 or later.	
Web Image Monitor	Wording errors (Chinese)	D029 010e	Web Support firmware	Install version 1.12 or later.	
Web SmartDevice Monitor	Job names that include "%s" prevent Web SDM from retrieving the job list.	D029 013a	Network DocBox firmware	Install version 1.02 or later.	
Web SmartDevice Monitor	Access Log > "Machine Data Encryption Key Change" > "Start Date/Time" and "End Date/Time" fields are blank.	D029 003a	System/Copy firmware	Install version 1.15 or later.	
Web SmartDevice Monitor	Mismatched Entry ID and User Name in the access log	D029 003a	System/Copy firmware	Install version 1.15 or later.	
Gigabit Ethernet	The machine does not display warnings about IPv6 address collisions	D029 003a	System/Copy firmware	Install version 1.15 or later.	
Wireless LAN	Sudden loss of wireless network connectivity with an error message "Problems with the wireless card."	D029 003b	System/Copy firmware	Install version 1.16 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Wireless LAN	Cannot roam between access points using different versions of the IEEE 802.11 standard	D029 007a	Network Support firmware	Install version 8.25 or later.	
Fax	The PC fax job history cannot be accessed after a PC fax transmission is sent.	D029 008b	Remote Fax firmware	Install version 02.00.00 or later.	
Fax	If the Reset key is pressed a number of times while viewing the Stored Files screen, the thumbnails for received fax files disappear.	D029 006d	Fax firmware	Install version 04.00.00 or later.	
Fax	In cases where the symptom above occurs, the fax function freezes if the operator tries to view the third page onward.	D029 006d	Fax firmware	Install version 04.00.00 or later.	
Fax	Cannot receive a fax while in Energy Saver Mode	D029 019b	FCU firmware	Install version 05.00.00 or later.	
Fax	Received fax documents stored in memory cannot be printed out if the FCU is reset.	D029 006e	Fax firmware	Install version 05.00.00 or later.	
Fax	Line interrupt error occurs when receiving a fax from a specific fax server, due to an RTC misdetection.	D029 019c	FCU firmware	Install version 06.00.00 or later.	
Fax	When an ESA application sends a fax using multibyte characters, the sender is garbled on the recipient device.	Gene 050c	Java VM4 Update Tool	Install version 4.28.00 or later.	
		Gene 056c	Java VM v4 for eDC		
Fax	A stored received fax is deleted if a paper loading error occurs during printing	D029 006g	Fax firmware	Install version 07.00.00 or later.	
Fax	The machine does not recover from an error during transfer and does not report the error.	B029 019e	FCU firmware	Install version 08.00.00 or later.	
Fax	Paperless faxes are deleted and not forwarded to the shared folder, and the documents and corresponding error report are not printed.	GenF 025	GWFCU3-13 (WW) firmware	Install version 08.00.00 or later.	
IP-Fax	IP-fax not working (send or receive)	D029 008c	Remote Fax firmware	Install version 03.00.00 or later.	
WPA	If the device fails to establish a WPA or WPA2 connection once, it will not try again until rebooted.	D029 007a	Network Support firmware	Install version 8.25 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
DHCP	The machine doesn't advertise its hostname via DHCP option 12. The DNS server might not be updated by DHCP.	D029 007a	Network Support firmware	Install version 8.25 or later.	
Cannot access the machine	From multiple Windows Vista/Server 2008 PCs through IPsec	D029 007b	Network Support firmware	Install version 8.27 or later.	
Cannot access the machine	The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This causes a loss of connectivity until the MFP reinitializes the network connection (10 seconds).	D029 007b	Network Support firmware	Install version 8.27 or later.	
Cannot access the machine	If either of the WSD Printer or Netware functions are enabled	D029 007b	Network Support firmware	Install version 8.27 or later.	
Cannot access the machine	Machine with an EFI controller cannot be discovered by WSD.	D029 007c	Network Support firmware	Install version 8.30 or later.	
Cannot access the machine	MFP with an external controller: If the network settings were changed repeatedly and the MFP's "NetWare" setting was already "Active"	D029 007d	Network Support firmware	Install version 8.31 or later.	
Cannot access the machine	If SSDP is enabled	D029 007d	Network Support firmware	Install version 8.31 or later.	
Scanned documents not delivered	Delivery of a scanned document fails via Scan to ScanRouterEX (using the MFP Browser), and the device will not attempt to resend the document.	D430A 01A	Browser Unit firmware	Install version 1.72 or later.	
Various connectivity issues	Caused by the new MAC address codes	D029 044	Update connectivity firmware	See the RTB for the modules that must be updated.	
Domain name overwritten	When the device IP address and DNS server location are obtained from DHCP, the domain specified by the device setting "IPv4 > Domain Name > Specify" will be overwritten	D029 007c	Network Support firmware	Install version 8.30 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Cannot send email	If the MFP/LP has a statically configured IP address and domain, it always sends a HELO using just its hostname. SMTP servers that require client HELOs to include the client's FQDN will close the connection.	D029 007c	Network Support firmware	Install version 8.30 or later.	
SMB	Cannot Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.	D029 007c	Network Support firmware	Install version 8.30 or later.	
SMB	Cannot Scan to SMB to Windows 98/98SE/Me/NT4.0 destinations specified using an IP address.	D029 007c	Network Support firmware	Install version 8.30 or later.	
SMB	The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).	D029 007c	Network Support firmware	Install version 8.30 or later.	
SMB	If the MFP's IP address is changed to an IP address of another subnet, users cannot browse the network (using Scan to SMB) until the MFP is rebooted.	D029 007c	Network Support firmware	Install version 8.30 or later.	
SMB	The Scan to SMB "Connection Test" fails if performed on a directory located directly below a DFS root.	D029 007c	Network Support firmware	Install version 8.30 or later.	
SMB	After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname are not found.	D029 007c	Network Support firmware	Install version 8.30 or later.	
SMB	Problems when using across subnets due to short timeout	D029 007c	Network Support firmware	Install version 8.30 or later.	
SMB	Cannot Scan to SMB to a destination that is not specified using an FQDN.	D029 007c	Network Support firmware	Install version 8.30 or later.	
SMB	Cannot Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.	D029 007c	Network Support firmware	Install version 8.30 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SMB	Cannot send documents to a hostname containing 2-byte characters.	D029 007a	Network Support firmware	Install version 8.25 or later.	
SMB	Scan to SMB fails if the file submitted to the DFS folder in the destination has the same name as one already there	D029 007d	Network Support firmware	Install version 8.31 or later.	
SMB	Document not sent if IP address is used	D029 007d	Network Support firmware	Install version 8.31 or later.	
SMB	Scan to SMB fails in some specific cases	D029 007d	Network Support firmware	Install version 8.31 or later.	
SMB	Scan to Folder (SMB) does not work when specifying the destination's IP address.	D029 003k	System/Copy firmware	Install version 1.25 or later.	
SMB	Scan to SMB does not work correctly	D029 060	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	
SMB	"General SMB operation error": Fiery cannot connect to a Mac OS X 10.9 shared folder.	D029 090	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	
Capture server	Incomplete job sent to capture server	D029 004g	Printer firmware	Install version 1.24.1 or later.	
Remote Manager	Remote Manager v2 cannot communicate with the device if it takes more than 1 minute to assign the device an IP address via DHCP.	M413 001e	VM card firmware	Install version 4.24.03 or later.	
SSL	An SSL connection cannot be established if a x509 certificate is used but contains a "CRL Distribution Point".	M413 001e	VM card firmware	Install version 4.24.03 or later.	
SSL	Vulnerability to the re-negotiation of SSL/TLS	M413 002a	Java VM4 for eDC firmware	Install version 4.25.07 or later.	
		M413 001f	VM card firmware	Install version 4.25.07 or later.	
Icon not shown on computer	Windows Vista, 2008/R2, and 7, if SSDP is enabled.	D029 007d	Network Support firmware	Install version 8.31 or later.	
Cannot install driver	If the device's IPP Authentication setting is enabled,	D029 007d	Network Support firmware	Install version 8.31 or later.	
Cannot use network functions	If DHCP and DDNS are both enabled	D029 007e	Network Support firmware	Install version 8.33 or later.	
Cannot use connectivity applications	Affected applications include Web Image Monitor, IPP Printing and @Remote.	D029 007e	Network Support firmware	Install version 8.33 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Internet Explorer	On Internet Explorer 10, the Setup/Configure window is blank.	D029 087	Apply the required Patch File(s) for E-5100 system version 1.0.		
@Remote	Automatic calls not sent	D029 003p	System/Copy firmware	Install version 2.02 or later.	
@Remote	Automatic calls not sent	D029 003q	System/Copy firmware	Install version 2.03 or later.	

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4. Printing

Subject	Symptom	RTB #	Cause	Solution	Note
Driver settings	If Bypass Tray Setting Priority is "Driver/ Command Settings", jobs sent to the bypass tray that contain a Paper Type definition will cause the bypass tray's Paper Thickness setting to be overwritten with "Plain Paper".	D029 004b	Printer firmware	Install version 1.17 or later.	
Jobs cancelled	LPR jobs submitted by an HP-UX, AIX or Netware 6.5 (SP6 or SP7) host	D029 007a	Network Support firmware	Install version 8.25 or later.	
Jobs cancelled	IPP	D029 007a	Network Support firmware	Install version 8.25 or later.	
Jobs cancelled	Batch printing of PDF documents	D029 020b	PS3/PDF firmware	Install version 1.02 or later.	
Jobs cancelled	PCL XL	D029 016d	Option PCL firmware	Install version 1.04 or later.	
Jobs not accepted	After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP	D029 007a	Network Support firmware	Install version 8.25 or later.	
Problems with PCL	The device stops printing PCL5 macros after 500 or more pages and omits macros from PCL5 jobs until the device is rebooted.	D029 016b	Option PCL firmware	Install version 1.02 or later.	
PDF direct printing	Printing of PDFs containing multiple images causes the PS error "limitcheck"	D029 020a	PS3/PDF firmware	Install version 1.01 or later.	
Jobs not printed	When jobs are submitted to the device's lpr port repeatedly	D029 007b	Network Support firmware	Install version 8.27 or later.	
Jobs not printed	If IPP authentication is enabled, and printing through an IPP port from a Windows Vista/Server 2008 client	D029 007b	Network Support firmware	Install version 8.27 or later.	
Jobs not printed	Jobs not containing PJL commands are held by the device and not printed until another job is submitted or a button is pressed on the device.	D029 004f	Printer firmware	Install version 1.24 or later.	This occurs if the device enters energy saver mode immediately after printing a diagnostics page

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Subject	Symptom	RTB #	Cause	Solution	Note
Jobs not printed	Printing does not start if the copier is in energy save mode.	D029 025	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	
Jobs not printed	Job does not print from Print queue when Enable Printed Queue is OFF	D029 079	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	
Printer function disabled	After recovery from Energy Saver Mode	D029 003i	System/Copy firmware	Install version 1.23 or later.	
Macro used on wrong page	Should be used on first page only	D029 016d	Option PCL firmware	Install version 1.04 or later.	
Font problem	If printing a PDF Direct job that calls a "download font" from the hard disk (or RAM disk), one of the other resident fonts is used	D029 020c	PS3/PDF firmware	Install version 1.03 or later.	
Font problem	Multiple-glyph fonts are not printed	D029 016e	Option PCL firmware	Install version 1.05 or later.	
Font problem	PCL soft font reverts to system font in the middle of the job.	D029 047	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	
Job reset	PDF Direct jobs containing a mask that was created using tiling	D029 020c	PS3/PDF firmware	Install version 1.03 or later.	
Job reset	With Chunk Transfer Encoding over an IPP port	D029 007d	Network Support firmware	Install version 8.31 or later.	
Printing stops	When sending a fax and printing a job at the same time.	D029 026	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	
Duplex	Some pages in Mixed Media that should be printed in duplex are printed in simplex.	D029 048	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	
Duplex	Duplex printing issue with PCL5 data.	D029 080	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	
n-up	Errors when printing with 2-up.	D029 060	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	
PS error	PS error occurs while processing a specific file.	D029 070	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	
PS error	PS error occurs when printing certain PDF files using the PS driver.	D029 070	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	
PS error	When Staple 2 at center is specified, Fiery shows PS error (Range check Error).	D029 079	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Full bleed	Full bleed is not working when Scale to Fit is selected.	D029 077	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	

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5. Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Scan to SMB	Cannot send documents to a hostname containing 2-byte characters.	D029 007a	Network Support firmware	Install version 8.25 or later.	
Wrong file type generated	A scan configured to output a Multi-page TIFF actually output a PDF.	D029 009e	Scanner firmware	Install version 1.24 or later.	
Wrong file type generated	TIFF output as PDF	D029 009f	Scanner firmware	Install version 1.25 or later.	
Scan to NCP	Fails or is slow if some conditions are met (see the RTB for details)	D029 009d	Scanner firmware	Install version 1.23 or later.	
		D029 003h	System/Copy firmware	Install version 1.22 or later.	
Scan to folder	Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8.	D029 003o	System/Copy firmware	Install version 2.01or later.	
Scan to folder	Cannot scan to shared folders	D029 007f	Network Support firmware	Install version 8.33 or later.	
Scan to folder	When NBT is OFF	D029 007e	Network Support firmware	Install version 8.33 or later.	
Scan to folder	If "CNAME" is specified as the destination folder, ScanTo Folder will abort.	D029 007e	Network Support firmware	Install version 8.33 or later.	
Cannot send scan data	Cannot send to Mac OS X 10.7 share location	D029 083	Apply the required Patch File(s) for E-5100 system version 1.0.		

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6. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Display freezes	If the JavaTMPlatform button is pressed twice when the main power is turned on.	M344 001b	VM card firmware	Install version 4.14 or later.	RTB for VM card option
Display freezes	If wireless LAN setting was wrong	D029 003o	System/Copy firmware	Install version 2.01or later.	
Display freezes	If left for more than 5 minutes on a login screen	D029 003o	System/Copy firmware	Install version 2.01or later.	
Display freezes	SDK start logo does not change	M413 002a	Java VM4 for eDC firmware	Install version 4.25.07 or later.	
		M413 001f	VM card firmware	Install version 4.25.07 or later.	
Display freezes	Operation panel freezes when the software keyboard is closed	Gene 050b	Java VM4 Update Tool	Install version 4.26.05 or later.	
Incorrect display	The LCD display for the [Extended Auto Tray Switching] title is blank, in some languages:	D029 001b	Language Install firmware	Install version 1.07 or later.	
		D029 012b	LCDC firmware	Install version 1.08 or later.	
Incorrect display	Paper sizes missing from the display	D029 003e	System/Copy firmware	Install version 1.19 or later.	
		D029 010b	Web Support firmware	Install version 1.09 or later.	
Operation panel does not work	The panel does not respond at all, or The positions of the buttons shift (even after calibration)	D029 029b	An adhesive in the assembly is expanding, causing damage to the unit.	Replace the touch panel as explained in this RTB.	
Operation panel does not work	Cannot use Start key	M413 001	VM card firmware	Install version 4.17-01 or later.	
Application buttons do not work	If either of the WSD Printer or Netware functions are enabled	D029 007b	Network Support firmware	Install version 8.27 or later.	
No display	When the machine recovers from energy saver or Off/sleep mode	D029 012c D029 043	LCDC firmware	Install version 1.09 or later.	
No display	Only the Standby LED is lit.	D029 061a	Cracked soldering on polygon mirror motor board	Replace with new ass'y (P/N AX060396).	
No display	After changing language settings	M413 001	VM card firmware	Install version 4.15 or later.	
Display goes black	This only occurs if User Authentication is enabled or the MFP had a Device Accounting Unit such as a coin collector or charge card reader.	D029 009e	Scanner firmware	Install version 1.24 or later.	
		D029 003j	System/Copy firmware	Install version 1.24 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Software keyboard	Cannot close after using an SDK application	M413 001	VM card firmware	Install version 4.15 or later.	
Displayed image	Incomplete	M413 001	VM card firmware	Install version 4.17-01 or later.	
Displayed image	Character string not displayed correctly	M413 001	VM card firmware	Install version 4.17-01 or later.	
Displayed image	JPEG images not displayed	M413 001	VM card firmware	Install version 4.17-01 or later.	
User tools screen	Cannot exit	M413 001	VM card firmware	Install version 4.17-01 or later.	
Language	Cannot switch	M413 001	VM card firmware	Install version 4.17-01 or later.	
Language	Wording errors in SDK application screens	M413 001a	VM card firmware	Install version 4.20.04 or later.	

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7. Security

Subject	Symptom	RTB #	Cause	Solution	Note
Unauthenticated access to Web Image Monitor is possible	If Selective User Authentication (SP5-420-041) and User Authentication are both enabled, unauthenticated users can access the urls of WIM's Printer Job History, Printer Error Log and Print Job List.	D029 004a	Printer firmware	Install version 1.12 or later.	
Unauthenticated access to Web Image Monitor is possible	Personal Information Protect (SP5-888-001 = 1) cannot prevent users from accessing the urls of WIM's Printer Job History, Printer Error Log and Print Job List.	D029 004a	Printer firmware	Install version 1.12 or later.	
Windows authentication	Fails on a domain controller whose hostname contains 2 byte characters.	D029 007a	Network Support firmware	Install version 8.25 or later.	
Windows authentication	Cannot use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server.	D029 007c	Network Support firmware	Install version 8.30 or later.	
Windows authentication	Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication.	D029 007c	Network Support firmware	Install version 8.30 or later.	
Windows authentication	Fails if the username or password includes lower-case European characters.	D029 007c	Network Support firmware	Install version 8.30 or later.	
Cannot assign group privileges	Cannot assign them to a logged in user if that group has a name consisting of more than 20 bytes	D029 007c	Network Support firmware	Install version 8.30 or later.	
LDAP authentication	If the login name or password contains extended ASCII characters (e.g. umlaut), authentication fails.	D029 003a	System/Copy firmware	Install version 1.15 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
"Authenticating. .. Please wait".	If a user logs back in after their session has timed out, the machine stalls with this message	D029 003a	System/Copy firmware	Install version 1.15 or later.	
Cannot login	With IC card: See the RTB for the conditions in which this occurs	M344 001b	VM card firmware	Install version 4.14 or later.	RTB for VM card option
Cannot login	If user name/password contains certain characters	M413 001	VM card firmware	Install version 4.17-01 or later.	
Cannot login	Application authentication fails	Gene 050b	Java VM4 Update Tool	Install version 4.26.05 or later.	
Cannot logout	When swiping the card	D029 003o	System/Copy firmware	Install version 2.01or later.	
Cannot logout	If User Authentication settings are changed many times	M413 001	VM card firmware	Install version 4.17-01 or later.	
Job log	Stops recording User ID, Username or Usercode if WIM is accessed more than 300 times using authentication.	D029 003d	System/Copy firmware	Install version 1.18 or later.	
Job log	Job log CSV file contains the wrong "User Entry ID" for scanner jobs that were sent from the document server.	D029 009b	Scanner firmware	Install version 01.21 or later.	
Job log	The Job log displayed by Web SDM contains the wrong "User Code/User Name", "User Entry ID" and "User display name" for scanner jobs that were sent from the document server.	D029 009b	Scanner firmware	Install version 01.21 or later.	
Job log	Multiple stored jobs submitted for printing simultaneously not all recorded individually	D029 013b	Network DocBox firmware	Install version 1.03 or later.	
		D029 009c	Scanner firmware	Install version 1.22 or later.	
		D029 010c	Web Support firmware	Install version 1.10 or later.	
		D029 011a	Web Uapl firmware	Install version 1.08 or later.	
Job log	The administrator's user name not recorded in the job log when printing a Print Configuration page.	D029 004c	Printer firmware	Install version 1.21 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Problems with logs	The Result column in the "Scanner: Stored File Sending" log is blank	D029 013b	Network DocBox firmware	Install version 1.03 or later.	
Problems with logs	Some "File Access Privilege Change" log entries for the CSV file downloaded via WIM have problems (see the RTB for details).	D029 003h	System/Copy firmware	Install version 1.22 or later.	
Problems with logs	Data not transferred to the Web SmartDeviceMonitor server or Remote communication Gate S Pro.	D029 013c	Network DocBox firmware	Install version 1.04 or later.	
Unnecessary Login/logout recorded	An admin login/logout logged when the administrator accesses a new WIM page.	D029 004c	Printer firmware	Install version 1.21 or later.	
		D029 003g	System/Copy firmware	Install version 1.21 or later.	
		D029 010c	Web Support firmware	Install version 1.10 or later.	
		D029 011a	Web Uapl firmware	Install version 1.08 or later.	
Unnecessary Login/logout recorded	An admin login/logout logged every time an Auto Email Notification or On-demand Email Notification is sent	D029 003g	System/Copy firmware	Install version 1.21 or later.	
		D029 010c	Web Support firmware	Install version 1.10 or later.	
Data not logged	If the Password Policy is enabled, "Target User Entry ID" and "Target User Code/User Name" are not logged in the CSV file from WIM and in the Web SDM's Access Log List when a user tries and fails to change their password.	D029 003g	System/Copy firmware	Install version 1.21 or later.	
Data not logged	Some Lockout entries in the Access log are missing	D029 003g	System/Copy firmware	Install version 1.21 or later.	
Password change recorded by mistake	If the Program/ Change Administrator screen is opened via WIM and the OK button is pressed	D029 003g	System/Copy firmware	Install version 1.21 or later.	
Password change recorded by mistake	If a new UserCode is added to the address book	D029 003g	System/Copy firmware	Install version 1.21 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Users not logged out	User code authentication, and SDK/J on the operation panel	M413 001	VM card firmware	Install version 4.15 or later.	
Users not logged out	If a user was logged in when the On/Off button is used to turn the device off	M413 001e	VM card firmware	Install version 4.24.03 or later.	
Garbled user data	The captured user name is garbled if User Administrator Authentication is enabled	D029 013c	Network DocBox firmware	Install version 1.04 or later.	
Users not logged out	After pressing the "Logout" button on the "User Tools" screen when using CAP with basic authentication.	M413 001e	VM card firmware	Install version 4.24.03 or later.	
Account locked	Repeated failures to login with an IC card	D029 003c	System/Copy firmware	Install version 2.01or later.	Account locked
Account not locked	If User Code authentication is enabled or if "External Optional Counter Type"= 0	D029 003c	System/Copy firmware	Install version 2.01or later.	Account not locked
Cannot recognize user	SDK applications cannot recognize whether Administrator or User Authentication is enabled or whether an admin or user has already logged in.	M413 001	VM card firmware	Install version 4.17-01 or later.	
Users logged out	When User Code Authentication is used and an SDK application is installed	M413 001a	VM card firmware	Install version 4.20.04 or later.	
Cannot display user name	Basic Authentication	M413 001b	VM card firmware	Install version 4.21.05 or later.	
Kerberos Authentication	Slow	Gene 050b	Java VM4 Update Tool	Install version 4.26.05 or later.	
Kerberos Authentication	AES-256 used for encryption but was not specified	Gene 050c	Java VM4 Update Tool	Install version 4.28.00 or later.	
		Gene 056c	Java VM v4 for eDC		

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8. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC 202		D029 061a	Cracked soldering on polygon mirror motor board	Replace with new ass'y (P/N AX060396).	
SC 203		D029 061a	Cracked soldering on polygon mirror motor board	Replace with new ass'y (P/N AX060396).	
SC 204		D029 061a	Cracked soldering on polygon mirror motor board	Replace with new ass'y (P/N AX060396).	
SC 548	While the fusing unit is warming up from standby mode	D029 052	Either a) Engine firmware b) Excessive load c) Sensor out of position	See the RTB for troubleshooting procedures for each possible cause.	
SC 672	If a job containing a BW image is stored on the HDD (e.g. Locked Print) after the machine has just returned from Energy Saver mode. Only for machines with the Media Link Board.	D029 003a	System/Copy firmware	Install version 1.14.3 or later.	
SC 672	If an Internet fax and On-demand E-mail Notification are received while the machine is in energy saver mode	D029 013a	Network DocBox firmware	Install version 1.01 or later.	
SC 687	Continuous printing of IPDS jobs for 5-6 hours	D029 003a	System/Copy firmware	Install version 1.15 or later.	
SC 816	If the machine receives a ping or ARP while in Energy Saver mode.	D029 005a	Subsystem firmware	Install version F.12 or later.	
SC 816	When the machine enters Auto Off mode from the Ready condition.	D029 003f D029 034	System/Copy firmware	Install version 1.20 or later. Temporary solution: Turn the main switch OFF/ON.	
SC 816	If a PC connected by a USB cable enters or recovers from Standby mode (low power mode) while the printer is in STR mode (Energy Saver mode).	D029 005c	Subsystem firmware	Install version F.14 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC 816	SC816-38, -90	D029 005c	Subsystem firmware	Install version F.16 or later.	
		D029 003k	System/Copy firmware	Install version 1.25 or later.	
SC 816	SC816-38/90	D029 005f	Subsystem firmware	Install version F.17 or later.	
SC 819	Quickly inserting then immediately removing USB memory from the USB2.0/SD Slot option	D029 003c	System/Copy firmware	Install version 1.17 or later.	
SC 819	Repeatedly inserting and removing a USB device	D029 007a	Network Support firmware	Install version 8.25 or later.	
SC 819	When a print job is interrupted by a paper full condition (during a booklet job) or a toner end condition, after the error is cleared.	D029 002c	Engine firmware	Install version 1.55:08 or later.	
SC 819	When browsing the network using SMB.	D029 007c	Network Support firmware	Install version 8.30 or later.	
SC 899	After the machine recovers from Energy Saver Mode	D029 003o	System/Copy firmware	Install version 2.01or later.	
SC 899		D029 006g	Fax firmware	Install version 07.00.00 or later.	
SC 990	When a print job is interrupted by a paper full condition (during a booklet job) or a toner end condition, after the error is cleared.	D029 002c	Engine firmware	Install version 1.55:08 or later.	
SC 990	If a paper jam occurs when printing from an EFI controller, the error occurs after the jam is cleared and the job restarted.	D029 003h	System/Copy firmware	Install version 1.22 or later.	
SC 990	Multiple jobs containing at least 50 pages each	D029 003h	System/Copy firmware	Install version 1.22 or later.	
SC 990	After firmware update with @Remote	D639 014	Due to a Java VM bug, Java VM will not start up correctly if the device is rebooted while an SDK application is starting up.	Install Java f/w version V4.3 or newer.	
SC 990	When calibrating a Fiery server	D029 070	Apply the required Patch File(s) for E-5100 system version 1.0.		
SC 991	After doing Clear Server	D029 082	Apply the required Patch File(s) for E-5100 system version 1.0.		

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Subject	Symptom	RTB #	Cause	Solution	Note
SC 991	If DHCP and DDNS are both enabled	D029 007e	Network Support firmware	Install version 8.33 or later.	
SC 997		Gen 028b	Global Scan NX firmware	Install version 1.1.3.0 or later.	
SC 997	After logging out	M413 001	VM card firmware	Install version 4.15 or later.	
SC 997	Jobs including the "@PJL DEFAULT" environment variable RESOLUTION or BITSPERDOT	D029 004c	Printer firmware	Install version 1.21 or later.	
SC 997	If the auto-off timer of the device is set to 1 minute and an SDK application is set to automatically start up	M413 001b	VM card firmware	Install version 4.21.05 or later.	
"Functional problem detected."	Continuous printing of IPDS jobs for 5-6 hours	D029 003a	System/Copy firmware	Install version 1.15 or later.	
"Please wait"	If the main power is turned off during a firmware update, "Please wait" appears and the machine cannot be rebooted.	D029 003b	System/Copy firmware	Install version 1.16 or later.	
E-40	When a firmware version older than V14 is installed	B222 016c	ARDF firmware	Install version 15.000:15 or later.	
		B802 005		Before you install the new firmware, you must set up the ADF correctly.	
E-40	When ADF firmware is updated to V14	D029 046 B222 016d	Update ARDF firmware to V15	Before you install the new firmware, you must set up the ADF correctly.	Install new engine firmware before you start this (see the RTB).

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9. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
USB devices	The machine does not recognize USB devices	D029 003a	System/Copy firmware	Install version 1.15 or later.	
		D029 007c	Network Support firmware	Install version 8.30 or later.	
USB/SD card reader	USB flash drives or SD cards will not be recognized by the device at startup.	D029 007a	Network Support firmware	Install version 8.25 or later.	
USB/SD card reader	Stops working	M413 001b	VM card firmware	Install version 4.21.05 or later.	
Card Authenticati on package	Cannot be installed over an earlier version.	M344 001b	VM card firmware	Install version 4.14 or later.	RTB for VM card option
E-5100 Controller	When printing a very large job to the Document Server, no alert message is displayed on the copier panel.	D029 026	Apply the required Patch File(s) for E-5100 system version 1.0.		
E-5100 Controller	Printed Docs and held jobs cannot be opened from Webtools.	D029 026	Apply the required Patch File(s) for E-5100 system version 1.0.		
E-5100 Controller	Configuration page does not print	D029 036	Apply the required Patch File(s) for E-5100 system version 1.0.		
E-5100 Controller	Some custom color profile settings are not saved.	D029 037	Apply the required Patch File(s) for E-5100 system version 1.0.		
E-5100 Controller	Calibration problem	D029 049	Apply the required Patch File(s) for E-5100 system version 1.0.		
E-5100 Controller	Controller cannot boot up	D029 028	Defective HDD	Perform the corrective action as described in the RTB	
E-5100 Controller	Unexpected behavior during printing	D029 028	Defective HDD	Perform the corrective action as described in the RTB	
E-5100 Controller	Separator page setting does not work correctly.	D029 060	Apply the required Patch File(s) for E-5100 system version 1.0.		
E-5100 Controller	Alignment Page cannot be printed out on any paper except "Plain" paper.	D029 067a	Apply the required Patch File(s) for E-5100 system version 1.0.		
E-5100 Controller	When calibrating a Fiery server	D029 070	Apply the required Patch File(s) for E-5100 system version 1.0.		
E-5100 Controller	The Job List is not displayed in chronological order on the panel.	D029 070	Apply the required Patch File(s) for E-5100 system version 1.0.		
E-5100 Controller	Image Pattern collapses when trying to process a file.	D029 079	Apply the required Patch File(s) for E-5100 system version 1.0.		
E-5100 Controller	HDD space does not change after doing Clear Server	D029 081	Apply the required Patch File(s) for E-5100 system version 1.0.		

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Subject	Symptom	RTB #	Cause	Solution	Note
E-5100 Controller	Cannot launch Configure window if Java 7u51 is installed.	D029 089	Apply the required Patch File(s) for E-5100 system version 1.0.		
Stapling	The final page or the pages near the end of the 1st copy are stapled into the 2nd copy.	D029 002e D029 071	Engine firmware	Install version 1.57:08 or later.	
Shift tray	If a PCL6 job is printed to a shift tray after a PCL5 job, each page of the PCL6 job is shifted instead of each job or copy being shifted.	D029 016e	Option PCL firmware	Install version 1.05 or later.	
Booklet finisher	1-sheet booklet job cannot be folded.	D029 039	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	
Booklet finisher	Booklet job not printed.	D029 028	Defective HDD	Perform the corrective action as described in the RTB	
SDK	Cannot switch between SDK applications	M413 001	VM card firmware	Install version 4.15 or later.	
SDK	Cannot install SDK application	M413 001a	VM card firmware	Install version 4.20.04 or later.	
SDK	SDK application crashes	M413 001a	VM card firmware	Install version 4.20.04 or later.	
SDK	SDK application installed on wrong SD card	M413 001b	VM card firmware	Install version 4.21.05 or later.	
SDK	SDK application locks up	M413 001b	VM card firmware	Install version 4.21.05 or later.	
SDK	SDK application does not load	M413 001c	VM card firmware	Install version 4.22.03 or later.	
SDK	SDK application does not communicate with DNS server	M413 001c	VM card firmware	Install version 4.22.03 or later.	
SDK	Application disappears	Gene 050b	Java VM4 Update Tool	Install version 4.26.05 or later.	
SDK	Application sends wrong original size data	Gene 050c	Java VM4 Update Tool	Install version 4.28.00 or later.	
		Gene 056c	Java VM v4 for eDC		
SDK	Applications do not restart automatically after reboot failure	Gene 050d	Java VM4 Update Tool	Install version 4.29.00 or later.	
		Gene 056c	Java VM v4 for eDC		
SDK	SDK platform does not boot up	Gene 050e	Java VM4 Update Tool	Install version 4.30.00 or later.	
		Gene 056d	Java VM v4 for eDC		

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10. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
White line		D029 033	The LD glass is dirty, a foreign substance has been mixed with the toner in the development unit, or toner in the development unit has caked.	Do the procedure in the RTB	
Missing characters	PCL Configuration/Font Page	D029 016a	Option PCL Firmware	Install version 1.01 or later.	
Missing characters	Missing from the printouts of jobs containing HP-GL/2.	D029 016e	Option PCL firmware	Install version 1.05 or later.	
Missing characters	Character disappears at random when an EPS file is printed	D029 060	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	
Missing graphics	Part of pentagon shaped graphics not printed.	D029 016a	Option PCL Firmware	Install version 1.01 or later.	
Single pages split into two	Single page PCL jobs containing a Vertical Cursor Positioning command are split in two and printed on 2 pieces of paper.	D029 016a	Option PCL Firmware	Install version 1.01 or later.	
Color separation	Separation of CMY and K parts of images, if the same image is used on multiple pages with different orientations, and if margin adjustments (operation panel setting) had been applied.	D029 003h	System/Copy firmware	Install version 1.22 or later.	
Images combined and printed on one page	Color jobs without collation: If a batch of A3 print jobs is followed by a batch of A4 print or copy jobs	D029 003h	System/Copy firmware	Install version 1.22 or later.	
Toner blasting	Just ahead of the image along the paper feed direction	D029 050	Paper transfer roller voltage	Adjust the machine as described in the RTB.	
Vertical lines	Vertical black or colored lines intervals of 110 mm (the pitch of the drum).	D029 058 D029 065	Lubrication shaft not grounded	Ground plate modified	See the RTB for how to install the new plate.
Areas printed in the wrong colour	Overlapping portions of objects are printed in black even if they were not black objects.	D029 016d	Option PCL firmware	Install version 1.04 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Dirty edges	The open-side edges of booklet stacks are dirty with toner/dust.	D029 057a	Toner and dust builds up on the guide plate.	Temporary solution: Change the gamma values, and remove the black decal from the guide plate. Permanent solution: Replace the paper transfer roller unit with a new type.	Temporary solution: See the RTB for details. Permanent solution: See the RTB for the new part number.
Horizontal lines	Black or coloured, parallel to paper feed direction	D029 064	Dirty charge roller	Depending on counter values (see the RTB), change the drum unit or clean the charge roller. If cleaning the charge roller does not work, change the drum unit.	See the RTB for detailed procedures.
Dirty background		D029 064	Dirty charge roller	Depending on counter values (see the RTB), change the drum unit or clean the charge roller. If cleaning the charge roller does not work, change the drum unit.	See the RTB for detailed procedures.
Dirty background	White backgrounds of 1200 or 600 dpi images are printed in color.	D029 016e	Option PCL firmware	Install version 1.05 or later.	
Objects in the wrong position	In PCL5 jobs containing HP-GL/2 and macro.	D029 016e	Option PCL firmware	Install version 1.05 or later.	
Image partly blacked out	After image rotation	D029 016e	Option PCL firmware	Install version 1.05 or later.	
Image partly blacked out	***When printing a PCL job that contains black and white***	***D029 016f***	***Option PCL firmware***	***Install version 1.06 or later.***	
Image problem (unspecified)	When receiving a JBIG (B) fax from a Xerox machine.	D029 019d	FCU firmware	Install version 07.00.00 or later.	
Text overlapping	Some texts overlap each other.	D029 026	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	
Greyscale	Gradation images print incorrectly with setting Composite Overprint: ON	D029 066	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	
Missing color	Cyan color is not printed, when the job is printed with the default settings.	D029 070	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Image cropped	The image gets cropped for a particular file after applying the 1-185XQN patch.	D029 079	E-5100 Controller firmware	Apply the required Patch File(s) for E-5100 system version 1.0.	
Lines added or missing	*If a PCL5 job contains a picture frame that is drawn by HP/GL2*	*D029 016f*	*Option PCL firmware*	*Install version 1.06 or later.*	

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11. **Mechanical/Electrical Problems**

Subject	Symptom	RTB #	Cause	Solution	Note
Blown fuse	PSU fuse	D029 051	A broken element on the IH inverter.	Change the invertor	P/N: D0295173
Paper not supplied inside tandem tray	Not supplied when paper runs out, even though the switch for limitless paper feed (SP5195-01) had been enabled.	D029 003j	System/Copy firmware	Install version 1.24 or later.	
Noise	Rattling noise from the fusing unit	D029 074	Not enough grease on the pressure roller bearings	More will be applied in the factory. For machines in the field, apply more grease.	Applying grease: See the RTB for the procedure.
Machine does not start after main switch is turned on	220-240 V machines only	D029 075	Broken IH inverter	Replace Fuse 1 on the PSU, the IH inverter, and the drum phase control sensors	
Cannot detect signals from part of the machine	Cannot detect ADF status: After recovering from sleep mode	D029 005c	Subsystem firmware	Install version F.16 or later.	
Units not detected	The original and ADF are not detected after recovery from Energy Saver Mode.	D029 003k	System/Copy firmware	Install version 1.25 or later.	
Original not detected	The original and ADF are not detected after recovery from Energy Saver Mode.	D029 003k	System/Copy firmware	Install version 1.25 or later.	

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12. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	When 150 or more jobs are printed continuously.	D029 003b	System/Copy firmware	Install version 1.16 or later.	
Machine stalls	If a job is submitted with user name and password at the same time as someone is logging into the device with an IC card	M344 001b	VM card firmware	Install version 4.14 or later.	RTB for VM card option
Machine stalls	If a user logs in and out repeatedly using an IC card (Card Authentication Package option) at the same time as the address book is being updated by a delivery server such as ScanRouter	D029 003d	System/Copy firmware	Install version 1.18 or later.	
Machine stalls	Users prevented from printing in color (via UserCode authentication) crash the printer if they try to print multiple stored BW jobs.	D029 004c	Printer firmware	Install version 1.21 or later.	
Machine stalls	If the Auto Continue setting is "Immediate" and the source tray runs out of paper	D029 004d	Printer firmware	Install version 1.21.1 or later.	
Machine stalls	A print job is submitted while another print job is already being processed	D029 003h	System/Copy firmware	Install version 1.22 or later.	
Machine stalls	A print job is submitted while the TWAIN driver is scanning	D029 003h	System/Copy firmware	Install version 1.22 or later.	
Machine stalls	If Enhance File Protection is enabled, and if some conditions are met (see the RTB for details)	D029 003h	System/Copy firmware	Install version 1.22 or later.	
Machine stalls	When using certain fonts	D029 016d	Option PCL firmware	Install version 1.04 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	If the driver's "CMYK Simulation Profile" setting is anything other than OFF	D029 020c	PS3/PDF firmware	Install version 1.03 or later.	
Machine stalls	When printing documents that have more than 65,535 Bezier curves	D029 016e	Option PCL firmware	Install version 1.05 or later.	
Machine stalls	While forwarding an image to the fax folder	D029 019d	FCU firmware	Install version 07.00.00 or later.	
Machine stalls	Using the MLB	D029 013c	Network DocBox firmware	Install version 1.04 or later.	
Machine stalls	If the password of a stored file is changed	D029 003o	System/Copy firmware	Install version 2.01or later.	
Machine stalls	If User Authentication settings are changed many times	M413 001	VM card firmware	Install version 4.17-01 or later.	
Scanning stalls	If a print job is already being processed	D029 003h	System/Copy firmware	Install version 1.22 or later.	
Scanning stalls	"Updating the destination List. Please wait..." is on the operation panel. This occurs if the address book is updated via ScanRouter in Sleep Mode.	D029 009a	Scanner firmware	Install version 1.19 or later.	
Scanning stalls	If the privileges of a Stored File are changed.	D029 003g	System/Copy firmware	Install version 1.21 or later.	
Scanning stalls	Trying and failing to login to a Scan destination three times	D029 007c	Network Support firmware	Install version 8.30 or later.	
Incorrect characters printed	On the Scanner Sending History in certain regions.	D029 009a	Scanner firmware	Install version 1.20 or later.	
Firmware update	Fails when done from an SD card	D029 003a	System/Copy firmware	Install version 1.15 or later.	
Firmware update	Cannot recover from firmware update failure	D029 002b	Engine firmware	Install version 01.54:08 or later.	
Firmware update	"Update done" is not displayed after the SubSystem firmware is updated	D029 003e	System/Copy firmware	Install version 1.19 or later.	
Firmware update	Program number "D3775901" version update fails.	Gene 050b	Java VM4 Update Tool	Install version 4.25.07a or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Energy saver mode	Cannot stay in Energy Saver mode if the On Board NIC is disabled (SP5-985-001 = 0).	D029 005a	Subsystem firmware	Install version F.12 or later.	
Energy saver mode	Does not reply to an IPv6 ping while in Energy Saver mode.	D029 005b	Subsystem firmware	Install version F.13 or later.	
Energy saver mode	No recovery from energy saver mode	D029 003i	System/Copy firmware	Install version 1.23 or later.	
Energy saver mode	Cannot enter energy saver mode	M413 001a	VM card firmware	Install version 4.20.04 or later.	
Energy saver mode	Machine enters sleep mode instead of energy saver mode	M413 001a	VM card firmware	Install version 4.20.04 or later.	
Jobs go to the wrong tray	After a PCL5 job is printed, all PCL6 jobs after that will be output to the same tray as the PCL5 job.	D029 016a	Option PCL firmware	Install version 1.01 or later.	
Printing is slow	Jobs smaller than 2Kb cause slow printing if the Printer Language is AUTO.	D029 004d	Printer firmware	Install version 1.21.1 or later.	
Printing is slow	The use of SDK applications that access the GPS Filter (such as the PDL filter)	D029 004e	Printer firmware	Install version 1.22 or later.	
Printing is slow	If Windows Authentication is enabled, and printing a large number of copies of a job	D029 007d	Network Support firmware	Install version 8.31 or later.	
Some jobs not shown	Stored jobs (Locked Print, Sample Print, etc.) not shown in the operation panel if the DOS Unit is installed.	D029 003h	System/Copy firmware	Install version 1.22 or later.	
User tool changes not applied	If either of the WSD Printer or Netware functions are enabled	D029 007b	Network Support firmware	Install version 8.27 or later.	
Black dust on machine exterior	At machine installation	D029 042	Defective ozone filter	Clean the filter as shown in the RTB.	
Incomplete jobs stored to hard disk	For certain job types, if Capture Priority is enabled.	D029 004g	Printer firmware	Install version 1.24.1 or later.	
Other unspecified error	If power turned off/on before capture transmission	D029 004i	Printer firmware	Install version 1.24.3 or later.	

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Technical **B**ulletin

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Updated: End of March 2017: Changes in bold italics

Model: Model AP-C2			Date: 31-Mar-06		No.: RD029000v

Subject	Symptom	RTB #	Cause	Solution	Note
Settings revert to defaults	For certain combinations of IP address, Subnet Mask, and Gateway address, some network configuration settings revert to defaults.	D029 007d	Network Support firmware	Install version 8.31 or later.	
Hard disk	Formatting timeout (EFI controller HDD) when reloading system software after replacing the hard disk	Gen RTB 060	The usable storage capacity of the HDD mentioned above was not "capped"	Replace the HDD with the following: D5021020 (clipped from 500GB to 80GB)	
Memory leak	Using an SDK application	M413 001	VM card firmware	Install version 4.15 or later.	
Memory leak	If the Auto Logout timer is On	D029 003o	System/Copy firmware	Install version 2.01or later.	
Counters	Development counter error when printing from the Document Server.	D029 085	Apply the required Patch File(s) for E-5100 system version 1.0.		
Unexpected behavior (not specified)	After internal file open and close operations, such as SDK application installation.	Gene 050b	Java VM4 Update Tool	Install version 4.26.05 or later.	
		Gene 056a	Java VM v4 for eDC	Install version 4.27.00 or later.	
"NullPointerEx ception"		Gene 050c	Java VM4 Update Tool	Install version 4.28.00 or later.	
		Gene 056c	Java VM v4 for eDC		