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Model: Model V-C2		Date: 31-Mar-06	No.: RD014000x
Subject: Troubleshooting		Prepared by: H. Matsui	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

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

E-7100 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.

Note about updating firmware

If the Ring Binder RB5000 is connected to the copier, be sure to upgrade the EFI controller E-7100/E-8100 system software to Ver 1.10 or newer as a set.

See RTB D014076c for details on the firmware versions that are affected by this.

RTB D014077b contains a list of the latest versions of the bulletins that are affected by this.

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Wrapping jam in fusing unit	When printing on the reverse side of paper that was already printed on with Full Bleed Printing	D014 080	If there is no leading edge margin, the paper tends to wrap around the pressure roller.	Do not use Full Bleed unless you have to. Do not put paper on the bypass tray that already has been printed on using Full Bleed	
Jam	Jam 262 when output to the Ring Binder in a low temperature environment.	D392 002b	Ring Binder B2 firmware	Install version 01.060:01 or later.	
Jam	When punching a few sheets (1-3 sheets) with big curls	D392 001b	Ring Binder B1 firmware	Install version 01.270:04 or later.	
		D392 002a	Ring Binder B2 firmware	Install version 01.050:01 or later.	
Jam	When feeding punched originals through the ADF (see the RTB for details)	B132 022c	ADF firmware	Install version 1.32:13 or later.	
Jam	Shift Mode (Jam Code:J181/J201)	D373 001c	Finisher firmware	Install version 1.08:19 or later.	
Jam	Jam Code 001 and 115	D375 001b	Finisher Adapter Type C firmware	Install version 1.050:10 or later.	
Jam	Stapling	D375 001b	Finisher Adapter Type C firmware	Install version 1.050:10 or later.	
Jam	GBC entrance	D375 001e	Finisher Adapter Type C firmware	Install version 1.090:13 or later.	
Jam	Punch mode	D373 001f	Finisher firmware	Install version 01.110:22 or later.	
Jam	Jam 14, 19, or 64	D014 135a	Defective decurler roller causes damage to a gear in the fusing unit	Install new parts (see the RTB for the part numbers).	
Jobs go to the wrong tray	After a PCL5 job is printed, all PCL6 jobs after that are output to the same tray as the PCL5 job. This continues until the device is rebooted.	D014 012f	Option PCL firmware	Install version 1.04 or later.	
Paper size not detected correctly	When the switch is turned on with paper set in the 1st tray	B835 001g	Cover interposer firmware	Install version 02.073:44 or later.	
Paper set error	When sending a job from Web Image Monitor, in which the job's 1st sheet is fed from the CI5000/5010,	B835 001g	Cover interposer firmware	Install version 02.073:44 or later.	
Jam in finisher	When multiple jobs (one with stapling and one without) are sent from multiple PCs at the same time.	D014 0011	Engine firmware	Install version 1.52:01 or later. Must be installed in combination with other firmware. See RTB 76c	

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Torn paper	Fusing unit jam, tray 1: Paper stuck between the drawer unit and PFU tears when the drawer unit is pulled out.	D014 001o	Engine firmware	Install version 1.55:01 or later.	
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2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
Toner leakage		D014 021	During Process Control at the first power-on, the machine supplies too much toner to the development unit	At the next service visit, set SP 3-501-003 to "0".	
Toner scattering	Especially in low temperature and low humidity environments	D014 101	Development ability of toner decreases in these conditions	Update the engine firmware to the following custom-built version. Engine D0145402K_LR0428.fwu Ver.1.51b:01	Do not use this firmware if there is no toner scattering Also see RTB 76c
Toner scattering	Especially in low temperature and low humidity environments	D014 102	Development ability of toner decreases in these conditions, and updating the firmware as specified in RTB 101 did not solve the problem.	1. Change the environment around the machine to normal temperature and humidity. 2. If the environment cannot be changed, adjust SP 3531 as explained in the RTB.	Do not reduce the SP setting to below 0.39
Toner scattering	Developer installation not done correctly	D014 103		See the RTB and the service manual (Installation) for the correct procedure	
Toner scattering		D014 104	Toner on the ID sensor	Clean the sensor with alcohol. DO NOT use a dry cloth.	A dry cloth causes static electricity.
Developer spills out	During installation, when the "Filling the PCU Units with Developer" procedure is done	D014 022	The developer bottle is not locked into place when it is attached.	Before pulling the heat seal from the developer bottle and filling the PCU units with developer, completely set the developer bottle on the PCU unit. Be sure that there is no gap between the developer bottle and PCU unit.	
Developer setup error	Shows "4(Failed)" mistakenly for the color whose developer has not been set up.	D014 001c	Engine firmware	Install version 1.05:01 or later.	
Abnormal toner density	After a jam	D014 001d	Engine firmware	Install version 1.06:01 or later.	

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3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
FTP	FTPD fails at power on	D014 005a	Network Support firmware	Install version 7.05.1 or later.	
Web service stalls	If settings are changed at the same time as ScanRouter is accessing the machine	D014 004b	Netfile firmware	Install version 1.02 or later.	
Web service stalls	If the machine is accessed from WIM and then it goes into Energy Saver Mode for at least 30 minutes	D014 008c	Web Support firmware	Install version 1.06 or later.	
		D014 015c	Printer firmware	Install version 1.04 or later.	
		D014 009b	Web Uapl firmware	Install version 1.04 or later.	
Web service stalls	When accessing WIM's Network or SMB configuration page (only when using the EFI controller)	D014 005d	Network Support firmware	Install version 7.11 or later.	
Web service stalls	If the IPSec menu is accessed and the Encryption Algorithm setting = "Cleartext".	D014 008d	Web Support firmware	Install version 1.08 or later.	
Web service stalls	If more than 130 User Certificates are stored in the Address Book without a powercycle	D014 008d	Web Support firmware	Install version 1.08 or later.	
Telnet service stalls	When changing the SMB Computer Name with telnet (only when using the EFI controller)	D014 005d	Network Support firmware	Install version 7.11 or later.	
Web Image Monitor	Cannot reboot the machine via this utility	D014 005b	Network Support firmware	Install version 7.08 or later.	
Web Image Monitor	Incorrect wording - S/MIME: Configuration > Security > Device Certificate	D014 008c	Web Support firmware	Install version 1.06 or later.	
Web Image Monitor	"This device is currently in use by other functions. Please try again later". Must reboot the machine to use WIM again.	D014 008c	Web Support firmware	Install version 1.06 or later.	
Web Image Monitor	The document server cannot be seen from Web Image Monitor; job names that include "%s" prevent the document server from being accessed by the web service.	D014 004c	Netfile firmware	Install version 1.03 or later.	

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Web Image Monitor	Configuration > Security > IPsec > Encryption Key Auto Exchange Settings are not saved	D014 008d	Web Support firmware	Install version 1.08 or later.	
Web Image Monitor	If both SNTP and Date/Time settings are configured in WIM, WIM might not be accessible.	D014 005e	Network support firmware	Install version 7.13 or later.	
		D014 007i	System/Copy firmware	Install version 1.08 or later.	
Web Image Monitor	Firmware versions of the Fax and Finisher are not recorded in the Access Log	D014 007i	System/Copy firmware	Install version 1.08 or later.	
Web Image Monitor	Some of the Device Settings menu items are not displayed correctly in WIM. (Except for English and Japanese)	D014 008e	Web Support firmware	Install version 1.09.1 or later.	
Web Image Monitor	Locks up when applications accessed the machine by http	D014 005h	Network Support firmware	Install version 7.17 or later.	
Web Image Monitor	If SSDP = Active	D014 005h	Network Support firmware	Install version 7.17 or later.	
Web Smart Device Monitor	Shows the IP addresses of TWAIN clients in reverse	D014 005b	Network Support firmware	Install version 7.08 or later.	
Web Smart Device Monitor	Cannot get the machine's job list if Job names include the "%s" character.	D014 004c	Netfile firmware	Install version 1.03 or later.	
Web Smart Device Monitor	Incorrect encryption method shown	D014 005d	Network Support firmware	Install version 7.11 or later.	
Web Smart Device Monitor	SNMP events not recorded in the Access Log	D014 005d	Network Support firmware	Install version 7.11 or later.	
Web Smart Device Monitor	Mismatched Entry ID and User Name in the Access Log	D014 007h	System/Copy firmware	Install version 1.08 or later.	
LDAP server	Email addresses retrieved from an LDAP server cannot be saved to the local MFP Address Book using "Prg. Dest".	D014 007d	System/Copy firmware	Install version 1.05 or later.	
Memory transfer	The memory is always transferred in PDF format even if TIFF is selected.	D014 003a	FCU firmware	Install version 02.00.00 or later.	
E-mail	Transmission is unreliable	D014 003b	FCU firmware	Install version 03.00.00 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
NetWare	Network settings that are unused by the EFI controller are not displayed in WIM/telnet	D014 005d	Network Support firmware	Install version 7.11 or later.	
		D014 008d	Web Support firmware	Install version 1.08 or later.	
NetWare	Network servers cannot be browsed if the NCP Delivery Protocol is "IPX". This only occurred using the EFI controller.	D014 005d	Network Support firmware	Install version 7.11 or later.	
		D014 008d	Web Support firmware	Install version 1.08 or later.	
WSD service	When a WSD client boots, the WSD service stops.	D014 005d	Network Support firmware	Install version 7.11 or later.	
Cannot access the network	After the Log collection tool is run	D014 005d	Network Support firmware	Install version 7.11 or later.	
Cannot access the network	After going into Energy Saver Mode (no response to ping)	D014 005d	Network Support firmware	Install version 7.11 or later.	
		D014 047a	Sub CPU firmware	Install version 1.08 or later.	
		D014 047b	Sub CPU firmware	Install version 1.09 or later.	
Cannot access the network	The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents.	D014 005f	Network support firmware	Install version 7.14 or later.	
Cannot access the network	If either of the WSD Printer or Netware functions are enabled	D014 005f	Network support firmware	Install version 7.14 or later.	
Cannot access the network	If the network settings are often changed	D014 005h	Network Support firmware	Install version 7.17 or later.	
Cannot use network functions	If DHCP and DDNS are both enabled	D014 005h	Network Support firmware	Install version 7.17 or later.	
WPA	If the device fails to establish a WPA or WPA2 connection once, it will not try again until rebooted.	D014 005d	Network Support firmware	Install version 7.11 or later.	
Wireless LAN	Cannot roam between access points using different versions of the IEEE 802.11 standard (a, b, or g).	D014 005d	Network Support firmware	Install version 7.11 or later.	
Wireless LAN	Sudden loss of wireless network connectivity; "Problems with the wireless card" displayed	D014 007i	System/Copy firmware	Install version 1.08 or later.	
IPsec	Cannot use IPsec if using an IPv6 linklocal address	D014 007g	System/Copy firmware	Install version 1.07 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
IPsec	PCs cannot access the machine through IPsec	D014 005f	Network support firmware	Install version 7.14 or later.	
DHCP	The machine doesn't advertise its hostname via DHCP option 12. The DNS server might not be updated by DHCP.	D014 005e	Network support firmware	Install version 7.13 or later.	
Gigabit Ethernet	The device will not display warnings about IPv6 address collisions	D014 007i	System/Copy firmware	Install version 1.08 or later.	
@Remote	Supply call communication error	D014 007j	System/Copy firmware	Install version 1.08 or later.	
@Remote	Abnormal supply call e-mail	D014 007j	System/Copy firmware	Install version 1.08 or later.	
Network settings not applied	Network settings configured via WIM not applied to the device even after a reboot.	D014 007n	System/Copy firmware	Install version 1.09 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.	D377A 01b	Browser Unit firmware	Install version 1.72 or later.	
Scanned documents not delivered	Cannot send to the Mac OS X 10.7 share location.	D014 134	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1.		
Domain name overwritten	When the device IP address and DNS server location are obtained from DHCP	D014 005f	Network support firmware	Install version 7.14 or later.	
Various problems with connectivity software	Caused by changes to the MAC address vendor code	D014 110	Install the latest firmware modules	See the RTB for details on which versions contain countermeasures for this problem.	
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.	D014 005g	Network support firmware	Install version 7.16 or later.	
SMB	The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).	D014 005g	Network support firmware	Install version 7.16 or later.	
SMB	Problems when using across subnets due to short timeout	D014 005g	Network support firmware	Install version 7.16 or later.	

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Fax	Line interrupt error when receiving a fax, due to RTC misdetection.	D014 003e	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		
<i>Fax</i>	<i>If "Forwarding setting of Reception File Setting" is enabled and a received fax is transferred to a folder, the fax is falsely deleted.</i>	<i>D014 003f</i>	<i>FCU firmware</i>	<i>Install version 07.00.00 or later.</i>	
<i>Fax</i>	<i>Paperless faxes are deleted and not forwarded to the shared folder, and the documents and corresponding error report are not printed.</i>	<i>GenF 025</i>	<i>GWFCU3-f (WW) firmware</i>	<i>Install version 07.00.00 or later.</i>	
<i>Fax</i>	<i>A stored received fax is deleted if a paper loading error occurs when the user tries to print it out.</i>	<i>D014 002h</i>	<i>Fax firmware</i>	<i>Install version 06.00.00 or later.</i>	
Machine's icon not shown	Not shown in the Windows "Network" dialogue if SSDP is enabled.	D014 005h	Network Support firmware	Install version 7.17 or later.	
Network settings revert to defaults		D014 005h	Network Support firmware	Install version 7.17 or later.	
Cannot install driver	If the IPP Authentication setting is enabled	D014 005h	Network Support firmware	Install version 7.17 or later.	
Cannot use connectivity applications	Affected applications include Web Image Monitor, IPP Printing and @Remote.	D014 005h	Network Support firmware	Install version 7.17 or later.	
SSL	Vulnerability to the re-negotiation of SSL/TLS	Gene 050b	Java VM4 Update Tool	Install version 4.25.07 or later.	

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4. Printing/Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Scanner stalls	"Updating the destination List. Please wait..." is displayed if the address book is updated via ScanRouter during Sleep Mode.	D014 017b	Scanner firmware	Install version 1.06 or later.	
Print jobs cancelled	LPR jobs submitted by an HP-UX, AIX or Netware 6.5 (SP6 or SP7) host	D014 005e	Network support firmware	Install version 7.13 or later.	
Print jobs cancelled	IPP	D014 005e	Network support firmware	Install version 7.13 or later.	
Print jobs cancelled		D014 014c	PS3/PDF firmware	Install version 1.03 or later.	
Print jobs cancelled	After a PCL XL error	D014 012h	Option PCL firmware	Install version 1.06 or later.	
Print jobs cancelled	12 x 18 media-size job aborts when Text/Graphics Quality is set to Best	D014 069	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.		
Print jobs rejected	After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP	D014 005e	Network support firmware	Install version 7.13 or later.	
Print jobs rejected	When jobs are submitted to the device's lpr port repeatedly	D014 005f	Network support firmware	Install version 7.14 or later.	
Printer stalls	Users who cannot print in color (due to User Code authentication) crash the printer if they try to print multiple stored BW jobs.	D014 015f	Printer firmware	Install version 1.09 or later. Also, this firmware must be installed with other new firmware as a set. If an E-7100 or E-8100 controller is connected, do not install this firmware until new E-7100/E-8100 firmware is installed. See RTB D014076b for details on all of the above.	
PS error	PDF Direct Printing of PDFs containing multiple images result in the PS error "limitcheck"	D014 014b	PS3/PDF firmware	Install version 1.02 or later.	
PS error		D014 120	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1. Do not apply to system version 1.0.		
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.	D014 012f	Option PCL firmware	Install version 1.04 or later.	

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Problems with PCL	Single page PCL jobs containing a Vertical Cursor Positioning command are split in two and printed on 2 pieces of paper.	D014 012f	Option PCL firmware	Install version 1.04 or later.	
Problems with PCL	Jobs are canceled if some conditions are met (see the RTB)	D014 012g, 076c	Option PCL firmware	Install version 1.05 or later.	
Printing is slow	Duplex printing with E-7100 version 1.1	D014 093, 094	Software bug in system software ver.1.1.	A patch file (1-14AS8S.ps) must be installed From September 2009, the controller will be shipped with the patch installed.	
Printing is slow	The use of SDK applications that access the GPS Filter (such as the PDL filter)	D014 015j	Printer firmware	Install version 1.10 or later. Also see RTB 76c.	
Printing is slow	PCL jobs containing images	D014 012g, 076c	Option PCL firmware	Install version 1.05 or later.	
Printing is slow	If Windows Authentication is enabled	D014 005h	Network Support firmware	Install version 7.17 or later.	
Printing failure	When IPP authentication is enabled, and printing through an IPP port from a Windows Vista/Server 2008 client	D014 005f	Network support firmware	Install version 7.14 or later.	
Printing failure	Jobs not containing PDL commands are held by the device and not printed until another job is submitted or a button is pressed on the device.	D014 015l	Printer firmware	Install version 1.11 or later. Also see RTB 76c.	
Printing failure	When a machine with a VM card option, ELP and MFP Browser returns from energy saver mode.	D014 007q	System/Copy firmware	Install version 1.12 or later.	
Scan to SMB	Cannot send documents to a hostname containing 2-byte characters	D014 005f	Network support firmware	Install version 7.14 or later.	
Scan to SMB	Scan to SMB does not work correctly if the E-7100 is left idle for more than 24 hours	D014 114	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1. Do not apply to system version 1.0.		
Scan to SMB	Cannot Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.	D014 005g	Network support firmware	Install version 7.16 or later.	

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Scan to SMB	Cannot Scan to SMB to Windows 98/98SE/Me/NT4.0 destinations specified using an IP address.	D014 005g	Network support firmware	Install version 7.16 or later.	
Scan to 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.	D014 005g	Network support firmware	Install version 7.16 or later.	
Scan to SMB	The Scan to SMB "Connection Test" fails if performed on a directory located directly below a DFS root.	D014 005g	Network support firmware	Install version 7.16 or later.	
Scan to SMB	After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname are not found.	D014 005g	Network support firmware	Install version 7.16 or later.	
Scan to SMB	Cannot Scan to SMB to a destination that is not specified using an FQDN.	D014 005g	Network support firmware	Install version 7.16 or later.	
Scan to SMB	Cannot Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.	D014 005g	Network support firmware	Install version 7.16 or later.	
Scan to SMB	Scan to SMB does not work correctly if the E-7100 is left idle for more than 24 hours	D014 114	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1. Do not apply to system version 1.0.		
Scan to SMB	Various; see RTB	D014 005h	Network Support firmware	Install version 7.17 or later.	
Scan to folder	Cannot scan to shared folders	D014 005h	Network Support firmware	Install version 7.17 or later.	
		D014 007r	System/Copy firmware	Install version 1.13 or later.	
Scan to folder	When NBT is OFF	D014 005h	Network Support firmware	Install version 7.17 or later.	
Scan to folder	If "CNAME" is specified as the destination folder, ScanTo Folder will abort.	D014 005h	Network Support firmware	Install version 7.17 or later.	
Scan to NCP	Fails (see the RTB for the conditions)	D014 007q	System/Copy firmware	Install version 1.12 or later.	
		D014 017g	Scanner firmware	Install version 1.08 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Scan to NCP	Fails or takes a long time to complete if the IPX protocol is used and there are more than 2 Novell Directory Services (NDS) servers	D014 007q	System/Copy firmware	Install version 1.12 or later.	
		D014 017g	Scanner firmware	Install version 1.08 or later.	
Wrong file type created	A scan configured to output a Multi-page TIFF actually output a PDF.	D014 017g	Scanner firmware	Install version 1.08 or later.	
Pages printed in wrong order	See the RTB for conditions of occurrence	D014 001m	Engine firmware	Install version 1.53:01 or later. Must be installed in combination with other firmware. See RTB 76c.	
Macro error	A macro should be printed on the first page of a job but was also printed on later pages.	D014 012h	Option PCL firmware	Install version 1.06 or later.	
Characters garbled	When printing a PDF Direct job containing embedded fonts that have the same name but are actually different fonts	D014 014d	PS3/PDF firmware	Install version 1.04 or later.	
Wrong font used	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 instead.	D014 014d	PS3/PDF firmware	Install version 1.04 or later.	
Jobs deleted	If Capture Priority is enabled and the job is of a certain type	D014 015n	Printer firmware	Install version 1.13 or later.	
Jobs not deleted	If Capture Priority is enabled and the job is of a certain type	D014 015n	Printer firmware	Install version 1.13 or later.	
Job reset	PS jobs with a large number of images	D014 015n	Printer firmware	Install version 1.13 or later.	
Job reset	PDF Direct jobs containing a mask that was created using tiling	D014 014e	PS3/PDF firmware	Install version 1.05 or later.	
Job reset	Chunk Transfer Encoding over an IPP port	D014 005h	Network Support firmware	Install version 7.17 or later.	
Printing stops	In the middle of a high-volume job	D014 007d	System/Copy firmware	Install version 1.05 or later.	
Printing stops		D014 007j	System/Copy firmware	Install version 1.08 or later.	
Scanning does not start	When the default file type is set to "jpeg", the start button stays red and scanning does not start.	D014 050	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.		

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Subject	Symptom	RTB #	Cause	Solution	Note
Scanning does not start	When the Fiery Scan has been canceled and the machine has entered the "Sleep mode", the machine cannot scan after it has resumed from "Sleep mode".	D014 050	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.		
Duplex	Some duplex pages printed one-sided	D014 092	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1. Do not apply to system version 1.0.		
Duplex	Duplex printing with E-7100 version 1.1	D014 093, 094	Software bug in system software ver.1.1.	A patch file (1-14AS8S.ps) must be installed From September 2009, the controller will be shipped with the patch installed.	
Fonts	Font corruption	D014 124	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1. Do not apply to system version 1.0.		

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5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
"Processing . . Please Wait"	Displayed during Scan to Email	D014 017a	Scanner firmware	Install version 1.05 or later.	
Does not work	After returning from energy saver mode	D014 007d	System/Copy firmware	Install version 1.05 or later.	
Does not work	Cannot use Start key	M344 001d	VM card firmware	Install version 4.17-01 or later.	
"(C, M, Y, or K) toner is almost empty" or "(C, M, Y, or K) toner is empty"	Displayed on the operation panel when a brand new toner cartridge is installed. Then, if you install this toner cartridge on another machine, "INDEPENDENT SUPPLIER TONER CARTRIDGE HAS BEEN SET" appears.	D014 043	Developer Fill (SP3814) or Developer Setup (SP3811) was not completed correctly.	Perform the Developer Setup according to the procedure in this RTB.	
"Failed"	Displayed immediately after hitting the execute button when you try to do SP3814 (developer fill).	D014 044	1. The fusing unit has not been warmed up to the Ready condition OR 2. The ITB release lever is set to the upper position.	1. Do SP3814 after the machine beeps twice. (This means the fusing temperature is at the Ready condition). 2. Make sure that the ITB release lever is at the lower position when you do SP3814. Important: After you do SP3814, set the ITB release lever to the upper position. This is necessary in order to do SP3811 (developer set up).	
Thumbnails	Not displayed properly	D014 002c	Fax firmware	Install version 04.00.00 or later. Also, this firmware must be installed with other new firmware as a set. See RTB D014076c for details on all of the above.	
Error on display	When the display is changed to a new screen, a blinking item from the previous screen is still visible.	D014 011c	LCDC firmware	Install version 2.02 or later. Also, this firmware must be installed with other new firmware as a set. See RTB D014076c for details on all of the above.	
Error on display	Incorrect paper size displayed inside a Copier alert message.	D014 011c	LCDC firmware	Install version 2.02 or later. Also, this firmware must be installed with other new firmware as a set. See RTB D014076c for details on all of the above.	
Incorrect message displayed	JAM indication appears when the power switch is turned on when punch unit has been removed	D392 001b	Ring Binder B1 firmware	Install version 01.270:04 or later.	
Application buttons	No response if either of the WSD Printer or Netware functions are enabled	D014 005f	Network support firmware	Install version 7.14 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
No LCD display	When the machine recovers from energy saver or Off/sleep mode	D014 011g	LCDC firmware	Install version 2.03 or later.	Also see RTB D014 099
No LCD display	After changing language settings	M344 001c	VM card firmware	Install version 4.15 or later.	
Software keyboard	Cannot close after using an SDK application	M344 001c	VM card firmware	Install version 4.15 or later.	
Display panel goes black	If User Authentication is enabled or the machine has a Device Accounting Unit	D014 007q	System/Copy firmware	Install version 1.12 or later.	
		D014 017g	Scanner firmware	Install version 1.08 or later.	
Displayed image	Incomplete	M344 001d	VM card firmware	Install version 4.17-01 or later.	
Displayed image	Character string not displayed correctly	M344 001d	VM card firmware	Install version 4.17-01 or later.	
Displayed image	JPEG images not displayed	M344 001d	VM card firmware	Install version 4.17-01 or later.	
User tools screen	Cannot exit	M344 001d	VM card firmware	Install version 4.17-01 or later.	
Language	Cannot switch	M344 001d	VM card firmware	Install version 4.17-01 or later.	
Wording errors	Jam clear animated instructions (D1/E1 knob)	D014 011b	LCDC firmware	Install version 1.04 or later.	
		D014 020b	Language Install firmware	Install version 1.04 or later.	
Display freezes	SDK start logo does not change	Gene 050b	Java VM4 Update Tool	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.	

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6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
Unauthorized use not logged	Copying attempts not logged	D014 007b	System/Copy firmware	Install version 1.03 or later.	
LDAP authentication	Authentication fails on any LDAP server outside the first Kereberos Realm	D014 007d	System/Copy firmware	Install version 1.05 or later.	
LDAP authentication	64 failed attempts to login to Simplified LDAP Authentication will cause all later attempts to fail.	D014 007f	System/Copy firmware	Install version 1.06 or later.	
LDAP authentication	Fails if the login name or password contain extended ASCII characters	D014 007h	System/Copy firmware	Install version 1.08 or later.	
Job log	Will stop recording User ID, Username or Usercode in the Printer's Job log if WIM is accessed more than 300 times using authentication.	D014 007k	System/Copy firmware	Install version 1.09 or later. Also, this firmware must be installed with other new firmware as a set. See RTB D014076c for details on all of the above.	
Job log	The job log CSV file contains the wrong "User Entry ID" for scanner jobs that were sent from the document server. This only occurred using UserCode Authentication or Basic Authentication	D014 017c	Scanner firmware	Install version 1.07 or later. Also, this firmware must be installed with other new firmware as a set. See RTB D014076c for details on all of the above.	
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. This only occurred using UserCode Authentication or Basic Authentication.	D014 017c	Scanner firmware	Install version 1.07 or later. Also, this firmware must be installed with other new firmware as a set. See RTB D014076c for details on all of the above.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Unauthorized access is possible	If Selective User Authentication (SP5-420-041) and User Authentication are both enabled, unauthenticated users can directly access WIM's Printer Job History, Printer Error Log and Print Job List.	D014 015e	Printer firmware	Install version 1.09 or later. Also, this firmware must be installed with other new firmware as a set. See RTB D014076c for details on all of the above.	
Unauthorized access is possible	Personal Information Protect (SP5-888-001 = 1) cannot prevent users from directly accessing WIM's Printer Job History, Printer Error Log and Print Job List.	D014 015e	Printer firmware	Install version 1.09 or later. Also, this firmware must be installed with other new firmware as a set See RTB D014076c for details on all of the above.	
Windows authentication	Fails on a domain controller whose hostname contains 2-byte characters.	D014 005f	Network support firmware	Install version 7.14 or later.	
Windows authentication	Cannot use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server.	D014 005g	Network support firmware	Install version 7.16 or later.	
Windows authentication	Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication.	D014 005g	Network support firmware	Install version 7.16 or later.	
Windows authentication	Fails if the username or password includes lower-case European characters.	D014 005g	Network support firmware	Install version 7.16 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.	D014 005g	Network support firmware	Install version 7.16 or later.	
Authentication is disregarded	The print job still prints even if User Authentication is set on the Engine side.	D014 114	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1. Do not apply to system version 1.0.		
Encrypted communication not possible		D014 007q	System/Copy firmware	Install version 1.12 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	M344 001c	VM card firmware	Install version 4.15 or later.	
Cannot login	If user name/password contains certain characters	M344 001d	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	If User Authentication settings are changed many times	M344 001d	VM card firmware	Install version 4.17-01 or later.	
Cannot recognize user	SDK applications cannot recognize whether Administrator or User Authentication is enabled or whether an admin or user has already logged in.	M344 001d	VM card firmware	Install version 4.17-01 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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7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC4xx		D014 104	Toner on the ID sensor	Clean the sensor with alcohol. DO NOT use a dry cloth.	A dry cloth causes static electricity.
SC418	Static electricity builds up on the sensor and attracts toner particles	D014 036	The ID sensor or MUSIC sensor is wiped with a dry cloth..	Do not use a dry cloth. Use a damp cloth (alcohol).	
SC455		D014 037	A manufacturing error in the brush scraper causes damage to the ITB cleaning brush	Replace the ITB cleaning unit with the modified part: P/N D0149901	
SC536 to 539		D014 001o	Engine firmware	Install version 1.55:01 or later.	
SC544	Appears mistakenly when the lower drawer unit is pulled out while the main power switch is ON.	D014 001e	Engine firmware	Install version 1.07:01 or later.	
		D014 054			Only for certain lot numbers
SC564	Appears mistakenly when the lower drawer unit is pulled out while the main power switch is ON.	D014 001e	Engine firmware	Install version 1.07:01 or later.	
		D014 054			Only for certain lot numbers
SC570		D014 001o	Engine firmware	Install version 1.55:01 or later.	
SC672	When Suspend To RAM was used	D014 007b	System/Copy firmware	Install version 1.03 or later.	
SC672		D014 007c	System/Copy firmware	Install version 1.04 or later.	
SC672	If WIM's Encryption Key Auto Exchange Settings page is left open for 30 minutes (also, the web service will stop)	D014 008d	Web Support firmware	Install version 1.08 or later.	
SC672	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.	D014 007h	System/Copy firmware	Install version 1.08 or later.	
SC672	After recovering from the STR condition	D014 007j	System/Copy firmware	Install version 1.08 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC672	When the originals are removed from the ADF during the STR condition.	D014 007j	System/Copy firmware	Install version 1.08 or later.	
SC687		B132 022d	ADF firmware	Install version 1.33:14 or later.	
SC687	Continuous printing of 50-150 page IPDS jobs, for 5 or 6 hours	D014 007g	System/Copy firmware	Install version 1.07 or later.	
SC705		D014 087		Replace the parts listed in the RTB.	
SC725	After the main switch is turned on	D373 001d	Finisher firmware	Install version 1.90:20 or later.	
SC816	When the main switch is turned ON or when switching the network path.	D014 047	Sub CPU firmware	Install version 1.07 or later.	
SC816	After going into Energy Saver mode	D014 005d	Network Support firmware	Install version 7.11 or later.	
		D014 047a	Sub CPU firmware	Install version 1.08 or later.	
SC816	Attempting to ping the machine while it is in Energy Saver mode	D014 005d	Network Support firmware	Install version 7.11 or later.	
		D014 047a	Sub CPU firmware	Install version 1.08 or later.	
		D014 047b	Sub CPU firmware	Install version 1.09 or later.	
SC816	When the originals are removed from the ADF during the STR condition.	D014 007j	System/Copy firmware	Install version 1.08 or later.	
SC816	When the machine goes into the STR condition	D014 007o	System/Copy firmware	Install version 1.10 or later.	
SC816	After the PC is recovering from or going to stand-by condition during the STR condition, when the PC is connected through USB.	D014 047c	Sub CPU firmware	Install version 1.10 or later.	
SC816	When the machine goes into or returns from Energy Saver mode	D014 007q	System/Copy firmware	Install version 1.12 or later.	
SC819	A USB device was removed	D014 007b	System/Copy firmware	Install version 1.03 or later.	
SC819		D014 007c	System/Copy firmware	Install version 1.04 or later.	
SC819	If the machine is accessed via IPsec repeatedly without a power cycle	D014 005c	Network Support firmware	Install version 7.10.1 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC819	Jobs stored on the device HDD (via Job Type) while the device is in Energy Saver mode	D014 007f	System/Copy firmware	Install version 1.06 or later.	
SC819	After recovering from energy saver mode	D014 007j	System/Copy firmware	Install version 1.08 or later.	
SC819	After recovering from the STR condition	D014 007j	System/Copy firmware	Install version 1.08 or later.	
SC860	After the machine is turned on	D014 007q	System/Copy firmware	Install version 1.12 or later.	
SC866	Appears when inserting the option SD card	D014 007d	System/Copy firmware	Install version 1.05 or later.	Also see RTB 38b – update the firmware if there is a blue circle on the SD card option box
SC889	If the device tries and fails to login to a Windows scan destination 3 times	D014 005g	Network support firmware	Install version 7.16 or later.	
SC899	Trying and failing to login to a Scan destination three times	D014 005g	Network support firmware	Install version 7.16 or later.	
SC955	When the "Do not print blank pages" setting is enabled.	D014 007k	System/Copy firmware	Install version 1.09 or later. Also, this firmware must be installed with other new firmware as a set See RTB D014076c for details on all of the above.	
SC955	When jobs stored for printing at 1200dpi are printed with the conditions specified in the RTB	D014 007k	System/Copy firmware		
SC984	After jam recovery	D014 007c	System/Copy firmware	Install version 1.04 or later.	
SC990	When a print job is resumed after clearing a paper jam.	D014 007k	System/Copy firmware	Install version 1.09 or later. Also, this firmware must be installed with other new firmware as a set. See RTB D014076c for details on all of the above.	
SC990	If the cover of the Mailbox is opened while paper passes through the Mailbox.	B762 001	Software bug	Install new parts	
SC990	After sending multiple jobs containing at least 50 pages each	D014 007n	System/Copy firmware	Install version 1.09 or later.	
SC990	When feeding punched originals through the ADF	B132 022c	ADF firmware	Install version 1.32:13 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC990	When a print job from document box has more than 102 pages.	D014 007o	System/Copy firmware	Install version 1.10 or later.	
SC990	E-7100, with a Dutch language system	D014 114	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1. Do not apply to system version 1.0.		
SC990	After firmware update with @Remote	D639 014	Due to a Java VM bug, Java VM will not start up correctly if the device is rebooted while an SDK application is starting up.	Install Java f/w version V4.30 or newer.	
SC991	When the external controller restarts after a job is printed that was initiated while the machine was in Energy Saver mode.	D014 007k	System/Copy firmware	Install version 1.09 or later. Also, this firmware must be installed with other new firmware as a set. See RTB D014076c for details on all of the above.	
SC991		D014 007c	System/Copy firmware	Install version 1.04 or later.	
SC991	Windows XP x64: Occurs with jobs submitted using the IE ftp client	D014 005d	Network Support firmware	Install version 7.11 or later.	
SC991		D014 050	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.		
SC991	After recovering from the STR condition	D014 007j	System/Copy firmware	Install version 1.08 or later.	
SC991	If DHCP and DDNS are both enabled	D014 005h	Network Support firmware	Install version 7.17 or later.	
SC997	Appears on EFI controller based machines if IPv6 network settings are changed	D014 005c	Network Support firmware	Install version 7.10.1 or later.	
SC997	Occurs if the sending of a Scan to Email using SMIME is interrupted	D014 005d	Network Support firmware	Install version 7.11 or later.	
SC997	Occurs when sending a PJI readback (or ustatus), if diprint's bidirect is on from telnet.	D014 005d	Network Support firmware	Install version 7.11 or later.	
SC997		Gen 028b	Global Scan NX firmware	Install version 1.1.3.0 or later.	
SC997	Jobs including the "@PJL DEFAULT" environment variable RESOLUTION or BITSPERDOT	D014 015i	Printer firmware	Install version 1.09.1 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC997	If Capture Priority is enabled and the job is of a certain type	D014 015n	Printer firmware	Install version 1.13 or later.	
SC997	After logging out	M344 001c	VM card firmware	Install version 4.15 or later.	
SC998		D014 007c	System/Copy firmware	Install version 1.04 or later.	
Process control self check result not normal	Static electricity builds up on the sensor and attracts toner particles	D014 036	The ID sensor or MUSIC sensor is wiped with a dry cloth..	Do not use a dry cloth. Use a damp cloth (alcohol).	
"An unknown error has occurred"	Invalid margin adjustments were made to 12x18 pages (Landscape) via WIM.	D014 009f	Web Uapl firmware	Install version 1.07 or later.	The correct error message should be "Selected paper size and Margin Adjustment cannot be set together."
		D014 008i	Web Support firmware	Install version 1.31 or later.	
		D014 004g	Network DocBox firmware	Install version 2.02 or later.	
"Toner cartridge setting error"	When NVRAM clear is done on a D078/D079 copier	D014 001k	Engine firmware	Install version 1.51:01 or later.	Also see RTB 76c

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8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Z-folder	Jam	B660 A01	The z-folder was an early model.	Install a z-folder that was manufactured after the cut in serial number.	
Z-folder	Smoke emitted				
Z-folder	After the turning main power switch OFF/ON, the SP settings for Z-Folding position are canceled.	D014 001d	Engine firmware	Install version 1.06:01 or later.	
Mail box	Jam (b/w, one-sided, B4 with punching)	D014 001d	Engine firmware	Install version 1.06:01 or later.	
Mailbox	Paper jam when A5 SEF is fed out to the top tray (tray 9) of the mailbox.	B762 001	Software bug (EPROM on the mailbox control board)	Install new parts	The RTB has the part numbers
Fax	Senders information not set	D014 002a	Fax firmware	Install version 02.00.01 or later.	
Fax	"Transmission Result by E-mail" does not work.	D014 003a	FCU firmware	Install version 02.00.00 or later.	
Fax	LAN Fax: E-mail is sent without Title and Cover Sheet	D014 003a	FCU firmware	Install version 02.00.00 or later.	
Fax	V34 rx: Fax is disconnected and a Power Failure Report is printed out.	D014 003a	FCU firmware	Install version 02.00.00 or later.	
Fax	Error code 6-21 during LAN fax	D014 003a	FCU firmware	Install version 02.00.00 or later.	
Fax	PC Fax job history cannot be viewed.	D014 006b	RFax firmware	Install version 03.00.00 or later. Also, this firmware must be installed with other new firmware as a set. See RTB D014076c for details on all of the above.	
Fax	Cannot receive faxes (if the machine continuously receives faxes, and the setting for storing them directly to the HDD is enabled)	D014 007k	System/Copy firmware	Install version 1.09 or later. Also, this firmware must be installed with other new firmware as a set. See RTB D014076c for details on all of the above.	
Fax	Cannot print received faxes if cover feeder is installed and paper is set on the cover feeder	D014 002g	Fax firmware	Install version 05.00.00 or later.	
Fax	Cannot print received faxes if the FCU is reset	D014 002g	Fax firmware	Install version 05.00.00 or later.	
Fax	Cannot send document by IP-fax, cannot use IP-fax	D014 006f	RFax firmware	Install version 04.00.00 or later.	

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PostScript	Will not start if installed on same SD card as printer/scanner, and printer/scanner was removed from the card	D014 007c	System/Copy firmware	Install version 1.04 or later.	
Copy connector kit	SP error occurs when this option is used	D014 001c	Engine firmware	Install version 1.05:01 or later.	
SD cards	Cannot load an application from an SD card if either of the WIM settings, Permit Firmware Update or Permit Firmware Structure Change are enabled.	D014 007g	System/Copy firmware	Install version 1.07 or later.	
Punch	Cannot punch when printing out a duplex job using the PCL5c/PCL6 driver while the GBC-SPIII is installed.	D014 061	Program bug in the PCL printer driver for the D014/D015	This issue will be solved with the release of the new Ring Binder RB5000 for the D014/D015 in April 2009 or later.	
Punch	Printer driver cannot detect PU5000 punch unit when doing auto update of machine's accessories when both GBCIII and SR5000 with punch unit are installed	D014 007p	System/Copy firmware	Install version 1.11 or later.	
E-7100 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.					
E-7100 controller	Group Membership is after Active Directory group is added.	D014 039	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.		
E-7100 controller	A Harmony layer error occurs after Domain groups are added and removed	D014 039	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.		
E-7100 controller	In the Configuration page, black overprint shown as "KOVPRTCNTRL"	D014 039	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.		
E-7100 controller	The Dutch system can't print PS/PCL Test Page, Font List, Color Chart and Control Panel Map	D014 039	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.		
E-7100 controller	When printing the configuration sheet, unknown patch (not released patch) 1-TTAGD may be shown in the patch name list.	D014 049	For the E-7100 units in which the BIOS version is below 1.1.0, the patch "1-TTAGD.ps" is applied during the mass-production run at the factory.		

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Subject	Symptom	RTB #	Cause	Solution	Note
E-7100 controller	Mac OS: When the PS driver is installed with Direct queue, accessories are not detected automatically.	D014 050		Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.	
E-7100 controller	Windows, PS driver: Although "Update Fiery Driver When Opened" is selected, the configuration will not be updated, even when the finisher configuration has been changed.	D014 050		Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.	
E-7100 controller	E-mail scan message not displayed on the operation panel after the e-mail scan is executed.	D014 050		Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.	
E-7100 controller	When selecting a printed job from the job list on the 2nd page, printed job information in the "Main" tab is not displayed.	D014 050		Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.	
E-7100 controller	The values of preset mode become wrong when the default value of the file format is set.	D014 050		Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.	
E-7100 controller	Fiery's hard drive not formatted correctly at installation of system software. "Please wait..." remains on the LCD and the system doesn't come to idle after system installation.	D014 073		Install HDD format utility 1.1 for Color Controller E-7100	
E-7100 controller	Some custom color profile settings are not saved.	D014 082		Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0. correct procedure to use.	
E-7100 controller	The default separator page "efisysprint.sep" does not work correctly when printing multiple copies.	D014 114		Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1. Do not apply to system version 1.0.	
E-7100 controller	Alignment Page cannot be printed out on any paper except "Plain" paper.	D014 114		Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1. Do not apply to system version 1.0.	
E-7100 controller	The print job still prints even if User Authentication is set on the Engine side.	D014 114		Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1. Do not apply to system version 1.0.	
E-7100 controller	"Configure" cannot be opened from WebTools	D014 142		Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1. Do not apply to system version 1.1.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Cover interposer	The job cannot be completed if the Inserter cover is opened.	B835 001e	Cover interposer firmware	Install version 02.070:41 or later.	
Cover interposer	The job cannot be completed if the paper on the feeder tray is dragged out.	B835 001e	Cover interposer firmware	Install version 02.070:41 or later.	
Cover interposer	The job cannot be completed if a jam occurs on the interposer or a downstream peripheral.	B835 001e	Cover interposer firmware	Install version 02.070:41 or later.	
Cover interposer	Will not feed the cover sheets and the control panel indicates 'Printing'	B835 001h	Cover Interposer firmware	Install version 3.010:46 or later.	
Ring Binder	Not working	D392 001b	Ring Binder B1 firmware	Install version 01.270:04 or later.	
Ring binder	Jam caused by malfunction of the motor in the horizontal paper path (for downstream delivery and binding).	D392 007 D392 001e	Please update the firmware to "RingBinder_B1 D3925510F (01.300:04)"	Please do NOT use the firmware version "RingBinder_B1 D3925510E (01.290:04)".	
Ring binder	Feeding custom size tab stocks causes jams at the entrance of the Ring Binder.	D392 001g	Ring Binder B1 firmware	Install version 01.320:04 or later.	
LCT	A3/DLT: Noise, cannot open tray, broken bottom plate mechanism, broken paper feed sensor	D350 003	The customer loaded A4/A5/LT-sized paper in the wrong part of the tray.	Replace the damaged parts. Show the customer the correct place to load the paper.	See the RTB for details.
LCT	Broken caster	D453 008	Manufacturing error	Replace the caster (p/n: AH012050)	See the RTB for details.
Finisher	SR5000: Some sheets not stapled	G178 084	Paper sticks together because of static electricity.	Attach the Discharge Brush "B3011216"	
Shift tray error	If a PCL6 job is printed to a shift tray immediately after a PCL5 job, each page of the PCL6 job is shifted instead of each job.	D014 012h	Option PCL firmware	Install version 1.06 or later.	
Booklet printing	A booklet with staple job prints without folding and stapling.	D014 051	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.		
Booklet printing	Booklet job canceled when user code is ON	D014 072a	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.		
Booklet printing	1-sheet booklet job cannot be folded.	D014 083	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.		
SR4010 series finishers	The gate pawl on the proof tray breaks.	D373 007	The part was assembled incorrectly.	Assemble correctly, as shown in the RTB.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SDK	Cannot switch between SDK applications	M344 001c	VM card firmware	Install version 4.15 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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9. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Halo effect	GW controller printing, 2-bit mode (1800 x 600 dpi) and in 4-bit mode (9600 x 600 dpi).	D014 018	Product limitation	Either 1) Print out the image using 1-bit mode (600x600dpi) instead, or 2) Change the dither pattern used in 2-bit mode (1800x600dpi).	See the RTB for a procedure
Image outside print area	Occurs under certain conditions (see the RTB for full details)	D014 007c	System/Copy firmware	Install version 1.04 or later.	
Light image	Static electricity builds up on the sensor and attracts toner particles	D014 036	The ID sensor or MUSIC sensor is wiped with a dry cloth.	Do not use a dry cloth. Use a damp cloth (alcohol).	
Light image	Developer installation SPs not done correctly	D014 096a	1. Developer Filling (SP3814) was not successful. 2. Developer Setup (SP3811) or TD sensor initialization (SP3801) was not done correctly after Developer Filling (SP3814). 3. Developer Setup (SP3811) or TD sensor initialization (SP3801) was done more than once.		Do the procedure in the RTB.
Light image		D014 104	Toner on the ID sensor	Clean the sensor with alcohol. DO NOT use a dry cloth.	A dry cloth causes static electricity.
Toner spots		D014 037	A manufacturing error in the brush scraper causes damage to the ITB cleaning brush	Replace the ITB cleaning unit with the modified part: P/N D0149901	
Banding	At about 100m from the trailing edge	D014 041	The paper vibrates when the trailing edge is released by the registration roller.	Adjust the value of SP1-008-001 and 002.	See the RTB for a detailed procedure.
Jobs combined	Jobs stored on the device HDD (via Job Type) while the device is in Energy Saver mode	D014 007f	System/Copy firmware	Install version 1.06 or later.	
Jobs combined	A4 and A3 jobs combined and printed on the same A3 paper	D014 007n	System/Copy firmware	Install version 1.09 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Unwanted straight line	Straight line parallel to the sub-scan direction (YMC PCUs only)	D014 079a	At low temperature and low humidity, a mixture of lubricant powder and toner leaks out from the lubricant supply blade	Clean the charge roller unit and the lubricant supply blade and drum cleaning blade Do not use alcohol or another solvent.	See the RTB for details of the cleaning procedure.
Incorrect colour	When the customer selects a User Color, the actual printed out color is different from the Sample Color.	D014 001f	Engine firmware	Install version 1.08:01 or later.	
Incorrect colour		D014 134	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1.		
Separation of colours	Separation of CMY and K parts of images, if the same image is used on multiple pages with different orientations.	D014 007n	System/Copy firmware	Install version 1.09 or later.	
Image misalignment	Registration error	B132 022b	ADF firmware	Install version 1.31:12 or later.	
Part of graphics not printed	Pentagon shaped graphics	D014 012f	Option PCL firmware	Install version 1.04 or later.	
Abnormal image density	Developer installation not done correctly	D014 103		See the RTB and the service manual (Installation) for the correct procedure	
Part of the image is missing	Missing colour (K, C, M, or Y) down the page on right hand side	D014 108	The toner catchpan is not attached to the development unit in the correct position. This causes the catchpan to touch the drum and remove toner.	Replace the development unit and developer for the color in question.	The toner catchpan cannot be replaced in the field, because it is attached at the factory using special high-precision tools.
Part of the image is missing	PDF Direct	D014 014e	PS3/PDF firmware	Install version 1.05 or later.	
Image is shifted	HP-GL/2	D014 012g, 076c	Option PCL firmware	Install version 1.05 or later.	
Image is shifted	PDF Direct	D014 014e	PS3/PDF firmware	Install version 1.05 or later.	
Non-black areas printed in black	When a page object is superimposed over another, overlapping areas of the objects might be printed in black	D014 012h	Option PCL firmware	Install version 1.06 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Image rotated	Printed images after the 2nd copy are rotated 90 degrees if printed from Illustrator CS3 on MacOS10.5.	D014 070	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.		
Characters overlap	When printing PCL data, some characters within the text overlap.	D014 071	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.		
Characters missing	Character disappears at random when an EPS file is printed with particular settings.	D014 114	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1. Do not apply to system version 1.0.		
GrayScale	Gradient is not smooth when printing in GrayScale mode	D014 114	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1. Do not apply to system version 1.0.		
GrayScale	Images with gradation print incorrectly when setting Composite Overprint: ON.	D014 114	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1. Do not apply to system version 1.0.		
Tables	Extra lines printed in tables	D014 114	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1. Do not apply to system version 1.0.		
Full Bleed	E-7100 and E-8100 controllers: Full Bleed Printing was used, but there are margins on the output	D014 081	The Erase Margin (SP setting) in the mainframe is given priority over the setting in the printer driver.	Change the SP setting and explain the situation to the customer (in some cases, the margin cannot be reduced) See the RTB for details.	
Color not printed	Cyan color is not printed when the job is printed with default settings.	D014 119	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1. Do not apply to system version 1.0.		

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10. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot start to make outputs	When SC750 and SC721 have occurred.	D375 001c	Finisher Adapter Type C firmware	Install version 1.060:11 or later.	
Machine stalls	Power is not cycled off/on after Transfer Log cycle is enabled	D014 004a	Netfile firmware	Install version 1.01 or later.	
Machine stalls	If an LPR job is followed by an AppleTalk job	D014 005c	Network Support firmware	Install version 7.10.1 or later.	
Machine stalls	When a lot of jobs are stored to the hard disk.	D014 015d	Printer firmware	Install version 1.07 or later.	
Machine stalls	If a user logs back in after their session has timed out; "Authenticating... Please wait" is shown.	D014 007i	System/Copy firmware	Install version 1.08 or later.	
Machine stalls	When a large number of jobs (150 or more) are printed continuously.	D014 007i	System/Copy firmware	Install version 1.08 or later.	
Machine stalls	If the Auto Continue setting is "Immediate" and the source tray runs out of paper	D014 015i	Printer firmware	Install version 1.09.1 or later.	
Machine stalls	The Fiery controller freezes while scanning originals	D014 007q	System/Copy firmware	Install version 1.12 or later.	
Machine stalls	When certain font types are used	D014 012h	Option PCL firmware	Install version 1.06 or later.	
Machine stalls	If the driver's "CMYK Simulation Profile" setting is anything other than OFF	D014 014d	PS3/PDF firmware	Install version 1.04 or later.	
Machine stalls	"Printing..." displayed on the operation panel if 2 jobs in a row are stapled or punched.	D014 001n	Engine firmware	Install version 1.54:01 or later.	
Machine stalls	When clearing an ADF jam and attempting to scan the original by placing it on the exposure glass, the controller freezes while indicating "Scanning..."	D014 050	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.		
Machine stalls	The machine freezes when the original is scanned under the Full Color+Mixed ON condition	D014 007j	System/Copy firmware	Install version 1.08 or later.	
Machine stalls	The machine freezes during a continuous huge print job	D014 007j	System/Copy firmware	Install version 1.08 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	If User Authentication settings are changed many times	M344 001d	VM card firmware	Install version 4.17-01 or later.	
Machine is too slow	Excessive time lag when the machine rejoins the network after exiting Energy Saver Mode.	D014 005c	Network Support firmware	Install version 7.10.1 or later.	
Machine is too slow	Jobs smaller than 2Kb cause slow printing if the Printer Language is AUTO.	D014 015i	Printer firmware	Install version 1.09.1 or later.	
Paper jam animation error		D014 007d	System/Copy firmware	Install version 1.05 or later.	
Paper type error		D014 007d	System/Copy firmware	Install version 1.05 or later.	
Date and time not correct	The time zone setting is ignored; printed with GMT only	D014 007d	System/Copy firmware	Install version 1.05 or later.	
Timer	Timer will not function correctly after returned from STR (Suspend To RAM) condition.	D014 007d	System/Copy firmware	Install version 1.05 or later.	
SP mode	SP6110 does not exist	D014 007d	System/Copy firmware	Install version 1.05 or later.	
Does not print	If the power is turned ON while the SR4020 front cover is open.	D014 001c	Engine firmware	Install version 1.05:01 or later.	
Debug log	The setting that controls access to the Debug Log (SP5842-001 bit #7) has no effect.	D014 004c	Netfile firmware	Install version 1.03 or later.	
Firmware update	Fails when using an SD card	D014 007h	System/Copy firmware	Install version 1.08 or later.	
Firmware update	Program number "D3775901" version update fails.	Gene 050b	Java VM4 Update Tool	Install version 4.25.07a or later.	
Energy Saver mode	Cannot stay in Energy Saver mode if the On Board NIC is disabled (SP5-985-001 = 0)	D014 047b	Sub CPU firmware	Install version 1.09 or later.	
Energy saver mode	Machine stays in the Wait status on recovery from energy saver	D392 001b	Ring Binder B1 firmware	Install version 01.270:04 or later.	
Energy saver mode	Machine cannot enter sleep mode when the scanner is used	D014 007d	System/Copy firmware	Install version 1.05 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Energy saver mode	When a Fiery Scan was executed while another function (such as copier, document server) was using the scanner, the message "Cannot Scan. Scanner is Currently in use by another function" appears but after that the machine cannot enter "Sleep mode".	D014 050	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.0.		
Communication between components	Between the engine and the controller board	D014 007j	System/Copy firmware	Install version 1.08 or later.	
Comm. between components	Ring binder and main machine	D392 001b	Ring Binder B1 firmware	Install version 01.270:04 or later.	
Reduced part life	ITB cleaning blade wears out early if Full Bleed Printing is used	D014 080	With Full Bleed, toner stays on the ITB outside the paper transfer area after paper transfer	Do not use Full Bleed unless you have to.	
Reboot failure	When ATN is received from an upstream peripheral	D392 001b	Ring Binder B1 firmware	Install version 01.270:04 or later.	
		D392 002a	Ring Binder B2 firmware	Install version 01.050:01 or later.	
Toner end alert does not turn off	Developer installation SPs not done correctly	D014 096a	1. Developer Filling (SP3814) was not successful. 2. Developer Setup (SP3811) or TD sensor initialization (SP3801) was not done correctly after Developer Filling (SP3814). 3. Developer Setup (SP3811) or TD sensor initialization (SP3801) was done more than once.		Do the procedure in the RTB.
User tool/SP settings not reflected	If either of the WSD Printer or Netware functions are enabled	D014 005f	Network support firmware	Install version 7.14 or later.	
User tool/SP settings not reflected	When paper is fed from the tandem tray (LCT), machine behavior does not conform to the setting of SP5-195-001: Limitless SW.	D014 007q	System/Copy firmware	Install version 1.12 or later.	
USB devices not supported	SDK/J applications cannot recognize some supported USB devices	D014 005f	Network support firmware	Install version 7.14 or later.	
Incorrect accounting behavior	When an external coin-operated device is installed.	D014 001l	Engine firmware	Install version 1.52:01 or later.	Must be installed in combination with other firmware. See RTB 76c

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine remains in idle mode	With Ring Binder RB5000 and multiple peripherals installed downstream of it, if a jam occurs in one of the downstream peripherals the RB5000 does not notify the jam to the mainframe.	D392 001f	Ring binder B1 firmware	Install version 1.310:04 or later.	
Damaged wires	Harness behind the toner hopper unit	D014 118b	Damaged by a positioning pin	Adjust the harness position as described in the RTB.	
Memory problems	Memory overflow when the scanner is repeatedly used	D014 007d	System/Copy firmware	Install version 1.05 or later.	
Counters	The printer counter value does not increase correctly when user code authentication and External charge unit are set at the same time.	D014 125	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1. Do not apply to system version 1.0.		
Counters	Development counter error when printing from the Document Server.	D014 139	Apply the required Patch File(s) for Printer Controller E-7100 system version 1.1. Do not apply to system version 1.0.		
Noise	If paper is fed from Trays 1, 2, or 3, and SP1-903-005 (Bypass Thick Mode) is enabled	D014 001o	Engine firmware	Install version 1.55:01 or later.	
Noise	In the paper exit unit	D014 135a	Defective decurler roller causes damage to a gear in the fusing unit	Install new parts (see the RTB for the part numbers).	
Rust	Under the fusing unit	D014 135a	Defective decurler roller causes damage to a gear in the fusing unit	Install new parts (see the RTB for the part numbers).	
Formatting time-out	After replacing HDD	Gen 060	HDD not prepared correctly at factory	Replace the HDD	See the RTB for the part number.
Smoke		D014 137	A short circuit in the bundled harness for the CNB board.	Production line of the PCB: CNB: The CNB board was modified so that the fuse will blow if a short circuit occurs. In the field: Update the Engine Firmware (1.55:01 for C2/Ver.1.10:06 for C3). Replace the CNB board with the modified one (new P/N: D0149453). Check the wiring position of the harness.	

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Subject	Symptom	RTB #	Cause	Solution	Note
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	M344 001c	VM card firmware	Install version 4.15 or later.	
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.	
"NullPointerException"		Gene 050c	Java VM4 Update Tool	Install version 4.28.00 or later.	
		Gene 056c	Java VM v4 for eDC		