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Model: Model V-C3	Date: 31-Dec-10	No.: RD081000s

Subject: Troubleshooting		Prepared by: T. Mimura
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information

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

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

Network Support firmware versions 9.53 and 9.53.1

Version 9.53.1 has a problem with Scan to Folder (see 4. Printing/Scanning). Version 9.53 has problems with Scan to SMB and other matters.
Until a later version than 9.53.1 is released, install the one that causes the least problems for each customer on a case-by-case basis.

Both firmware v9.53.1 and v9.53 are affected by the following issue:

Problem: Unable to retrieve the Windows group name from a Windows 2008 R2 server, during Windows Authentication. Because of this, logged in users will only be granted the privileges of the "Default Group".
Conditions of occurrence: The authenticating server is Windows 2008 R2.
Cause: The group request used by GW devices is no longer supported by Windows Server 2008 R2.
Workaround: None.

E-7200 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	Optional folder	D454 002b	Folder_DONAU firmware	Install version 01.180:12 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	Thick paper from tray 3	D081 031b	Display shows the paper thickness for Tray 3 as "250-300g/m^2". But the maximum thickness for tray 3 is 256g/m^2	Instruct the customer not to use heavier paper than 256 g/m^2 in tray 3.	Display errors were corrected with System/Copy firmware version 1.02
Jam	The shift motor does not return to its home position properly.	D062 020d	Finisher SR4030/40 firmware	Install version 1.08:25 or newer.	
Jam	Jam code 64 when the paper size is changed from the bypass tray.	D081 004c D081 037	Engine firmware	Install version 1.06:06 or later.	
Jam	GBC entrance	D375 001e	Finisher Adapter Type C firmware	Install version 1.090:13 or later.	
Jam	At the folder, if the first sheet is fed from the Cover Interposer	D454 002d	Folder_DONAU firmware	Install version 1.200:12 or later.	
Jam	JAM 14 (Fusing Ex Sn: Late) when making duplex prints.	D081 080	Front and rear nip widths increase with time, the pressure applied to the paper in these areas also increases. As a result, the paper curls and catches on the fusing stripper plate unit.		Adjust the fusing nip using the procedure in the RTB
Jam	Jam 14, 19, or 64	D081 092a	Defective decurler roller causes damage to a gear in the fusing unit	Install new parts (see the RTB for the part numbers).	
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.	
Paper size mismatch	See the RTB for the conditions when this can occur	D081 015c	PCL firmware	Install version 1.08 or later.	
Dog ears	When making duplex prints.	D081 080	Front and rear nip widths increase with time, the pressure applied to the paper in these areas also increases. As a result, the paper curls and catches on the fusing stripper plate unit.		Adjust the fusing nip using the procedure in the RTB

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Subject	Symptom	RTB #	Cause	Solution	Note
Paper tearing	Paper stuck between the drawer unit and PFU tears when the drawer unit is pulled out.	D081 004f	Engine firmware	Install version 1.09:06 or later.	
		D081 004g	Engine firmware	Install version 1.10:06 or later.	

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2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
Toner scattering	Developer installation not done correctly	D081 024a		See the RTB and the service manual (Installation) for the correct procedure	
Toner scattering		D081 025	Toner on the ID sensor	Clean the sensor with alcohol. DO NOT use a dry cloth.	A dry cloth causes static electricity.
Toner scattering	At various locations inside the machine (see the RTB for details)	D081 049g	The machine supplies more toner to the development unit, which increases the concentration of toner in developer. This happens in these conditons: a) Low temperature, low humidity, b) High copy/print volume, c) High color ratio	1. At installation: See the new procedure in RTB 049g 2. At occurrence: Install Engine firmware ver 1.11:6 or newer. Then do the new procedure in RTB 049g. 3. Maintenance: For machines with a color APV of 30K or more, clean the development unit every 75K–100K. Keep track of the customer's print volume so that cleaning is done at the correct time.	
		D081 004h	Engine firmware	Install version 1.11:06 or later.	
Toner cartridge	Not detected	D081 004b	Engine firmware	Install version 1.05:06 or later.	
Toner end, near-end	Displayed when there is still a large amount of toner in the cartridge.	D081 066a	1. Developer Filling (SP3814) or Developer Setup (SP3811) not completed correctly, or 2. The toner clumped together and cannot exit the cartridge.	Do the procedure in the flow chart in the RTB.	

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3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
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.	
Scanned documents not delivered	Cannot send Scan data to the Mac OS X 10.7 share location.	D081 091	Apply the required Patch File(s) for E-7200 system version 1.0.		
Fax	The SMB retry function fails to retry the sending	D081 005b	Network Support firmware	Install version 9.53.1 or newer.	Version 9.53.1 has a problem with Scan to Folder (see 4. Printing/Scanning)
Fax	Senders name does not appear on received fax	D081 039b	Java VM v7 std UpdateTool firmware	Install version 7.08.02 or later.	
Fax	IP-fax not working	D081 002a	Remote Fax firmware	Install version 02.00.00 or newer.	
Fax	Cannot access fax function when using an SDK application.	D081 003b	Fax firmware	Install version 03.00.00 or newer.	
Fax	When an ESA application sends a fax using multibyte characters, the sender is garbled on the recipient device.	Gene 055c	Java VM7 Update Tool firmware	Install version 7.21.00 or later.	
		Gene 057c	Java VM v7 for eDC firmware		
Fax	*If "Forwarding setting of Reception File Setting" is enabled and a received fax is transferred to a folder, the fax is falsely deleted.*	*D081 010d*	*GWFCU3-18(WW) firmware*	*Install version 05.00.00 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*	*GWFCU3-18(WW) firmware*	*Install version 05.00.00 or later.*	
Fax	*A stored incoming fax is deleted if a paper loading error occurs when the user tries to print it.*	*D081 003c*	*Fax firmware*	*Install version 04.00.00 or later.*	
Cannot access the machine	Machine with an EFI controller cannot be discovered by WSD.	D081 005c	Network Support firmware	Install version 9.60 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Cannot access the machine	If the network settings were changed repeatedly and the machine's "NetWare" setting was already "Active"	D081 005e	Network Support firmware	Install version 9.62 or newer.	
Cannot access the machine	If SSDP is enabled	D081 005f	Network Support firmware	Install version 9.63 or newer.	
Cannot access the machine	Connection between server and printer runs out.	D081 081	Apply the required Patch File(s) for E-7200 system version 1.0.		
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.	D081 005c	Network Support firmware	Install version 9.60 or newer.	
SMB	Cannot Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.	D081 005c	Network Support firmware	Install version 9.60 or newer.	
SMB	Cannot Scan to SMB to Windows 98/98SE/Me/NT4.0 destinations specified using an IP address.	D081 005c	Network Support firmware	Install version 9.60 or newer.	
SMB	The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).	D081 005c	Network Support firmware	Install version 9.60 or newer.	
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.	D081 005c	Network Support firmware	Install version 9.60 or newer.	
SMB	The Scan to SMB "Connection Test" fails if performed on a directory located directly below a DFS root.	D081 005c	Network Support firmware	Install version 9.60 or newer.	
SMB	After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname are not found.	D081 005c	Network Support firmware	Install version 9.60 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SMB	Problems when using across subnets due to short timeout	D081 005c	Network Support firmware	Install version 9.60 or newer.	
SMB	Cannot Scan to SMB to a destination that is not specified using an FQDN.	D081 005c	Network Support firmware	Install version 9.60 or newer.	
SMB	Cannot Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.	D081 005c	Network Support firmware	Install version 9.60 or newer.	
SMB	Scan to SMB fails if the file submitted to the DFS folder already has a file of this name in that folder.	D081 005d	Network Support firmware	Install version 9.61 or newer.	
SMB	Scan to SMB fails (various situations)	D081 005b D081 036	Network Support firmware	Install version 9.53.1 or newer.	Version 9.53.1 has a problem with Scan to Folder (see 4. Printing/Scanning)
SMB	Scan to SMB fails in certain conditions	D081 005g	Network Support firmware	Install version 9.64 or newer.	
SMB	Document not sent if an IP address was used to send a Scan to SMB.	D081 005f	Network Support firmware	Install version 9.63 or newer.	
SMB	Scan to SMB fails when Windows Live ID is installed on a Windows 7 PC.	D081 091	Apply the required Patch File(s) for E-7200 system version 1.0.		
SMB	Scan to SMB fails to deliver the data to Windows 7 PC while printing.	D081 109a	Apply the required Patch File(s) for E-7200 system version 1.0.		
SMB	Scan To SMB: "General SMB operation error" alert message appears	D081 114	Apply the required Patch File(s) for E-7200 system version 1.0.		
@Remote	If a supply alert unrelated to paper (e.g. toner, toner collection bottle, fusing unit, etc.) is triggered nine or more times while the machine main power is ON, an @Remote notification of this alert is not sent.	D081 011d D081 062	System/Copy firmware	Install version 1.04 or later.	
@Remote	@Remote auto calls (e.g. service calls, supply calls, alarm calls) are not sent	D081 011i	System/Copy firmware	Install version 1.09 or later.	
Cannot install driver	Windows 2008 R2 SP1 or 7 SP1 using an IPP port: If the device's IPP Authentication setting is enabled.	D081 005g	Network Support firmware	Install version 9.64 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Server crashes	When a PDF file is Imported to the Hold queue.	D081 081	Apply the required Patch File(s) for E-7200 system version 1.0.		
Cannot use applications or services	Affected applications include Web Image Monitor, IPP Printing and @Remote.	D081 005h	Network Support firmware	Install version 9.65 or newer.	
SSL	Vulnerability to the re-negotiation of SSL/TLS	D089 023b	Java VM v7 Update Tool firmware	Install version 7.16:07 or later	
		Gene 057b	Java VM v7 for eDC firmware		
Internet Explorer	Setup/Configure window is blank	D081 104	Apply the required Patch File(s) for E-7200 system version 1.0.		

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4. Printing/Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Scan to folder		D081 005b D081 036	Network Support firmware	Install a version later than 9.53.1.	
Scan to folder	If "CNAME" is specified as the destination folder, ScanTo Folder will abort.	D081 005i	Network Support firmware	Install version 9.66 or later.	
Scan to folder	When NBT is "OFF", Browse list is not shown	D081 005i	Network Support firmware	Install version 9.66 or later.	
Scan to folder	Cannot scan to shared folders	D081 005k	Network Support firmware	Install version 9.66 or later.	
		D081 011g	System/Copy firmware	Install version 1.07 or later.	
Scan to folder	Cannot save scanned document to Windows Distributed File System folder.	D081 110	Apply the required Patch File(s) for E-7200 system version 1.0.		
Fiery Scan	When DF Dust Check (SP4-202-001) is set to "1 (ON)", duplex scan with Fiery Scan fails under some setup conditions.	D081 004c	Engine firmware	Install version 1.06:06 or later.	
Pages printed in wrong order	See the RTB for conditions when this occurs.	D081 004d	Engine firmware	Install version 1.07:06 or later.	
Jobs not printed	Jobs not containing PJL commands	D081 001a	Printer firmware	Install version 1.02 or later.	
Jobs not printed	Jobs not containing PJL commands	D081 001b	Printer firmware	Install version 1.03 or later.	
Jobs not printed	Auto shut off mode; SEF orientation	D081 079	Apply the required Patch File(s) for E-7200 system version 1.0.		
Jobs not printed	2 at Left staple job on short edge feed paper.	D081 081	Apply the required Patch File(s) for E-7200 system version 1.0.		
Jobs not printed	SDK application (see the RTB for details)	D081 011g	System/Copy firmware	Install version 1.07 or later.	
Jobs not printed	From an iOS 7 device with authentication enabled.	D081 108	Apply the required Patch File(s) for E-7200 system version 1.0.		
Jobs reset	PS jobs with a large number of images	D081 001b	Printer firmware	Install version 1.03 or later.	
Jobs reset	Chunk Transfer Encoding over an IPP port	D081 005e	Network Support firmware	Install version 9.62 or newer.	
Jobs reset	PDF Direct jobs containing a mask that was created using tiling	D081 012a	PS3/PDF firmware	Install version 1.01 or later.	
Jobs interrupted	Batches of jobs printed from the hard disk (e.g., Locked Print) interrupted by Normal Print jobs.	D081 001b	Printer firmware	Install version 1.03 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Jobs not shown	Stored jobs not shown in the operation panel if the Data Overwrite Security Unit is installed.	D081 011c	System/Copy firmware	Install version 1.03 or later.	
Wrong font	In PCL5 jobs containing PCL5 macros	D081 015d	PCL firmware	Install version 1.09 or later.	
Font not printed	Multi-glyph fonts	D081 015e	PCL firmware	Install version 1.10 or later.	
Scan to file	Cannot make PDF if "Document Password" setting is not set.	D081 006a	Network DocBox firmware	Install version 1.02 or later.	
		D081 009d	Scanner firmware	Install version 1.06 or later.	
		D081 014b	WebUAPL firmware	Install version 1.02 or later.	
Jobs not cancelled	Canceled jobs remain in the print queue.	D081 044	Apply the required Patch File(s) for E-7200 system version 1.0.		
PS error	Certain jobs generate PS errors.	D081 057	Apply the required Patch File(s) for E-7200 system version 1.0.		
PS error	PS error occurs while processing a specific file.	D081 060	Apply the required Patch File(s) for E-7200 system version 1.0.		
PS error	PDF file with booklet stapling	D081 079	Apply the required Patch File(s) for E-7200 system version 1.0.		
Abnormal output (not specified)	RGB jobs with pure black	D081 079	Apply the required Patch File(s) for E-7200 system version 1.0.		
Abnormal output (not specified)	PCL	D081 081	Apply the required Patch File(s) for E-7200 system version 1.0.		
Job error	Larger than 12x18 page size and 1200dpi.	D081 081	Apply the required Patch File(s) for E-7200 system version 1.0.		
Duplex printing	PCL5	D081 081	Apply the required Patch File(s) for E-7200 system version 1.0.		
Wrong PDL	PS job is classified as PCL.	D081 081	Apply the required Patch File(s) for E-7200 system version 1.0.		
Data garbled	Blank part of PDF data	D081 081	Apply the required Patch File(s) for E-7200 system version 1.0.		
Pages not printed	When Print Range is set for a Process and Held job.	D081 081	Apply the required Patch File(s) for E-7200 system version 1.0.		
PCL XL error	When using the Citrix UPD to print.	D081 015g	PCL firmware	Install version 1.12 or later.	

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5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Display all black	This only occurs if User Authentication was enabled or the machine has a Device Accounting Unit.	D081 009b	Scanner firmware	Install version 01.04 or later.	
		D081 011b	System/Copy firmware	Install version 1.02 or later.	
Key not working	SP Mode key	D081 011d	System/Copy firmware	Install version 1.04 or later.	
Extra button appears	Home button; not supported in this model	D081 011f	System/Copy firmware	Install version 1.06 or later.	
Display freezes	SDK start logo does not change	D089 023b	Java VM v7 Update Tool firmware	Install version 7.16:07 or later	
		Gene 057b	Java VM v7 for eDC firmware		
Display freezes	Operation panel freezes when the software keyboard is closed	Gene 055b	Java VM7 Update Tool firmware	Install version 7.19.02 or later.	
		Gene 057b	Java VM v7 for eDC firmware		

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6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
Windows Authentication	Fails if the username/password includes European characters	D081 036	Network Support firmware	Install version 9.53.1 or newer.	Version 9.53.1 has a problem with Scan to Folder (see 4. Printing/Scanning)
Windows Authentication	Cannot retrieve Windows Group Name from Windows 2008 R2 server during authentication	D081 036	Network Support firmware	Install a version later than 9.53.1.	
Windows authentication	Cannot use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server.	D081 005c	Network Support firmware	Install version 9.60 or newer.	
Windows authentication	Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication.	D081 005c	Network Support firmware	Install version 9.60 or newer.	
Windows authentication	Fails if the username or password includes lower-case European characters.	D081 005c	Network Support firmware	Install version 9.60 or newer.	
Cannot assign group privileges	Cannot assign them to a logged in user if that group has a name consisting of more than 20 bytes.	D081 005c	Network Support firmware	Install version 9.60 or newer.	
User authentication	Cannot display user name if 20 characters long	D081 039a	Java VM v7 std UpdateTool firmware	Install version 7.06.04 or later.	
Users can see other user's data	Authenticated users can see entries other than their own in the Address Book (via Web Image Monitor).	D081 008d	Web Support firmware	Install version 1.04 or newer.	
Encryption	Wrong encryption used	D081 009c	Scanner firmware	Install version 01.05 or later.	
Job Log	If a stored file or link to a stored file (Scan to URL) is sent under certain conditions, the Job Log will record an error or not record anything at all.	D081 009c	Scanner firmware	Install version 01.05 or later.	
Job Log	Number of pages printed does not match the job log	D081 010c	GWFCU3-18(WW) firmware	Install version 04.00.00 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Basic Authentication	When certain settings are on, users cannot access the Address Book even to change their own password.	D081 011c	System/Copy firmware	Install version 1.03 or later.	
Restrict Use of Destinations	Even if this is enabled, users can still se and use destinations.	D081 014a	WebUAPL firmware	Install version 1.01 or later.	
Cannot login	Application authentication fails	Gene 055b	Java VM7 Update Tool firmware	Install version 7.19.02 or later.	
		Gene 057b	Java VM v7 for eDC firmware		
Cannot Logout	Displayed the next time the On/Off button is used to turn the device on, even if the user has been logged out.	D081 039d	Java VM v7 std Update Tool firmware	Install version 7.14:03 or later	
Cannot Logout	Cannot logout with CAP Mv2 when swiping the card	D081 011g	System/Copy firmware	Install version 1.07 or later.	
Account locked	Repeated failures to login with an IC card will lock the entire account, not just that card	D081 011e	System/Copy firmware	Install version 1.05.1 or later.	
Address book	The method of updating the address book in LCD scan does not work	D081 044	Apply the required Patch File(s) for E-7200 system version 1.0.		
User name garbled	If User Administrator Authentication is enabled	D081 006b	Network DocBox firmware	Install version 1.03 or newer.	
Login screen displayed	If the user tries to jump to another screen while an alert is still being displayed.	D081 011g	System/Copy firmware	Install version 1.07 or later.	
Can access restricted function	Can edit scanner forwarding addresses	D081 011h	System/Copy firmware	Install version 1.08 or later.	
Kerberos Authentication	Slow	Gene 055b	Java VM7 Update Tool firmware	Install version 7.19.02 or later.	
		Gene 057b	Java VM v7 for eDC firmware		
Kerberos Authentication	AES-256 used for encryption but was not specified	Gene 055c	Java VM7 Update Tool firmware	Install version 7.21.00 or later.	
		Gene 057c	Java VM v7 for eDC firmware		

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7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC142	Just after the main power switch is turned on	D081 004b	Engine firmware	Install version 1.04:06 or later.	
SC324 - 327	Toner sticks to parts in the supply and transport mechanism	D081 101	The toner was shipped and/or stored at 50C or higher), which melts an additive in the toner.	Replace the following parts: - PCU - Developer - Toner (see the RTB for lot numbers) - Toner Hopper Unit - ITB Cleaning Unit	
SC360		D081 004c	Engine firmware	Install version 1.06:06 or later.	
SC361	Just after replacing the CNB board	D081 100	Harness for the magenta supply clutch (sub hopper clutch) was damaged	Replace the clutch	Take care not to damage the harness or connector
SC411	Just after replacing the CNB board	D081 100	Harness for the magenta supply clutch (sub hopper clutch) was damaged	Replace the clutch	Take care not to damage the harness or connector
SC445	Toner sticks to parts in the supply and transport mechanism	D081 101	The toner was shipped and/or stored at 50C or higher), which melts an additive in the toner.	Replace the following parts: - PCU - Developer - Toner (see the RTB for lot numbers) - Toner Hopper Unit - ITB Cleaning Unit	
SC455	Toner sticks to parts in the supply and transport mechanism	D081 101	The toner was shipped and/or stored at 50C or higher), which melts an additive in the toner.	Replace the following parts: - PCU - Developer - Toner (see the RTB for lot numbers) - Toner Hopper Unit - ITB Cleaning Unit	
SC4xx		D081 025	Toner on the ID sensor	Clean the sensor with alcohol. DO NOT use a dry cloth.	A dry cloth causes static electricity.
SC536 – 539		D081 004g	Engine firmware	Install version 1.10:06 or later.	
SC570		D081 004g	Engine firmware	Install version 1.10:06 or later.	
SC670	When scanning an original with the ADF	D081 004e	Engine firmware	Install version 1.08:06 or later.	
SC670	When the prepaid card becomes empty	D081 081	Apply the required Patch File(s) for E-7200 system version 1.0.		
SC687	Mixed orientation documents printed from the Document Server as Magazines or Booklets	D081 011b	System/Copy firmware	Install version 1.02 or later.	

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SC725	After the main switch is turned on	D062 020e	Finisher SR4030/40 firmware	Install version 1.90:26 or newer.	
SC816	SC816-38/49/90	D081 018a	SubCPU firmware	Install version F.06 or newer.	
SC819		D081 099	Firmware for Color Controller E-7200 system version 1.0.		
SC867	If an SDK application is already installed on the machine.	D081 011j	System/Copy firmware	Install version 1.10 or later.	
SC889	If the device tries and fails to login to a Windows scan destination 3 times	D081 005c	Network Support firmware	Install version 9.60 or newer.	
SC899	Trying and failing to login to a Scan destination three times	D081 005c	Network Support firmware	Install version 9.60 or newer.	
SC899	After trying and failing to login to a Scan destination three times	D081 005b D081 036	Network Support firmware	Install version 9.53.1 or newer.	Version 9.53.1 has a problem with Scan to Folder (see 4. Printing/Scanning)
SC899	Occurs shortly after powering up, if "Configuration > Interface Settings > USB" = "Active"	D081 005c	Network Support firmware	Install version 9.60 or newer.	
SC899	If SSDP = Active (Web Image Monitor > Configuration > Network Security),	D081 005e	Network Support firmware	Install version 9.62 or newer.	
SC899	Printing Booklets or Magazines from the Document Server	D081 011e	System/Copy firmware	Install version 1.05.1 or later.	
SC899	Caused by printing certain fonts	D081 015e	PCL firmware	Install version 1.10 or later.	
SC899	When "Startup Setting" (Extended Features) is selected inside WIM.	D081 011f	System/Copy firmware	Install version 1.06 or later.	
SC899	When the machine recovers from Engine Off Mode.	D081 011h	System/Copy firmware	Install version 1.08 or later.	
SC899	Printing with specific kinds of TrueType fonts in PCL jobs.	D081 015g	PCL firmware	Install version 1.12 or later.	
SC899	If the glyph data of TrueType fonts includes hinting information that is on the edge of the frame	D081 015g	PCL firmware	Install version 1.12 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC899	PCL6 jobs containing raster images and submitted using an Office 2010 application	D081 015h	PCL firmware	Install version 1.13 or later.	
SC990	Original size is 8K, Z-Fold, Stapling. System: V-C3 + FD5000 + SR5000.	D375 001d	Finisher Adapter Type C firmware	Install version 1.080:12 or newer.	
SC990	When calibration is executed in Dutch.	D081 055	Apply the required Patch File(s) for E-7200 system version 1.0.		
SC990	Printing Booklets or Magazines from the Document Server	D081 011e	System/Copy firmware	Install version 1.05.1 or later.	
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 V7.23 or newer.	
SC991	Mixed orientation documents printed from the Document Server as Magazines or Booklets	D081 011b	System/Copy firmware	Install version 1.02 or later.	
SC991	Network functions cannot be used, and DHCP and DDNS are both enabled in the device	D081 005h	Network Support firmware	Install version 9.65 or newer.	
SC997	If the auto-off timer is set to 1 minute and an SDK application is set to automatically start up	D081 039a	Java VM v7 std UpdateTool firmware	Install version 7.06.04 or later.	
SC997	If an SDK application takes more than 15 seconds to start up.	D081 039d	Java VM v7 std Update Tool firmware	Install version 7.14:03 or later	
Error message	When printing with Mixed Media.	D081 081	Apply the required Patch File(s) for E-7200 system version 1.0.		

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8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
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.	
Finisher (SR4030/4040)	The joggers shift farther apart with each job if there is only one sheet being printed and Staple is selected.	D062 020d	SR4030/40 Finisher firmware	Install version 01.08:25 or newer.	
Finisher (SR4030/4040)	The edge of the paper in the exit tray is dirty at about 2500 sheets.	D062 020d	SR4030/40 Finisher firmware	Install version 01.08:25 or newer.	
Finisher (SR4030/4040)	The gate pawl on the proof tray breaks.	D373 007	The part was assembled incorrectly.	Assemble correctly, as shown in the RTB.	
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.	D081 015d	PCL firmware	Install version 1.09 or later.	
Folder	Jam recovery problem	D454 002c	Folder DONAU firmware	Install version 01.190:12 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.	
SDK applications	Deadlocked	D081 039a	Java VM v7 std UpdateTool firmware	Install version 7.06.04 or later.	
SDK applications	Cannot stop the application from the User Tools - Counter -Enquiry screen if it takes more than 15 seconds to start up.	D081 039d	Java VM v7 std Update Tool firmware	Install version 7.14:03 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
SDK applications	Cannot install on HDD	D081 063a	Java VM v7 std for eDC firmware	Install version 7.16.07 or later	
		D081 039e	Java VM v7 std UpdateTool firmware	Install version 7.16.07 or later	
SDK applications	Application disappears	Gene 055b	Java VM7 Update Tool firmware	Install version 7.19.02 or later.	
		Gene 057b	Java VM v7 for eDC firmware		
SDK applications	Application sends wrong original size data	Gene 055c	Java VM7 Update Tool firmware	Install version 7.21.00 or later.	
		Gene 057c	Java VM v7 for eDC firmware		
SDK applications	Applications do not restart automatically after reboot failure	Gene 055d	Java VM7 Update Tool firmware	Install version 7.22.00 or later.	
		Gene 057d	Java VM v7 for eDC firmware		
SDK applications	SDK platform does not boot up	Gene 055e	Java VM7 Update Tool firmware	Install version 7.23.00 or later.	
		Gene 057e	Java VM v7 for eDC firmware		
USB card reader	Stops working if plugged in immediately after being unplugged	D081 039a	Java VM v7 std UpdateTool firmware	Install version 7.06.04 or later.	
E-7200 controller	The E-7200 cannot receive a lot of jobs via the "Send To" option.	D081 044	Apply the required Patch File(s) for E-7200 system version 1.0.		
E-7200 controller	CommandWorkStation freezes.	D081 044	Apply the required Patch File(s) for E-7200 system version 1.0.		
E-7200 controller	Paper mismatch occurs when calibrating with paper other than Plain1 or Thick2.	D081 059	Apply the required Patch File(s) for E-7200 system version 1.0.		
E-7200 controller	Job List is not displayed in chronological order on the panel.	D081 067	Apply the required Patch File(s) for E-7200 system version 1.0.		
E-7200 controller	Issue observed after installing 1-182O7R.ps	D081 068	Apply the required Patch File(s) for E-7200 system version 1.0.		
E-7200 controller	Conflict message is displayed when CMYK Source profile is set to none	D081 081	Apply the required Patch File(s) for E-7200 system version 1.0.		
E-7200 controller	EFI VeriSign certificate expired	D081 082	Apply the required Patch File(s) for E-7200 system version 1.0.		
E-7200 controller	Incorrect BIOS version displayed	D081 088	Apply the required Patch File(s) for E-7200 system version 1.0.		

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Subject	Symptom	RTB #	Cause	Solution	Note
E-7200 controller	Command WorkStation connection is lost	D081 102	Apply the required Patch File(s) for E-7200 system version 1.0.		
E-7200 controller	Ripping error for web pages	D081 108	Apply the required Patch File(s) for E-7200 system version 1.0.		
E-7200 controller	Cannot launch Configure window from WebTools on Windows/Mac OS with Java 1.7u51.	D081 111	Apply the required Patch File(s) for E-7200 system version 1.0.		
E-7200 controller	Shell shock issue	D081 113	Apply the required Patch File(s) for E-7200 system version 1.0.		
E-7200 controller	Fiery cannot connect to the Mac OS X 10.9 shared folder	D081 114	Apply the required Patch File(s) for E-7200 system version 1.0.		
SD cards	Cannot move the HDD Encryption option to another SD card.	D081 011d	System/Copy firmware		Install version 1.04 or later.
Stapling	Fails to staple jobs when Extra Staple set to 1.	D081 081	Apply the required Patch File(s) for E-7200 system version 1.0.		
LCT	Broken caster	D453 008	Manufacturing error	Replace the caster (p/n: AH012050)	See the RTB for details.

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9. Mechanical and Electrical

Subject	Symptom	RTB #	Cause	Solution	Note
Rust	In the area under the fusing unit.	D081 073a	Fusing gears were not lubricated correctly	Lubricate the gears as shown in the RTB.	
Rust	In the area under the fusing unit.	D081 092a	Defective decurler roller causes damage to a gear in the fusing unit	Install new parts (see the RTB for the part numbers).	
Noise	If paper is fed from Trays 1, 2, or 3, and SP1-903-005 (Bypass Thick Mode) is enabled.	D081 004f	Engine firmware	Install version 1.09:06 or later.	
		D081 004g	Engine firmware	Install version 1.10:06 or later.	
Noise	In the paper exit unit	D081 092a	Defective decurler roller causes damage to a gear in the fusing unit	Install new parts (see the RTB for the part numbers).	
Add paper displayed falsely	Load A4 LEF paper request is displayed, but paper is present	D081 091	Apply the required Patch File(s) for E-7200 system version 1.0.		
Board damaged	CNB board	D081 094	Short circuit in the bundled harness for the CNB board	Whenever you replace one of the toner hoppers or toner hopper duct, make sure that the harness is wired correctly as explained in RTB #RD081090a.	The CNB board was modified so that a fuse will blow if a short circuit occurs
Cannot detect part of the machine	Cannot detect ADF status after recovering from Sleep Mode.	D081 018a	SubCPU firmware	Install version F.06 or newer.	

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10. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Abnormal image density	Developer installation not done correctly	D081 024a		See the RTB and the service manual (Installation) for the correct procedure	
Light image		D081 025	Toner on the ID sensor	Clean the sensor with alcohol. DO NOT use a dry cloth.	A dry cloth causes static electricity.
Light image	Magenta areas are light just after replacing the CNB board	D081 100	Harness for the magenta supply clutch (sub hopper clutch) was damaged	Replace the clutch	Take care not to damage the harness or connector
Light image		D081 004h	Engine firmware	Install version 1.11:06 or later.	SP setting is required: See RTB R081049g
Banding	In solid red images	D081 029	Magenta toner has a lower image transfer bias than other colors. Also, image areas that use magenta are more easily affected by machine vibrations.	Increase the target image transfer current for magenta by setting SP2406-002 (Norm FC Bias ITB: M) to a value between 27 and 30.	Side effects: 1. Grainy images in cyan halftone areas 2. Increased consumption of magenta toner
Banding	Horizontal band 14mm (0.552inch) width at intervals of 40mm, especially under low-temperature conditions.	D081 032	Paper dust builds up on the ITB and ITB cleaning blade in the area corresponding to the position of the Paper Feed Roller.	Connect the Upper Tray Heater and Lower Tray Heater.	
Uneven color reproduction	Duplex: The color reproduction on the front side is different from that on the rear side.	D081 004c	Engine firmware	Install version 1.06:06 or later.	
Duplex mode	Duplex pages in mixed orientation jobs are intermittently printed upside down.	D081 017a	RPCS firmware	Install version 3.10.6 or later.	
Areas/items printed in the wrong colour	Overlapping portions of objects are printed in black even if they are not black objects.	D081 015b	PCL firmware	Install version 1.07 or later.	
Areas/items printed in the wrong colour	One part is printed in color	D081 081	Apply the required Patch File(s) for E-7200 system version 1.0.		

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Subject	Symptom	RTB #	Cause	Solution	Note
Areas/items printed in the wrong colour	If Composite overprint is set ON, crop marks are printed in color	D081 115	Apply the required Patch File(s) for E-7200 system version 1.0.		
Part of image missing	PCL5 raster images are omitted if any part of the image is outside the printable area	D081 015b	PCL firmware	Install version 1.07 or later.	
Part of image missing	The color of objects in a PCL5 macro were not assigned a color, resulting in them being the same color as the background.	D081 015d	PCL firmware	Install version 1.09 or later.	
Characters missing	From the printouts of jobs containing HP-GL/2.	D081 015d	PCL firmware	Install version 1.09 or later.	
Characters missing	Characters disappear at random	D081 057	Apply the required Patch File(s) for E-7200 system version 1.0.		
Characters missing	Characters not printed	D081 091	Apply the required Patch File(s) for E-7200 system version 1.0.		
Characters missing	PCL file	D081 097	Firmware for Color Controller E-7200 system version 1.0.		
Objects or characters in the wrong place	In PCL5 jobs containing HP-GL/2 and macro	D081 015d	PCL firmware	Install version 1.09 or later.	
Objects or characters in the wrong place	In duplex PCL jobs containing macros	D081 015d	PCL firmware	Install version 1.09 or later.	
Objects or characters in the wrong place	Print position is moved when a blank page is inserted before the first page.	D081 091	Apply the required Patch File(s) for E-7200 system version 1.0.		
Black lines	In the paper feed direction when using the ADF.	D081 075	ADF exposure glass is dirty	1. Clean the glass. 2. Enable dust detection, if the customer agrees (first copy time is 1 second slower if this is enabled)	To enable dust detection, set SP4-020-to 1 (ON).
Blank pages	Document Server's Page Numbering function: Pages are numbered, but otherwise blank.	D081 011e	System/Copy firmware	Install version 1.05.1 or later.	
Blank pages	One blank page added at end of job	D081 015f	PCL firmware	Install version 1.11 or later.	
Line not printed	A cyan line is not printed when printing at 600 dpi	D081 057	Apply the required Patch File(s) for E-7200 system version 1.0.		
Tables	Extra lines are printed on the table when printing a document with 2-up Layout.	D081 057	Apply the required Patch File(s) for E-7200 system version 1.0.		

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Subject	Symptom	RTB #	Cause	Solution	Note
Greyscale	Gradation images print incorrectly with setting Composite Overprint ON.	D081 057	Apply the required Patch File(s) for E-7200 system version 1.0.		
Full Bleed	Scale to Fit and Full Bleed do not always work properly in combination.	D081 057	Apply the required Patch File(s) for E-7200 system version 1.0.		
Scaling	Scale to fit not applied	D081 079	Apply the required Patch File(s) for E-7200 system version 1.0.		
Scaling	Not honored when Impose template has Custom Scale	D081 081	Apply the required Patch File(s) for E-7200 system version 1.0.		
Image problem (unspecified)	When receiving a JBIG (B) fax from a Xerox machine	D081 010b	GWFCU3-18(WW) firmware	Install version 03.00.00 or later.	
Image alignment	Incorrect for duplex printing	D081 105	Apply the required Patch File(s) for E-7200 system version 1.0.		

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11. 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.	
Problems with SP/UP settings	Fold adjustments not reflected	D454 002a	Folder_DONAU firmware	Install version 01.140:12 or later.	
Problems with SP/UP settings	Default adjustment setting was changed	D454 002b	Folder_DONAU firmware	Install version 01.180:12 or later.	
Problems with SP/UP settings	Button not displayed in SP mode screen for SP 1009-001	D081 077	Bug in System/Copy firmware v1.02 or later	If the symptom occurs and you need to return SP1009-001 to its default (0): 1. Downgrade the System/Copy firmware to v1.01 or earlier. 2. Set SP1009-001 to its default (0). 3. Upgrade the System/Copy firmware back to v1.02 or later.	
Problems with SP/UP settings	If machine authentication is enabled, the System Settings button on the User Tools screen does not work, even if logged in as administrator.	D081 039d	Java VM v7 std Update Tool firmware	Install version 7.14:03 or later	
Dirt on paper	Finisher (SR4030/4040): The edge of the paper in the exit tray is dirty at about 2500 sheets.	D062 020d	SR4030/40 Finisher firmware	Install version 01.08:25 or newer.	
Settings revert to defaults	Some network configuration settings revert to defaults.	D081 005c	Network Support firmware	Install version 9.60 or newer.	
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.	
Machine is slow	If Windows Authentication is enabled	D081 005d	Network Support firmware	Install version 9.61 or newer.	
Unsupported paper sizes appear in setup menu	Tray 3	D081 008c	Web Support firmware	Install version 1.03 or newer.	
		D081 011b	System/Copy firmware	Install version 1.02 or later.	
Incorrect paper weights displayed	Thick paper 2 (trays 1 and 2), thick paper 3 (tray 3)	D081 011b	System/Copy firmware	Install version 1.02 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	Mixed orientation documents printed from the Document Server as Magazines or Booklets	D081 011b	System/Copy firmware	Install version 1.02 or later.	
Machine stalls	If a job is submitted while the Printer application is still starting up; "Processing..." is displayed	D081 001b	Printer firmware	Install version 1.03 or later.	
Machine stalls	If "Menu > System > Print Compressed Data" = ON.	D081 001c	Printer firmware	Install version 1.03 or later.	
Machine stalls	"Printing..." displayed on the operation panel if 2 jobs in a row are stapled or punched	D081 004e	Engine firmware	Install version 1.08:06 or later.	
Machine stalls	If an SDK application takes more than 15 seconds to start up.	D081 039d	Java VM v7 std Update Tool firmware	Install version 7.14:03 or later	
Machine stalls	If there is repeated use of the MLB (Media Link Board) and Capture Priority is enabled	D081 006a	Network DocBox firmware	Install version 1.02 or later.	
Machine stalls	The operation panel freezes if left for more than 5 minutes on a login-related screen.	D081 011e	System/Copy firmware	Install version 1.05.1 or later.	
Machine stalls	When a large volume of originals are scanned for a Scan to Folder job.	D081 011g	System/Copy firmware	Install version 1.07 or later.	
Machine stalls	While forwarding an image to the fax folder	D081 010b	GWFCU3-18(WW) firmware	Install version 03.00.00 or later.	
Damaged wires	Harness behind the toner hopper unit	D081 053b	Damaged by a positioning pin	Adjust the harness position as described in the RTB.	
Counters	The engine counters for a PCL5c job are different from the counters for PS and/or PCL6 jobs.	D081 043	Firmware for Color Controller E-7200 system version 1.0. Install the patch as described in the RTB. Follow the procedure carefully.		
Counters	Development counter error when printing from the Document Server.	D081 096	Firmware for Color Controller E-7200 system version 1.0.		
Hard disk fills up	Caused by the Data Overwrite Security unit	D081 011e	System/Copy firmware	Install version 1.05.1 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Heap and stack sizes	Changes not reflected on SMC list	D081 011f	System/Copy firmware	Install version 1.06 or later.	
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	Smoke from the CNB board	D081 053c	Loose binding, causing harnesses to be damaged by a positioning pin	Adjust the harness position as described in the RTB.	
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)	
Unexpected behavior (not specified)	After internal file open and close operations, such as SDK application installation.	Gene 055b	Java VM7 Update Tool firmware	Install version 7.20.00 or later.	
		Gene 057b	Java VM v7 for eDC firmware		
"NullPointerEx ception"		Gene 055c	Java VM7 Update Tool firmware	Install version 7.21.00 or later.	
		Gene 057c	Java VM v7 for eDC firmware		
Memory leak	Kerberos Authentication	Gene 055b	Java VM7 Update Tool firmware	Install version 7.20.00 or later.	
		Gene 057b	Java VM v7 for eDC firmware		