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Model: Model V-	C3	ate: 31-Dec-10		No.: RD081000s		
Subject: Trouble	shooting			Prepare	d by: T. M	1imura
From: 1st Tech. S	Support Sec. Service Support I	Dept.				
Classification:		☐ Part info	ormat	tion	☐ Action	required
	☐ Mechanical	☐ Electric	al		☐ Service	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	it information
	☐ Product Safety	Other ()		

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

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

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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Abnormal image density Light image Banding Uneven color reproduction Duplex mode Areas/items printed in the wrong colour Part of image missing Characters missing Objects or characters in wrong place Black lines Blank pages Line not printed Tables Greyscale Full Bleed Scaling Image problem (unspecified) Image alignment		24
Cannot start to make outputs Problems with SP/User Tool settings Dirt on paper Settings revert to defaults Machine remains in idle mode Machine is slow Unsupported paper sizes appear in setup menu Incorrect paper weights displayed Machine stalls Damaged wires Counters Hard disk fills up Heap and stack sizes Formatting time-out Smoke Hard disk Unexpected behavior (not specified) "NullPointerException" Memory leak		27



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1. Paper Feed Errors

Subject	Symptom	RTB#	Cause	Solution	Note
Jam	Optional folder	D454	Folder_DONAU	Install version	
		002b	firmware	01.180:12 or later.	
Jam	Jam Code 001 and 115	D375	Finisher Adapter	Install version	
	0. "	001b	Type C firmware	1.050:10 or later.	
Jam	Stapling	D375	Finisher Adapter	Install version	
		001b	Type C firmware	1.050:10 or later.	D: 1
Jam	Thick paper from tray 3	D081 031b	Display shows the paper thickness for Tray 3 as "250-300g/m². But the maximum thickness for tray 3 is 256g/m²	Instruct the customer not to use heavier paper than 256 g/m² in tray 3.	Display errors were corrected with System/Copy firmware version 1.02
Jam	The shift motor does not	D062	Finisher	Install version	
	return to its home	020d	SR4030/40	1.08:25 or newer.	
	position properly.		firmware		
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	D454	Folder_DONAU	Install version	
Jaiii	sheet is fed from the Cover Interposer	002d	firmware	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 we time, the pressure a in these areas also result, the paper cuthe fusing stripper p	increases. As a rls and catches on	Adjust the fusing nip using the procedure in the RTB



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Subject	Symptom	RTB#	Cause	Solution	Note
Paper	Paper stuck between the	D081	Engine firmware	Install version	
tearing	drawer unit and PFU	004f		1.09:06 or later.	
	tears when the drawer	D081	Engine firmware	Install version	
	unit is pulled out.	004g	_	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.	
Toner	Not detected	D081 004h D081	Engine firmware Engine firmware	Install version 1.11:06 or later. Install version 1.05:06 or	
cartridge Toner end, near-end	Displayed when there is still a large amount of toner in the cartridge.	004b D081 066a	1. Developer Filling (SP3814) or Developer Setup (SP3811) not completed correctly, or 2. The toner clumped together and cannot exit the cartridge.	later. 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 require version 1.0.	ed Patch File(s) for	E-7200 system
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 Gene 057c	Java VM7 Update Tool firmware Java VM v7 for eDC firmware	Install version 7.21.00 or later.	
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	If the network settings	D081	Network	Install version	
access the	were changed repeatedly	005e	Support	9.62 or newer.	
machine	and the machine's		firmware		
	"NetWare" setting was				
	already "Active"				
Cannot	If SSDP is enabled	D081	Network	Install version	
access the		005f	Support	9.63 or newer.	
machine Cannot	Connection between	D081	firmware		F 7000 avetem
access the		081	version 1.0.	ed Patch File(s) for	E-7200 System
machine	server and printer runs out.	001	version 1.0.		
Cannot send	If the MFP/LP has a	D081	Network	Install version	
email	statically configured IP	005c	Support	9.60 or newer.	
o i i i di	address and domain, it		firmware	0.00 01 11011011	
	always sends a HELO				
	using just its hostname.				
	SMTP servers that require				
	client HELOs to include				
	the client's FQDN will				
	close the connection.				
SMB	Cannot Scan to SMB to	D081	Network	Install version	
	Windows 7 or Windows	005c	Support	9.60 or newer.	
	Server 2008 R2		firmware		
	destinations that have				
	Windows Live ID Sign-in assistant installed.				
SMB	Cannot Scan to SMB to	D081	Network	Install version	
ONE	Windows	005c	Support	9.60 or newer.	
	98/98SE/Me/NT4.0		firmware		
	destinations specified				
	using an IP address.				
SMB	The SMB retry function	D081	Network	Install version	
	fails to retry the sending of	005c	Support	9.60 or newer.	
	failed SMB transfers		firmware		
	(Scan to SMB or Fax				
CMD	delivery).	D001	Notario d	Install version	
SMB	If the MFP's IP address is changed to an IP address	D081 005c	Network Support	Install version 9.60 or newer.	
	of another subnet, users	0030	firmware	3.00 OF HEWEL.	
	cannot browse the		miniwait		
	network (using Scan to				
	SMB) until the MFP is				
	rebooted.				
SMB	The Scan to SMB	D081	Network	Install version	
	"Connection Test" fails if	005c	Support	9.60 or newer.	
	performed on a directory		firmware		
	located directly below a				
OMB	DFS root.	Door.	NI. I	Leatell .	
SMB	After changing the MFP's	D081	Network	Install version	
	DNS server address or	005c	Support	9.60 or newer.	
	Domain name, Scan to		firmware		
	SMB destinations specified using a				
	hostname are not found.				
	mostriarrie are not round.			1	



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Subject	Symptom	RTB#	Cause	Solution	Note
SMB	Problems when using	D081	Network	Install version	
	across subnets due to	005c	Support	9.60 or newer.	
	short timeout		firmware		
SMB	Cannot Scan to SMB to a	D081	Network	Install version	
	destination that is not	005c	Support	9.60 or newer.	
OMB	specified using an FQDN.	D004	firmware	Landall and a	
SMB	Cannot Scan to SMB to	D081 005c	Network	Install version	
	destinations that are using both LM Authentication	0050	Support firmware	9.60 or newer.	
	and Samba v2.x.		IIIIIIwaie		
SMB	Scan to SMB fails if the	D081	Network	Install version	
CIVID	file submitted to the DFS	005d	Support	9.61 or newer.	
	folder already has a file of	0000	firmware		
	this name in that folder.				
SMB	Scan to SMB fails (various	D081	Network	Install version	Version 9.53.1 has a
	situations)	005b	Support	9.53.1 or newer.	problem with Scan to
		D081	firmware		Folder (see 4.
		036			Printing/Scanning)
SMB	Scan to SMB fails in	D081	Network	Install version	
	certain conditions	005g	Support	9.64 or newer.	
OMB	December 1	D004	firmware	Landall and the	
SMB	Document not sent if an	D081	Network	Install version	
	IP address was used to	005f	Support firmware	9.63 or newer.	
SMB	send a Scan to SMB. Scan to SMB fails when	D081		ed Patch File(s) for	E 7200 cyctom
SIVID	Windows Live ID is	091	version 1.0.	ed i alcii i ile(s) ioi	L-1200 System
	installed on a Windows 7	001	VCISION 1.0.		
	PC.				
SMB	Scan to SMB fails to	D081	Apply the require	ed Patch File(s) for	E-7200 system
	deliver the data to	109a	version 1.0.	, ,	·
	Windows 7 PC while				
	printing.				
SMB	Scan To SMB: "General	D081		ed Patch File(s) for	E-7200 system
	SMB operation error" alert	114	version 1.0.		
0.0	message appears	Dood	0 1 10	I	T
@Remote	If a supply alert unrelated	D081	System/Copy	Install version	
	to paper (e.g. toner, toner	011d	firmware	1.04 or later.	
	collection bottle, fusing	D081			
	unit, etc.) is triggered nine or more times while the	062			
	machine main power is	002			
	ON, an @Remote				
	notification of this alert is				
	not sent.				
@Remote	@Remote auto calls (e.g.	D081	System/Copy	Install version	
	service calls, supply calls,	011i	firmware	1.09 or later.	
	alarm calls) are not sent				
Cannot install	Windows 2008 R2 SP1 or	D081	Network	Install version	
driver	7 SP1 using an IPP port:	005g	Support	9.64 or newer.	
	If the device's IPP		firmware		
	Authentication setting is				
	enabled.				



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Subject	Symptom	RTB#	Cause	Solution	Note
Server	When a PDF file is	D081	Apply the require	ed Patch File(s) for	E-7200 system
crashes	Imported to the Hold queue.	081	version 1.0.		
Cannot use applications or services	Affected applications include Web Image Monitor, IPP Printing and	D081 005h	Network Support firmware	Install version 9.65 or newer.	
	@Remote.				
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	, .	D081	Network Support	Install a version	
folder		005b	firmware	later than 9.53.1.	
		D081			
		036			
Scan to	If "CNAME" is specified	D081	Network Support	Install version	
folder	as the destination folder,	005i	firmware	9.66 or later.	
	ScanTo Folder will abort.				
Scan to	When NBT is "OFF",	D081	Network Support	Install version	
folder	Browse list is not shown	005i	firmware	9.66 or later.	
Scan to	Cannot scan to shared	D081	Network Support	Install version	
folder	folders	005k	firmware	9.66 or later.	
		D081	System/Copy	Install version	
		011g	firmware	1.07 or later.	
Scan to	Cannot save scanned	D081	II.		200 system version
folder	document to Windows	110	1.0.	-(-,	
	Distributed File System				
	folder.				
Fiery Scan	When DF Dust Check	D081	Engine firmware	Install version	
,	(SP4-202-001) is set to	004c		1.06:06 or later.	
	"1 (ON)", duplex scan				
	with Fiery Scan fails				
	under some setup				
	conditions.				
Pages	See the RTB for	D081	Engine firmware	Install version	
printed in	conditions when this	004d		1.07:06 or later.	
wrong order	occurs.				
Jobs not	Jobs not containing PJL	D081	Printer firmware	Install version	
printed	commands	001a		1.02 or later.	
Jobs not	Jobs not containing PJL	D081	Printer firmware	Install version	
printed	commands	001b		1.03 or later.	
Jobs not	Auto shut off mode; SEF	D081	Apply the required	Patch File(s) for E-7	200 system version
printed	orientation	079	1.0.		·
Jobs not	2 at Left staple job on	D081	Apply the required	Patch File(s) for E-7	'200 system version
printed	short edge feed paper.	081	1.0.		·
Jobs not	SDK application (see the	D081	System/Copy	Install version	
printed	RTB for details)	011g	firmware	1.07 or later.	
Jobs not	From an iOS 7 device	D081	Apply the required	Patch File(s) for E-7	200 system version
printed	with authentication	108	1.0.		•
	enabled.				
Jobs reset	PS jobs with a large	D081	Printer firmware	Install version	
	number of images	001b		1.03 or later.	
Jobs reset	Chunk Transfer	D081	Network Support	Install version	
	Encoding over an IPP	005e	firmware	9.62 or newer.	
	port				
Jobs reset	PDF Direct jobs	D081	PS3/PDF	Install version	
	containing a mask that	012a	firmware	1.01 or later.	
	was created using tiling				
Jobs	Batches of jobs printed	D081	Printer firmware	Install version	
interrupted	from the hard disk (e.g.,	001b		1.03 or later.	
•	Locked Print) interrupted				
	by Normal Print jobs.	1	i	1	i



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Subject	Symptom	RTB#	Cause	Solution	Note	
Jobs not	Stored jobs not shown in	D081	System/Copy	Install version	11000	
shown	the operation panel if the	011c	firmware	1.03 or later.		
	Data Overwrite Security					
	Unit is installed.					
Wrong font	In PCL5 jobs containing	D081	PCL firmware	Install version		
	PCL5 macros	015d	DOI ()	1.09 or later.		
Font not	Multi-glyph fonts	D081	PCL firmware	Install version		
printed Scan to file	Cannot make PDF if	015e D081	Network DocBox	1.10 or later. Install version		
Scan to lile	"Document Password"	006a	firmware	1.02 or later.		
	setting is not set.	D081	Scanner firmware	Install version		
	Setting is not set.	009d	Scanner Illinware	1.06 or later.		
		D081	WebUAPL	Install version		
		014b	firmware	1.02 or later.		
Jobs not	Canceled jobs remain in	D081			200 system version	
cancelled	the print queue.	044	1.0.	1 atom 1 110(0) for E 7	200 Gyotom Voroion	
PS error	Certain jobs generate	D081	Apply the required I	Patch File(s) for E-7	200 system version	
	PS errors.	057	1.0.	()	,	
PS error	PS error occurs while	D081	Apply the required I	Patch File(s) for E-7	200 system version	
	processing a specific	060	1.0.	. ,	•	
	file.					
PS error	PDF file with booklet	D081	Apply the required I	Patch File(s) for E-7	200 system version	
	stapling	079	1.0.			
Abnormal	RGB jobs with pure	D081	1 1 7	Patch File(s) for E-7	200 system version	
output (not	black	079	1.0.			
specified)	DOI	D004	A sel de se se l'este	Datab Ella (a) (a a E E	7000	
Abnormal	PCL	D081	1 . '.' '	Patch File(s) for E-7	'200 system version	
output (not		081	1.0.			
specified) Job error	Larger than 12x18 page	D081	Apply the required I	Patch File(s) for F-7	200 system version	
000 01101	size and 1200dpi.	081	1 1.0.	1 atom 1 no(3) for L-7	200 System version	
Duplex	PCL5	D081		Patch File(s) for F-7	200 system version	
printing		081	1.0.		=======================================	
Wrong PDL	PS job is classified as	D081	_	Patch File(s) for E-7	200 system version	
Ĭ	PCL.	081	1.0.	· /	,	
Data	Blank part of PDF data	D081	Apply the required Patch File(s) for E-7200 system version			
garbled	·	081	1.0.	. ,	•	
Pages not	When Print Range is set	D081		Patch File(s) for $\overline{E-7}$	200 system version	
printed	for a Process and Held	081	1.0.			
	job.			T	T	
PCL XL	When using the Citrix	D081	PCL firmware	Install version		
error	UPD to print.	015g		1.12 or later.		



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5. Operation Panel

Subject	Symptom	RTB#	Cause	Solution	Note
Display all	This only occurs if User	D081	Scanner firmware	Install version 01.04 or late	er.
black	Authentication was	009b			
	enabled or the machine	D081	System/Copy	Install version 1.02 or later	
	has a Device Accounting	011b	firmware		
	Unit.				
Key not	SP Mode key	D081	System/Copy	Install version 1.04 or later	·.
working		011d	firmware		
Extra button	Home button; not	D081	System/Copy	Install version 1.06 or later	
appears	supported in this model	011f	firmware		
Display	SDK start logo does not	D089	Java VM v7	Install version 7.16:07 or la	ater
freezes	change	023b	Update Tool		
			firmware		
		Gene	Java VM v7 for		
		057b	eDC firmware		
Display	Operation panel freezes	Gene	Java VM7 Update	Install version 7.19.02 or la	ater.
freezes	when the software	055b	Tool firmware		
	keyboard is closed	Gene	Java VM v7 for		
		057b	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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Basic Authentication when certain settings are on, users cannot access the Address Book even to change their own password. Restrict Use of Destinations at the control of	Subject	Symptom	RTB#	Cause	Solution	Note
Authentication are on, users cannot access the Address Book even to change their own password. Restrict Use of Destinations enabled, users can still se and use destinations. Cannot login Application authentication fails 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. Cannot Logout Cannot logout with CAP Mv2 when swiping the card Account locked Repeated failures to login with an IC card will lock the entire account, not just that card Address book The method of updating the address book in LCD scan does not work User name garbled Authentication is enabled Login screen displayed. Can access Can access for even with sufficient of forwarding addresses for forwarding addresses and type client of the specified of S75 book in LCD scan forwarding addresses and type client of the specified of S75 book in LCD scan forwarding addresses and type client of the specified of S75 book in LCD scan forwarding addresses and type client of the specified of S75 book in LCD scan forwarding addresses and type client of the specified of S75 book in LCD scan forwarding addresses and type client of S75 book in LCD scan forwarding addresses and type client of S75 book in LCD scan forwarding addresses and type client of S75 book in LCD scan forwarding addresses and type client of S75 book in LCD scan forwarding addresses and type client of S75 book in LCD scan forwarding addresses and type client of S75 book in LCD scan forwarding addresses and type client of S75 book in LCD scan forwarding addresses and type client of S75 book in LCD scan forwarding addresses and type client of S75 book in LCD scan forwarding addresses and type client of S75 book in LCD scan forwarding addresses and type client of S75 book in LCD scan forwarding addresses and type client of S75 book in LCD scan forwarding addresses and type client of S75 book in LCD scan forwarding addresses and type client of S75 book in LCD scan forwarding addresses and type client of S75 book in LCD s						
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User name garbled		book in LCD scan				
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					1	
			057c	eDC firmware		



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

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 followir - PCU - Developer - Toner (see the RT - Toner Hopper Unit - ITB Cleaning Unit	B for lot numbers)
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 - PCU - Developer - Toner (see the RT - Toner Hopper Unit - ITB Cleaning Unit	B for lot numbers)
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 1.0.	Patch File(s) for E-72	00 system version
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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Subject	Symptom	RTB#	Cause	Solution	Note
SC725	After the main switch is	D062	Finisher	Install version	11010
00720	turned on	020e	SR4030/40	1.90:26 or newer.	
		0200	firmware	1100120 01 11011011	
SC816	SC816-38/49/90	D081	SubCPU firmware	Install version	
		018a		F.06 or newer.	
SC819		D081	Firmware for Color	Controller E-7200 sys	stem version 1.0.
		099		,	
SC867	If an SDK application is	D081	System/Copy	Install version	
	already installed on the	011j	firmware	1.10 or later.	
	machine.	-			
SC889	If the device tries and	D081	Network Support	Install version	
	fails to login to a	005c	firmware	9.60 or newer.	
	Windows scan				
	destination 3 times				
SC899	Trying and failing to	D081	Network Support	Install version	
	login to a Scan	005c	firmware	9.60 or newer.	
	destination three times				
SC899	After trying and failing	D081	Network Support	Install version	Version 9.53.1 has
	to login to a Scan	005b	firmware	9.53.1 or newer.	a problem with
	destination three times	D081			Scan to Folder
		036			(see 4.
SC899	Occurs shortly after	D081	Network Support	Install version	Printing/Scanning)
30099	powering up, if	005c	firmware	9.60 or newer.	
	"Configuration >	0030	Illiliwale	3.00 of flewer.	
	Interface Settings >				
	USB" = "Active"				
SC899	If SSDP = Active (Web	D081	Network Support	Install version	
	Image Monitor >	005e	firmware	9.62 or newer.	
	Configuration >				
	Network Security),				
SC899	Printing Booklets or	D081	System/Copy	Install version	
	Magazines from the	011e	firmware	1.05.1 or later.	
	Document Server				
SC899	Caused by printing	D081	PCL firmware	Install version	
	certain fonts	015e		1.10 or later.	
SC899	When "Startup Setting"	D081	System/Copy	Install version	
	(Extended Features) is	011f	firmware	1.06 or later.	
SC899	selected inside WIM. When the machine	D081	System/Copy	Install version	
30099	recovers from Engine	011h	firmware	1.08 or later.	
	Off Mode.	01111	Illiliware	1.00 of later.	
SC899	Printing with specific	D081	PCL firmware	Install version	
50000	kinds of TrueType	015g	I JE IIIIIWaie	1.12 or later.	
	fonts in PCL jobs.	5.09		51 14101.	
SC899	If the glyph data of	D081	PCL firmware	Install version	
	TrueType fonts	015g		1.12 or later.	
	includes hinting	3			
	information that is on				
	the edge of the frame				



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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 I 1.0.	Patch File(s) for E-72	00 system version
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		Patch File(s) for E-72	00 system version



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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	Cannot install on	D081	Java VM	Install version 7.16.07 or	
applications	HDD	063a	v7 std for eDC	later	
			firmware		
		D081	Java VM v7 std	Install version 7.16.07 or	
		039e	UpdateTool	later	
001/	A 11 11		firmware		
SDK	Application	Gene	Java VM7 Update	Install version 7.19.02 or	
applications	disappears	055b	Tool firmware	later.	
		Gene 057b	Java VM v7 for eDC firmware		
SDK	Application sends	Gene	Java VM7 Update	Install version 7.21.00 or	
applications	wrong original size	055c	Tool firmware	later.	
аррисацопо	data	Gene	Java VM v7 for	iator.	
	data	057c	eDC firmware		
SDK	Applications do not	Gene	Java VM7 Update	Install version 7.22.00 or	
applications	restart automatically	055d	Tool firmware	later.	
αρριισατιστίσ	after reboot failure	Gene	Java VM v7 for	i idioi.	
	and roboot failure	057d	eDC firmware		
SDK	SDK platform does	Gene	Java VM7 Update	Install version 7.23.00 or	
applications	not boot up	055e	Tool firmware	later.	
арричания	not boot up	Gene	Java VM v7 for		
		057e	eDC firmware		
USB card	Stops working if	D081	Java VM v7 std	Install version 7.06.04 or	
reader	plugged in	039a	UpdateTool	later.	
	immediately after	0000	firmware	l als.	
	being unplugged				
E-7200	The E-7200 cannot	D081	Apply the required I	Patch File(s) for E-7200 syst	em version
controller	receive a lot of jobs	044	1.0.	,	
	via the "Send				
	To"option.				
E-7200	CommandWorkStati	D081		Patch File(s) for E-7200 syst	em version
controller	on freezes.	044	1.0.		
E-7200	Paper mismatch	D081	Apply the required I	Patch File(s) for E-7200 syst	em version
controller	occurs when	059	1.0.		
	calibrating with paper				
	other than Plain1 or				
	Thick2.				
E-7200	Job List is not	D081	. '.' '	Patch File(s) for E-7200 syst	em version
controller	displayed in	067	1.0.		
	chronological order				
E 7200	on the panel.	D001	Apply the required	Patch File(s) for E-7200 syst	om vorcion
E-7200	Issue observed after	D081 068	Apply the required in 1.0.	-alcii File(S) for E-7200 Syst	em version
controller	installing 1-	000	1.0.		
E-7200	18207R.ps Conflict message is	D081	Apply the required !	Patch File(s) for E-7200 syst	em version
controller	displayed when	081	1.0.	aton 1 116(5) 101 L-7200 Syst	CITI VEISIUII
COLLICION	CMYK Source profile	001	1.0.		
	is set to none				
E-7200	EFI VeriSign	D081	Apply the required I	Patch File(s) for E-7200 syst	em version
controller	certificate expired	082	1.0.		
E-7200	Incorrect BIOS	D081		Patch File(s) for E-7200 syst	em version
controller	version displayed	088	1.0.	(2, 13. = 1200 0)00	



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Subject	Symptom	RTB#	Cause	Solution	Note	
E-7200 controller	Command WorkStation connection is lost	D081 102	Apply the required I 1.0.	Patch File(s) for E-7200	0 system version	
E-7200 controller	Ripping error for web pages	D081 108	Apply the required for 1.0.	Patch File(s) for E-7200	0 system version	
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 for 1.0.	Patch File(s) for E-7200	0 system version	
E-7200 controller	Fiery cannot connect to the Mac OS X 10.9 shared folder	D081 114	Apply the required I 1.0.	Patch File(s) for E-7200	0 system version	
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 D081 004g	Engine firmware Engine firmware	Install version 1.09:06 or later. 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		Patch File(s) for E-7200) system
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 version 1.0.	Patch File(s) for E-7200	O system



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Subject	Symptom	RTB#	Cause	Solution	Note
Areas/items	If Composite overprint is	D081		d Patch File(s) for E-720	0 system
printed in the	set ON, crop marks are	115	version 1.0.		
wrong colour	printed in color			T	T
Part of image	PCL5 raster images are	D081	PCL firmware	Install version 1.07 or	
missing	omitted if any part of the	015b		later.	
	image is outside the				
	printable area				
Part of image	The color of objects in a	D081	PCL firmware	Install version 1.09 or	
missing	PCL5 macro were not	015d		later.	
	assigned a color,				
	resulting in them being				
	the same color as the				
	background.	D004	DOI (1		
Characters	From the printouts of	D081	PCL firmware	Install version 1.09 or	
missing	jobs containing HP-	015d		later.	
	GL/2.	Dood	A 1 11 ·	 	
Characters	Characters disappear at	D081		d Patch File(s) for E-720	0 system
missing	random	057	version 1.0.		01
Characters	Characters not printed	D081		d Patch File(s) for E-720	0 system
missing	DOL CL	091	version 1.0.	. O I II E 7000 I	
Characters	PCL file	D081	Firmware for Colo	or Controller E-7200 syst	em version 1.0.
missing	In DOLE into a setaining	097	DOI firmena	Install	1
Objects or	In PCL5 jobs containing	D081	PCL firmware	Install version 1.09 or	
characters in	HP-GL/2 and macro	015d		later.	
the wrong					
place Objects or	In duplex PCL jobs	D081	PCL firmware	Install version 1.09 or	
characters in	containing macros	015d	FOL IIIIIIWale	later.	
the wrong	Containing macros	0130		ialei.	
place					
Objects or	Print position is moved	D081	Apply the required	Di Patch File(s) for E-720	n system
characters in	when a blank page is	091	version 1.0.	3 : 4(3): 1 : 10(3) : 6: 2 / 23	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
the wrong	inserted before the first				
place	page.				
Black lines	In the paper feed	D081	ADF exposure	1. Clean the glass.	To enable
	direction when using the	075	glass is dirty	2. Enable dust	dust detection,
	ADF.		grade to amity	detection, if the	set SP4-020-
				customer agrees	to 1 (ON).
				(first copy time is 1	, ,
				second slower if this	
				is enabled)	
Blank pages	Document Server's	D081	System/Copy	Install version 1.05.1	
	Page Numbering	011e	firmware	or later.	
	function: Pages are				
	numbered, but otherwise				
	blank.				
Blank pages	One blank page added	D081	PCL firmware	Install version 1.11 or	
	at end of job	015f		later.	
Line not	A cyan line is not printed	D081		d Patch File(s) for E-720	0 system
printed	when printing at 600 dpi	057	version 1.0.		
Tables	Extra lines are printed	D081			
	on the table when	057	version 1.0.		
	printing a document with				
	2-up Layout.				



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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	When SC750 and	D375	Finisher Adapter	Install version 1.060:11	
make outputs	SC721 have occurred.	001c	Type C firmware	or later.	
Problems with	Fold adjustments not	D454	Folder_DONAU	Install version 01.140:12	
SP/UP settings	reflected	002a	firmware	or later.	
Problems with	Default adjustment	D454	Folder_DONAU	Install version 01.180:12	
SP/UP settings	setting was changed	002b	firmware	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 return SP1009-001 to its of 1. Downgrade the System firmware to v1.01 or earlie 2. Set SP1009-001 to its of 3. Upgrade the System/Coback to v1.02 or later.	lefault (0): /Copy r. lefault (0).
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	Tray 3	D081	Web Support	Install version 1.03 or	
paper sizes		008c	firmware	newer.	
appear in		D081	System/Copy	Install version 1.02 or	
setup menu		011b	firmware	later.	
Incorrect paper	Thick paper 2 (trays	D081	System/Copy	Install version 1.02 or	
weights displayed	1 and 2), thick paper 3 (tray 3)	011b	firmware	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 ve	ersion 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	Changes not	D081	System/Copy	Install version 1.06 or	
stack sizes	reflected on SMC list	011f	firmware	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	After internal file	Gene	Java VM7 Update	Install version 7.20.00 or	
behavior (not	open and close	055b	Tool firmware	later.	
specified)	operations, such as SDK application installation.	Gene 057b	Java VM v7 for eDC firmware		
"NullPointerEx		Gene	Java VM7 Update	Install version 7.21.00 or	
ception"		055c	Tool firmware	later.	
		Gene	Java VM v7 for		
		057c	eDC firmware		
Memory leak	Kerberos	Gene	Java VM7 Update	Install version 7.20.00 or	
	Authentication	055b	Tool firmware	later.	
		Gene	Java VM v7 for		
		057b	eDC firmware		