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Reissued: End of June, 2018

Model: Ch-C1 Da			te: 31-Aug-13	No.: RD135000s
<b>RTB Reissue</b> The items in b	e old italics were change	ed.		
Subject: Trouble:	shooting		Prepared by: H. Kameda, H. Kobayashi	
From: 1st Tech.	Support Sec. Service Support	ort Dept.		
Classification:		☐ Part informa		n required ice manual revision
	☐ Paper path	☐ Transmit/re	<del></del>	ofit 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.

### When updating TCDU firmware for the MP C8002/ProC5110S only:

If updating the firmware from version 2.00.2:04 or earlier, make sure to set all the SP modes listed in the table to the values shown in the RTB.

If you do not, the rear side of the paper may become dirty when feeding Thin Paper, Plain Paper 1, or Plain Paper 2.

Note: This procedure is NOT required for the MP C6502/Pro C5100S.

### When installing Finisher\_SR4090\_SR4100 firmware version 02.040:10

If you are downloading this firmware to a unit that has the staple tray rear end fence, make sure to set DIP SW101 to ON.

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### 2. Copy Process

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### 10. Mechanical and Electrical

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## 1. Paper Feed Errors

### 1.1. Jam

Subject	Symptom	RTB#	Cause	Solution	Rank
Jam	Jam 001/190 in stapling	D703	Finisher_SR4090_SR4	Install version 02.240:10 or	
001/190	or shift mode	001i	100 firmware	newer.	
Jam 003	Jam003 (Tray 1 no-feed)	D135	The feeler of the Rear	Remove the sensor cover	
		139	Fence Home Position	and correct the feeler. See	
		D137	sensor is stuck	the RTB for a procedure.	
		180			
Jam 003	Jam003 (Tray 1 no-feed)	D137	The bottom plate of the	Make the bottom plate	
		180a	right tandem tray is not	level. See the RTB for a	
			level.	procedure.	
Jam 003	Jam003 (Paper in Tray 1	D137	The paper end sensor	Replace the paper set	
	not detected)	180a	feeler is defective.	detection feeler with the	
				modified one.	
Jam 003	Jam003 (Dog-ear at the	D137	Paper hits the guide	Replace the guide plate unit	
	leading edge)	180a	plate of the feed unit.	with the modified one.	
Jam 003	Jam003 (Dog-ears and	D137	The leading edge	Attach the spacer	
	damaged leading edge)	180a	contacts the metal	(D1357559) to the right	
			bracket that holds the	tandem tray to raise its	
			feed roller, because	height.	
			the right tandem tray is		
	1 222 (7 4 5 1)	D.40=	lower than the target.		
Jam 003	Jam003 (Tray 1 no-feed)	D137	The bottom plate of the	Check if the bottom plate of	
	SC501-13	187	right tandem tray is not	the right tandem tray is	
		D135	level, because the	level. If not level, correct it	
		076a	belts and pulleys were	using the procedure in the	
		D.405	incorrectly assembled.	RTB.	
Jam 003	Paper is not fed from the	D135	The bottom plate of the	Check whether the plate is	
	right tandem tray	139a	right tandem tray is not	level. If not level, reattach	
			level (incorrect	the bracket. See the RTB	
			assembly at the factory).	for procedures.	
Jam 003	Paper on the right	D135	The paper end sensor	Replace the feeler with	
Jani 003	tandem tray is not	139a	feeler is defective.	modified parts as explained	
	detected	139a	leeler is delective.	in the RTB.	
Jam 003	Dog-ear at the leading	D135	Paper interferes with	Replace the set detection	
Jani 003	edge of the non-operator	139a	the guide plate of the	feeler with a modified one.	
	side	1334	feed unit.	leeler with a modified one.	
Jam 003	Dog-ears and damaged	D135	The right tandem tray	Attach a spacer	
Jan 000	leading edge	139a	is too low	(D1357559) to the right	
	leading edge	1000	13 130 130	tandem tray to raise its	
				height. See the RTB for	
				how to do this.	
Jam 008	Jam008 when paper is	D137	Engine firmware	Install version 1.29:08 or	
	fed from the bypass tray	008e	J	newer.	
	one by one.				
	(ProC5100/5110 only)				
Jam 008	Jam 008	D137		Attach the new friction pad	
		089		to the new bottom plate for	
				the by-pass tray unit	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Jam	Jam 014/064 if A3 paper	D135	Engine firmware	Install version 1.22:08 or	IXAIIK
014/064	is fed from Tray 3.	002b	Lingine iliniware	newer.	
014/004	is ica iroini Tray 5.	D137		newer.	
	!	008			
Jam 015	Jam 015 when paper	D135	Engine firmware	Install version 1.32:08 or	
Jani 015	longer than 437mm but	002n	Lingine iliniware	newer.	
	shorter than 440mm is	D137		newer.	
	continuously fed from A3	008i			
	LCT RT4030.	0001			
Jam 018	Jam 18	D135	Machine internal	Attach new brackets	
Jani 010	Jan 10	126	pressure causes the	(BRACKET: VERTICAL	
	1	120	lock lever of the	TRANSPORT SET; P/N:	
	!	D137	vertical transport door	D1389905*).	
	!	133	to deform.	See the RTB for the	
	!	133	As a result, the door is	procedure.	
	!		not fully shut and this	procedure.	
	1		creates an unwanted		
	!		gap in the paper path		
Jam 022	JAM22/Dog-ear when	D137	The registration roller	Install the 2 new guide	-
Jaili 022	feeding face-curled	174	presses the upper	plates, p/n: D1362569 and	
	paper	177	registration guide plate	p/n: D1362582.	
	paper		upward.	p/11. D 1302302.	
Jam	Jam 024 or 074	D137	The leading edge hits	Set the paper in the trays	
024/074	Jaiii 024 01 074	148	the fusing entrance	neatly to prevent paper	
024/074	1	170	guide plate and the	skew at the entrance of the	
	!		paper floats away from	fusing unit.	
	!		the transport belt due	If this does not solve the	
	!		to the thickness of the	problem, adjust the angle of	
	!		paper.	the transport belt against	
	!		paper.	the fusing nip.	
Jam 028	On the 3rd of a 5-tab set	D135	Engine firmware	Install version 1.45:08 or	
04111 020		002x	Linginio miniwaro	newer.	
	!	D137			
	!	008g			
Jam	Jam 030/075	D135	Static electricity	Install modified guide plates	
030/075		044b	between paper and	See the RTB for the	1
		D137	guide plates	procedure	
		062b	J: == p:=::=#	F	1
Jam 033	Jam 33	D135	When feeding paper	Attach the new Mylar to the	
		094b	with large curl, the	duplex entrance unit, or	1
		D137	leading edge catches	replace the duplex entrance	1
		080b	the hole for the duplex	unit with the new duplex	
	Tee ed.		entrance sensor and	entrance unit (p/n:	1
	to 05 to the second		stops the sensor	D1364578) pre-attached	1
	Center		detecting paper.	with the Mylar.	1
	55,10,1		31-1	See the RTB for the	
				procedure.	1
Jam 058	Jam 058 when	D137	Engine firmware	Install version 1.31:08 or	
	envelopes are fed from	008g	J :	newer.	
	the bypass tray.	9			1
	(ProC5100/5110 only)				1
					1
	<u> </u>	<u> </u>	<u>I</u>	<u>l</u>	1



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			<u> </u>	<u> </u>	
Subject	Symptom	RTB#	Cause	Solution	Rank
Jam 058		D135	Damaged harness for	Install new parts as	
		158	the paper size sensor,	explained in the RTB.	
			caused by opening and		
		<b>-</b>	closing the tray		
Jam 066	Jam 66	D135	The original contacts	Install a modified ADF	
	(Torn or dog –eared	098	the tab on the paper	guide, or cut off the tab	
	originals)		feed guide		
	I hid, I per 2				
	1 min 9 m 13 11				
	od and od				
	P				
Jam	Jam 074 then 097 at the	D137	The paper size fixed	Make sure that the tandem	
074/097	start of a duplex job	093	with the end fence on	tray fence positions match	
017/09/	start or a duplex Job	090	the tandem tray does	the settings on the	
			not match the size	operation panel. If they do	
			specified on the	not match, move the fence	
			operation panel.	or change the paper size	
			The shift roller in the	with SP 5-959-001.	
			duplex unit operates		
			according to the paper		
			size on the operation		
			panel.		
Jam 085	Jam 85	D137	Harness (2 <sup>nd</sup> duplex	Check the machine.	
		128	sensor) or spring		
			(duplex driven roller)		
lom 00F	Jam 85	D127	not installed correctly Static electricity builds	Install modified miders as	
Jam 085	CO IIIbU	D137 181a	1	Install modified mylars as explained in the RTB (P/N	
		1014	up in the duplex unit.	D1384512)	
Jam 095	Jam 95 when paper is	D135	Engine firmware	Install version 1.29:08 or	
Jan 093	fed from tray 2 and tray	002i	Lingine miniware	newer.	
	3.	D137		1.0401.	
	J.	008e			
I			1		



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Subject	Symptom	RTB#	Cause	Solution	Rank
Jam 096	When continuously	D135	Engine firmware	Install version 1.38:08 or	
	feeding undefined paper	002r		newer.	
	from the large capacity	D137			
	tray (RT 4030).	008n			
Jam 097	Jam 97	D135	The paper edge gets	Make sure the gap is	
		046	stuck in a gap between	correct and adjust if	
			the edge detection unit	necessary (see the RTB).	
		D137	bracket and the edge	,	
		066	of the attached Mylar.		
Jam	With SR4110, if	D135	Engine firmware	Install version 1.46:08 or	
110/118	continuously printing	002y		newer.	
	stapling jobs consisting	D137			
	of one or two sheets of	008u			
	paper sizes A4 (SEF),				
	B5 (SEF), or Letter				
	(SEF).				
Jam 151	When a z-folding job is	D135	Engine firmware	Install version 1.39:08 or	†
	followed by a saddle	002s		newer.	
	stitching job.	D137			
		0080			
Jam 152	Jam 152	D688	The paper catches on	Remove the two mylars in	
		007	the Mylar in the paper	the punch unit (see the RTB	
			path inside the punch	for details)	
			unit.	,	
Jam 153	Jam153 with staple jobs	D703	Finisher SR4090 SR4	Install version 02.040:10 or	
	that contain large	001d	100 firmware	newer.	
	amount of sheets.				
Jam	Code 153/172	D703	A previous jam or other	Check and adjust the	
153/172		019	force places a load on	finisher in accordance with	
			the exit pawls, and the	the procedure in the RTB.	
			timing belt slips along	'	
			the gear teeth. As a		
			result, the home		
			position of the exit		
			pawl is shifted and the		
			pawl blocks the paper		
			path.		
Jam	When stacking sheets in	D703	Finisher_SR4090_SR4	Install version 02.240:10 or	
154/155	the staple tray; Jam	001i	100 firmware	newer.	
	154/155 displayed after				
	jam cleared				
Jam	When printing a	D704	Finisher_SR4090_SR	Install version 02.380:10	
154/155	booklet on A3 paper	5301D	4100 firmware	or newer.	<u> </u>
Jam 157	Jam 157 with two-spot	D703	The staple catches on	Temporary fix: Push down	
	stapling.	012b	the guide Mylar	the mylar to prevent the	
			attached to the jogger	staple from catching on it.	
			fence	Permanent fix: Install the	
				new mylar D6884198:	
				GUIDE:STAPLER:REAR	
				D6884199:	
				GUIDE:STAPLER: FRONT	
	1	<u> </u>	1		



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Subject	Symptom	RTB#	Cause	Solution	Rank
Jam 175	Jam 175 if paper with a width of 13 inches is fed for a Booklet + staple job.	D703 001n	Finisher_SR4090_SR4 100 firmware	Install version 02.280:10 or newer.	
Jam 176	Jam 176	D703 001h	Finisher_SR4090_SR4 100 firmware	Install version 02.220:10 or newer.	
Jam 176		D135 002r D137 008n	Engine firmware	Install version 1.38:08 or newer.	
Jam 190	Jam190 when printing on 1259.95 - 1259.98 mm paper.	D728 014a	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
Jam 190	Jam 190	D703 001h	Finisher_SR4090_SR4 100 firmware	Install version 02.220:10 or newer.	
Jam 190	Jam 190	D703 001j	Finisher_SR4090_SR4 100 firmware	Install version 02.250:10 or newer.	
Jam 350/351/ 352	If the output tray of PrintPost is changed	D135 170 D137 008w	Engine firmware	Install version 1.48:08 or newer.	
Other Jam	When Plockmatic is installed.	D707 001a	Finisher_SR4110 firmware	Install version 01.080:04 or newer.	
Other Jam	After resuming a job that was suspended due to a jam	D135 009b D137 012	System/Copy firmware	Install version 1.04 or newer.	
Other Jam	If a one-page job is done with a booklet job	D703 001d	Finisher_SR4090_SR4 100 firmware	Install version 02.040:10 or newer.	
Other Jam	Scanner jam	D728 003a D729 005, 006	Color Controller E-42B Ver.1.0 firmware Color Controller E-22B Ver.1.0 firmware	Install required patch(es).  Install required patch(es).	
Other Jam	When the cover interposer and folder are installed.	D135 002e D137 008b	Engine firmware	Install version 1.25:08 or newer.	
Other Jam	In the booklet stapler	D703 002	The lower flat fold roller in the flat fold roller unit is not in the correct position.	Check that the roller is in the correct position (see the procedure in the RTB).	
Other Jam	When feeding paper longer than 284.0mm with the Punch feature. (8002/6502 only)	D135 020a	MailBOX_ONTARIO-D firmware	Install version 01.000:02 or newer.	
Other Jam	When the paper exits to the tray	D703 010a	The stapled set touches the tray at an unexpected angle upon exit	Add Mylars to the leading edge paper guide See the RTB for the procedure	
Other Jam	While feeding out a stapled set	D703 001i	Finisher_SR4090_SR4 100 firmware	Install version 02.240:10 or newer.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Other Jam	Concertina jam in the fusing unit; coated thin paper, image with a lot of toner on the leading edge or trailing edge, narrow margins	D135 088 D137 110	Insufficient margins at the leading or trailing edges may cause the paper to get stuck at the pressure roller stripper plate.	Increase the margins (max 10 mm). You may also need to adjust the image position to ensure correct registration. If the above does not work, check for defective parts. The RTB contains details on all the above steps.	
Other Jam	When an A4-size document is printed from the bypass tray while the printer is in Low Power Mode	D135 010c D137 013c	Printer firmware	Install version 1.05 or newer.	
Other Jam	Jammed paper in the fusing unit is not purged and remains in the fusing unit.	D135 002r D137 008n	Engine firmware	Install version 1.38:08 or newer.	
Other Jam	Paper jam without an error notification: Portrait original, LCT, two staples at the top	D728 029	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
Other Jam	"Initial jam" when the machine switches to Proof mode.	D703 001t	Finisher_SR4090_SR4 100 firmware	Install version 02.340:10 or newer.	
Other Jam	Paper jam in the tandem tray	D135 178	The tray's bottom plate is warped.	Install a modified tray bottom plate (D1366686).	
Other Jam	In multi half-fold booklet jobs printed in duplex	FIT101696199  SP6_FIT101776836		Color Controller E-42B Ver.1.1 firmware Install required patch(es) E-22B: Install the required patch(es).	



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1.2. Curl

Subject	Symptom	RTB#	Cause	Solution	Rank
Curl	Leading edge curls when feeding out booklets with 2 staples	D703 001d	Finisher_SR4090_SR4 100 firmware	Install version 02.040:10 or newer.	
Curl	"Troubleshooting for Paper Curl" added to the service manual	D135 035			
Curl	Thin paper, no decurler unit	D135 085 D137 107		Work through the flow chart in the RTB. There may be side effects of the adjustments as listed in the RTB.	
Curl	Humidity is constantly high; Use of paper that absorbs moisture	D135 149 D137 129a	The heater system will turn ON at all times regardless of the machine power status, if the new harness is installed (p/n: D1389502); see the RTB for a procedure		



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### 1.3. Skew

Subject	Symptom	RTB#	Cause	Solution	Rank
Skew	Less than 0.2 mm of skew in the sub scan direction 0 ~ 0.2mm  Rear Side  Paper feed direction  Front Side	D137 053a	Can be many things but this RTB deals with an incorrectly set CK Laser Unit causing the beams to hit the drum at the wrong angle.	Insert shims in between the CK laser unit and copier frame to level the CK laser unit. Do not insert more than 7 shims. If the problem persists after doing the procedure, then the cause is something else. The procedure takes 3 to 4 hours.	
Skew	SR4090/SR4100	D703 008	Bushing not installed correctly	Attach the bushing correctly (see the RTB)	

### 1.4. Wrinkle/Creasing

Subject	Symptom	RTB#	Cause	Solution	Rank
Creasing	At the leading edge	D703	Finisher_SR4090_SR4	Install version 02.000:10 or	
		001a	100 firmware	newer.	
Creasing	Along the folded edge of	D703	The lower flat fold	Check that the roller is in	
	a stapled booklet.	002	roller in the flat fold	the correct position (see the	
			roller unit is not in the	procedure in the RTB).	
			correct position.		
Wrinkle	Wrinkled within 50 mm	D135	Pressure from the	Replace the duplex inverter	
	of the trailing edge,	133a	idle rollers pushes the	motor unit. The procedure	
	using light weight	D137	front and rear sides of	is in the RTB.	
	A3/DLT paper	132b	the paper towards the		
			center.		
			2. Backlash from the		
			bearing holder		



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Model: Ch-C1 Date: 31-Aug-13 No.: RD135000s

1.5. Envelopes

	elopes				,
Subject	Symptom	RTB#	Cause	Solution	Rank
Envelopes	Envelopes of certain sizes ([A]C6, [B]105 x 235, [C]DLX)  [A]  [B]  [B]  [C]  [C]  [C]  [D]  [D]  [D]  [D]  [D	D135 087 D137 109	Envelopes fed in the SEF direction tend to warp between the PTR unit and the fusing unit.	Feed these types of envelopes in the LEF direction with the flaps open (and from the trailing edge side) from the bypass tray.	Kank
Envelopes	Envelopes Wrinkling	D135 086 D137 108	Depending on the type of envelope, envelope nip width may not be appropriate.	Adjust the envelope nip width (see the RTB for the details). Change the value "-5 ms" at a time and check the print result. Reduce too much and you might get poor fusing.	
Envelopes	Envelopes (a lot of envelopes are loaded, and the stack is not sufficiently flattened)	D135 100 D137 124	Air inside the envelope reduces the pressure of the pickup roller.	Flatten the envelopes to reduce the air inside them. If that does not work, use a smaller stack of envelopes.	

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1.6. Torn paper

Subject	Symptom	RTB#	Cause	Solution	Rank
Torn paper	Jammed SRA3 paper is	D135	Engine firmware	Install version 1.21:08 or	
	torn when the user pulls	002a		newer.	
	out the drawer unit to	D137			
	clear a jam (JAM 22).	800			
Torn paper	Paper edge may be	D703	Finisher_SR4090_SR4	Install version 02.250:10 or	
	damaged when paper	001j	100 firmware	newer.	
	contacts paper exit roller	-			
	in stapling mode.				

### 1.7. Other

Subject	Symptom	RTB#	Cause	Solution	Rank
Incorrect	Back cover	D728	Color Controller E-42B	Install required patch(es).	
paper		003a	Ver.1.0 firmware		
handling		D729	Color Controller E-22B	Install required patch(es).	
		005,	Ver.1.0 firmware		
		006			
Machine	Asks for SEF for PS test	D728	Color Controller E-42B	Install required patch(es).	
asks for	page when LEF is	003a	Ver.1.0 firmware		
wrong	present, or for cover	D729	Color Controller E-22B	Install required patch(es).	
paper type	page	005,	Ver.1.0 firmware		
		006			
Wrong	When printing a PDF	D135	Printer firmware	Install version 1.06 or	
paper type	from an application that	010e		newer.	
selected	uses the extended	D137			
	features of SDK/J	013e			
Paper fed	Stapling job: paper is fed	D729	Color Controller E-22B	Install required patch(es).	
from wrong	from Bypass Tray after	006	Ver.1.0 firmware		
tray	Paper End in Tray 1.				
Paper fed	When printing a banner	D135	Printer firmware	Install version 1.06 or	
from wrong	page from the bypass	010e		newer.	
tray	tray	D137			
		013e			
Paper fed		D728	Color Controller E-42B	Install required patch(es).	
from wrong		034	Ver.1.1 firmware		
tray		D729	Color Controller E-22B	Install required patch(es).	
		069	Ver.1.1 firmware		
Paper fed	Fed from main paper	D135	Printer firmware	Install version 1.10 or	
from wrong	tray even though the	010i		newer.	
tray	driver specified the	D137			
	bypass tray	013i			
Paper	Printing back-to-back	D135	Printer firmware	Install version 1.04 or	
mismatch	jobs to the Bypass Tray	010b		newer.	
error		D137			
		013b			
Paper size	Minimum size for custom	D728	Color Controller E-42B	Install required patch(es).	
range out of	paper	030	Ver.1.1 firmware		
spec		D729	Color Controller E-22B	Install required patch(es).	
-		061	Ver.1.1 firmware		
Folded		D135	Static electricity	Install modified guide plates	
paper		044b	between paper and	See the RTB for the	
' '			guide plates	procedure	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Jam code not displayed	Jams 218 and 219	D615 001b	Multi-Folding Unit FD4000.firmware	Install version 02.030:02 or newer.	
Jammed sheet not purged	If a Jam 99 (double feed) occurs, the jammed sheet in the fusing unit is not handled as a jam and gets mixed in the job instead of getting purged and reprinted	D135 002y D137 008u	Engine firmware	Install version 1.46:08 or newer.	
Paper size error	When a job is sent to the device while it is in Energy Saver mode	D136 5772M	Printer firmware	Install version 1.12 or newer.	
Paper size error	While printing via AirPrint	D136 5778E	PDF firmware	Install version 1.06 or newer.	



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## 2. Copy Process

Subject	Symptom	RTB#	Cause	Solution	Rank
Poor fusing	Envelopes	D135 086 D137 108	Depending on the type of envelope, envelope nip width may not be appropriate.	Adjust the envelope nip width (see the RTB for the details). Change the value "+5 ms" at a time and check the print result. Increase too much and you might get wrinkling.	
Cold offset		D135 062a D1370 83	The fusing pressure lever is broken.	Replace the fusing levers with the modified part (P/N: Office version D1369901, Pro version D1389904) at PM or the next visit. See the RTB for the procedure.	
Process control	Process Control error under low-temperature low-humidity conditions.	D135 002k D137 008g	Engine firmware	Install version 1.31:08 or newer.	
Process control	Done incorrectly when the machine recovers from Energy Saver mode.	D135 002k D137 008g	Engine firmware	Install version 1.31:08 or newer.	
Toner refresh	Does not work on the Cyan station	D135 002r D137 008n	Engine firmware	Install version 1.38:08 or newer.	



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## 3. Connectivity

Subject	Symptom	RTB#	Cause	Solution	Rank
WIM	Cannot access stored	D135	Fax firmware	Install version 03.00.00 or	
	faxes after the machine	003a		newer.	
	recovers from Energy	D135	GWFCU3.8-1(WW)	Install version 03.00.00 or	
	Saver mode.	007a	firmware	newer.	
WIM	Incorrect wording:	D135	Web Support firmware	Install version 1.14 or	
	Swedish, Chinese	005d D137		newer.	
		010b			
WIM	"Fax Received File" is	D135	Web Uapl firmware	Install version 1.07 or	
	not displayed in the	004a	Web Gapi iiiiiware	newer.	
	"Print Job/Stored File"	D137			
	menu	009a			
		D135	Web Uapl firmware	Install version 1.08 or	
		004b		newer.	
		D137			
\A/IB 4	D 054000/054400	009b	\\\ - \\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	In stall consists 4.40 an	
WIM	Pro C5100S/C5110S:	D137	Web Support firmware	Install version 1.16 or	
	"Paper Weight 7" and "Paper Weight 8" do not	010d		newer.	
	appear as options.				
WIM	Incorrect wording:	D135	Web Support firmware	Install version 1.16 or	
	Korean	005f		newer.	
		D137			
		010d			
WIM	Cannot view the Web	D136	Remote Fax firmware	Install version 08.00.00 or	
	Image Monitor after	5763H		newer.	
WIM	sending a PC-Fax.  The list of installed	D250	System/Conv.firmware	Install version 1.11 or	
VVIIVI	applications is not	D258 5760P	System/Copy firmware	Install version 1.11 or newer.	
	displayed in Extended	D261		newer.	
	Feature Info	5760P			
Address	Cannot restore correctly	D135	Web Support firmware	Install version 1.12 or	
book	,	005b		newer.	
		D137			
		010a			
Address	The user's title from the	D135	System/Copy firmware	Install version 1.12 or	
book	address book	009m		newer.	
	does not display	D137			
	correctly on the	012j			
Address	operation panel If user authentication is	D135	Scanner firmware	Install version 01.05 or	
book	enabled, the address	006c	Coamile infliware	newer.	
2001	book cannot be updated	D137			
	from Web Image	011c			
	Monitor when the device				
	is in energy-saving				
	mode.				
Address	Some fields in the	D258	System/Copy firmware	Install version 1.11 or	
book	address book on the	5760P		newer.	
	device are not	D261			
	overwritten	5760P			



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Subject	Symptom	RTB#	Cause	Solution	Rank
Address	After exporting the	D258	System/Copy firmware	Install version 1.11 or	IXAIIK
book	address book from	5760P	Cystem/copy minware	newer.	
Doon	Device Manager NX, the	D261			
	exported data cannot be	5760P			
	imported				
@Remote	Communication fails	D135	System/Copy firmware	Install version 1.06 or	
		009d		newer.	
		D137			
		012b			
		D135	Network Support	Install version 12.63.3 or	
		016a	firmware	newer.	
		D137			
0.0	- · · · · ·	026a	0 1 10 5		
@Remote	Part description is	D135	System/Copy firmware	Install version 1.11 or	
	missing in the alert mail.	009k D137		newer.	
		012i			
@Remote	Inappropriate PM part	D136	System/Copy firmware	Install version 1.19 or	
@remote	alert calls are sent	5760V	Cystem/Copy minware	newer.	
	through @Remote	0.001			
Internet	"400 - Bad Request"	D135	Browser firmware	Install version 1.02.00 or	
access	when using a proxy	023b		newer.	
	server				
IP address	Cannot get IP address	D135	Network Support	Install version 12.63.6 or	
	when PEAP or TTLS is	016b	firmware	newer.	
	used as the IEEE	D137			
	802.1X authentication	026b			
	method and the server				
	certification check is				
IP address	disabled	D135	Customa /Comus firmouseuro	Install version 1.10.1 or	
ir address	If @Remote is enabled, the IP address is shown	009i	System/Copy firmware	newer.	
	as "0.0.0.0" on the	D137		newer.	
	Configuration Page.	012g			
Fax	"An error has occurred.	D135	Fax firmware	Install version 05.00.00 or	
· un	Cancelling transmission	003c	- ax illiniare	newer.	
	job". appears when				
	sending a fax				
Fax	A fax job stalls if a	D135	Engine firmware	Install version 1.31:08 or	
	network printing job is	002k		newer.	
	received just after a	D137			
	network printing time-	008g			
	out error occurred in the				
F	previous job.	D405	E. C.	Leadell and the OC CC CC	
Fax	Fax stalls when deleting	D135	Fax firmware	Install version 06.00.00 or	
	addresses for	003d		newer.	
Eav	broadcasting Cannot receive an IP	D135	Remote Fax firmware	Install version 06 00 00 or	
Fax	Cannot receive an IP	008e	Remote rax illiliwate	Install version 06.00.00 or	
Fax	Fax. A stored received fax is	D135	Fax firmware	newer. Install version 08.00.00 or	
ιαλ	deleted if a paper	003f	i ax iiiiiwaic	newer.	
	loading error occurs	0001		110,001.	
	during printing				
		1	1	<u> </u>	L



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Subject	Symptom	RTB#	Cause	Solution	Rank
Fax	Internet fax does not	D135	System/Copy firmware	Install version 1.13 or	
	work	009n		newer.	
		D137			
		012k			
Fax	Fax data not received	D135	System/Copy firmware	Install version 1.16 or	
	correctly	009r		newer.	
		D137			
		012p			
Fax	Received fax not	D135	System/Copy firmware	Install version 1.17 or	
	transferred to the folder.	009r		newer.	
		D137			
		012p			
Fax	ESA applications that	Gene	Java VM v11 Update	Install version 11.32.04 or	
	support distribution of	080g	Tool	newer.	
	inbound faxes include	Gene	Java VM v11 for eDC		
	the metadata from other	079h	firmware		
	fax jobs.				
Fax	Error when sending a	Gene	Java VM v11 for eDC	Install version 11.37.00 or	
	fax from the document	079p	firmware	newer.	
	server using an IPv4-	Gene	Java VM v11 Update		
	mapped address	0800	Tool		
Fax	Fax application stalls	D136	Fax firmware	Install version 10.00.00 or	
	when recovering from	5762K		newer.	
	energy saving mode				
Fax	Cannot be transmitted if	D136	Java VM v11 for eDC	Install version 11.39.02 or	
	CAP v2 is installed	5780P	firmware	newer	
		D136	Java VM v11 Update		
		5780P	Tool		
Fax	Can print received fax	D136	Fax firmware	Install version 11.00.00 or	
	even in Fusing Web End	5762L		newer.	
	condition				
HTTP	When resuming from an	D135	Network Support	Install version 12.65.1 or	
	Energy Saver mode,	016d	firmware	newer.	
	functions that use	D137			
	HTTP (including Web	026d			
	Image Monitor) cannot				
<b>NA</b> 1.	be used	D46=	D: ( C	1	
Machine not	AirPrint printing on an	D135	Printer firmware	Install version 1.07 or	
in printer list	iOS device	010f		newer.	
		D137			
\A/:!	M/han A MODILI	013f	Outstans /Outstans fi	Install consists 4.40	
Wireless	When A-MSDU is	D135	System/Copy firmware	Install version 1.13 or	
LAN	enabled, the device	009n		newer.	
	cannot receive packet	D137			
	data that is more than	012k			
Mirologo	2,048 bytes	D425	Cyatom/Conv.firm.v.c	Install version 4.42 or	
Wireless	When trying to establish	D135	System/Copy firmware	Install version 1.13 or	
LAN	an ad-hoc connection	009n		newer.	
	among three or more	D137			
	devices, the third and	012k			
	subsequent devices				
	cannot connect.		l		



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Subject	Symptom	RTB#	Cause	Solution	Rank
Wireless	The device cannot	D135	System/Copy firmware	Install version 1.13 or	
LAN	communicate when	009n		newer.	
	using the WMM (Wi-Fi	D137			
	Multimedia) function.	012k			
Wireless	When CTS protection is	D135	System/Copy firmware	Install version 1.16 or	
LAN	enabled, throughput for	009r		newer.	
	wireless LAN is	D137			
	reduced.	012p			
Data not	Packet data is not	D135	System/Copy firmware	Install version 1.13 or	
received	received if the incoming	009n		newer.	
	data is larger than the	D137			
	threshold for	012k			
	fragmentation that is set	0121			
	in the access point				
	settings.				
Connection	If the network is	D729	Color Controller E-	Install the required	
bad or lost	disconnected and	048a	22B/E-22C Ver.1.1	patch(es).	
שמע טו וטאנ	reconnected; controller	U <del>T</del> UA	firmware	paton(63).	
	must be rebooted		Illiliwale		
Connection		Gene	Java VM v11 for eDC	Install version 11.37.00 or	
bad or lost	The DSDK application fails to connect to the	079p	firmware	newer.	
Dad Of 10St	LDAP server when			newer.	
		Gene	Java VM v11 Update		
	using Kerberos	0800	Tool		
0	authentication	D400	Notare de Oceanie		
Connection	If the device has not	D136	Network Support	Install version 12.71 or	
bad or lost	being used a	5769L	firmware	newer.	
	significant amount of				
	time, functions that				
	require a network				
	connection might fail				
Connection	If entering and	D136	System/Copy firmware	Install version 1.18 or	
bad or lost	recovering from energy	5760T		newer.	
	saving mode is repeated				
	without power OFF/ON				
	on @Remote connected				
	machines				
E-mail	When Simplified	D135	System/Copy firmware	Install version 1.16 or	
	Chinese characters are	009r		newer.	
	used for user name,	D137			
	password, etc, data	012p			
	transmission fails				
E-mail	When Simplified	D135	System/Copy firmware	Install version 1.16 or	
	Chinese characters are	009r		newer.	
	used for user name,	D137			
	password, etc, the email	012p			
	contains garbled text				
SSL	After applying the	Gene	Java VM v11 for eDC	Install version 11.37.00 or	
-	security update that	079p	firmware	newer.	
	changes the priority	Gene	Java VM v11 Update	1	
	order for cipher suites,	0800	Tool		
	SSL communication				
	fails				
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Subject	Symptom	RTB#	Cause	Solution	Rank
Wrong document sent	When sending a scanned or fax document using the Hotfolder plug-in for GlobalScan or StreamlineNX, the wrong document was sent and the original document may be lost	D136 5769K	Network Support firmware	Install version 12.70 or newer.	



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## 4. Printing/Scanning

Subject	Symptom	RTB#	Cause	Solution	Rank
Job not	Motors are	D135	TCDU firmware	Install version 2.00.4:04	
started	continuously turning	015a		or newer.	
		D137		IMPORTANT note for the	
		018		MP C8002/ProC5110S	
				only:	
				After you install this	
				firmware, make sure to	
				set all the SP modes listed in the table to the	
				values shown in the RTB.	
Job not	Bypass tray	D135	Printer firmware	Install version 1.03 or	
started	Вурасо пау	010a	T TIMEOT TIMEOTO	newer.	
0.0		D137			
		013a			
Job not	Cannot print with	D728	Color Controller E-	Install required patch(es).	
started	Cover Interposer Tray	003a	42B Ver.1.0 firmware		
		D729	Color Controller E-	Install required patch(es).	
		005,	22B Ver.1.0 firmware		
		006			
Job not	Cannot store N-up job	D729	Color Controller E-	Install required patch(es).	
started	in the Document	006	22B Ver.1.0 firmware		
lab pat	Server.	D720	Color Controllor F	Install required natables	
Job not started	Cannot store Gangup job with Impose in the	D729 006	Color Controller E- 22B Ver.1.0 firmware	Install required patch(es).	
Starteu	Document Server.	000	22D Vel. I.U IIIIIIwale		
Job not	Cannot print custom	D728	Color Controller E-	Install required patch(es).	
started	size booklet with	005	42B Ver.1.0 firmware	motan required pateri(ee).	
0.0	SR4090/4100.				
Job not	Cannot save a job to	D728	Color Controller E-	Install required patch(es).	
started	the Document Server	005	42B Ver.1.0 firmware		
	if the job is saved as				
	dbp by SeeQuence.				
Job not	Even after receiving	D135	Engine firmware	Install version 1.38:08 or	
started	printing data	002r		newer.	
		D137			
Job not	If the printer is get up	008n D729	Color Controller E-	Install the required	
started	If the printer is set up using Bonjour, jobs	050	22B/E-22C Ver.1.1	patch(es).	
Started	cannot be printed after	030	firmware	pateri(es).	
	"Restart Fiery Service"		IIIIIWaic		
	from Mac OS.				
Job not	Job remains in the	D729	Color Controller E-	Install the required	
started	processing state when	060	22B/E-22C Ver.1.1	patch(es).	
	printing the job		firmware		
	through Kingsoft				
	Spreadsheets	_			
Job not	ELP-NX V2 does not	Gene	Java VM v11 Update	Install version 11.14.02 or	
accepted	accept the print job	061e	Tool	newer.	
		Gene	Java VM v11 for eDC		
		059f	firmware		



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Symptom	RTB#	Cause	Solution	Rank
After removing a jam and completing the job.	D135 009b D137 012	System/Copy firmware	Install version 1.04 or newer.	
When "Tracking Permission" and "Stop Printing" are enabled in "Enhanced Print Volume Limitation", processing fails	Gene 079p Gene 080o	Java VM v11 for eDC firmware Java VM v11 Update Tool	Install version 11.37.00 or newer.	
PDF file cannot be printed via direct print if the PDF file contains True Type fonts	D136 5778E	PDF firmware	Install version 1.06 or newer.	
paper and is refilled	009b D137 012	firmware	newer.	
With the Resume Printing button	006	22B Ver.1.0 firmware	, , , ,	
	005	42B Ver.1.0 firmware		
With the Continue button	006	22B Ver.1.0 firmware	, , ,	
	005	42B Ver.1.0 firmware	mistaii required pateri(es).	
suspended job	005	42B Ver.1.0 firmware	, , , ,	
When printing a document that includes mixed paper sizes and specifies a half-fold	D135 010a D137 013a	Printer firmware	Install version 1.03 or newer.	
When the user tries to log in with a username that contains Chinese characters	D135 008a	Remote Fax firmware	Install version 03.00.00 or newer.	
When printing color data in monochrome, if the specified paper size is not set in the input tray	D135 001d D137 007d	PCL firmware	Install version 1.08 or newer.	
When using a bitmap font	D135 001e D137 007e	PCL firmware	Install version 1.09 or newer.	
When a big job is printed using wireless LAN, the job is cancelled in the middle of printing.	D135 009n D137 012k	System/Copy firmware	Install version 1.13 or newer.	
	and completing the job.  When "Tracking Permission" and "Stop Printing" are enabled in "Enhanced Print Volume Limitation", processing fails  PDF file cannot be printed via direct print if the PDF file contains True Type fonts  If the tray runs out of paper and is refilled  With the Resume Printing button  With the Continue button  Cannot resume suspended job  When printing a document that includes mixed paper sizes and specifies a half-fold  When the user tries to log in with a username that contains Chinese characters  When printing color data in monochrome, if the specified paper size is not set in the input tray  When using a bitmap font  When a big job is printed using wireless LAN, the job is cancelled in the middle	and completing the job.  John District Stop District Stop Printing are enabled in "Enhanced Print Volume Limitation", processing fails  PDF file cannot be printed via direct print if the PDF file contains True Type fonts  If the tray runs out of paper and is refilled  With the Resume Printing button  With the Continue button  With the Continue button  With the Continue button  Cannot resume suspended job  When printing a document that includes mixed paper sizes and specifies a half-fold  When the user tries to log in with a username that contains Chinese characters  When printing color data in monochrome, if the specified paper size is not set in the input tray  When a big job is printed using wireless LAN, the job is cancelled in the middle  When a big job is printed using wireless LAN, the job is cancelled in the middle  When emble the middle of the printing on the middle of the policy of the policy of the middle of the middle of the middle of the policy of the poli	and completing the job.  When "Tracking Permission" and "Stop Printing" are enabled in "Enhanced Print Volume Limitation", processing fails  PDF file cannot be printed via direct print if the PDF file contains True Type fonts  If the tray runs out of paper and is refilled  With the Resume Printing button  With the Continue button  With the Continue button  With the Continue button  With the Continue button  When printing a document that includes mixed paper sizes and specifies a half-fold  When the user tries to log in with a username that contains Chinese characters  When printing color data in monochrome, if the specified paper size is not set in the input tray  When a big job is printed using wireless LAN, the job is cancelled in the middle  When a big job is printed using wireless LAN, the job is cancelled in the middle  Popermission" and "Stop O79p firmware  Gene O79p firmware  Java VM v11 Update  Tool  System/Copy  firmware  Color Controller E- 22B Ver.1.0 firmware  Color Controller E- 42B Ver.1.0 firmware  Printer firmware  System/Copy  firmware  System/Copy  firmware  System/Copy  firmware  Printer firmware  Printer firmware  System/Copy  firmware  Poperman divice in the middle  National state of the printer firmware  Problem divice in the middle  National state of the printer firmware  Tool  Tool  System/Copy  firmware  System/Copy  firmware  Problem divice in the pr	and completing the job. D137 o12   When "Tracking Permission" and "Stop Printing" are enabled in "Enhanced Print Volume Limitation", processing falls   PDF file cannot be printed via direct print if the PDF file contains True Type fonts   True Type fonts   With the Resume Printing button   With the Continue button   With the Continue button   D729



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Subject	Symptom	RTB#	Cause	Solution	Rank
Job cancelled	When scanning with	D135	PDF firmware	Install version 1.05 or	1101111
	"High Compression	012c		newer.	
	PDF" mode, and the	D137			
	data is printed via	015c			
	"PDF Direct Print", the				
	job is cancelled.	D.40=			
Job cancelled	SR4110: Print/copy	D135 002u	Engine firmware	Install version 1.41:08 or	
	jobs not completed, if run after the staples	D137		newer.	
	have run out.	008q			
Job cancelled	When "Unauthorized	D135	PCL firmware	Install version 1.11 or	
	Copy Prevention	001g		newer	
	Printing: Printer" is	D137			
	enabled	007g			
		D135	RPCS firmware	Install version 3.13.22 or	
		014b		newer	
Wrong	If printing PDF files	D135	PDF firmware	Install version 1.03 or	
number of	using SDK (printPlus).	012a		newer.	
copies printed		D137 015a			
Paper catalog	Cannot display custom	D137	System/Copy	Install version 1.04 or	
l aper catalog	paper names that	012	firmware	newer.	
	have 2-byte	•			
	characters.				
Paper catalog	Add as smart media	D728	Color Controller E-	Install required patch(es).	
	not working for bypass	003a	42B Ver.1.0 firmware		
	tray	D729	Color Controller E-	Install required patch(es).	
		005,	22B Ver.1.0 firmware		
Incorrect	With Cover Interneger	006 D728	Color Controller E-	Install required patch(es).	
printing (not	With Cover Interposer Tray	003a	42B Ver.1.0 firmware	install required patch(es).	
specified)	Tray	D729	Color Controller E-	Install required patch(es).	
opcomou)		005,	22B Ver.1.0 firmware	motan rodanca patori(co).	
		006			
Incorrect	Specific illustrator data	D728	Color Controller E-	Install required patch(es).	
printing (not	cannot be printed	006	42B Ver.1.0 firmware		
specified)	correctly.				
Unexpected	Second and	D136	PCL firmware	Install version 1.13 or	
results of	subsequent pages:	5775K		newer.	
printing (not	PCL5 host printing				
specified) Missing	Blank page is not	D728	Color Controller E-	Install required patch(es).	
pages	printed when Color	006	42B Ver.1.0 firmware	motan required pateri(es).	
1,2,300	Wise=OFF	D729	Color Controller E-	Install required patch(es).	
		006	22B Ver.1.0 firmware		
Missing	If an error occurs	D135	Network Support	Install version 12.64 or	
pages	during DSM scanner	016c	firmware	newer.	
	transmission and the	D137			
	job is cancelled and	026c			
	restarted.				
	<u> </u>	<u> </u>	<u> </u>	1	<u> </u>



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Subject	Symptom	RTB#	Cause	Solution	Rank
Missing	When a feed error	D728	Color Controller E-	Install required patch(es).	
pages	occurs with mixed size	005	42B Ver.1.0 firmware		
	originals from the				
	document feeder				
Missing	Some tabs are not	D728	Color Controller E-	Install required patch(es).	
pages	printed, if tab pages	028	42B Ver.1.1 firmware		
	are added in the Job				
_	Master.				
Extra pages	Extra tab pages in	D729	Color Controller E-	Install the required	
	output when printing a	017	22B/E-22C Ver.1.1	patch(es).	
	mixed media job.		firmware		
		D728	Color Controller E-	Install required patch(es).	
		010	42B Ver.1.1 firmware		
Pages printed	When a feed error	D728	Color Controller E-	Install required patch(es).	
twice	occurs with mixed size	005	42B Ver.1.0 firmware		
	originals from the				
	document feeder				
Printing stops	If custom size job is	D729	Color Controller E-	Install required patch(es).	
	sent by Excel	006	22B Ver.1.0 firmware		
Printing stops	Merged job containing	D728	Color Controller E-	Install required patch(es).	
	an odd number pages	020	42B Ver.1.1 firmware		
		D729	Color Controller E-	Install required patch(es).	
		035a	22B/E-22C Ver.1.1		
			firmware		
Printing stops	When the first sheet is	D135	Engine firmware	Install version 1.39:08 or	
	in the inverter unit in a	002s		newer.	
	duplex job of two	D137			
	sheets or more, with	0800			
	Air Assist, using the				
	LCIT 4030, and paper				
	end occurs during the				
Drinting stone	job	D425	Cyatam/Cany	Install version 4.46 or	
Printing stops	When running stapling	D135	System/Copy	Install version 1.16 or	
	jobs continuously with	009r	firmware	newer.	
	the Fiery controller	D137			
Diank nagas	Dlank nagos	012p D729	Color Controller E-	Install required natables	
Blank pages	Blank pages	041,	22B/E-22C Ver.1.1	Install required patch(es).	
printed	generated while RIPping due to a	041,	firmware		
	failure of the PS	043	IIIIIwaie		
	interpreter.				
Blank pages	If the data contains a	D135	PCL firmware	Install version 1.12 or	
printed	significant amount of	001h	1 OL IIIIIWale	newer.	
printed	graphics and/or	00111		I I GWOI .	
	transparent objects				
Blank sheet	If the Cover Page is	D729	Color Controller E-	Install required patch(es).	
inserted	set with VDP Create	006	22B Ver.1.0 firmware	metan required pateri(65).	
	Master.				
Driver error	Mac OS: Cannot get	D729	Color Controller E-	Install required patch(es).	
23. 3.13.	printer configuration in	006	22B Ver.1.0 firmware	cta required pateri(65).	
	the Driver tab				
Duplex	Problems with mixed	D729	Color Controller E-	Install required patch(es).	
printing	size originals	006	22B Ver.1.0 firmware	metan reganea pateri(66).	
rg	C.20 Originalo	000	vol. 1.0 mmwale		



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Subject	Symptom	RTB#	Cause	Solution	Rank
Cannot print	B5 LEF is fed from the 3rd tray.	D135 002f D137 008c	Engine firmware	Install version 1.26:08 or newer.	
Cannot print	Cannot print a PDF file via Command WorkStation	D729 022	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install the required patch(es).	
Cannot print	When printed with Ricoh Smart Device Print&Scan via Enhanced Locked Print NX FS v2	D135 010f D137 013f	Printer firmware	Install version 1.07 or newer.	
Cannot print	Jobs cannot be printed from an iOS 7 device with authentication enabled.	D729 042	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Cannot print	Printing is available only in LEF	D135 009p D137 012n	System/Copy firmware	Install version 1.15 or newer.	
Cannot print	IPP printing with the job spool enabled in Mac OS X 10.7 or later and iOS 6 or later	D135 016h D137 026h	Network Support firmware	Install version 12.68 or newer.	
Cannot print	"Please wait. The paper tray is being used by another function"	D258 5760P D261 5760P	System/Copy firmware	Install version 1.11 or newer.	
Pages printed in the wrong order	Pages printed in the wrong order	D135 010b D137 013b	Printer firmware	Install version 1.04 or newer.	
AirPrint	Various problems (see the RTB)	D135 016b D137 026b	Network Support firmware	Install version 12.63.6 or newer.	
Cannot scan	Using the MFP's Browser unit when the platen cover is open.	D135 021a D137 022a	Extended JS firmware	Install version 1.06.01 or newer.	
Cannot scan	Scanner does not start with certain Scanner Features settings (see the RTB for details)	D135 009h D137 012f	System/Copy firmware	Install version 1.09 or newer.	
Cannot scan	When the job requires cookies and a proxy	D135 021b D137 022b	Extended JS firmware	Install version 1.07.01 or newer.	
Cannot scan	An alert message occupies the display, and scanning is disabled	Gene 079p Gene 080o	Java VM v11 for eDC firmware Java VM v11 Update Tool	Install version 11.37.00 or newer.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Cannot scan	When doing Scan to	D136	Network Support	Install version 12.71 or	
	Folder in a high-load	5769L	firmware	newer.	
	network				
	environment, the device gets stuck on				
	sending and the				
	scanner becomes				
	unusable				
Scanning	When scanning an	D135	System/Copy	Install version 1.16 or	
stops	original containing	009r D137	firmware	newer.	
	multiple pages with the Twain driver, error	012p			
	code 36856 occurs on	0120			
	the client PC				
Banner	Not working	D137	Support for this	Limitations are listed in	
printing		061a	function is not	this RTB; explain these to	
			complete.	any customer who is having trouble with this	
				function.	
IPDS	Various problems with	D135	Printer firmware	Install version 1.05 or	
	IPDS forms	010d		newer.	
		D137			
IPDS	Cross Feed Dimension	013d D135	Printer firmware	Install version 1.08 or	
11 00	and Feed Dimension	010g	1 Time miniware	newer.	
	errors	D137			
		013g			
IPDS	Stalls if IPDS jobs are	D136	Printer firmware	Install version 1.12 or	
Cannot	If a paper jam occurs	5772M D728	Color Controller E-	newer. Install required patch(es).	
cancel job	during the job	006	42B Ver.1.0 firmware	motan roquirou patori(oo).	
-	cancellation.	D729	Color Controller E-	Install required patch(es).	
		013	22B/E-22C Ver.1.1		
Cannot	If toner runs out during	D728	firmware Color Controller E-	Install required natch(cc)	
recover job	If toner runs out during printing	006	42B Ver.1.0 firmware	Install required patch(es).	
1 2 2 2 2 2 3 3 3 3		D729	Color Controller E-	Install required patch(es).	
		013	22B/E-22C Ver.1.1		
lab a d	DDE Div. (1.1	D405	firmware	Leafall condition	
Job reset	PDF Direct jobs	D135 012b	PDF firmware	Install version 1.04 or	
	containing a mask that was created using	D137		newer.	
	tiling	015b			
Cannot install	Windows 8 PS driver,	D728	Color Controller E-	Install required patch(es).	
driver	using WSD	006	42B Ver.1.0 firmware		
Data In LED	While printing a job by	D135 010f	Printer firmware	Install version 1.07 or	
	using Enhanced Locked Print NX v2,	D137		newer.	
	this LED does not	013f			
	blink until the end of				
	printing.				



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Subject	Symptom	RTB#	Cause	Solution	Rank
Output is	Printing on custom	D728	Color Controller E-	Install required patch(es).	
blank	size paper	016	42B Ver.1.1 firmware		
		D729	Color Controller E-	Install required patch(es).	
		030	22B Ver.1.1 firmware		
Output is	When a B/W copy or	D135	Engine firmware	Install version 1.40:08 or	
blank	print job is performed	002t		newer.	
		D137			
		008p			
Scan to SMB	'General SMB	D729	Color Controller E-	Install required patch(es).	
	operation error.'	036	22B/E-22C Ver.1.1		
	appears; cannot		firmware		
	connect to a Mac OS				
	X 10.9 shared folder.				
Scan to folder	Fails when the display	D135	Network Support	Install version 12.67 or	
Court to folder	language of the	016g	firmware	newer.	
	operation panel is set	D137			
	to Catalan	026g			
Scan to	If a host name is	D136	Network Support	Install version 12.71 or	
folder	resolved to multiple	5769L	firmware	newer.	
loidei	IP addresses by	3709L	IIIIIware	newer.	
	NBNS, the device tries to connect to				
	only the first				
	resolved IP address	5 400			
Scan to	Fails when a HP	D136	Network Support	Install version 12.71 or	
folder	device is working on	5769L	firmware	newer.	
	the same subnet				
Scan to	Network browsing	D136	Network Support	Install version 12.71 or	
folder	fails when doing	5769L	firmware	newer.	
	Scan to Folder				
Scan to	The device freezes	D136	Network Support	Install version 12.71 or	
folder	during data	5769L	firmware	newer.	
	transmission when				
	doing Scan to Folder				
	with SMBv2/v3				
Scan to	When doing Scan to	D136	Network Support	Install version 12.71 or	
folder	Folder in a high-load	5769L	firmware	newer.	
	network				
	environment, the				
	device gets stuck on				
	sending and the				
	scanner becomes				
	unusable				
Scan to	Scan to Folder using	D136	Network Support	Install version 12.71 or	
folder	SMBv2/v3 fails, if the	5769L	firmware	newer.	
.5.46.	device receives UDP	0,002			
	communication from				
	the outside to the				
	port used by				
	SMBv2/v3				
	<u> </u>				



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Subject	Symptom	RTB#	Cause	Solution	Rank
Scan to e-	Contents of the	D135	System/Copy	Install version 1.17 or	110
mail	attached file appear in	009r	firmware	newer.	
	the body of the	D137			
	message with the	012p			
	characters corrupted				
Ripping error	While processing web	D729	Color Controller E-	Install required patch(es).	
	pages	042	22B/E-22C Ver.1.1		
			firmware		
Wrong font	PCL5: PCL default	D135	PCL firmware	Install version 1.09 or	
	fonts are used	001e		newer.	
		D137			
D l.	DDE Discot Driet. The	007e	DDE Communication	In stall consists 4.05 an	
Barcode	PDF Direct Print: The	D135	PDF firmware	Install version 1.05 or	
printing	barcode lines are	012c D137		newer.	
	printed thicker than the actual size	015c			
Characters	When scanning with	D135	Scanner firmware	Install version 01.06 or	
damaged or	"Hungarian" or "Polish"	006d	Scariner illiliwate	newer.	
missing	as "Cognitive	D137		TICWCI.	
Tilloonig	Language" in "OCR	011d			
	Settings", if the value	0110			
	of a Unicode character				
	exceeds 256, then the				
	character is converted				
	to a "?".				
Characters	Characters are	Gene	Java VM v11 for eDC	Install version 11.30.02 or	
damaged or	randomly broken onto	079c	firmware	newer.	
missing	new lines when	Gene	Java VM v11 Update	Install version 11.30.02 or	
	scanning with	080b	Tool	newer.	
	"Japanese" as				
	"Cognitive Language"	D=00	0 . 0		
Tab sheets	Text not printed in the	D728	Color Controller E-	Install required patch(es).	
	correct place	031	42B Ver.1.1 firmware	La stall as surfaced a stale (s.s.)	
		D729	Color Controller E-	Install required patch(es).	
Coopping	The machine starts	065	22B Ver.1.1 firmware	Install version 1 00 00 or	
Scanning	scanning without an	D135 021d	Extended JS firmware	Install version 1.09.00 or	
starts unexpectedly	original after a DF jam	D137	Illiliwale	newer.	
unexpectedly	is cleared	022d			
PDF	Error when creating a	D135	System/Copy	Install version 1.15 or	
1 51	searchable PDF	009p	firmware	newer.	
	document	D137	IIIIIWaro	TIOWOT:	
		012n			
PDF	Search, copy & paste	Gene	Java VM v11 for eDC	Install version 11.30.02 or	
	of texts does not work	079c	firmware	newer.	
	in searchable PDF	Gene	Java VM v11 Update	Install version 11.30.02 or	
	files created in Polish	080b	Tool	newer.	
	and Hungarian				
PDF	Unable to RIP a PDF	D728	Color Controller E-	Install required patch(es).	
	file	049	42B Ver.1.1 firmware		
		D729	Color Controller E-	Install required patch(es).	
		080,	22B Ver.1.1 firmware		
		081			

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Subject	Symptom	RTB#	Cause	Solution	Rank
Copying does not start	When the device has just gone into energy saver mode	D258 5760P D261 5760P	System/Copy firmware	Install version 1.11 or newer.	
Other	Printer marks are missing after RIPping, if composite override is enabled	SP6_FIT101776836		E-22B: Install the required patch(es).	



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Reissued: End of June, 2018

Model: Ch-C1 Date: 31-Aug-13 No.: RD135000s

## 5. Operation Panel

Subject	Symptom	RTB#	Cause	Solution	Rank
Icons not	When connecting via	D135	Browser firmware	Install version 1.01.00 or	
displayed	HTTPS to the Ricoh	023a		newer.	
	Integrated Cloud	D137			
. ,	Environment	024a			
Icons not	ESA application icon not	Gene	Java VM v11	Install version 11.14.02	
displayed	on the home screen.	061e	Update Tool	or newer.	
		Gene 059f	Java VM v11 for		
Icons not	Loggovacoppor	D135	eDC firmware Browser firmware	Install version 1.02.00 or	
	Legacy scanner application not displayed	023c	Browser IIImware	Install version 1.03.00 or	
displayed	properly, after an ESA	D137		newer.	
	application is installed.	024b			
Icons not	Legacy scanner	D135	Browser firmware	Install version 1.03.00 or	
displayed	application not displayed	023c	Diowsei iiiiiwaic	newer.	
displayed	properly, after an ESA	D137		TIGWOT.	
	application is installed.	024b			
Icons not	Fiery icon disappears	D730	Color Controller E-	Install required	
displayed	from the printer	065	22B/E-22C Ver.1.1	patch(es).	
. ,	operation panel during		firmware	. , ,	
	printing	D728	Color Controller E-	Install required	
		040	42B Ver.1.1	patch(es).	
			firmware		
Language	When switching the	Gene	Java VM v11	Install version 11.14.02	
	language on the initial	061e	Update Tool	or newer.	
	setting screen, the	Gene	Java VM v11 for		
	display does not switch	059f	eDC firmware		
	the language in the ESA				
Language	application.	D135	On a Daniel firms ware	Install version 1.10 or	
Language	Traditional Chinese: "Print" is incorrectly	018g	OpePanel firmware	newer.	
	displayed as "Copy"	D137		Hewei.	
	displayed as Copy	019f			
Language	Some words missing	D135	OpePanel firmware	Install version 1.11 or	
Language	from the screen in	018h	oper and minimale	newer.	
	European and Chinese	D137			
	languages.	019g			
Language	The address book is	D136	Web Support	Install version 1.18 or	
0 0	displayed in Portuguese	5765K	firmware	newer.	
	even though the display				
	language is set to Polish				
"Scanning"	Remains on the	D135	System/Copy	Install version 1.07.1 or	
	operation panel screen	009e	firmware	newer.	
	even after removing the	D137			
	jammed original	012c			
Some	Paper size does not	D135	Engine firmware	Install version 1.29:08 or	
information	appear when paper is	002i		newer.	
not	set in tray 2 and tray 3	D137			
MEDIAVAA	after paper end.	008e	1	1	
displayed	and parpar arran				



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Wording	"200dot + Fine Text" is	D729	Color Controller E-	Install required
error	falsely described as	013a	22B/E-22C Ver.1.1	patch(es).
enoi	"200line + Fine Text" in	013a	firmware	pateri(es).
	the halftone printer		Illiliwale	
	driver setting.			
Dago		D135	PCL firmware	Install version 1.06 or
Page	Even-numbered pages		PCL IIIIIIware	
preview	of duplex jobs cannot be	001b		newer.
	previewed from an SDK	D137		
	application.	007b	DD = #	
		D135	PDF firmware	Install version 1.04 or
		012b		newer.
		D137		
		015b		
Icons not	Simplified display: Icons	D135	Fax firmware	Install version 06.00.00
working	on the Home Screen	003d		or newer.
	created by the user do			
	not run the programs			
	correctly.			
Screen	The document box	D135	System/Copy	Install version 1.10.1 or
does not	screen does not appear	009i	firmware	newer.
appear	when the machine	D137		
	power is turned on	012g		
Screen	After entering the user	D136	System/Copy	Install version 1.18 or
does not	code to start up the	5760T	firmware	newer.
disappear	Copy application, the			
	user code input screen			
	does not disappear			
Buttons	Tray Alignment buttons	D728	Color Controller E-	Install required
greyed out	on Command	022	42B Ver.1.1	patch(es).
g. cyca cat	WorkStation are greyed	0	firmware	pateri(co).
	out, if the Bypass tray is	D729	Color Controller E-	Install required
	selected	040	22B/E-22C Ver.1.1	patch(es).
	Sciented	040	firmware	pateri(cs).
Incorrect	Backslashes in an FTP	D135	System/Copy	Install version 1.14 or
characters	folder path in the	0090	firmware	newer.
	address book are	D137	Illiliwale	newer.
displayed				
F=====	displayed incorrectly	012m	Color Controllor F	In stall we arrive d
Freezes	If Secure jobs are	D728	Color Controller E-	Install required
	continuously printed	047	42B Ver.1.1	patch(es).
	Malla make the second	D700	firmware	In stall no suite a
Freezes	While printing secure	D729	Color Controller E-	Install required
	jobs continuously	082	22B/E-22C Ver.1.1	patch(es).
			firmware	
Freezes	After pressing the	D261	System/Copy	Install version 1.11 or
	interrupt key on the	5760P	firmware	newer.
	standard operation			
	panel			
Freezes	When searching for a	D136	System/Copy	Install version 1.19 or
	custom paper that	5760V	firmware	newer.
	contains a 2-byte			
	character in its name			
	•		•	•



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Freezes	When a machine administrator logs in	D136 5760W	System/Copy firmware	Install version 1.20 or newer.	
	to the device, the "Scanner Features" screen suffers from low brightness and is unresponsive	D136 5764J	Scanner firmware	Install version 01.06 or newer.	
Buttons don't work	Hard keys are ineffective on the Copy screen	D136 5760T	System/Copy firmware	Install version 1.18 or newer.	
Buttons don't work	If a jam occurs on the first page of a job on a machine set with user code authentication, the start button becomes ineffective.	D136 5760T	System/Copy firmware	Install version 1.18 or newer.	
'Please Wait'	When pressing the Fiery button on the operation panel after powering on the machine does not display the "Please Wait" screen.	D136 5760V	System/Copy firmware	Install version 1.19 or newer.	



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Reissued: End of June, 2018

Model: Ch-C1 Date: 31-Aug-13 No.: RD135000s

#### 6. Security

Subject	Symptom	RTB#	Cause	Solution	Rank
Unauthorized users can operate	When using web development tools, unauthorized users can edit administrative privileges.	D135 005b D137 010a	Web Support firmware	Install version 1.12 or newer.	
Unauthorized users can operate	User usage restrictions do not work if authentication is enabled in Quick Card Authentication	D258 5760P D261 5760P	System/Copy firmware	Install version 1.11 or newer.	
Unauthorized users can operate	The service mode lock can be unlocked by the user	D136 5760V	System/Copy firmware	Install version 1.19 or newer.	
Cannot authenticate	When Chinese characters are included in the login user name	D135 006a D137 011a	Scanner firmware	Install version 01.03 or newer.	
		D135 009c D137 012a	System/Copy firmware	Install version 1.05 or newer.	
Cannot authenticate	FTP scan	D729 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	
		D728 005	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
Cannot authenticate	If Streamline NX is installed	Gene 059x	Java VM v11 for eDC firmware	Install version 11.28.03 or newer.	
Cannot authenticate	When the device is set to use "IEEE 802.1X" and "TLS1.2" is set to "active", authentication will fail	D136 5769L	Network Support firmware	Install version 12.71 or newer.	
Garbled names	Filename and username garbled if 2 byte character is used.	D729 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	
		D728 005	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
Garbled names	User names for stored faxes are garbled if a user signs in with User Authentication and sends a LAN-FAX from a PC with a Chinese language OS.	D135 008b	Remote Fax firmware	Install version 04.00.00 or newer.	
Login/logout	If CAP v2 or Streamline NX is used, card login is not done	Gene 061e Gene 059f	Java VM v11 Update Tool Java VM v11 for eDC firmware	Install version 11.14.02 or newer.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Login/logout	For Streamline NX, the	Gene	Java VM v11	Install version 11.14.02	
	login screen	061e	Update Tool	or newer.	
	immediately after an	Gene	Java VM v11 for		
	application change is not displayed.	059f	eDC firmware		
Login/logout	If a user or an	D135	System/Copy	Install version 1.11 or	
	administrator cancels	009k	firmware	newer.	
	logging on in	D137			
	"Adjustment Settings	012i			
	for Skilled Operators", the user cannot log off				
Login/logout	If an ESA application	Gene	Java VM v11 for	Install version 11.28.03	
Logiii/logout	stops during logout,	059x	eDC firmware	or newer.	
	cannot complete logout	000%	CDO III III Walc	or newer.	
Login/logout	It takes a long time to	D136	System/Copy	Install version 1.19 or	
	log in after	5760V	firmware	newer.	
	authenticating the card				
Login/logout	When logging in to a	D136	System/Copy	Install version 1.20 or	
	device with CAP v2	5760W	firmware	newer.	
	installed, the attempt may fail with the				
	"Failed to				
	authenticate.				
	Address Book is				
	being updated." error				
	message				
Security stamp	The Compulsory	D135	Printer firmware	Install version 1.05 or	
	Security Stamp is not	010c		newer.	
	printed	D137 013c			
Password	The folder	D135	System/Copy	Install version 1.10.1 or	
1 dooword	authentication login	009i	firmware	newer.	
	password for users	D137			
	who are registered in	012g			
	the address book				
	cannot be changed	D.10=	0 / /0		
User can cancel	With a certain set of	D135	System/Copy	Install version 1.11 or	
another user's job	settings, if a user sends a print job and	009k D137	firmware	newer.	
Job	logs off before the job	012i			
	is completed	0121			
User information	Not displayed, after	Gene	Java VM v11 for	Install version 11.30.02	
	logging in with user	079c	eDC firmware	or newer.	
	code authentication.	Gene	Java VM v11	Install version 11.30.02	
	T	080b	Update Tool	or newer.	
User code	The number of color	D728	Color Controller	Install required patch(es).	
authorization	pages printed is not	044	E-42B Ver.1.1		
	logged by user	D729	firmware Color Controller	Install required patch(es).	
		075	E-22B/E-22C	motan required patentes).	
		5.5	Ver.1.1 firmware		
	1	l		1	



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Model: Ch-C1 Date: 31-Aug-13 No.: RD135000s

#### 7. Error Codes

#### 1. SC

Subject	Symptom	RTB#	Cause	Solution	Rank
	When the value of	D135	Engine firmware	Install version 1.32:08 or	1101111
	SP2102-044 is less	002n	3	newer.	
error t	than 0.	D137			
		008i			
SC286-02 \	When making B/W	D135	Engine firmware	Install version 1.40:08 or	
(	copies or prints	157	_	newer.	
	If the machine runs	D135	System/Copy firmware	Install version 1.09 or	
	process control with	009h		newer.	
( - )	SP3-510-021 set to	D137			
	"1".	012f			
	During Vsg adjustment	D135	Engine firmware	Install version 1.26:08 or	
ID sensor		002f		newer.	
output error		D137			
		008c			
	Incorrect detection of	D135	Engine firmware	Install version 1.23:08 or	
Development t Gamma Low	toner amount	002c		newer.	
Error		D137			
	Incorrect electrical	008 D135	Engine firmware	Install version 1.23:08 or	
		002c	Engine iiimware		
Voltage (Vr)	potential detection	D137		newer.	
Detection Error		008			
SC442		D135	The worm gear for the	Install a new motor:	
30442		168	DC motor is cracked.	D1361212: DC	
		100	Do motor is cracked.	MOTOR:ON-	
				OFF:TRANSFER:	
				ASS'Y	
SC446-03		D135	TCDU firmware	Install version 2.00.6:04	
ITB: Lock:		015c		or newer.	
Encoder 1/2		D137			
error		018a			
SC460		D135	Poor grounding of the	The customer should	
Separation		048b	paper transfer unit	push the drawer unit	
Power Pack				further into the machine.	
Error (Leak)		D137		If SC460 happened	
		064a		many times, replace the	
				shaft and feeler with	
				countermeasure parts	
SC490 493		D127	Manufacturing	as explained in the RTB.	
SC480-483 Drum cleaning		D137 072	Manufacturing error	Attach the missing e-ring	ļ
motor: Lock		072	(missing E-ring)	as explained in this RTB.	
	After a new waste	D135	The couplings are not	Check and reset the	
	bottle is installed	135	engaged properly	couplings as explained	
Toner Lock	มอเนอ เจ แเจเสแอน	D137	l chigaged property	in the RTB.	
Detection Error		173		in die RTB.	
SC486 A	After pulling out and	D135	Engine firmware	Install version 1.47:08 or	
	pushing back in a full	002z		newer.	
	waste toner bottle.	D137			
		008v			
		-			



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Subject	Symptom	RTB#	Cause	Solution	Rank
SC501-13	SC501-13	D137	The bottom plate of the	Check if the bottom	
1st Tray Lower	Jam003 (Tray 1 no-	187	right tandem tray is not	plate of the right tandem	
Limit Error	feed)	D135	level, because the belts	tray is level. If not level,	
		076a	and pulleys were	correct it using the	
			incorrectly assembled.	procedure in the RTB.	
SC501-13		D137	The bottom plate of the	Check if the bottom	
		207	right tandem tray is not	plate of the right tandem	
			level	tray is level. If not level,	
				correct it using the	
				procedure in the RTB.	
SC502-504	SC502 - SC504	D135	The paper tray is filled	Attach the following part	
2nd/3rd/4th		052	over the limit, and the	to the side fence in each	
Tray		D137	paper stack knocks the	paper tray (D1356747	
Lowering/Lift Error		055	feeler off the paper feed	SHEET:GUIDE:FEELER	
Liioi			unit.	:PAPER END)	
				See the RTB for the	
00500	10/1	D407	Environ Communication	procedure.	
SC509	When envelopes are	D137	Engine firmware	Install version 1.31:08 or	
Bypass tray	fed from the bypass	008g		newer.	
lift error	tray.				
SC515-01	(ProC5100/5110 only) Before total print	D135	The machine is still new,	Age the mechanism	
Roller Shift	volume reaches 10K	058	so grease is not spread	using the procedure in	
Motor 1 Error	Volume reaches for	D137	across the duplex	the RTB.	
		112	transport motor, causing	uic Kib.	
		' ' -	the motor to lose steps.		
SC515-02	Before total print	D135	The machine is still new,	Age the mechanism	
Roller Shift	volume reaches 10K	059	so grease is not spread	using the procedure in	
Motor 2 Error		D137	across the duplex exit	the RTB.	
		196	motor, causing the		
			motor to lose steps.		
SC515-02		D135	A harness is wedged	Bind the harnesses	
Roller Shift		054	between the paper	correctly as explained in	
Motor 2 Error		D137	transfer unit and a	the RTB.	
		077	bracket, causing a short.		
SC515-02	During duplex copying	D135	The harness was	Take care during	
Roller Shift		117	connected to the wrong	replacement of the roller	
Motor 2 Error		D137	sensor.	HP sensor 2 or sensor	
		153		shift HP switch	
SC516-02		D135	The paper edge gets	Make sure the gap is	
Sensor Shift		046	stuck in a gap between	correct and adjust if	
Motor Edge Detection Error		D407	the edge detection unit	necessary (see the	
Detection Life		D137	bracket and the edge of	RTB).	
		066	the attached Mylar.		



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Subject	Symptom	RTB#	Cause	Solution	Rank
SC516-02 Sensor Shift Motor Edge Detection Error	Noise during paper transport, and then J074. J097 occurs 3 times in a row, and then SC516-02. Duplex printing with the tandem tray	D135 090 D137 093	The tandem tray does not have paper size detection. During duplex printing, the shift roller in the duplex unit operates according to the paper size input at the operation panel. If the paper size does not match the setting, SC516-02 occurs.	Match the settings of SP5-959-001 and the position of the end fence of the tandem tray. Then check the paper size of the tandem tray on the operation panel. If the paper size of the tandem tray and the operation panel setting do not match, enter SP mode and change the setting of SP5-959-001.	
SC525-02 Drawer Unit Handle Sensor Error		D135 045 D137 067	Drawer unit handle did not return naturally to its normal position	Install modified handle and lever (see the RTB for the procedure)	
SC 540-00	Damaged fusing drive motor	D137 203	The coil in the fusing drive motor snaps, because it is not crimped tightly enough.	Replace the fusing drive motor. See the procedure in the RTB.	
SC542 Sensor 1: Heating Roller Center: Reload Failure: Timeout 1	Door opened and closed within 4 seconds	D135 002j D137 008f	Engine firmware	Install version 1.30:08 or newer.	
SC547 Zero Cross Error (Relay contact welded)		D137 063a	Harness for Copy Tray Type M2 not connected correctly.	Connect it correctly during installation (see the RTB, step 18)	
SC547	SC547-01 detected falsely	D135 002s D137 008o	Engine firmware	Install version 1.39:08 or newer.	
SC548 Fusing rotation detection		D135 047 D137 065	The grounding plate inside the heat roller is not set in the normal position during factory assembly, and contacts the shielding plates during operation.	Install a modified heat roller	



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Subject	Symptom	RTB#	Cause	Solution	Rank
SC548 Fusing rotation detection		D135 153 D137 198	The diameter of the flange on the heating roller is smaller than the specification.	If the following conditions are met, replace the fusing belt and the heating roller.  1. The fusing belt was torn from the edge of the heating roller.  2. The flange of the heating roller had slipped into the heating roller.	
SC552-02 Sensor 4: Heating Roller Center: Reload Failure: Timeout 1	When the machine receives a fax job or print job during energy saver mode.	D135 002f, D135 043 D137 008c D137 069	Engine firmware	Install version 1.26:08 or newer.	
SC555 Heater 2: Heater Continuously On (Sensor 4: Thermopile: Pressure Roller Center)		D135 049b	The machine cannot detect the pressure roller home position (Non-pressure position) if the operator does not push the drawer unit all the way in. After that, the cam rotates from the pressure position to the no-pressure position. This causes shock to both heater terminals inside the pressure roller.	Replace the heater inside the pressure roller, and then replace the shaft and feeler with the modified parts in accordance with RTB #RD135048.  To prevent future cases from occurring: At the next service visit, upgrade the Engine firmware to version 1.29:08 or newer.	
		D135 002i D137 008e	Engine firmware	Install version 1.29:08 or newer.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
SC559 Fusing jam: 3 counts		D135 137 D137 176	The belt cleaning unit is attached while being slid toward the fusing unit, causing it to contact the edge of the connector for the fusing entrance sensor harness. As a result, the harness is disconnected.	Reconnect the harness and reattach the belt cleaning unit.	
SC560 Web unit contact error	Pro models only: When the drawer unit is in operation	D137 008f	Engine firmware	Install version 1.30:08 or newer.	
SC569-02 Pressure Release Error: HP failed 3 times		D135 049a	The machine cannot detect the pressure roller home position (Non-pressure position) if the operator does not push the drawer unit all the way in.  Engine firmware	Replace the heater inside the pressure roller, and then replace the shaft and feeler with the modified parts in accordance with RTB #RD135048.  Install version 1.29:08 or	
		002i D137 008e		newer.	
SC570 Refresh Roller Contact Error	(ProC5100/5110 only)	D137 116a	Problem in the fusing belt smoothing roller mechanism	Work through the troubleshooting procedure in the RTB.	
SC570 Refresh Roller Contact Error	When the drawer unit is in operation (ProC5100/5110 only)	D137 008f	Engine firmware	Install version 1.30:08 or newer.	
SC577	Appears falsely	D136 5760V	System/Copy firmware	Install version 1.19 or newer.	
SC621 Finisher/mail box communication error	If the last sheet of a stapled bunch is set for Z-folding.	D703 001p	Finisher_SR4090_SR41 00 firmware	Install version 02.300:10 or newer.	
SC626-01 DUB communication error at power- on		D135 054 D137 077	A harness is wedged between the paper transfer unit and a bracket, causing a short.	Bind the harnesses correctly as explained in the RTB, and replace the DUB board.	
SC637	If the machine is shut down while printing	Gene 080g Gene 079h	Java VM v11 Update Tool Java VM v11 for eDC firmware	Install version 11.32.04 or newer.	
SC670 Engine start up error	When a paper jam occurs in peripherals during process control after job end.	D135 002f D137 008c	Engine firmware	Install version 1.26:08 or newer.	
SC670 Engine start up error	If this engine firmware is updated on machines on which CS4010 is installed.	D135 002h	Engine firmware	Install version 1.27:08 or newer.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
SC670	On MP C6502/8002	D135	Engine firmware	Install version 1.29:08 or	1101111
Engine start up	with CS4010, when	002i	Linginio miniwaro	newer.	
error	continuous print jobs	D135	MailBOX_ONTARIO-D	Install version 01.010:02	
	are ejected to different	020b	firmware	or newer.	
	trays of CS4010.	0200	IIIIIWare	of fiewer.	
SC670	,	D135	Engine firmware	Install version 1.35:08 or	
Engine start up		002q		newer.	
error		D137			
		008m			
SC670	With jam 058	D135	Damaged harness for	Install new parts as	
Engine start up	,	158	the paper size sensor,	explained in the RTB.	
error			caused by opening and	'	
			closing the tray		
SC670		D135	Engine firmware	Install version 1.42:08 or	
		002v		newer.	
		D137			
		800			
SC670	SC670-02 appears if	D136	Engine firmware	Install version 1.49:08 or	
	jobs are run	5522H		newer.	
	immediately after the				
	preceding job				
	completes				
SC672-11	When the machine is	D135	PowerSaving Sys	Install version F.17 or	
Controller start	prompted to recover	011a	firmware	newer.	
up error	from Energy Saver	D137			
	mode	014a			
SC672-11	When the machine	D135	PowerSaving Sys	Install version F.18 or	
Controller start	enters Energy Saver	011b	firmware	newer.	
up error	mode.	D137			
		014b			
SC672-12	Scanner mode: HDD	D135	System/Copy firmware	Install version 1.07.1 or	
Controller start	fills up	009e		newer.	
up error		D137			
		012c			
SC672	When the machine is	D135	System/Copy firmware	Install version 1.09 or	
Controller start	turned on	009h		newer.	
up error		D137			
		012f			
SC684-03, -		D135	Engine firmware	Install version 1.48:08 or	
05		170		newer.	
		D137			
		008w			
SC687	If a copy job is	D135	Engine firmware	Install version 1.22:08 or	
PER Not	performed just after the	002b		newer.	
Received Error	machine recovers from	D137			
	Energy Saver mode	800			
SC687	When using SPDF	D135	Engine firmware	Install version 1.24:08 or	
PER Not		002d		newer.	
Received Error		D137			
		008a			



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Subject	Symptom	RTB#	Cause	Solution	Rank
SC687	After a paper jam	D135	Engine firmware	Install version 1.31:08 or	
PER Not	(code 67) that occurred	002k		newer.	
Received Error	during duplex scanning	D137			
	(ADF) is cleared.	008g			
SC720-24	With Multi-Folding Unit	D703	Finisher_SR4090_SR41	Install version 02.350:10	
	FD4000, Finisher	001u	00 firmware	or newer.	
	SR4090 / Booklet				
	Finisher SR4100 and				
	Output Jogger Unit				
SC720-42	If the staple cartridge is	D703	Finisher SR4090 SR41	Install version 02.370:10	
	not set correctly	001w	00 firmware	or newer.	
SC729	If the last sheet of a	D703	Finisher SR4090 SR41	Install version 02.300:10	
	stapled bunch is set for	001p	00 firmware	or newer.	
	Z-folding.				
SC816	If the OK or Cancel	D135	System/Copy firmware	Install version 1.09 or	
Energy save	button is pressed in the	009h		newer.	
I/O subsystem	administrator password	D137			
error	window	012f			
SC816-01	After a print job is	D135	System/Copy firmware	Install version 1.12 or	
	completed	009m		newer.	
		D137			
		012j			
SC816-38	When the machine	D135	System/Copy firmware	Install version 1.09 or	
Subsystem	enters energy saver	009h		newer.	
error	mode	D137			
		012f			
SC816-38	When the machine	D135	System/Copy firmware	Install version 1.13 or	
Subsystem	enters energy saver	009n		newer.	
error	mode	D137			
		012k			
SC819	When printing a PDF	D729	Color Controller E-22B	Install required	
Fatal kernel	file in booklet mode	006	Ver.1.0 firmware	patch(es).	
error				, , ,	
SC819	"Compulsory Security	D135	System/Copy firmware	Install version 1.07.1 or	
Fatal kernel	Stamp" is activated for	009e	-	newer.	
error	the document server.	D137			
		012c			
SC819	During printing	D728	Color Controller E-42B	Install required	
Fatal kernel		005	Ver.1.0 firmware	patch(es).	
error					
SC819	Scan to Folder, if the	D135	System/Copy firmware	Install version 1.12 or	
Fatal kernel	exposure glass is	009m		newer.	
error	used, "Erase Center" is	D137			
	enabled, and "Specify	012j			
	Reproduction Ratio" is				
	configured				
SC819	After updating	D136	Network Support	Install version 12.71 or	
	firmware remotely	5769L	firmware	newer.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
SC842-02	Machine works OK but	D135	System/Copy firmware	Install version 1.08 or	IXalik
Number of times of Nand- Flash block erase exceeding the	this error appears if 'Check Status' is pressed, and SDK applications are installed	057	Зуѕіепі/Сору інпімаге	newer.	
threshold					
SC861	After recovery from Energy Saver mode.	D135 003b	Fax firmware	Install version 04.00.00 or newer.	
SC865		D135 162b D137 206	External vibration is transmitted to the HDD	Compare the output speeds with and without sorting. If sorting is slower by more than 50%, make sure that the projections on the HDD bracket do not touch the HDD, or replace the HDD bracket with a new type (D136 5978). See the RTB for the full procedure.	
SC899 Software performance error (signal reception end)	When using the Delivery Option	D135 017a D137 027	NetworkDocBox firmware	Install version 1.01 or newer.	
SC899 Software performance error (signal reception end)	After recovery from Energy Saver mode.	D135 007a	GWFCU3.8-1(WW) firmware	Install version 03.00.00 or newer.	
SC899 Software performance error (signal reception end)	When the fax unit recovers from Energy Saver mode.	D135 009a D137 012	System/Copy firmware	Install version 1.03.2 or newer.	
SC899 Software performance error (signal reception end)	With TrueType fonts	D135 001a D137 007a	PCL firmware	Install version 1.05 or newer.	
SC899 Software performance error (signal	When turning on the device's main power or resuming from Energy Saver mode	D135 006b D137 011b	Scanner firmware	Install version 01.04 or newer.	
reception end)		D135 010b D137 013b	Printer firmware	Install version 1.04 or newer.	
		D135 016b D137 026b	Network Support firmware	Install version 12.63.6 or newer.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Subject	Symptom	D137	NetworkDocBox	Install version 1.02 or	Naiik
		017b	firmware	newer.	
		D137	liiiiwaie	newer.	
		027a			
SC899	When the machine	D135	System/Copy firmware	Install version 1.07.1 or	
Software	recovers from energy	009e	System/Copy minware	newer.	
performance	saver mode	D137		newer.	
error (signal	Saver mode	012c			
reception end)		0120			
SC899	When simultaneously	D135	Network Support	Install version 12.63.6 or	
Software	printing from AppleTalk	016b	firmware	newer.	
performance	on a Mac and a	D137			
error (signal	different protocol in	026b			
reception end)	Windows				
SC899	When printing with	D135	RPCS firmware	Install version 3.13.21 or	
Software	Microsoft Word	014a		newer.	
performance		D137			
error (signal		017a			
reception end) SC899	TrueType fonts that	D135	PCL firmware	Install version 1.06 or	
Software	include problematic	001b	OE III II Wale	newer.	
performance	hinting data	D137		newer.	
error (signal	Tilliting data	007b			
reception end)					
SC899	When printing PCL5	D135	PCL firmware	Install version 1.06 or	
Software	jobs that include a	001b		newer.	
performance	scalable font	D137			
error (signal reception end)		007b			
SC899	When user	D135	System/Copy firmware	Install version 1.10.1 or	
Software	authentication is used,	009i	System Copy minware	newer.	
performance	and after many	D137		newer.	
error (signal	logins/logouts	012g			
reception end)	0	_			
SC899	When printing PDF	D135	PDF firmware	Install version 1.04 or	
Software	files that contain	012b		newer.	
performance	composite fonts	D137			
error (signal reception end)		015b			
SC899	When a character	D135	Extended JS firmware	Install version 1.07.01 or	
Software	string containing "%s"	021b		newer.	
performance	is exported to the	D137			
error (signal	debug log.	022b			
reception end)			201.6		
SC899	The glyph data of	D135	PCL firmware	Install version 1.07 or	
Software performance	TrueType fonts has	001c		newer	
error (signal	hinting information that	D137			
reception end)	is on the edge of the	007c			
	frame When performing	D425	Drowoor firmware	Install version 4.04.00 se	
SC899 Software	When performing	D135	Browser firmware	Install version 1.04.00 or	
performance	continuous scanning	023d		newer	
error (signal		D137 024c			
reception end)		U24C			



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Subject	Symptom	DTD #	Causa	Solution	Rank
Subject	Symptom	RTB#	Cause		Kank
SC899		D135	Fax firmware	Install version 07.00.00	
Software performance		003e		or newer.	
error (signal					
reception end)					
SC899	When running the port	D135	Network Support	Install version 12.66 or	
Software	scan tool via the IPP	016f	firmware	newer.	
performance	port (TCP 631)	D137		Also requires Remote	
error (signal		026f		Fax firmware v05.00.00	
reception end)		020.		(D1365763E) or later.	
SC899	When the device	D135	Network Support	Install version 12.66 or	
Software	repeatedly goes in and	016f	firmware	newer.	
performance	out of Energy Saver	D137		individe.	
error (signal	Mode while the web	026f		Also requires Remote	
reception end)	browser is running on	0201		Fax firmware v05.00.00	
	the operation panel			(D1365763E) or later.	
SC899	When "OCR Settings"	D135	System/Copy firmware	Install version 1.11 or	
Software	is "On" and "Cognitive	009k	System, Sopy minware	newer.	
performance	Language" is	D137		1107701.	
error (signal	"Japanese", if a	012i			
reception end)	document with colored	0121			
	halftone dots or				
	shading is scanned				
SC899	With jam 058	D135	Damaged harness for	Install new parts as	
30099	Willi Jaili 030	158	the paper size sensor,	explained in the RTB.	
		130	caused by opening and	explained in the ICLD.	
			closing the tray		
SC899	When performing Java	D135	Browser firmware	Install version 1.05.00 or	
00000	Script functions	023e	Browser miniware	newer.	
SC899	When the user starts	D135	Extended JS firmware	Install version 1.09.00 or	
00000	up the MFP browser	021d	Extended 99 illinware	newer.	
	ap the wir i browser	D137		newer.	
		022d			
SC899	When using a TWAIN	D135	Scanner firmware	Install version 01.06 or	
30099	driver with certain	006d	Scariner illiliware	newer.	
	software applications	D137		newer.	
	30itware applications	011d			
SC899		D135	Browser firmware	Install version 1.07.00 or	
00000		023g	Diowaci iiiiiwaie	newer.	
SC899	When printing a DCI	D135	PCL firmware	Install version 1.11 or	
50099	When printing a PCL	001g	OE IIIII Wale	newer	
	job which contains a	D137		I I CWEI	
	reduced or enlarged	007g			
00000	image	_	Lava V/M - 444 fair a DO	Install consists 44 07 00	
SC899	When conducting	Gene	Java VM v11 for eDC	Install version 11.37.00	
	location-free printing or	079p	firmware	or newer.	
	authentication	Gene	Java VM v11 Update		
	processing with a	0800	Tool		
00000	solution product	D405	DOI CONTRACTOR	In tall consist 4.40	
SC899	When using the PCL6	D135	PCL firmware	Install version 1.12 or	
	driver to print a PDF	001h		newer.	
	from the Reader				
	application in Windows				
	8.1				



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Subject	Symptom	RTB#	Cause	Solution	Rank
SC899	When logging out from	D136	Fax firmware	Install version 10.00.00	
	a machine with user	5762K		or newer.	
	authentication enabled				
SC899	During use of	D136	System/Copy firmware	Install version 1.18 or	
	application on	5760T		newer.	
	@Remote connected				
	machines				
SC899	When the RHPP port	D136	Printer firmware	Install version 1.12 or	
	(port 59100) receives	5772M		newer.	
	specific data	0			
SC899	When printing a PCL	D136	PCL firmware	Install version 1.13 or	
00000	job which contains	5775K	1 GE IIIII Ward	newer.	
	images via host	07701		newer.	
	printing				
SC899	If there is a large	D136	PDF firmware	Install version 1.06 or	
30099	number of different	5778E	1 Di ilililiwale	newer.	
	characters used in a	STICL		newer.	
SC899	print job	D136	Java VM v11 for eDC	Install version 11.39.02	
50899	When logging in from a				
	keyboard	5780P	firmware	or newer	
		D136	Java VM v11 Update		
		5780P	Tool		
SC899	If there are multiple fax	D136	Fax firmware	Install version 11.00.00	
	alerts	5762L		or newer.	
SC899	When doing Scan to	D136	Network Support	Install version 12.71 or	
	Folder	5769L	firmware	newer.	
SC911	After rebooting the	D729	Color Controller E-22B	Install required	
External	Fiery	006	Ver.1.0 firmware	patch(es).	
Controller		D728	Color Controller E-42B	Install required	
Error 2		005	Ver.1.0 firmware	patch(es).	
SC911	If a print job is sent	D728	Color Controller E-42B	Install required	
External	while a scanning job is	027	Ver.1.1 firmware	patch(es).	
Controller	being done	D729	Color Controller E-22B	Install required	
Error 2		046	Ver.1.1 firmware	patch(es).	
SC919	With a paper jam at the	D729	Color Controller E-22B	Install required	
External	booklet tray in booklet	006	Ver.1.0 firmware	patch(es).	
controller down	finisher			pateri(00).	
SC919	When printing a file	D729	Color Controller E-22B	Install required	
External	which has "%" in the	006	Ver.1.0 firmware	patch(es).	
controller down	file name.	300	V S7. 1.0 III III Walc	patori(co).	
SC919	With booklet tray jam	D728	Color Controller E-42B	Install required	<del>                                     </del>
External	Willi bookiet tray jaili	005	Ver.1.0 firmware	patch(es).	
controller down		000	VC1. 1.0 IIIIIIWale	patori(63).	
SC990	Toner density	D135	Engine firmware	Install version 1.23:08 or	
Software	adjustment not	002c		newer.	
operation error	completed within the	D137		1104701.	
	set time	008			
SC990	When machine is	Gene	Java VM v11 for eDC	Install version 11.13.01	1
Software					
operation error	powered on; cannot be	059d	firmware	or newer.	
	recovered by machine	Gene	Java VM v11 Update		
	reboot.	061d	Tool		



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Subject	Symptom	RTB#	Cause	Solution	Rank
SC990 Software operation error	Office version only: If ACC is executed after SP3040/SP3042 is executed.	D135 002k	Engine firmware	Install version 1.31:08 or newer.	
SC990 Software operation error	After switching to energy save mode	D135 009m D137 012j	System/Copy firmware	Install version 1.12 or newer.	
SC990 Software operation error	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 V11.23 or newer.	
SC990	After an SC reboot occurs, SDK-J applications cannot be started	D136 5772M	Printer firmware	Install version 1.12 or newer.	
SC990	After cancelling scanning	D258 5760P D261 5760P	System/Copy firmware	Install version 1.11 or newer.	
SC990	After an SC reboot, if the automatic reboot dialog window is not closed, SDK-J applications cannot be started	D258 5760P	System/Copy firmware	Install version 1.11 or newer.	
SC991 Recoverable software operation error	If a job is reset just after a jam (Jam 108) is cleared.	D135 002b D137 008	Engine firmware	Install version 1.22:08 or newer.	
SC991 Recoverable software operation error	When a paper jam is recovered in staple mode.	D135 002f D137 008c	Engine firmware	Install version 1.26:08 or newer.	
SC991 Recoverable software operation error	If a jam occurs at the leading edge (0-3mm) while scanning the original.	D135 009n D137 012k	System/Copy firmware	Install version 1.13 or newer.	
SC991	During use of application on @Remote connected machines	D136 5760T	System/Copy firmware	Install version 1.18 or newer.	
SC991	After cancelling scanning	D258 5760P D261 5760P	System/Copy firmware	Install version 1.11 or newer.	
SC994	If multiple application screens are opened	D135 009r D137 012p	System/Copy firmware	Install version 1.17 or newer.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
SC997 Application function selection error	When the machine is turned on.	D135 009h D137 012f	System/Copy firmware	Install version 1.09 or newer.	
SC997 Application function selection error	Printing back-to-back jobs using Enhanced Locked Print NX v2	D135 010e D137 013e	Printer firmware	Install version 1.06 or newer.	
SC997 Application function selection error	When switching between the home screen and the system settings screen if SP5- 985-001 is set to "0" and SP5-985-002 is set to "1"	D135 016d D137 026d	Network Support firmware	Install version 12.65.1 or newer.	
SC997 Application function selection error	After restarting the device when the ESA application is online-installed using	Gene 059q Gene 061p	Java VM v11 for eDC firmware Java VM v11 Update Tool	Install version 11.23.00 or newer.	
	Remote Install Manager	D729 032	Color Controller E-22B Ver.1.1 firmware	Install required patch(es).	
Unspecified	When copying in both combine and magazine mode	D135 009p D137 012n	System/Copy firmware	Install version 1.15 or newer.	



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2. Error messages

Subject	Symptom	RTB#	Cause	Solution	Rank
"Invalid	When connecting a	D729	E-22B was falsely	Perform the "Factory	
Engine	brand new E-22B to	800	configured for CH-C1	Default" feature from the	
Configuration	CH-C1 Office		Pro at the factory.	Fiery menu.	
		D 40=		See the RTB for details.	
Paper size	If a custom paper size	D137	System/Copy firmware	Install version 1.07.1 or	
mismatch	in advanced settings is	012c		newer.	
error message	assigned to a tray from the printer driver.				
"Bypass tray	After closing the	D137	System/Copy firmware	Install version 1.07.1 or	
is not set	Bypass tray	012c	System copy minward	newer.	
correctly"		0.20			
"Replace-	Displayed when the	D135	System/Copy firmware	Install version 1.08 or	
ment of	main power switch is	009f		newer.	
controller	turned on or the	D137			
board is now	machine recovers from	012d			
necessary"	sleep mode	D135			
	If SDK applications are installed	057			
"Cover is	Covers are closed but	D137	Damaged cover sensor	Check the sensors and	
open"	this message appears	098a	or actuator	actuators as described in this RTB.	
"Cover is		D703	Loose magnet on the	Reattach the magnet. If	
open"		018	finisher door catch	not possible, install the	
				modified door catch (p/n:	
				D6886124).	
"Scanner is	When continuously	Gene	Java VM v11 for eDC	Install version 11.15.01	
in use by	using the scan function	059g	firmware	or newer.	
another function"	on a device with Streamline NX or GS-	Gene	Java VM v11 Update		
Turiction	NX	061f	Tool		
Unknown	Printing with Gangup	D728	Color Controller E-42B	Install required	
error	Trinking man cangap	003a	Ver.1.0 firmware	patch(es).	
SC (not	When rebooting after	D728	Color Controller E-42B	Install required	
specified)	installing a patch to	005	Ver.1.0 firmware	patch(es).	
	Fiery				
'The power	When turning the	D137	Harness for Copy Tray	Connect it correctly	
cord is pulled	power on.	063a	Type M2 not connected	during installation (see	
out'	Displayed where the	D407	correctly.	the RTB, step 18)	
'Reduce	Displayed when the	D137	The end fence is not	Check the spring, end	
paper in the	tray is set correctly; tray does not lift	162	positioned correctly, so	fence, and pins as described in the RTB.	
tray(s) to the limit mark	liay uoes noi iii		the tandem tray set sensor cannot detect the	uescribed in the KTD.	
and reset it			actuator.		
correctly.'			actuator.		
Shift tray full	Detected falsely, and	D703	Finisher SR4090 SR41	Install version 02.370:10	
alert	cannot be cancelled	001w	00 firmware	or newer.	



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#### 3. Other

Subject	Symptom	RTB#	Cause	Solution	Rank
Error code	SC559 is not displayed	D135	Engine firmware	Install version 1.21:08 or	
not displayed	after three consecutive	002a		newer.	
	fusing jams	D137			
		800			
Error code	Jam occurs with no	D729	Color Controller E-	Install required	
not displayed	error notification: LEF	057	22B/E-22C Ver.1.1	patch(es).	
	original, fed from LCT,		firmware		
	two staples at the top				
Error	If a job is run using	D728	Color Controller E-42B	Install required	
message not	paper unsupported in	013	Ver.1.1 firmware	patch(es).	
displayed	both size and weight	D729	Color Controller E-22B	Install required	
	with SR4110 included	032a	Ver.1.1 firmware	patch(es).	
	in the peripherals	Gene	Java VM v11 Update		
		061f	Tool		
SC cancelled	SC540 (this is level A	D135	Engine firmware	Install version 1.38:08 or	
by power	and should not be	002r		newer.	
off/on	cancelled like this)	D137			
		008n			
		D135	System/Copy firmware	Install version 1.12 or	
		009m		newer.	
		D137			
		012j	1 104 446 50	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
Java VM	Cannot use specific or	Gene	Java VM v11 for eDC	Install version 11.37.00	
error	customized versions	079p	firmware	or newer.	
		Gene	Java VM v11 Update		
		0800	Tool		
Java VM	When conducting	Gene	Java VM v11 for eDC	Install version 11.37.00	
error	location-free printing or	079p	firmware	or newer.	
	authentication	Gene	Java VM v11 Update		
	processing with a	080o	Tool		
Java VM	solution product	Cono	Java VM v11 for eDC	Install version 11.37.00	
	When the relationship between the host	Gene			
error	name and the IP	079p	firmware	or newer.	
		Gene	Java VM v11 Update		
	address on the DNS server is modified,	0800	Tool		
	Java VM does not				
	recognize the change				
Error	Connection error	D136	System/Copy firmware	Install version 1.18 or	
		5760T	System/Copy miniware		
message	message appears	3/001		newer.	
appears by mistake	mistakenly on @Remote connected				
IIIISIANE	machines				
	macinics	1	i	i	1



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#### 8. Optional Units

1. Finisher (SR 4100/SR4110)								
Subject	Symptom	RTB#	Cause	Solution	Rank			
Stapling error	Misaligned stapling with SR4090/SR4100	D703 001a	Finisher_SR4090_ SR4100 firmware	Install version 02.000:10 or newer.				
Stapling error	3mm or more (SR4090/SR4100)	D688 002b	Cause 1: The paper contacts the jogger fence and skews inside the staple tray. Cause 2: The side to side registration is not aligned when the paper is fed to the finisher.	Cause 1: Install the firmware (version 02.000:10 or newer) Cause 2: Attach the modified docking bracket as explained in the RTB				
Stapling error	Misaligned stapling with SR4090/SR4100	D703 001g	Finisher_SR4090_ SR4100 firmware	Install version 02.210:10 or newer. After you install this firmware, return SP6107 to its default setting. If the staple misalignment still occurs after you install this firmware, adjust the jogger fence width (see RTB RD703011).				
Stapling error	Booklet staple shifting when custom size paper is used.	D703 001f	Finisher_SR4090_ SR4100 firmware	Install version 02.200:10 or newer.				
Stapling error	Jobs are combined and stapled when using the SR4090/SR4100	D135 002e D137 008b	Engine firmware	Install version 1.25:08 or newer.				
Stapling error	Corner stapling not done correctly	D703 006	The drag rollers are stuck on top of the staple tray.	Correct the problem as explained in the RTB.				
Stapling error	When 2 pages of A4 LEF are fed with punch mode.	D135 002f D137 008c	Engine firmware	Install version 1.26:08 or newer.				
Stapling error	Can exceed the limit on SR4090/4100.	D728 005	Color Controller E- 42B Ver.1.0 firmware	Install required patch(es).				
Stapling error	Only one sheet (A4/B5/LT LEF) stapled when the original is scanned from the exposure glass	D707 001c	Finisher_SR4110 firmware	Install version 01.120:04 or newer.				
Stapling error	Staple misalignment	D703 001o	Finisher_SR4090_ SR4100 firmware	Install version 02.290:10 or newer.				



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Cubicat	Cumptom	DTD #	Cauca	Colution	Donk
Subject	Symptom The first page of	<b>RTB #</b> D135	Cause	Solution Install version 1.38:08 or	Rank
Stapling error	The first page of second or later sets	002r	Engine firmware	newer.	
	cannot be stapled in	D137		newer.	
	duplex mode.	008n			
Stapling error	Stapling position	D703	Finisher_SR4090_	Install version 02.310:10 or	
Otapining Cirol	shifted (stapler not at	001q	SR4100 firmware	newer.	
	HP after power up)	0019	Ortifoo iiiiiiwaro	nower.	
Stapling error	Staple misalignment	D703	Finisher_SR4090_	Install version 02.320:10 or	
Ctapining Circi	(saddle-stitching, small	001r	SR4100 firmware	newer.	
	sheets)	00			
Stapling error	Staple misalignment	D703	Finisher_SR4090_	Install version 02.330:10 or	
o to printing of the	(mixed paper sizes)	001s	SR4100 firmware	newer.	
Stapling error	The finisher attempts	D707	Finisher_SR4110	Install version 01.140:04 or	
Grapining Giron	to staple even if the	001d	firmware	newer.	
	staple cartridge is	***			
	empty				
Stapling error	Sheets are not stapled	D707	Finisher_SR4110	Install version 01.210:04 or	
. 0	in duplex booklet jobs	001e	firmware	newer.	
	that contain solid				
	images				
Inaccurate	Center folding	D703	Incorrect angle	Adjust the finisher as	
folding		005	between the	explained in the RTB.	
_			bottom fence and		
			the folding plate.		
Folding error	Only the first sheet is	D135	Engine firmware	Install version 1.27:08 or	
	folded and stapled	002g		newer.	
	when stapling/folding				
	SPs are changed from	D137			
	their default value "0".	008d			
Inaccurate	Output Jogger Unit	D703	Finisher_SR4090_	Install version 02.010:10 or	
jogging		001b	SR4100 firmware	newer.	
Inaccurate	Shift tray: When using	D707	Finisher_SR4110	Install version 01.110:04 or	
jogging	paper longer than	001b	firmware	newer.	
	459mm				
Incorrect	Sorted instead of	D135	PDF firmware	Install version 1.03 or newer.	
finishing	stacked	012a			
mode		D137			
Daaldataaada	First O shoots are	015a	Finish an OD4000	Install consists 00 000:40 as	
Booklet mode	First 2 sheets are	D703	Finisher_SR4090_	Install version 02.020:10 or	
Booklet mode	aligned poorly	001c D703	SR4100 firmware	newer.	
Bookiet mode	First sheet aligned	001d	Finisher_SR4090_ SR4100 firmware	Install version 02.040:10 or	
	poorly	0010	SK4100 IIIIIIwale	newer. Mechanical and DIP SW	
				adjustments are needed in addition to this firmware to	
				resolve this problem. See	
				RTB for details.	
Booklet mode	Cannot print a custom	D729	Color Controller E-	Install required patch(es).	
_5556 111040	size booklet	006	22B Ver.1.0	metali regali da patori(do).	
	3.20 50011101		firmware		
Booklet mode	Cannot make booklet	D729	Color Controller E-	Install required patch(es).	
	with Folio	006	22B Ver.1.0		
			firmware		
	1	<u> </u>		<u> </u>	1



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Subject	Symptom	RTB#	Cause	Solution	Rank
Booklet mode	Errors with the page order and folding position	D703 001t	Finisher_SR4090_ SR4100 firmware	Install version 02.340:10 or newer.	
Poor stacking	Misaligned stapling with SR4090/SR4100	D137 051	Jogger fences not in correct position	Depending on the details of the symptom, adjust an SP (see the RTB for details) and/or update the finisher firmware to version 02.000:10	
Poor stacking	SR4090/SR4100: 3mm or more	D703 009a	Cause 1. Skew inside the staple tray Cause 2. Side to side registration error when feeding out of mainframe	Cause 1. Update the finisher firmware to version 02.000:10 Cause 2. Increase the width of the jogger fences when in standby mode to 10mm. See the RTB for how to adjust the jogger fences.	
Poor stacking	SR4090/SR4100 shift tray	D703 003a	The paper stacking holders are incorrectly positioned.	If the paper stacking holder is positioned incorrectly, replace the paper stacking holder unit. Check the unit after replacement. The RTB shows how to check if the position is correct.	
Poor stacking	Large misalignments with corner stapling	D703 006	The drag rollers are stuck on top of the staple tray.	Correct the problem as explained in the RTB.	
Poor stacking	In stapling mode, the 1st sheet of a stack is misaligned about 3mm to 5 mm.	D703 007	The 1st sheet of the pre-stacked paper bounces off the bottom pawl or does not reach the bottom pawl.	Adjust SP modes as explained in the RTB.	
Poor stacking	One or both staples miss the first sheet	D703 011	The jogger fences during pre-stacking of the first 1-2 sheets are too close	Set SP6116-001 to -014 (depending on the paper size) to "-1" (disabled). Update the SR4100/4090 firmware to Ver. 02.020:10 (P/N D7045300H) or newer.	
Poor stacking	One or more sheets shifted up to 2 mm	D703 011	The jogger fences are too close	Set SP6107 to a higher value within the range of 1.0mm – 1.5mm.	
Poor stacking	Paper misalignment (saddle-stitching)	D703 001r	Finisher_SR4090_ SR4100 firmware	Install version 02.320:10 or newer.	
Poor stacking	Left-right shifting	D135 178	The tray's bottom plate is warped.	Install a modified tray bottom plate (D1366686).	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Shift tray	Does not move from its highest or lowest positions, causing paper jams	D703 004	The shift tray paper feeler is out of position.	If the Multi-Folding Unit FD4000 is installed: Start the finisher initialization process to raise the shift tray. As you lift up and hold the shift tray paper feeler, insert the two bosses on the back of the Shift Auxiliary Tray into the two holes in the shift tray. If the Multi-Folding Unit FD4000 is not installed, do not use the Shift Auxiliary Tray	
Finisher requires adjustment	Jogging, Corner stapling, Booklet stapling	D135 036 D137 044		See the RTB for a table of SP adjustments	
Finishing options	SDK application: Unsupported combinations can be selected	D135 010c D137 013c	Printer firmware	Install version 1.05 or newer.	
Finishing options	SDK application: Supported combinations cannot be selected	D135 010c D137 013c	Printer firmware	Install version 1.05 or newer.	
		D135 010f D137 013f	Printer firmware	Install version 1.07 or newer.	
Finishing job does not restart	The job stops when the shift tray is full but does not resume	D703 001n	Finisher_SR4090_ SR4100 firmware	Install version 02.280:10 or newer.	
Finishing job does not restart	If paper runs out on the Plockmatic Cover Feeder 5010e, printing	D728 025	Color Controller E- 42B Ver.1.1 firmware	Install required patch(es).	
	does not resume after refilling paper.	D729 043a	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Hole punching	Punch holes are made on the wrong edge of the paper.	D135 009n D137 012k	System/Copy firmware	Install version 1.13 or newer.	
Mechanical/ electrical error	Tray up/down LED does not light when switch is pressed	D707 001e	Finisher_SR4110 firmware	Install version 01.210:04 or newer.	



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2. Fiery Controller E-22B/42B

Subject	Symptom	RTB#	Cause	Solution	Rank
Fiery	Command WorkStation	D135	System/Copy	Install version 1.04 or newer.	
	cannot display custom	009b	firmware		
	paper names if 2-byte				
	characters are used.				
Fiery	200 dot screen not	D729	Color Controller E-	Install required patch(es).	
	applied correctly.	002,	22B System		
		002a	Software Ver. 1.0		
		D729	Color Controller E-	Install required patch(es).	
		027a	22B/E-22C Ver.1.1		
	Figure connection lost	D728	firmware Color Controller E-	Install required natch(co)	
Fiery	Fiery connection lost	003a	42B Ver.1.0	Install required patch(es).	
		003a	firmware		
		D729	Color Controller E-	Install required patch(es).	+
		005,	22B Ver.1.0	install required pateri(es).	
		005,	firmware		
		D729	Color Controller E-	Install required patch(es).	
		006	22B Ver.1.0	mistan required pateri(es).	
			firmware		
		D728	Color Controller E-	Install required patch(es).	
		005	42B Ver.1.0	motan rodanou pateri(ee).	
			firmware		
Fiery	Stalls when a finisher	D729	Color Controller E-	Install required patch(es).	
,	jam occurs	006	22B Ver.1.0		
			firmware		
		D728	Color Controller E-	Install required patch(es).	
		005	42B Ver.1.0		
			firmware		
Fiery	Disconnected after	D729	Color Controller E-	Install required patch(es).	
	"Factory Default" is	006	22B Ver.1.0		
	executed.		firmware		
		D728	Color Controller E-	Install required patch(es).	
		005	42B Ver.1.0		
			firmware		
Fiery	Configuration sheet is	D729	Color Controller E-	Install required patch(es).	
	not printed	006	22B Ver.1.0		
		D700	firmware		
		D728	Color Controller E-	Install required patch(es).	
		005	42B Ver.1.0		
Fion:	Custom Size force print	D720	firmware	Install required ratch(sa)	1
Fiery	Custom Size force print	D729	Color Controller E-	Install required patch(es).	1
	is not available	006	22B Ver.1.0		1
		D728	firmware Color Controller E-	Install required patch(es).	+
		005	42B Ver.1.0	mstail required pateri(es).	1
		003	firmware		1
Fiery	Error with Gangup and	D729	Color Controller E-	Install required patch(es).	+
i ici y	PDF	006	22B Ver.1.0	motan required paterites).	1
		000	firmware		1
	i	1	i iii ii	I .	1



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Subject	Symptom	RTB#	Cause	Solution	Rank
Fiery	Does not respond to client PC when 802.1x authentication is	D729 006	Color Controller E- 22B Ver.1.0 firmware	Install required patch(es).	
	enabled.	D728 005	Color Controller E- 42B Ver.1.0 firmware	Install required patch(es).	
Fiery	Halftone simulation and Paper simulation are not available	D729 010, 012	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install the required patch(es). Printer Driver Ver.1.1.1 or later must also be installed.	
Fiery	On Command Work Station, the copies column of Sequential Print jobs become empty.	D728 003a	Color Controller E- 42B Ver.1.0 firmware	Install required patch(es).	
Fiery	Chinese printer driver is missing	D729 012	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Fiery	Fiery service stops	D728 005	Color Controller E- 42B Ver.1.0 firmware	Install required patch(es).	
Fiery	Overprint to a white object cannot be canceled	D729 015	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Fiery	Fiery driver shows out of paper or offline.	D728 006	Color Controller E- 42B Ver.1.0 firmware	Install required patch(es).	
		D729 019	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Fiery	Incompatibility between the Configure application and JRE1.7u51.	D729 021	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Fiery	The connection between Command WorkStation and E-22B is lost.	D729 023	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Fiery	Unable to launch Configure window when Java 7u51 is installed.	D728 008	Color Controller E- 42B Ver.1.1 firmware	Install required patch(es).	
Fiery	Fiery controller does not restart	D728 014	Color Controller E- 42B Ver.1.1 firmware	Install required patch(es).	
		D729 033a	Color Controller E- 22B Ver.1.1 firmware	Install required patch(es).	
Fiery	Command WorkStation displays some Dutch on a German controller.	D728 019	Color Controller E- 42B Ver.1.1 firmware	Install required patch(es).	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Fiery	If Command WorkStation is set to Italian, no options appear in Job Properties.	D728 019	Color Controller E- 42B Ver.1.1 firmware	Install required patch(es).	
Fiery	Shell shock	D729 047	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Fiery	Does not reboot after restoring a backup file and installing a patch.	D729 053	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Fiery	Fiery controller loses connection with Command WorkStation and the engine when running a stapling job	D729 054	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Fiery	Fiery attempts to connect to the internet	D729 055	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install the required patch(es).	
Fiery	If "Secure Erase" is enabled, the controller hangs and loses connection with the engine while ripping.	D729 058	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install the required patch(es).	
Fiery	Calibration in ColorCal mode does not work on controllers set to simplified Chinese	D729 059	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install the required patch(es).	
Fiery	The version of the Control Bar printed is incorrect, if APPE is enabled.	D728 042	Color Controller E- 42B Ver.1.1 firmware	Install required patch(es).	
Fiery	Stalls when processing a PDF with APPE enabled	D728 043	Color Controller E- 42B Ver.1.1 firmware	Install required patch(es).	
Fiery	Time difference between the modified time of jobs in Command	D728 046	Color Controller E- 42B Ver.1.1 firmware	Install required patch(es).	
	WorkStation and Web Tools.	D729 076	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install the required patch(es).	
Fiery	The Fiery screen does not appear on the printer operation panel when the printer is powered ON	D261 5760P	System/Copy firmware	Install version 1.11 or newer.	
Fiery	Color Search Pattern cannot be printed, if User Authentication	D729 083	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install the required patch(es).	
	Management is enabled.	FIT1016	13608	Color Controller E-42B Ver.1.1 firmware Install required patch(es)	

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Subject	Symptom	RTB#	Cause	Solution	Rank
Fiery	Number of pages displayed in impose is incorrect	FIT1015	94368	Color Controller E-42B Ver.1.1 firmware Install required patch(es)	
Fiery	Communication between E-42B and printer drops intermittently	FIT1016	96199	Color Controller E-42B Ver.1.1 firmware Install required patch(es)	
Fiery	The Fiery Controller does not come to idle after importing an output profile	SP6_FI	T101776836	E-22B: Install the required patch(es).	

3. SDK/ESA Applications

Subject	Symptom	RTB#	Cause	Solution	Rank
SDK/ESA	ELP-NX v2 cannot be	Gene	Java VM v11 for	Install version 11.10.02 or	
applications	installed via eDC-i.	059b	eDC firmware	newer.	
SDK/ESA	USB device ESA	Gene	Java VM v11	Install version 11.14.02 or	
applications	applications cannot be	061e	Update Tool	newer.	
	used	Gene	Java VM v11 for		
		059f	eDC firmware		
SDK/ESA	Applications do not	D135	System/Copy	Install version 1.10.1 or	
applications	automatically start	009i	firmware	newer.	
	even if Auto Start is	D137			
	set to "On".	012g			
SDK/ESA	FR Filter cannot be	D602	No SD card slot	Install ELP-NX v2 in the way	
applications	installed using Remote Install Manager	014	available	described in the RTB.	
SDK/ESA	Java VM does not run	D135	System/Copy	Install version 1.11 or newer.	
applications	even after setting SP5-	009k	firmware		
	730-001 to 1 and	D137			
	powering the machine	012i			
	off and on.				
SDK/ESA	Installation of CAP v2	D135	System/Copy	Install version 1.12 or newer.	
applications	(Hybrid mode) for	009m	firmware		
	Smart Operation Panel	D137			
	models is completed	012j			
	even if activation is not				
	finished				
SDK/ESA	When an ESA	Gene	Java VM v11	Install version 11.26.04 or	
applications	application is installed	061v	Update Tool	newer.	
	via Remote Install	Gene	Java VM v11 for	Install version 11.26.04 or	
	Manager, the heap	059w	eDC firmware	newer.	
	size is reset to the				
0514/501	default				
SDK/ESA	When Java VM is	Gene	Java VM v11	Install version 11.26.04 or	
applications	installed via Remote	061v	Update Tool	newer.	
	Install Manager, the	Gene	Java VM v11 for	Install version 11.26.04 or	
	stack size is reset to the default	059w	eDC firmware	newer.	
SDK	CAP V2 is disabled if	Gene	Java VM v11 for	Install version 11.30.02 or	
applications	switched to Energy	079c	eDC firmware	newer.	
	Saver mode while	Gene	Java VM v11	Install version 11.30.02 or	
	CAP V2 starts up	080b	Update Tool	newer.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
SDK	If the firmware is	Gene	Java VM v11 for	Install version 11.30.02 or	
applications	updated remotely, the	079c	eDC firmware	newer.	
• •	SDK platform does not	Gene	Java VM v11	Install version 11.30.02 or	
	boot up.	080b	Update Tool	newer.	
SDK	SDK application	Gene	Java VM v11 for	Install version 11.37.00 or	
applications	behavior not correct	079p	eDC firmware	newer.	
		Gene	Java VM v11	7	
		0800	Update Tool		
SDK/ESA	SDK applications	D136	Java VM v11 for	Install version 11.38.01 or	
applications	cannot start during the	5780N	eDC firmware	newer	
• •	boot process	D136	Java VM v11	7	
	•	5780N	Update Tool		
SDK/ESA	Cannot install	D136	Java VM v11 for	Install version 11.38.01 or	
applications	applications remotely	5780N	eDC firmware	newer	
	·   ·   ·   ·   ·   ·   ·   ·   ·   ·	D136	Java VM v11		
		5780N	Update Tool		
SDK/ESA	Device Manager NX	D136	Java VM v11 for	Install version 11.38.01 or	
applications	Enterprise cannot	5780N	eDC firmware	newer	
орросо	retrieve information	D136	Java VM v11	7	
	about applications	5780N	Update Tool		
	installed on the device.				
SDK/ESA	GlobalScan NX fails to	D136	Java VM v11 for	Install version 11.38.01 or	
applications	apply profiles or	5780N	eDC firmware	newer	
	retrieve device	D136	Java VM v11	7	
	information when	5780N	Update Tool		
	using the AdminTool				
SDK/ESA	Java VM does not	D258	System/Copy	Install version 1.11 or newer.	
applications	recognize a change in	5760P	firmware		
• •	the relationship	D261			
	between the host	5760P			
	name and the IP				
	address on the DNS				
	server.				
SDK/ESA	Remote un-installation	D258	System/Copy	Install version 1.11 or newer.	
applications	for Streamline NX fails	5760P	firmware		
		D261			
		5760P			
SDK/ESA	Notifications are not	D258	System/Copy	Install version 1.11 or newer.	
applications	displayed in MFP	5760P	firmware		
• •	applications				
SDK/ESA	SDK application icon	D136	Java VM v11 for	Install version 11.39.02 or	
applications	not displayed after	5780P	eDC firmware	newer	1
, .	recovering from	D136	Java VM v11	7	
	energy saving mode	5780P	Update Tool		1
SDK/ESA	SDK application stops	D136	Java VM v11 for	Install version 11.39.02 or	
applications	,,	5780P	eDC firmware	newer	1
		D136	Java VM v11	7	
		5780P	Update Tool		



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#### 4. Other

Subject	Symptom	RTB#	Cause	Solution	Rank
Remote	Even though activation	Gene	Java VM v11 for	Install version 11.24.02 or	
Installation	for CAP v2 (Hybrid	059s	eDC firmware	newer.	
Manager	mode) was not	Gene	Java VM v11		
	successful, it is	061r	Update Tool		
	displayed as successful		•		
External	Problems when using an	D136	System/Copy	Install version 1.19 or newer.	
keyboard	external keyboard	5760V	firmware		



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#### 9. Image Problems

#### 1. Lines

1. Lines Subject	Symptom	RTB#	Cause	Solution	Rank
Streaks	Parallel to paper feed direction	D135 026 D137 057	Damage to fusing belt by edges of narrow paper	Ch-C1 Office: Use the polisher tool as explained in the RTB. Replace the section in the FSM. Ch-C1 Pro: Enable the fusing belt smoothing roller.	
Streaks	White streaks parallel to paper feed direction	D137 038	Mylars on the ID/MUSIC sensor bracket peel off and touch the ITB.	Replace the mylars or the ID/MUSIC sensor assembly unit	
Streaks	Horizontal white streaks in small solid black areas  FOX JU  brown  OG. A  IAZY  ER THE  RC  kly over the lazy dog.	D135 050 D137 170	TBA	Print black in FC mode.     Increase the image transfer current.     Transfer capability and image density may get worse.     A residual image may appear in black halftone areas.     See the RTB for details of these adjustments.	
Streaks	Vertical streaks on relatively stiff thick coated paper	D135 056 D137 076a	Paper after fusing comes into contact with small convex scratches or adhering toner on the guide plate RTB D137 076a describes features unique to the CH-C1 series that contribute to the vertical streaks.	If the problem occurs in the position of the ribs of the heat pipe entrance guide plate, clean the heat pipe entrance guide plate ribs. If the problem occurs in other places, clean the paper transport path/duplex unit.  If cleaning does not improve the situation, lower the fusing temperature.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Streaks	Scratch marks appear randomly on solid images in the paper feed direction; coated paper	D137 075	1. Toner accumulates on the ribs on the ribs on the transport guide plate adjacent to the cooling pipe. 2. Scratches, paper dust, contamination on the transport guide plate  1. Toner accumulates on the ransport dust.	If the problem occurs in the position of the ribs of the heat pipe entrance guide plate, clean the heat pipe entrance guide plate ribs. If the problem occurs in other places, clean the paper transport path/duplex unit.	
Streaks	Stains in the shape of horizontal streaks 76mm from the trailing edge; high coverage prints on coated paper (8002/6502 only)	D135 092	When fused toner passes through the heat pipe rollers, it sticks to the surfaces of the heat pipe rollers. The offset toner may get on paper again, causing the stains.	Remove the heat pipe unit and clean it. The RTB has a procedure for this.	
Lines	Blue lines or black lines when multiple Searchable PDF (Embedded OCR) documents are scanned.	D135 009a D137 012	System/Copy firmware	Install version 1.03.2 or newer.	
Lines	When the size of the Ethernet frame is a multiple of 64 bytes, a black line appears at the end of the scanned image.	D135 009f D137 012d	System/Copy firmware	Install version 1.08 or newer.	
Lines	Faint lines on the back side of the paper at 78mm intervals  Feed direction  78mm	D137 118b	The PTR contacts and separates at the wrong time because the MQP data is incorrect.	Install the latest MQP version data (see the RTB for the correct versions to install).	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Lines	A vertical line (dirtying)	D135	Engine firmware	Install version 1.31:08 or	IXAIIK
LINGS	images after a jam	002k	Lingine iliniware	newer.	
	(code 15, 16, or 17)	D137		newer.	
	that had occurred with	008g			
	A4/A3 sheets fed from	ooog			
Linea	the LCT is cleared	D405	DOL firmer	Install consists 4.00 cm	
Lines	White lines (PCL 6, big	D135	PCL firmware	Install version 1.08 or	
	images, enlarged with	001d		newer.	
	Reduce/Enlarge in the	D137			
1.	PCL6 driver	007d	DOI 6		
Lines	White lines (PCL 6,	D135	PCL firmware	Install version 1.10 or	
	raster image, reduced,	001f		newer.	
	enlarged, or N-up	D137			
	printing)	007f			
Lines	Shadow cast by the	D135	Engine firmware	Install version 1.38:08 or	
	original causes	002r		newer.	
	horizontal black lines	D137			
	on the print.	008n			
Lines	Office model only:	D135	Dust, paper dust	Replace the guide plates as	
	RGB stripes on ADF	163a		explained in the RTB.	
	scans				
Banding	At 1-2mm and 4-5 mm	D135	TCDU firmware	Install version 2.00.4:04 or	
Ğ	intervals	015a		newer.	
	1	D137		IMPORTANT note for the	
		018		MP C8002/ProC5110S	
				only:	
				After you install this	
	1			firmware, make sure to set	
	1			all the SP modes listed in	
	1			the table to the values	
	1			shown in the RTB.	
Banding	At 5 mm intervals	D137	The drum charge	Replace the charge roller	
Dariumy		041	roller deformed,	unit.	
	across the page	041	because the machine	uriit.	
	<b>↑</b>		was left unused		
	Xmm pitch		where the		
			temperature and		
			humidity is higher		
			than 35 degrees C		
			and 70%.		
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Subject	Symptom	RTB#	Cause	Solution	Rank
Banding	Pro models only: At a fixed interval, which corresponds to the dimensions of a PCDU component (see the RTB for details)  1. 53mm intervals 2. 26.5mm intervals 3. 189 mm intervals 4. 32 mm intervals 5. 40 mm intervals	D137 095	Execute Process Control Then print a test patter shown in the RTB.	rol (SP3-011-002). rn with SP 2-109-xxx as explained in the RTB (the	
Banding	Pro models only: At 3 mm intervals when printing halftone images on paper thickness 6	D137 106a, 106b	Inconsistent power supply from power supply board. Execute process control, then and make test prints with SP 2-109 in K, C, M, and Y (see the RTB for details of the settings) If narrow bands are seen, then work through the troubleshooting procedure. If the bands are not cyclical or the interval is larger than 30mm, they are not caused by this problem	Do these steps in the following order. Stop at any time if the problem is solved. See the RTBs for details of the procedure.  1. Adjust the process speed and the fusing temperature.  2. Turn on toner reduction (only possible if the machine has the Fiery controller; see RTB D137106a).  3. Adjust the fusing temperature.  4. Replace the HVPP board for the color that shows the problem.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Banding	At irregular intervals    Xmm pitch     Random intervals	D135 084 D137	Lubricant dust fell from the drum cleaning unit into the registration unit and got on the ITB encoder sensor.	Clean the ITB encoder with a blower brush.	
Banding	2-3mm intervals; only at rotation speeds corresponding to "Environment Coefficients 7 & 8"	D135 077 D137 091	Vibrations in the cleaning unit	Use SP mode to modify Environment Coefficients 7 and 8. (First, make test prints as described in the RTB, to make sure that the problem is the correct one for this solution.) Side effect: Increased lubricant consumption	
Banding	Vertical bands in halftone images on the back side of outputs  1: Approximately 30mm 2: Approximately 50mm [A]: Bands of low density (at approx. 30-50mm from center) [B]: Density is relatively high at ends of bands	D135 082 D137 103	Friction between the paper and registration roller charges some areas of the paper.  (bands of low density 30-50mm from the center, and darker than usual at the ends); coated paper, low-temperature, low-humidity environment (10°C, 15%)	Reduce the PTR bias of the second side. The adjustment for the Proversion is different from the Office version; see the RTB for details There may be side effects as explained in the RTB.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Banding	Pro: At 50mm intervals, especially at the rear	D137 149a	The gap between the drum and development roller is inconsistent, because the development roller is not revolving at the center of its axis.	Reset the PCDU to reengage the drive and coupling gears; see the RTB for procedures.	
Shock jitter	See the RTB for details of where on the page this occurs; location depends on model and paper size	D137 039a	Difference in the rotation speed of the ITB motor and Registration motor. The paper drags the ITB, which causes the ITB to rotate slightly faster than the Bk drum.	Verify the symptom by printing a test chart. Then adjust the line speed with SP mode. See the RTB for details of how to do this. Note that image size will be reduced in the sub-scan direction.	
Fuzzy lines	Unwanted lines (mainly cyan, solid or broken) at 189mm intervals (=drum circumference) in the main scan direction.	D137 054a	The charge applied to the ITB is discharged when the ITB passes under the Cyan drum. This is because the ITB is closer to the Cyan drum than other drums when the ITB retracts.	Replace the ITB drive roller (install P/N D1356070). If the problem persists, print out 10~50 copies of solid images in 100% Cyan to acclimatize the ITB and drum.	

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Subject	Symptom	RTB#	Cause	Solution	Rank
Extra lines	PCL jobs	D135	PCL firmware	Install version 1.07 or	
printed		001c		newer	
		D137			
		007c			



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2. Spots					
Subject	Symptom	RTB#	Cause	Solution	Rank
White spots	In low-temperature, low-humidity environments; paper with a rough surface	D135 050 D137 170	High electrical resistance of the paper.	Reduce the transfer current using the SPs in the RTB. But if the transfer current is too low, the image may not be solid enough.	
White spots	Pro only: 40 mm from leading edge, in low-temperature, low-humidity environments; paper with a rough surface  White spots  ##ぞ眼科學・眼科學の不計 *** *** *** ** ** ** ** ** ** ** ** **	D137 090a	High electrical resistance of the paper, and low smoothness, causes electrical discharge at the PTR nip	Reduce the transfer current using the SPs in the RTB. But if the transfer current is too low, the image may not be solid enough. Ask the customer to warm the machine up before use, and to avoid paper with rough surface and high resistance.	
White spots	When printing halftone images at low-temperature, low-humidity (10 °C/15 %) immediately after replacing developer	D135 072 D137 086	Carrier with high electric potential falls off before image transfer, forming a white spot	Execute SP3-011-002 ([Manual ProCon: Exe] - Density Adjustment).	



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Model. C			Date. 31	1-Aug-13 NO RD1350	000
Subject	Symptom	RTB#	Cause	Solution	Rank
White spots	White spots with toner cores in solid images (high-temperature environments)	D135 080 D137 100	Toner clumps in the dev/toner supply unit, because of: a) leaving the machine unused for a long time, b) Strong shock to the PCDU, causing toner stuck to the wall to fall inside the developer, c) Toner is left outside the moisture-proof bag for a long time.	Remove toner clumps from the development unit using the procedure in the RTB.	
White spots	White fish-shaped spots ('medaka') in the feed direction at 189 mm intervals (solid images)	D135 081 D137 101	Foreign objects on the OPC drum	Work through the flow chart in the RTB.	
White spots	Pro version: White spots appear randomly on solid images on paper with a lot of paper dust  White spot	D137 081	Toner adheres to the paper dust instead of the paper.	Fan the paper to remove paper dust before setting the paper on the tray. Wipe the paper path leading from the registration unit to the fusing unit with a wet cloth.	
Black spots	When printing halftone images at low-temperature, low-humidity (10 °C/15 %) immediately after replacing developer	D135 072 D137 086	Toner around the carrier drops onto the ITB, forming a black spot	Execute SP3-011-002 ([Manual ProCon: Exe] - Density Adjustment).	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Black spots	Black spots randomly	D137 097a	The fusing cleaning web is not rotating and does not clean the pressure roller because the fusing unit was set incorrectly. Case 1: The pressure cam has dropped from the correct position Case 2: The drive gear does not engage the pin on the shaft	Check to see if it is case 1 or case 2. If case 1: Reset the fusing unit and clear the PM counter of the web cleaning unit. IMPORTANT: When installing units manufactured before Nov 11th 2013, check that the fusing unit is set correctly before turning on the machine power. If case 2: Replace the fusing cleaning web drive gear with the new gear (p/n: D1384161).	
Colored spots	At 189mm intervals At 40 mm intervals	D135 079 D137 099	Scratches or foreign objects on the OPC drum(189mm) or the charge rollers(40 mm)	If there are scratches on the OPC drum, replace it. If there are no scratches on the OPC drum, wipe it with a damp cloth, and then with a dry cloth.	
Toner spots in images	Pro models only: 0.5 – 1 mm in diameter, or dots with long tails	D137 102a	Small grains of toner on the pressure roller are not picked up by the cleaning web and adhere to the paper	Increase the temperature of the pressure roller. If the problem still occurs, change the cleaning web motor interval. See the flow chart in the RTB for details.	



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3. Full Page

3. Full Pa Subject	Symptom	RTB#	Cause	Solution	Rank
Uneven density	0-85 mm from the trailing edge; low-temperature, low-humidity, halftone	D135 083 D137 104 D135 050 D137 170	Variations in attractive force and distance between the ITB and the paper immediately before the transfer process. After the paper passes the registration rollers, toner is scattered before the transfer section.	Adjust the speed of the registration rollers with SP mode. If the density is high, adjust it to a lower value. If the density is low, adjust it to a higher value. Change the value 1% at a time.	
Uneven density	Pro models only: Indentations in the paper are white; thick, textured paper, low image rate prints (5% or less) are made continuously. (ProC5100/5110 only)	D137 052 D137 096	Textured Paper: Paper Transfer Voltage Setting is too low.	Adjust the paper transfer voltage and/or paper transfer current in accordance with the flow chart in the RTB. Tables in the RTB explain which SPs to use.	
Blurred image	Pro models only: At the sides of the paper, near the trailing edge (low-stiffness, thin, and wide paper)  Feed  Blurred	D137 117	Transfer speed and fusing speed do not match (fusing is faster).	Adjust the fusing and exit motor speeds using the SPs in the RTB. If that does not work, put the SPs back to the original settings and adjust the fusing entrance guide plate as explained in the RTB.	
Blurred image	At 189mm intervals (OPC drum circumference), on the first few printouts after turning on the machine, in a high humidity environment.	D135 050 D137 170	Charge failure caused by "corona products" that form on the OPC drum	1. Execute "Color Registration" from "Maintenance" in User Tools.  2. Execute "Auto Color Calibration" from "Maintenance" in User Tools.	
Blurred image	When printing a PCL5 job, black text might be drawn by using process black	D135 001h	PCL firmware	Install version 1.12 or newer.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Too dark	When printing a PCL5 job, black text might be drawn by using	D135 001h	PCL firmware	Install version 1.12 or newer.	
	process black				
Uneven glossiness	Uneven at the sides of the paper when feeding wide paper after feeding a lot of small paper	D135 091 D137 120	The temperature of the belt becomes uneven because of feeding a small size of paper.	Adjust the SPs as explained in the RTB so that the belt temperature becomes even.	
Grainy image	In high-temperature, high-humidity environments; paper with a rough surface solid	D135 050 D137 170	With paper that has a rough surface, the strength of the electrical field between the ITB and the indented areas in the paper weakens, causing low image density only in these areas.	Increase toner density by changing the process control target, then executing manual process control. Use the SPs mentioned in the RTB.	
Paper/print becomes dirty	Back side of the printout becomes dirty after the paper transfer unit reaches 400kp.	D135 002c D137 008	Engine firmware	Install version 1.23:08 or newer.	
Paper/print becomes dirty	Toner, paper powder and foreign objects sticking to the rollers gets on the side edges of the paper.	D135 093 D137 114	Long use	Clean the transport rollers and discharge brush. See the RTB for the cleaning method.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Paper/print becomes dirty	Roller marks  1 [A]:29mm [B]:14mm 2 [A]:86.5mm [B]:10mm 3 [A]:36mm [B]:6mm 4 [A]:123mm [B]:6mm	D135 102 D137 126 D137 130, 131 D135 134	Nip of the drive and idle rollers in the paper path after the fusing unit	Clean the rollers and reduce the fusing temperature. See the RTB for details.  Either: Clean the rollers and reduce the fusing temperature. Replace the entire paper exit unit with a modified one. See RTB 130 for details. (D137 RTB 131 and D135 RTB 134 have details of how to replace only certain parts of the paper exit unit.)	Naiik
Paper/print becomes dirty	Shavings from the shaft and/or bushing of the registration roller drop onto the printed image.	D135 142b D137 177b	Case 1: The spring that attaches the shaft holder to the shaft applies too much pressure. Case 2: Thrust of the shaft abrades the bushings.	Case 1: Apply grease (p/n A2579300; BARRIERTA) to the shaft holder. If the abrasion is severe, replace with a new set of springs and shaft holder and apply grease. Case 2: Install modified parts	
Blocking	On the exit tray	D135 067 D137 079	Toner is not completely dried	Activate the Cooling Fan included as an accessory to the Copy Tray Type M2. If the above does not resolve the problem, set the cooling fan using the procedure in the RTB so that it faces at a 90° angle.	



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#### 4. Other

Subject	Symptom	RTB#	Cause	Solution	Rank
Color registration	(Could possibly be color shift, i.e, change in color; there is some confusion with correct terminology)	D135 015a D137 018	TCDU firmware	Install version 2.00.4:04 or newer. IMPORTANT note for the MP C8002/ProC5110S only: After you install this firmware, make sure to set all the SP modes listed in the table to the values shown in the RTB.	
Enlargement/ reduction	Abnormal image when using enlarged copy.	D135 002d D1370 08a	Engine firmware	Install version 1.24:08 or newer.	
Incorrect color processing	With Mac PC, when ColorWise is set to OFF	D728 003a D729 005, 006	Color Controller E- 42B Ver.1.0 firmware Color Controller E- 22B Ver.1.0 firmware	Install required patch(es).  Install required patch(es).	
Incorrect color processing	When Combine Separation is ON, an object in a Spot color is printed in black.	D728 005	Color Controller E- 42B Ver.1.0 firmware	Install required patch(es).	
Incorrect color processing	Background colors of PDF/ PS files partially lost, if numerous jobs are imported to the hold queue while RIPping PDF/PS files.	D729 049	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Incorrect color processing	Cyan is not printed	D135 002v D137 008	Engine firmware	Install version 1.42:08 or newer.	
Image rotation error	Rotated by 180 degrees	D729 006 D728	Color Controller E- 22B Ver.1.0 firmware Color Controller E-	Install required patch(es).  Install required patch(es).	
Image rotation error	Rotated by 90 degrees	005 D728 014	42B Ver.1.0 firmware Color Controller E- 42B Ver.1.1 firmware	Install required patch(es).	
		D729 028	Color Controller E- 22B Ver.1.1 firmware	Install required patch(es).	
Image rotation error	Cannot rotate pages to the portrait orientation when printing imposed jobs from a Mac.	D728 021 D729 037	Color Controller E- 42B Ver.1.1 firmware Color Controller E- 22B/E-22C Ver.1.1 firmware	Install required patch(es).  Install required patch(es).	
Image rotation error	180-degree rotation is not honored	D728 030 D729 061	Color Controller E- 42B Ver.1.1 firmware Color Controller E- 22B Ver.1.1 firmware	Install required patch(es).  Install required patch(es).	



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Model. CII-CI Date. 31-Aug-13 No RD13500						
Subject	Symptom	RTB#	Cause		ution	Rank
Halo	In a low-temperature, low-humidity environment	D135 050 D137 170	TBA	dpi from "240 (Default settir 600dpi" EFI controller halftone mod Dot + Fine Te Dot" from "Im	ng) to "600 x :: Change the e from "200 ext" to "175 age" tab.	
Incorrect margins	Margin adjustment	D135 071 D137 085			he RTB. Make make sure that r side edge	
Toner blasting	At the leading edge (scan direction)  Paper feed  At 1.5 - 5mm intervals (scan direction)  Paper feed  At the trailing edge toward the front	D137 195		Install the corplate to deal variablem.	rect guide with the	
Toner rubbed off	Along fold lines of booklets	D135 101 D137 125a	The pressure applied by the flat fold roller is too high.			



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Subject	Symptom	RTB#	Cause	Solution	Rank
Scratch	On thick paper	D137		Install the correct guide	
marks	and paper	195		plate to deal with the	
				problem.	
Not glossy	Glossy Adjustment	D137		re of the fusing heat roller	
enough		084		make it more than 180C).	
	(ProC5100/5110 only)			s of possible side effects.	
				glossy enough, reduce the	
			power off/on.	86-XXX). Then turn the main	
Not glossy	Glossy Adjustment	D135	In [Tray Paper Settings	sI-[Paner Tyne] select	
enough	Globby / lajabililolli	078	[Coated Paper (Glossy		
3 3 3	(8002/6502 only)			increases fusing heat but	
	,		slows the process spec		
Abnormal	Abnormal image on	D135	Engine firmware	Install version 1.29:08 or	
image (not	stripe pattern early in	002i		newer.	
specified)	the morning at low	D137			
Abnormal	temperatures. When Image Quality is	008e D729	Color Controller E-	Install required patch(es).	
image (not	set to Best	018	22B/E-22C Ver.1.1	mistan required pateri(es).	
specified)	Set to Dest	010	firmware		
Abnormal	If the paper catalog is	D728	Color Controller E-	Install required patch(es).	
image (not	set with a profile that	041	42B Ver.1.1 firmware		
specified)	uses one or two colors				
	and Black overprint is				
A la ca a constant	enabled.	D405	DOL C	Leafall consists 4.40 an	
Abnormal	Poor quality of PCL5 data output from	D135 001h	PCL firmware	Install version 1.12 or	
image (not specified)	certain applications	00111		newer.	
Image is the	Abnormally contracted	D135	TCDU firmware	Install version 2.00.6:04 or	
wrong size	images at 17mm	015c		newer.	
	intervals	D137			
		018a			
Image is the	Image shrinks when	D728	Color Controller E-	Install required patch(es).	
wrong size	printing a PDF file.	045	42B Ver.1.1 firmware	Inotall required wat-b()	
		D729 074	Color Controller E- 22B/E-22C Ver.1.1	Install required patch(es).	
		074	firmware		
Image from	When using size	D135	System/Copy	Install version 1.09 or	
previous job	reduction	009h,	firmware	newer.	
,		073a			
		D137			
	<u></u>	012f			
Erase	If a Scan document is	D728	Color Controller E-	Install required patch(es).	
borders	loaded in the SEF direction, "Erase	006 D729	42B Ver.1.0 firmware Color Controller E-	Install required patch(es).	
	Border" works upside	013	22B/E-22C Ver.1.1	mistan required pateri(es).	
	down	0.0	firmware		
		Ì			



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Model. C	MI-01		Date. 3	1-Aug-13   NO RD1350	000
Subject	Symptom	RTB#	Cause	Solution	Rank
Thin lines/text not	Print quality of small black texts and thin	D728 006	Color Controller E- 42B Ver.1.0 firmware	Install required patch(es).	
clear	lines is poor, if "Best" is selected for Text/Graph.	D729 013	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install required patch(es). PS Printer Driver Ver.1.1.2 / PCL Printer Driver Ver. 1.1.0.0 or later should be used	
Overlapping text	Duplex PCL jobs	D135 001b D137 007b	PCL firmware	Install version 1.06 or newer.	
White objects do not	When Composite Overprint is set to OFF	D728 011	Color Controller E- 42B Ver.1.1 firmware	Install required patch(es).	
appear		D729 063	Color Controller E- 22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Offset	ITB test pattern offset on printouts Pattern 1  Feed direction  Pattern 2  20mm \$1  12mm \$5  12mm \$5  Pattern 4  20mm \$11/7	D137 186	Machine power was turned off while running an automatic adjustment such as Process Control. The test pattern created for the adjustment remains on the ITB and is heated by the anticondensation heater. Test pattern melts and sticks to the ITB.	Replace with a new ITB.  If the heater is not used, disc CN402 on the AC drive board will prevent the problem, ever system shuts down while run internal adjustments.  If the heater function is used, instruct your customers the following:  a) Make sure to wait for the message on the operation pai indicating adjustment in progressing properties and the companience of the machine power.  b) Press the Energy Saver bushut down the system.	d. This n if the ning ning nnel ress to he



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Subject	Symptom	RTB#	Cause	Solution	Rank
Characters	Bug in the Adobe PDF	D728	Color Controller E-	Install required patch(es).	
damaged	to PS converter.	017	42B Ver.1.1 firmware		
		D729	Color Controller E-	Install required patch(es).	
		034	22B/E-22C Ver.1.1		
			firmware		
Characters	When printing an N-up	D135	PCL firmware	Install version 1.09 or newer.	
missing	PCL6 job with a printer	001e			
	driver for Windows 8 or	D137			
	a later Windows OS	007e			
Characters		D135	PCL firmware	Install version 1.12 or newer.	
missing		001h			
Image	An image that has had	D135	PCL firmware	Install version 1.08 or newer.	
missing	its size downscaled,	001d			
	such as a logo	D137			
		007d			
Image	If the data contains a	D135	PCL firmware	Install version 1.12 or newer.	
missing	significant amount of	001h			
	graphics and/or				
	transparent objects				
Image	When printing from the	D136	PDF firmware	Install version 1.06 or newer.	
missing	PS3 driver	5778E			
Part of image	After ripping	D729	Color Controller E-	Install required patch(es).	
missing		056	22B/E-22C Ver.1.1		
			firmware		
Part of image	Image is cut off at the	D729	Color Controller E-	Install required patch(es).	
missing	bottom of the page	068	22B/E-22C Ver.1.1		
	when printing from		firmware		
D ( (:	CorelDRAW	D.700	0 1 0 1 11 5		
Part of image	Printing PDF files with	D728	Color Controller E-	Install required patch(es).	
missing	Composite overprint	037	42B Ver.1.1 firmware		
Dant of income	disabled.	D405	DOI financia	Install consists 4.44 and account	
Part of image	Some lines and/or	D135	PCL firmware	Install version 1.11 or newer	
missing	borders missing from	001g D137			
	PCL jobs				
Dort of image	A pattern put on top of	007g D136	PCL firmware	Install version 1.13 or newer.	
Part of image missing	an image or graphic is	5775K	FCL IIIIIware	liistali versiori 1.13 or flewer.	
IIIISSIIIG	blacked out	3113K			
Part of image	Copy works only up to	D258	System/Copy	Install version 1.11 or newer.	
missing	480mm in length even	5760P	firmware	liistali versiori 1.11 or newer.	
IIIISSIIIG	if the original is longer	D261	Illiliwale		
	than 480mm.	5760P			
Printing	If the image shift and	D728	Color Controller E-	Install required patch(es).	
position shifts	mixed media options	023	42B Ver.1.1 firmware	motan required pateri(es).	
position sinits	are specified in the	D729	Color Controller E-	Install required patch(es).	
	Fiery driver.	039	22B/E-22C Ver.1.1	motan required pateri(es).	
	,,	000	firmware		
Printing	Image shift does not	D728	Color Controller E-	Install required patch(es).	
position shifts	work properly with	038	42B Ver.1.1 firmware	motan required pateri(es).	
, , , , , , , , , , , , , , , , , , ,	master and variable	D729	Color Controller E-	Install required patch(es).	
	data.	073	22B/E-22C Ver.1.1	metan regained pateri(ee).	
		*. •	firmware		
			mmvarc		



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Subject	Symptom	RTB#	Cause	Solution Rank
Color	The job is printed in color even if color mode is Grayscale, if CMYK option is Full (Source GCR) and APPE is enabled.	D728 024	Color Controller E- 42B Ver.1.1 firmware	Install required patch(es).
Color	Crop marks are printed in the wrong color	D728 032 D729 067	Color Controller E- 42B Ver.1.1 firmware Color Controller E- 22B/E-22C Ver.1.1 firmware	Install required patch(es).  Install required patch(es).
Dirty background	About 5 μm diameter, over the entire page	D137 202	Insufficiently charged developer High humidity Use of coated paper	Follow the troubleshooting procedures in the RTB.
Dirty background	About 0.1 – 0.3 mm diameter, over the entire page	D137 202	The drum surface is stained with clumps of toner/lubricant particles.	Follow the troubleshooting procedures in the RTB.
Dirty background	About 0.2 mm diameter, over the entire page, on the first job of the day	D137 202	Low machine internal temperature	Follow the troubleshooting procedures in the RTB.
Dirty	Random dot size, over	D137	Dirty charge roller	Follow the troubleshooting
background	part of the image area	202		procedures in the RTB.
Background color missing	If APPE is enabled and the job is set with Fiery Impose on large paper	D728 048	Color Controller E- 42B Ver.1.1 firmware	Install required patch(es).
Background missing	When printing PCL data that is output by a host	D136 5775K	PCL firmware	Install version 1.13 or newer.
Background filled	Image backgrounds filled	D136 5775K	PCL firmware	Install version 1.13 or newer.
Poor quality text	When printing a job that contains multiple PDL data	D136 5772M	Printer firmware	Install version 1.12 or newer.

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Subject	Symptom	RTB#	Cause	Solution	Rank
Poor quality text	When printing the contents of an A3 size document on A4 size paper via Direct printing	D136 5775K	PCL firmware	Install version 1.13 or newer.	



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Model: Ch-C1 Date: 31-Aug-13 No.: RD135000s

#### 10. Mechanical/Electrical

Subject	Symptom	RTB#	Cause	Solution	Rank
Remaining toner indication	The amount of remaining toner shown in the banner display is different from the amount remaining in the cartridge.	D135 002b D137 008	Engine firmware	Install version 1.22:08 or newer.	
Remaining toner indication	The banner that displays the amount of toner remaining is not updated when the toner cartridge is replaced	D135 002k D137 008g	Engine firmware	Install version 1.31:08 or newer.	
Toner scattering	Bk toner scattering	D135 002c D137 008	Engine firmware	Install version 1.23:08 or newer.	
Toner scattering	Bypass unit  ITB unit(Front)	D137 146	Circulation of developer is too strong, and the developer overflows from the side seal.	Do either of the following, if the problem occurs in the original dev unit (p/n: D1362206).  a) Replace with the latest development unit (p/n: D1380150). b) Add the additional side seal on top of the original side seal. [Front] p/n: D1363412 [Rear] p/n: D1363413	
Toner scattering		D135 0020 D137 008j	Engine firmware	Install version 1.33:08 or newer.	
Toner scattering	In the C, M and Y development units	D137 175	The machine supplies more toner to the dev unit to compensate for reduced development gamma	Update the Engine firmware to Ver.1.33:08 or newer. Then change the value in SP3301-023 from 0.10 (default) to 0.05. Low image density is a possible side effect. If this happens, run ACC.	
Drum lubricant	False near-end detection	D135 002c D137 008	Engine firmware	Install version 1.23:08 or newer.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Drum lubricant	False near-end	D135	The hook on the	Raise the arm of the	
	detection, when a used	165	lubricant bar	sensor to correct its	
	lubricant bar has been		assembly is locking	position using a flathead	
	installed instead of a		the arm of the	screwdriver or a similar	
	brand new one.		sensor, causing the	tool. The arm should sit	
			sensor to constantly	straight, not slanted. As	
			detect near end.	a preventive measure,	
				do not install a used	
				lubricant bar. Always	
		D 40=	N	replace with a new one.	
Drum lubricant	Customer thinks that	D137	No problem (depends	This RTB explains how	
	end of life was too early	185	on job conditions)	near-end and end	
147 ( )		D 405	_ · <i>c</i>	detection works	
Waste toner	False end detection	D135	Engine firmware	Install version 1.23:08 or	
bottle		002c		newer.	
		D137			
Waste toner	False near-end	008 D135	Frains firmors	Install varsion 1 20:00 or	
bottle		002r	Engine firmware	Install version 1.38:08 or	
bottle	detection when printing on paper of 754mm or	D137		newer.	
	longer	008n			
Waste toner	Life is short	D137	Bottle life depends on	There is no problem with	
bottle	Life is short	136	job conditions.	the machine.	
Waste toner	Life is short	D135	Process control may	The Engine firmware	
bottle	Life is short	127	be triggered	was modified to	
Dottic		D137	frequently if the	Ver.1.31.08, to optimize	
		164	machine is used	the Process Control	
		104	under unexpected	timing.	
			conditions (e.g. low	9.	
			P/J).		
Toner near-	Fiery driver shows	D135	System/Copy	Install version 1.11 or	
end	"Toner/Ink Low" even	009k	firmware	newer.	
	when toner is sufficient	D137			
		012i			
Toner end	Alerted even when there	D135	Engine firmware	Install version 1.45:08 or	
	is still about 4% of toner	002x		newer.	
	remaining in the toner	D137			
	cartridge	008g			
Noise	When feeding A4 from	D135	Engine firmware	Install version 1.23:08 or	
	LCT RT4030	002c		newer.	
		D137			
		800			
Noise	From the fusing unit	D135	The grounding plate	Install a modified heat	
		047	inside the heat roller	roller	
		D.46-	is not set in the		
		D137	normal position		
		065	during factory		
			assembly, and		
			contacts the shielding		
			plates during		
			operation.		
		<u> </u>			



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			<u>.</u> I -		
Subject	Symptom	RTB#	Cause	Solution	Rank
Noise	From the fusing unit	D135 062a	The fusing pressure lever is broken.	Replace the fusing levers with the modified part (P/N: Office version D1369901, Pro version D1389904) at PM or the next visit. See the RTB for the procedure.	
Noise	SR4090/SR4100	D703 008	Bushing not installed correctly	Attach the bushing correctly (see the RTB)	
Noise		D137 072	Manufacturing error (missing E-ring in the waste toner transport mechanism)	Attach the missing e-ring as explained in this RTB.	
Noise	Fans in the buffer pass unit	D137 122	The operation of the fans depends on the paper type and the temperature. With some settings, the operating noise may be annoying.	Change the fan operation setting (SP1-932). The longer the fan is off, the more likely it is that toner will flake off the paper.	
Noise	At the start of a duplex job	D137 093	The paper size fixed with the end fence on the tandem tray does not match the size specified on the operation panel.  The shift roller in the duplex unit operates according to the paper size on the operation panel.	Make sure that the tandem tray fence positions match the settings on the operation panel. If they do not match, move the fence or change the paper size with SP 5-959-001.	
Noise	Paper Feed Unit and Paper Transport Unit	D135 147 D137 190		Install new parts as explained in the RTB.	
Noise	The heating roller generates a ticking noise	D135 154 D137 199	Bearing of the heating roller slants and interferes with the flange due to inaccurate assembly	Install the modified heating roller (D1364450).	
Noise	The release motor generates abnormal noise during standby.	D703 001v	Finisher_SR4090_S R4100 firmware	Install version 02.360:10 or newer.	
Noise	From the tandem tray	D137 207	The bottom plate of the right tandem tray is not level	Check if the bottom plate of the right tandem tray is level. If not level, correct it using the procedure in the RTB.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Noise	CH-C1 Pro a/CHC1a: A continuous, high-pitched sound (4.4kHz)	D135 176 D137 214	The thickness of the element tube of some OPCs is near the lower limit of specification tolerance	Replace the current OPC (P/N: D0749510) with the modified one (P/N: D1359510).	
Drawer unit	Locks in certain conditions (see the RTB)	D135 009a D137 012	System/Copy firmware	Install version 1.03.2 or newer.	
Drawer unit	Too much weight or abnormal noise when pulling out or pushing in the drawer unit.	D135 089 D137 111	The grease on the positioning pins became insufficient over time.	Periodically apply grease (Barrierta S552R) to the drawer unit positioning pins, as explained in the RTB.	
Drawer unit	Derailed off the slide rail and may fall out of the machine when it is pulled out to clear a jam.	D135 136a D137 172b	Insufficient clearance between the inner rail and guide stick	Replace both right and left slide rails with the modified slide rails included in the kit (p/n: D1369912).	
Fusing belt	Appears damaged at front and rear ends	D135 041	The stripper plate contains normal machine ope Not a problem	acts the fusing belt, which ration.	



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Fusing belt Tears apart   D135   The diameter of the flange on the heating roller is smaller than the specification.   If the following two conditions are met, replice the fusing belt and the heating roller.	Subject	Symptom	RTB#	Cause	Solution	Rank
Motor lock   SR4090/SR4100: Shift motor   198						Italik
Motor lock   SR4090/SR4100: Shift motor   mo	1 doing bon	Tours apart				
Motor lock SR4090/SR4100: Shift motor Paper end Still displayed after paper refilled Paper end Detected by mistake  Tandem tray Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Tandem tray  Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Tandem tray  Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  D135 D62 D135 D63 D135 D64 D135 D65 D135 D65 D135 D66 D135 D67 D135 D68 D135 D69 D79 D79 D79 D79 D79 D79 D79 D79 D79 D7			'00			
Motor lock   SR4090/SR4100: Shift   D703   Bushing not installed correctly   Lincorrectly   Li			D137			
Motor lock  SR4090/SR4100: Shift motor  Paper end  Still displayed after paper refilled  Paper end  Detected by mistake  Detected by mistake  Tandem tray  Does not lift, "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Tandem tray  Does not lift, "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Tandem tray  Does not lift, "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Date of the heating roller heating roller and slipped into the heating roller.  Substituting not installed correctly  Color Controller E-22B Ver.1.0 firmware  22B Ver.1.0 firmware  Does not lift, "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Does not lift, "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Does not lift, "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Does not lift, "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Does not lift, "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Does not lift, "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Does not lift, "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Does not lift, "Reduce paper in the tray(s) to the limit and the paper stack who was the far enough into the tray, and the set sensor cannot detect the actuator on the end fence.  Displayed  The right tandem tray are to the heating roller.  Attach the bushing correctly (see the RTB)  Install required patch(es).  Install requi					and the meaning remain	
Motor lock   SR4090/SR4100: Shift   motor					1. The fusing belt was	
Motor lock SR4090/SR4100: Shift motor  Paper end Still displayed after paper refilled Paper end Detected by mistake Paper end Detected by mistake  Tandem tray  Does not liff; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Date of the meating roller.  Date of the heating roller and slipped into the heating roller and slipped into the heating roller.  Color Controller E-Q2B Ver1.0 firmware patch(es). D728 Color Controller E-Q2B Ver1.0 firmware patch(es). D728 Color Controller E-Q2B Ver1.0 firmware patch(es). D729 Color Controller E-Q2B Ver1.0 firmware patch(es). D720 D720 D721 D722 D723 D724 Color Controller E-Q2B Ver1.0 firmware patch(es). D725 D725 D726 D727 D727 D728 D729 Color Controller E-Q2B Ver1.0 firmware patch(es). D728 D729 D729 D729 D729 Color Controller E-Q2B Ver1.0 firmware patch(es). D720 D720 D720 D720 D720 D720 D720 D720						
Motor lock SR4090/SR4100: Shift motor  Paper end Still displayed after paper refilled Paper end Detected by mistake  Date consumption of the paper star it correctly." Displayed  Tandem tray  Does not liff; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Date consumption of the heating not installed correctly correctly correctly (see the RTB)  Date correctly correctly (see the RTB)  Dr29						
Motor lock SR4090/SR4100: Shift motor 008 correctly correctly (see the RTB)  Paper end Still displayed after paper refilled 006 D728 color Controller E-22B Ver.1.0 firmware 22B Ver.1.0 firmware 24B						
Motor lock SR4090/SR4100: Shift motor 008 correctly correctly (see the RTB)  Paper end Still displayed after paper refilled 006 D728 color Controller E-22B Ver.1.0 firmware 22B Ver.1.0 firmware 24B					2. The flange of the	
Motor lock  SR4090/SR4100: Shift motor  Paper end  Paper end  Detected by mistake  Tandem tray  Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctty." Displayed  Displayed and the paper stack knocks the feeler off the paper feed unit.  Tandem tray  Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctty." Displayed  Attach the bushing correctly (see the RTB)  Install required patch(es).  Displayed  Attach the bushing correctly (see the RTB)  Install required patch(es).  Displayed  Dis						
Motor lock SR4090/SR4100: Shift motor   Paper end Still displayed after paper refilled   Paper end Detected by mistake   Tandem tray Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed    Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed    Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed    Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed    Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed    Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed    Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed    Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed    Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed    Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed    Does not lift; "Reduce paper in the tray(s) to the side fence in the paper stack knocks the feeler off the paper stack knocks the feeler off the paper freed unit.    Does not lift; "Reduce paper in the tray(s) to the side fence in the paper stack knocks the feeler off the paper stack knocks the feeler off the paper stack knocks the feeler off the paper stack knocks the feeler off the paper stack knocks the feeler off the paper stack knocks the feeler off the paper stack knocks the feeler off the paper stack knocks the feeler off the paper stack knocks the feeler off the paper stack knocks the feeler off the paper stack knocks the feeler off the paper stack knocks the feeler off the paper stack knocks the feeler off the paper stack knocks the feeler off the limit and the paper stack knocks the feeler off the paper stack knocks the side fence in the stall required patch(es).  The paper tray is the stal						
Motor lock SR4090/SR4100: Shift motor   Paper end Still displayed after paper refilled   Paper end Detected by mistake    Data correctly   Dat						
Paper end Still displayed after paper refilled  Paper end  Still displayed after paper refilled  D729 Color Controller E-22B Ver.1.0 firmware patch(es).  D728 Color Controller E-24B Ver.1.0 firmware patch(es).  D848 Ver.1.0 firmware patch(es).  D850 The paper tray is filled over the limit, and the paper stack knocks the feeler off the paper feed unit.  D851 Tandem tray  D851 The right tandem tray is not set far enough into the tray, and the paper stack it correctly." Displayed  D852 The right tandem tray is not set far enough into the tray, and the set it correctly." Displayed  D853 D854 D729 Color Controller E-24B Ver.1.0 firmware patch(es).  The paper tray is filled over the limit, and the paper stack knocks the feeler off the paper feed unit.  Tandem tray  D855 The right tandem tray is not set far enough into the tray, and the set sensor cannot detect the actuator on the end fence.  D137 D137 D138 D138 D139 D139 D139 D139 D139 D139 D139 D139						
Paper end Still displayed after paper refilled  Paper end  Still displayed after paper refilled  D729 Color Controller E-22B Ver.1.0 firmware patch(es).  D728 Color Controller E-24B Ver.1.0 firmware patch(es).  D848 Ver.1.0 firmware patch(es).  D850 The paper tray is filled over the limit, and the paper stack knocks the feeler off the paper feed unit.  D851 Tandem tray  D851 The right tandem tray is not set far enough into the tray, and the paper stack it correctly." Displayed  D852 The right tandem tray is not set far enough into the tray, and the set it correctly." Displayed  D853 D854 D729 Color Controller E-24B Ver.1.0 firmware patch(es).  The paper tray is filled over the limit, and the paper stack knocks the feeler off the paper feed unit.  Tandem tray  D855 The right tandem tray is not set far enough into the tray, and the set sensor cannot detect the actuator on the end fence.  D137 D137 D138 D138 D139 D139 D139 D139 D139 D139 D139 D139						
Paper end  Still displayed after paper refilled  D729 006 22B Ver.1.0 firmware patch(es).  Color Controller E-42B Ver.1.0 firmware patch(es).  Install required p	Motor lock	SR4090/SR4100: Shift		Bushing not installed	Attach the bushing	
Paper end  Detected by mistake  Date tested by match (es).  Attach the following part to the set by to the to the side fence in each paper tray (D1356747  Sheep tested by attack the spinal by to the total by attack the spinal by to the side fence in each paper tray (D1356747  Sheep tested by the tested by the tested by the tested by the tested by the tested by the tested by the tested by						
Paper end  Detected by mistake  Date tested by mistake	Paper end				•	
Paper end  Detected by mistake  Database Paper end  Detected by mistake  Database Paper end  Detected by mistake  Database Paper end  Detected by mistake  Database Paper tray is filled over the limit, and the paper stack knocks the feeler off the paper feed unit.  Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Database Paper tray is filled over the limit, and the paper stack knocks the feeler off the paper feed unit.  Tandem tray  Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Database Paper tray (D1356747 SHEET:GUIDE:FEELER Paper tray (D		paper refilled				
Paper end  Detected by mistake  D135 052 D137 055 D137 055 D137 D058 D137 D059 D068 D135 D135 D135 D135 D135 D135 D135 D135					•	
Tandem tray  Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Displayed						
Tandem tray  Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Displayed  Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Displayed	Paper end	Detected by mistake				
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Tandem tray  Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  D135  D135  D137  D135  D137  D137  D137  D135  D137  D135  D137  D135  D135  D137  D135  D13						
Tandem tray  Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  D135 D137 O59 D135 D137 O59 D137 O59 D135 The right tandem tray is not set far enough into the tray, and the set sensor cannot detect the actuator on the end fence.  D135 D135 The end fence is not positioned correctly, so the tandem tray set sensor cannot  Check the spring, end fence, and pins as explained in the RTB.			055			
Tandem tray  Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  D135 D137 O59 D135 The right tandem tray is not set far enough into the tray, and the set sensor cannot detect the actuator on the end fence.  D135 D135 The end fence is not positioned correctly, so the tandem tray set sensor cannot  Check the spring, end fence, and pins as explained in the RTB.				the paper feed unit.		
Tandem tray  Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed  D135 D137 D137 D137 D137 D137 D137 D135 D135 D135 D135 D135 D135 D135 D135						
paper in the tray(s) to the limit mark and reset it correctly." Displayed  D137  O59  D135  D135  O66  D135  The end fence is not positioned correctly, so the tandem tray set sensor cannot  Set sensor cannot detect the actuator on the end fence.  D135  O66  D135  The end fence is not positioned correctly, so the tandem tray set sensor cannot  Set sensor cannot detect the actuator on the end fence, and pins as explained in the RTB.	Tandom tray	Doos not lift: "Doduce	D12E	The right tendent tree		
the limit mark and reset it correctly." Displayed  D137 set sensor cannot detect the actuator on the end fence.  D135 The end fence is not positioned correctly, so the tandem tray set sensor cannot  The limit mark and reset into the tray, and the set sensor cannot  Check the spring, end fence, and pins as explained in the RTB.	ranuem nay	•				
it correctly." Displayed  D137 set sensor cannot detect the actuator on the end fence.  D135 The end fence is not positioned correctly, so the tandem tray set sensor cannot  Check the spring, end fence, and pins as explained in the RTB.			042		explained in the KTD.	
059 detect the actuator on the end fence.  D135 The end fence is not positioned correctly, so the tandem tray set sensor cannot  O60 detect the actuator on the end fence.  Check the spring, end fence, and pins as explained in the RTB.			D137	l		
on the end fence.  D135 The end fence is not positioned correctly, so the tandem tray set sensor cannot  On the end fence.  Check the spring, end fence, and pins as explained in the RTB.		l correctly. Displayed				
D135 The end fence is not positioned correctly, so the tandem tray set sensor cannot Check the spring, end fence, and pins as explained in the RTB.						
positioned correctly, so the tandem tray set sensor cannot fence, and pins as explained in the RTB.			D135		Check the spring end	
so the tandem tray explained in the RTB.						
set sensor cannot						
					explained in the IVI b.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Tandem tray	Does not lift	D135 128 D137 165	The feeler of the right tandem tray end fence is retracted.	Attach a spacer (D1369504) to the side plate.	
Tandem tray	Burrs along the edge of the tandem tray side fence	D135 155a		Attach protective sheets to the areas with the burrs (front and rear sides) as shown in the RTB.  P/N: D1369921 (includes 2 pcs)	
Tandem tray	Left tray does not move correctly	D135 139a	The feeler of the Rear Fence Home Position sensor is stuck	Remove the sensor cover and correct the feeler. See the RTB for a procedure.	
Tandem tray	Paper stack not shifted from left to right	D137 207	The bottom plate of the right tandem tray is not level	Check if the bottom plate of the right tandem tray is level. If not level, correct it using the procedure in the RTB.	
Bypass tray	The bypass tray unit may open unexpectedly, especially if the bypass tray is stacked with a heavy stack of sheets	D137 216	The spring used for locking the bypass tray unit is not strong enough.	Do any of the solutions below. See the RTB for details.  a) Instruct the machine operator to confirm that the bypass tray unit is securely closed, especially after recovering from jams. b) Replace with the new spring (p/n: AA062175) that keeps the unit tightly closed. c) Add the mylar sheet (p/n: D2612714), which is also effective in keeping the unit closed.	
Tray full detected too early	Finisher proof tray	D135 099 D137 123	Weak paper buckles and stays at the proof end fence. The proof tray sensor becomes blocked and wrongly detects the proof tray to be full.	Set the proof support tray included with the finisher on the proof tray.	
USB slot	Does not activate when the machine is turned on	D135 009h D137 012f	System/Copy firmware	Install version 1.09 or newer.	



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Reissued: End of June, 2018

Subject	Symptom	RTB#	Cause	Solution	Rank
Size not	Original size in mixed	D135	Sensor actuators	Update the ADF	
detected	size mode; can cause	075b	chatter after the	firmware to Version	
correctly	customer to be	D137	original passes	01.310:16 or newer.	
	overcharged	088a			
Broken lever	D1 lever, transport belt	D135	Screw is too short	Replace the screw as	
	unit	103	and the lever	described in the RTB.	
			becomes loose		
No power	AP/EU models	D135	Damaged PSU-ECO	Install a modified PSU	
		150a	and a blown fuse	and replace the fuse.	
		D137	FU105 on the AC		
		182d	drive board.		
Broken pins	Pins of the duplex guide	D137	Guide plate not	Take note of the following	
	plate break when	189	installed correctly or	when removing the duplex	guide
	removing the guide		not removed correctly	plate.	
	plate.			1. From the left hand side,	
				through both right and left	holes
				and slide the guide plate	
				straight.	
				2. Lower the guide plate a	
				15 degrees when releasin	g the
				pins from the holes.	la 4 . !
				3. If the bracket gets caug	
				the groove on the left pin,	iiit up
Damaged PCB	IOB Board	D135	Engine firmware	the guide plate. Install version 1.38:08 or r	NO.LIOT
Damaged PCB	IOB Board	002r	Engine iliniware	Install version 1.36.06 of 1	iewei.
		D137			
		008n			
Motors do not	Some motors do not	D615	Multi-Folding Unit	Install version 02.050:02	
activate	activate in the	001c	FD4000 firmware	or newer.	
activate	initialization process	0010	1 D4000 IIIIIWale	of flewer.	
	when turning ON the				
	power or recovering				
	from energy saver				
	mode.				
	mode.				



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Model: Ch-C1 Date: 31-Aug-13 No.: RD135000s

#### 11. Others

Subject	Symptom	RTB#	Cause	Solution	Rank
Machine stalls	When the dust	D135	Engine firmware	Install version 1.24:08 or newer.	
	detection function is	002d			
	cancelled while using	D137			
	the SPDF	008a			
Machine stalls	When the page range	D728	Color Controller	Install required patch(es).	
	of a printed job is	003a	E-42B Ver.1.0		
	changed and the job		firmware		
	reprinted	D729	Color Controller	Install required patch(es).	
		005,	E-22B Ver.1.0		
NA 1 ' ( II	D: (:	006	firmware		
Machine stalls	- Printing a web page	D135	Printer firmware	Install version 1.04 or newer.	
	- CAP/ELP	010b			
		D137			
Machine stalls	When the device	013b	Java VM v11	Install varsion 11 14 02 or	
iviaciline stalls	receives a lot of data	Gene 061e	Update Tool	Install version 11.14.02 or newer.	
	receives a lot of data	Gene	Java VM v11 for	Tilewei.	
		059f	eDC firmware		
Machine stalls	When running with	D135	System/Copy	Install version 1.09 or newer.	
Machine Stalls	the copy connector	009h	firmware	ilistali versiori 1.09 or flewer.	
	and the cover	D137	iiiiiwaic		
	interposer.	012f			
Machine stalls	If it takes longer than	D135	System/Copy	Install version 1.09 or newer.	
	1 minute to receive a	009h	firmware		
	fax with the sleep	D137			
	mode timer set to "1	012f			
	min".				
Machine stalls	After an original jam	D135	Engine firmware	Install version 1.31:08 or newer.	
	is cleared	002k			
		D137			
		008g			
Machine stalls	When "Continue" is	D728	Color Controller	Install required patch(es).	
	selected if paper is	005	E-42B Ver.1.0		
	stuck in the		firmware		
	SR4090/SR4100				
	stapler tray.	D 46 =	- c		
Machine stalls	The LCD stalls when	D135	Fax firmware	Install version 06.00.00 or	
	a Document Server	003d		newer.	
Machine stells	document is deleted.	D425	Cyptom/Cony	Install version 4.40.4 or never	
Machine stalls	When the document	D135 009i	System/Copy	Install version 1.10.1 or newer.	
	box screen appears	D137	firmware		
	screen appears after repeatedly logging in	012g			
	and out with user	0129			
	authentication.				
Machine stalls	When printing a	D135	PCL firmware	Install version 1.09 or newer.	
Machine Stans	PCL5 host-printing	001e	1 OL IIIIIWaie	motali version 1.03 of newel.	
	job in which 32,000	D137			
	or more fill patterns	007e			
	are specified				
L	1		1	1	<u> </u>



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Subject	Symptom	RTB#	Cause	Solution	Rank
Machine stalls	When returning from	Gene	Java VM v11	Install version 11.26.04 or	
	energy saver mode, if	061v	Update Tool	newer.	
	CAP v2 is installed	Gene	Java VM v11 for	Install version 11.26.04 or	
		059w	eDC firmware	newer.	
Machine stalls	When the machine	Gene	Java VM v11	Install version 11.26.04 or	
	switches to offline	061v	Update Tool	newer.	
	mode (such as when	Gene	Java VM v11 for	Install version 11.26.04 or	
	entering user tools	059w	eDC firmware	newer.	
NA 1: ( II	mode)	D 405	0 1 10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
Machine stalls	Operation panel	D135	System/Copy	Install version 1.15 or newer.	
	hangs when trying to log out from user	009p D137	firmware		
	authentication with	012n			
	the "Reset" key	01211			
Machine stalls	With Booklet Finisher	D703	Finisher_SR4090	Install version 02.350:10 or	
Wacriiric Stalis	SR4100 and Mail	001u	SR4100	newer.	
	Box CS4010.	0010	firmware	newer.	
Machine stalls	When trying to	D135	System/Copy	Install version 1.16 or newer.	
Widomiro otalio	display a thumbnail	009r	firmware	motali voicion ni io di nomon	
	of the scanned data	D137			
		012p			
Machine stalls	While waiting to scan	D135	System/Copy	Install version 1.17 or newer.	
	the next original for	009r	firmware		
	copying	D137			
		012p			
Machine stalls	If the tray runs out of	D135	System/Copy	Install version 1.17 or newer.	
	paper while in printer	009r	firmware		
	mode	D137			
NA 1: ( II	16 (1 ( ) ) ( ) ( )	012p	D: ( C		
Machine stalls	If that a direct print is	D135	Printer firmware	Install version 1.10 or newer.	
	performed on a	010i D137			
	device with ELP-NX	013i			
Machine stalls	v2 installed  If scanned from the	Gene	Java VM v11	Install version 11.32.04 or	
iviaci ii ie stalis	exposure glass with	080g	Update Tool	newer.	
	Size Setting disabled.	Gene	Java VM v11 for	ilowol.	
	Liza cotting aloubled.	079h	eDC firmware		
Machine stalls	If paper is left in the	D707	Finisher_SR4110	Install version 01.140:04 or	
Widomino otalio	staple tray when the	001d	firmware	newer.	
	machine power is	00.0			
	turned ON and then				
	removed from the				
	tray before the				
	finisher completes				
	initialization.				
Machine stalls	When a copy is	D135	Mailbox_CS4010	Install version 01.020:03 or	
	printed to the Mail	020d	firmware	newer.	
	Box after recovering				
	from energy saver				
	mode.				



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Subject	Symptom	RTB#	Cause	Solution	Rank
Machine stalls	When receiving a job immediately after completing a job	D135 002z D137 008v	Engine firmware	Install version 1.47:08 or newer.	
Machine stalls	When in "Printing" status, if switched to the Silent mode while the engine is OFF.	D135 002z D137 008v	Engine firmware	Install version 1.47:08 or newer.	
Machine stalls	During use of application on @Remote connected machines	D136 5760T	System/Copy firmware	Install version 1.18 or newer.	
Machine stalls	If the Cover Interposer runs out of paper during the job and the tray is reloaded	D136 5760T	System/Copy firmware	Install version 1.18 or newer.	
Machine stalls	When printing a heavy-duty job	D136 5775K	PCL firmware	Install version 1.13 or newer.	
Machine stalls	During PDF direct printing if a job contains a Bezier curve	D136 5778E	PDF firmware	Install version 1.06 or newer.	
Machine is slow	Copy speed down when using the punch without stapling on Finisher SR4090/SR4100.	D135 002d D137 008a D135 027 D137 034	Engine firmware	Install version 1.24:08 or newer.	
Machine is slow	Machine takes an extra minute to shut down	D135 009a D137 012	System/Copy firmware	Install version 1.03.2 or newer.	
Machine is slow	Takes one minute for web page to appear	D135 023a D137 024a	Browser firmware	Install version 1.01.00 or newer.	
Machine is slow	When the cover interposer or SR4110 are installed	D135 002e D137 008b	Engine firmware	Install version 1.25:08 or newer.	
Machine is slow	When paper less than 170mm in length is fed from the RT4030.	D135 002e D137 008b	Engine firmware	Install version 1.25:08 or newer.	
Machine is slow	During punch jobs with SR4090/4100	D135 002g D137 008d	Engine firmware	Install version 1.27:08 or newer.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Machine is slow	Productivity in color mode is lower if paper is alternately fed from trays 1, 2, and 3.	D135 002k D137 008g	Engine firmware	Install version 1.31:08 or newer.	
Machine is slow	Recovery from Energy Saver mode is about 1.5 s slower than normal.	D135 002k D137 008g	Engine firmware	Install version 1.31:08 or newer.	
Machine is slow	Slow to enter the SP mode after turning on the main power switch.	D135 009i D137 012g	System/Copy firmware	Install version 1.10.1 or newer.	
Machine is slow	If a print job is submitted while printing a job using folding	D135 009i D137 012g	System/Copy firmware	Install version 1.10.1 or newer.	
Machine is slow	It takes about 3 seconds to switch between applications	D135 018e D137 019d	Opepanel firmware	EU/CHN: Install version 1.08 or newer. US/ASIA: Install version 1.01 or newer.	
Machine is slow	Long time between jobs: When printing with Windows, and the RAW protocol is used for the standard TCP/IP port.	D135 016f D137 026f	Network Support firmware	Install version 12.66 or newer.  Also requires Remote Fax firmware v05.00.00 (D1365763E) or later.	
Machine is slow	Saddle stitching DLT/Letter/Legal on the SR4100	D135 002r D137 008n	Engine firmware	Install version 1.38:08 or newer.	
Machine is slow	Wireless LAN: When WPA2 and A-MPDU are enabled, printing is slow	D135 009n D137 012k	System/Copy firmware	Install version 1.13 or newer.	
Machine is slow	Keyboard response is slow when using the Web Scanner application	D135 023e	Browser firmware	Install version 1.05.00 or newer.	
Machine is slow	Ripping is slow if a PDF file is imported	D729 064	Color Controller E-22B Ver.1.1 firmware	Install required patch(es).	
		D728 033	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Machine is slow	Printing is very slow	D135 162b D137 206	External vibration is transmitted to the HDD	Compare the output speeds with and without sorting. If sorting is slower by more than 50%, make sure that the projections on the HDD bracket do not touch the HDD, or replace the HDD bracket with a new type (D136 5978). See the RTB for the full procedure.	
Machine is slow	The waiting time between jobs is longer than expected between stapling jobs run consecutively from E-22B/E-42B.	D135 009r D137 012p	System/Copy firmware	Install version 1.17 or newer.	
Machine is slow	When CTS protection is enabled, the throughput for wireless LAN is reduced	D135 009r D137 012p	System/Copy firmware	Install version 1.16 or newer.	
Machine is slow	The device pauses for 20 to 30 seconds when a job that contains more than 100 pages is to be stapled	D135 010i D137 013i	Printer firmware	Install version 1.10 or newer.	
Machine is slow	It takes time to resume a job if it was suspended while in Energy Saver mode	D136 5772M	Printer firmware	Install version 1.12 or newer.	
Machine is slow	When a spreadsheet containing many cells with patterns that are different from the default pattern is printed from Microsoft Excel 2013	D136 5778E	PDF firmware	Install version 1.06 or newer.	
Machine is slow	Printing is not as fast as the past model if CAP V2 is installed	D136 5780P D136 5780P	Java VM v11 for eDC firmware Java VM v11 Update Tool	Install version 11.39.02 or newer	
Machine is slow	The print speed decreases in booklet stapling jobs using Plockmatic	D136 5522H	Engine firmware	Install version 1.49:08 or newer.	
Machine is slow	Jobs may take longer than expected, if printing multiple copies	SP6_FI	T101776836	E-22B: Install the required patch(es).	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Energy saver mode	A Java VM internal process changes the configured sleep timing.	Gene 059b	Java VM v11 for eDC firmware	Install version 11.10.02 or newer.	
Energy saver mode	No recovery from energy saver mode	D135 009h D137 012f	System/Copy firmware	Install version 1.09 or newer.	
Energy saver mode	No recovery from energy saver mode	D135 011a D137 014a	PowerSaving Sys firmware	Install version F.17 or newer.	
Energy saver mode	No recovery from energy saver mode	D728 012	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
		D729 031	Color Controller E-22B Ver.1.1 firmware	Install required patch(es).	
Energy saver mode	No recovery from energy saver mode	D135 009m D137 012j	System/Copy firmware	Install version 1.12 or newer.	
Energy saver mode	"Please wait"does not clear after recovering from Low Power mode.	D135 002s D137 008o	Engine firmware	Install version 1.39:08 or newer.	
Counters	The PM counter for the Refresh Roller is cleared when the PM counter for the Fusing Unit is cleared.	D137 008	Engine firmware	Install version 1.22:08 or newer. Pro version only	
Counters	The PM counter for the fusing web counts up incorrectly when the door is opened and closed	D135 002j	Engine firmware	Install version 1.30:08 or newer.	
Counters	The B/W counter includes blank sheets fed from the	D728 015	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
	Interposer Tray.	D729 029	Color Controller E-22B Ver.1.1 firmware	Install required patch(es).	
Counters	The remaining life of parts in SP7951-*** and SP7952-*** is always shown as "255"	D135 002u D137 008q	Engine firmware	Install version 1.41:08 or newer.	
Counters	Distance based counters of the YMC units (PCDU, etc.) count up when in b/w mode	D135 002u D137 008q	Engine firmware	Install version 1.41:08 or newer.	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Counters	Rotation counter distance of the YMC PCDU is less than actual	D135 002z D137 008v	Engine firmware	Install version 1.47:08 or newer.	
Counters	An invalid value is returned when obtaining the counter MIB during device shutdown	D136 5760V	System/Copy firmware	Install version 1.19 or newer.	
Initialization not correct	When recovering from a staple motor jam.	D703 001d	Finisher_SR4090 _SR4100 firmware	Install version 02.040:10 or newer.	
Setting not applied	Collate setting in the driver is not applied	D135 001a D137 007a	PCL firmware	Install version 1.05 or newer.	
		D135 014a D137 017a	RPCS firmware	Install version 3.13.21 or newer.	
Setting not applied	Time correction for Summer Time	D135 009h D137 012f	System/Copy firmware	Install version 1.09 or newer.	
Setting not applied Printer driver setting does not work correctly when the job is later edited by Impose.	does not work	D728 018	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
	D729 026	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).		
Setting not applied	Tray priority "Driver/Command" for Bypass Tray is not honored.	D728 014	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
		D729 028	Color Controller E-22B Ver.1.1 firmware	Install required patch(es).	
Setting not applied	When the print settings are changed for a stored document that includes a banner page	D135 001d D137 007d	PCL firmware	Install version 1.08 or newer.	
Setting not applied	When opening a program after Simple Screen has been applied on the home screen, the program settings are not retrieved.	D135 006d D137 011d	Scanner firmware	Install version 01.06 or newer.	



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SubjectSymptomRTB #CauseSolutionSetting not appliedIf a job in the queue is printed again by changing the shiftD728Color Controller E-42B Ver.1.1Install required patch E-42B Ver.1.1	
applied is printed again by 051 E-42B Ver.1.1 changing the shift firmware	
changing the shift firmware	(es).
mode, the new shift	
setting is not honored	
Setting not Tray paper settings D729 Color Controller Install required patch	(AS)
applied associated to the 078 E-22B Ver.1.1	(03).
bypass tray are firmware	
released	
Setting not In ELP-NX, "Change Gene Java VM v11 for Install version 11.37.0	00 or
applied Print Settings" is not 079p eDC firmware newer.	
set correctly Gene Java VM v11	
080o Update Tool	
Setting not The number of D136 PDF firmware Install version 1.06 or	r newer.
applied copies specified by 5778E	
the PJL command in	
a PDF job cannot be	
overwritten to "1" by	
SDK applications	
Reports Some of the default D135 System/Copy Install version 1.07.1	or newer.
values / setting 009e firmware	
values in the SMC D137	
printout are incorrect. 012c	
Reports Cannot print some D135 GWFCU3.8- Install version 04.00.0	00 or
lists when LT (SEF)   007b   1(WW) firmware   newer.	
or HLT (LEF) is	
selected for printing.	
Reports Configuration page D729 Color Controller Install required patch	(es).
partly printed in 051 E-22B/E-22C	
German Ver.1.1 firmware	
Logs Nonexistent errors D135 Network Support Install version 12.67	or newer.
are recorded in the 016g firmware	
system logs D137	
026g	1 0 1 10 110 11
D136 Network Support Install version 12.71	or newer.
Logs Job Log record D729 Color Controller Install required patch	(AS)
incorrect when 062 E-22B/E-22C	(63).
printing from Hot Ver.1.1 firmware	
Folder	
Logs The number of color D728 Color Controller Install required patch	(es).
pages printed is not 044 E-42B Ver.1.1	(-5).
logged by user firmware	
D729 Color Controller Install required patch	(es).
075 E-22B/E-22C	( = - / ·
Ver.1.1 firmware	
Setting not SP1302-005 (Double D135 System/Copy Install version 1.07.1	or newer.
applied Feed Detect for LCT)   009e   firmware	
correctly and SP1302-006 D137	
(Double Feed Detect   012c	
for Bypass Tray) are	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Setting not applied correctly	SMB client timeout configuration is not correctly applied in the device	D136 5769L	Network Support firmware	Install version 12.71 or newer.	
Settings not imported	When importing the device settings	D135 016b D137 026b	Network Support firmware	Install version 12.63.6 or newer.	
Settings change	If logged in with user authentication, some fax settings change	D136 5762K	Fax firmware	Install version 10.00.00 or newer.	
Memory leak	When DHCP v6 is enabled, and turning the power off and then on	D135 016b D137 026b	Network Support firmware	Install version 12.63.6 or newer.	
File corruption on host computer	Excel file is corrupted	D729 012	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Application switching	Not done when Streamline NX or 3rd vendor application switches the normal application on the operation panel.	Gene 061e Gene 059f	Java VM v11 Update Tool Java VM v11 for eDC firmware	Install version 11.14.02 or newer.	
SP Mode	Pro models only: Not clear how Adjustment Settings for Operators are related to SP modes	D137 092		See the tables in the RTB.	
SP Mode	Toner Bottle Log SPs not displayed	D135 002u D137 008q	Engine firmware	Install version 1.41:08 or newer.	
OCR	Incorrect search results	D135 009h D137 012f	System/Copy firmware	Install version 1.09 or newer.	
		Gene 061v Gene 059w	Java VM v11 Update Tool Java VM v11 for eDC firmware	Install version 11.26.04 or newer. Install version 11.26.04 or newer.	
Cannot select a feature	"2-color print mapping" is not displayed.	D729 013	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es). PS Printer Driver Ver.1.1.2 / PCL Printer Driver Ver. 1.1.0.0 or later should be used	
Cannot select a feature	Half-fold option is grayed out	D729 061	Color Controller E-22B Ver.1.1 firmware	Install required patch(es).	
Cannot select a feature	Color Mode setting is not available for booklet cover page	D729 061	Color Controller E-22B Ver.1.1 firmware	Install required patch(es).	



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Subject	Symptom	RTB#	Cause	Solution	Rank
Cannot select a feature	Combine separation does not work with spot color jobs	D729 066	Color Controller E-22B Ver.1.1 firmware	Install required patch(es).	
Machine reboots	When printing PCL5 jobs that include a scalable font	D135 001b	PCL firmware	Install version 1.06 or newer.	
Machine reboots	After cancelling scanning	D258 5760P D261 5760P	System/Copy firmware	Install version 1.11 or newer.	
Machine reboots	When doing Scan to Folder	D136 5769L	Network Support firmware	Install version 12.71 or newer.	
Limitcheck error	When printing jobs that contain extremely small images that are difficult to draw	D135 012b D137 015b	PDF firmware	Install version 1.04 or newer.	
Inquiry sheet	The waste toner bottle is not on the inquiry sheet.	D135 009k D137 012i	System/Copy firmware	Install version 1.11 or newer.	
Capture	Does not work if capture processing and either thumbnail or preview processing occur at the same time	D258 5760P D261 5760P	System/Copy firmware	Install version 1.11 or newer.	
Other	Remaining printing time displayed is incorrect for jobs printed from the document server	D136 5760V	System/Copy firmware	Install version 1.19 or newer.	