RICOH

Technical Bulletin

Reissued: End of June, 2018

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

RTB Reissue

The items in bold italics were changed.

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

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

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

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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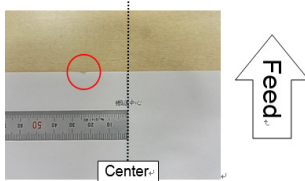Motors do not activate

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1. Paper Feed Errors

1.1. Jam

Subject	Symptom	RTB #	Cause	Solution	Rank
Jam 001/190	Jam 001/190 in stapling or shift mode	D703 001i	Finisher_SR4090_SR4100 firmware	Install version 02.240:10 or newer.	
Jam 003	Jam003 (Tray 1 no-feed)	D135 139 D137 180	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.	
Jam 003	Jam003 (Tray 1 no-feed)	D137 180a	The bottom plate of the right tandem tray is not level.	Make the bottom plate level. See the RTB for a procedure.	
Jam 003	Jam003 (Paper in Tray 1 not detected)	D137 180a	The paper end sensor feeler is defective.	Replace the paper set detection feeler with the modified one.	
Jam 003	Jam003 (Dog-ear at the leading edge)	D137 180a	Paper hits the guide plate of the feed unit.	Replace the guide plate unit with the modified one.	
Jam 003	Jam003 (Dog-ears and damaged leading edge)	D137 180a	The leading edge contacts the metal bracket that holds the feed roller, because the right tandem tray is lower than the target.	Attach the spacer (D1357559) to the right tandem tray to raise its height.	
Jam 003	Jam003 (Tray 1 no-feed) SC501-13	D137 187 D135 076a	The bottom plate of the right tandem tray is not level, because the belts and pulleys were incorrectly assembled.	Check if the bottom plate of the right tandem tray is level. If not level, correct it using the procedure in the RTB.	
Jam 003	Paper is not fed from the right tandem tray	D135 139a	The bottom plate of the right tandem tray is not level (incorrect assembly at the factory).	Check whether the plate is level. If not level, reattach the bracket. See the RTB for procedures.	
Jam 003	Paper on the right tandem tray is not detected	D135 139a	The paper end sensor feeler is defective.	Replace the feeler with modified parts as explained in the RTB.	
Jam 003	Dog-ear at the leading edge of the non-operator side	D135 139a	Paper interferes with the guide plate of the feed unit.	Replace the set detection feeler with a modified one.	
Jam 003	Dog-ears and damaged leading edge	D135 139a	The right tandem tray is too low	Attach a spacer (D1357559) to the right tandem tray to raise its height. See the RTB for how to do this.	
Jam 008	Jam008 when paper is fed from the bypass tray one by one. (ProC5100/5110 only)	D137 008e	Engine firmware	Install version 1.29:08 or newer.	
Jam 008	Jam 008	D137 089		Attach the new friction pad to the new bottom plate for the by-pass tray unit	

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

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Subject	Symptom	RTB #	Cause	Solution	Rank
Jam 058		D135 158	Damaged harness for the paper size sensor, caused by opening and closing the tray	Install new parts as explained in the RTB.	
Jam 066	Jam 66 (Torn or dog –eared originals)	D135 098	The original contacts the tab on the paper feed guide	Install a modified ADF guide, or cut off the tab	
Jam 074/097	Jam 074 then 097 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.	
Jam 085	Jam 85	D137 128	Harness (2nd duplex sensor) or spring (duplex driven roller) not installed correctly	Check the machine.	
Jam 085	Jam 85	D137 181a	Static electricity builds up in the duplex unit.	Install modified mylars as explained in the RTB (P/N D1384512)	
Jam 095	Jam 95 when paper is fed from tray 2 and tray 3.	D135 002i D137 008e	Engine firmware	Install version 1.29:08 or newer.	

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

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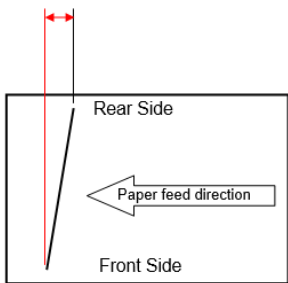| Subject	Symptom	RTB #	Cause	Solution	Rank
Jam 175	Jam 175 if paper with a width of 13 inches is fed for a Booklet + staple job.	D703 001n	Finisher_SR4090_SR4 100 firmware	Install version 02.280:10 or newer.	
Jam 176	Jam 176	D703 001h	Finisher_SR4090_SR4 100 firmware	Install version 02.220:10 or newer.	
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	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
		D729 005, 006	Color Controller E-22B Ver.1.0 firmware	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_SR4100 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		Color Controller E-42B Ver.1.1 firmware Install required patch(es)	
		SP6_ FIT101776836		E-22B: Install the required patch(es).	

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1.2.   Curl

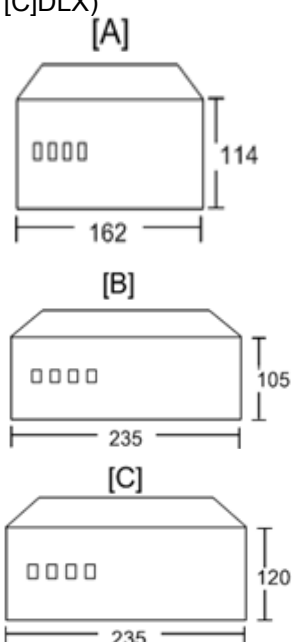| Subject	Symptom	RTB #	Cause	Solution	Rank
Curl	Leading edge curls when feeding out booklets with 2 staples	D703 001d	Finisher_SR4090_SR4 100 firmware	Install version 02.040:10 or newer.	
Curl	"Troubleshooting for Paper Curl" added to the service manual	D135 035			
Curl	Thin paper, no decurler unit	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		

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 001a	Finisher_SR4090_SR4 100 firmware	Install version 02.000:10 or newer.	
Creasing	Along the folded edge of a stapled booklet.	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).	
Wrinkle	Wrinkled within 50 mm of the trailing edge, using light weight A3/DLT paper	D135 133a D137 132b	1. Pressure from the idle rollers pushes the front and rear sides of the paper towards the center. 2. Backlash from the bearing holder	Replace the duplex inverter motor unit. The procedure is in the RTB.	

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1.5. Envelopes

Subject	Symptom	RTB #	Cause	Solution	Rank
Envelopes	Envelopes of certain sizes ([A]C6, [B]105 x 235, [C]DLX) [A] 0000 114 162 [B] 0000 105 235 [C] 0000 120 235	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.	
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

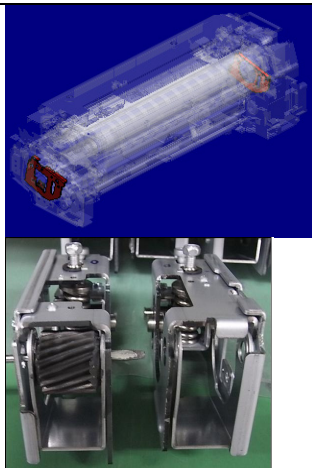| Subject	Symptom	RTB #	Cause	Solution	Rank
Torn paper	Jammed SRA3 paper is torn when the user pulls out the drawer unit to clear a jam (JAM 22).	D135 002a D137 008	Engine firmware	Install version 1.21:08 or newer.	
Torn paper	Paper edge may be damaged when paper contacts paper exit roller in stapling mode.	D703 001j	Finisher_SR4090_SR4 100 firmware	Install version 02.250:10 or newer.	

1.7. Other

Subject	Symptom	RTB #	Cause	Solution	Rank
Incorrect paper handling	Back cover	D728 003a	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
		D729 005, 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	
Machine asks for wrong paper type	Asks for SEF for PS test page when LEF is present, or for cover page	D728 003a	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
		D729 005, 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	
Wrong paper type selected	When printing a PDF from an application that uses the extended features of SDK/J	D135 010e D137 013e	Printer firmware	Install version 1.06 or newer.	
Paper fed from wrong tray	Stapling job: paper is fed from Bypass Tray after Paper End in Tray 1.	D729 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	
Paper fed from wrong tray	When printing a banner page from the bypass tray	D135 010e D137 013e	Printer firmware	Install version 1.06 or newer.	
Paper fed from wrong tray		D728 034	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
		D729 069	Color Controller E-22B Ver.1.1 firmware	Install required patch(es).	
Paper fed from wrong tray	Fed from main paper tray even though the driver specified the bypass tray	D135 010i D137 013i	Printer firmware	Install version 1.10 or newer.	
Paper mismatch error	Printing back-to-back jobs to the Bypass Tray	D135 010b D137 013b	Printer firmware	Install version 1.04 or newer.	
Paper size range out of spec	Minimum size for custom paper	D728 030	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
		D729 061	Color Controller E-22B Ver.1.1 firmware	Install required patch(es).	
Folded paper		D135 044b	Static electricity between paper and guide plates	Install modified guide plates See the RTB for the 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 faxes after the machine recovers from Energy Saver mode.	D135 003a	Fax firmware	Install version 03.00.00 or newer.	
		D135 007a	GWFCU3.8-1(WW) firmware	Install version 03.00.00 or newer.	
WIM	Incorrect wording: Swedish, Chinese	D135 005d D137 010b	Web Support firmware	Install version 1.14 or newer.	
WIM	"Fax Received File" is not displayed in the "Print Job/Stored File" menu	D135 004a D137 009a	Web Uapl firmware	Install version 1.07 or newer.	
		D135 004b D137 009b	Web Uapl firmware	Install version 1.08 or newer.	
WIM	Pro C5100S/C5110S: "Paper Weight 7" and "Paper Weight 8" do not appear as options.	D137 010d	Web Support firmware	Install version 1.16 or newer.	
WIM	Incorrect wording: Korean	D135 005f D137 010d	Web Support firmware	Install version 1.16 or newer.	
WIM	Cannot view the Web Image Monitor after sending a PC-Fax.	D136 5763H	Remote Fax firmware	Install version 08.00.00 or newer.	
WIM	The list of installed applications is not displayed in Extended Feature Info	D258 5760P D261 5760P	System/Copy firmware	Install version 1.11 or newer.	
Address book	Cannot restore correctly	D135 005b D137 010a	Web Support firmware	Install version 1.12 or newer.	
Address book	The user's title from the address book does not display correctly on the operation panel	D135 009m D137 012j	System/Copy firmware	Install version 1.12 or newer.	
Address book	If user authentication is enabled, the address book cannot be updated from Web Image Monitor when the device is in energy-saving mode.	D135 006c D137 011c	Scanner firmware	Install version 01.05 or newer.	
Address book	Some fields in the address book on the device are not overwritten	D258 5760P D261 5760P	System/Copy firmware	Install version 1.11 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Rank
Address book	After exporting the address book from Device Manager NX, the exported data cannot be imported	D258 5760P D261 5760P	System/Copy firmware	Install version 1.11 or newer.	
@Remote	Communication fails	D135 009d D137 012b	System/Copy firmware	Install version 1.06 or newer.	
		D135 016a D137 026a	Network Support firmware	Install version 12.63.3 or newer.	
@Remote	Part description is missing in the alert mail.	D135 009k D137 012i	System/Copy firmware	Install version 1.11 or newer.	
@Remote	Inappropriate PM part alert calls are sent through @Remote	D136 5760V	System/Copy firmware	Install version 1.19 or newer.	
Internet access	"400 - Bad Request" when using a proxy server	D135 023b	Browser firmware	Install version 1.02.00 or newer.	
IP address	Cannot get IP address when PEAP or TTLS is used as the IEEE 802.1X authentication method and the server certification check is disabled	D135 016b D137 026b	Network Support firmware	Install version 12.63.6 or newer.	
IP address	If @Remote is enabled, the IP address is shown as "0.0.0.0" on the Configuration Page.	D135 009i D137 012g	System/Copy firmware	Install version 1.10.1 or newer.	
Fax	"An error has occurred. Cancelling transmission job...". appears when sending a fax	D135 003c	Fax firmware	Install version 05.00.00 or newer.	
Fax	A fax job stalls if a network printing job is received just after a network printing time-out error occurred in the previous job.	D135 002k D137 008g	Engine firmware	Install version 1.31:08 or newer.	
Fax	Fax stalls when deleting addresses for broadcasting	D135 003d	Fax firmware	Install version 06.00.00 or newer.	
Fax	Cannot receive an IP Fax.	D135 008e	Remote Fax firmware	Install version 06.00.00 or newer.	
Fax	A stored received fax is deleted if a paper loading error occurs during printing	D135 003f	Fax firmware	Install version 08.00.00 or newer.	

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

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Subject	Symptom	RTB #	Cause	Solution	Rank
Wireless LAN	The device cannot communicate when using the WMM (Wi-Fi Multimedia) function.	D135 009n D137 012k	System/Copy firmware	Install version 1.13 or newer.	
Wireless LAN	When CTS protection is enabled, throughput for wireless LAN is reduced.	D135 009r D137 012p	System/Copy firmware	Install version 1.16 or newer.	
Data not received	Packet data is not received if the incoming data is larger than the threshold for fragmentation that is set in the access point settings.	D135 009n D137 012k	System/Copy firmware	Install version 1.13 or newer.	
Connection bad or lost	If the network is disconnected and reconnected; controller must be rebooted	D729 048a	Color Controller E-22B/E-22C Ver.1.1 firmware	Install the required patch(es).	
Connection bad or lost	The DSDK application fails to connect to the LDAP server when using Kerberos authentication	Gene 079p	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080o	Java VM v11 Update Tool		
Connection bad or lost	***If the device has not being used a significant amount of time, functions that require a network connection might fail***	***D136 5769L***	***Network Support firmware***	***Install version 12.71 or newer.***	
Connection bad or lost	If entering and recovering from energy saving mode is repeated without power OFF/ON on @Remote connected machines	D136 5760T	System/Copy firmware	Install version 1.18 or newer.	
E-mail	When Simplified Chinese characters are used for user name, password, etc, data transmission fails	D135 009r D137 012p	System/Copy firmware	Install version 1.16 or newer.	
E-mail	When Simplified Chinese characters are used for user name, password, etc, the email contains garbled text	D135 009r D137 012p	System/Copy firmware	Install version 1.16 or newer.	
SSL	After applying the security update that changes the priority order for cipher suites, SSL communication fails	Gene 079p	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080o	Java VM v11 Update Tool		

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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 started	Motors are continuously turning	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.	
Job not started	Bypass tray	D135 010a D137 013a	Printer firmware	Install version 1.03 or newer.	
Job not started	Cannot print with Cover Interposer Tray	D728 003a	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
		D729 005, 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	
Job not started	Cannot store N-up job in the Document Server.	D729 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	
Job not started	Cannot store Gangup job with Impose in the Document Server.	D729 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	
Job not started	Cannot print custom size booklet with SR4090/4100.	D728 005	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
Job not started	Cannot save a job to the Document Server if the job is saved as dbp by SeeQuence.	D728 005	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
Job not started	Even after receiving printing data	D135 002r D137 008n	Engine firmware	Install version 1.38:08 or newer.	
Job not started	If the printer is set up using Bonjour, jobs cannot be printed after "Restart Fiery Service" from Mac OS.	D729 050	Color Controller E-22B/E-22C Ver.1.1 firmware	Install the required patch(es).	
Job not started	Job remains in the processing state when printing the job through Kingsoft Spreadsheets	D729 060	Color Controller E-22B/E-22C Ver.1.1 firmware	Install the required patch(es).	
Job not accepted	ELP-NX V2 does not accept the print job	Gene 061e	Java VM v11 Update Tool	Install version 11.14.02 or newer.	
		Gene 059f	Java VM v11 for eDC firmware		

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Subject	Symptom	RTB #	Cause	Solution	Rank
Job remains in queue	After removing a jam and completing the job.	D135 009b D137 012	System/Copy firmware	Install version 1.04 or newer.	
Job not processed	When "Tracking Permission" and "Stop Printing" are enabled in "Enhanced Print Volume Limitation", processing fails	Gene 079p	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080o	Java VM v11 Update Tool		
Job not processed	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.	
Cannot resume job	If the tray runs out of paper and is refilled	D135 009b D137 012	System/Copy firmware	Install version 1.04 or newer.	
Cannot resume job	With the Resume Printing button	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 resume job	With the Continue button	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 resume job	Cannot resume suspended job	D728 005	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
Job cancelled	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.	
Job cancelled	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.	
Job cancelled	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.	
Job cancelled	When using a bitmap font	D135 001e D137 007e	PCL firmware	Install version 1.09 or newer.	
Job cancelled	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.	

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

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Subject	Symptom	RTB #	Cause	Solution	Rank
Missing pages	When a feed error occurs with mixed size originals from the document feeder	D728 005	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
Missing pages	Some tabs are not printed, if tab pages are added in the Job Master.	D728 028	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
Extra pages	Extra tab pages in output when printing a mixed media job.	D729 017	Color Controller E-22B/E-22C Ver.1.1 firmware	Install the required patch(es).	
		D728 010	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
Pages printed twice	When a feed error occurs with mixed size originals from the document feeder	D728 005	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
Printing stops	If custom size job is sent by Excel	D729 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	
Printing stops	Merged job containing an odd number pages	D728 020	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
		D729 035a	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Printing stops	When the first sheet is in the inverter unit in a duplex job of two sheets or more, with Air Assist, using the LCIT 4030, and paper end occurs during the job	D135 002s D137 008o	Engine firmware	Install version 1.39:08 or newer.	
Printing stops	When running stapling jobs continuously with the Fiery controller	D135 009r D137 012p	System/Copy firmware	Install version 1.16 or newer.	
Blank pages printed	Blank pages generated while RIPping due to a failure of the PS interpreter.	D729 041, 045	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Blank pages printed	If the data contains a significant amount of graphics and/or transparent objects	D135 001h	PCL firmware	Install version 1.12 or newer.	
Blank sheet inserted	If the Cover Page is set with VDP Create Master.	D729 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	
Driver error	Mac OS: Cannot get printer configuration in the Driver tab	D729 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	
Duplex printing	Problems with mixed size originals	D729 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	

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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	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080o	Java VM v11 Update Tool		

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

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

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

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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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5. Operation Panel

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

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Wording error	"200dot + Fine Text" is falsely described as "200line + Fine Text" in the halftone printer driver setting.	D729 013a	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Page preview	Even-numbered pages of duplex jobs cannot be previewed from an SDK application.	D135 001b D137 007b	PCL firmware	Install version 1.06 or newer.	
		D135 012b D137 015b	PDF firmware	Install version 1.04 or newer.	
Icons not working	Simplified display: Icons on the Home Screen created by the user do not run the programs correctly.	D135 003d	Fax firmware	Install version 06.00.00 or newer.	
Screen does not appear	The document box screen does not appear when the machine power is turned on	D135 009i D137 012g	System/Copy firmware	Install version 1.10.1 or newer.	
Screen does not disappear	After entering the user code to start up the Copy application, the user code input screen does not disappear	D136 5760T	System/Copy firmware	Install version 1.18 or newer.	
Buttons greyed out	Tray Alignment buttons on Command WorkStation are greyed out, if the Bypass tray is selected	D728 022	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
		D729 040	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Incorrect characters displayed	Backslashes in an FTP folder path in the address book are displayed incorrectly	D135 009o D137 012m	System/Copy firmware	Install version 1.14 or newer.	
Freezes	If Secure jobs are continuously printed	D728 047	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
Freezes	While printing secure jobs continuously	D729 082	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Freezes	After pressing the interrupt key on the standard operation panel	D261 5760P	System/Copy firmware	Install version 1.11 or newer.	
Freezes	When searching for a custom paper that contains a 2-byte character in its name	D136 5760V	System/Copy firmware	Install version 1.19 or newer.	

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Freezes	*When a machine administrator logs in to the device, the "Scanner Features" screen suffers from low brightness and is unresponsive*	*D136 5760W*	*System/Copy firmware*	*Install version 1.20 or newer.*	
		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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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	Java VM v11 Update Tool	Install version 11.14.02 or newer.	
		Gene 059f	Java VM v11 for eDC firmware		

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

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7. Error Codes

1. SC

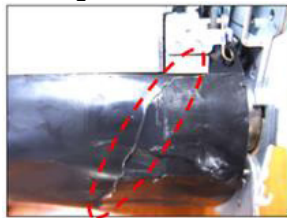| Subject	Symptom	RTB #	Cause	Solution	Rank
SC274 Image transfer error	When the value of SP2102-044 is less than 0.	D135 002n D137 008i	Engine firmware	Install version 1.32:08 or newer.	
SC286-02	When making B/W copies or prints	D135 157	Engine firmware	Install version 1.40:08 or newer.	
SC370-02 ID sensor calibration error (C)	If the machine runs process control with SP3-510-021 set to "1".	D135 009h D137 012f	System/Copy firmware	Install version 1.09 or newer.	
SC371 ID sensor output error	During Vsg adjustment	D135 002f D137 008c	Engine firmware	Install version 1.26:08 or newer.	
SC401 Development Gamma Low Error	Incorrect detection of toner amount	D135 002c D137 008	Engine firmware	Install version 1.23:08 or newer.	
SC410 Residual Voltage (Vr) Detection Error	Incorrect electrical potential detection	D135 002c D137 008	Engine firmware	Install version 1.23:08 or newer.	
SC442		D135 168	The worm gear for the DC motor is cracked.	Install a new motor: D1361212: DC MOTOR:ON-OFF:TRANSFER: ASS'Y	
SC446-03 ITB: Lock: Encoder 1/2 error		D135 015c D137 018a	TCDU firmware	Install version 2.00.6:04 or newer.	
SC460 Separation Power Pack Error (Leak)		D135 048b D137 064a	Poor grounding of the paper transfer unit	The customer should push the drawer unit further into the machine. If SC460 happened many times, replace the shaft and feeler with countermeasure parts as explained in the RTB.	
SC480-483 Drum cleaning motor: Lock		D137 072	Manufacturing error (missing E-ring)	Attach the missing e-ring as explained in this RTB.	
SC486 Bottle Waste Toner Lock Detection Error	After a new waste bottle is installed	D135 135 D137 173	The couplings are not engaged properly	Check and reset the couplings as explained in the RTB.	
SC486	After pulling out and pushing back in a full waste toner bottle.	D135 002z D137 008v	Engine firmware	Install version 1.47:08 or newer.	

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

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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.	Replace the heater inside the pressure roller, and then replace the shaft and feeler with the modified parts in accordance with RTB #RD135048.	
		D135 002i D137 008e	Engine firmware	Install version 1.29:08 or 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_SR4100 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	Java VM v11 Update Tool	Install version 11.32.04 or newer.	
		Gene 079h	Java VM v11 for eDC firmware		
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 Engine start up error	On MP C6502/8002 with CS4010, when continuous print jobs are ejected to different trays of CS4010.	D135 002i	Engine firmware	Install version 1.29:08 or newer.	
		D135 020b	MailBOX_ONTARIO-D firmware	Install version 01.010:02 or newer.	
SC670 Engine start up error		D135 002q D137 008m	Engine firmware	Install version 1.35:08 or newer.	
SC670 Engine start up error	With jam 058	D135 158	Damaged harness for the paper size sensor, caused by opening and closing the tray	Install new parts as explained in the RTB.	
SC670		D135 002v D137 008	Engine firmware	Install version 1.42:08 or newer.	
SC670	SC670-02 appears if jobs are run immediately after the preceding job completes	D136 5522H	Engine firmware	Install version 1.49:08 or newer.	
SC672-11 Controller start up error	When the machine is prompted to recover from Energy Saver mode	D135 011a D137 014a	PowerSaving Sys firmware	Install version F.17 or newer.	
SC672-11 Controller start up error	When the machine enters Energy Saver mode.	D135 011b D137 014b	PowerSaving Sys firmware	Install version F.18 or newer.	
SC672-12 Controller start up error	Scanner mode: HDD fills up	D135 009e D137 012c	System/Copy firmware	Install version 1.07.1 or newer.	
SC672 Controller start up error	When the machine is turned on	D135 009h D137 012f	System/Copy firmware	Install version 1.09 or newer.	
SC684-03, -05		D135 170 D137 008w	Engine firmware	Install version 1.48:08 or newer.	
SC687 PER Not Received Error	If a copy job is performed just after the machine recovers from Energy Saver mode	D135 002b D137 008	Engine firmware	Install version 1.22:08 or newer.	
SC687 PER Not Received Error	When using SPDF	D135 002d D137 008a	Engine firmware	Install version 1.24:08 or newer.	

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

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Subject	Symptom	RTB #	Cause	Solution	Rank
SC842-02 Number of times of Nand-Flash block erase exceeding the threshold	Machine works OK but this error appears if 'Check Status' is pressed, and SDK applications are installed	D135 057	System/Copy firmware	Install version 1.08 or newer.	
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 reception end)	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.	
		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
		D137 017b D137 027a	NetworkDocBox firmware	Install version 1.02 or newer.	
SC899 Software performance error (signal reception end)	When the machine recovers from energy saver mode	D135 009e D137 012c	System/Copy firmware	Install version 1.07.1 or newer.	
SC899 Software performance error (signal reception end)	When simultaneously printing from AppleTalk on a Mac and a different protocol in Windows	D135 016b D137 026b	Network Support firmware	Install version 12.63.6 or newer.	
SC899 Software performance error (signal reception end)	When printing with Microsoft Word	D135 014a D137 017a	RPCS firmware	Install version 3.13.21 or newer.	
SC899 Software performance error (signal reception end)	TrueType fonts that include problematic hinting data	D135 001b D137 007b	PCL firmware	Install version 1.06 or newer.	
SC899 Software performance error (signal reception end)	When printing PCL5 jobs that include a scalable font	D135 001b D137 007b	PCL firmware	Install version 1.06 or newer.	
SC899 Software performance error (signal reception end)	When user authentication is used, and after many logins/logouts	D135 009i D137 012g	System/Copy firmware	Install version 1.10.1 or newer.	
SC899 Software performance error (signal reception end)	When printing PDF files that contain composite fonts	D135 012b D137 015b	PDF firmware	Install version 1.04 or newer.	
SC899 Software performance error (signal reception end)	When a character string containing "%s" is exported to the debug log.	D135 021b D137 022b	Extended JS firmware	Install version 1.07.01 or newer.	
SC899 Software performance error (signal reception end)	The glyph data of TrueType fonts has hinting information that is on the edge of the frame	D135 001c D137 007c	PCL firmware	Install version 1.07 or newer	
SC899 Software performance error (signal reception end)	When performing continuous scanning	D135 023d D137 024c	Browser firmware	Install version 1.04.00 or newer	

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Subject	Symptom	RTB #	Cause	Solution	Rank
SC899 Software performance error (signal reception end)		D135 003e	Fax firmware	Install version 07.00.00 or newer.	
SC899 Software performance error (signal reception end)	When running the port scan tool via the IPP port (TCP 631)	D135 016f D137 026f	Network Support firmware	Install version 12.66 or newer. Also requires Remote Fax firmware v05.00.00 (D1365763E) or later.	
SC899 Software performance error (signal reception end)	When the device repeatedly goes in and out of Energy Saver Mode while the web browser is running on the operation panel	D135 016f D137 026f	Network Support firmware	Install version 12.66 or newer. Also requires Remote Fax firmware v05.00.00 (D1365763E) or later.	
SC899 Software performance error (signal reception end)	When "OCR Settings" is "On" and "Cognitive Language" is "Japanese", if a document with colored halftone dots or shading is scanned	D135 009k D137 012i	System/Copy firmware	Install version 1.11 or newer.	
SC899	With jam 058	D135 158	Damaged harness for the paper size sensor, caused by opening and closing the tray	Install new parts as explained in the RTB.	
SC899	When performing Java Script functions	D135 023e	Browser firmware	Install version 1.05.00 or newer.	
SC899	When the user starts up the MFP browser	D135 021d D137 022d	Extended JS firmware	Install version 1.09.00 or newer.	
SC899	When using a TWAIN driver with certain software applications	D135 006d D137 011d	Scanner firmware	Install version 01.06 or newer.	
SC899		D135 023g	Browser firmware	Install version 1.07.00 or newer.	
SC899	When printing a PCL job which contains a reduced or enlarged image	D135 001g D137 007g	PCL firmware	Install version 1.11 or newer	
SC899	When conducting location-free printing or authentication processing with a solution product	Gene 079p	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080o	Java VM v11 Update Tool		
SC899	When using the PCL6 driver to print a PDF from the Reader application in Windows 8.1	D135 001h	PCL firmware	Install version 1.12 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Rank
SC899	When logging out from a machine with user authentication enabled	D136 5762K	Fax firmware	Install version 10.00.00 or newer.	
SC899	During use of application on @Remote connected machines	D136 5760T	System/Copy firmware	Install version 1.18 or newer.	
SC899	When the RHPP port (port 59100) receives specific data	D136 5772M	Printer firmware	Install version 1.12 or newer.	
SC899	When printing a PCL job which contains images via host printing	D136 5775K	PCL firmware	Install version 1.13 or newer.	
SC899	If there is a large number of different characters used in a print job	D136 5778E	PDF firmware	Install version 1.06 or newer.	
SC899	When logging in from a keyboard	D136 5780P	Java VM v11 for eDC firmware	Install version 11.39.02 or newer	
		D136 5780P	Java VM v11 Update Tool		
SC899	If there are multiple fax alerts	D136 5762L	Fax firmware	Install version 11.00.00 or newer.	
SC899	*When doing Scan to Folder*	*D136 5769L*	*Network Support firmware*	*Install version 12.71 or newer.*	
SC911 External Controller Error 2	After rebooting the Fiery	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).	
SC911 External Controller Error 2	If a print job is sent while a scanning job is being done	D728 027	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
		D729 046	Color Controller E-22B Ver.1.1 firmware	Install required patch(es).	
SC919 External controller down	With a paper jam at the booklet tray in booklet finisher	D729 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	
SC919 External controller down	When printing a file which has "%" in the file name.	D729 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	
SC919 External controller down	With booklet tray jam	D728 005	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
SC990 Software operation error	Toner density adjustment not completed within the set time	D135 002c D137 008	Engine firmware	Install version 1.23:08 or newer.	
SC990 Software operation error	When machine is powered on; cannot be recovered by machine reboot.	Gene 059d	Java VM v11 for eDC firmware	Install version 11.13.01 or newer.	
		Gene 061d	Java VM v11 Update 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 Remote Install Manager	Gene 059q	Java VM v11 for eDC firmware	Install version 11.23.00 or newer.	
		Gene 061p	Java VM v11 Update Tool		
		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 Engine Configuration	When connecting a brand new E-22B to CH-C1 Office	D729 008	E-22B was falsely configured for CH-C1 Pro at the factory.	Perform the "Factory Default" feature from the Fiery menu. See the RTB for details.	
Paper size mismatch error message	If a custom paper size in advanced settings is assigned to a tray from the printer driver.	D137 012c	System/Copy firmware	Install version 1.07.1 or newer.	
"Bypass tray is not set correctly"	After closing the Bypass tray	D137 012c	System/Copy firmware	Install version 1.07.1 or newer.	
"Replace-ment of controller board is now necessary"	Displayed when the main power switch is turned on or the machine recovers from sleep mode	D135 009f D137 012d D135 057	System/Copy firmware	Install version 1.08 or newer.	
	If SDK applications are installed				
"Cover is open"	Covers are closed but this message appears	D137 098a	Damaged cover sensor or actuator	Check the sensors and actuators as described in this RTB.	
"Cover is open"		D703 018	Loose magnet on the finisher door catch	Reattach the magnet. If not possible, install the modified door catch (p/n: D6886124).	
"Scanner is in use by another function"	When continuously using the scan function on a device with Streamline NX or GS-NX	Gene 059g	Java VM v11 for eDC firmware	Install version 11.15.01 or newer.	
		Gene 061f	Java VM v11 Update Tool		
Unknown error	Printing with Gangup	D728 003a	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
SC (not specified)	When rebooting after installing a patch to Fiery	D728 005	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
'The power cord is pulled out'	When turning the power on.	D137 063a	Harness for Copy Tray Type M2 not connected correctly.	Connect it correctly during installation (see the RTB, step 18)	
'Reduce paper in the tray(s) to the limit mark and reset it correctly.'	Displayed when the tray is set correctly; tray does not lift	D137 162	The end fence is not positioned correctly, so the tandem tray set sensor cannot detect the actuator.	Check the spring, end fence, and pins as described in the RTB.	
Shift tray full alert	Detected falsely, and cannot be cancelled	D703 001w	Finisher_SR4090_SR4100 firmware	Install version 02.370:10 or newer.	

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3. Other

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

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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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Subject	Symptom	RTB #	Cause	Solution	Rank
Stapling error	The first page of second or later sets cannot be stapled in duplex mode.	D135 002r D137 008n	Engine firmware	Install version 1.38:08 or newer.	
Stapling error	Stapling position shifted (stapler not at HP after power up)	D703 001q	Finisher_SR4090_SR4100 firmware	Install version 02.310:10 or newer.	
Stapling error	Staple misalignment (saddle-stitching, small sheets)	D703 001r	Finisher_SR4090_SR4100 firmware	Install version 02.320:10 or newer.	
Stapling error	Staple misalignment (mixed paper sizes)	D703 001s	Finisher_SR4090_SR4100 firmware	Install version 02.330:10 or newer.	
Stapling error	The finisher attempts to staple even if the staple cartridge is empty	D707 001d	Finisher_SR4110 firmware	Install version 01.140:04 or newer.	
Stapling error	Sheets are not stapled in duplex booklet jobs that contain solid images	D707 001e	Finisher_SR4110 firmware	Install version 01.210:04 or newer.	
Inaccurate folding	Center folding	D703 005	Incorrect angle between the bottom fence and the folding plate.	Adjust the finisher as explained in the RTB.	
Folding error	Only the first sheet is folded and stapled when stapling/folding SPs are changed from their default value "0".	D135 002g D137 008d	Engine firmware	Install version 1.27:08 or newer.	
Inaccurate jogging	Output Jogger Unit	D703 001b	Finisher_SR4090_SR4100 firmware	Install version 02.010:10 or newer.	
Inaccurate jogging	Shift tray: When using paper longer than 459mm	D707 001b	Finisher_SR4110 firmware	Install version 01.110:04 or newer.	
Incorrect finishing mode	Sorted instead of stacked	D135 012a D137 015a	PDF firmware	Install version 1.03 or newer.	
Booklet mode	First 2 sheets are aligned poorly	D703 001c	Finisher_SR4090_SR4100 firmware	Install version 02.020:10 or newer.	
Booklet mode	First sheet aligned poorly	D703 001d	Finisher_SR4090_SR4100 firmware	Install version 02.040:10 or 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 size booklet	D729 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	
Booklet mode	Cannot make booklet with Folio	D729 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	

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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 does not resume after refilling paper.	D728 025	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
		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 cannot display custom paper names if 2-byte characters are used.	D135 009b	System/Copy firmware	Install version 1.04 or newer.	
Fiery	200 dot screen not applied correctly.	D729 002, 002a	Color Controller E-22B System Software Ver. 1.0	Install required patch(es).	
		D729 027a	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Fiery	Fiery connection lost	D728 003a	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
		D729 005, 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	
		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).	
Fiery	Stalls when a finisher jam occurs	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).	
Fiery	Disconnected after "Factory Default" is executed.	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).	
Fiery	Configuration sheet is not printed	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).	
Fiery	Custom Size force print is not available	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).	
Fiery	Error with Gangup and PDF	D729 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	

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Subject	Symptom	RTB #	Cause	Solution	Rank
Fiery	Does not respond to client PC when 802.1x authentication is enabled.	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).	
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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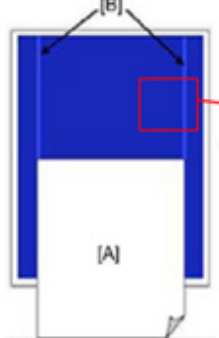| Subject	Symptom	RTB #	Cause	Solution	Rank
Fiery	If Command WorkStation is set to Italian, no options appear in Job Properties.	D728 019	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
Fiery	Shell shock	D729 047	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
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 WorkStation and Web Tools.	D728 046	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
		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 Management is enabled.	D729 083	Color Controller E-22B/E-22C Ver.1.1 firmware	Install the required patch(es).	
		FIT101613608		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	FIT101594368		Color Controller E-42B Ver.1.1 firmware Install required patch(es)	
Fiery	Communication between E-42B and printer drops intermittently	FIT101696199		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_ FIT101776836		E-22B: Install the required patch(es).	

3. SDK/ESA Applications

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

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

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4.   Other

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

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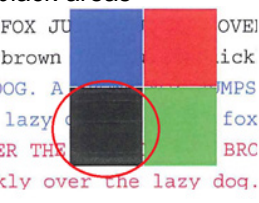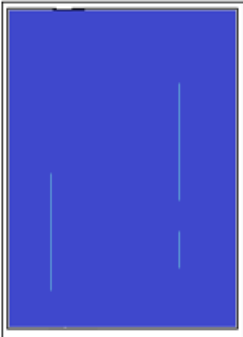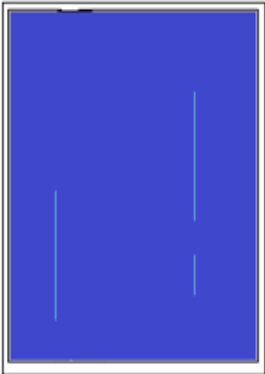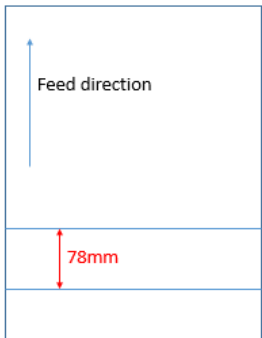
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9. Image Problems
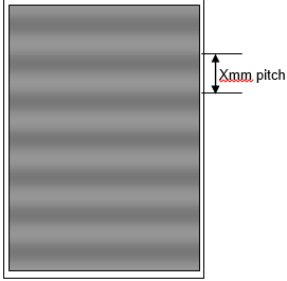
1. Lines

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	D135 050 D137 170	TBA	1. Print black in FC mode. 2. 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.	
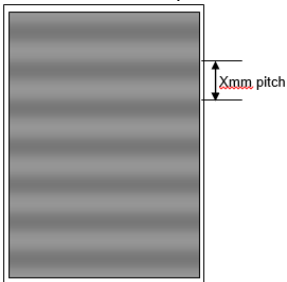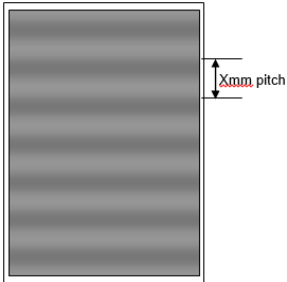
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Subject	Symptom	RTB #	Cause	Solution	Rank
Streaks	Scratch marks appear randomly on solid images in the paper feed direction; coated paper	D137 075	1. Toner accumulates on the ribs on the transport guide plate adjacent to the cooling pipe. 2. Scratches, paper dust, contamination on the transport guide plate	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	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).	
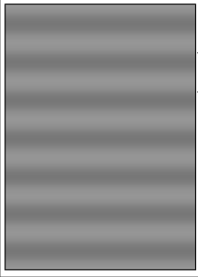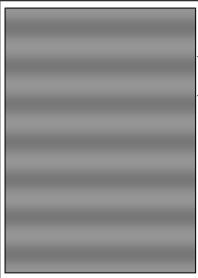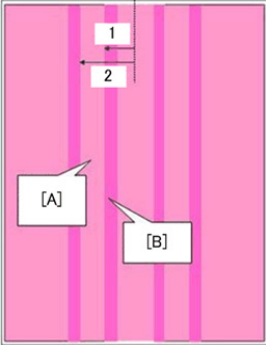
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Subject	Symptom	RTB #	Cause	Solution	Rank
Lines	A vertical line (dirtying) images after a jam (code 15, 16, or 17) that had occurred with A4/A3 sheets fed from the LCT is cleared	D135 002k D137 008g	Engine firmware	Install version 1.31:08 or newer.	
Lines	White lines (PCL 6, big images, enlarged with Reduce/Enlarge in the PCL6 driver	D135 001d D137 007d	PCL firmware	Install version 1.08 or newer.	
Lines	White lines (PCL 6, raster image, reduced, enlarged, or N-up printing)	D135 001f D137 007f	PCL firmware	Install version 1.10 or newer.	
Lines	Shadow cast by the original causes horizontal black lines on the print.	D135 002r D137 008n	Engine firmware	Install version 1.38:08 or newer.	
Lines	Office model only: RGB stripes on ADF scans	D135 163a	Dust, paper dust	Replace the guide plates as explained in the RTB.	
Banding	At 1-2mm and 4-5 mm intervals	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.	
Banding	At 5 mm intervals across the page	D137 041	The drum charge roller deformed, because the machine was left unused where the temperature and humidity is higher than 35 degrees C and 70%.	Replace the charge roller unit.	
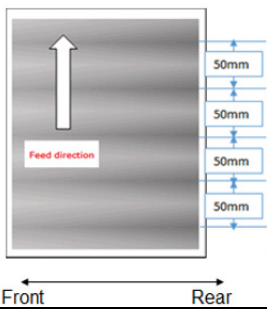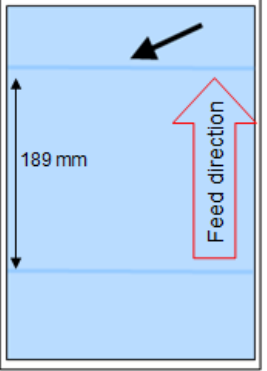
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Subject	Symptom	RTB #	Cause	Solution	Rank
Banding	Pro models only: At a fixed interval, which corresponds to the dimensions of a PCDU component (see the RTB for details) Xmm pitch 1. 53mm intervals 2. 26.5mm intervals 3. 189 mm intervals 4. 32 mm intervals 5. 40 mm intervals 6. 4~5 mm intervals	D137 095	Execute Process Control (SP3-011-002). Then print a test pattern with SP 2-109-xxx as shown in the RTB. Repair the machine as explained in the RTB (the procedure depends on the observed banding interval).		
Banding	Pro models only: At 3 mm intervals when printing halftone images on paper thickness 6 Xmm pitch	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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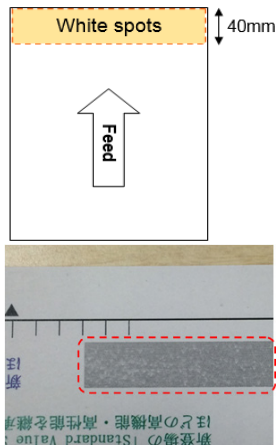| Subject	Symptom	RTB #	Cause	Solution	Rank
Banding	At irregular intervals Xmm pitch Random intervals	D135 084 D137 105	Lubricant dust fell from the drum cleaning unit into the registration unit and got on the ITB encoder sensor.	Clean the ITB encoder with a blower brush.	
Banding	2-3mm intervals; only at rotation speeds corresponding to "Environment Coefficients 7 & 8" Xmm pitch	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 2 [A] [B] 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 Pro version 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 re-engage 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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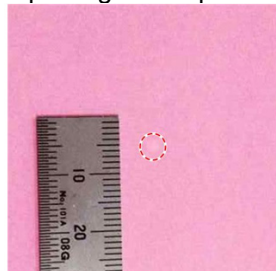
| Model: Ch-C1 | | | Date: 31-Aug-13 | | No.: RD135000s |
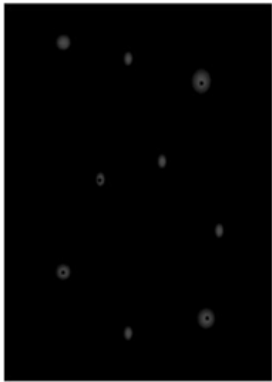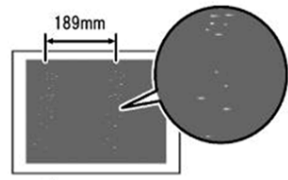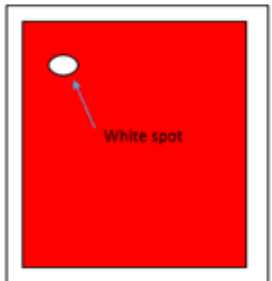
Subject	Symptom	RTB #	Cause	Solution	Rank
Extra lines printed	PCL jobs	D135 001c D137 007c	PCL firmware	Install version 1.07 or newer	
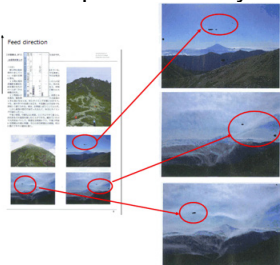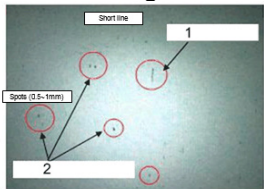
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2. Spots

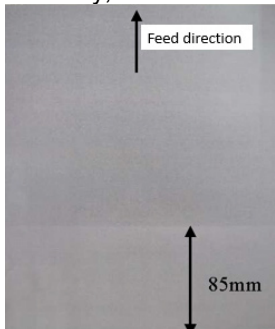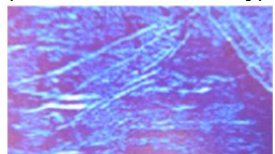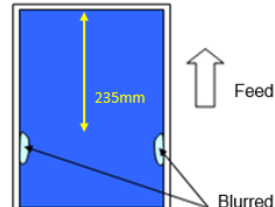| Subject	Symptom	RTB #	Cause	Solution	Rank
White spots	In low-temperature, low-humidity environments; paper with a rough surface	D135 050 D137 170	High electrical resistance of the paper.	Reduce the transfer current using the SPs in the RTB. But if the transfer current is too low, the image may not be solid enough.	
White spots	Pro only: 40 mm from leading edge, in low-temperature, low-humidity environments; paper with a rough surface	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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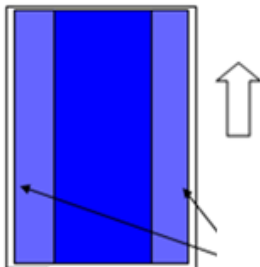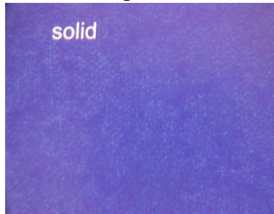| Subject	Symptom	RTB #	Cause	Solution	Rank
White spots	White spots with toner cores in solid images (high-temperature environments) 	D135 080 D137 100	Toner clumps in the dev/toner supply unit, because of: a) leaving the machine unused for a long time, b) Strong shock to the PCDU, causing toner stuck 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 	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

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) 	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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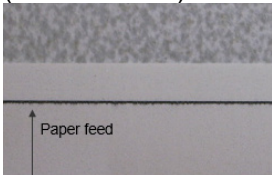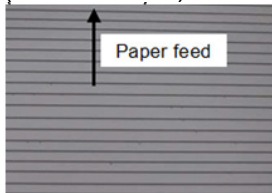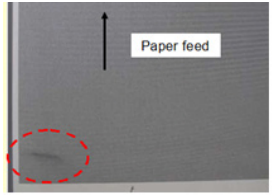| Subject	Symptom	RTB #	Cause	Solution	Rank
Too dark	When printing a PCL5 job, black text might be drawn by using process black	D135 001h	PCL firmware	Install version 1.12 or newer.	
Uneven glossiness	Uneven at the sides of the paper when feeding wide paper after feeding a lot of small paper	D135 091 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	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 Feed direction 1 [A]:29mm [B]:14mm 2 [A]:86.5mm [B]:10mm 3 [A]:36mm [B]:6mm 4 [A]:123mm [B]:6mm	D135 102	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.	
		D137 126 D137 130, 131 D135 134		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.)	
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

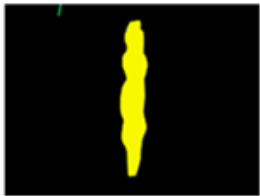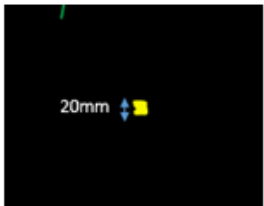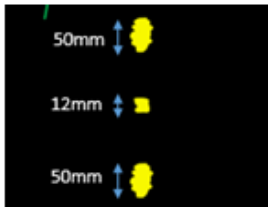| Subject	Symptom	RTB #	Cause	Solution	Rank
Color registration	(Could possibly be color shift, i.e, change in color; there is some confusion with correct terminology)	D135 015a D137 018	TCDU firmware	Install version 2.00.4:04 or newer. IMPORTANT note for the MP C8002/ProC5110S only: After you install 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	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
		D729 005, 006	Color Controller E-22B Ver.1.0 firmware	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	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).	
Image rotation error	Rotated by 90 degrees	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).	
Image rotation error	Cannot rotate pages to the portrait orientation when printing imposed jobs from a Mac.	D728 021	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
		D729 037	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Image rotation error	180-degree rotation is not honored	D728 030	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
		D729 061	Color Controller E-22B Ver.1.1 firmware	Install required patch(es).	

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Subject	Symptom	RTB #	Cause	Solution	Rank
Halo	In a low-temperature, low-humidity environment	D135 050 D137 170	TBA	GW controller: Change the dpi from "2400 x 600dpi" (Default setting) to "600 x 600dpi" EFI controller: Change the halftone mode from "200 Dot + Fine Text" to "175 Dot" from "Image" tab.	
Incorrect margins	Margin adjustment	D135 071 D137 085		Adjust with SP mode as explained in the RTB. Make test prints to make sure that fusing jams or side edge smudges do not occur.	
Toner blasting	At the leading edge (scan direction) At 1.5 - 5mm intervals (scan direction) At the trailing edge toward the front	D137 195		Install the correct guide plate to deal with the problem.	
Toner rubbed off	Along fold lines of booklets	D135 101 D137 125a	The pressure applied by the flat fold rollers is too high.	See "Adjustment of the Flat Fold Booklet Unit" in the Finisher Service Manual page 45.	

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Subject	Symptom	RTB #	Cause	Solution	Rank
Scratch marks	On thick paper	D137 195		Install the correct guide plate to deal with the problem.	
Not glossy enough	Glossy Adjustment (ProC5100/5110 only)	D137 084		Increase the temperature of the fusing heat roller (SP1-984-XXX; do not make it more than 180C). See the RTB for details of possible side effects. If the output is still not glossy enough, reduce the process speed (SP1-986-XXX). Then turn the main power off/on.	
Not glossy enough	Glossy Adjustment (8002/6502 only)	D135 078		In [Tray Paper Settings]-[Paper Type], select [Coated Paper (Glossy)] as the paper type. Selecting glossy paper increases fusing heat but slows the process speed	
Abnormal image (not specified)	Abnormal image on stripe pattern early in the morning at low temperatures.	D135 002i D137 008e	Engine firmware	Install version 1.29:08 or newer.	
Abnormal image (not specified)	When Image Quality is set to Best	D729 018	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Abnormal image (not specified)	If the paper catalog is set with a profile that uses one or two colors and Black overprint is enabled.	D728 041	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
Abnormal image (not specified)	Poor quality of `PCL5 data output from certain applications	D135 001h	PCL firmware	Install version 1.12 or newer.	
Image is the wrong size	Abnormally contracted images at 17mm intervals	D135 015c D137 018a	TCDU firmware	Install version 2.00.6:04 or newer.	
Image is the wrong size	Image shrinks when printing a PDF file.	D728 045	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
		D729 074	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Image from previous job	When using size reduction	D135 009h, 073a D137 012f	System/Copy firmware	Install version 1.09 or newer.	
Erase borders	If a Scan document is loaded in the SEF direction, "Erase Border" works upside down	D728 006	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
		D729 013	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	

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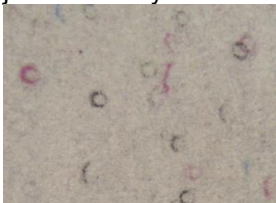| Subject	Symptom	RTB #	Cause	Solution	Rank
Thin lines/text not clear	Print quality of small black texts and thin lines is poor, if "Best" is selected for Text/Graph.	D728 006	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
		D729 013	Color Controller E-22B/E-22C Ver.1.1 firmware	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 appear	When Composite Overprint is set to OFF	D728 011	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
		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 Pattern 3 Pattern 4	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 anti-condensation heater. Test pattern melts and sticks to the ITB.	Replace with a new ITB. If the heater is not used, disconnect CN402 on the AC drive board. This will prevent the problem, even if the system shuts down while running internal adjustments. If the heater function is used, instruct your customers the following: a) Make sure to wait for the message on the operation panel indicating adjustment in progress to disappear before turning off the machine power. b) Press the Energy Saver button to shut down the system.	

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

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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	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
		D729 067	Color Controller E-22B/E-22C Ver.1.1 firmware	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 background	Random dot size, over part of the image area	D137 202	Dirty charge roller	Follow the troubleshooting 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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10. Mechanical/Electrical

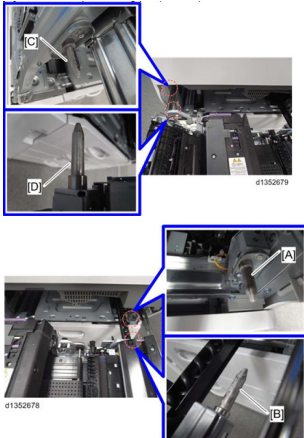| Subject	Symptom	RTB #	Cause	Solution	Rank
Remaining toner indication	The amount of remaining toner shown in the banner display is different from the amount remaining in the cartridge.	D135 002b D137 008	Engine firmware	Install version 1.22:08 or newer.	
Remaining toner indication	The banner that displays 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	Bk 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 002o 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 detection, when a used lubricant bar has been installed instead of a brand new one.	D135 165	The hook on the lubricant bar assembly is locking the arm of the sensor, causing the sensor to constantly detect near end.	Raise the arm of the sensor to correct its position using a flathead screwdriver or a similar tool. The arm should sit straight, not slanted. As a preventive measure, do not install a used lubricant bar. Always replace with a new one.	
Drum lubricant	Customer thinks that end of life was too early	D137 185	No problem (depends on job conditions)	This RTB explains how near-end and end detection works	
Waste toner bottle	False end detection	D135 002c D137 008	Engine firmware	Install version 1.23:08 or newer.	
Waste toner bottle	False near-end detection when printing on paper of 754mm or longer	D135 002r D137 008n	Engine firmware	Install version 1.38:08 or newer.	
Waste toner bottle	Life is short	D137 136	Bottle life depends on job conditions.	There is no problem with the machine.	
Waste toner bottle	Life is short	D135 127 D137 164	Process control may be triggered frequently if the machine is used under unexpected conditions (e.g. low P/J).	The Engine firmware was modified to Ver.1.31.08, to optimize the Process Control timing.	
Toner near-end	Fiery driver shows "Toner/Ink Low" even when toner is sufficient	D135 009k D137 012i	System/Copy firmware	Install version 1.11 or newer.	
Toner end	Alerted even when there is still about 4% of toner remaining in the toner cartridge	D135 002x D137 008g	Engine firmware	Install version 1.45:08 or newer.	
Noise	When feeding A4 from LCT RT4030	D135 002c D137 008	Engine firmware	Install version 1.23:08 or newer.	
Noise	From the fusing unit	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
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_SR4100 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.	
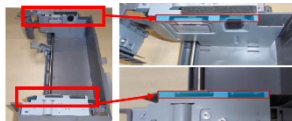
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Subject	Symptom	RTB #	Cause	Solution	Rank
Noise	CH-C1 Pro a/CHC1a: A continuous, high-pitched sound (4.4kHz)	D135 176 D137 214	The thickness of the element tube of some OPCs is near the lower limit of specification tolerance	Replace the current OPC (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 contacts the fusing belt, which is normal machine operation. Not a problem		

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Subject	Symptom	RTB #	Cause	Solution	Rank
Fusing belt	Tears apart	D135 153 D137 198	The diameter of the flange on the heating roller is smaller than the specification.	If the following two 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. \<Incorrect\>	
Motor lock	SR4090/SR4100: Shift motor	D703 008	Bushing not installed correctly	Attach the bushing correctly (see the RTB)	
Paper end	Still displayed after paper refilled	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).	
Paper end	Detected by mistake	D135 052 D137 055	The paper tray is filled over the limit, and the paper stack knocks the feeler off the paper feed unit.	Attach the following part to the side fence in each paper tray (D1356747 SHEET:GUIDE:FEELER :PAPER END) See the RTB for the procedure.	
Tandem tray	Does not lift; "Reduce paper in the tray(s) to the limit mark and reset it correctly." Displayed	D135 042 D137 059	The right tandem tray is not set far enough into the tray, and the set sensor cannot detect the actuator on the end fence.	Adjust the bracket as explained in the RTB.	
		D135 066	The end fence is not positioned correctly, so the tandem tray set sensor cannot detect the actuator.	Check the spring, end fence, and pins as explained in the RTB.	

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

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11. Others

Subject	Symptom	RTB #	Cause	Solution	Rank
Machine stalls	When the dust detection function is cancelled while using the SPDF	D135 002d D137 008a	Engine firmware	Install version 1.24:08 or newer.	
Machine stalls	When the page range of a printed job is changed and the job reprinted	D728 003a	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
		D729 005, 006	Color Controller E-22B Ver.1.0 firmware	Install required patch(es).	
Machine stalls	- Printing a web page - CAP/ELP	D135 010b D137 013b	Printer firmware	Install version 1.04 or newer.	
Machine stalls	When the device receives a lot of data	Gene 061e	Java VM v11 Update Tool	Install version 11.14.02 or newer.	
		Gene 059f	Java VM v11 for eDC firmware		
Machine stalls	When running with the copy connector and the cover interposer.	D135 009h D137 012f	System/Copy firmware	Install version 1.09 or newer.	
Machine stalls	If it takes longer than 1 minute to receive a fax with the sleep mode timer set to "1 min".	D135 009h D137 012f	System/Copy firmware	Install version 1.09 or newer.	
Machine stalls	After an original jam is cleared	D135 002k D137 008g	Engine firmware	Install version 1.31:08 or newer.	
Machine stalls	When "Continue" is selected if paper is stuck in the SR4090/SR4100 stapler tray.	D728 005	Color Controller E-42B Ver.1.0 firmware	Install required patch(es).	
Machine stalls	The LCD stalls when a Document Server document is deleted.	D135 003d	Fax firmware	Install version 06.00.00 or newer.	
Machine stalls	When the document box screen appears screen appears after repeatedly logging in and out with user authentication.	D135 009i D137 012g	System/Copy firmware	Install version 1.10.1 or newer.	
Machine stalls	When printing a PCL5 host-printing job in which 32,000 or more fill patterns are specified	D135 001e D137 007e	PCL firmware	Install version 1.09 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Rank
Machine stalls	When returning from energy saver mode, if CAP v2 is installed	Gene 061v	Java VM v11 Update Tool	Install version 11.26.04 or newer.	
		Gene 059w	Java VM v11 for eDC firmware	Install version 11.26.04 or newer.	
Machine stalls	When the machine switches to offline mode (such as when entering user tools mode)	Gene 061v	Java VM v11 Update Tool	Install version 11.26.04 or newer.	
		Gene 059w	Java VM v11 for eDC firmware	Install version 11.26.04 or newer.	
Machine stalls	Operation panel hangs when trying to log out from user authentication with the "Reset" key	D135 009p D137 012n	System/Copy firmware	Install version 1.15 or newer.	
Machine stalls	With Booklet Finisher SR4100 and Mail Box CS4010.	D703 001u	Finisher_SR4090 _SR4100 firmware	Install version 02.350:10 or newer.	
Machine stalls	When trying to display a thumbnail of the scanned data	D135 009r D137 012p	System/Copy firmware	Install version 1.16 or newer.	
Machine stalls	While waiting to scan the next original for copying	D135 009r D137 012p	System/Copy firmware	Install version 1.17 or newer.	
Machine stalls	If the tray runs out of paper while in printer mode	D135 009r D137 012p	System/Copy firmware	Install version 1.17 or newer.	
Machine stalls	If that a direct print is performed on a device with ELP-NX v2 installed	D135 010i D137 013i	Printer firmware	Install version 1.10 or newer.	
Machine stalls	If scanned from the exposure glass with Size Setting disabled.	Gene 080g	Java VM v11 Update Tool	Install version 11.32.04 or newer.	
		Gene 079h	Java VM v11 for eDC firmware		
Machine stalls	If paper is left in the staple tray when the machine power is turned ON and then removed from the tray before the finisher completes initialization.	D707 001d	Finisher_SR4110 firmware	Install version 01.140:04 or newer.	
Machine stalls	When a copy is printed to the Mail Box after recovering from energy saver mode.	D135 020d	Mailbox_CS4010 firmware	Install version 01.020:03 or newer.	

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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	Java VM v11 for eDC firmware	Install version 11.39.02 or newer	
		D136 5780P	Java VM v11 Update Tool		
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_ FIT101776836		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 Interposer Tray.	D728 015	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
		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.	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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Subject	Symptom	RTB #	Cause	Solution	Rank
Setting not applied	If a job in the queue is printed again by changing the shift mode, the new shift setting is not honored	D728 051	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
Setting not applied	Tray paper settings associated to the bypass tray are released	D729 078	Color Controller E-22B Ver.1.1 firmware	Install required patch(es).	
Setting not applied	In ELP-NX, "Change Print Settings" is not set correctly	Gene 079p	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080o	Java VM v11 Update Tool		
Setting not applied	The number of copies specified by the PJL command in a PDF job cannot be overwritten to "1" by SDK applications	D136 5778E	PDF firmware	Install version 1.06 or newer.	
Reports	Some of the default values / setting values in the SMC printout are incorrect.	D135 009e D137 012c	System/Copy firmware	Install version 1.07.1 or newer.	
Reports	Cannot print some lists when LT (SEF) or HLT (LEF) is selected for printing.	D135 007b	GWFCU3.8-1(WW) firmware	Install version 04.00.00 or newer.	
Reports	Configuration page partly printed in German	D729 051	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Logs	Nonexistent errors are recorded in the system logs	D135 016g D137 026g	Network Support firmware	Install version 12.67 or newer.	
		D136 5769L	*Network Support firmware*	*Install version 12.71 or newer.*	
Logs	Job Log record incorrect when printing from Hot Folder	D729 062	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Logs	The number of color pages printed is not logged by user	D728 044	Color Controller E-42B Ver.1.1 firmware	Install required patch(es).	
		D729 075	Color Controller E-22B/E-22C Ver.1.1 firmware	Install required patch(es).	
Setting not applied correctly	SP1302-005 (Double Feed Detect for LCT) and SP1302-006 (Double Feed Detect for Bypass Tray) are reversed.	D135 009e D137 012c	System/Copy firmware	Install version 1.07.1 or newer.	

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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	Java VM v11 Update Tool	Install version 11.14.02 or newer.	
		Gene 059f	Java VM v11 for eDC firmware		
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	Java VM v11 Update Tool	Install version 11.26.04 or newer.	
		Gene 059w	Java VM v11 for eDC firmware	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.	