RICOH

Technical Bulletin

Updated: End of June 2018: Changes in bold italics

Model: Model Ch-C2	Date: 31-Jun-08	No.: RD257000e

Subject: Troubleshooting	Prepared by: H. Kameda, H. Kobayashi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	

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

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

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Wrong paper size	The paper size of the bypass tray set from a widget is not applied to print jobs	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Wrong paper size	When printing via AirPrint	D258 5778F	PDF firmware	Install version 1.03 or later	
Wrong paper size	If a pre-requisite is not installed and the pre-requisite instruction page gets printed, it is falsely printed on 8.5 x 11 size paper and the B/w counter counts up.	Service Pack 01		Color Controller E-24B Ver.1.0 firmware	
Paper size not recognized	The engine does not recognize the paper size	Install patch FIT 101721960 for E-24B Install SP1 FIT101716374 for E-44B			
Paper mismatch	When using custom paper, after backing up and restoring the paper library	D261 5760J	System/Copy firmware	Install version 1.07 or later	
Paper mismatch	When A4 SEF printing specifies a paper tray for slip sheets	Install patch FIT 101721960 for E-24B Install SP1 FIT101716374 for E-44B			
Poor feeding	Texture paper from the mainframe trays	D261 5760J	System/Copy firmware	Install version 1.07 or later	
Jam	Paper caught between the paper guide and the shift tray.	D3CH 5300S	Finisher_SR4120/4130 firmware	Install version 01.120:05 or later	
Jam	Cover Interposer Tray CI4020 (D712) + Multi-Folding Unit FD4000 (D615) + Booklet Finisher SR5080 (D3CA) or Finisher SR5070 (D3CB); after the last sheet of a job is fed from the Cover Interposer	D712 5510C	Inserter_CI4020 firmware	Install version 02.020:04 or later	
Jam	Jam 29	D257 035	Curled paper hits the edge of the gate pawl sheet in the paper exit unit, or jammed paper hits this edge when a jam is cleared	If the machine does not print out many solid images, remove the gate pawl sheet. If the machine prints out many solid images, replace the gate pawl with the new part (D2587048)	
Jam	Jam153/159/167 with corner stapling	D258 5522	Engine firmware	Install version 1.13:02 or later	
Jam	*JAM154 or JAM155 when printing a booklet on A3 paper*	*D3CH 5300T*	*Finisher_SR4120/4130 firmware*	*Install version 01.130:05 or later*	

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Subject	Symptom	RTB #	Cause	Solution	Note
Custom paper	*The minimum and maximum settable values of a custom paper size are wrong if the unit of measurement is set to millimeters*	*D241 1443T*	*SimpleCopy firmware*	*Install version 1.21 or later*	
		D241 1447T	*MediaPrtScn firmware*	*Install version 1.20 or later*	

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2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
Fusing	If the machine receives a job that prints at low speed, the fusing lamps do not turn on and fusing is not done.	D257 001c	Engine firmware	Install version 1.08:02 or later	

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3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
@Remote	@Remote registration via external appliances does not work	D257 001b	Engine firmware	Install version 1.07:02 or later	
Network connection	If the device has not been for a while, functions that require a network connection fail.	D257 010a	Network Support firmware	Install version 16.44 or later	
Machine goes off line	If log tracing on Web Image Monitor is cancelled just after using the function	D258 5760Q	System/Copy firmware	Install version 1.12 or later	
		D261 5760P			
Fax	Fax Memory Unit Type M26 is installed: Part of a fax image is missing (sending or receiving)	D257 020	Communication error between the Fax Control Unit and the Fax Memory Unit.	Replace the Fax Memory Unit with the modified one (P/N D2429901)	
Fax	Cannot send or receive	D257 022	If invalid data is received into fax memory, the machine cannot copy the data to the HDD, and continues to retry for up to 72 hours. As a result, the fax memory is locked.	Do both of the following: Update the GWFCU3.8-14 firmware to version 02.00.00 Set bit 2 of Fax SP1-104-003 to "0" ("Delete invalid data").	
Fax	Sending a fax using AirPrint causes an error on the first page	D257 004b	Fax firmware	Install version 04.00.00 or later	
Fax	Wrong fax application starts	D259 012s	Cheetah System firmware	Install version 1.20 or later	
Fax	Fax function does not work if the SNTP time setting and STR setting are enabled	D258 5762G	Fax firmware	Install version 05.00.00 or later	
Fax	The machine cannot receive an IP-FAX from a Canon machine	D258 5763E	Remote Fax firmware	Install version 04.00.00 or later	
Fax	A sending error occurs with PC-FAX	D258 5763E	Remote Fax firmware	Install version 04.00.00 or later	
Fax	Freezes when printing a received fax	D258 5762H	Fax firmware	Install version 06.00.00 or later	
Fax	Cannot be transmitted if Global Scan is installed	D258 5780L	Java VM v12 for eDC	Install version 12.56.00 or later	
		D258 5780L	Java VM v12 Update Tool	Install version 12.56.00 or later	
Fax	If temporary memory overflows when storing a fax, the machine cannot use fax for two days	D258 5755F	GWFCU3.8-14(WW) firmware	Install version 04.00.00 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Fax	If temporary memory overflows when the machine receives a fax, fax reception is canceled and the Job Log records a user cancellation	D258 5755F	GWFCU3.8-14(WW) firmware	Install version 04.00.00 or later	
Fax	When sending a fax via SmartSDK, images are missing or output at the wrong size	D258 5762J	Fax firmware	Install version 07.00.00 or later	
Fax	When Hook Dial is pressed or when Manual Entry is selected, the SmartFax application crashes	D258 5762J	Fax firmware	Install version 07.00.00 or later	
Fax	Cannot get the fax transmission result using FTP	D258 5769K	Network Support firmware	Install version 16.50 or later	
Email	When a group with 500 email destinations is selected in Quick Scanner, email addresses in that group cannot be selected	D259 030h	SimpleScan for eDC firmware	Install version 1.10 or later	
Cannot download	Scanned data as PDF file using Chrome to download from a URL	D258 5766E	Web Uapi firmware	Install version 1.06 or later	
		D261 5766D	Web Uapi firmware	Install version 1.05 or later	
Cannot download	When using WIM, a PDF or PDF/A file stored in the Document Server is not downloaded when clicked	D258 5766F	Web Uapi firmware	Install version 1.07 or later	
		D261 5766E	Web Uapi firmware	Install version 1.06 or later	
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.	D258 5769H	Network Support firmware	Install version 16.48 or newer.	
WIM	Cannot access the machine using WIM	D258 5762H	Fax firmware	Install version 06.00.00 or later	
WIM	Cannot access the machine using WIM	D258 5770D	Network DocBox firmware	Install version 1.01 or later	
WIM	The list of installed applications is not displayed in Extended Feature Info on WIM	D258 5760P D261 5760N	System/Copy firmware	Install version 1.11 or later	
Address book	If you the exported address book from Device Manager NX, the export data cannot be imported	D258 5760P D261 5760N	System/Copy firmware	Install version 1.11 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Address book	When the device is using "Card Authentication Package" or another custom authentication, some fields in the address book on the device are not overwritten	D258 5760P D261 5760N	System/Copy firmware	Install version 1.11 or later	
Machine disconnects	In ADF silent mode, when receiving a print job	D258 5522B	Engine firmware	Install version 1.15:02 or later	

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4. Printing/Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot scan		D257 002b	System/Copy firmware	Install version 1.03 or later	
Cannot scan	Job fails when "Download File Directly From URL Link" is enabled	D257 006a	Scanner firmware	Install version 1.03 or later	
Cannot scan	When many scan jobs are scanned from an application that is based on SmartSDK	D258 5764H	Scanner firmware	Install version 01.04 or later	
Cannot scan	Cannot use the Scanner application if the device was accessed from Web Image Monitor just before scanning is finished	D258 5764L	Scanner firmware	Install version 01.07 or later	
Cannot print		D257 002b	System/Copy firmware	Install version 1.03 or later	
Cannot print	Job fails if PS driver is installed	D257 010b	Network Support firmware	Install version 16.45 or later	
Cannot print	When trying to control jobs while a job is suspended	D259 020i	PrinterInfo for eDC firmware	Install version 1.11 or later	
Cannot print	Executing the Factory Default function will prevent the Fiery from printing jobs	FIT101614628.ps		Color Controller E-24B Ver.1.0 firmware	
Cannot print	"Please wait. The paper tray is being used by another function", is shown	D258 5760P D261 5760N	System/Copy firmware	Install version 1.11 or later	
Cannot copy	Banner paper (paper length is more than 480 mm) cannot be copied	D258 5760P D261 5760N	System/Copy firmware	Install version 1.11 or later	
Cannot copy	When the device has just gone into energy saver mode, even if a copy job is sent from a SmartSDK application	D258 5760P D261 5760N	System/Copy firmware	Install version 1.11 or later	
Printing stops	When the device is in STR mode	D258 5769J	Network Support firmware	Install version 16.49 or later	
Printing stops	IPDS printing stalls if IPDS jobs are printed continuously	D258 5772K	Printer firmware	Install version 1.06 or later	
		D261 5772J	Printer firmware	Install version 1.05 or later	
Job files not deleted	When a scan job is conducted from the simplified screen	D257 006a	Scanner firmware	Install version 1.03 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Job files not deleted	The captured image file is not deleted and remains on the hard disk	D258 5764K	Scanner firmware	Install version 01.06 or later	
Drivers	Cannot install PS driver by USB cable from macOS	D257 010b	Network Support firmware	Install version 16.45 or later	
Drivers	Can select coated paper even if a compatible tray is not installed	D257 012a	Printer firmware	Install version 1.01 or later	
		D257 014a	PDF firmware	Install version 1.01 or later	
PCL	PCL macros that were uploaded to the HDD cannot be printed	D257 013b	PCL firmware	Install version 1.03 or later	
IPDS	IPDS form creation fails when specifying a custom paper size	D258 5772K	Printer firmware	Install version 1.06 or later	
		D261 5772J	Printer firmware	Install version 1.05 or later	
IPDS	Some characters in the IPDS form name are distorted	D258 5772K	Printer firmware	Install version 1.06 or later	
		D261 5772J	Printer firmware	Install version 1.05 or later	
IPDS	*If an IPDS form with an unsupported Cross Feed Dimension value is added, a Feed Dimension error appears instead of a Cross Feed Dimension error*	*D258 5772L D261 5772L*	*Printer firmware*	*Install version 1.07 or later*	
IPDS	*An IPDS form with a custom size cannot be applied to trays*	*D258 5772L D261 5772L*	*Printer firmware*	*Install version 1.07 or later*	
Job not processed	When "Tracking Permission" and "Stop Printing" are enabled in "Enhanced Print Volume Limitation"	Gene 087k	Java VM v12 for eDC	Install version 12.44.01 or later	
		Gene 088i	Java VM v12 Update Tool	Install version 12.44.01 or later	
Job not completed	When the display language is changed while controlling a job	D259 020i	PrinterInfo for eDC firmware	Install version 1.11 or later	
Job cancelled	When printing PDF data that includes overprinting via PDF Direct Print	D258 5778E	PDF firmware	Install version 1.02 or later	
File not printed	PDF files that have long, multibyte filenames are not printed	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Cannot open file	When scanning from Mac OS X 10.12 by using AirPrint, the output file cannot be opened in the viewer	D258 5764H	Scanner firmware	Install version 01.04 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Cannot open file	After sending mail including a URL link of a PDF file scanned by OCR, when the device is turned off and on, the PDF file cannot be accessed by clicking the URL.	D261 5760L	System/Copy firmware	Install version 1.09 or later	
Remaining print time	Display is incorrect for jobs printed from the document server	D258 5760K D261 5760J	System/Copy firmware	Install version 1.07 or later	
Some sets not printed	If an original jams in the sample copy of a stapled job, the first set is not printed	D258 5760K D261 5760J	System/Copy firmware	Install version 1.07 or later	
Printing result not as expected (not specified)	For the second and subsequent pages while PCL5 host printing	D258 5775F	PCL firmware	Install version 1.05 or later	
Printing result not as expected (not specified)	Images in Postscript or PDF jobs which require a lot of memory	D258 5778F	PDF firmware	Install version 1.03 or later	
OCR	OCR cannot recognize characters if converting scanned image to searchable PDF	D258 5760M D261 5760L	System/Copy firmware	Install version 1.09 or later	
Capture	Does not operate normally if the Media Link Board is installed	D258 5760P D261 5760N	System/Copy firmware	Install version 1.11 or later	
Scan to Email	Fails if OCR is set and a document over 51 pages is sent by Scan to Email	D258 5764K	Scanner firmware	Install version 01.06 or later	
Scan to Folder	Device automatically restarts	D258 5769K	Network Support firmware	Install version 16.50 or later	
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	D258 5769K	Network Support firmware	Install version 16.50 or later	
Scan to Folder	Fails when a HP device is working on the same subnet	D258 5769K	Network Support firmware	Install version 16.50 or later	
Scan to Folder	Network browsing fails	D258 5769K	Network Support firmware	Install version 16.50 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Scan to Folder	The device freezes during data transmission when doing Scan to Folder with SMBv2/v3	D258 5769K	Network Support firmware	Install version 16.50 or later	
Scan to Folder	When doing Scan to Folder in a high-load network environment, the device status gets stuck on sending and the scanner becomes unusable	D258 5769K	Network Support firmware	Install version 16.50 or later	
Scan to Folder	*When doing Scan to Folder using SMBv2/v3, if the device receives UDP communication from the outside to the port used by SMBv2/v3, Scan to Folder fails*	*D258 5769L*	*Network Support firmware*	*Install version 16.51 or later*	
Wrong file format	When scanning from SmartSDK applications, files are stored in PDF/A format even when trying to store the files in TIFF/JPEG format	D258 5764K	Scanner firmware	Install version 01.06 or later	
Wrong file format	When scanning with AirPrint in MacOS X 10.12 or later, the device sends a full color JPEG even if specifying a black and white JPEG.	D258 5764L	Scanner firmware	Install version 01.07 or later	
Job does not resume	If process control runs during a job	D258 5522B	Engine firmware	Install version 1.15:02 or later	
Others	*Cancelling a scan job while the preview is displayed causes the information of the captured image file to be recorded incorrectly*	*D258 5764N*	*Scanner firmware*	*Install version 01.09 or later*	

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5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Freezes	If searching for a custom paper entry in the media library	D257 002c	System/Copy firmware	Install version 1.04 or later	
Freezes	When the Start button is pressed after recovering from Energy Saver mode.	D260 001b	System/Copy firmware	Install version 1.06 or later	
Freezes	Pressing the interrupt key on the standard operation panel causes the display to freeze	D261 5760N	System/Copy firmware	Install version 1.11 or later	
Freezes	At start up or after recovering from the energy saving mode	D241 1425D D241 1429D	Cheetah System firmware	Install version 1.27 or later	
Freezes	***When the SOP and the application settings are exported using the backup function***	***D241 1425F D241 1429F***	***Cheetah System firmware***	***Install version 1.27.2 or later***	
Button does not work	The Start button does not work if the Log-out button is pressed after removing an original jam.	D257 002d D260 001a	System/Copy firmware	Install version 1.05 or later	
Button does not work	The "Continue Printing" button does not work after pressing the "Stop" key while copying from the exposure glass	D241 1443S	SimpleCopy firmware	Install version 1.20 or later	
Wrong language	If the language is changed in the language widget, "Please wait" is displayed in the previous language when Quick Scanner is reopened	D259 030h	SimpleScan for eDC firmware	Install version 1.10 or later	
Buttons active/inactive at the wrong time	If the key counter is canceled during scanning, the job reset button remains on the operation panel	D259 030i	SimpleScan for eDC firmware	Install version 1.11 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Wrong screen displayed	Pressing the "To the print screen" button in the Adjustment Setting for Skilled Operators menu navigates to the copy screen.	D260 001b	System/Copy firmware	Install version 1.06 or later	
Wrong screen displayed	After printing, the file selection screen is not displayed	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Wrong screen displayed	***If "Interrupt mode" is pressed in a Legacy application, the home screen is displayed instead of the original application after "Interrupt mode" is released***	***D258 5760S***	***System/Copy firmware***	***Install version 1.14 or later***	
Reboots	While entering sleep mode; may be followed by SC819/SC672	D259 012u	Cheetah System firmware	Install version 1.22.2 or later	
Applications appear unexpectedly		D259 012u	Cheetah System firmware	Install version 1.22.2 or later	
Resets to default	The screen switches to the default setting of Function Priority when connected to a USB device such as a keyboard	D259 035m	LegacyUI for eDC firmware	Install version 1.15.1 or later	
Wrong paper size displayed	Tray 1, after the display language is changed	D259 020i	PrinterInfo for eDC firmware	Install version 1.11 or later	
Wrong value displayed	The device's HDD capacity is not displayed correctly	D258 5780J	Java VM v12 for eDC firmware	Install version 12.51.01 or newer	
		D258 5780J	Java VM v12 Update Tool		
Icon missing	SDK application icon not displayed after recovering from energy saving mode	D258 5780K	Java VM v12 for eDC firmware	Install version 12.54.00 or newer	
		D258 5780K	Java VM v12 Update Tool		
Icon missing	The Fiery icon does not appear in copier mode after recovering from the energy saver mode	D261 5760L	System/Copy firmware	Install version 1.09 or later	
Icon missing	SDKJ application icon not displayed on the home screen	D241 1425 D241 1429	Cheetah System firmware	Install version 1.23 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Icon not correct	The yellow mark not displayed on the 'Other Settings' icon even if one of the 'Other Settings' is enabled	D241 1454X	SmartCopy firmware	Install version 1.25 or later	
		D241 1425D D241 1429D	Cheetah System firmware	Install version 1.27 or later	
Button missing	"Apply" button missing from several confirmation screens in User Tools	D258 5760M D261 5760L	System/Copy firmware	Install version 1.09 or later	Update Animation to v1.02 or later also
Program missing	The copier program registered on the operation panel disappears after turning the main switch off and on.	D258 5760M D261 5760L	System/Copy firmware	Install version 1.09 or later	
Cannot exit screen	Cannot exit the job stop screen if the SNTP time setting and STR setting are enabled	D258 5762G	Fax firmware	Install version 05.00.00 or later	
Touch panel not responding	After recovering from energy saving mode	D261 7385D	Keymicon firmware	Install version 2.23 or later	
Touch panel not responding	***After the machine stalled during ARFU***	***D241 1427Z***	***Legacy UI firmware***	***Install version 1.22 or later***	
Panel does not turn on		D257 043	Power not supplied to the operation panel	Follow the instructions in the RTB	
LEDs	Blue LED does not turn on	D257 043		Follow the instructions in the RTB	
Blue screen	Blue screen appears	D257 043	Software issues	Follow the instructions in the RTB	
Black screen	***After switching the user or the display language, a black screen is displayed for a few seconds when opening Quick Print Release***	***D241 1446R***	***PrinterSJob firmware***	***Install version 1.75 or later***	
'Please wait'		D257 043	Software issues	Follow the instructions in the RTB	
Wording errors	Incorrect wording of "Remote Panel Operation" in the menu of Web Image Monitor	D261 5765L	Web Support firmware	Install version 1.08 or later	
		D258 5765L	Web Support firmware	Install version 1.09 or later	
Legacy mode	Problems with the Smart Operation Panel when Legacy mode is use	D257 044	Do not use Legacy UI Firmware v1.20	Use v1.19 or earlier.	

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6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
Authentication	User code authentication does not work in SDK applications	D257 001b	Engine firmware	Install version 1.07:02 or later	
Authentication	Printing does not start even after entering the user code	D257 002d D260 001a	System/Copy firmware	Install version 1.05 or later	
Authentication	Fails if the device is set to use "IEEE 802.1X" and "TLS1.2" is set to "active"	D257 010d	Network Support firmware	Install version 16.46 or later	
Authentication	"User Code Authentication": No alert sound for an invalid entry	D259 030h	SimpleScan for eDC firmware	Install version 1.10 or later	
Authentication	The DSDK application fails to connect to the LDAP server when using Kerberos authentication	Gene 087p	Java VM v12 for eDC	Install version 12.47.01 or later	
		Gene 088n	Java VM v12 Update Tool	Install version 12.47.01 or later	
Authentication	The user code is cleared when transitioning to the Home screen	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Authentication	User usage restrictions do not come into effect if authentication is enabled in Quick Card Authentication	D258 5760P D261 5760N	System/Copy firmware	Install version 1.11 or later	
Authentication	If some characters are included in a user name, login authentication is not done correctly	D258 5760Q	System/Copy firmware	Install version 1.12 or later	
		D261 5760P			
Encryption	Encryption key cannot be restored	D257 002a	System/Copy firmware	Install version 1.02 or later	
Login/logout	Cannot log in	D257 002b	System/Copy firmware	Install version 1.03 or later	
Login/logout	Cannot login with card reader	D259 012s	Cheetah System firmware	Install version 1.20 or later	
Login/logout	Users forcefully logged off while printing or previewing a print.	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Login/logout	Login screen shown after swiping with an IC card	D241 1425 D241 1429	Cheetah System firmware	Install version 1.23 or later	
Login/logout	Cannot login using Bluetooth in Smart Device Connector	D241 1425B D241 1429B	Cheetah System firmware	Install version 1.25 or later	
Login/logout	Cannot logout if the device is accessed from Web Image Monitor just before scanning is finished	D258 5764L	Scanner firmware	Install version 01.07 or later	
Login/logout	It takes time to login after authenticating the card	D258 5760Q	System/Copy firmware	Install version 1.12 or later	
		D261 5760P			
Login/logout	Cannot log in if the machine repeatedly enters and exits Energy Saver Mode	D258 5760R D261 5760Q	System/Copy firmware	Install version 1.13 or later	
Service mode lock	Normal users can change the service mode lock setting	D257 002d			
SSL	SSL3.0 is possible even if it was disabled	D257 010d	Network Support firmware	Install version 16.46 or later	
SSL	SSL communication fails between an application and the Windows operating system	Gene 087k	Java VM v12 for eDC	Install version 12.44.01 or later	
		Gene 088i	Java VM v12 Update Tool	Install version 12.44.01 or later	
Vulnerabilities	"Master Key" vulnerability	D259 012q	Cheetah System firmware	Install version 1.18 or later	
Logs	When using WIM to change the password policy in the "Extended Security" menu, the access log is not recorded	D258 5765G	Web Support firmware	Install version 1.05 or later	
		D261 5765G	Web Support firmware	Install version 1.04 or later	

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7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC285		D257 029	A bracket has come loose and the ITB roller cannot rotate.	Work through the procedure in the RTB.	
SC325	After a non-feed jam	D258 5522B	Engine firmware	Install version 1.15:02 or later	
SC348		D257 029	A bracket has come loose and the ITB roller cannot rotate.	Work through the procedure in the RTB.	
SC374	After recovery from toner end	D257 001c	Engine firmware	Install version 1.08:02 or later	
SC374		D257 029	A bracket has come loose and the ITB roller cannot rotate.	Work through the procedure in the RTB.	
SC496		D257 029	A bracket has come loose and the ITB roller cannot rotate.	Work through the procedure in the RTB.	
SC515		D258 5522B	Engine firmware	Install version 1.15:02 or later	
SC525-01	When the bypass tray unit is opened/closed	D258 5522	Engine firmware	Install version 1.13:02 or later	
SC550	Pro models: After replacing the fusing belt	D258 5522A	Engine firmware	Install version 1.14:02 or later	
SC583		D257 040	The D2 fusing unit lever hits the machine frame and breaks if the cover of the fusing unit does not close properly.	Replace the fusing unit D2 lever with the new part (D2584372)	
SC621	When switching to power off or energy saving mode	D258 5522B	Engine firmware	Install version 1.15:02 or later	
SC672-11	When recovering from Energy Saver Mode	D257 002d D260 001a	System/Copy firmware	Install version 1.05 or later	
		D261 7385D	Keymicon firmware	Install version 2.23 or later	
SC672	Reboots after entering sleep mode	D259 012u	Cheetah System firmware	Install version 1.22.2 or later	
SC672	After recovering from sleep mode	D258 5760K D261 5760J	System/Copy firmware	Install version 1.07 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC673-10	When turning on the power	D258 5760K D261 5760J	System/Copy firmware	Install version 1.07 or later	
SC687	When restarting a large print job	D258 5760N D261 5760M	System/Copy firmware	Install version 1.10 or later	
SC720	Broken guide cover (finisher)	D257 026	A piece of the cover falls into the machine, and the guide cannot return to home position	Check between the guide and the exterior cover and remove any broken pieces.	
SC720-35	If a jam occurs at a location other than the stapler tray but the stapler unit is pulled out and pushed back in	D260 009a	FINISHER_Columbia-D firmware	Install version 01.040:03 or later	
SC720-70	Running 3 staple jobs in a row	D3CA 5620E	FINISHER_Columbia-D firmware	Install version 01.050:03 or later	
SC721-35	After replacing the staple cartridge	D3CA 5620E	FINISHER_Columbia-D firmware	Install version 01.060:03 or later	
SC816-98	While the system enters the STR mode	D258 5760L	System/Copy firmware	Install version 1.08 or later	
		D258 5761C	PowerSaving Sys firmware	Install version F.L3.08.1 or later	
		D261 5760K	System/Copy firmware	Install version 1.08 or later	
SC819	Reboots after entering sleep mode	D259 012u	Cheetah System firmware	Install version 1.22.2 or later	
SC819	After removing a jam that occurred while printing a large job that fully consumes the printer memory.	D258 5760K D261 5760J	System/Copy firmware	Install version 1.07 or later	
SC819	After reboot	D258 5760K D261 5760J	System/Copy firmware	Install version 1.07 or later	
SC819	After updating firmware remotely	D258 5769K	Network Support firmware	Install version 16.50 or later	
SC843-02		D241 1425A D241 1429A	Cheetah System firmware	Install version 1.24.1 or later	
SC845	While updating a package firmware	D258 5760K D261 5760J	System/Copy firmware	Install version 1.07 or later	
SC899	After updating the smart operation panel application/firmware via ARFU	D257 002c	System/Copy firmware	Install version 1.04 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC899	When logging out	D257 004a	Fax firmware	Install version 03.00.00 or later	
SC899	When "Erase All Memory" is done	D257 010d	Network Support firmware	Install version 16.46 or later	
SC899	When doing location-free printing or authentication by using a solution product	Gene 087p	Java VM v12 for eDC	Install version 12.47.01 or later	
		Gene 088n	Java VM v12 Update Tool	Install version 12.47.01 or later	
SC899	When receiving IP fax	D258 5763D	RemoteFax firmware	Install version 03.00.00 or later	
SC899	When printing a PDF file that contains graphics or text via PDF Direct	D258 5778E	PDF firmware	Install version 1.02 or later	
SC899	When printing a document that has fewer than four colors for CMYK specified	D258 5778E	PDF firmware	Install version 1.02 or later	
SC899	When performing on-demand printing with the Enhanced Locked Print	D258 5780H	Java VM v12 for eDC	Install version 12.49.00 or later	
			Java VM v12 Update Tool	Install version 12.49.00 or later	
SC899	When printing a PCL job which contains images via host printing	D258 5775E	PCL firmware	Install version 1.04 or later	
SC899	When scanning a document with OCR	D258 5764H	Scanner firmware	Install version 01.04 or later	
SC899	If there is a large number of different characters used in a print job	D258 5778F	PDF firmware	Install version 1.03 or later	
SC899	When printing via PDF Direct if a job includes more than 500 pages	D258 5778F	PDF firmware	Install version 1.03 or later	
SC899	In wireless LAN infrastructure mode, if changing the settings when the PSK in WPA2-PSK is empty	D258 5769J	Network Support firmware	Install version 16.49 or later	
SC899	If logging in from a keyboard	D258 5780L	Java VM v12 for eDC	Install version 12.56.00 or later	
		D258 5780L	Java VM v12 Update Tool	Install version 12.56.00 or later	
SC899	When doing Scan to Folder	D258 5769K	Network Support firmware	Install version 16.50 or later	
SC899	*When a duplex job exceeds the max allowable pages*	*D261 5760R*	*System/Copy firmware*	*Install version 1.14 or later*	
SC899	*When executing SP5-846-052 (Restore All Addr Book)*	*D258 5760T D261 5760S*	*System/Copy firmware*	*Install version 1.15 or later*	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC899	When rebooting the Fiery following a restoration of a backup file that contains paper catalog data	Install patch FIT 101662931 for E-24B Install SP1 FIT101716374 for E-44B			
SC919	If the filename includes "%", Fiery service exits before printing	Service Pack 01		Color Controller E-24B Ver.1.0 firmware	
SC990	After an SC reboot, if the dialog window stating that the automatic reboot has occurred is not closed, SDK-J applications cannot be started	D258 5772K	Printer firmware	Install version 1.06 or later	
		D261 5772J	Printer firmware	Install version 1.05 or later	
		D258 5760P	System/Copy firmware	Install version 1.11 or later	
SC990	After cancelling scanning	D258 5760P D261 5760N	System/Copy firmware	Install version 1.11 or later	
SC991	When "Erase All Memory" is done	D257 010d	Network Support firmware	Install version 16.46 or later	
SC991	After cancelling scanning	D258 5760P D261 5760N	System/Copy firmware	Install version 1.11 or later	
SC997	When OCR is set and a document over 256 pages is scanned	D258 5764K	Scanner firmware	Install version 01.06 or later	
SC998	If Streamline NX and CAP v2 are installed	D258 5780K	Java VM v12 for eDC firmware	Install version 12.54.00 or newer	
		D258 5780K	Java VM v12 Update Tool		
SC998	When the machine is woken from sleep mode by the proximity sensor	D241 1425A D241 1429A	Cheetah System firmware	Install version 1.24.1 or later	
SC998	When powering on, if an ESA application is set as a function priority	D258 5760M D261 5760L	System/Copy firmware	Install version 1.09 or later	
Java VM related SC	When doing location-free printing or authentication by using a solution product	Gene 087p	Java VM v12 for eDC	Install version 12.47.01 or later	
		Gene 088n	Java VM v12 Update Tool	Install version 12.47.01 or later	
"Quick Scanner isn't responding. Do you want to close it?"		D259 030h	SimpleScan for eDC firmware	Install version 1.10 or later	
Error message (unspecified)		D257 002b	System/Copy firmware	Install version 1.03 or later	
Alert not displayed	Jam alert does not appear after a paper size mismatch	D260 001b	System/Copy firmware	Install version 1.06 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Wrong error message/ code	A message about the Application Site closing appears after correcting a setting error for the drum unit	D259 037h	Application Site for eDC firmware	Install version 1.04.05 or later	
Wrong error message/ code	SC544-00 mistakenly detected when SC665-04 occurs	D258 5522	Engine firmware	Install version 1.13:02 or later	
"Please wait"	When the Printer application is opened after the device resumes from sleep mode	D259 020i	PrinterInfo for eDC firmware	Install version 1.11 or later	
'Please wait'	After pressing an application icon on the touch panel very soon after going into Energy Saver mode	D258 5760K D261 5760J	System/Copy firmware	Install version 1.07 or later	
'Please wait'		D241 1427Y	Legacy UI firmware	Install version 1.21 or later	
Error not displayed	After the device is restarted, error messages are not displayed	D259 020i	PrinterInfo for eDC firmware	Install version 1.11 or later	
Error not displayed	Error messages briefly appear and then disappear	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Other	An error message indicates that part of the import failed when executing "Export" and "Import" in user tools	D241 1425A D241 1429A	Cheetah System firmware	Install version 1.24.1 or later	
Other	Notifications are not displayed in MFP applications even if key counter management or external charge unit management is enabled	D258 5760P	System/Copy firmware	Install version 1.11 or later	
Other	*A backup failure message appears when executing SP5-846-051 (Backup All Addr Book)*	*D258 5760T D261 5760S*	*System/Copy firmware*	*Install version 1.15 or later*	

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8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Applications	Cheetah Business Application closes unexpectedly if a cover feeder is installed	M923 003d	SharedFolderPrint firmware	Install version 2.0.1 or later	
Applications	Failure when uploading files to a web server via a web application	D259 012q	Cheetah System firmware	Install version 1.18 or later	
Applications	Quick Print Release: 17 x 22 paper in the input tray is displayed as 11 x 17	D259 021g	PrinterSJob for eDC firmware	Install version 1.59 or later	
Applications	Quick Print Release: The application screen is blacked out when it is reopened	D259 021g	PrinterSJob for eDC firmware	Install version 1.59 or later	
Applications	Quick Print Release: Cannot start after the device resumes operating from energy-saving mode	D259 021g	PrinterSJob for eDC firmware	Install version 1.59 or later	
Applications	Printer Bit Switch #12-5 does not behave properly	D259 021g	PrinterSJob for eDC firmware	Install version 1.59 or later	
Applications	Wrong Product ID used	D259 021h	PrinterSJob for eDC firmware	Install version 1.60 or later	
Applications	Measurements shown in Quick Scanner are not correct	D259 030h	SimpleScan for eDC firmware	Install version 1.10 or later	
Applications	Various problems with Quick Scanner	D259 030i	SimpleScan for eDC firmware	Install version 1.11 or later	
Applications	Destinations missing from Quick Scanner	D259 030j	SimpleScan for eDC firmware	Install version 1.12 or later	
Applications	SDK applications not behaving correctly	Gene 087k	Java VM v12 for eDC	Install version 12.44.01 or later	
		Gene 088i	Java VM v12 Update Tool	Install version 12.44.01 or later	
Applications	Cannot use required version of Java VM after replacing the controller board	Gene 087p	Java VM v12 for eDC	Install version 12.47.01 or later	
		Gene 088n	Java VM v12 Update Tool	Install version 12.47.01 or later	
Applications	Java VM does not recognize a change in relationship between the host name and the IP address on the DNS server	Gene 087p	Java VM v12 for eDC	Install version 12.47.01 or later	
		Gene 088n	Java VM v12 Update Tool	Install version 12.47.01 or later	
Applications	Scanner application ends abnormally	D259 019k	SmartScan for eDC firmware	Install version 1.13 or later	
Applications	The application aborts while trying to print via the bypass tray.	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Applications	The application is unresponsive when many jobs via ADF are scanned.	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Applications	Some Smart SDK applications are deleted with CheetahSystem v1.21.	D284 027	Firmware bug	Install newer Cheetah System firmware	
Applications	Cannot install applications remotely	D258 5780J	Java VM v12 for eDC firmware	Install version 12.51.01 or newer	
		D258 5780J	Java VM v12 Update Tool		
Applications	Device Manager NX Enterprise cannot retrieve information about applications installed on the device.	D258 5780K	Java VM v12 for eDC firmware	Install version 12.54.00 or newer	
		D258 5780K	Java VM v12 Update Tool		
Applications	GlobalScan NX fails to apply profiles or retrieve device information when using the AdminTool	D258 5780K	Java VM v12 for eDC firmware	Install version 12.54.00 or newer	
		D258 5780K	Java VM v12 Update Tool		
Applications	Notifications are not displayed in MFP applications even if key counter management or external charge unit management is enabled	D258 5772K	Printer firmware	Install version 1.06 or later	
		D261 5772J	Printer firmware	Install version 1.05 or later	
Applications	Remote un-installation for Streamline NX does not work	D258 5760P D261 5760N	System/Copy firmware	Install version 1.11 or later	
Applications	Java VM does not recognize a change in relationship between the host name and the IP address on the DNS server	D258 5760P D261 5760N	System/Copy firmware	Install version 1.11 or later	
Applications	After starting Web Browser NX, Application Site cannot be started from Screen SP Mode	D241 1425D D241 1429D	Cheetah System firmware	Install version 1.27 or later	
Applications	The quota notification cannot be displayed in some SmartSDK applications	D258 5760Q D261 5760P	System/Copy firmware	Install version 1.12 or later	
Applications	An SDK application stops suddenly due to increased memory usage	D258 5780M	Java VM v12 for eDC firmware Java VM v12 Update Tool	Install version 12.59.01 or newer	
Applications	Legacy applications do not open	D241 1427Y	Legacy UI firmware	Install version 1.21 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Applications	SmartSDK WebAPI bug with serverless transfer requests for device logs	D258 5770E	Network DocBox firmware	Install version 1.02 or later	
Applications	SmartSDK WebAPI bug with the temporary user authentication function	D258 5770E	Network DocBox firmware	Install version 1.02 or later	
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.	
Poor stacking	With corner stapling	D258 5522	Engine firmware	Install version 1.13:02 or later	
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.	
Finishing options	Expected finishing options not applied; Cover Interposer Tray CI4020 (D712) + Multi-Folding Unit FD4000 (D615) + Booklet Finisher SR5080 (D3CA) or Finisher SR5070 (D3CB); after the last sheet of a job is fed from the Cover Interposer	D712 5510C	Inserter_CI4020 firmware	Install version 02.020:04 or later	
Fiery controller	System Updates does not activate	D3CD 001	Color Controller E-24B Ver.1.0 firmware	Install required patch(es).	
Fiery controller	The Fiery cannot print after executing the Factory Default function	D3CD 002	Color Controller E-24B Ver.1.0 firmware	Install required patch(es).	
Fiery controller	If the Fiery connects to the printer while the printer is shutting down, the Fiery screen does not appear on the printer operation panel the next time the printer is powered on	D261 5760N	System/Copy firmware	Install version 1.11 or later	
Fiery controller	System Updates does not activate even if enabled	FIT101614628		Color Controller E-24B Ver.1.0 firmware	
Fiery controller	The controller responds to a communication targeted to a different IP address	FIT101670677		Color Controller E-24B Ver.1.0 firmware	

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Subject	**Symptom**	**RTB #**	**Cause**	**Solution**	**Note**	
Fiery controller	Fiery becomes unresponsive while duplicating a huge number of jobs when the printer is in STR mode	Service Pack 01		Color Controller E-24B Ver.1.0 firmware	
Fiery controller	Control Bar information does not match the Job settings	Service Pack 01		Color Controller E-24B Ver.1.0 firmware	

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9. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Abnormal image (not specified)	When sending or receiving an IP-Fax.	D257 018b	GWFCU3.8-14(WW) firmware	Install version 02.00.00 or later	
Output not good (not specified)	When a particular PDF file is printed with specific tray alignment settings	Install SP1 FIT101716374 for E-44B			
Output not good (not specified)	***A problem with the cleaning blade of the transfer belt***	***D258 5522C***	***Engine firmware***	***Install version 1.16:02 or later***	
Lines	Horizontal lines at 40 mm intervals	D257 023	Error at the factory: too much lubricant was applied to the cleaning blade, and it goes to the charge roller	Execute SP2-222-001 (Chg Roll Cleaning: Execute all) twice. If the symptom still occurs, execute this SP until the lines disappear.	
Low image density	When the print speed is changed	D257 001e	Engine firmware	Install version 1.10:02 or later	
Low image density		D257 029	A bracket has come loose and the ITB roller cannot rotate.	Work through the procedure in the RTB.	
Color registration		D257 029	A bracket has come loose and the ITB roller cannot rotate.	Work through the procedure in the RTB.	
Function not working	3-edge full bleed works only for two edges	D258 5520H	Engine firmware	Install version 1.11:02 or later	
		D258 5760K D261 5760J	System/Copy firmware	Install version 1.07 or later	
Background	Image background is filled in	D258 5775E	PCL firmware	Install version 1.04 or later	
Part of image blacked out	A pattern put on top of an image or graphic is blacked out	D258 5775E	PCL firmware	Install version 1.04 or later	
Grainy image		D260 022	A: Surface of the paper is rough B:Limitation of the development process	A: Adjust the AC transfer bias (if that does not work, change the process speed setting). B: Change the screen settings in the Fiery printer driver.	See the RTB for the exact procedure to follow.
Incorrect color	Too light when printing on custom paper	D261 5772H	Printer firmware	Install version 1.04 or later	

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10. Mechanical/Electrical

Subject	Symptom	RTB #	Cause	Solution	Note
Fusing cleaning unit	Web-end is not cleared even after installing a new fusing unit.	D257 001c	Engine firmware	Install version 1.09:02 or later	
Drawer	The drawer lock is not released if the operator turns the main power OFF/ON without clearing a fusing SC.	D257 001e	Engine firmware	Install version 1.10:02 or later	
Power stops suddenly	At installation	D257 031 D260 017	Due to a change in factory procedure, a harness tube in the fusing unit was damaged, causing it to contact a metal plate	If the harness tube is damaged, cover the harness and the edge of the bracket with Teflon tape. See the RTB for how to do this. The recommended Teflon tape is 3M PTFE Film tape 5490 (24mm).	
Motor does not stop	If JAM 360 occurs, the transfer motor does not stop.	D3CH 5300S	Finisher_SR4120/4130 firmware	Install version 01.120:05 or later	
Noise	*A problem with the cleaning blade of the transfer belt*	*D258 5522C*	*Engine firmware*	*Install version 1.16:02 or later*	

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11. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	When sending or receiving an IP-Fax.	D257 018b	GWFCU3.8-14(WW) firmware	Install version 02.00.00 or later	
Machine stalls	When receiving a print job while performing engine adjustments after the end of the previous print job	D257 001e	Engine firmware	Install version 1.10:02 or later	
Machine stalls	If the Cover Interposer runs out of paper during the job and the tray is reloaded with paper incorrectly	D258 5760K D261 5760J	System/Copy firmware	Install version 1.07 or later	
Machine stalls	If a job includes text outside the printable area of the page	D258 5778F	PDF firmware	Install version 1.03 or later	
Machine stalls	When OCR is set and a document over 256 pages is scanned, the Scanner application freezes	D258 5764K	Scanner firmware	Install version 01.06 or later	
Machine stalls	When image log capture is enabled and a lot of jobs are performed, the capture cannot be executed and the device will freeze	D258 5770D	Network DocBox firmware	Install version 1.01 or later	
Machine stalls	When printing a heavy-duty job	D258 5775G	PCL firmware	Install version 1.06 or later	
Machine stalls	When the trailing edge rides on the trailing edge press lever in a shift job.	D3CA 5620F	FINISHER_Columbia-D firmware	Install version 01.060:03 or later	
Machine stalls	In Energy Saver mode, freezes during the first backup after the firmware is installed	D284 043	Bug with the operation panel backup feature after Cheetah System firmware ver 1.27 is installed	Don't install ver 1.27. If the error occurs, disable the operation panel backup feature in the Cheetah SP mode	
Machine stalls	***If the widgets reboot during a firmware update***	***D241 1431K***	***LanguageWidget firmware***	***Install version 1.10 or later***	
		D241 1434H	***TonerWidget firmware***	***Install version 1.06 or later***	
		D241 1435F	***FaxInfoWidget firmware***	***Install version 1.04 or later***	
		D241 1437G	***EcoInfoWidget firmware***	***Install version 1.07 or later***	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	*When executing SP5-846-052 (Restore All Addr Book)*	*D258 5760T D261 5760S*	*System/Copy firmware*	*Install version 1.15 or later*	
Machine reboots	The operation panel become blurred and lines appear, and then the machine reboots	D241 1425A D241 1429A	Cheetah System firmware	Install version 1.24.1 or later	
Machine reboots	After cancelling scanning	D258 5760P D261 5760N	System/Copy firmware	Install version 1.11 or later	
Machine is slow	Startup takes a long time if Streamline NX and CAP v2 are installed	D258 5780K	Java VM v12 for eDC firmware	Install version 12.54.00 or newer	
		D258 5780K	Java VM v12 Update Tool		
Machine is slow	Slow to output the first page using PDF Direct Print when the print data contains a large number of pages	D258 5778F	PDF firmware	Install version 1.03 or later	
Machine is slow	It takes time to resume a job if it is suspended while the device is in Energy Saver mode	D258 5772K	Printer firmware	Install version 1.06 or later	
		D261 5772J	Printer firmware	Install version 1.05 or later	
Machine is slow	Printing via CAPv2/ELPv2 is slow	D258 5780L	Java VM v12 for eDC	Install version 12.56.00 or later	
		D258 5780L	Java VM v12 Update Tool	Install version 12.56.00 or later	
Machine is slow	It takes a long time to print a file generated by Delphi with PCL5/PS	D258 5522B	Engine firmware	Install version 1.15:02 or later	
Reports/Logs	Problems with the Journal (fax report)	D257 004a	Fax firmware	Install version 02.00.00 or later	
Reports/Logs	*If the device is abnormally turned off, the collect logs settings are initialized and the log data is not transferred after that*	*D258 5770F*	*Network DocBox firmware*	*Install version 1.03 or later*	
Counters	Documents printed from PCFAX are not counted up.	D257 005a	RemoteFax firmware	Install version 02.00.00 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Counters	After installing a new waste toner bottle, the counter cannot be reset by opening and closing the front door	D258 5520J	Engine firmware	Install version 1.12:02 or later	
Energy saver mode	Does not wake up from sleep mode	D259 012q	Cheetah System firmware	Install version 1.18 or later	
Energy saver mode	Cannot recover from energy saver mode	D261 7385D	Keymicon firmware	Install version 2.23 or later	
Energy saver mode	Cannot enter energy saver mode	D258 5764M	Scanner firmware	Install version 01.08 or later	
Initialization	No initialization after PM	D260 001b	System/Copy firmware	Install version 1.06 or later	
Firmware update	RFU (Remote Firmware Update) is not successful if started while MUSIC or process control is currently under way	D257 001e	Engine firmware	Install version 1.10:02 or later	
Firmware update	Error 22 occurs when updating via ARFU	D241 1425D D241 1429D	Cheetah System firmware	Install version 1.27 or later	
Firmware update	E228 occurs when updating via SD card	D241 1425D D241 1429D	Cheetah System firmware	Install version 1.27 or later	
System reset	System auto-reset not working	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Settings are ignored	If the Java VM parameters are changed remotely, the changes do not take effect even after rebooting	D258 5780H	Java VM v12 for eDC	Install version 12.49.00 or later	
			Java VM v12 Update Tool	Install version 12.49.00 or later	
Settings are ignored	Renamed job name is not honored and does not appear in Job Properties of the printer operation panel	Service Pack 01		Color Controller E-24B Ver.1.0 firmware	
Settings not applied correctly	SMB client timeout configuration is not correctly applied	D258 5769K	Network Support firmware	Install version 16.50 or later	
Cannot make settings	When the new BICU board is installed, serial number information cannot be input.	D258 5522	Engine firmware	Install version 1.13:02 or later	
Cannot make settings	A3 size cannot be specified in macOS when scanning by using AirPrint	D258 5764H	Scanner firmware	Install version 01.04 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Cannot make settings	When scanning from Mac OS X 10.12 by using AirPrint, the resolution is always 200 dpi.	D258 5764H	Scanner firmware	Install version 01.04 or later	
Cannot make settings	User Tools cannot be accessed	D241 1425D D241 1429D	Cheetah System firmware	Install version 1.27 or later	
Cannot make settings	User settings cannot be accessed	D241 1427Y	Legacy UI firmware	Install version 1.21 or later	
Cannot make settings	"Black point compensation" does not appear in Command Work Station	Install patch FIT101640279 for E-24B Install SP1 FIT101716374 for E-44B			
Setting in wrong menu	Auto Tray Selection appears in Configure	Install patch FIT101642747 for E-24B Install SP1 FIT101716374 for E-44B			
Cannot operate the machine	When using DHCP Option204, "Setting change..." is displayed on the operation panel, and users cannot operate the device	D258 5769J	Network Support firmware	Install version 16.49 or later	
Function not working	In "Printing text and serial numbers" mode, blank text with serial numbers cannot be copied	D258 5760M D261 5760L	System/Copy firmware	Install version 1.09 or later	
Function not working	SP5-850-003 not working	D261 5760M	System/Copy firmware	Install version 1.10 or later	