

Updated: End of March 2016: Changes in bold italics

Model: Model B-	e: 31-Jun-08 No.		No.: RD059000w			
Subject: Troubles	Prepared by	': T. 1	Fadokoro			
From: 1st Tech. S	Support Sec. Service Support I	Dept.				
Classification:	☐ Troubleshooting	🗌 Part info	ormat	tion 🗌 /	Actior	n required
	🗌 Mechanical	Electric	al		Servio	ce manual revision
	Paper path	🗌 Transm	it/rec	eive 🗌 I	Retro	fit 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.

Fiery controller:

More than one patch file may be needed, and the order in which they are applied may be important. See the RTB for the required patch file(s), and the correct procedure to use.

RICOH Technical Bulletin

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U	Updated: End of March 2016: Changes in bold italics							
Ν	Iodel: Model B-C4 (Katana-C2)		Date: 31-Jun-08	No.: RD059000w				
-	able of contents Paper Feed Errors Jam Purge tray Paper type/size errors Tandem tray Cannot recover from jam Sheets fall off the exit tray Sheets fed to wrong peripheral Duplex jobs printed one-sided Paper set error Double feed detection Feed from wrong tray Pages printed in wrong order			6				
2.	Copy Process Toner supply			9				
3.	Connectivity Wireless No reply to ping MIB 404 Not Found Scanned documents not delivered Apple Talk Cannot access the machine MAC address drain SMB Domain name overwritten Cannot send email Remote Manager SSL Web Image Monitor Icon not shown Network settings Address book Cannot use connectivity application DNS Cannot negotiate session Internet Explorer @Remote			10				



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Ν	odel: Model B-C4 (Katana-C2)	Date: 31-Jun-08	No.: RD059000w
4.	Printing/Scanning Printer stalls Scanning fails IPDS problems Scan to NCP PDF direct printing PCL Cannot cancel a job Jobs not printed Printing fails Scanning stalls Unspecified problem with printing Job reset Job deleted Job not deleted Job not deleted Job cancelled Error when cancelling a job Bar codes, QR codes, etc Page printed more than once Scanner for WSD Scan to SMB Scan to folder Slow printing Cannot install driver PS error Wrong PDL used Wrong pages printed Garbled data Pages not printed correctly (not specified) Files sent in wrong format Font not printed Error page printed Characters cannot be printed Page numbers overlap		14
5.	Operation Panel, Wording on Reports Incorrect message displayed Buttons missing from display Wording error "Please Wait" stays on screen Operation panel is black "Printing" Software keyboard Blank screen Display error Button not working Start-up screen does not change		19



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Mode	el: Model B-C4 (Katana-C2)	Date: 31-Jun-08	No.: RD059000w
Jol Aca Du Ca Wi Ca Us Ca Us Fa Ca Us Ke	curity o log/Job history cess log plicate logs transferred nnot input password ndows Authentication nnot assign group privileges authorized people can use features ers not logged out nnot log out er Authentication n print when should not be possible er name garbled lse detection of unauthorized access nnot recognize authentication or login/out status ers logged out rberos thentication failure		21
SC 76: Err Un	ror Codes and Messages 2 206, 240, 300, 304, 320, 494, 495, 584, 585, 586, 67 3, 795, 796, 797, 816, 819, 860, 899, 990, 991, 997 or popup specified SC ullPointerException" error		
Rir Pe Trii Fin Co Sta Plc GE Ta De Fol Fie Co Sh	etional Units Ing Binder Infect Binder Infect Binder Inisher (SR5020) Inisher (SR5000) Ver Interposer Acker Dockmatic BC punch Is sheets curler Ider Ider Ider Ider Infection errors with peripherals Ift tray DK/ESA applications T		29



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Model: Model B-C4 (Katana-C2)	Date: 31-Jun-08	No.: RD059000w
9. Image Problems Image of previous job on the output Image in the wrong position Exit roller marks Unspecified 'abnormal image' Low image density Objects printed in the wrong color Raster images not output Objects missing Lines missing Characters missing Objects in the wrong position Characters printed incorrectly Greyscale Scaling Missing color Preview and printout not the same Image rotation error Data blacked out Black and white reversed Image loses its shape		36
 10. Others The machine freezes Energy saver mode Reboot failure SMC List The machine is slow Counter errors Incorrect factory settings Updating firmware Cover sheets, chapter sheets Cannot store job Problems with SP/User Tool settings PM Counters Incorrect system shutdown Alert sent at the wrong time Free run Jam displayed but no jam Jam alert cleared but jam remains Machine remains in idle mode Job does not restart SP does not work USB devices Memory leak Cannot go to SP mode Job starts while cover is open ADF/exposure glass cannot detect Cannot generate files Load paper requested but paper is present Cannot exit a mode Unexpected behavior (not specified) Noise 		39



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Model: Model B-C4 (Katana-C2)

Date: 31-Jun-08

No.: RD059000w

1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Jam	When punching a few	D392	Ring Binder B1	Install version	
	sheets (1-3 sheets) with	001b	firmware	01.270:04 or later.	
	big curls	D392	Ring Binder B2	Install version	
		002a	firmware	01.050:01 or later.	
Jam	When restarting a print	D059	Engine firmware	Install version 1.04:04	
	job that stopped due to	016a		or later.	
	running out of staples				
Jam	False indication of	D059	Engine firmware	Install version 1.04:04	
	Jam001 when jam	016a		or later.	
	occurs in the peripherals				
Jam	Jam14 when paper is	D059	Engine firmware	Install version 1.04:04	
	continuously fed from	016a		or later.	
_	Tray 5				
Jam	Jam 69 when switching	D059	Engine firmware	Install version 1.04:04	
	the line speed mode.	016a		or later.	
Jam	Jam95 after a network	D059	Engine firmware	Install version 1.04:04	
	error.	016a		or later.	
Jam	JAM407 during a staple	D059	Engine firmware	Install version 1.04:04	
1	job.	016a	En alma finner a sa	or later.	
Jam	JAM407 during a staple	D059	Engine firmware	Install version 1.06:04	
1	job on the Columbia.	003b	Easter Concerns	or later.	
Jam	JAM23 during a staple	D059	Engine firmware	Install version 1.04:04	
1	job.	016a	En sins a finner us no	or later.	
Jam	When ejecting paper to	D059	Engine firmware	Install version 1.05:04	
	the Stacker Upper Tray	003a		or later.	
	and Stacker Tray				
lom	alternately,	D059	Engine firmulare	Install version 1.05:04	
Jam	When printing a certain punch job in which the	003a	Engine firmware	or later.	
	sheet is fed from the	003a		or later.	
	Inserter.				
Jam	When feeding to	D059	Engine firmware	Install version 1.07:04	
Jam	FD5000	003c		or later.	
Jam	GBC Punch	D434	Finisher_COLUMBIA	Install version	
oann		001e	firmware	03.100:08 or later.	
Jam	Optional folder	D454	Folder DONAU	Install version	
oam		002b	firmware	01.180:12 or later.	
Jam	Jam 146 caused by the	D059	Engine firmware	Install version	
oam	decurler	003e		1.09.1:04 or later.	
Jam	Jam code 116: When	B234	Finisher firmware	Install version	
	switching from proof	014k		2.000:61 or later.	
	mode to staple mode	-			
	while the stapler is in the				
	position for staple refill.				
Jam	Jam 260 when switching	D447	Stacker_LOIRE1	Install version	
	the output trays	001f	firmware	02.260:09 or later.	
		D447	Stacker_LOIRE2	Install version	
		002f	firmware	02.260:09 or later.	
Jam	When saddle-stitching	D455	Trimmer firmware	Install version	
	the output scanned on	001b		15.270:15 or later.	
	the exposure glass.				



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Model: Model B-C4 (Katana-C2)			Iodel B-C4 (Katana-C2) Date: 3		31-Jun-08 No.: RE	
Subject	Symptom RTB #		Cause	Solut	Solution	
Jam	In the decurler unit after about 5000k	D457 004	Replace the decurler unit with a modified decurler unit.	procedure.	See the RTB for a procedure.	
Jam	Jam 71 when the sheet is moved to the purge tray	D059 003g	Engine firmware	Install versio or later.	n 1.11:04	
Jam	Jam 146 with booklets when using cover inserter and ring binder	D059 003g	Engine firmware	Install versio or later.	n 1.11:04	
Jam	When running a job in which the sheets are not pre-stacked onto the pre-stack tray, instantly after a saddle-stitch job.	D059 003g	Engine firmware	Install versio or later.	n 1.11:04	
Jam	Jam 410: Cover Interposer + Booklet Finisher, and restarting a job	D059 003g	Engine firmware	Install versio or later.	n 1.11:04	
Jam	Jam 422: Saddle stitching, and cover inserter	D059 003g	Engine firmware Install version 1. or later.		Install version 1.11:04 or later.	
Jam	Z-folded sheet jams in the finisher	D434 004			Mylars added to the entrance guide	
Jam	When copying/printing and switching the punch-hole type. This occurs when we use the main machine (110cpm or 135 cpm)/SR5000 with the decurl unit.	B234 014I	Finisher firmware	Install versio 2.030:62 or l		
Jam	When the stack exceeds the capacity before the tray alerts full capacity.	D447 001h D447 002h	Stacker_LOIRE1 firmware Stacker_LOIRE2 firmware	Install versio 02.280:09 or Install versio 02.280:09 or	r later. n	-
Jam	In a saddle-stitch job, jam 411 occurs when resuming the job after running out of paper and reloading paper in the tray.	D059 003h	Engine firmware	Install versio or later.		
Jam	Paper lag jam	D391 001e	P-Binder_B1 firmware	Install versio 0.340:13 or l		
Jam	At the folder, if the first sheet is fed from the Cover Interposer	D454 002d	Folder_DONAU firmware	Install versio 1.200:12 or l		
Jam	Jam 146 when using the GBC punch and continuously feeding paper from the Cover Interposer	D059 003i D059 101	Engine firmware Engine firmware (Toshiba TEC)	Install version 1.13:04 or later.		



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Model	: Model B-C4 (Katana-C2)		Date: 31		No.: RD05	lo.: RD059000w	
Subject	bject Symptom		Cause	Solution		Note	
Jam	When feeding to the High Capacity Stacker and a double-feed occurs, the double-fed	D059 003i D059 101	Engine firmware Engine firmware (Toshiba TEC)	Install versio or later.	n 1.13:04		
	sheet cannot be purged correctly	101					
Jam	In the GBC stream punch, if the mode is changed during continuous jobs	D434 001j	Finisher_COLUMBI firmware	A Install versio 03.200:08 or			
Jam	Jam125 (punch drive error)	D434 001k	Finisher_COLUME	BIA Install version 03.210:08 of			
Purge tray	When a jam occurs in the downstream peripherals, the paper in the mainframe is not fed to the purge tray.	D059 016a	Engine firmware	Install versio or later.			
Purge tray	Purge failure	D059 003e	Engine firmware	Install versio 1.09.1:04 or			
Paper type/size errors	IPDS forms: Supported media sizes/types cannot be assigned to a tray, or unsupported ones can be assigned	D059 002b	Printer firmware	Install versio later.	n 1.02 or		
Paper type/size errors	When the switch is turned on with paper set in the 1st tray	B835 001g	Cover interposer firmware	Install versio 02.073:44 or			
Paper type/size errors	A paper size mismatch occurs if a set of conditions occurs	D059 011c	Option PCL firmwar	e Install versio later.	n 1.03 or		
Tandem tray	Machine behavior does not conform to the setting of SP5-195-001: Limitless	D059 001c	System/Copy firmw	are Install versio later.	n 1.03 or		
Cannot recover from jam		D059 003c	Engine firmware	Install versio or later.	n 1.07:04		
Cannot recover	When a jam in a downstream peripheral	D059 003i	Engine firmware	Install versio or later.	n 1.13:04		
from jam	 and a double-feed occurs at the same time, either: 1) A blank sheet of paper is falsely ejected 2) Recovery printing could stall due to a disabled intermediate transport motor. 	D059 101	Engine firmware (Toshiba TEC)				
Sheets fed to wrong peripheral	Sheets punched on the GBC for exit to the High Capacity Stacker are fed out to the Finisher.	D059 002c	Printer firmware	Install versio later.	n 1.03 or		



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Model: Model B-C4 (Katana-C2)			Date: 31-		Jun-08 No.: RD		059000w	
Subject	Symptom	RTB #	Cau		Soluti		Note	
Duplex jobs printed one- sided	If a User Paper Type is changed from a paper type that doesn't support duplex to one that supports duplex	D059 005b	Network Sup firmware		Install versio later.			
Paper set error	When sending a job from Web Image Monitor, in which the job's 1st sheet is fed from the CI5000/5010,	B835 001g	Cover interpo firmware		Install versio 02.073:44 or	r later.		
Sheets fall off the exit tray	When convex-curled sheets are stacked on the Finisher shift tray, they could slip down from the tray to the ground.	D059 045	When the sheets have convex curl and are in a large stack, the slope becomes flat at the top of the stack. The flat stack stops the exited sheets from switching back and causes them to slip off.			Set the de- curl roller unit upside down and adjust the value in the User Tools.		
Double feed detection	False double feed detection	D059 090	The old double feed sensor could falsely detect "double feeds" due to an insufficient output level. The sensor and the URB have been modified to eliminate noise			See the RTB for part numbers of new parts.		
Feed from wrong tray	The whole job prints from the same input tray even though different input trays are specified.	D059 074		uired Patch	firmware File(s) for Priu m version 1.0			
Feed from wrong tray	Paper is not pulled from the selected input tray when a 2up job is printed.	D473 008		uired Patch	firmware File(s) for Priu em version 1.1			
Feed from wrong tray	PS3: Paper not fed from the correct tray	D473 011		uired Patch	firmware File(s) for Priu em version 1.1			
Feed from wrong tray	Input Tray setting is not honored	D473 037	Fiery system Apply the reo Controller EB	version 1.1 uired Patch 3-1357 syste	firmware File(s) for Priu em version 1.1	nter		
Pages printed in wrong order	PPML job	D473 038	Fiery system Apply the rec	version 1.1 uired Patch		nter		

2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
Toner supply	Too much or not enough	D059 003f	Engine firmware	Install version 1.10.04 or later.	
00000					



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Model: Model B-C4 (Katana-C2)

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No.: RD059000w

3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
Wireless	Sudden loss of wireless network connectivity: "Problems with the wireless card." displayed	D059 001a	System/Copy firmware	Install version 1.01.1 or later.	
No reply to ping	Machine does not reply to an IPv6 ping while in Energy Saver mode.	D059 006a	Power Saving Sys firmware	Install version 1.13 or later.	
MIB	ricohENGCounterValue "Black Counter Copy Application" is constantly displayed as "0".	D059 001c	System/Copy firmware	Install version 1.03 or later.	
404 Not Found	When transferring logs from the device using Web SDM ver 2.x without a power cycle.	D059 004a	Network DocBox firmware	Install version 1.05 or later.	
Scanned documents not delivered	Delivery of a scanned document fails via Scan to ScanRouterEX (using the MFP Browser), and the device will not attempt to resend the document.	D430A 01A	Browser Unit firmware	Install version 1.72 or later.	
Apple Talk	Cannot join AppleTalk zone	D059 001d	System/Copy firmware	Install version 1.04 or later.	
Cannot access the machine	Multiple Windows Vista/Server 2008 PCs cannot access the device through IPSec.	D059 005b	Network Support firmware	Install version 8.61 or later.	
Cannot access the machine	The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This causes a loss of connectivity until the MFP reinitializes the network connection (10 seconds).	D059 005c	Network Support firmware	Install version 8.68.1 or later.	
Cannot access the machine	Printer with an external controller	D059 005f	Network Support firmware	Install version 8.73 or later.	
Cannot access the machine	If SSDP is enabled	D059 005f	Network Support firmware	Install version 8.73 or later.	
MAC address drain		D059 001f	System/Copy firmware	Install version 1.06 or later.	
SMB	Scan to SMB is unable to send documents to a hostname containing 2- byte characters.	D059 005c	Network Support firmware	Install version 8.68.1 or later.	



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Model: Model B-C4 (Katana-C2)				Date: 31-Jun-08	No.: RD059000w	
Subject	Symptom	RTB #	Caus	e Solutio	n	Note
SMB	Cannot Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.	D059 005e	Network Support firmware	Install version 8.6 later.	39.1 or	
SMB	Cannot Scan to SMB to Windows 98/98SE/Me/NT4.0 destinations specified using an IP address.	D059 005e	Network Support firmware	Install version 8.6 later.	9.1 or	
SMB	The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).	D059 005e	Network Support firmware	Install version 8.6 later.	69.1 or	
SMB	After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname are not found.	D059 005e	Network Support firmware	Install version 8.6 later.	9.1 or	
SMB	The Scan to SMB "Connection Test" fails if performed on a directory located directly below a DFS root.	D059 005e	Network Support firmware	Install version 8.6 later.	9.1 or	
SMB	If the MFP's IP address is changed to an IP address of another subnet, users cannot browse the network (using Scan to SMB) until the MFP is rebooted.	D059 005e	Network Support firmware	Install version 8.6 later.	9.1 or	
SMB	Problems when using across subnets due to short timeout	D059 005e	Network Support firmware	Install version 8.6 later.	9.1 or	
SMB	Cannot Scan to SMB to a destination that is not specified using an FQDN.	D059 005e	Network Support firmware	Install version 8.6 later.	69.1 or	
SMB	Cannot Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.	D059 005e	Network Support firmware	Install version 8.6 later.	69.1 or	
Domain name overwritten	When the device IP address and DNS server location are obtained from DHCP, the domain specified by the device setting "IPv4 > Domain Name > Specify" will be overwritten	D059 005c	Network Support firmware	Install version 8.6 later.	8.1 or	



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Model: Model B-C4 (Katana-C2)			Da	Date: 31-Jun-08 No.: R		
Subject	Symptom	RTB #	Cause	Solution	n Note	
Cannot send email	If the MFP/LP has a statically configured IP address and domain, it always sends a HELO using just its hostname. SMTP servers that require client HELOs to include the client's FQDN will close the connection.	D059 005e	Network Support firmware	Install version 8.69 later.	9.1 or	
Cannot send email	Email does not send with Fiery address book.	D059 067	Fiery system version 1.0 firmware	Apply the required Printer Controller version 1.0.	EB-1357 system	
Remote Manager	Remote Manager v2 cannot communicate with the device if it takes more than 1 minute to assign the device an IP address via DHCP.	D463 001e, 001g	VM card firmware	Install version 5.13 later.	3.02 or	
SSL	An SSL connection cannot be established if an x509 certificate is used but contains a "CRL Distribution Point".	D463 001e, 001g	VM card firmware	Install version 5.13 later.	3.02 or	
SSL	Vulnerability to the re- negotiation of SSL/TLS.	D463 001h D463	VM Option Type J firmware Java VM v5 fo	Install version 5.14 newer or Install version 5.14		
		002a	eDC firmware		4.02 01	
Web Image Monitor	Locks up when applications access the printer by http.	D059 005f	Network Support firmware	Install version 8.73	3 or later.	
Web Image Monitor	Locks up if SSDP = Active	D059 005f	Network Support firmware	Install version 8.73	3 or later.	
Icon not shown	Not shown in the Windows "Network" dialogue if SSDP is enabled.	D059 005f	Network Support firmware	Install version 8.73	3 or later.	
Network settings	Network configuration settings revert to the defaults.	D059 005f	Network Support firmware	Install version 8.73	3 or later.	
Address book	Unable to add a scan user to the address book.	D059 066	Fiery system version 1.0 firmware	Apply the required Printer Controller version 1.0.		
Cannot use connectivity application	Device applications or services that use any of port 80, 443, 7443 or 7444 cannot be used. Affected applications include Web Image Monitor, IPP Printing and @Remote.	D059 005g D059 102	Network Support firmware Network Support firmware (Toshiba TEC	Install version 8.74	4 or later.	



Model:	Model B-C4 (Katana-C2)		Date	: 31-Jun-08	No.: RD0	59000w	
Subject	Symptom	RTB #	Cause		Solutior	1	Note
DNS	The JavaVM did not update the DNS server address	D463 001c	VM Option Type J firmware		Install version 5.1 ⁻ later.	1.03 or	
Cannot negotiate session		D059 018c	Option IPD firmware	S	Install version 7.07 later.	79 or	
Internet Explorer	Setup/Configure window is blank	D473 036	Fiery syste version 1.1 firmware		Apply the required Printer Controller version 1.1.		
@Remote	Report and polling communication stops	D059 001m D059 060d	System/Co firmware System/Co firmware (Toshiba T	ру	Install version 2.12		
@Remote	Supply Call stops	D059 001m D059 060d	System/Co firmware System/Co firmware (Toshiba T	ру	Install version 2.12		



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Model: Model B-C4 (Katana-C2)

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4. Printing/Scanning

Subject	Symptom	RTB	Cause	Solution	Note
Printer stalls	A print job is submitted	D059	System/Copy	Install version 1.02 or	
	while another print job is	001b	firmware	later.	
	being processed				
Printer stalls	A print job is submitted	D059	System/Copy	Install version 1.02 or	
	while the TWAIN driver	001b	firmware	later.	
	is scanning				
Printer stalls	"Menu > System > Print	D059	Printer firmware	Install version 1.05.2 or	
	Compressed Data" = ON	002g		later.	
Printer stalls	If a job is submitted	D059	Printer firmware	Install version 1.05.2 or	
	while the printer	002g		later.	
	application is starting up;				
	"Processing" displayed				
	on the operation panel				
Printer stalls	When printing	D059	Option PCL	Install version 1.04 or	
	documents containing	011d	firmware	later.	
	more than 65,535 Bezier				
	curves				
Printer stalls	Printing stops in the	D473	Fiery system	Apply the required	
	middle of a large amount	028	version 1.1	Patch File(s) for Printer	
	of printing from Port		firmware	Controller EB-1357	
	9101.			system version 1.1.	
Scanning	A scan initiated by	D059	System/Copy	Install version 1.02 or	
fails	TWAIN might fail if a	001b	firmware	later.	
	print job is being				
	processed				
IPDS	20+ simplex (or 40+	D059	Printer firmware	Install version 1.02 or	
problems	duplex) page IPDS jobs	002b		later.	
1	might stall the device if				
	several options are				
	installed:				
IPDS	Hangs up when printing	D059	Option IPDS	Install version 7.050 or	
problems	simplex and duplex	018a	firmware	later.	
	mixed job				
IPDS	Jams after printing IPDS	D059	Option IPDS	Install version 7.050 or	
problems	font list	018a	firmware	later.	
IPDS	Duplex jobs printed one-	D059	Option IPDS	Install version 7.050 or	
problems	sided	018a	firmware	later.	
IPDS	Halftone printed black	D059	Option IPDS	Install version 7.050 or	
problems	·	018a	firmware	later.	
IPDS	IPDS connectivity	D059	Option IPDS	Install version 7.050 or	
problems	problems	018a	firmware	later.	
Scan to NCP	Fails: See the RTB for	D059	Scanner firmware	Install version 01.06 or	
	the conditions	009b		later.	
	_	D059	Scanner firmware	Install version 01.06 or	
		098a	(Toshiba TEC)	later.	
		D059	System/Copy	Install version 1.03 or	
		001c	firmware	later.	



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Medeli	Model B-C4 (Katana-C2)		Dui	e: 31-Jun-08	No.: RD059000w
Subject	Symptom	RTB	Cause	Solution	
Scan to NCP	Too slow, if IPX is used: See the RTB for the	D059 009b	Scanner firmware	Install version 0 ⁻ later.	1.06 or
	conditions	D059 098a	Scanner firmware (Toshiba TEC)	Install version 0 ⁻ later.	1.06 or
		D059 001c	System/Copy firmware	Install version 1. later.	03 or
PDF Direct Printing	PDF Direct Printing of PDFs containing multiple images cause the PS error "limitcheck"	D059 012a	PS3/PDF firmware		01 or
PDF direct printing	Disabled when using downloaded fonts.	D059 012c	PS3/PDF firmware	e Install version 1. later.	04 or
PDF direct printing	Error if the PDF data contains tiling patterns using image masking.	D059 012c	PS3/PDF firmware		04 or
PCL	PCL5 macros not printed	D059 011a	Option PCL firmware	Install version 1. later.	01 or
PCL	PCL file not printed correctly	D473 010	Fiery system version 1.1 firmware	Apply the require	ed Patch File(s) for r EB-1357 system
PCL	Some PCL files are not printed correctly.	D473 022	Fiery system version 1.1 firmware	Apply the require	ed Patch File(s) for r EB-1357 system
Cannot cancel a job	When IPDS is activated.	D059 002d	Printer firmware	Install version 1. later.	04 or
Cannot cancel a job	Individual print jobs cannot be canceled successfully in a multi- job group.	D059 066	Fiery system version 1.0 firmware	Apply the require Patch File(s) for Controller EB-13 system version	Printer 857
Jobs not printed	When jobs are submitted to the device's lpr port repeatedly	D059 005b	Network Support firmware	Install version 8. later.	61 or
Jobs not printed	Batch printing of PDF documents	D059 012b	PS3/PDF firmware	e Install version 1. later.	02 or
Jobs not printed	Jobs not containing PJL commands; if the device entered in energy saver mode after printing a diagnostics page	D059 002g	Printer firmware	Install version 1. later.	
Jobs not printed	Cannot print from Mac	D473 014	Fiery system version 1.1 firmware		ed Patch File(s) for r EB-1357 system
Jobs not printed	Staple job cannot be printed on SEF paper	D473 019	Fiery system version 1.1 firmware		ed Patch File(s) for r EB-1357 system
Jobs not printed	HP-GL	D059 011e	Option PCL firmware	Install version 1.	05 or later.
Printing fails	If IPP authentication is enabled, printing through an IPP port from a Windows Vista/Server 2008 client	D059 005b	Network Support firmware	Install version 8. later.	61 or



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Model: Model B-C4 (Katana-C2)			Da	ate: 31-Jun-08	No.: RD059000w
Subject	Symptom	RTB	Cause	Solution	Note
Scanning stalls	Trying and failing to login to a Scan destination three times	D059 005e	Network Support firmware	Install version 8.0 later.	
Unspecified problem with printing	Gang-up print from Document Server	D059 001h D059	System/Copy firmware System/Copy	Install version 2. later. Install version 2.	
		060a	firmware (Toshiba TEC)		
Unspecified problem with	Test print using different paper trays for the same	D059 001h	System/Copy firmware	Install version 2. later.	
printing	original	D059 060a	System/Copy firmware (Toshiba TEC)	Install version 2.0 later.	09T or
Job reset	PS jobs with a large number of images	D059 002g	Printer firmware	Install version 1.0 later.	05.2 or
Job reset	PDF direct printing: If the PDF data contains tiling patterns using image masking.	D059 012c	PS3/PDF firmwar	e Install version 1.0 later.	04 or
Job reset	Chunk Transfer Encoding over an IPP port	D059 005f	Network Support firmware	Install version 8. later.	73 or
Job deleted	If Capture Priority" is enabled, for certain job types.	D059 002g	Printer firmware	Install version 1.0 later.	05.2 or
Job deleted	After applying a patch	D473 027	Fiery system version 1.1 firmware		ed Patch File(s) for r EB-1357 system
Job not deleted	If Capture Priority" is enabled, for certain job types.	D059 002g	Printer firmware	Install version 1.0 later.	05.2 or
Job cancelled	Caused by a PCL XL error	D059 011c	Option PCL firmware	Install version 1.0 later.	03 or
Job cancelled	Intermittent NACK(059511)	D059 018c	Option IPDS firmware	Install version 7.0 later.	079 or
Error when cancellinga job	An error occurs when canceling a job that has been merged using Doc Merge.	D059 068	Fiery system version 1.0 firmware		ed Patch File(s) for r EB-1357 system
Bar codes, QR codes etc	Printed wider (horizontally) than expected.	D059 018b	Option IPDS firmware	Install version 7.0 later.	073 or
Bar codes, QR codes etc	QR code not printed correctly.	D059 018d	Option IPDS firmware	Install version 7.0 later.	083 or
Bar codes, QR codes etc	Two dimensional bar code, QR code, PDF417, Data Matrix not printed	D059 018d	Option IPDS firmware	Install version 7.0 later.	083 or



SubjectSymptomRTBCauseSolutionNoPage printed more than onceThe last sheet sent to the peripheral downstream of the admosstream of the downstream of the GBC during printing marcaused by opening the door of the GBC during printingD447 D447Stacker LOIRE2 Stacker is clupicated when recovering from a jam caused by opening the door of the GBC during printingD059 D059Install version 8.73 or later.Scanner for WSDDisabled if the system is powered or with an external controller connected.D059 controller connected.Network Support firmwareInstall version 8.73 or later.Scan to SMBFails when sending a file destination, if there is alared y a file of the address is used conditionsD059Network Support firmwareInstall version 8.73 or later.Scan to SMBDocument not sent if IP address is used row appears and the Fiery cannot connect to the Mac OS X 10.9D059Network Support firmwareInstall version 8.73 or later.Scan to SMBFails in certain specific row appears and the Fiery cannot connect to the Mac OS X 10.9D059System/Copy firmwareInstall version 8.73 or later.Scan to folderFails with Mac OS X 10.7 and 10.8D059System/Copy lotsall version 2.11 or firmwareOdder folderFails with Mac OS X 10.7 and 10.8D059System/Copy lotsall version 8.75 or later.D059Network Support lotsall version 8.75 or lotsal firmwareInstall version 8.75 or later.Scan to f	Model: Model B-C4 (Katana-C2)			Date: 31-Jun-08	No.: RD059000w	
Page printed more than once The last sheet sent to the peripheral downstream of the Stacker is duplicated when recovering from a jam caused by opening the door of the GBC D447 041 Stacker_LOIRE1 (imware Install version 02.290.09 or later. Scanner for WSD Disabled if the system is powered on with an external controller connected. D059 Disabled if the system is powered on with an external controller D059 connected. Network Support firmware Install version 8.73 or later. Scan to SMB Fails when sending a file to the DFS folder in the dastination, if there is already a file of the same name. D059 0057 Network Support firmware Install version 8.73 or later. Scan to SMB Concurrent not sentif IP address is used D059 0056 Network Support firmware Install version 8.73 or later. Scan to SMB "General SMB operation error" appears and the Fiery cannot connect to the Mac OS X 10.9 shared folder D059 0058 Network Support version 1.1 Install version 2.11 or linstall version 2.11 or later. Scan to folder Fails with Mac OS X 10.7 and 10.8 D059 0059 System/Copy firmware Install version 2.11 or later. D059 0050 Network Support 1022 Install version 8.75 or later. Install version 8.75 or later. Scan to folder Fails with Windows 8 and Windows Server 2012. D059 0050	Subject	Symptom	RTB	Cause	Solution	Note
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Windows Authentication	Slow printing					/ 3 Or
			005t	tirmware	later.	
IS enabled						
		is enabled				



Model: Model B-C4 (Katana-C2)		Da	ate: 31-Jun-08	No.: RD059000w	
Subject	Symptom	RTB	Cause	Solution	Note
Cannot install driver	Cannot install on Windows 2008 R2 SP1 or 7 SP1 using an IPP port if IPP Authent- ication is enabled.	D059 005f	Network Support firmware	i Install version 8 later.	.73 or
PS error	PDF Direct Printing of PDFs containing multiple images cause PS error "limitcheck"	D059 012a	PS3/PDF firmwa	re Install version 1. later.	.01 or
PS error	PostScript range check error for a PDF file with booklet stapling	D473 012	Fiery system version 1.1 firmware		ed Patch File(s) for er EB-1357 system
PS error	Printing PDF files that are not embedded with fonts.	D473 044	Fiery system version 1.1 firmware		ed Patch File(s) for er EB-1357 system
Wrong PDL used	PS3 job categorized as PCL	D473 014	Fiery system version 1.1 firmware		ed Patch File(s) for er EB-1357 system
Wrong pages printed	Incorrect page range printed	D473 021	Fiery system version 1.1 firmware		ed Patch File(s) for er EB-1357 system
Garbled data	Garbled data in PDF job	D473 024	Fiery system version 1.1 firmware		ed Patch File(s) for er EB-1357 system
Pages not printed correctly (not specified)	Pages not printed correctly	D473 025	Fiery system version 1.1 firmware		ed Patch File(s) for er EB-1357 system
Files sent in wrong format		D059 009d	Scanner firmware		
Fast sat	Multiple ob who founts out	D059 098a	Scanner firmware (Toshiba TEC)	e Install version 0	
Font not printed	Multiple-glyph fonts are not printed	D059 011e	Option PCL firmware		
Font not printed	Data including particular DBCS fonts could not be printed.	D059 018d	Option IPDS firmware	Install version 7	
Error page printed	PCL XL	D473 032	Fiery system version 1.1 firmware	Printer Controlle version 1.1.	ed Patch File(s) for er EB-1357 system
Page numbers overlap	When printing a PDF file with gang-up	D473 048	Fiery system version 1.1 firmware		ed Patch File(s) for er EB-1357 system



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Updated: End of March 2016: Changes in bold italics

Model: Model B-C4 (Katana-C2)

Date: 31-Jun-08

No.: RD059000w

5. Operation Panel, Wording on Reports

Subject	Symptom	RTB #	Cause	Solution	Note
Incorrect	JAM indication appears	D392	Ring Binder B1	Install version 01.270:04	
message	when the power switch	001b	firmware	or later.	
displayed	is turned on when punch				
	unit has been removed				
Buttons	"Photocondoctor Unit"	D059	System/Copy	Install version 1.02 or	
missing	and "Cleaning Unit for	001b	firmware	later.	
	Photocondoctor Unit"				
	are NOT in the				
	"Adjustment Setting for				
	Skilled Operators"				
	display window.	_			
Wording	French	D059	LCDC firmware	Install version 1.02 or	
error		010b		later.	
Wording	French, Polish,	D059	Language Install	Install version 1.02 or	
error	Hungarian, Finnish	014a	firmware	later.	
Wording	Finnish	D059	Language Install	Install version 1.06 or	
error		014b	firmware	later.	
Wording	SDK application initial	D463	VM Option Type J	Install version 5.09.04 or	
error	settings screen.	001a	firmware	later.	
"Please	When using the stack	D447	Stacker_LOIRE1	Install version 02.220:09	
Wait"	tray and the feed tray	001d	firmware	or later.	
	runs out of paper during	D447	Stacker_LOIRE2	Install version 02.220:09	
	the job, "please wait" is	002d	firmware	or later.	
	displayed and the job				
<u> </u>	cannot be continued.	D 050			
Operation	Back to normal after	D059	System/Copy	Install version 2.07 or	
panel is	power cycle	001h	firmware	later.	
black		D059	System/Copy	Install version 2.09T or	
		060a	firmware (Toshiba	later.	
Oneration	Decis Authoritization or	DOFO	TEC)		
Operation	Basic Authentication or	D059	Scanner firmware	Install version 02.01 or	
panel is black	Key Counter	009d D059	Scanner firmware	later. Install version 02.01 or	
DIACK		098a		later.	
"Drinting"	The controller displays		(Toshiba TEC)		o(o) for
"Printing"	The controller displays	D059 067	Fiery system version 1.0	Apply the required Patch Fil	
	"Printing" forever when "Chapter" and "Staple"	007		Printer Controller EB-1357 s	system
	are set.		firmware	version 1.0.	
"Printing"	Displayed after printing	D059	Printer firmware	Install version 1.05.1 or late	r
i inting	finished	002f			
"Printing"	Force print of Multi-half	D059	Fiery system	Apply the required Patch Fil	e(s) for
· ····uing	fold shows Printing after	067	version 1.0	Printer Controller EB-1357	
	outputs.	007	firmware	version 1.0.	5,50011
	After a subset staple job	D059	Fiery system	Apply the required Patch Fil	e(s) for
"Printing"			version 1.0	Printer Controller EB-1357	
"Printing"		069	I Version I U		
"Printing"	is printed, CWS and the	069			Jotom
"Printing"	is printed, CWS and the copier LCD display	069	firmware	version 1.0.	Jotom -
"Printing"	is printed, CWS and the copier LCD display "Printing". It takes about	069			, joionn
"Printing"	is printed, CWS and the copier LCD display "Printing". It takes about 20 seconds every time	069			
"Printing"	is printed, CWS and the copier LCD display "Printing". It takes about	069			



Model	: Model B-C4 (Katana-C2)	Date	e: 31-Jun-08	No.: R	D059000w	
Subject	Symptom	RTB #	Cause	Solution		Note
Software keyboard	Cannot close software keyboard	M354 001a	VM Option Type J firmware	Install version 5.0	4-01 or la	ater.
Blank screen	After changing language settings	M354 001a	VM Option Type J firmware	Install version 5.0	4-01 or la	ater.
Display error	Displayed image not complete if the power button is pressed while using an SDK application that stops the machine from entering Energy Saver mode.	M354 001b	VM Option Type J firmware	Install version 5.0	7-01 or la	iter.
Display error	A display label of 100 characters or more appears directly connected with the following line.	M354 001b	VM Option Type J firmware	Install version 5.0	7-01 or la	iter.
Button not working	The device Start Key is disabled when accessing an SDK/Type J application	M354 001b	VM Option Type J firmware	Install version 5.0	7-01 or la	iter.
Start-up screen	SDK/J starting logo screen does not change.	D463 001h	VM Option Type J firmware	Install version 5.1	4.02 or ne	ewer
does not change		D463 002a	Java VM v5 for eDC firmware	Install version 5.1	4.02 or la	iter.



Updated: End of March 2016: Changes in bold italics

Model: Model B-C4 (Katana-C2)

Date: 31-Jun-08

No.: RD059000w

6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
Job log	CSV file contains the	D059	Scanner firmware	Install version 1.05	For scanner
	wrong "User Entry	009a		or later.	jobs that were
	ID"	D059	Scanner firmware	Install version 1.05	sent from the
		098a	(Toshiba TEC)	or later.	document
Job log	Contains the wrong	D059	Scanner firmware	Install version 1.05	server. (occurs
	"User Code/User	009a		or later.	for UserCode
	Name", "User Entry				Authentication or Basic
	ID" and "User display name"				Authentication)
	name	D059	Scanner firmware	Install version 1.05	Authentication
		098a	(Toshiba TEC)	or later.	
Job log	Stops recording User	D059	System/Copy	Install version 1.01.1	
uob log	ID, Username or	001a	firmware	or later.	
	Usercode if WIM is	0014		or laton	
	accessed more than				
	300 times using				
	authentication.				
Job log	Not transferred to	D059	Network DocBox	Install version 1.06	
	Web SDM or RCGate	004b	firmware	or later.	
	S Pro				
Job history	Jobs recorded in the	D059	Printer firmware	Install version 1.05.2	
	Job History as "".	002g		or later.	
	This only affects				
	some job types if				
	User Authentication				
Access log	is enabled: If the Password	D059	System/Copy	Install version 1.01.1	
Access log	Policy is enabled,	001a	firmware	or later.	
	"Target User Entry	001a	mmware	UT Taler.	
	ID" and "Target User				
	Code/User Name"				
	are not logged when				
	a user tries to change				
	their password but				
	fails.				
Access log	Lockout entries are	D059	System/Copy	Install version 1.01.1	
	missing	001a	firmware	or later.	
Access log	Firmware versions of	D059	System/Copy	Install version 1.04	
	the Fax and Finisher	001d	firmware	or later.	
	options are not				
Dualiante le se	recorded	DOFO	Network DeeDe	Install version 1.05	
Duplicate logs	Transferred to Web	D059	Network DocBox	Install version 1.05	
transferred Cannot input	SDM When reaching the	004a	firmware	or later. Install version 1.04	
password	When reaching the time set in the	D059 001d	System/Copy firmware	or later.	
passworu	Weekly Timer	0010	minware		
Windows	Fails on a domain	D059	Network Support	Install version 8.68.1	
Authentication	controller whose	005c	firmware	or later.	
	hostname contains 2	0000			
	byte characters.				



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Model: Model B-C4 (Katana-C2)					No.: RD059000w	
Subject	Symptom	RTB #	Cause	Solution	Note	
Windows authentication	Unable to retrieve the Windows group name from Windows 2008 R2 server during Windows Authentication.	D059 005e	Network Support firmware	Install version 8.6 or later.		
Windows authentication	Fails if the username or password includes lower-case European characters.	D059 005e	Network Support firmware	Install version 8.6 or later.		
Cannot assign group privileges	Cannot assign them to a logged in user if that group has a name consisting of more than 20 bytes	D059 005e	Network Support firmware	Install version 8.6 or later.	9.1	
Unauthorized	TWAIN authenticated	D059	System/Copy	Install version 2.0	7	
people can use	users	001h	firmware	or later.		
features		D059 060a	System/Copy firmware (Toshiba TEC)			
Unauthorized	Basic Authentication	D059	Scanner firmware	Install version 02.	01	
people can use		009d	0	or later.	04	
features		D059 098a	Scanner firmware (Toshiba TEC)	Install version 02. or later.		
Unauthorized	Can access WIM	D059	System/Copy	Install version 2.1	1	
people can use	even when in lockout	001k	firmware	or later.	•	
features	status	D059 060c	System/Copy firmware (Toshiba TEC)	Install version 2.1	1T	
Users not logged out	If IPDS fonts are reset	D059 002g	Printer firmware	Install version 1.0 or later.	5.2	
Users not logged out	After pressing the "Logout" button on the "User Tools" screen when using CAP with basic authentication.	D463 001e, 001g	VM card firmware	Install version 5.13.02 or later.		
Users not logged out	If a user was logged in when the On/Off button is used to turn the device off	D463 001e, 001g	VM card firmware	Install version 5.13.02 or later.		
Users not	User Code	M354	VM Option Type J		4-	
logged out	Authentication	001a	firmware	01 or later.	4	
Cannot log out	After access was authorized using an	D059 001k	System/Copy firmware	Install version 2.1 or later.	1	
	IC card.	D059 060c	System/Copy firmware (Toshiba TEC)	Install version 2.1 or later.		
User Authentication	The print job still prints even if User Authentication is set on the Engine side.	D059 073	Fiery system version 1.0 firmware	Apply the required Printer Controller version 1.0.		



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Model: Mod	Model: Model B-C4 (Katana-C2)			Date: 31-Jun-08 No.: R	
Subject	Symptom	RTB #	Cause	Solution	Note
Can print when should not be possible	Print is available when User code, Key counter, and Prepaid card are missing	D059 076	Fiery system version 1.0 firmware		red Patch File(s) for er EB-1357 system
User name garbled	If User Administrator Authentication is enabled and if the user's "Key Display" setting is 16 bytes.	D059 004d	Network DocBox firmware	Install version 1	.08 or later.
User name garbled	Basic Authentication	D463 001b	VM Option Type J firmware	Install version 5	
False detection of unauthorized	If the present time is changed or set	D059 001j	System/Copy firmware	Install version 2	
access	incorrectly	D059 060b	System/Copy firmware (Toshiba TEC)	Install version 2	
Cannot recognize authentication or login/out status	SDK applications cannot recognize whether Administrator Authentication or User Authentication is enabled or whether an admin or user has already logged in.	M354 001b	VM Option Type J firmware	Install version 5	
Users logged out	When User Code Authentication is used, users are logged out of the SDK application if the "Prg. Dest." button is used.	D463 001a	VM Option Type J firmware	Install version 5	
Kerberos	Authentication is slow	Gene 052b Gene 054b	Java VM v5 Update Tool Java VM v5 for eDC firmware	Install version 5 	5.15.05 or later.
Kerberos	Wrong type of encryption algorithm used	Gene 052b Gene 054b	Java VM v5 Update Tool Java VM v5 for eDC firmware	Install version 5	5.17.00 or later.
Authentication failure	Saved passwords cannot be retrieved properly	Gene 052b Gene 054b	Java VM v5 Update Tool Java VM v5 for eDC firmware	Install version 5	5.15.05 or later.



Updated: End of March 2016: Changes in bold italics

Model: Model B-C4 (Katana-C2)

Date: 31-Jun-08

No.: RD059000w

7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC206	False detection	D059 016a	Engine firmware	Install version 1.04:04 or later.	
SC240		D059 056	Machines of a particular serial number have a defect in the laser diode arrays.	Replace the LD unit on the affected machines	
SC300		D059 057a	Toner leaks from the toner pump.	Check if toner scattering around the toner hopper check if toner is adhered charge corona unit. If both areas are scattered the toner pump should b with the modified special Toner Pump. (Part Numb D0599903)	area. Also, around the ed with toner, e replaced registered
SC300		D059	Damage to the	The replacement proced	ure in the
SC304		054	harnesses when	manual was changed.	
SC320			removing/replacing the development motor unit.	There was a modification factory. The extra step is for units made with the n	not needed
SC494	During the machine initialization stage of the installation procedure	D059 041	Unknown	Do the temporary procedure in the RTB.	
SC494	After machine arrival	D059 003e	Engine firmware	Install version 1.09.1:04 or later.	
SC495	During the machine initialization stage of the installation procedure	D059 041	Unknown	Do the temporary procedure in the RTB.	
SC495	After machine arrival	D059 003e	Engine firmware	Install version 1.09.1:04 or later.	
SC584	After a network error.	D059 016a	Engine firmware	Install version 1.04:04 or later.	
SC585	When the mainframe front cover is opened during sleep mode.	D059 016a	Engine firmware	Install version 1.04:04 or later.	
SC586		D059 003b	Engine firmware	Install version 1.06:04 or later.	
SC670	When executing "Counter Clear for Parts Exceeding Target Yield"	D059 029	Engine firmware	Install version 1.06:04 or later.	



Model:	Model B-C4 (Katana-C2)		Date	: 31-Jun-08	31-Jun-08 No.: R		
Subject	Symptom	RTB #	Cause	Solution		Note	
SC672	During "power saving system-ROM" update	D059 030	There were 4 consecutive transmission failures between the operation panel and the controller, lasting a total of 120 seconds, and SC672 can occur after 90 seconds.	Temporary: Wait for 2 minute before turning po off, then reboot. Permanent: Install System/Co firmware version	ower		
SC672	When reaching the time set for auto off timer during STR (suspend to ram).	D059 001i D059 060a	System/Copy firmware System/Copy firmware (Toshiba TEC)	later.	Install version 2.09T or		
SC747	Saddle stitching, and cover inserter	D059 003g	Engine firmware	Install version 1. or later.	11:04		
SC750		D434 017	Manufacturing error (SR5020 finisher)	Do the check and modification procedures in this RTB.			
SC760	SR5020 finisher	D434 011	A cable in the punch unit is set incorrectly, and the ratchet cannot return to home position.	Route the cable properly (see the RTB and the Punch Unit installation procedure in the service manual).			
SC762	SR5020 finisher	D434 011	A cable in the punch unit is set incorrectly, and the ratchet cannot return to home position.	Route the cable properly (see the and the Punch U installation proce in the service ma	lnit edure		
SC763	When continuing a print job that consists a change from "3-hole" to a "2-hole" punch	D059 016a	Engine firmware	Install version 1.0 or later.	04:04		
SC 795	SC 795-18/-19/-20/-22	D391 019	The blade doesn't reach the blade and the cover sheet is uncut, due to loosening of screws.	Adjustment Plate p		See the procedure in the RTB.	
SC 796	SC 796-37	D391 018	Abrasion of gears due to error in manufacturing		Replace the helical and worm gears in the		
SC 796	SC796-13: Perfect Binder: Switchback gear not working properly	D391 032	Incorrect engagement of the Flapper Gear and the Motor Gear wears the Switchback Gear	Replace the Flap Gear, Motor Brac and E-ring (use t with p/n D391990	per cket he kit	the RTB. See the RTB for the procedure.	



Model:	Model B-C4 (Katana-C2)		Date:		31-Jun-08	No.: F	RD059000w
Subject	Symptom	RTB #	Cause	•	Solution		Note
SC 797	SC 797-36: When making a booklet using a 19.2 inch size cover	D391 004a D391 001b	P-Binder_B4 firmware P-Binder_B1 firmware		Install version 0. or later Install version 0. or later		
SC 797	SC797-50: Perfect Binder: Switchback gear not working properly	D391 032	Incorrect engagement of the Flapper Gear and		Replace the Flapper Gear, Motor Bracket and E-ring (use the kit with p/n D3919905).		See the RTB for the procedure.
SC 797	SC797-20 when turning on the machine power in an LL environment even if no shortage in the gluing unit.	D391 004c	P-Binder_B4 firmware		Install version 0. or later	180:00	
SC816	Connected to PC (Windows 2000) via USB: SC816 occurs when the Client PC shifts to or cancels from a Standby mode.	D059 006b	PowerSaving firmware	Sys	Install version 1. later.	14 or	
SC816	When reaching the time set for auto off timer during STR (suspend to RAM).	D059 001i D059 060a	System/Copy firmware System/Copy firmware (Tos TEC)	/	Install version 2.0 later. Install version 2.0 later.		
SC816	SC816-26, -49, -90	D059 006d D059 103	PowerSaving firmware PowerSaving firmware (Tos TEC)	Sys	Install version 1. later.	16 or	
SC819	When turning power off/on after operation panel blacks out	D059 009d D059 098a	Scanner firm Scanner firm (Toshiba TEC	ware	Install version 02 later. Install version 02 later.		
SC819	Repeatedly inserting and removing a USB device	D059 005a	Network supp firmware		Install version 8. later.	58.1 or	
SC819	When switching on the main power of the mainframe if one or more of these peripherals are installed: FD5000, GB5000, RB5000, SK5010	D059 001c	System/Copy firmware	/	Install version 1.0 later.	03 or	
SC819	When browsing the network using SMB.	D059 005e	Network Sup firmware		Install version 8.0 later.		
SC860		D059 001h D059 060a	System/Copy firmware System/Copy firmware (Tos TEC)	/	Install version 2.0 later. Install version 2.0 later.		



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Model:	Model: Model B-C4 (Katana-C2) Date		Date:	31-Jun-08	No.: RI	D059000w	
Subject	Symptom	RTB #	Cause		Solution		Note
SC990	During a bookbinding operation on the Perfect Binder	D059 016a	Engine firmwa		Install version 1.0 or later.	04:04	
SC990	If the front or top doors of the stacker are opened/closed while the finisher is operating	D447 001a D447 002a	Stacker_Loire firmware Stacker_Loire firmware	firmware (Stacker_Loire2 I firmware (Install version 02.160:09 or later. Install version 02.160:09 or later.	
SC990	When paper is ejected to the stacker, consisting of a job with different sized paper having fed from the mainframe and the inserter.	D059 016a	Engine firmware		Install version 1.0 or later.		
SC990	When ejecting paper to the Stacker Upper Tray and Stacker Tray alternately,	D059 003a	Engine firmwa	Engine firmware		05:04	
SC990	Shown after removing jammed paper	D059 003c	Engine firmwa	are	Install version 1.0 or later.	07:04	
SC990	When a jam occurs with the GBC punch installed	D434 001c	Finisher_Columbia firmware		Install version 03.080:08 or later.		
SC990	Less than 30 mm between the paper, due to a double-feed.	D447 001c D447 002c	Stacker_Loire firmware Stacker_Loire firmware		Install version 02.200:09 or late Install version 02.200:09 or late		
SC990	When a jam occurs in the mainframe immediately after switching the output trays	D447 001f D447 002	Stacker_LOIR firmware Stacker_LOIR firmware		Install version 02.260:09 or late Install version 02.260:09 or late	er.	
SC990	After an SC on the Trimmer Unit TR5020.	D455 001b	Trimmer firmw	vare	Install version 15.270:15 or late	or .	
SC990	When a job is printed with 2 copies, booklet stapling, and Tray 7 input tray	D391 001e	P-Binder_B1 firmware		Install version 0.3 or later		
SC990	Jobs not scaled correctly	D473 017	Fiery system version 1.1 firmware		Apply the require Patch File(s) for Controller EB-13 system version 1	Printer 57	
SC990	If a jam occurs with a sheet that is being purged due to a	D059 003i D059	Engine firmwa	are	Install version 1. or later.	13:04	
SC990	double-feed If large numbers of preset copy jobs are registered	101 D059 001j D059 060b	(Toshiba TEC System/Copy firmware System/Copy firmware (Tos TEC)		Install version 2. later. Install version 2. later.		
SC991		D059 001d	System/Copy firmware		Install version 1.0 later.	04 or	



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Model: Model B-C4 (Katana-C2)			Date	: 31-Jun-08	No.: RD059000w
Subject	Symptom	RTB #	Cause	Solution	
SC991	Also, network functions cannot be used. This occurs if DHCP and DDNS are both enabled in the device	D059 005g D059 102	Network Support firmware Network Support firmware (Toshiba TEC)	Install version 8.	74 or
SC997	During printing, if Capture Priority" is enabled, for certain job types.	D059 002g	Printer firmware	Install version 1. later.	05.2 or
SC997		Gen 028b	Global Scan NX firmware	Install version 1. or later.	1.3.0
SC997	If an SDK application takes more than 15 seconds to start up.	D463 001e, 001g	VM card firmware	Install version 5. or later.	13.02
SC997	After logging out of the machine	M354 001a	VM Option Type J firmware	Install version 5. or later.	04-01
SC997	If the auto-off timer is set to 1 minute and an SDK application is set to start automatically	D463 001b	VM Option Type J firmware	Install version 5. or later.	10.04
Error popup	Displayed with Send to Job	D473 030	Fiery system version 1.1 firmware		ed Patch File(s) for r EB-1357 system
Unspecified SC	When the stack exceeds the capacity before the tray alerts full capacity.	D447 001h D447 002h	Stacker_LOIRE1 firmware Stacker_LOIRE2 firmware	Install version 02.280:09 or late Install version 02.280:09 or late	
"NullPointerE xception" error	After unlocking the application switching function	Gene 052b Gene 054b	Java VM v5 Update Tool Java VM v5 for eDC firmware	Install version 5. or later.	



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Updated: End of March 2016: Changes in bold italics

Model: Model B-C4 (Katana-C2)	Date: 31-Jun-08	No.: RD059000w
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8. Optional Units

Fiery controller:

More than one patch file may be needed, and the order in which they are applied may be important. See the RTB for the required patch file(s), and the correct procedure to use.

Subject	Symptom	RTB #	Cause	Solution	Note
Perfect	After changing the glue	D391	P-Binder_B2	Install version	
Binder	heater and resetting	002a	firmware	0.19:00 or later.	
	the counter, the	D059			
	message does not go	016a			
	away.	D059	P-Binder B1	Install version	
	away.	016a	firmware	0.23:08 or later.	
Perfect	When a Z-Fold Unit is	D391	P-Binder B2	Install version	
Binder		002a	firmware		
Dinger	connected right after a	D02a D059	Inniware	0.19:00 or later.	
	Perfect Binder, the				
	main machine doesn't	016a	D Binday D1	la stell se velo e	
	recognize the Z-Fold	D059	P-Binder_B1	Install version	
	Unit or anything behind it.	016a	firmware	0.23:08 or later.	
Perfect	Machine stalls when a	D391	P-Binder_B4	Install version	
binder	jam occurs in the	004a	firmware	0.150:00 or later	
	Perfect Binder	D391	P-Binder_B1	Install version	
		001b	firmware	0.280:11 or later	
Perfect	Printing cannot restart	D391	P-Binder_B1	Install version	
binder	after recovering a jam	001c	firmware	0.310:11 or later	
		D391	P-Binder_B2	Install version	
		002b	firmware	0.210:00 or later	
		D391	P-Binder B5	Install version	
		005a	firmware	0.260:00 or later	
Perfect	Cover is not output	D059	System/Copy	Install version 1.04	
Binder	(PS3, thick paper or	001d	firmware	or later.	
Billaol	Bond)	0010			
Perfect	Sheets fall out from the	D391	P-Binder B2	Install version	Do both of
Binder	booklet	002c	firmware	0.220:00 or later.	these to solve
		D391	Misalignment in the	Rework needed for	the problem.
		020	stacking area	MIF and units in	See the RTBs
			3	stock	for details.
Perfect	Dirty cover sheets	D391	P-Binder B4	Install version	
binder		004b	firmware	0.160:00 or later	
		D391	P-Binder_B5	Install version	
		005b	firmware	0.28:00 or later	
Perfect	Trimmings fall into the	D391	P-Binder B4	Install version	
binder	book buffer tray	004b	firmware	0.160:00 or later	
		D391	P-Binder_B5	Install version	
		005b			
Dorfoot	lom opugad by		firmware	0.28:00 or later	The presedure
Perfect	Jam caused by	D391	Broken ball-screw	Reinforce the	The procedure
Binder	disabled trimming	034	and cracked plate in	Trimmer Drive Unit	is dangerous.
	function		the trimmer drive unit	with the	Two people
				modification kit	are needed.
				(D3919906)	



Model:	el: Model B-C4 (Katana-C2) Date:			Date: 3	1-Jun-08 No.: RD059000w		
Subject	Symptom	RTB #	Caus	e	Solution	Note	
Perfect Binder	Slow	D473 019	Fiery system 1.1 firmware		Printer Controlle version 1.1.	ed Patch File(s) for er EB-1357 system	
		D473 030	1.1 firmware Printer versio		Printer Controlle version 1.1.	ed Patch File(s) for er EB-1357 system	
Perfect Binder	Trimmings adhering to the trimmings buffer unit	D391 044			Do the procedur in the RTB.	res	
Ring Binder	Not working	D392 001b	Ring Binder I firmware	31	Install version 01.270:04 or lat	er.	
Ring Binder	Feeding custom size tab stocks causes jams at the entrance of the Ring Binder.	D392 001g	Ring Binder I firmware	31	Install version 01.320:04 or lat	er.	
Ring Binder	Add binding ring comb is not displayed with 99 page ring job.	D059 067	Fiery system 1.0 firmware	version		ed Patch File(s) for er EB-1357 system	
Ring Binder	The error occurs during a copy when "Ring Bind" is printed	D059 067	Fiery system version 1.0 firmware		Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.0.		
Trimmer	Jam 437	D455 001a	Trimmer firmware		Install version 15.24:13 or later.		
Trimmer	Cannot enable/disable the trimmer	D434 001c	Finisher_Columbia firmware		Install version 03.080:08 or later.		
Trimmer	The trim width is 10mm even when set to 20mm.	D455 001b	Trimmer firm	ware	Install version 15.270:15 or lat	er.	
Trimmer	Configuration display on operation panel does not show the trimmer	D455 001c	Trimmer firm	ware	Install version 15.280:16 or lat	er.	
Finisher (SR5020)	J406 when paper runs out in a stapling job (stapling more than 81 sheets) Pro 1357EX only	D434 001b	Finisher_Coli firmware		Install version 03.060:08 or lat	er.	
Finisher (SR5020)		D059 016a	Finisher_Col	umbia	Install version 03.050:08 or lat	or	
(SR5020) Finisher (SR5020)	Shift tray failure (2500 sheets or more of heavy paper such as coated)	D434 003	Heavy load disengages t belt from gea		Install modified parts	See the RTB for the P/N of the new parts.	
Finisher (SR5020)	Pre-stacked sheets are not fed out to the staple tray when a stop command is sent from the mainframe, for instance when running out of sheets.	D434 001f	Finisher_Coli firmware	umbia	Install version 03.140:08 or lat	er.	



Model:	Model B-C4 (Katana-C2)		Date:	Date: 31-Jun-08 No	
Subject	Symptom	RTB #	Cause	Solution	Note
Finisher (SR5020)	Jam in the staple tray when switching to staple mode.	D434 001f	Finisher_Columbia firmware	Install version 03.140:08 or lat	ter.
Finisher (SR5020)	Poor stapling (saddle stitching, and cover inserter)	D059 003g	Engine firmware	Install version 1.11:04 or later	
Finisher (SR5020)	Error during booklet making	B234 014l	Finisher firmware	Install version 2.030:62 or late	er.
Finisher (SR5020)	Corner stapling position shifts	D434 001h	Finisher_Columbia firmware	Install version 03.180:08 or lat	ter.
Finisher (SR5020)	Finisher stalls	D434 001h	Finisher_Columbia firmware	Install version 03.180:08 or lat	ter.
Finisher (SR5020)	Jam during saddle- stitching	D434 001h	Finisher_Columbia firmware	Install version 03.180:08 or lat	ter.
Finisher (SR5020)	Jam status not indicated on display panel	D434 001g	Finisher_Columbia firmware	Install version 03.160:08 or lat	ter.
Finisher (SR5020)	Jam status not cleared on display panel	D434 001g	Finisher_Columbia firmware	Install version 03.160:08 or lat	ter.
Finisher (SR5020)	Pages from different jobs stapled together	D434 001g	Finisher_Columbia firmware	Install version 03.160:08 or lat	ter.
Finisher (SR5020)	Poor stapling alignment when resuming an interrupted job	D434 001i	Finisher_Columbia firmware	Install version 03.190:08 or lai	ter.
Finisher (SR5020)	Shift tray cannot descend Slippage of the shift tray gear	D434 017	Manufacturing error (SR5040 finisher)	Do the check a modification procedures in th RTB.	
Finisher (SR5020)	Poor punching; the puncher does not completely retrieve home position and catches the next sheet	D434 001k	Finisher_COLUMBI A firmware	Install version 03.210:08 or la	
Finisher (SR5000)	Operation stops and will not recover when the "stop" button on the finisher LED is pressed during stacker exit.	D059 016a	SR5000 Finisher firmware	Install version 1.500 or later.	
Finisher (SR5000)	If there are no staples, a jam occurs when the staple function is released after its operation has been stopped.	D059 016a	SR5000 Finisher firmware	Install version 1.500 or later.	
Finisher (SR5000)	SR5000: Some sheets not stapled	G178 084	Paper sticks together because of static electricity.	Attach the Discharge Brus "B3011216"	h
Finisher (SR5000)	Jogging by the shift tray is poor when printing A5 SEF.	B234 014o	Finisher firmware	Install version 02.050:64 or lat	ter.



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Model:	Model B-C4 (Katana-C2)		Date:	31-Jun-08	No.: RD059000w
Subject	Symptom	RTB #	Cause	Solution	Note
Finisher	Shift tray does not descend or ascend	B234 014i	Finisher firmware	Install version 1.820:59 or late	
Cover interposer	The job cannot be completed if the Inserter cover is opened.	B835 001e	Cover interposer firmware	Install version 02.070:41 or la	
Cover interposer	The job cannot be completed if the paper on the feeder tray is dragged out.	B835 001e	Cover interposer firmware	Install version 02.070:41 or la	iter.
Cover interposer	The job cannot be completed if a jam occurs on the interposer or a downstream peripheral.	B835 001e	Cover interposer firmware	Install version 02.070:41 or la	iter.
Cover interposer	Will not feed the cover sheets and the control panel indicates 'Printing'	B835 001h	Cover Interposer firmware	Install version 3.010:46 or late	er.
Stacker	When the descend button is pressed, the stacker tray does not descend until the print job is completed.	D059 016a	Engine firmware	Install version 1.04:04 or later	r.
Stacker	"Remove paper" displayed but tray is not full.	D059 001d	System/Copy firmware	Install version or later.	1.04
Stacker	Jam when down button is hit consecutively	D447 001e D447 002e	Stacker_LOIRE1 firmware Stacker_LOIRE2 firmware	Install version 02.230:09 or la Install version 02.230:09 or la	
Stacker	Jam when the feed tray runs out of paper after switching the output tray between shift and proof.	D447 001i D447 002i	Stacker_LOIRE1 firmware Stacker_LOIRE2 firmware	Install version 02.290:09 or la Install version 02.290:09 or la	iter.
Stacker	Page duplicated when recovering from a jam	D447 001i D447 002i	Stacker_LOIRE1 firmware Stacker_LOIRE2 firmware	Install version 02.290:0 or late Install version 02.290:0 or late	
Stacker	Jam in the Stacker when the feed tray runs out of paper after switching the output tray.	D447 001i D447 001i	Stacker_LOIRE2Install versionfirmware02.290:0 or later.Stacker_LOIRE1Install versionfirmware02.290:0 or later.		er.
Stacker	Cannot select	D473 030	Fiery system version 1.1 firmware		ired Patch File(s) for ler EB-1357 system
Plockmatic	Deactivate request cannot be cancelled	D059 016a	SR5000 Finisher firmware	Install version 1.500 or later.	
GBC punch	Deactivate request cannot be cancelled	D059 016a	SR5000 Finisher firmware	Install version 1.500 or later.	



Model: Model B-C4 (Katana-C2)				Date: 3	81-Jun-08	No.:	RD059000w
Subject	Symptom	RTB #	Caus	e	Solution		Note
GBC punch	GBC is not recognized when the Finisher is unconnected and the GBC is connected.	D059 001h D059 060a	System/Copy firmware System/Copy firmware (Toshiba TEC)		Install version 2 or later. Install version 2.09T or later.	Install version	
GBC punch	Cannot select	D473 030	Fiery system version 1.1 firmware		Apply the requi Printer Controll version 1.1.		
GBC punch	GBC cannot be selected with the Stacker Tray.	D473 021a	Fiery system 1.1 firmware	version	Apply the requi Printer Controll version 1.1.		
Tab sheets	Unnecessary tab sheets do not eject when executing "stop/continue"	D059 001b	System/Copy firmware	,	Install version 1 or later.	1.02	
Decurler	"Set Decurler correctly." Appears after putting the unit back in the machine.	D457 001	Damaged ser actuator	nsor	Temporary countermeasures: Ben the actuator back into the correct shape. If the sensor bracket is deformed, install a modified bracke See the RTB for details		o the correct oracket is odified bracket.
Folder	Jam recovery problem	D454 002c	Folder DONA firmware	l U	Install version (01.190):12 or later.
Folder	When "Multi fold" is set, the remaining paper is not delivered to the Folding Unit Tray automatically	D059 066	Fiery system 1.0 firmware	version	Apply the requi Printer Controll version 1.0.		
Folder	Output not folded correctly	D473 031	Fiery system 1.1 firmware	version	Apply the requi Printer Controll version 1.1.		
Fiery Controller	Flashing Data in is finished with DSV job after scan.	D059 067	Fiery system 1.0 firmware	version	Apply the requi Printer Controll version 1.0.		
Fiery Controller	Media server file size is wrong. Media server does not output anything.	D059 067	Fiery system 1.0 firmware	version	Apply the requi Printer Controll version 1.0.		
Fiery Controller	Email does not send with Fiery address book.	D059 067	Fiery system 1.0 firmware		Apply the requi Printer Controll version 1.0.	er EB	-1357 system
Fiery Controller	Data in green does not disappear after printing configuration page.	D059 067	Fiery system 1.0 firmware		Apply the requi Printer Controll version 1.0.	er EB	-1357 system
Fiery Controller	Constrain dialog box appears with Resolution: 1200dpi and Text/Graphics Quality: Best.	D059 070	Fiery system 1.0 firmware	version	Apply the requi Printer Controll version 1.0.		
Fiery Controller	Some paper sizes in consumables of Command Workstation 5 are displayed incorrectly.	D059 073	Fiery system 1.0 firmware	version	Apply the requi Printer Controll version 1.0.		



Model: N	Nodel B-C4 (Katana-C2)		Date: 31-Jun-08 No.: RE		RD059000w		
Subject	Symptom	RTB #	Caus	е	Solution		Note
Fiery Controller	Controller does not close down correctly when an SC occurs	D473 017	Fiery system 1.1 firmware		Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.		
Fiery Controller	Compose does not launch	D473 019	Fiery system 1.1 firmware		Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.		
Fiery Controller	System/Web update not working	D473 020	Fiery system 1.1 firmware		Apply the requi Printer Controll version 1.1.	ler EB	-1357 system
Fiery Controller	Mixed Media Page Range does not work correctly	D473 033	Fiery system 1.1 firmware	version	Apply the requi Printer Controll version 1.1.	ler EB	-1357 system
Fiery Controller	Mixed Media setting does not work	D473 038	Fiery system 1.1 firmware	version	Apply the requi Printer Controll version 1.1.	ler EB	-1357 system
Fiery Controller	Assertion error	D473 039	Fiery system 1.1 firmware	version	Apply the requi Printer Controll version 1.1.	ler EB	-1357 system
Fiery Controller	Incompatibility between the Configure application and JRE1.7u51.	D473 041	Fiery system 1.1 firmware	version	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.		
Fiery controller	12-digit patch IDs are truncated on the server configuration page	D473 045	Fiery system 1.1 firmware	version	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.		
Communicati on errors with		D059 001h	System/Copy firmware		Install version 2		
peripherals		D059 060a	System/Copy firmware (Tos TEC)		Install version 2	2.09T	or later.
Communica- tion errors with peripherals	Ring binder and main machine	D392 001b	Ring Binder E firmware	31	Install version (01.270):04 or later.
Shift tray	If a PCL6 job is printed to a shift tray immediately after a PCL5 job, each page of the PCL6 job is shifted instead of each job	D059 011c	Option PCL f		Install version 1.03 or later.		
SDK applications	SDK/J platform start- up error	M354 001	VM Option Ty firmware		Install version 5		
SDK applications	Cannot switch between different SDK/J applications	M354 001a	VM Option Ty firmware	ype J	Install version 5.04-01 or later.		1 or later.
SDK applications	Cannot install application on HDD	D463 001h	n firmware				
		D463 002a	firmware		Install version 5		
SDK applications	Cannot install application	D463 001a	VM Option Ty firmware		Install version §		
SDK applications	Application installed on wrong SD card	D463 001b	VM Option Ty firmware	ype J	Install version 5	5.10.0	4 or later.



Model: N	Model: Model B-C4 (Katana-C2)			Date: 31-Jun-08 No		No.	: RD059000w
Subject	Symptom	RTB #	Caus	е	Solution		Note
SDK applications	Java VM deadlocked	D463 001b	VM Option Ty firmware	VM Option Type J firmware		5.10.0)4 or later.
SDK applications	SDK application disappears when	Gene 052b	Java VM v5 l Tool	Jpdate	Install version 5.15.05 or later.		
	another is installed	Gene 054b	Java VM v5 f firmware	or eDC			
ESA applications	Do not restart automatically and	Gene 052c	Java VM v5 L Tool	Jpdate	Install version 5.18.00 or later.		
	remain in "Stopped" status.	Gene 054c	Java VM v5 f firmware	or eDC			
ESA applications	SDK platform does not boot up	Gene 052d	Java VM v5 L Tool	Jpdate	Install version 5.19.00 or later	·.	
		Gene 054d	Java VM v5 f firmware	or eDC			
LCT	Broken caster	D453 008	Manufacturin	g error	Replace the caster (p/n: AH012050)		See the RTB for details.



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Updated: End of March 2016: Changes in bold italics

Model: Model B-C4 (Katana-C2)

Date: 31-Jun-08

No.: RD059000w

9. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Image of the previous job on	After making a single copy of an A3 original to	D059 016a	Engine firmware	Install version 1.04:04 or later.	
the output	an A3 output from the ADF, the image appears on the output of the next copy job if it consists of an A5 landscape original to an A3 output.				
Image in the wrong position	Duplex: The image on the face-down side is shifted when the 2 images have different resolution.	D059 001c	System/Copy firmware	Install version 1.03 or later.	
Image in the wrong position	Printing from Adobe InDesign when a blank is inserted before the first page.	D059 104	Fiery system version 1.1 firmware	Apply the required Pate Printer Controller EB-1 version 1.1.	
Image in the wrong position	Printing from Adobe InDesign	D473 026	Fiery system version 1.1 firmware	Apply the required Pate Printer Controller EB-1 version 1.1.	
Exit roller marks	On the trailing edge with paper sizes 415.0mm or larger and 460.4mm or smaller (A3,DLT,SRA3,18-inch)	D434 001f	Finisher_Colum bia firmware	Install version 03.140:08 or later.	
Unspecified	At the leading edge	D059	System/Copy	Install version 2.07 or	
'abnormal	when copying with a	001h	firmware	later.	
image'	reduction ratio of 49% or lower in mono-color.	D059 060a	System/Copy firmware (Toshiba TEC)	Install version 2.09T or later.	
Unspecified	When printing stamps	D059	System/Copy	Install version 2.07 or	
'abnormal	from the Document	001h	firmware	later.	
image'	Server.	D059 060a	System/Copy firmware (Toshiba TEC)	Install version 2.09T or later.	
Low image density	When operating the machine after the machine was left unused for some time.	D059 003h	Engine firmware	Install version 1.12:04 or later.	SP 2507 was modified
Objects in the wrong color	Overlapping portions of objects might be printed in black even if they were not black objects.	D059 011c	Option PCL firmware	Install version 1.03 or later.	
Raster images	PCL5 raster images are	D059	Option PCL	Install version 1.03 or	
not output	omitted	011c	firmware	later.	
Objects missing	Characters missing from printouts of jobs containing HP-GL/2.	D059 011d	Option PCL firmware	Install version 1.04 or later.	
Objects missing	HP-GL	D059 011e	Option PCL firmware	Install version 1.05 or later.	



	odel B-C4 (Katana-C2)			: 31-Jun-08	No.: RD059000w
Subject	Symptom	RTB #	Cause	Solution	Note
Lines missing	Fine line of picture frame used by HP/GL2	D059 011f	Option PCL firmware	Install version 1. later.	06.01
Lines missing	Part of hatched area and vertical and horizontal	D059 018d	Option IPDS firmware	Install version 7. or later.	083
Characters	lines PCL file	D473	Fiery system		ed Patch File(s) for
missing		030	version 1.1 firmware	version 1.1.	r EB-1357 system
Characters missing	PCL file	D473 032	Fiery system version 1.1 firmware		ed Patch File(s) for r EB-1357 system
Characters missing	Characters defined in TrueType/OpenType Collection	D059 018c	Option IPDS firmware	Install version 7.	
Objects in the wrong position	PCL5 jobs containing HP-GL/2 and macro	D059 011d	Option PCL firmware	Install version 1. later.	04 or
Characters printed incorrectly	When printing IPDS using downloaded fonts that are defined with the same font name used for a different font.	D059 018b	Option IPDS firmware	Install version 7. or later.	
Greyscale	Gradient is not smooth when a test file is printed with default settings.	D059 071	Fiery system version 1.0 firmware		ed Patch File(s) for r EB-1357 system
Scaling	Word document cannot be scaled properly.	D059 072	Fiery system version 1.0 firmware	Printer Controlle version 1.0.	ed Patch File(s) for r EB-1357 system o be updated. See th
Scaling	Jobs not scaled correctly	D473 014 D473 016 D473 019	Fiery system version 1.1 firmware		ed Patch File(s) for r EB-1357 system
Scaling	Images are shrunk	D473 046	Fiery system version 1.1 firmware		ed Patch File(s) for r EB-1357 system
Missing color	Cyan color is not printed when the job is printed at 600 dpi resolution.	D473 006	Fiery system version 1.1 firmware		ed Patch File(s) for r EB-1357 system
Preview and printout not the same	Preview image is not the same as the PostScript driver printout image.	D473 013	Fiery system version 1.1 firmware		ed Patch File(s) for r EB-1357 system
Image rotation error	Data and media rotation mismatch	D473 023	Fiery system version 1.1 firmware	Printer Controlle version 1.1.	ed Patch File(s) for r EB-1357 system
Data blacked out	Parts of page blacked out after image rotation	D059 011e	Option PCL firmware	Install version 1.	
Data blacked out	When printing jobs that contain consecutive ROP commands.	D059 013a	RPCS firmware	Install version 3.	8.5.2.2 or later.



Model: Mo	Model: Model B-C4 (Katana-C2)					Date: 31-Jun-08 No.: RD05		
Subject	Symptom	RTB #	Caus	se	Solution		Note	
Black and white reversed	When printing jobs that contain consecutive ROP commands.	D059 013a	RPCS firm	iware	Install version 3.	8.5.2.2	or later.	
Image loses its shape	When Scale to Fill mode is set	D059 018c	Option IPE firmware	DS	Install version 7.	079 or	later.	



Updated: End of March 2016: Changes in bold italics

Model: Model B-C4 (Katana-C2)

Date: 31-Jun-08

No.: RD059000w

10. Others

Subject	Symptom	RTB #	Cause	Solution	Note
The machine	A jam or other minor	D059	Printer firmware	Install version 1.01 or	
freezes	error affecting an IPDS job	002a		later.	
The machine	If an IPDS job is	D059	Printer firmware	Install version 1.01 or	
freezes	spooled	002a		later.	
The machine	"Authenticating	D059	System/Copy	Install version 1.01.1	
freezes	Please wait" remains on the display if a user logs back in after their session has timed out.	001a	firmware	or later.	
The machine	In a duplex print job	D059	System/Copy	Install version 1.02 or	
freezes	from the Document Box when merging front/back images having different resolution.	001b	firmware	later.	
The machine freezes	If the device receives a non-IPDS job while it is processing an IPDS job	D059 002b	Printer firmware	Install version 1.02 or later.	
The machine freezes	If an IPDS job draws pages from both the interposer and an MFP tray, and a jam	D059 002b	Printer firmware	Install version 1.02 or later.	
	occurs.				
The machine	A jam in one of the	D447	Stacker Loire1	Install version	
freezes	two stackers; the	001c	firmware	02.200:09 or later.	
	status stays in	D447	Stacker Loire2	Install version	
	'printing in progress'	002c	firmware	02.200:09 or later.	
The machine freezes	With the EFI controller, in a "printing in process" status with a jam where the paper is not fed to the shift tray.	B234 014i	Finisher firmware	Install version 1.820:59 or later.	
Machine	Machine stalls when	D391	P-Binder_B4	Install version	
freezes	a jam occurs in the	004a	firmware	0.150:00 or later	
	Perfect Binder	D391 001b	P-Binder_B1 firmware	Install version 0.280:11 or later	
Machine	When transferring	D059	Network DocBox	Install version 1.05 or	
freezes	logs from the device using Web SmartDeviceMonitor ver 2.x without a power cycle.	004a	firmware	later.	
Machine freezes	Deleting a non-IPDS job from the queue while printing an IPDS job	D059 002c	Printer firmware	Install version 1.03 or later.	



Model: M	odel B-C4 (Katana-C2)			Date: 31-Jun-08		No.: F	D059000w
Subject	Symptom	RTB #	Cause	•	Solution]	Note
Machine freezes	Pressing Clear/Stop after printing IPDS font list	D059 002c	Printer firmwa		Install version 1 later.		
Machine freezes	Printing multiple jobs of differing PDLs to Virtual Printers of differing priorities	D059 002c	Printer firmwa			.03 or	
Machine freezes	Resetting IPDS fonts or printing the IPDS Font List	D059 002g	Printer firmware		Install version 1 or later.	.05.2	
Machine freezes	For certain font types	D059 011c	Option PCL fir	rmware	Install version 1 later.	.03 or	
Machine freezes	When the host lacks IPDS memory and fails to delete the font resource from the printer	D059 018b	Option IPDS firmware		Install version 7 or later.	7.073	
Machine freezes	Printing hangs when a subset staple job is printed to the stacker output tray.	D059 073	Fiery system v 1.0 firmware	version	Apply the require Printer Controlle version 1.0.		
Machine freezes	The Fiery crashes and the Job Log cannot be exported	D473 007	Fiery system v 1.1 firmware	version	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.		
Machine freezes	Controller crashes	D473 014	Fiery system v 1.1 firmware	version	Apply the required Patch File(s) fo Printer Controller EB-1357 system version 1.1.		
Machine freezes	When resetting the current job remotely, if there is no job in progress	D059 002h	Printer firmwa	re	Install version 1	.06 or la	ater.
Machine freezes	Operation panel freezes when the software keyboard is closed	Gene 052b Gene 054b	Java VM v5 U Tool Java VM v5 fc firmware		Install version 5	5.15.05 (or later.
Machine freezes	When running a large volume copy job	D059 001k	System/Copy firmware		Install version 2		
		D059 060c	System/Copy firmware (Tos TEC)		Install version 2	2.11T or	later.
Energy saver mode	Machine stays in the Wait status on recovery from energy saver	D392 001b	Ring Binder B1 firmware		Install version 01.270:04 or lat	ter.	
Energy saver mode	Cannot enter energy saver mode if IPDS is enabled	D059 005b	Network Supp firmware	oort	Install version 8 later.		
Energy saver mode	Cannot recover from energy saver mode if the optional fax unit	D059 001h D059	System/Copy firmware System/Copy		Install version 2 later. Install version 2		
	and VM card are installed	060a	firmware (Tos TEC)	hiba	or later.		



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Model: Mo	Model: Model B-C4 (Katana-C2)		Da	ate: 31-Jun-08	No.: RD059000w
Subject	Symptom	RTB #	Cause	Solution	
Energy saver mode	Cannot enter this mode if document solutions software is accessed to display the list of stored jobs during SP mode.	D059 004c	Network DocBox firmware	Install version later.	1.07 or
Energy saver mode	Does not enter Standby mode when the ADF platen is lifted or originals are placed on the exposure glass	D059 006d D059 103	PowerSaving Sys firmware PowerSaving Sys firmware (Toshiba TEC)	later.	1.16 or
Energy saver mode	If the machine is turned off just after entering Energy Saver mode, it will not be able to enter Energy Saver mode from that point on (the SDK Java platform cannot be started).	D463 001a	VM Option Type firmware	J Install version 5.09.04 or later	·
Energy saver mode	Machine enters sleep mode while running an SDK application	D463 001a	VM Option Type firmware	J Install version 5.09.04 or later	·
Comm. Failure between components	Ring binder and main machine	D392 001b	Ring Binder B1 firmware	Install version 01.270:04 or la	ter.
Reboot failure	When ATN is received from an upstream peripheral	D392 001b D392 002a	Ring Binder B1 firmware Ring Binder B2 firmware	Install version 01.270:04 or la Install version 01.050:01 or la	
SMC List	Output stops after the 5th sheet is ejected.	D059 001a	System/Copy firmware	Install version or later.	
The machine is slow	When Multiple jobs are printed using the Cover Interposer Tray	D059 001b	System/Copy firmware	Install version later.	
The machine is slow	PCL jobs containing images printed slowly.	D059 011c	Option PCL firmw	vare Install version later.	1.03 or
The machine is slow	Bundle start-up takes many hours	M354 001	VM Option Type firmware	01 or later.	
The machine is slow	If large numbers of preset copy jobs are registered	D059 001j D059 060b	System/Copy firmware System/Copy firmware (Toshiba TEC)	Install version 2 later. Install version 2 a or later.	
The machine is slow	Server takes long time to process a file.	D473 035	Fiery system vers 1.1 firmware		ired Patch File(s) for ler EB-1357 system



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Model: Mo	odel B-C4 (Katana-C2)			Date: 3	31-Jun-08	No.: F	D059000w
Subject	Symptom	RTB #	Caus	е	Solution		Note
The machine is slow	Printing is slow when continuously printing approx 500 or more stapling jobs.	D473 042	Fiery system 1.1 firmware	version	Apply the require Printer Controlloversion 1.1.		
The machine is slow	Pause between jobs using the Perfect Binder	D473 043	1.1 firmware		Apply the require Printer Controlle version 1.1.		
Counter errors	20+ simplex (or 40+ duplex) page IPDS jobs cause SMC and @Remote page count errors (total page counter is not affected) if several options are installed:	D059 002b	Printer firmwa	are	Install version 1 later.	.02 or	
Counter errors	PM parts counters, various problems (see the RTBs for details)	D059 003b, 029	Engine firmw	are	Install version 1.06:04 or later		
Counter errors	Printer counter value does not increase correctly when User code authentication and External charge unit is set.	D059 076	Fiery system 1.0 firmware	version	Apply the require Printer Controlloversion 1.0.		
Incorrect factory settings	SP7940	D059 029	Engine firmw	are	Install version 1.06:04 or later		
Updating firmware	"Update done" is not displayed after updating the SubSystem firmware.	D059 001c	System/Copy firmware	/	Install version 1 later.	.03 or	
Cover sheets,	Cover sheets and	D059	System/Copy	/	Install version 1	.03 or	
chapter sheets	chapter sheets cannot be printed in duplex when their sizes are non- standard.	001c D059 008a	firmware Web UAPI fir	mware	later. Install version 1 later.	.03 or	
Cannot store job	Jobs of more than 100 pages cannot be stored on the MFP (Locked Print, Stored Print, etc.) if another job is being stored from another source (Copier, Scanner, Fax) at the same time.	D059 001c	System/Copy firmware		Install version 1 later.	.03 or	
Problems with SP/UP settings	Value adjusted for SP6205 disappears when machine power is turned OFF/ON.	D059 003c	Engine firmw		Install version 1.07:04 or later		
Problems with SP/UP settings	Adjustments on the SR5020 not reflected	D059 003c	Engine firmw	are	Install version 1.07:04 or later		



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Model: Mo	odel B-C4 (Katana-C2)			Date: 3	1-Jun-08	No.: RE	0059000w
Subject	Symptom	RTB #	Caus		Solution	1	Note
Problems with SP/UP settings	Value adjusted for SP6214 is falsely reflected to SP6205, value adjusted for SP6210 is falsely reflected to SP6209.	D059 003c	Engine firmw		Install version 1.07:04 or later		
Problems with SP/UP settings	Cannot adjust the values for SP6202 and SP6525	D059 003d	Engine firmw		Install version later.	1.08 or	
Problems with SP/UP settings	SP6325 only reflected at 1/10 of its value	D059 003d	Engine firmw	are	Install version later.	1.08 or	
Problems with SP/UP settings	Adjustments made for stacker 2 falsely affect the settings for stacker 1	D059 003d	Engine firmw		Install version later.	1.08 or	
Problems with SP/UP settings	Fold adjustments not reflected	D454 002a	Folder_DON/ firmware	AU	Install version 01.140:12 or la	iter	
Problems with SP/UP settings	Default adjustment setting was changed	D454 002b	Folder_DON/ firmware	٩U	Install version 01.180:12 or la		
PM Counters	Values in "Latest 3" do not appear on the PM counter list	D059 001d	System/Copy firmware	1	Install version later.	1.04 or	
Incorrect system shutdown		D059 001e	System/Copy firmware	1	Install version later.	1.05 or	
Alert sent at the wrong time	When an IPDS job printing was interrupted	D059 002c	Printer firmwa	are	Install version later.	1.03 or	
Free run	Downstream free run failure	D059 003e	Engine firmw		Install version 1.09.1:04 or lat	ter.	
Jam displayed but no jam	With the Booklet Maker BK5010 installed	B234 014k	Finisher firmv	vare	Install version 2.000:61 or late	er.	
Jam alert cleared but jam remains	Jammed sheet left in the decurler unit	D059 003g	Engine firmw	are	Install version 1.11:04 or later	r.	
Machine remains in idle mode	With Ring Binder RB5000 and multiple peripherals installed downstream of it, if a jam occurs in one of the downstream peripherals the RB5000 does not notify the jam to the mainframe.	D392 001f	Ring binder E firmware	31	Install version 1.310:04 or late	er.	



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Model: Mo	odel B-C4 (Katana-C2)		Da	ate: 31-Jun-08	No.: RD059000w
Subject	Symptom	RTB #	Cause	Solutio	n Note
Job does not start	When two jobs are run using the Columbia finisher; first to the shift tray and second to the staple tray; 'Printing' remains on the operation panel	D434 001f	Finisher_Columb firmware		
Job does not restart	After clearing a jam	D059 003g	Engine firmware	Install version 1.11:04 or late	r.
Job does not restart	If a jam occurs before the first sheet of the job is delivered to the Stacker.	D059 001i D059 060a	System/Copy firmware System/Copy firmware (Toshib TEC)	Install version later. Install version or later.	
SP does not work	SP6526-001~6525- 141 "Input Check: Perfect Binder"	D059 003g	Engine firmware	Install version 1.11:04 or late	r.
USB devices	Some are not supported	D059 005c	Network Support firmware	t Install version or later.	8.68.1
USB devices	USB card reader stops working if unplugged then plugged in	D463 001b	VM Option Type firmware		r.
Memory leak	When transmitting captured data	D059 004c	Network DocBox firmware	Install version later.	1.07 or
Memory leak	When logged in by user authentication	D059 001j D059 060b	System/Copy firmware System/Copy firmware (Toshib TEC)	Install version later. Install version or later.	
Memory leak	When an SDK application attempts to open a software keyboard	M354 001a	VM Option Type firmware	J Install version 01 or later.	5.04-
Cannot go to SP mode	Returning to SP mode from copy mode	D059 001i D059	System/Copy firmware System/Copy	Install version later. Install version	
Cannot recover from jam	Printing stops and cannot resume even after having removed the jammed sheet(s).	060a D059 001i	firmware (Toshib TEC) System/Copy firmware	a or later. Install version later.	2.09 or
Job starts while cover is open	Job starts when PB interposer tray is opened.	D059 067	Fiery system ver 1.0 firmware		ired Patch File(s) for ler EB-1357 system
ADF/exposure glass cannot detect	Lifting the ADF platen or placing originals on the exposure glass cannot be detected	D059 006d D059 103	PowerSaving Syn firmware PowerSaving Syn firmware (Toshib TEC)	S	1.16 or later.



Model: M	odel B-C4 (Katana-C2)			Date: 3	81-Jun-08	No.: RI	D059000w
Subject	Symptom	RTB #	Cause	е	Solution	ı	Note
Cannot generate files	Defective data overwrite security card reduces the HDD capacity.	D059 001j D059 060b	System/Copy firmware System/Copy firmware (Tos TEC)	,	Install version a		
Load paper requested but paper is present	A4LEF	D473 030	Fiery system 1.1 firmware	version	Apply the requert Printer Control version 1.1.		
Cannot exit a mode	Cannot exit the User Tools screen while displaying a JPEG image using an SDK/J application.	M354 001b	VM Option Ty firmware	/pe J	Install version	5.07-01 o	r later.
Unexpected behavior (not specified)	Too many internal resources consumed during internal file open/close operations, such as SDK application installation.	Gene 052b Gene 054b	Java VM v5 L Tool Java VM v5 fi firmware	•	Install version	5.16.00 o	r later.
Noise	Punch unit	D449 002			Install a ferrite	core as s	hown.