

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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From: 1st Tech. Support Sec. Service Support Dept.			
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	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> 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.

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Jam	When punching a few sheets (1-3 sheets) with big curls	D392 001b	Ring Binder B1 firmware	Install version 01.270:04 or later.	
		D392 002a	Ring Binder B2 firmware	Install version 01.050:01 or later.	
Jam	When restarting a print job that stopped due to running out of staples	D059 016a	Engine firmware	Install version 1.04:04 or later.	
Jam	False indication of Jam001 when jam occurs in the peripherals	D059 016a	Engine firmware	Install version 1.04:04 or later.	
Jam	Jam14 when paper is continuously fed from Tray 5	D059 016a	Engine firmware	Install version 1.04:04 or later.	
Jam	Jam 69 when switching the line speed mode.	D059 016a	Engine firmware	Install version 1.04:04 or later.	
Jam	Jam95 after a network error.	D059 016a	Engine firmware	Install version 1.04:04 or later.	
Jam	JAM407 during a staple job.	D059 016a	Engine firmware	Install version 1.04:04 or later.	
Jam	JAM407 during a staple job on the Columbia.	D059 003b	Engine firmware	Install version 1.06:04 or later.	
Jam	JAM23 during a staple job.	D059 016a	Engine firmware	Install version 1.04:04 or later.	
Jam	When ejecting paper to the Stacker Upper Tray and Stacker Tray alternately.	D059 003a	Engine firmware	Install version 1.05:04 or later.	
Jam	When printing a certain punch job in which the sheet is fed from the Inserter.	D059 003a	Engine firmware	Install version 1.05:04 or later.	
Jam	When feeding to FD5000	D059 003c	Engine firmware	Install version 1.07:04 or later.	
Jam	GBC Punch	D434 001e	Finisher_COLUMBIA firmware	Install version 03.100:08 or later.	
Jam	Optional folder	D454 002b	Folder_DONAU firmware	Install version 01.180:12 or later.	
Jam	Jam 146 caused by the decurler	D059 003e	Engine firmware	Install version 1.09.1:04 or later.	
Jam	Jam code 116: When switching from proof mode to staple mode while the stapler is in the position for staple refill.	B234 014k	Finisher firmware	Install version 2.000:61 or later.	
Jam	Jam 260 when switching the output trays	D447 001f	Stacker_LOIRE1 firmware	Install version 02.260:09 or later.	
		D447 002f	Stacker_LOIRE2 firmware	Install version 02.260:09 or later.	
Jam	When saddle-stitching the output scanned on the exposure glass.	D455 001b	Trimmer firmware	Install version 15.270:15 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Jam	In the decurler unit after about 5000k	D457 004	Replace the decurler unit with a modified decurler unit.	See the RTB for a procedure.	
Jam	Jam 71 when the sheet is moved to the purge tray	D059 003g	Engine firmware	Install version 1.11:04 or later.	
Jam	Jam 146 with booklets when using cover inserter and ring binder	D059 003g	Engine firmware	Install version 1.11:04 or later.	
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 version 1.11:04 or later.	
Jam	Jam 410: Cover Interposer + Booklet Finisher, and restarting a job	D059 003g	Engine firmware	Install version 1.11:04 or later.	
Jam	Jam 422: Saddle stitching, and cover inserter	D059 003g	Engine firmware	Install version 1.11:04 or later.	
Jam	Z-folded sheet jams in the finisher	D434 004		Mylars added to the entrance guide	See the RTB for where to attach.
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 014l	Finisher firmware	Install version 2.030:62 or later.	
Jam	When the stack exceeds the capacity before the tray alerts full capacity.	D447 001h	Stacker_LOIRE1 firmware	Install version 02.280:09 or later.	
		D447 002h	Stacker_LOIRE2 firmware	Install version 02.280:09 or later.	
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 version 1.12:04 or later.	
Jam	Paper lag jam	D391 001e	P-Binder_B1 firmware	Install version 0.340:13 or later	
Jam	At the folder, if the first sheet is fed from the Cover Interposer	D454 002d	Folder_DONAU firmware	Install version 1.200:12 or later.	
Jam	Jam 146 when using the GBC punch and continuously feeding paper from the Cover Interposer	D059 003i	Engine firmware	Install version 1.13:04 or later.	
		D059 101	Engine firmware (Toshiba TEC)		

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Subject	Symptom	RTB #	Cause	Solution	Note
Jam	When feeding to the High Capacity Stacker and a double-feed occurs, the double-fed sheet cannot be purged correctly	D059 003i	Engine firmware	Install version 1.13:04 or later.	
		D059 101	Engine firmware (Toshiba TEC)		
Jam	In the GBC stream punch, if the mode is changed during continuous jobs	D434 001j	Finisher_COLUMBIA firmware	Install version 03.200:08 or later.	
Jam	Jam125 (punch drive error)	D434 001k	Finisher_COLUMBIA firmware	Install version 03.210:08 or later.	
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 version 1.04:04 or later.	
Purge tray	Purge failure	D059 003e	Engine firmware	Install version 1.09.1:04 or later.	
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 version 1.02 or later.	
Paper type/size errors	When the switch is turned on with paper set in the 1st tray	B835 001g	Cover interposer firmware	Install version 02.073:44 or later.	
Paper type/size errors	A paper size mismatch occurs if a set of conditions occurs	D059 011c	Option PCL firmware	Install version 1.03 or later.	
Tandem tray	Machine behavior does not conform to the setting of SP5-195-001: Limitless	D059 001c	System/Copy firmware	Install version 1.03 or later.	
Cannot recover from jam		D059 003c	Engine firmware	Install version 1.07:04 or later.	
Cannot recover from jam	When a jam in a downstream peripheral 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 003i	Engine firmware	Install version 1.13:04 or later.	
		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 version 1.03 or later.	

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Subject	Symptom	RTB #	Cause	Solution	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 Support firmware	Install version 8.61 or later.	
Paper set error	When sending a job from Web Image Monitor, in which the job's 1st sheet is fed from the CI5000/5010,	B835 001g	Cover interposer firmware	Install version 02.073:44 or later.	
Sheets fall off the exit tray	When convex-curved 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	Fiery system version 1.0 firmware Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.0.		
Feed from wrong tray	Paper is not pulled from the selected input tray when a 2up job is printed.	D473 008	Fiery system version 1.1 firmware Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.		
Feed from wrong tray	PS3: Paper not fed from the correct tray	D473 011	Fiery system version 1.1 firmware Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.		
Feed from wrong tray	Input Tray setting is not honored	D473 037	Fiery system version 1.1 firmware Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.		
Pages printed in wrong order	PPML job	D473 038	Fiery system version 1.1 firmware Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.		

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.	

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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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Subject	Symptom	RTB #	Cause	Solution	Note
SMB	Cannot Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.	D059005e	Network Support firmware	Install version 8.69.1 or later.	
SMB	Cannot Scan to SMB to Windows 98/98SE/Me/NT4.0 destinations specified using an IP address.	D059005e	Network Support firmware	Install version 8.69.1 or later.	
SMB	The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).	D059005e	Network Support firmware	Install version 8.69.1 or later.	
SMB	After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname are not found.	D059005e	Network Support firmware	Install version 8.69.1 or later.	
SMB	The Scan to SMB "Connection Test" fails if performed on a directory located directly below a DFS root.	D059005e	Network Support firmware	Install version 8.69.1 or later.	
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.	D059005e	Network Support firmware	Install version 8.69.1 or later.	
SMB	Problems when using across subnets due to short timeout	D059005e	Network Support firmware	Install version 8.69.1 or later.	
SMB	Cannot Scan to SMB to a destination that is not specified using an FQDN.	D059005e	Network Support firmware	Install version 8.69.1 or later.	
SMB	Cannot Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.	D059005e	Network Support firmware	Install version 8.69.1 or later.	
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	D059005c	Network Support firmware	Install version 8.68.1 or later.	

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Subject	Symptom	RTB #	Cause	Solution	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 8.69.1 or later.	
Cannot send email	Email does not send with Fiery address book.	D059 067	Fiery system version 1.0 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.0.	
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 5.13.02 or later.	
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 5.13.02 or later.	
SSL	Vulnerability to the re-negotiation of SSL/TLS.	D463 001h	VM Option Type J firmware	Install version 5.14.02 or newer	
		D463 002a	Java VM v5 for eDC firmware	Install version 5.14.02 or later.	
Web Image Monitor	Locks up when applications access the printer by http.	D059 005f	Network Support firmware	Install version 8.73 or later.	
Web Image Monitor	Locks up if SSDP = Active	D059 005f	Network Support firmware	Install version 8.73 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 or later.	
Network settings	Network configuration settings revert to the defaults.	D059 005f	Network Support firmware	Install version 8.73 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 Patch File(s) for Printer Controller EB-1357 system 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	Network Support firmware	Install version 8.74 or later.	
		D059 102	Network Support firmware (Toshiba TEC)		

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Subject	Symptom	RTB #	Cause	Solution	Note
DNS	The JavaVM did not update the DNS server address	D463 001c	VM Option Type J firmware	Install version 5.11.03 or later.	
Cannot negotiate session		D059 018c	Option IPDS firmware	Install version 7.079 or later.	
Internet Explorer	Setup/Configure window is blank	D473 036	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
@Remote	Report and polling communication stops	D059 001m	System/Copy firmware	Install version 2.12 or later.	
		D059 060d	System/Copy firmware (Toshiba TEC)	Install version 2.12T or later.	
@Remote	Supply Call stops	D059 001m	System/Copy firmware	Install version 2.12 or later.	
		D059 060d	System/Copy firmware (Toshiba TEC)	Install version 2.12T or later.	

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4. Printing/Scanning

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

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Scan to NCP	Too slow, if IPX is used: See the RTB for the conditions	D059 009b	Scanner firmware	Install version 01.06 or later.	
		D059 098a	Scanner firmware (Toshiba TEC)	Install version 01.06 or later.	
		D059 001c	System/Copy firmware	Install version 1.03 or later.	
PDF Direct Printing	PDF Direct Printing of PDFs containing multiple images cause the PS error "limitcheck"	D059 012a	PS3/PDF firmware	Install version 1.01 or later.	
PDF direct printing	Disabled when using downloaded fonts.	D059 012c	PS3/PDF firmware	Install version 1.04 or later.	
PDF direct printing	Error if the PDF data contains tiling patterns using image masking.	D059 012c	PS3/PDF firmware	Install version 1.04 or later.	
PCL	PCL5 macros not printed	D059 011a	Option PCL firmware	Install version 1.01 or later.	
PCL	PCL file not printed correctly	D473 010	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
PCL	Some PCL files are not printed correctly.	D473 022	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Cannot cancel a job	When IPDS is activated.	D059 002d	Printer firmware	Install version 1.04 or later.	
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 required Patch File(s) for Printer Controller EB-1357 system version 1.0.	
Jobs not printed	When jobs are submitted to the device's lpr port repeatedly	D059 005b	Network Support firmware	Install version 8.61 or later.	
Jobs not printed	Batch printing of PDF documents	D059 012b	PS3/PDF firmware	Install version 1.02 or later.	
Jobs not printed	Jobs not containing PDL commands; if the device entered in energy saver mode after printing a diagnostics page	D059 002g	Printer firmware	Install version 1.05.2 or later.	
Jobs not printed	Cannot print from Mac	D473 014	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Jobs not printed	Staple job cannot be printed on SEF paper	D473 019	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
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 8.61 or later.	

Updated: End of March 2016: Changes in bold italics

Model: Model B-C4 (Katana-C2)

Date: 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 8.69.1 or later.	
Unspecified problem with printing	Gang-up print from Document Server	D059 001h	System/Copy firmware	Install version 2.07 or later.	
		D059 060a	System/Copy firmware (Toshiba TEC)	Install version 2.09T or later.	
Unspecified problem with printing	Test print using different paper trays for the same original	D059 001h	System/Copy firmware	Install version 2.07 or later.	
		D059 060a	System/Copy firmware (Toshiba TEC)	Install version 2.09T or later.	
Job reset	PS jobs with a large number of images	D059 002g	Printer firmware	Install version 1.05.2 or later.	
Job reset	PDF direct printing: If the PDF data contains tiling patterns using image masking.	D059 012c	PS3/PDF firmware	Install version 1.04 or later.	
Job reset	Chunk Transfer Encoding over an IPP port	D059 005f	Network Support firmware	Install version 8.73 or later.	
Job deleted	If Capture Priority" is enabled, for certain job types.	D059 002g	Printer firmware	Install version 1.05.2 or later.	
Job deleted	After applying a patch	D473 027	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Job not deleted	If Capture Priority" is enabled, for certain job types.	D059 002g	Printer firmware	Install version 1.05.2 or later.	
Job cancelled	Caused by a PCL XL error	D059 011c	Option PCL firmware	Install version 1.03 or later.	
Job cancelled	Intermittent NACK(0595..11)	D059 018c	Option IPDS firmware	Install version 7.079 or later.	
Error when cancelling a job	An error occurs when canceling a job that has been merged using Doc Merge.	D059 068	Fiery system version 1.0 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.0.	
Bar codes, QR codes etc	Printed wider (horizontally) than expected.	D059 018b	Option IPDS firmware	Install version 7.073 or later.	
Bar codes, QR codes etc	QR code not printed correctly.	D059 018d	Option IPDS firmware	Install version 7.083 or later.	
Bar codes, QR codes etc	Two dimensional bar code, QR code, PDF417, Data Matrix not printed	D059 018d	Option IPDS firmware	Install version 7.083 or later.	

Updated: End of March 2016: Changes in bold italics

Model: Model B-C4 (Katana-C2)

Date: 31-Jun-08

No.: RD059000w

Subject	Symptom	RTB	Cause	Solution	Note
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 during printing	D447 001i	Stacker_LOIRE1 firmware	Install version 02.290:09 or later.	
		D447 002i	Stacker_LOIRE2 firmware	Install version 02.290:09 or later.	
Scanner for WSD	Disabled if the system is powered on with an external controller connected.	D059 005f	Network Support firmware	Install version 8.73 or later.	
Scan to SMB	Fails when sending a file to the DFS folder in the destination, if there is already a file of the same name.	D059 005f	Network Support firmware	Install version 8.73 or later.	
Scan to SMB	Document not sent if IP address is used	D059 005f	Network Support firmware	Install version 8.73 or later.	
Scan to SMB	Fails in certain specific conditions	D059 005f	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	D473 049	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Scan to folder	Fails with Mac OS X 10.7 and 10.8	D059 001k	System/Copy firmware	Install version 2.11 or later.	
		D059 060c	System/Copy firmware (Toshiba TEC)	Install version 2.11T or later.	
		D059 005h	Network Support firmware	Install version 8.75 or later.	
		D059 102a	Network Support firmware	Install version 8.75 or later.	
Scan to folder	Fails with Windows 8 and Windows Server 2012.	D059 005i	Network Support firmware	Install version 8.75 or later.	
		D059 102b	Network Support firmware	Install version 8.75 or later.	
Scan to folder	Fails if "CNAME" is specified as the destination folder	D059 005h	Network Support firmware	Install version 8.75 or later.	
		D059 102a	Network Support firmware	Install version 8.75 or later.	
Scan to folder	If NBT is disabled, the destination is not displayed and Windows authentication fails	D059 005h	Network Support firmware	Install version 8.75 or later.	
		D059 102a	Network Support firmware	Install version 8.75 or later.	
Slow printing	Printing a large number of copies of a job if Windows Authentication is enabled	D059 005f	Network Support firmware	Install version 8.73 or later.	

Updated: End of March 2016: Changes in bold italics

Model: Model B-C4 (Katana-C2)

Date: 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 Authentication is enabled.	D059 005f	Network Support firmware	Install version 8.73 or later.	
PS error	PDF Direct Printing of PDFs containing multiple images cause PS error "limitcheck"	D059 012a	PS3/PDF firmware	Install version 1.01 or later.	
PS error	PostScript range check error for a PDF file with booklet stapling	D473 012	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
PS error	Printing PDF files that are not embedded with fonts.	D473 044	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Wrong PDL used	PS3 job categorized as PCL	D473 014	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Wrong pages printed	Incorrect page range printed	D473 021	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Garbled data	Garbled data in PDF job	D473 024	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Pages not printed correctly (not specified)	Pages not printed correctly	D473 025	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Files sent in wrong format		D059 009d	Scanner firmware	Install version 02.01 or later.	
		D059 098a	Scanner firmware (Toshiba TEC)	Install version 02.01 or later.	
Font not printed	Multiple-glyph fonts are not printed	D059 011e	Option PCL firmware	Install version 1.05 or later.	
Font not printed	Data including particular DBCS fonts could not be printed.	D059 018d	Option IPDS firmware	Install version 7.083 or later.	
Error page printed	PCL XL	D473 032	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Page numbers overlap	When printing a PDF file with gang-up	D473 048	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	

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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5. Operation Panel, Wording on Reports

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

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Model: Model B-C4 (Katana-C2)	Date: 31-Jun-08	No.: RD059000w
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Subject	Symptom	RTB #	Cause	Solution	Note
Software keyboard	Cannot close software keyboard	M354 001a	VM Option Type J firmware	Install version 5.04-01 or later.	
Blank screen	After changing language settings	M354 001a	VM Option Type J firmware	Install version 5.04-01 or later.	
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 5.07-01 or later.	
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 5.07-01 or later.	
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 5.07-01 or later.	
Start-up screen does not change	SDK/J starting logo screen does not change.	D463 001h	VM Option Type J firmware	Install version 5.14.02 or newer	
		D463 002a	Java VM v5 for eDC firmware	Install version 5.14.02 or later.	

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6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
Job log	CSV file contains the wrong "User Entry ID"	D059 009a	Scanner firmware	Install version 1.05 or later.	For scanner jobs that were sent from the document server. (occurs for UserCode Authentication or Basic Authentication)
		D059 098a	Scanner firmware (Toshiba TEC)	Install version 1.05 or later.	
Job log	Contains the wrong "User Code/User Name", "User Entry ID" and "User display name"	D059 009a	Scanner firmware	Install version 1.05 or later.	
		D059 098a	Scanner firmware (Toshiba TEC)	Install version 1.05 or later.	
Job log	Stops recording User ID, Username or Usercode if WIM is accessed more than 300 times using authentication.	D059 001a	System/Copy firmware	Install version 1.01.1 or later.	
Job log	Not transferred to Web SDM or RCGate S Pro	D059 004b	Network DocBox firmware	Install version 1.06 or later.	
Job history	Jobs recorded in the Job History as "---". This only affects some job types if User Authentication is enabled:	D059 002g	Printer firmware	Install version 1.05.2 or later.	
Access log	If the Password Policy is enabled, "Target User Entry ID" and "Target User Code/User Name" are not logged when a user tries to change their password but fails.	D059 001a	System/Copy firmware	Install version 1.01.1 or later.	
Access log	Lockout entries are missing	D059 001a	System/Copy firmware	Install version 1.01.1 or later.	
Access log	Firmware versions of the Fax and Finisher options are not recorded	D059 001d	System/Copy firmware	Install version 1.04 or later.	
Duplicate logs transferred	Transferred to Web SDM	D059 004a	Network DocBox firmware	Install version 1.05 or later.	
Cannot input password	When reaching the time set in the Weekly Timer	D059 001d	System/Copy firmware	Install version 1.04 or later.	
Windows Authentication	Fails on a domain controller whose hostname contains 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 #	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 8.69.1 or later.	
Windows authentication	Fails if the username or password includes lower-case European characters.	D059 005e	Network Support firmware	Install version 8.69.1 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 8.69.1 or later.	
Unauthorized people can use features	TWAIN authenticated users	D059 001h	System/Copy firmware	Install version 2.07 or later.	
		D059 060a	System/Copy firmware (Toshiba TEC)	Install version 2.09T or later.	
Unauthorized people can use features	Basic Authentication	D059 009d	Scanner firmware	Install version 02.01 or later.	
		D059 098a	Scanner firmware (Toshiba TEC)	Install version 02.01 or later.	
Unauthorized people can use features	Can access WIM even when in lockout status	D059 001k	System/Copy firmware	Install version 2.11 or later.	
		D059 060c	System/Copy firmware (Toshiba TEC)	Install version 2.11T or later.	
Users not logged out	If IPDS fonts are reset	D059 002g	Printer firmware	Install version 1.05.2 or later.	
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 logged out	User Code Authentication	M354 001a	VM Option Type J firmware	Install version 5.04-01 or later.	
Cannot log out	After access was authorized using an IC card.	D059 001k	System/Copy firmware	Install version 2.11 or later.	
		D059 060c	System/Copy firmware (Toshiba TEC)	Install version 2.11T 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 Patch File(s) for Printer Controller EB-1357 system version 1.0.	

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Model: Model B-C4 (Katana-C2)

Date: 31-Jun-08

No.: RD059000w

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	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.0.	
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 5.10.04 or later.	
False detection of unauthorized access	If the present time is changed or set incorrectly	D059 001j	System/Copy firmware	Install version 2.10 or later.	
		D059 060b	System/Copy firmware (Toshiba TEC)	Install version 2.10T or later.	
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 5.07-01 or later.	
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 5.09.04 or later.	
Kerberos	Authentication is slow	Gene 052b	Java VM v5 Update Tool	Install version 5.15.05 or later.	
		Gene 054b	Java VM v5 for eDC firmware		
Kerberos	Wrong type of encryption algorithm used	Gene 052b	Java VM v5 Update Tool	Install version 5.17.00 or later.	
		Gene 054b	Java VM v5 for eDC firmware		
Authentication failure	Saved passwords cannot be retrieved properly	Gene 052b	Java VM v5 Update Tool	Install version 5.15.05 or later.	
		Gene 054b	Java VM v5 for eDC firmware		

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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 is occurring around the toner hopper area. Also, check if toner is adhered around the charge corona unit. If both areas are scattered with toner, the toner pump should be replaced with the modified special registered Toner Pump. (Part Number: D0599903)	
SC300		D059 054	Damage to the harnesses when removing/replacing the development motor unit.	The replacement procedure in the manual was changed. There was a modification in the factory. The extra step is not needed for units made with the new process	
SC304					
SC320					
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.	

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Model: Model B-C4 (Katana-C2)

Date: 31-Jun-08

No.: RD059000w

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 minutes before turning power off, then reboot. Permanent: Install System/Copy firmware version 1.03	
SC672	When reaching the time set for auto off timer during STR (suspend to ram).	D059 001i	System/Copy firmware	Install version 2.09 or later.	
		D059 060a	System/Copy firmware (Toshiba TEC)	Install version 2.09T or later.	
SC747	Saddle stitching, and cover inserter	D059 003g	Engine firmware	Install version 1.11:04 or later.	
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 RTB and the Punch Unit installation procedure in the service manual).	
SC763	When continuing a print job that consists a change from "3-hole" to a "2-hole" punch	D059 016a	Engine firmware	Install version 1.04:04 or later.	
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.	Replace the Trimming Adjustment Plate Screws.	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 main and sub grip units	See the procedure in the RTB.
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 Flapper Gear, Motor Bracket and E-ring (use the kit with p/n D3919905).	See the RTB for the procedure.

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Model: Model B-C4 (Katana-C2)

Date: 31-Jun-08

No.: 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	P-Binder_B4 firmware	Install version 0.150:00 or later	
		D391 001b	P-Binder_B1 firmware	Install version 0.280:11 or later	
SC 797	SC797-50: 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 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 0.180:00 or later	
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 Sys firmware	Install version 1.14 or later.	
SC816	When reaching the time set for auto off timer during STR (suspend to RAM).	D059 001i	System/Copy firmware	Install version 2.09 or later.	
		D059 060a	System/Copy firmware (Toshiba TEC)	Install version 2.09T or later.	
SC816	SC816-26, -49, -90	D059 006d	PowerSaving Sys firmware	Install version 1.16 or later.	
		D059 103	PowerSaving Sys firmware (Toshiba TEC)		
SC819	When turning power off/on after operation panel blacks out	D059 009d	Scanner firmware	Install version 02.01 or later.	
		D059 098a	Scanner firmware (Toshiba TEC)	Install version 02.01 or later.	
SC819	Repeatedly inserting and removing a USB device	D059 005a	Network support firmware	Install version 8.58.1 or later.	
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 1.03 or later.	
SC819	When browsing the network using SMB.	D059 005e	Network Support firmware	Install version 8.69.1 or later.	
SC860		D059 001h	System/Copy firmware	Install version 2.07 or later.	
		D059 060a	System/Copy firmware (Toshiba TEC)	Install version 2.09T or later.	

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Date: 31-Jun-08

No.: RD059000w

Subject	Symptom	RTB #	Cause	Solution	Note
SC990	During a bookbinding operation on the Perfect Binder	D059 016a	Engine firmware	Install version 1.04:04 or later.	
SC990	If the front or top doors of the stacker are opened/closed while the finisher is operating	D447 001a	Stacker_Loire1 firmware	Install version 02.160:09 or later.	
		D447 002a	Stacker_Loire2 firmware	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 1.04:04 or later.	
SC990	When ejecting paper to the Stacker Upper Tray and Stacker Tray alternately,	D059 003a	Engine firmware	Install version 1.05:04 or later.	
SC990	Shown after removing jammed paper	D059 003c	Engine firmware	Install version 1.07:04 or later.	
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	Stacker_Loire1 firmware	Install version 02.200:09 or later.	
		D447 002c	Stacker_Loire2 firmware	Install version 02.200:09 or later.	
SC990	When a jam occurs in the mainframe immediately after switching the output trays	D447 001f	Stacker_LOIRE1 firmware	Install version 02.260:09 or later.	
		D447 002	Stacker_LOIRE2 firmware	Install version 02.260:09 or later.	
SC990	After an SC on the Trimmer Unit TR5020.	D455 001b	Trimmer firmware	Install version 15.270:15 or later.	
SC990	When a job is printed with 2 copies, booklet stapling, and Tray 7 input tray	D391 001e	P-Binder_B1 firmware	Install version 0.340:13 or later	
SC990	Jobs not scaled correctly	D473 017	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
SC990	If a jam occurs with a sheet that is being purged due to a double-feed	D059 003i	Engine firmware	Install version 1.13:04 or later.	
		D059 101	Engine firmware (Toshiba TEC)		
SC990	If large numbers of preset copy jobs are registered	D059 001j	System/Copy firmware	Install version 2.10 or later.	
		D059 060b	System/Copy firmware (Toshiba TEC)	Install version 2.10T or later.	
SC991		D059 001d	System/Copy firmware	Install version 1.04 or later.	

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Date: 31-Jun-08

No.: RD059000w

Subject	Symptom	RTB #	Cause	Solution	Note
SC991	Also, network functions cannot be used. This occurs if DHCP and DDNS are both enabled in the device	D059 005g	Network Support firmware	Install version 8.74 or later.	
		D059 102	Network Support firmware (Toshiba TEC)		
SC997	During printing, if "Capture Priority" is enabled, for certain job types.	D059 002g	Printer firmware	Install version 1.05.2 or later.	
SC997		Gen 028b	Global Scan NX firmware	Install version 1.1.3.0 or later.	
SC997	If an SDK application takes more than 15 seconds to start up.	D463 001e, 001g	VM card firmware	Install version 5.13.02 or later.	
SC997	After logging out of the machine	M354 001a	VM Option Type J firmware	Install version 5.04-01 or later.	
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 5.10.04 or later.	
Error popup	Displayed with Send to Job	D473 030	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Unspecified SC	When the stack exceeds the capacity before the tray alerts full capacity.	D447 001h	Stacker LOIRE1 firmware	Install version 02.280:09 or later.	
		D447 002h	Stacker LOIRE2 firmware	Install version 02.280:09 or later.	
"NullPointerException" error	After unlocking the application switching function	Gene 052b	Java VM v5 Update Tool	Install version 5.17.00 or later.	
		Gene 054b	Java VM v5 for eDC firmware		

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

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Subject	Symptom	RTB #	Cause	Solution	Note
Perfect Binder	Slow	D473 019	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
		D473 030	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Perfect Binder	Trimmings adhering to the trimmings buffer unit	D391 044		Do the procedures in the RTB.	
Ring Binder	Not working	D392 001b	Ring Binder B1 firmware	Install version 01.270:04 or later.	
Ring Binder	Feeding custom size tab stocks causes jams at the entrance of the Ring Binder.	D392 001g	Ring Binder B1 firmware	Install version 01.320:04 or later.	
Ring Binder	Add binding ring comb is not displayed with 99 page ring job.	D059 067	Fiery system version 1.0 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.0.	
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 firmware	Install version 15.270:15 or later.	
Trimmer	Configuration display on operation panel does not show the trimmer	D455 001c	Trimmer firmware	Install version 15.280:16 or later.	
Finisher (SR5020)	J406 when paper runs out in a stapling job (stapling more than 81 sheets) Pro 1357EX only	D434 001b	Finisher_Columbia firmware	Install version 03.060:08 or later.	
Finisher (SR5020)		D059 016a	Finisher_Columbia firmware	Install version 03.050:08 or later.	
Finisher (SR5020)	Shift tray failure (2500 sheets or more of heavy paper such as coated)	D434 003	Heavy load disengages timing belt from gear	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_Columbia firmware	Install version 03.140:08 or later.	

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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 later.	
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 later.	
Finisher (SR5020)	Corner stapling position shifts	D434 001h	Finisher_Columbia firmware	Install version 03.180:08 or later.	
Finisher (SR5020)	Finisher stalls	D434 001h	Finisher_Columbia firmware	Install version 03.180:08 or later.	
Finisher (SR5020)	Jam during saddle-stitching	D434 001h	Finisher_Columbia firmware	Install version 03.180:08 or later.	
Finisher (SR5020)	Jam status not indicated on display panel	D434 001g	Finisher_Columbia firmware	Install version 03.160:08 or later.	
Finisher (SR5020)	Jam status not cleared on display panel	D434 001g	Finisher_Columbia firmware	Install version 03.160:08 or later.	
Finisher (SR5020)	Pages from different jobs stapled together	D434 001g	Finisher_Columbia firmware	Install version 03.160:08 or later.	
Finisher (SR5020)	Poor stapling alignment when resuming an interrupted job	D434 001i	Finisher_Columbia firmware	Install version 03.190:08 or later.	
Finisher (SR5020)	Shift tray cannot descend Slippage of the shift tray gear	D434 017	Manufacturing error (SR5040 finisher)	Do the check and modification procedures in this RTB.	
Finisher (SR5020)	<i>Poor punching; the puncher does not completely retrieve home position and catches the next sheet</i>	<i>D434 001k</i>	<i>Finisher_COLUMBIA A firmware</i>	<i>Install version 03.210:08 or later.</i>	
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 Brush "B3011216"	
Finisher (SR5000)	Jogging by the shift tray is poor when printing A5 SEF.	B234 014o	Finisher firmware	Install version 02.050:64 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Finisher	Shift tray does not descend or ascend	B234 014i	Finisher firmware	Install version 1.820:59 or later.	
Cover interposer	The job cannot be completed if the Inserter cover is opened.	B835 001e	Cover interposer firmware	Install version 02.070:41 or later.	
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 later.	
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 later.	
Cover interposer	Will not feed the cover sheets and the control panel indicates 'Printing'	B835 001h	Cover Interposer firmware	Install version 3.010:46 or later.	
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.	
Stacker	"Remove paper" displayed but tray is not full.	D059 001d	System/Copy firmware	Install version 1.04 or later.	
Stacker	Jam when down button is hit consecutively	D447 001e	Stacker_LOIRE1 firmware	Install version 02.230:09 or later.	
		D447 002e	Stacker_LOIRE2 firmware	Install version 02.230:09 or later.	
Stacker	Jam when the feed tray runs out of paper after switching the output tray between shift and proof.	D447 001i	Stacker_LOIRE1 firmware	Install version 02.290:09 or later.	
		D447 002i	Stacker_LOIRE2 firmware	Install version 02.290:09 or later.	
Stacker	Page duplicated when recovering from a jam	D447 001i	Stacker_LOIRE1 firmware	Install version 02.290:0 or later.	
		D447 002i	Stacker_LOIRE2 firmware	Install version 02.290:0 or later.	
Stacker	Jam in the Stacker when the feed tray runs out of paper after switching the output tray.	D447 001i	Stacker_LOIRE2 firmware	Install version 02.290:0 or later.	
		D447 001i	Stacker_LOIRE1 firmware	Install version 02.290:0 or later.	
Stacker	Cannot select	D473 030	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
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.	

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Subject	Symptom	RTB #	Cause	Solution	Note
GBC punch	GBC is not recognized when the Finisher is unconnected and the GBC is connected.	D059 001h	System/Copy firmware	Install version 2.07 or later.	
		D059 060a	System/Copy firmware (Toshiba TEC)	Install version 2.09T or later.	
GBC punch	Cannot select	D473 030	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
GBC punch	GBC cannot be selected with the Stacker Tray.	D473 021a	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Tab sheets	Unnecessary tab sheets do not eject when executing "stop/continue"	D059 001b	System/Copy firmware	Install version 1.02 or later.	
Decurler	"Set Decurler correctly." Appears after putting the unit back in the machine.	D457 001	Damaged sensor actuator	Temporary countermeasures: Bend the actuator back into the correct shape. If the sensor bracket is deformed, install a modified bracket. See the RTB for details	
Folder	Jam recovery problem	D454 002c	Folder DONAU firmware	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 version 1.0 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.0.	
Folder	Output not folded correctly	D473 031	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Fiery Controller	Flashing Data in is finished with DSV job after scan.	D059 067	Fiery system version 1.0 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.0.	
Fiery Controller	Media server file size is wrong. Media server does not output anything.	D059 067	Fiery system version 1.0 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.0.	
Fiery Controller	Email does not send with Fiery address book.	D059 067	Fiery system version 1.0 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.0.	
Fiery Controller	Data in green does not disappear after printing configuration page.	D059 067	Fiery system version 1.0 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.0.	
Fiery Controller	Constrain dialog box appears with Resolution: 1200dpi and Text/Graphics Quality: Best.	D059 070	Fiery system version 1.0 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.0.	
Fiery Controller	Some paper sizes in consumables of Command Workstation 5 are displayed incorrectly.	D059 073	Fiery system version 1.0 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.0.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Fiery Controller	Controller does not close down correctly when an SC occurs	D473 017	Fiery system version 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 version 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 version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Fiery Controller	Mixed Media Page Range does not work correctly	D473 033	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Fiery Controller	Mixed Media setting does not work	D473 038	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Fiery Controller	Assertion error	D473 039	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Fiery Controller	Incompatibility between the Configure application and JRE1.7u51.	D473 041	Fiery system version 1.1 firmware	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 version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Communication errors with peripherals		D059 001h	System/Copy firmware	Install version 2.07 or later.	
		D059 060a	System/Copy firmware (Toshiba TEC)	Install version 2.09T or later.	
Communication errors with peripherals	Ring binder and main machine	D392 001b	Ring Binder B1 firmware	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 firmware	Install version 1.03 or later.	
SDK applications	SDK/J platform start-up error	M354 001	VM Option Type J firmware	Install version 5.03-01 or later.	
SDK applications	Cannot switch between different SDK/J applications	M354 001a	VM Option Type J firmware	Install version 5.04-01 or later.	
SDK applications	Cannot install application on HDD	D463 001h	VM Option Type J firmware	Install version 5.14.02 or newer	
		D463 002a	Java VM v5 for eDC firmware	Install version 5.14.02 or newer	
SDK applications	Cannot install application	D463 001a	VM Option Type J firmware	Install version 5.09.04 or later.	
SDK applications	Application installed on wrong SD card	D463 001b	VM Option Type J firmware	Install version 5.10.04 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SDK applications	Java VM deadlocked	D463 001b	VM Option Type J firmware	Install version 5.10.04 or later.	
SDK applications	SDK application disappears when another is installed	Gene 052b	Java VM v5 Update Tool	Install version 5.15.05 or later.	
		Gene 054b	Java VM v5 for eDC firmware		
ESA applications	Do not restart automatically and remain in "Stopped" status.	Gene 052c	Java VM v5 Update Tool	Install version 5.18.00 or later.	
		Gene 054c	Java VM v5 for eDC firmware		
ESA applications	SDK platform does not boot up	Gene 052d	Java VM v5 Update Tool	Install version 5.19.00 or later.	
		Gene 054d	Java VM v5 for eDC firmware		
LCT	Broken caster	D453 008	Manufacturing error	Replace the caster (p/n: AH012050)	See the RTB for details.

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9. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Image of the previous job on the output	After making a single copy of an A3 original to 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.	D059 016a	Engine firmware	Install version 1.04:04 or later.	
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 Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Image in the wrong position	Printing from Adobe InDesign	D473 026	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system 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_Columbia firmware	Install version 03.140:08 or later.	
Unspecified 'abnormal image'	At the leading edge when copying with a reduction ratio of 49% or lower in mono-color.	D059 001h	System/Copy firmware	Install version 2.07 or later.	
		D059 060a	System/Copy firmware (Toshiba TEC)	Install version 2.09T or later.	
Unspecified 'abnormal image'	When printing stamps from the Document Server.	D059 001h	System/Copy firmware	Install version 2.07 or later.	
		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 not output	PCL5 raster images are omitted	D059 011c	Option PCL firmware	Install version 1.03 or 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.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Lines missing	Fine line of picture frame used by HP/GL2	D059 011f	Option PCL firmware	Install version 1.06 or later.	
Lines missing	Part of hatched area and vertical and horizontal lines	D059 018d	Option IPDS firmware	Install version 7.083 or later.	
Characters missing	PCL file	D473 030	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Characters missing	PCL file	D473 032	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Characters missing	Characters defined in TrueType/OpenType Collection	D059 018c	Option IPDS firmware	Install version 7.079 or later.	
Objects in the wrong position	PCL5 jobs containing HP-GL/2 and macro	D059 011d	Option PCL firmware	Install version 1.04 or later.	
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 7.073 or later.	
Greyscale	Gradient is not smooth when a test file is printed with default settings.	D059 071	Fiery system version 1.0 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.0.	
Scaling	Word document cannot be scaled properly.	D059 072	Fiery system version 1.0 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.0. Drivers must also be updated. See the RTB for details.	
Scaling	Jobs not scaled correctly	D473 014 D473 016 D473 019	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Scaling	Images are shrunk	D473 046	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Missing color	Cyan color is not printed when the job is printed at 600 dpi resolution.	D473 006	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
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	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Image rotation error	Data and media rotation mismatch	D473 023	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Data blacked out	Parts of page blacked out after image rotation	D059 011e	Option PCL firmware	Install version 1.05 or later.	
Data blacked out	When printing jobs that contain consecutive ROP commands.	D059 013a	RPCS firmware	Install version 3.8.5.2.2 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Black and white reversed	When printing jobs that contain consecutive ROP commands.	D059 013a	RPCS firmware	Install version 3.8.5.2.2 or later.	
Image loses its shape	When Scale to Fill mode is set	D059 018c	Option IPDS firmware	Install version 7.079 or later.	

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10. Others

Subject	Symptom	RTB #	Cause	Solution	Note
The machine freezes	A jam or other minor error affecting an IPDS job	D059 002a	Printer firmware	Install version 1.01 or later.	
The machine freezes	If an IPDS job is spooled	D059 002a	Printer firmware	Install version 1.01 or later.	
The machine freezes	"Authenticating... Please wait" remains on the display if a user logs back in after their session has timed out.	D059 001a	System/Copy firmware	Install version 1.01.1 or later.	
The machine freezes	In a duplex print job from the Document Box when merging front/back images having different resolution.	D059 001b	System/Copy firmware	Install version 1.02 or 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 occurs.	D059 002b	Printer firmware	Install version 1.02 or later.	
The machine freezes	A jam in one of the two stackers; the status stays in 'printing in progress'	D447 001c	Stacker_Loire1 firmware	Install version 02.200:09 or later.	
		D447 002c	Stacker_Loire2 firmware	Install version 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 freezes	Machine stalls when a jam occurs in the Perfect Binder	D391 004a	P-Binder_B4 firmware	Install version 0.150:00 or later	
		D391 001b	P-Binder_B1 firmware	Install version 0.280:11 or later	
Machine freezes	When transferring logs from the device using Web SmartDeviceMonitor ver 2.x without a power cycle.	D059 004a	Network DocBox firmware	Install version 1.05 or 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.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine freezes	Pressing Clear/Stop after printing IPDS font list	D059 002c	Printer firmware	Install version 1.03 or later.	
Machine freezes	Printing multiple jobs of differing PDLs to Virtual Printers of differing priorities	D059 002c	Printer firmware	Install version 1.03 or later.	
Machine freezes	Resetting IPDS fonts or printing the IPDS Font List	D059 002g	Printer firmware	Install version 1.05.2 or later.	
Machine freezes	For certain font types	D059 011c	Option PCL firmware	Install version 1.03 or later.	
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 7.073 or later.	
Machine freezes	Printing hangs when a subset staple job is printed to the stacker output tray.	D059 073	Fiery system version 1.0 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.0.	
Machine freezes	The Fiery crashes and the Job Log cannot be exported	D473 007	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
Machine freezes	Controller crashes	D473 014	Fiery system version 1.1 firmware	Apply the required Patch File(s) for 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 firmware	Install version 1.06 or later.	
Machine freezes	Operation panel freezes when the software keyboard is closed	Gene 052b	Java VM v5 Update Tool	Install version 5.15.05 or later.	
		Gene 054b	Java VM v5 for eDC firmware		
Machine freezes	When running a large volume copy job	D059 001k	System/Copy firmware	Install version 2.11 or later.	
		D059 060c	System/Copy firmware (Toshiba TEC)	Install version 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 later.	
Energy saver mode	Cannot enter energy saver mode if IPDS is enabled	D059 005b	Network Support firmware	Install version 8.61 or later.	
Energy saver mode	Cannot recover from energy saver mode if the optional fax unit and VM card are installed	D059 001h	System/Copy firmware	Install version 2.07 or later.	
		D059 060a	System/Copy firmware (Toshiba TEC)	Install version 2.09T or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
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 1.07 or later.	
Energy saver mode	Does not enter Standby mode when the ADF platen is lifted or originals are placed on the exposure glass	D059 006d	PowerSaving Sys firmware	Install version 1.16 or later.	
		D059 103	PowerSaving Sys firmware (Toshiba TEC)		
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 J firmware	Install version 5.09.04 or later.	
Energy saver mode	Machine enters sleep mode while running an SDK application	D463 001a	VM Option Type J firmware	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 later.	
Reboot failure	When ATN is received from an upstream peripheral	D392 001b	Ring Binder B1 firmware	Install version 01.270:04 or later.	
		D392 002a	Ring Binder B2 firmware	Install version 01.050:01 or later.	
SMC List	Output stops after the 5th sheet is ejected.	D059 001a	System/Copy firmware	Install version 1.01.1 or later.	
The machine is slow	When Multiple jobs are printed using the Cover Interposer Tray	D059 001b	System/Copy firmware	Install version 1.02 or later.	
The machine is slow	PCL jobs containing images printed slowly.	D059 011c	Option PCL firmware	Install version 1.03 or later.	
The machine is slow	Bundle start-up takes many hours	M354 001	VM Option Type J firmware	Install version 5.03-01 or later.	
The machine is slow	If large numbers of preset copy jobs are registered	D059 001j	System/Copy firmware	Install version 2.10 or later.	
		D059 060b	System/Copy firmware (Toshiba TEC)	Install version 2.10T or later.	
The machine is slow	Server takes long time to process a file.	D473 035	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	

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Subject	Symptom	RTB #	Cause	Solution	Note
The machine is slow	Printing is slow when continuously printing approx 500 or more stapling jobs.	D473 042	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.1.	
The machine is slow	Pause between jobs using the Perfect Binder	D473 043	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system 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 firmware	Install version 1.02 or later.	
Counter errors	PM parts counters, various problems (see the RTBs for details)	D059 003b, 029	Engine firmware	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 version 1.0 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.0.	
Incorrect factory settings	SP7940	D059 029	Engine firmware	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 1.03 or later.	
Cover sheets, chapter sheets	Cover sheets and chapter sheets cannot be printed in duplex when their sizes are non-standard.	D059 001c	System/Copy firmware	Install version 1.03 or later.	
		D059 008a	Web UAPI firmware	Install version 1.03 or later.	
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 1.03 or later.	
Problems with SP/UP settings	Value adjusted for SP6205 disappears when machine power is turned OFF/ON.	D059 003c	Engine firmware	Install version 1.07:04 or later.	
Problems with SP/UP settings	Adjustments on the SR5020 not reflected	D059 003c	Engine firmware	Install version 1.07:04 or later.	

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Subject	Symptom	RTB #	Cause	Solution	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 firmware	Install version 1.07:04 or later.	
Problems with SP/UP settings	Cannot adjust the values for SP6202 and SP6525	D059 003d	Engine firmware	Install version 1.08 or later.	
Problems with SP/UP settings	SP6325 only reflected at 1/10 of its value	D059 003d	Engine firmware	Install version 1.08 or later.	
Problems with SP/UP settings	Adjustments made for stacker 2 falsely affect the settings for stacker 1	D059 003d	Engine firmware	Install version 1.08 or later.	
Problems with SP/UP settings	Fold adjustments not reflected	D454 002a	Folder_DONAU firmware	Install version 01.140:12 or later.	
Problems with SP/UP settings	Default adjustment setting was changed	D454 002b	Folder_DONAU firmware	Install version 01.180:12 or later.	
PM Counters	Values in "Latest 3" do not appear on the PM counter list	D059 001d	System/Copy firmware	Install version 1.04 or later.	
Incorrect system shutdown		D059 001e	System/Copy firmware	Install version 1.05 or later.	
Alert sent at the wrong time	When an IPDS job printing was interrupted	D059 002c	Printer firmware	Install version 1.03 or later.	
Free run	Downstream free run failure	D059 003e	Engine firmware	Install version 1.09.1:04 or later.	
Jam displayed but no jam	With the Booklet Maker BK5010 installed	B234 014k	Finisher firmware	Install version 2.000:61 or later.	
Jam alert cleared but jam remains	Jammed sheet left in the decurler unit	D059 003g	Engine firmware	Install version 1.11:04 or later.	
Machine remains in idle mode	With Ring Binder RB5000 and multiple peripherals installed downstream of it, if a jam occurs in one of the downstream peripherals the RB5000 does not notify the jam to the mainframe.	D392 001f	Ring binder B1 firmware	Install version 1.310:04 or later.	

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Subject	Symptom	RTB #	Cause	Solution	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_Columbia firmware	Install version 03.140:08 or later.	
Job does not restart	After clearing a jam	D059 003g	Engine firmware	Install version 1.11:04 or later.	
Job does not restart	If a jam occurs before the first sheet of the job is delivered to the Stacker.	D059 001i	System/Copy firmware	Install version 2.09 or later.	
		D059 060a	System/Copy firmware (Toshiba TEC)	Install version 2.09T or later.	
SP does not work	SP6526-001~6525-141 "Input Check: Perfect Binder"	D059 003g	Engine firmware	Install version 1.11:04 or later.	
USB devices	Some are not supported	D059 005c	Network Support firmware	Install version 8.68.1 or later.	
USB devices	USB card reader stops working if unplugged then plugged in	D463 001b	VM Option Type J firmware	Install version 5.10.04 or later.	
Memory leak	When transmitting captured data	D059 004c	Network DocBox firmware	Install version 1.07 or later.	
Memory leak	When logged in by user authentication	D059 001j	System/Copy firmware	Install version 2.10 or later.	
		D059 060b	System/Copy firmware (Toshiba TEC)	Install version 2.10T or later.	
Memory leak	When an SDK application attempts to open a software keyboard	M354 001a	VM Option Type J firmware	Install version 5.04-01 or later.	
Cannot go to SP mode	Returning to SP mode from copy mode	D059 001i	System/Copy firmware	Install version 2.09 or later.	
		D059 060a	System/Copy firmware (Toshiba TEC)	Install version 2.09T or later.	
Cannot recover from jam	Printing stops and cannot resume even after having removed the jammed sheet(s).	D059 001i	System/Copy firmware	Install version 2.09 or later.	
Job starts while cover is open	Job starts when PB interposer tray is opened.	D059 067	Fiery system version 1.0 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system version 1.0.	
ADF/exposure glass cannot detect	Lifting the ADF platen or placing originals on the exposure glass cannot be detected	D059 006d	PowerSaving Sys firmware	Install version 1.16 or later.	
		D059 103	PowerSaving Sys firmware (Toshiba TEC)		

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Subject	Symptom	RTB #	Cause	Solution	Note
Cannot generate files	Defective data overwrite security card reduces the HDD capacity.	D059 001j	System/Copy firmware	Install version 2.10 or later.	
		D059 060b	System/Copy firmware (Toshiba TEC)	Install version 2.10T or later.	
Load paper requested but paper is present	A4LEF	D473 030	Fiery system version 1.1 firmware	Apply the required Patch File(s) for Printer Controller EB-1357 system 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 Type J firmware	Install version 5.07-01 or later.	
Unexpected behavior (not specified)	Too many internal resources consumed during internal file open/close operations, such as SDK application installation.	Gene 052b	Java VM v5 Update Tool	Install version 5.16.00 or later.	
		Gene 054b	Java VM v5 for eDC firmware		
Noise	Punch unit	D449 002		Install a ferrite core as shown.	