

Updated: End of June 2018: Changes in bold italics

Model: Model Br-C1/Br-P1		Date: 31-Mar-14	No.: RD179000q
Subject: Troubleshooting		Prepared by: J. Ohno	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

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

Engine firmware 4.00:08

Execute SP6-901-001 once after you install this firmware to initialize SP values of additional modes and peripherals.

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Jams	With jobs that require a long time in the finishing process,	D179 002c	Engine firmware	Install version 1.40:08 or later	
Jams	Jam 122 with SR5050 or SR5060	D179 046	The harnesses behind the drag roller unit are falsely positioned, are caught when pulling out and pushing in the stapler unit, causing loose connection or damage.	Ensure that the bundle of purple harnesses is positioned correctly. Check is needed only for units manufactured in June 2013.	
Jams	After activating the ITB reverse rotation function in SP2-906-xxx	D179 002e	Engine firmware	Install version 1.42:08 or later	
Jams	In a fold and staple job when the system includes both FD5020 and SR5050/SR5060.	D179 017b	BookletFinisher_SR5060 firmware	Install version 01.390:09 or later	
Jams	If specifying Z-fold and staple options in the same job	D179 017c	BookletFinisher_SR5060 firmware	Install version 01.400:09 or later	
Jams	Jam80 or Jam111 or Jam103, if stapling only a few sheets.	D179 017c	BookletFinisher_SR5060 firmware	Install version 01.400:09 or later	
Jams	If stapled in mixed size mode	D179 017c	BookletFinisher_SR5060 firmware	Install version 01.400:09 or later	
Jams	Jam 49, 50, and 80	D179 061b	Paper skew or shift in the registration unit when paper is not set properly Jam 80 could also be caused by static electricity	If the paper is set correctly, do the following. Jam 49: Input a higher threshold for the skew correction level, or disable skew detection. Jam 50: Disable side-to-side registration. Jam 80: Replace the plastic cover. If that does not work, disable sub scan registration jam detection. Then input a higher threshold value for the skew correction level or disable skew detection. There are some side effects of these countermeasures (see the RTB for details).	
Jams	JAM115 or JAM124 if creating a booklet with 14 or more sheets and reducing the number of folding operations in SP6-203-001	D179 017d	BookletFinisher_SR5060 firmware	Install version 01.410:09 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Jams	Jam 251 if the paper in the inserter tray is nearly finished.	D179 002g	Engine firmware	Install version 1.44:08 or later	
Jams	Jams 49 and 50	D179 078	Incorrect color paper settings	Adjust color paper settings as explained in the RTB.	
Jams	Jam 125 if postcard is fed SEF.	D179 017f	BookletFinisher_SR5060 firmware	Install version 01.460:10 or later	
Jams	Jam 109 (coated paper longer than 364.1mm)	D179 083	Broken spring attached to the trailing edge press-down lever.	Replace the spring. Also, for customers that use this type of paper and have finishers of a certain serial number, make sure that the spring was installed the correct way around in the factory.	
Jams	If printing 3 or more copies of a glue-bound booklet	D179 002j	Engine firmware	Install version 1.47:08 or later	
Jams	In the finisher, when the Stream Punch Ultra is connected and paper longer than 431.9 mm is used	D179 017h	BookletFinisher_SR5060 firmware	Install version 02.510:10 or later	
Jams	If SC720-41 (stapling related SC) while running a non-stapling job	D179 017i	BookletFinisher_SR5060 firmware	Install version 02.530:10 or later	
Jams	Jam 120	D179 089	Faulty operation of the TE (trailing edge) press-down lever in the drag roller unit in the finisher	Check if the lever is working properly. If not, replace the drag roller unit.	
Jams	At the entrance of the Perfect Binder	D179 035a	P-Binder_GB5010_B1 firmware	Install version 01.160:11 or later	
		D179 036a	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later	
		D179 038a	P-Binder_GB5010_B4 firmware	Install version 01.050:00 or later	
Jams	If the cover sheet is fed from the Inserter	D179 035a	P-Binder_GB5010_B1 firmware	Install version 01.160:11 or later	
		D179 036a	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later	
		D179 038a	P-Binder_GB5010_B4 firmware	Install version 01.050:00 or later	
Jams	Jam 001 after recovering from energy saver mode when the lower left tray of the Perfect Binder is full	D179 002k	Engine firmware	Install version 4.00:08 or later	
Jams	Jam 27	D179 094	Opening and closing the B6 guide plate eventually breaks the LCT sensor harness	Replace the damaged harness with the new harness (p/n: D1795334). See the RTB for a procedure.	
Jams	When punching with the GBC StreamPunch Ultra	D179 017k	BookletFinisher_SR5060 firmware	Install version 02.590:10 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Jams	In the GBC StreamPunch Ultra	D776 001	Stacker_SK5030_1 firmware	Install version 01.060:06 or later	
		D776 002	Stacker_SK5030_2 firmware	Install version 01.060:06 or later	
Jams	In the SR5060 Booklet Finisher, if punched on the GBC StreamPunch Ultra.	D776 001	Stacker_SK5030_1 firmware	Install version 01.050:06 or later	
		D776 002	Stacker_SK5030_2 firmware	Install version 01.050:06 or later	
Jams	Jam 003 with jobs that require switching among the mainframe feed trays	D179 002n	Engine firmware	Install version 4.02:08 or later	
		M263 002b	Engine firmware	Install version 1.02:00 or later	
Jams	SR5060 booklet finisher: Jam 109 when printing on coated paper 364.1mm or longer	D734 003b	The press-down lever interferes with the exit roller due to fluctuations in the dimensions of the lever.	Work through the procedure in the RTB.	
Jams	Jam 510 occurs after recovering from Jam 420	D179 035b	P-Binder_GB5010_B1 firmware	Install version 01.200:11 or later	
		D179 038b	P-Binder_GB5010_B4 firmware	Install version 01.070:00 or later	
Jams	Jam 114 occurs, if a stapling job composed of simplex and duplex pages is repeatedly interrupted by a non-stapling job	D734 002a	BookletFinisher_SR5060 firmware	Install version 02.610:10 or later	
Jams	Jam 100: SR5050/5060 Finisher	D179 113	Contact failure in the interlock switch	Replace the interlock switch using the procedure in the RTB.	
Jams	Jam 115 occurs with saddle-stitching jobs	D179 002o	Engine firmware	Install version 4.03:08 or later	
		M263 002c	Engine firmware	Install version 1.03:00 or later	
Jams	Time-out jam (J225) occurs before reaching the set time-out	D194 037a	Fin_IFBox firmware	Install version 01.010.02 or later	
Jams	LEF A4 adhesive label paper jams in the straight through path of High Capacity Stacker SK5030	D776 003	The smooth surface of label paper tends to stick to the curved guide plate at the exit.	Switch to SEF.	
Jams	Jam 125 (punch drive error)	D734 002d	BookletFinisher_SR5060 firmware	Install version 02.650:10 or later	
Jams	Jam 58 occurs with the first sheet fed from Tray 6 of LCIT RT5070, if the job uses alternate feeding using another tray	D179 002q	Engine firmware	Install version 4.06:08 or later	
		M263 002f	Engine firmware	Install version 1.06:00 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Jams	If a stapling job is requested at the same time as another job that applies finishing	D179 002s	Engine firmware	Install version 4.08:08 or later	
		M263 002h	Engine firmware	Install version 1.08:00 or later	
Jams	Jam 125	D734 011	Paper containing calcium carbonate damages the Mylar sheets attached to the guide plate of the punch unit	Check the condition of the Mylar sheets every 2,000k pages (total counter of the printer/copier mainframe), and replace if worn or damaged.	
Jams	J100, J111, J113, J118, J121, J122, J123, J124, J125, J126, J128, J129, J130	D734 012	Contact failure in the interlock switch due to manufacturing error	Check the finisher's serial number, and replace the interlock switch if necessary.	
Jams	Jam121 with mixed sized stapling jobs due to faulty behavior of the leading edge stopper.	D734 5621	BookletFinisher_SR5060 firmware	Install version 02.690:10 or later	
Jams	Jam53 occurs when feeding A4 SEF from Tray 1.	D179 5404Y	Engine firmware	Install version 4.10:08 or later	
Jams	The TE press lever causes a jam when performing the output check	D734 5260	BookletFinisher_SR5060 firmware	Install version 03.100:10 or later	
<i>Jam</i>	<i>JAM 126 occurs, if the output tray is switched when the stapler cartridge is empty</i>	<i>D734 5260B</i>	<i>BookletFinisher_SR5060 firmware</i>	<i>Install version 03.130:10 or later</i>	
<i>Jam</i>	<i>Saddle-stitched jobs using Plockmatic and a job printed to the proof tray are repeated alternately</i>	<i>D734 5260B</i>	<i>BookletFinisher_SR5060 firmware</i>	<i>Install version 03.130:10 or later</i>	
Non-feed	J430, J431	D777 005	Paper not fed, because the spring pin at the rear of the paper feed belt unit is not connected to the coupling.	Connect the spring pin to the coupling using the procedure in the RTB.	
Non feed	At about 50k; rollers not worn; powder-like dust; damaged leading edges of paper	D179 065	Paper with high calcium carbonate content causes frequent no-feed jams, and the feed and reverse rollers must be replaced before reaching end of life.	Paper dust adheres to the rollers and the rollers lose grip. EPDM rollers were registered as service parts. Life of the EPDM rollers is 300K and is shorter than the default urethane rollers (1000K). So, install the EPDM rollers ONLY if the jams are critical.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Non feed	With the last few sheets of the stack , if the grain of the paper is parallel to the paper's long side and Weight 8 (300.1-350.0 gsm)	D777 006	Paper gets caught between the spring of the end fence and the paper stopper plates, and does not float up.	Attach the magnet sheet to the end fence.	
Non feed	Non-feed inside the Vacuum Feed LCIT (J430, J431, J445, J446).	D777 007a	The exhaust fan filter becomes clogged with paper dust.	Install the new filter, using the procedure in the RTB.	
Non feed	After adding paper to the Vacuum Feed LCIT RT5100, non-feed occurs with the first sheet when printing resumes.	D179 002q	Engine firmware	Install version 4.06:08 or later	
		M263 002f	Engine firmware	Install version 1.06:00 or later	
Non-feed	When feeding 100-200 sheets from the Vacuum Feed LCIT	D777 015	The airflow between sheets of paper is not optimal	Do the procedure in the RTB.	
<i>Non-feed</i>	<i>Using paper with high ash content (calcium carbonate) causes frequent no-feed jams</i>	<i>D179 139</i>	<i>Paper dust adheres to the rollers and the rollers lose grip</i>	<i>If the paper has a high ash content and the machine has frequent no-feed jams, replace the spring with this service part: D1946031. See the RTB for the procedure.</i>	
Double-feed	When feeding 100-200 sheets from the Vacuum Feed LCIT	D777 015	The airflow between sheets of paper is not optimal	Do the procedure in the RTB.	
Tray paper association	Cannot be confirmed after associating the paper with the upper or lower Cover Interposer tray and turning the machine power off and on	D179 009c	Printer firmware	Install version 1.04 or later	
Wrinkled or folded paper	When feeding z-folded paper	D179 017j	BookletFinisher_SR5060 firmware	Install version 02.570:10 or later	
Wrinkled or folded paper	Creases on the leading edges of saddle-stitched sheets	D734 008	Excessive pressure applied to the paper when aligning the pages against the guide plate in the booklet unit.	Adjust the machine using the flow chart in the RTB. Folding may be less accurate as a side effect.	
Roller marks	Along the feed direction until about halfway down from the leading edge in saddle-stitched booklets	D734 001	The flanges of the exit roller press the paper	Install the modified exit roller (D7345205).	
Roller marks	Roller marks 10mm in width on the leading edge of the paper, 25mm from the center of the paper, when using the High	D776 005	Toner adheres to the feed rollers of the High Capacity Stacker	Clean the rollers in the High Capacity Stacker as indicated in the RTB.	

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Subject	Symptom	RTB #	Cause	Solution	Note
	Capacity Stacker SK5030.				
Tray switching	Not done correctly for limitless paper feeding	D179 002m	Engine firmware	Install version 4.01:08 or later	
		M263 002a	Engine firmware	Install version 1.01:00 or later	
Registration errors	Registration shift in the main-scan direction	D179 108	Insufficient gap between the registration timing roller and pressure roller	Install the modified lever (D1799921).	
Skew	At the registration roller	D179 108	Insufficient gap between the registration timing roller and pressure roller	Install the modified lever (D1799921).	
Skew	When a banner sheet is fed from the Vacuum Feed LCIT	D777 004	The trailing edge of the banner sheet is still held by rollers when the leading edge reaches the adjustment gate	Attach the adjustment plates (D7771116) in accordance with the procedure in the RTB.	
Paper fed from wrong tray	If the job uses Impose and Mixed Media settings with slip sheet insertion	D726 044	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.		
Wrong paper		D726 046	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.		
Paper size error	When a job is sent to the device while it is in Energy Saver mode	D726 5701N	Printer firmware	Install version 1.10 or later	
		M263 5763G	Printer firmware	Install version 2.05 or later	

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2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
Toner consumption too high	If SP3-820-041 is set to 1, the toner pattern for process control lengthens in the main scan direction	D179 002n	Engine firmware	Install version 4.02:08 or later	
		M263 002b	Engine firmware	Install version 1.02:00 or later	
Poor fusing	Fusing temperature control does not work as expected when continuously running tray-switching jobs (mixed media jobs)	D179 002s	Engine firmware	Install version 4.08:08 or later	
		M263 002h	Engine firmware	Install version 1.08:00 or later	

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3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
@Remote	Toner bottles cannot be ordered automatically	D179 002a	Engine firmware	Install version 1.20:08 or later	
"400 - Bad Request"	With a proxy server; internet access is restricted	D179 042a	Browser firmware	Install version 1.06.00 or later	
HTTP 500 error	When Vacuum Feed LCIT RT5100 is installed and LCT RT5080 is not installed, an "HTTP 500" error occurs if the home page of Web Image Monitor is navigated to.	D179 006h	Web Support firmware	Install version 2.03 or later	
		M263 012a	Web Support firmware	Install version 1.01 or later	
HTTP	When resuming from an Energy Saver mode, functions that use HTTP, including WIM, cannot be used	D179 003c	Network Support firmware	Install version 12.73 or later	
Scan to Folder	Fails if the display language of the operation panel is Catalan	D179 003c	Network Support firmware	Install version 12.73 or later	
Scan to Folder	<i>Network browsing sometimes fails when doing Scan to Folder</i>	<i>D179 5769K</i>	<i>Network Support firmware</i>	<i>Install version 12.78 or later</i>	
Scan to Folder	<i>When a HP device is working on the same subnet, Scan to Folder will fail.</i>	<i>D179 5769K</i>	<i>Network Support firmware</i>	<i>Install version 12.78 or later</i>	
Scan to Folder	<i>When doing Scan to Folder, if a host name is resolved to multiple IP addresses by NBNS, the device tries to connect to only the first resolved IP address</i>	<i>D179 5769K</i>	<i>Network Support firmware</i>	<i>Install version 12.78 or later</i>	
Scan to Folder	<i>Fails when doing Scan to Folder using SMBv2/v3, if the device receives UDP communication from the outside to the port used by SMBv2/v3</i>	<i>D179 5769K</i>	<i>Network Support firmware</i>	<i>Install version 12.78 or later</i>	
Scan to Folder	<i>When doing Scan to Folder in a high-load network environment, the device's status gets stuck on sending and the scanner becomes unusable</i>	<i>D179 5769K</i>	<i>Network Support firmware</i>	<i>Install version 12.78 or later</i>	

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Subject	Symptom	RTB #	Cause	Solution	Note
Scan to Folder	<i>The device freezes during data transmission when doing Scan to Folder with SMBv2/v3.</i>	<i>D179 5769K</i>	<i>Network Support firmware</i>	<i>Install version 12.78 or later</i>	
Transmission fails	If simplified Chinese characters are included in the email information	D179 008i	System/Copy firmware	Install version 2.01 or later	
Corrupted data	If simplified Chinese characters are included in the email information	D179 008i	System/Copy firmware	Install version 2.01 or later	
Corrupted data	When Simplified Chinese is selected in "Insert Additional Email Info", text in an email sent by using Scan to URL is garbled.	D179 005d	Scanner firmware	Install version 02.03 or later	
Corrupted data	If an email with an attachment is displayed in an Office365 environment after a ScanToEmail, the content of the attached file appears in the body of the email with the characters corrupted.	D179 008n	System/Copy firmware	Install version 2.05 or later	
Web Image Monitor	Wording errors in Korean	D179 006g	Web Support firmware	Install version 2.02 or later	
Wireless LAN	When CTS protection is enabled, the throughput for wireless LAN is reduced.	M263 001c	System firmware	Install version 1.03 or later	
Fax	Sending a fax from the document server using an IPv4-mapped address results in an error	Gene 079k	Java VM v11 for eDC firmware	Install version 11.33.02 or newer.	
		Gene 080j	Java VM v11 Update Tool	Install version 11.33.02 or later	
SSL	After applying the security update that changes the priority order for cipher suites, SSL communication fails	Gene 079o	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080n	Java VM v11 Update Tool		
Cannot connect to server	The DSDK application fails to connect to the LDAP server when using Kerberos authentication	Gene 079o	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080n	Java VM v11 Update Tool		
Network connection fails	<i>If the device has not been used a significant number of times, functions that require a network connection might fail</i>	<i>D179 5769K</i>	<i>Network Support firmware</i>	<i>Install version 12.78 or later</i>	

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4. Printing/Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Driver error	PS driver shows incorrect remaining amount of paper in tray 7.	D179 002a	Engine firmware	Install version 1.20:08 or later	
Missing pages	If cancelled to send a scan job with DSM	D179 003a	Network Support firmware	Install version 12.70 or later	
Missing pages	In jobs that use the Plockmatic HCI3500	D734 002f	BookletFinisher_SR50 60 firmware	Install version 02.670:10 or later	
File download	Fails if encryption is set for the scanner application (for PDF files) in Web Image Monitor	D179 004a	NetworkDocBox firmware	Install version 1.00.1 or later	
Job does not run	When using cover sheets and the fold options on the FD5020	D179 008b	System/Copy firmware	Install version 1.03 or later	
Job does not run	Cannot print 16K and 8K mixture data with Half Z-fold (Large paper only).	D726 004	Install patch for Baron-C1 EFI (EB-32) system software version 1.0.		
Job does not run	Fails to print the first job after the engine restarts with the weekly timer setting	D726 011	Install patch for System Software Version 1.0 for Br-C1 EFI (EB-32).		
Job does not run	Cannot start the next job, if the previous job is canceled with the "Stop" key	D179 035a	P-Binder_GB5010_B1 firmware	Install version 01.160:11 or later	
		D179 036a	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later	
		D179 038a	P-Binder_GB5010_B4 firmware	Install version 01.050:00 or later	
Job does not run	Glue temperature adjustment does not complete	D179 035b	P-Binder_GB5010_B1 firmware	Install version 01.200:11 or later	
		D179 038b	P-Binder_GB5010_B4 firmware	Install version 01.070:00 or later	
Job does not run	PDF file not printed via direct print if the PDF file contains TrueType fonts.	D179 087b	PDF firmware	Install version 1.07 or later	
		M263 005a	PDF firmware	Install version 1.01 or later	
Job does not run	If a job is sent from the Fiery controller while the engine is in energy saver mode	D179 008o	System/Copy firmware	Install version 2.06 or later	
		M263 001f	System firmware	Install version 1.08 or later	
Job does not run	When "Tracking Permission" and "Stop Printing" are enabled in "Enhanced Print Volume Limitation", processing fails	Gene 079o	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080n	Java VM v11 Update Tool		

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Subject	Symptom	RTB #	Cause	Solution	Note
Job does not run	Initialization of the Vacuum Feed LCIT RT5100 does not complete	D179 002t	Engine firmware	Install version 4.09:08 or later	
		M263 002i	Engine firmware	Install version 1.09:00 or later	
Job does not run	<i>With the shift tray as the output tray, the operation panel remains in "Printing" status and the job does not get printed.</i>	D734 5260B	<i>BookletFinisher_SR5 060 firmware</i>	<i>Install version 03.130:10 or later</i>	
Job cancelled	When "Unauthorized Copy Prevention Printing: Printer" is enabled	D179 012a	RPCS firmware	Install version 3.13.31 or later	
Job cancelled	If toner end status occurs during duplex printing	D179 008n	System/Copy firmware	Install version 2.05 or later	
Application does not start	On rebooting	D179 008c	System/Copy firmware	Install version 1.04 or later	
Printing stops	During printing using "Enhanced Locked Print NX V2"	D179 009b	Printer firmware	Install version 1.03 or later	
Scanning stops	When scanning an original containing multiple pages with the Twain driver, error code 36856 occurs on the client PC	D179 008k	System/Copy firmware	Install version 2.03 or later	Version 2.02 must be installed first
Job does not resume	If a jam occurs at the entrance of the TR5040 and the jam is removed	D179 017a	Finisher_COLUMBIA_C firmware	Install version 01.380:09 or later	
Job does not resume	After replacing booklet staples	D726 001	EB-32 firmware	Install PLP (Post Launching Patch) for System Software Version 1.0 for Br-C1 EFI (EB-32).	
Job does not resume	After removing booklets when the stacking tray is full	D179 035a	P-Binder_GB5010_B1 firmware	Install version 01.160:11 or later	
		D179 036a	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later	
		D179 038a	P-Binder_GB5010_B4 firmware	Install version 01.050:00 or later	
Job does not resume	If RPIP Interface Box Type S3 is connected, printing does not resume if paper is loaded on the tray after paper-end	D726 038	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.		
Job does not resume	After recovering from a tray empty status or a paper jam.	D726 043	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.		
Job does not resume	If a job is interrupted due to a jam or an empty tray, the interrupted job will not recover.	D179 008o	System/Copy firmware	Install version 2.06 or later	
		M263 001f	System firmware	Install version 1.08 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Job does not resume	If a job using the cover interposer is interrupted due to a jam or an empty tray, the job is cancelled	D179 008o	System/Copy firmware	Install version 2.06 or later	
Job does not resume	If the tray runs out of paper when printing the first sheet of a duplex job and then the tray is reloaded	D179 002s	Engine firmware	Install version 4.08:08 or later	
		M263 002h	Engine firmware	Install version 1.08:00 or later	
Job does not resume	If Jam432 occurs, printing does not resume after clearing the jam	D179 002t	Engine firmware	Install version 4.09:08 or later	
		M263 002i	Engine firmware	Install version 1.09:00 or later	
Job does not resume	If the Plockmatic waste staple receptacle becomes full	D734 5260	BookletFinisher_SR50 60 firmware	Install version 03.100:10 or later	
Job does not resume	If a jam occurs in a system that contains the Trimmer TR5040	D734 5260	BookletFinisher_SR50 60 firmware	Install version 03.100:10 or later	
Job does not resume	If the stack on the finisher shift tray is removed after pressing the emergency stop switch and placed on the tray again before the tray ascends	D734 5260	BookletFinisher_SR50 60 firmware	Install version 03.100:10 or later	
Job does not resume	<i>Printing does not resume even if the staples are refilled after they run out</i>	<i>D179 5760X</i>	<i>System/Copy firmware</i>	<i>Install version 2.10 or later</i>	
Cannot scan	With the browser while the ADF is opened	D179 014b	EXJS firmware	Install version 1.05.00 or later	
Cannot scan	Scanning that requires cookies and a proxy fails	D179 014a	EXJS firmware	Install version 1.04.00 or later	
Cannot scan	An alert unrelated to scanning appears across the entire screen of the operation panel	Gene 079i	Java VM v11 for eDC firmware	Install version 11.33.02 or later	
		Gene 080h	Java VM v11 Update Tool		
Cannot scan	<i>When doing Scan to Folder in a high-load network environment, the device's status gets stuck on sending and the scanner becomes unusable</i>	<i>D179 5769K</i>	<i>Network Support firmware</i>	<i>Install version 12.78 or later</i>	
Search	Registration of transparent texts is poor when using Searchable PDF.	D179 008d	System/Copy firmware	Install version 1.05 or later	
Wrong paper type selected	When printing a PDF from an application that uses the extended features of SDK/J	D179 009e	Printer firmware	Install version 1.06 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Paper type does not appear	The correct paper type does not appear in job properties, if specifying glossy or matted.	D726 029	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.		
IPDS	Some media sizes are not displayed in the IPDS Form Settings	D179 009e	Printer firmware	Install version 1.06 or later	
IPDS	Can assign unsupported paper size to Tray 2 or Tray 3 under the Tray Form section of the IPDS Menu.	D179 009e	Printer firmware	Install version 1.06 or later	
IPDS	"IPDS exception X 0392..01"	D179 057a	Option IPDS firmware	Install version 8.615 or later	
Cannot print	From an iOS-7 device with authentication enabled.	D726 006	Install patch for Baron-C1 EFI (EB-32) system software version 1.0.		
Cannot print	IPP printing on Mac OS X 10.9	D179 003c	Network Support firmware	Install version 12.73 or later	
Cannot print	Cannot print from Ricoh Smart Device Print&Scan via Enhanced Locked Print NX FS v2	D179 009f	Printer firmware	Install version 2.00 or later	
Cannot print	Some job types won't print after updating firmware	D179 009g	Printer firmware	Install version 2.01 or later	
Cannot print	Job not printed	D726 047	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.		
Ripping error	While processing web pages	D726 006	Install patch for Baron-C1 EFI (EB-32) system software version 1.0.		
Ripping error	Solid fills, ruled lines, and gradients in PDF files not ripped correctly.	D726 028	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.		
Pages duplicated	If the paper size specified for the job does not match with the size specified on the Plockmatic BK5010 Booklet Finisher	D726 007	Install patch for Baron-C1 EFI (EB-32) system software version 1.0.		
Pages duplicated	If printing stops during a booklet job	D194 037a	Fin_IFBox firmware	Install version 01.010.02 or later	
Pages duplicated	In jobs that use the Plockmatic HCI3500	D734 002f	BookletFinisher_SR50 60 firmware	Install version 02.670:10 or later	
Characters damaged or missing	When scanning with "Hungarian" or "Polish" as "Cognitive Language" in "OCR Settings", if the value of a Unicode character exceeds 256, then the character is converted to a "?".	D179 005a	Scanner firmware	Install version 02.00 or newer.	
		D179 005c	Scanner firmware	Install version 02.02 or newer.	
		D179 008k	System/Copy firmware	Install version 2.03 or later	Version 2.02 must be installed first

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Subject	Symptom	RTB #	Cause	Solution	Note
Characters damaged or missing	Polish characters garbled in OCR mode	D179 008h	System/Copy firmware	Install version 2.00 or later	
Characters damaged or missing	Blank spaces when using traditional Chinese characters	D179 048d	OpePanel _KOR firmware	Install version 2.01 or later	
Characters damaged or missing	Some characters missing	D179 031d	PCL firmware	Install version 1.08 or later	
		M263 004c	PCL firmware	Install version 1.05 or later	
Characters damaged or missing	When printing the contents of an A3 size document on A4 size paper via Direct printing, the text is distorted	D726 5706G	PCL firmware	Install version 1.09 or newer	
		M263 5768E	PCL firmware	Install version 1.06 or newer	
Job not reset	When the Job Reset key is pushed before a cover sheet is fed from the Perfect Binder	D179 002k	Engine firmware	Install version 4.00:08 or later	
Bar codes	Bar code not printed	D179 057a	Option IPDS firmware	Install version 8.615 or later	
Tables	Part of table is dark grey	D179 057a	Option IPDS firmware	Install version 8.615 or later	
Cannot use some paper sizes	Can only print with LEF	D179 008i	System/Copy firmware	Install version 2.01 or later	
		M263 001a	System firmware	Install version 1.01 or later	
Cannot cancel job	If toner reaches end status while printing in duplex, the job remains in printing status and cannot be canceled.	M263 001e	System firmware	Install version 1.07 or later	
PCL	When there is no SD card in the service slot, PCL emulation cannot be started	M263 003b	Printer firmware	Install version 1.02 or later	
PDF	Error when processing, if APPE is enabled	D726 018	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.		
Abnormal printing (not specified)	If APPE is enabled	D726 019	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.		
Page printed twice	After recovering from a no paper in tray status, and Plockmatic is present	D726 022	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.		
Page printed twice	After recovering from a no paper in tray status, and RPIP Interface Box Type S3 and Duplo finisher are installed	D726 027	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.		
Pages printed in wrong order	If a page range is selected in a mixplex job	D726 030	Install patch for Baron-C1/P1 EFI (EB-32) system software version 2.0.		

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Subject	Symptom	RTB #	Cause	Solution	Note
Blank page	Added if a PS file generated by the EB-32 printer driver is imported to Command WorkStation	D726 040	Install patch for Baron-C1/P1 EFI (EB-32) system software version 2.0.		
Blank page	If the print data created by certain applications (such as Microsoft Excel 2010) contains a lot of graphics and/or transparent objects.	M263 004b	PCL firmware	Install version 1.04 or later	
		D726 5706G	PCL firmware	Install version 1.09 or newer	
Blank page	After a jam in the DF	D179 5404Y	Engine firmware	Install version 4.10:08 or later	
Remaining job time	Remaining printing time displayed is incorrect for jobs printed from the document server.	D179 008o	System/Copy firmware	Install version 2.06 or later	
Job properties	Incorrect paper type is shown	D726 036	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.		

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5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Frozen	Returning from the Energy Saving mode	D179 002a	Engine firmware	Install version 1.20:08 or later	
Frozen	Returning from the Energy Saving mode and opening the front cover: "Please Wait" appears	D179 002a	Engine firmware	Install version 1.20:08 or later	
Frozen	When attempting to log out from user authentication with the "Reset" key	D179 008i	System/Copy firmware	Install version 2.01 or later	
Frozen	If searched for a custom paper that contains 2 byte characters in its name.	D179 008n	System/Copy firmware	Install version 2.05 or later	
Frozen	If searched for a custom paper that contains 2 byte characters in its name.	D179 008o	System/Copy firmware	Install version 2.06 or later	
		M263 001f	System firmware	Install version 1.08 or later	
False jam display	Jam in ring binder displayed but there is no jam	D179 002a	Engine firmware	Install version 1.20:08 or later	
False jam display	If the door of the Multi-folder unit is opened during a job, jam in the folder is indicated	D179 018a	Folder_DONAU_D firmware	Install version 01.020:04 or later	
Jam location not displayed	If a jam occurs in the Vacuum Feed LCIT in a job that uses finishing	D179 002s	Engine firmware	Install version 4.08:08 or later	
		M263 002h	Engine firmware	Install version 1.08:00 or later	
False jam display	Jam recovery message appears even if a jam had not occurred	D179 002s	Engine firmware	Install version 4.08:08 or later	
		M263 002h	Engine firmware	Install version 1.08:00 or later	
Wrong jam location	When jam 126 occurs	D179 017f	BookletFinisher_S R5060 firmware	Install version 01.460:10 or later	
Alert not displayed	When jams occur in a peripheral downstream from the Folding unit	D179 018b	Folder_FD5020 firmware	Install version 01.030:04 or later	
Alert not displayed	Fusing cleaning unit near-end	M263 001d	System firmware	Install version 1.04 or later	
Alert not displayed	If the main power is turned off/on with the Cover Interposer or the Perfect Binder inserter cover open.	D179 002s	Engine firmware	Install version 4.08:08 or later	
		M263 002h	Engine firmware	Install version 1.08:00 or later	
Inaccurate touch panel		D179 013a	OpePanel firmware	Install version 1.03 or later	
Wording error		D179 006d	Web Support firmware	Install version 1.08 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Screen does not appear	Document box screen	D179 008e	System/Copy firmware	Install version 1.06 or later	
Screen does not appear	<i>Pressing the Fiery button on the operation panel after powering on the machine does not display the "Please Wait" screen</i>	<i>D179 5760X</i>	<i>System/Copy firmware</i>	<i>Install version 2.10 or later</i>	
Language	Cannot change after exiting System Settings	D179 008h	System/Copy firmware	Install version 2.00 or later	
Incorrect display	Display shows that prints remain in the Plockmatic when the Plockmatic stacker is full.	D179 017j	BookletFinisher_S R5060 firmware	Install version 02.570:10 or later	
Incorrect display	Animated jam removal instruction of the Vacuum Feed LCIT RT5100 is incorrect	D179 008n	System/Copy firmware	Install version 2.05 or later	
		M263 001e	System firmware	Install version 1.07 or later	
Incorrect display	The contents of the tray disappear when the tray button is pushed	D179 048d	OpePanel _KOR firmware	Install version 2.01 or later	
Function can be selected at the wrong time	"Address Book Mangmnt" in User Tools can be pressed during printing	D179 008j	System/Copy firmware	Install version 2.02 or later	
'Printing'	When connected to a third party vendor peripheral, 'Printing' remains displayed	D194 037a	Fin_IFBox firmware	Install version 01.010.02 or later	
Items not displayed	Part number of custom RPIP Interface Box Type S3 firmware	D194 037a	Fin_IFBox firmware	Install version 01.010.02 or later	
Not working	Hard keys become ineffective on the Copy screen	D179 008n	System/Copy firmware	Install version 2.05 or later	

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6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
Security stamp	Not printed	D179 009d	Printer firmware	Install version 1.05 or newer.	
Password	Cannot change the login password for Folder Authentication	D179 008e	System/Copy firmware	Install version 1.06 or later	
Authentication	If Kerberos authentication is done with an ESA application, the handling cannot time out	Gene 059z	Java VM v11 for eDC firmware	Install version 11.29.02 or newer.	
		Gene 061y	Java VM v11 Update Tool	Install version 11.29.02 or newer.	
Authentication	When the device is set to use "IEEE 802.1X" and "TLS1.2" is set to "active", authentication will fail	D179 003f	Network Support firmware	Install version 12.76 or later	
		M263 007b			
Login/logout	Administrator log in screen does not appear after replacing the controller board, NVRAM, etc	D179 008i	System/Copy firmware	Install version 2.01 or later	
Login/logout	Log-in fails, if attempted to log in with an IC card with SDK applications	D179 008o	System/Copy firmware	Install version 2.06 or later	
User information	Not displayed, after logging in with user code authentication.	Gene 079c	Java VM v11 for eDC firmware	Install version 11.30.02 or newer.	
		Gene 080b	Java VM v11 Update Tool	Install version 11.30.02 or newer.	

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7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC308	When the wire cleaner in the charge corona unit operates.	D179 002f	Engine firmware	Install version 1.43:08 or later	
SC325		D179 071	Deformed/dirty grounding plates of the Drum Cleaning Unit	Check four grounding plates attached to the drum cleaning unit. Clean, if dirty with toner or grease, and replace with new grounding plates, if deformed or have poor contact. See the RTB for more details.	
SC370-02	When using the Type-EX controller	D179 008d	System/Copy firmware	Install version 1.05 or later	
SC395		D179 067a	The drum lubricant blade does not contact the drum correctly, so the tip of the blade curls and applies excess load on the drum rotation.	Procure the modification kit (p/n: D1799907) and replace the parts included in the kit as a set	
SC395		D179 071	Deformed/dirty grounding plates of the Drum Cleaning Unit	Check four grounding plates attached to the drum cleaning unit. Clean, if dirty with toner or grease, and replace with new grounding plates, if deformed or have poor contact. See the RTB for more details.	
SC401	Also, halftone and text images appear low in density or blurred; across the width of the drum charge unit in intervals corresponding to the drum circumference.	D179 066c M263 028	NOx (nitrogen oxides) generated in the drum charging process combine with the lubricant powder	Adjust SPs and update the engine firmware to Ver.4.03:08 or newer, as explained in the RTB. Also install the following: new spring for drum lubricant, new Mylar sheet for airflow to the charge unit. For machines installed in an environment that is close to the upper recommended limits for temperature and humidity, adjust SPs and install a new filter. See the RTB for details on all procedures.	
SC401		D179 068	Low development gamma, too much toner supplied. toner is wearing out	Do the procedure in the RTB.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC401		D179 095b	Drum lubricant powder mixes inside the development unit. This causes toner supply to increase (see the RTB for details).	A new development unit will be available around May 2017, in which the surface of the development roller has been modified. There is new toner, which is less prone to adhere to the surface of the development roller. Until the new development unit becomes available, use the cleaning tape (D1793414) to clean the surface of the development roller. See the RTB for how to use the tool.	
SC402-51		D179 130	The development gamma cannot be properly calculated because of a set of circumstances and machine settings	Adjust SP settings as explained in the RTB.	
SC453	At low temp / low humidity (LL), especially after a cold start	D179 052b	The default threshold for SC453 is too low.	The default will be changed from Feb 2014 production. In the field, change SP settings as shown in the RTB, and install a modified bias roller (P/N: D1799500).	
SC460	At low temp / low humidity (LL), especially after a cold start: SC 453 appears first then SC460 if the bias roller is not changed.	D179 052b	The default threshold for SC453 is too low.	The default will be changed from Feb 2014 production. In the field, change SP settings as shown in the RTB, and install a modified bias roller (P/N: D1799500).	
SC465	When executing 'clean blurred image.'	D179 002h	Engine firmware	Install version 1.45:08 or later 'Clean blurred image': Firmware was modified so that the PTR and ITB units are in contact instead of separated during operation. This is because the small amount of toner helps reduce friction and prevents the cleaning blade from flipping.	
SC471-04		D179 123a	The metal link was manufactured with a slight curve (instead of being flat). This can prevent the assist roller and image transfer roller from moving to the correct position.	Apply Grease Barrierta-S552R, P/N: A2579300 to the edge of the link in the area that may touch the ITB frame. See the RTB for details about how to do this.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC471-04		D179 123a	The machine has become deformed due to incorrect setting of leveling shoes. This makes it impossible for the machine to control ITB steering.	Check that the leveling shoes are set properly. See the RTB for details.	
SC488	Used toner transport blockage and broken waste toner transport coil	D179 135	The right cover air intake filters of the main frame are clogged and this increases the internal temperature of the ITB cleaning unit. This causes waste toner to melt and clog the waste toner path.	Clean the intake filters at 1200K intervals to prevent clogging of the filters. The cleaning interval should be shortened if the paper in use contains a considerable amount of paper dust. Replace the fan bracket assembly	
SC50x-05	<i>This SC appears when the over limit sensor turns ON.</i>	D734 015	<i>Paper is not set correctly The side or end fence is deformed</i>	<i>Correct the problem as shown in the RTB.</i>	
SC513-02	When running a mixed media/size job using mainframe trays and the LCIT.	D179 002p	Engine firmware	Install version 4.05:08 or later	
		M263 002e	Engine firmware	Install version 1.05:00 or later	
SC558		D179 117a	Broken wire due to insufficient clearance between cable and metal plate	Work through the procedure in the RTB.	
SC558		D179 119	Damaged pressure roller thermistor cables	Take care to route the cables correctly when installing the thermistor.	
SC558		D179 136.	Repeated stress from a certain angle broke the pressure roller thermistor	Update the Engine firmware (Br-C1 version 4.11:08, Br-P1 version 1.11:00), and cut the thermistor harness to avoid accidental short-circuit (see the RTB for a procedure)	
SC569	If opening the front cover while activating the machine.	D179 002d	Engine firmware	Install version 1.41:08 or later	
SC581		D179 105	The lift motor locks, because two springs are too strong and the feed screw does not have enough grease.	Replace 2 springs, feed screw shaft and nut using the procedure in the RTB. Lubricate with Alvania 2 grease (A0699502) as shown.	
SC637	If the machine is shut down while printing	Gene 079i, k	Java VM v11 for eDC firmware	Install version 11.33.02 or later	
		Gene 080h, j	Java VM v11 Update Tool		

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Subject	Symptom	RTB #	Cause	Solution	Note
SC670	Running jobs in low speed mode in duplex with sheets fed from the cover interposer.	D179 002d	Engine firmware	Install version 1.41:08 or later	
SC670	When doing continuous copy jobs	D179 002k	Engine firmware	Install version 4.00:08 or later	
SC670	While purging jammed sheets	D179 002s	Engine firmware	Install version 4.08:08 or later	
		M263 002h	Engine firmware	Install version 1.08:00 or later	
SC670	If the machine stops suddenly (for instance due to a fusing temp problem)	D179 5404Y	Engine firmware	Install version 4.10:08 or later	
SC670	After a jam in the DF	D179 5404Y	Engine firmware	Install version 4.10:08 or later	
SC670	When running staple jobs and shift tray operation continuously	D179 5404Z	Engine firmware	Install version 4.11:08 or later	
		M263 5404M	Engine firmware	Install version 1.11:00 or later	
SC672	Entering energy saving mode causes SC672-11/12 due to a fault in the power supply circuit.	D179 008b	System/Copy firmware	Install version 1.03 or later (Hardware modification was implemented separately for problems originating in the hardware.)	
SC672	When activating the machine	D179 008c	System/Copy firmware	Install version 1.04 or later	
SC672-11	When recovering from Energy Saver mode or turning the power on	D179 010a	PowerSaving Sys firmware	Install version 1.17 or later	
SC687	Returning from the Energy Saving mode	D179 002a	Engine firmware	Install version 1.20:08 or later	
SC687	If Jam67 occurs twice in a row	D179 002e	Engine firmware	Install version 1.42:08 or later	
SC687		D179 016c	ADF_SINAI_B firmware	Install version 01.100:05 or later	
SC687	After a jam in the DF	D179 5404Y	Engine firmware	Install version 4.10:08 or later	
SC720-xx		D734 012	Contact failure in the interlock switch due to manufacturing error	Check the finisher's serial number, and replace the interlock switch if necessary.	
SC720-17	Jam 109 (coated paper longer than 364.1mm)	D179 083	Broken spring attached to the trailing edge press-down lever.	Replace the spring. Also, for customers that use this type of paper and have finishers of a certain serial number, make sure that the spring was installed the correct way around in the factory.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC720-25		D734 011	Paper containing calcium carbonate damages the Mylar sheets attached to the guide plate of the punch unit	Check the condition of the Mylar sheets every 2,000k pages (total counter of the printer/copier mainframe), and replace if worn or damaged.	
SC720-35		D179 063a D734 013a	The corner stapler unit does not move properly	Check the machine and solve the problem as explained in the RTB.	
SC720-35	Caused by the swing plate position	D179 017e	BookletFinisher_SR50 60 firmware	Install version 01.420:09 or later	
SC720-35		D734 002c	BookletFinisher_SR50 60 firmware	Install version 02.640:10 or later	
SC720-35		D734 002g	BookletFinisher_SR50 60 firmware	Install version 02.680:10 or later	
SC720-35	After replacing the staple cartridge	D734 5260	BookletFinisher_SR50 60 firmware	Install version 03.100:10 or later	
SC720-39	With mixed sized stapling jobs due to faulty behavior of the leading edge stopper.	D734 5621	BookletFinisher_SR50 60 firmware	Install version 02.690:10 or later	
SC720-70		D179 089	Faulty operation of the TE (trailing edge) press-down lever in the drag roller unit in the finisher	Check if the lever is working properly. If not, replace the drag roller unit.	
SC720-70	Running 3 staple jobs in a row	D734 5621A	BookletFinisher_SR50 60 firmware	Install version 02.700:10 or later	
SC720-75	Jam122 followed by SC720-75	D179 053	The Drag Roller Unit is slightly arched due to a fault in the assembling process. This prevents the cam from stopping at home position	Set DIP SW2-1 (on the main board to "OFF". Depending on the production run, you may also have to replace the Drag Roller Unit. See the RTB for details.	
SC720-75	Jam 109 (coated paper longer than 364.1mm)	D179 083	Broken spring attached to the trailing edge press-down lever.	Replace the spring. Also, for customers that use this type of paper and have finishers of a certain serial number, make sure that the spring was installed the correct way around in the factory.	
SC720-75	After J109 or J122 occurs twice in succession	D734 005	Envelopes stacked in the shift tray interfere with the press down levers	Attach the Z-fold support tray to the shift tray.	
			Finisher firmware	Update the Finisher firmware to Ver2.500 or newer.	
			The Tray Full condition is triggered/detected by mistake.	Set SP6239-001 to "1".	

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Subject	Symptom	RTB #	Cause	Solution	Note
			The exit roller and press down lever interfere with each other.	Replace the lever brackets. (See RTB #RD734003 for details).	
			Printed sheets interfere with the movement of the press down lever.	Advise the customer to remove sheets that are interfering with the press down levers when Jam 122 occurs.	
SC720-80	SR5050/5060 Finisher	D179 113	Contact failure in the interlock switch	Replace the interlock switch using the procedure in the RTB.	
SC720-82	If the trailing edge press plate and base fence of the staple tray interferes.	D734 002b	BookletFinisher_SR50 60 firmware	Install version 02.620:10 or later	
SC816-38	When entering Energy Saver mode	D179 008h	System/Copy firmware	Install version 2.00 or later	
SC816	If the OK or Cancel button on the operation panel is pressed in the administrator password setting window	D179 008c	System/Copy firmware	Install version 1.04 or later	
SC819	Specifying the Compulsory Security Stamp feature	D179 008b	System/Copy firmware	Install version 1.03 or later	
SC819	After SC816-38 when the system enters Energy Saving mode.	D179 008d	System/Copy firmware	Install version 1.05 or later	
SC819	When using Scan to Folder	D179 008h	System/Copy firmware	Install version 2.00 or later	
SC819	When using network-related functions	D179 008o	System/Copy firmware	Install version 2.06 or later	
		M263 001f	System firmware	Install version 1.08 or later	
SC819	After updating firmware remotely	D179 5769K	Network Support firmware	Install version 12.78 or later	
SC865		D179 118	External vibration is transmitted to the HDD	Compare the output speeds with and without sorting. If sorting is slower by more than 50%, make sure that the projections on the HDD bracket do not touch the HDD, or replace the HDD bracket with a new type (D136 5978). See the RTB for the full procedure.	
SC899	If the address book is accessed in Web Image Monitor simultaneously by multiple users.	D179 006b	Web Support firmware	Install version 1.06 or later	
SC899	On rebooting	D179 008c	System/Copy firmware	Install version 1.04 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC899	When entering or returning from the energy saving mode.	D179 008c	System/Copy firmware	Install version 1.04 or later	
SC899	When a character string containing "%s" is exported to the debug log.	D179 014b	EXJS firmware	Install version 1.05.00 or later	
SC899	When running the port scan tool via the IPP port (TCP 631)	D179 003c	Network Support firmware	Install version 12.73 or later	
SC899	When using a TWAIN driver in certain software applications	D179 005b	Scanner firmware	Install version 02.01 or later	
SC899	When printing a PCL job which contains a reduced or enlarged image	D179 031c	PCL firmware	Install version 1.07 or newer	
		M263 004b	PCL firmware	Install version 1.04 or later	
SC899	When conducting location-free printing or authentication processing with a solution product	Gene 079o	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080n	Java VM v11 Update Tool		
SC899	When a page is loaded or printed	D179 042d	Browser firmware	Install version 1.09.00 or later	
SC899	When performing Java Script functions	D179 042d	Browser firmware	Install version 1.09.00 or later	
SC899	When the RHPP port (port 59100) receives data	D726 5701N	Printer firmware	Install version 1.10 or later	
		M263 5763G	Printer firmware	Install version 2.05 or later	
SC899	When using the PCL6 driver to print a PDF from the Reader application in Windows 8.1	D726 5706G	PCL firmware	Install version 1.09 or newer	
		M263 5768E	PCL firmware	Install version 1.06 or newer	
SC899	When doing Scan to Folder	D179 5769K	Network Support firmware	Install version 12.78 or later	
SC919		D726 047	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.		
SC990	After recovering from a jam in any of the finishing peripherals	D179 002c	Engine firmware	Install version 1.40:08 or later	
SC990	If the charge counter key card is removed immediately after starting a print job.	D179 002c	Engine firmware	Install version 1.40:08 or later	
SC990	If there is a jam in the ADF	D179 002c	Engine firmware	Install version 1.40:08 or later	
SC990	If attempted to display the job preview in a job printed from an SD card	D179 009c	Printer firmware	Install version 1.04 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC990	If a jam occurs in an optional device during duplex printing.	D179 002e	Engine firmware	Install version 1.42:08 or later	
SC990	When the front cover is opened immediately after exiting SP mode	D179 002k	Engine firmware	Install version 4.00:08 or later	
SC990	When doing continuous copy jobs	D179 002k	Engine firmware	Install version 4.00:08 or later	
SC990	Paper not fed to the registration gate on time	D179 002k	Engine firmware	Install version 4.00:08 or later	
SC990	When printing after activating SP1-995-150	D179 002k	Engine firmware	Install version 4.00:08 or later	
SC990	On a Plockmatic system when Jams occur in SR5050 and SR5060	D179 017j	BookletFinisher_SR5060 firmware	Install version 02.570:10 or later	
SC990	During sheet by sheet shifting	D776 001	Stacker_SK5030_1 firmware	Install version 01.060:06 or later	
		D776 002	Stacker_SK5030_2 firmware	Install version 01.060:06 or later	
SC990	If two high capacity stackers are connected and a jam occurs in GBC StreamPunch Ultra	D776 001	Stacker_SK5030_1 firmware	Install version 01.050:06 or later	
		D776 002	Stacker_SK5030_2 firmware	Install version 01.050:06 or later	
SC990	If paper is alternately fed from Tray 4 of LCIT RT5070 and Multi Bypass Tray BY5010	D179 002q	Engine firmware	Install version 4.06:08 or later	
		M263 002f	Engine firmware	Install version 1.06:00 or later	
SC990	Running stapling jobs from the document server on a system with a Fiery controller	D179 008o	System/Copy firmware	Install version 2.06 or later	
		M263 001f	System firmware	Install version 1.08 or later	
SC990	If the tray runs out of paper in a duplex job and then the tray is reloaded	D179 002s	Engine firmware	Install version 4.08:08 or later	
		M263 002h	Engine firmware	Install version 1.08:00 or later	
SC990	Duplex jobs	D179 5404Y	Engine firmware	Install version 4.10:08 or later	
SC990	<i>After an SC reboot occurs, SDK-J applications cannot be started,</i>	M263 5763H	Printer firmware	Install version 1.11 or later	
		<i>D726 5701P</i>	<i>Printer firmware</i>	<i>Install version 2.06 or later</i>	
SC991	If the door is opened after a jam in a duplex job.	D179 002c	Engine firmware	Install version 1.40:08 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC991	When the New PM System alerts near-end notification via @Remote	D179 008e	System/Copy firmware	Install version 1.06 or later	
SC991	After a jam	D179 002s	Engine firmware	Install version 4.08:08 or later	
		M263 002h	Engine firmware	Install version 1.08:00 or later	
SC997	When turning on the main power switch	D179 008d	System/Copy firmware	Install version 1.05 or later	
SC997	If repeatedly switching between the home screen and the system settings screen	D179 003c	Network Support firmware	Install version 12.73 or later	
SC (unspecified)	When copying in both combine and magazine mode	D179 008h	System/Copy firmware	Install version 2.00 or later	
J343	When the stacking tray becomes full	D179 035a	P-Binder_GB5010_B1 firmware	Install version 01.160:11 or later	
		D179 036a	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later	
		D179 038a	P-Binder_GB5010_B4 firmware	Install version 01.050:00 or later	
J423	If the Buffer Pass unit is connected	D179 035a	P-Binder_GB5010_B1 firmware	Install version 01.160:11 or later	
		D179 036a	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later	
		D179 038a	P-Binder_GB5010_B4 firmware	Install version 01.050:00 or later	
'Replace the controller board'	Upon activation or returning from the energy saving mode.	D179 008c	System/Copy firmware	Install version 1.04 or later	
Error message does not appear	When creating or editing an IPDS job in Web Image Monitor and the custom paper size is specified beyond the acceptable range	D179 009c	Printer firmware	Install version 1.04 or later	
Error message does not appear	Plockmatic tray full status not notified, if connected to the EFI controller.	D179 002d	Engine firmware	Install version 1.41:08 or later	
Error message does not appear	When selecting an invalid Ring Binder setting	D726 001	EB-32 firmware	Install PLP (Post Launching Patch) for System Software Version 1.0 for Br-C1 EFI (EB-32).	
Error message does not appear	"Glue empty" pops-up only in CWS and not on the LCD.	D726 001	EB-32 firmware	Install PLP (Post Launching Patch) for System Software Version 1.0 for Br-C1 EFI (EB-32).	
Blank error message	After replacing booklet staples	D726 001	EB-32 firmware	Install PLP (Post Launching Patch) for System Software Version 1.0 for Br-C1 EFI (EB-32).	

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Subject	Symptom	RTB #	Cause	Solution	Note
Abnormal error message	If custom size paper is fed through the ADF.	D179 016b	ADF_SINAI_B firmware	Install version 01.090:05 or later	
"Scanner is in use by another function"	When continuously using the scan function on a device with Streamline NX or GS-NX	Gene 059g	Java VM v11 for eDC firmware	Install version 11.15.01 or newer.	
		Gene 061f	Java VM v11 Update Tool		
Message indicates that copy settings were deleted	If operations that lead to the Copy home screen are performed multiple times	D179 008n	System/Copy firmware	Install version 2.05 or later	
Unspecified error	Sending fax from the document server using an IPv4-mapped address	Gene 079i	Java VM v11 for eDC firmware	Install version 11.33.02 or later	
		Gene 080h	Java VM v11 Update Tool		
Java VM error	When conducting location-free printing or authentication processing with a solution product	Gene 079o	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080n	Java VM v11 Update Tool		
Java VM error	Cannot use specific or customized versions	Gene 079o	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080n	Java VM v11 Update Tool		
‘Cover open’	Displayed when covers are closed	D734 012	Contact failure in the interlock switch due to manufacturing error	Check the finisher’s serial number, and replace the interlock switch if necessary.	

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8. Optional Units

Subject	Symptom	RTB #	Cause	Solution
Perfect Binder	Unspecified problems	D179 002a	Engine firmware	Install version 1.20:08 or later
		D179 006a	Web Support firmware	Install version 1.05 or later
		D179 008a	System/Copy firmware	Install version 1.02 or later
		D179 009a	Printer firmware	Install version 1.02 or later
Perfect Binder	Trimming box falsely detected as full after power on or opening and closing the trimming box	D179 039a	P-Binder_GB5010_B5 firmware	Install version 01.020:00 or later
Perfect Binder	Stalls, if a job is run immediately after opening and closing the front doors in a low temperature environment	D179 035a	P-Binder_GB5010_B1 firmware	Install version 01.160:11 or later
		D179 036a	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later
		D179 038a	P-Binder_GB5010_B4 firmware	Install version 01.050:00 or later
Perfect Binder	Stalls, if a jam occurs and the stacking tray becomes full	D179 035a	P-Binder_GB5010_B1 firmware	Install version 01.160:11 or later
		D179 036a	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later
		D179 038a	P-Binder_GB5010_B4 firmware	Install version 01.050:00 or later
EB-32 controller	Requires this version of System/Copy firmware or later	D179 008c	System/Copy firmware	Install version 1.04 or later
EB-32 controller	Image Enhance shown in CWS Device Center while not applicable in job properties.	D726 002	Install patch for Baron-C1 EFI (EB-32) system software version 1.0.	
EB-32 controller	Image Shift does not work correctly when cover page is added.	D726 003	Install patch for Baron-C1 EFI (EB-32) system software version 1.0.	
EB-32 controller	Incompatibility between the Configure application and JRE 1.7u51.	D726 005	Install patch for Baron-C1 EFI (EB-32) system software version 1.0.	
EB-32 controller	Fiery service aborts, if ripped with the image enhancement option enabled	D726 019	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.	
EB-32 controller	RIPping a PDF file with APPE enabled causes CWS to lose connection with the engine.	D726 037	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.	

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Subject	Symptom	RTB #	Cause	Solution
EB-32 controller	Hangs up when "process and hold" is selected for a PCL file in the hold queue	D726 042	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.	
EB-32 controller	Communication loss with the engine	D726 047	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.	
Plockmatic	Valid sheets contained in the Plockmatic are detected as invalid sheets.	D179 017a	Finisher_COLUMBIA_C firmware	Install version 01.380:09 or later
Plockmatic	No recovery from jam	D726 045	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.	
Finishing functions	Can select unsupported combinations, or cannot select supported combinations	D179 009d	Printer firmware	Install version 1.05 or newer.
Finishing functions	Booklet jobs are trimmed even if trim settings are not specified	D726 017	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.	
Finishing functions	The maximum number of sheets stackable on the output tray is not calculated correctly	D726 021	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.	
Finishing functions	An extra booklet is made	D179 035b	P-Binder_GB5010_B1 firmware	Install version 01.200:11 or later
		D179 038b	P-Binder_GB5010_B4 firmware	Install version 01.070:00 or later
Stapling	Stapling error in a fold and staple job when the system includes both FD5020 and SR5050/SR5060.	D179 017b	BookletFinisher_SR5060 firmware	Install version 01.390:09 or later
Stapling	Cannot staple the maximum allowable number of sheets	D726 034	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.	
SR5060 finisher	The shift jogger motor remains active	D179 017d	BookletFinisher_SR5060 firmware	Install version 01.410:09 or later
SR5060 finisher	The paper transport rollers remain active	D179 017d	BookletFinisher_SR5060 firmware	Install version 01.410:09 or later
SR5060 finisher	Entrance motor not working; jam occurs	D179 017f	BookletFinisher_SR5060 firmware	Install version 01.460:10 or later
SR5060 finisher	Stalls	D179 017f	BookletFinisher_SR5060 firmware	Install version 01.460:10 or later

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Subject	Symptom	RTB #	Cause	Solution
SR5060 finisher	Saddle stitching stops when saddle-stitched booklets are created in the Plockmatic and a jam occurs in the SR5050/5060	D179 017i	BookletFinisher_SR5060 firmware	Install version 02.530:10 or later
SR5060 finisher	Booklets are trimmed when trim settings were not specified	D726 010	EB-32 firmware	Install patch for System Software Version 1.0 for Br-C1 EFI (EB-32).
SR5060 finisher	Inaccurate stapling/folding after recovering from a jam in the saddle-stitching unit.	D734 002c	BookletFinisher_SR5060 firmware	Install version 02.640:10 or later
SR5060 finisher	Poor punching; the puncher does not completely retrieve home position and catches the next sheet	D734 002d	BookletFinisher_SR5060 firmware	Install version 02.650:10 or later
SR5060 finisher	Poor punching, jam	D734 009	Paper dust mixed with bearing oil builds up and hinders smooth movement of the pins. The punch motor stops too early and prevents the pins from returning to home position.	BookletFinisher_SR5060 firmware: Install version 02.650:10 or later
SR5060 finisher	If a stapling job consists of different paper sizes, some pages are missing from the booklet	D734 002f	BookletFinisher_SR5060 firmware	Install version 02.670:10 or later
SR5060 finisher	A single page Z-fold job is stapled.	D734 5260	BookletFinisher_SR5060 firmware	Install version 03.100:10 or later
SR5060 finisher	The Plockmatic stapling function is ineffective if an SC occurs.	D734 5260	BookletFinisher_SR5060 firmware	Install version 03.100:10 or later
SR5060 finisher	If various staple jobs are run in succession, the stapling position of corner oblique stapling may shift	D734 5260	BookletFinisher_SR5060 firmware	Install version 03.100:10 or later
SR5060 finisher	Side stapling job cannot be cancelled	D734 5260	BookletFinisher_SR5060 firmware	Install version 03.100:10 or later
SK5030 stacker	When the cart is pulled out after the stacker is full, the top sheet separates from the stack.	D776 004	The paddle catches the top sheet of the stack.	Place the paper holder on the paper stack before moving the cart.
SK5030 stacker	Stacking quality is poor with custom paper sizes.	D726 041	Install patch for Baron-C1/P1 EFI (EB-32) system software version 2.0.	

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Subject	Symptom	RTB #	Cause	Solution
SK5030 stacker	The stack gradually becomes not straight	D776 001a	Stacker_SK5030_1 firmware	Install version 01.070:06 or newer.
		D776 002a	Stacker_SK5030_2 firmware	Install version 01.070:06 or newer.
SK5030 stacker	Poor stacking with paper Thickness 4 (163.0g/m2) or less plain paper (uncoated)	D776 006	These paper types allow vibration caused by the paddle rotation to travel to the stacked sheets. As a result, the leading edge stopper cannot move to the correct position.	Check the version of stacker firmware installed. If v01.070:06 or later is already installed, install the feeler extension and the cushions (see the RTB for details).
SK5030 stacker	The tray is stuck and does not lift up/down properly	D776 007	The drive gear is broken and the tray bracket is slanted against the belts. Grease applied to the drive components of the shift tray is dried up	Apply grease (HEAT RESISTING GREASE MT-78, p/n: 54479078) to the drive components of the shift tray as part of the PM cycle. See the RTB for the procedure.
SK5030 stacker	White rust on the handle for the tray cart	D776 008	Some of the plating solution applied to the handle remained inside the structure, and later leaked out of the holes.	Replace the handle (P/N: D7769901)
SK5030 stacker	Noise, shift tray does not move	D776 009	Worn worm gear	Replace the bracket and worm gear as explained in the RTB.
SDK applications	ELP-NX V2 cannot print	Gene 059n	Java VM v11 for eDC firmware	Install version 11.20.00 or newer.
		Gene 061k	Java VM v11 Update Tool	
SDK applications	After SP5-730-001 is activated, JavaVM does not start up after power is turned on	D179 008h	System/Copy firmware	Install version 2.00 or later
SDK applications	Java VM does not start up correctly after being updated	Gene 059z	Java VM v11 for eDC firmware	Install version 11.29.02 or newer.
		Gene 061y	Java VM v11 Update Tool	Install version 11.29.02 or newer.
SDK applications	CAP V2 is disabled if switched to Energy Saver mode while CAP V2 starts up	Gene 079c	Java VM v11 for eDC firmware	Install version 11.30.02 or newer.
		Gene 080b	Java VM v11 Update Tool	Install version 11.30.02 or newer.
SDK applications	If the firmware is updated remotely, the SDK platform does not boot up.	Gene 079c	Java VM v11 for eDC firmware	Install version 11.30.02 or newer.
		Gene 080b	Java VM v11 Update Tool	Install version 11.30.02 or newer.
SDK/ESA applications	If an ESA application is installed on or uninstalled from multiple PCs via Remote Install Manager or SLNX ADM at the same time, the application does not detect the device status for the other	Gene 079k	Java VM v11 for eDC firmware	Install version 11.33.02 or newer.
		Gene 080h, j	Java VM v11 Update Tool	Install version 11.33.02 or later

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Subject	Symptom	RTB #	Cause	Solution
	installations or uninstallations.			
SDK/ESA applications	The number of copies specified by the PjL command in a PDF job cannot be overwritten to "1" by using SDK applications such as Enhanced Locked Print NX v2	D179 087b	PDF firmware	Install version 1.07 or later
SDK/ESA applications	SDK application behavior not correct	Gene 079o	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.
		Gene 080n	Java VM v11 Update Tool	
SDK/ESA applications	SDK applications cannot start during the boot process	D726 5750N M263 5782F	Java VM v11 for eDC firmware	Install version 11.38.01 or newer
		D726 5750N M263 5782F	Java VM v11 Update Tool	
SDK/ESA applications	Cannot install applications remotely	D726 5750N M263 5782F	Java VM v11 for eDC firmware	Install version 11.38.01 or newer
		D726 5750N M263 5782F	Java VM v11 Update Tool	
SDK/ESA applications	Device Manager NX Enterprise cannot retrieve information about applications installed on the device.	D726 5750N M263 5782F	Java VM v11 for eDC firmware	Install version 11.38.01 or newer
		D726 5750N M263 5782F	Java VM v11 Update Tool	
SDK/ESA applications	GlobalScan NX fails to apply profiles or retrieve device information when using the AdminTool	D726 5750N M263 5782F	Java VM v11 for eDC firmware	Install version 11.38.01 or newer
		D726 5750N M263 5782F	Java VM v11 Update Tool	
Third party peripheral	On-line status sent falsely	D194 037a	Fin_IFBox firmware	Install version 01.010.02 or later

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9. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Streaks	Black streaks at the trailing edge of a transmitted scanned job caused by network packet corruption.	D179 008c	System/Copy firmware	Install version 1.04 or later	
Streaks	Black streaks after a period of non-use (or first thing in the morning), with monthly copy volume 30k or less. The streaks are gone after the first few pages.	D179 124	Under these conditions, more shavings than normal from the pressure roller build up on the web roller.	Set the Low Power Mode Timer to less than 60 minutes. Note: 15 minutes is recommended. If this is not acceptable to the customer, replace the web roller. Advise the customer not to leave the machine in a Paper End, output full, or error status for a long time. This is because under this condition, the machine stays in the Ready condition and will not switch to Low Power Mode (it will switch only when the condition is cleared). This is especially important for machines that operate at night unattended.	
Streaks	When using the ADF, some black streaks occur.	D179 126	Dust stuck on the exposure glass	Change from the contact transport method to the non-contact method. Focusing may be poorer.	
Glossy streaks	Along the paper feed direction, more noticeable on solid-fills	D179 088	Stoppers were not installed at the factory	Replace the fusing unit if there are no stoppers in the fusing unit. The RTB explains how to check.	
Image upside down	When printing face up and in reverse order	D726 001	EB-32 firmware	Install PLP (Post Launching Patch) for System Software Version 1.0 for Br-C1 EFI (EB-32).	
		D726 009	EB-32 firmware	Install patch for System Software Version 1.0 for Br-C1 EFI (EB-32).	
Image upside down	When printing a specific job consecutively	M263 5763H	Printer firmware	Install version 1.11 or later	
Blurred image	Halftone and text images appear low in density or blurred; across the width of the drum charge unit in intervals corresponding to the drum circumference.	D179 066c M263 028	NOx (nitrogen oxides) generated in the drum charging process combine with the lubricant powder	Adjust SPs and update the engine firmware to Ver.4.03:08 or newer, as explained in the RTB. Also install the following: new spring for drum lubricant, new Mylar sheet for airflow to the charge unit. For machines installed in an environment that is close to the upper recommended limits for temperature and humidity, adjust SPs and install a new filter. See the RTB for details on all procedures.	

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Date: 31-Mar-14

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Subject	Symptom	RTB #	Cause	Solution	Note
Dirty background	Also, halftone and text images appear low in density or blurred; across the width of the drum charge unit in intervals corresponding to the drum circumference.	D179 066c M263 028	NOx (nitrogen oxides) generated in the drum charging process combine with the lubricant powder	Adjust SPs and update the engine firmware to Ver.4.03:08 or newer, as explained in the RTB. Also install the following: new spring for drum lubricant, new Mylar sheet for airflow to the charge unit. For machines installed in an environment that is close to the upper recommended limits for temperature and humidity, adjust SPs and install a new filter. See the RTB for details on all procedures.	
Dirty background		D179 068	Low development gamma, too much toner supplied. toner is wearing out	Do the procedure in the RTB.	
Dirty background		D179 077	Incomplete or incorrect doctor blade maintenance	This bulletin contains a revised doctor blade cleaning procedure.	
Dirty background		D179 079	Continuous printing of low coverage jobs or frequent application of finishing options degrades the developer	Temporary solution: Adjust the SPs as described in the RTB. Permanent solution: Firmware modification (early 2015)	
Image position	Print position shifts with PS files	D726 008	Install patch for Baron-C1 EFI (EB-32) system software version 1.0.		
Stains	Toner stains on back side of paper	D179 090	Wear of a component in the cleaning web motor causes a short circuit in the motor	Replace the web cleaning motor with a modified one (check the serial number list in the RTB to see if the motor is affected)	
Print position shifts	Print position on a tab sheet shifts when the tray runs out of paper	D726 014	EB-32 firmware	Install patch for System Software Version 1.0 for Br-C1 EFI (EB-32).	
Print position shifts	Image writing position shifts in the main scan direction	D777 012	The top/bottom and front/rear side fences are either deformed or tilted slightly.	Clean and lubricate as explained in RTB 11, and do the rework procedure in RTB 12.	
Wrong color	In an RPCS vector job, transparent parts are printed in black.	D179 012a	RPCS firmware	Install version 3.13.31 or later	
		M263 004a	PCL firmware	Install version 1.03 or later	
Image rotation error	Image is rotated 180 degrees	D726 020	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.		
Part of image missing	Some lines and/or borders missing from PCL jobs	D179 031c	PCL firmware	Install version 1.07 or newer	

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Subject	Symptom	RTB #	Cause	Solution	Note
Part of image missing	Some lines of text and/or dotted lines are missing when using the PCL overlay macro	M263 004b	PCL firmware	Install version 1.04 or later	
Part of image missing	If the print data created by certain applications (such as Microsoft Excel 2010) contains a lot of graphics and/or transparent objects.	M263 004b	PCL firmware	Install version 1.04 or later	
		D726 5706G	PCL firmware	Install version 1.09 or newer	
Part of image missing	When printing from the PS3 driver	D179 087b	PDF firmware	Install version 1.07 or later	
		M263 005a	PDF firmware	Install version 1.01 or later	
Part of image missing	On the first page, if the front door is opened and closed	D179 002t	Engine firmware	Install version 4.09:08 or later	
		M263 002i	Engine firmware	Install version 1.09:00 or later	
Poor image quality (unspecified)	PCL5 data might be poor if the image was created by using certain applications, such as Ricoh Process Director	D179 031d	PCL firmware	Install version 1.08 or later	
		M263 004c	PCL firmware	Install version 1.05 or later	

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10. Mechanical and Electrical

Subject	Symptom	RTB #	Cause	Solution	Note
Jam not detected	If the power is turned off/on with a jammed sheet in the fusing unit, the sheet is not detected and the fusing unit starts to warm up.	D179 002a	Engine firmware	Install version 1.20:08 or later	
Machine continues to run	Idles if an adjustment is made on the machine between two different duplex jobs.	D179 002c	Engine firmware	Install version 1.40:08 or later	
Machine continues to run	When creating 3 copies or more perfect binder booklets and the Perfect Binder output tray is opened while running a job	D179 002c	Engine firmware	Install version 1.40:08 or later	
Machine continues to run	The system remains "copying" even if the cover sheet being fed from the Perfect Binder cover tray is forcefully pulled out.	D179 002c	Engine firmware	Install version 1.40:08 or later	
Machine continues to run	Idles if selecting saddle-stitch on the operation panel while the shift tray ascends after pressing the emergency stop button on the Finisher	D179 017a	Finisher_COLUMBIA_C firmware	Install version 01.380:09 or later	
Machine continues to run	If a jam occurs in an optional device during duplex printing.	D179 002e	Engine firmware	Install version 1.42:08 or later	
Machine continues to run	If a jam occurs while printing a page after a blank page	D179 002e	Engine firmware	Install version 1.42:08 or later	
Machine continues to run	After turning on the power switch or recovering from the energy saver mode, the feed roller continues to run idle	D179 002n	Engine firmware	Install version 4.02:08 or later	
		D179 008j	System/Copy firmware	Install version 2.02 or later	
		M263 002b	Engine firmware	Install version 1.02:00 or later	
		M263 001b	System firmware	Install version 1.02 or later	
Machine continues to run	If the machine stops suddenly (for instance due to a fusing temp problem)	D179 5404Y	Engine firmware	Install version 4.10:08 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine continues to run	When a pause is generated during a duplex interleaving process	D179 5404Z	Engine firmware	Install version 4.11:08 or later	
		M263 5404M	Engine firmware	Install version 1.11:00 or later	
Wrong size detected	Mixed size mode: A smaller original is falsely detected as the same as a preceding larger original.	D179 016a	ADF_SINAI_B firmware	Install version 01.080:05 or later	
Drum lubricant near-end alert	The feeler that detects lubricant near-end is stuck.	D179 059a	This may happen if the drum lubrication components are removed in the wrong order.	Check and repair the machine as described in the RTB	Always remove parts in the correct order: Lubricant Blade > Lubricant Bar > Brush roller
Drum scratching		D179 055	Drum knob not fastened correctly.	Use the tool (P/N D1792445) to fasten the drum properly.	The RTB explains how to use the tool.
Tray does not close	Tray 1	D179 062	The tray lock lever does not reach the registration adjustment plate.	Shift the registration adjustment plate to the front (operator) side, and make adjustments as described in the RTB.	
Toner scattering		D179 068	Low development gamma, too much toner supplied. toner is wearing out	Do the procedure in the RTB.	
Toner scattering		D179 077	Incomplete or incorrect doctor blade maintenance	This bulletin contains a revised doctor blade cleaning procedure.	
Toner scattering		D179 086	Drum lubricant powder mixes inside the development unit	Adjust SP 2-226 as explained in the RTB.	
Toner scattering	When jobs with long intervals between sheets, such as small page book folding, are run continuously	D179 002k	Engine firmware	Install version 4.00:08 or later	
Toner scattering		D179 095b	Drum lubricant powder mixes inside the development unit. This causes toner supply to increase (see the RTB for details).	A new development unit will be available around May 2017, in which the surface of the development roller has been modified. There is new toner, which is less prone to adhere to the surface of the development roller. Until the new development unit becomes available, use the cleaning tape (D1793414) to clean the surface of the development roller. See the RTB for how to use the tool.	

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Subject	Symptom	RTB #	Cause	Solution	Note
No power	EU models	D179 074	Damaged PSU-A and a blown fuse FU401 on the AC drive board.	Install a modified PSU and replace the fuse.	
Rusted gear	The fusing drive gear is worn and rusted.	D179 081a	The teeth of the fusing drive gear lack durability	Inspect the gear. Clean and lubricate the gear if rusty. Replace if severely damaged. Repeat every 600k until modified gear is available.	
Noise	Punch unit	D449 002		Install a ferrite core as shown.	
Noise	From trays that have A3/DLT or larger paper	D777 013	Tray lift-up gear is out of position due to the heavy load, preventing proper engagement of the gears	Modify the gear assembly with the parts listed in the RTB, and using the procedure in the RTB	
Motor does not stop	The toner bottle motor does not stop if firmware is updated while the motor is running	D179 002m	Engine firmware	Install version 4.01:08 or later	
		M263 002a	Engine firmware	Install version 1.01:00 or later	
Customer safety issues	Customer's arm gets stuck inside the tandem tray	D179 101a		Attach the caution decal (AA000313).	
Initialization	Some stepper motors do not activate during initialization	D179 018d	Folder_FD5020 firmware	Install version 02.010:04 or later	
Lift wire is cut	Lift wire for the bottom plate	D777 009	There is a small clearance between the side plates and the bottom plate. The wire becomes tangled with the pulley and creates excessive tension in the wire.	Adjust the distance between the side plates (see the procedures in the RTB).	
Side fence	Cannot slide smoothly	D777 011	Paper dust gets on the surface of the slide shaft and inside the bearings	Clean and lubricate every 900k. The procedure is in the RTB.	
Incorrect sensor detection	The Relative Humidity displayed in SP3-261-002 stays at 5%	D179 129	The PCB that contains the temperature/humidity detection sensor is touching a metal plate near the waste toner bottle, causing a short circuit	Reseat the PCB using the procedure in the RTB.	

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11. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	Multi-fold jobs from the ADF or in Batch mode and the folder door is opened after pressing the # key	D179 018a	Folder_DONAU_D firmware	Install version 01.020:04 or later	
Machine stalls	If the decurl unit and process control are adjusted simultaneously	D179 002b	Engine firmware	Install version 1.21:08 or later	
Machine stalls	If paper is fed from the LCT after canceling paper feed from Tray 2	D179 002b	Engine firmware	Install version 1.21:08 or later	
Machine stalls	If a jam occurs in an "interrupted" job assigned to a different output tray.	D179 002c	Engine firmware	Install version 1.40:08 or later	
Machine stalls	If a jam occurs in a perfect binder job with 128 or more pages printed in duplex.	D179 002c	Engine firmware	Install version 1.40:08 or later	
Machine stalls	If fusing temp and decurl adjustments are applied to the same page in a duplex job.	D179 002c	Engine firmware	Install version 1.40:08 or later	
Machine stalls	If 2 or more sheets are fed in succession from the Cover Interposer Tray in the first job after turning power on	D179 002c	Engine firmware	Install version 1.40:08 or later	
Machine stalls	If the tray runs out of paper on the last sheet of a staple job.	D179 002c	Engine firmware	Install version 1.40:08 or later	
Machine stalls	If the "Energy saver" button is pressed and the system enters energy save status while the job is reset because the tray ran out of paper.	D179 002c	Engine firmware	Install version 1.40:08 or later	
Machine stalls	If the Perfect Binder glue temperature is adjusted.	D179 002c	Engine firmware	Install version 1.40:08 or later	
Machine stalls	The sub machine stalls when printing with the Copy Connector option.	D179 008c	System/Copy firmware	Install version 1.04 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	Running jobs in low speed mode in duplex with sheets fed from the cover interposer.	D179 002d	Engine firmware	Install version 1.41:08 or later	
Machine stalls	If an original jams in the ADF	D179 002e	Engine firmware	Install version 1.42:08 or later	
Machine stalls	When using the ADF	D179 016b	ADF_SINAI_B firmware	Install version 01.090:05 or later	
Machine stalls	The machine stays in wait mode, when a jam occurs in peripherals downstream of RB5020	D179 033a	RingBinder_RB5020_B 1 firmware	Install version 01.200:05 or later	
Machine stalls	ADF stalls after jam removal or turning on the main power switch or when recovering from energy saver mode.	D179 016b	ADF_SINAI_B firmware	Install version 01.090:05 or later	
Machine stalls	After the document box screen appears	D179 008e	System/Copy firmware	Install version 1.06 or later	
Machine stalls	If the emergency shift tray stop switch on the finisher is turned on when the machine runs in duplex mode.	D179 002f	Engine firmware	Install version 1.43:08 or later	
Machine stalls	When the wire cleaner in the charge corona unit operates.	D179 002f	Engine firmware	Install version 1.43:08 or later	
Machine stalls	If the finisher (SR5050, SR5060) staples continuously more than 1000 times in corner staple mode or more than 500 times in side staple mode.	D179 002g	Engine firmware	Install version 1.44:08 or later	
Machine stalls	If continuously running staple jobs of small pages in mixed paper sizes.	D179 002i	Engine firmware	Install version 1.46:08 or later	
Machine stalls	At the start of a job after removing jammed paper	D179 002k	Engine firmware	Install version 4.00:08 or later	
Machine stalls	When a double feed occurs	D179 008h	System/Copy firmware	Install version 2.00 or later	
Machine stalls	After the shift tray was moved down by pressing the Emergency Shift Tray Stop Switch	D179 017j	BookletFinisher_SR50 60 firmware	Install version 02.570:10 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls		D726 017	Install patch for Baron-C1 EFI (EB-32) system software version 2.0.		
Machine stalls	When entering energy saver mode	D179 002m	Engine firmware	Install version 4.01:08 or later	
		M263 002a	Engine firmware	Install version 1.01:00 or later	
Machine stalls	If a jam is triggered by opening the front door of the Transit Pass Unit	D179 035b	P-Binder_GB5010_B1 firmware	Install version 01.200:11 or later	
		D179 038b	P-Binder_GB5010_B4 firmware	Install version 01.070:00 or later	
Machine stalls	If a jam is triggered by opening top cover of the cover interposer	D179 035b	P-Binder_GB5010_B1 firmware	Install version 01.200:11 or later	
		D179 038b	P-Binder_GB5010_B4 firmware	Install version 01.070:00 or later	
Machine stalls	After Jam 420	D179 035b	P-Binder_GB5010_B1 firmware	Install version 01.200:11 or later	
		D179 038b	P-Binder_GB5010_B4 firmware	Install version 01.070:00 or later	
Machine stalls	Quick Scan freezes	D179 008k	System/Copy firmware	Install version 2.03 or later	Version 2.02 must be installed first
Machine stalls	When a direct print is performed on a device with ELP-NX v2 installed	M263 003c	Printer firmware	Install version 1.03 or later	
Machine stalls	When running a staple job with the Cover Interposer, if the Cover Interposer tray reaches near end.	D179 002p	Engine firmware	Install version 4.05:08 or later	
		M263 002e	Engine firmware	Install version 1.05:00 or later	
Machine stalls	During paper purging immediately after a jam in a finishing peripheral	D179 002p	Engine firmware	Install version 4.05:08 or later	
		M263 002e	Engine firmware	Install version 1.05:00 or later	
Machine stalls	After pressing the emergency stop switch with the front door open	D734 002e	BookletFinisher_SR50 60 firmware	Install version 02.660:10 or later	
Machine stalls	When direct print is done on a device with ELP-NX v2 installed when a document is currently being printed, the device freezes after printing is complete	D179 009i	Printer firmware	Install version 2.03 or later	
Machine stalls	When resuming printing after a pause by pressing the Emergency Shift Tray Stop switch	D179 002s	Engine firmware	Install version 4.08:08 or later	
		M263 002h	Engine firmware	Install version 1.08:00 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	After purging jammed sheets	D179 002s	Engine firmware	Install version 4.08:08 or later	
		M263 002h	Engine firmware	Install version 1.08:00 or later	
Machine stalls	Stalls on the "Please wait" screen when an SD card is not installed	M263 003e	Printer firmware	Install version 1.09 or later	
Machine stalls	If the trimmings collection box is full when the Perfect Binder is used for the job	D179 002t	Engine firmware	Install version 4.09:08 or later	
		M263 002i	Engine firmware	Install version 1.09:00 or later	
Machine stalls	When the trailing edge rides on the trailing edge press lever in a shift job	D734 5260A	BookletFinisher_SR50 60 firmware	Install version 03.110:10 or newer	
Machine stalls	IPDS printing stalls if IPDS jobs are printed continuously.	M263 5763H	Printer firmware	Install version 1.11 or later	
		D726 5701P	Printer firmware	Install version 2.06 or later	
Machine pauses	Pauses for 20 to 30 seconds when a job that contains more than 100 pages is to be stapled	M263 003c	Printer firmware	Install version 1.03 or later	
		D179 009h	Printer firmware	Install version 2.02 or later	
Machine pauses	When running staple jobs and shift tray operation	D179 5404Z	Engine firmware	Install version 4.11:08 or later	
		M263 5404M	Engine firmware	Install version 1.11:00 or later	
Machine does not stop	When removing paper from the Perfect Binder during recovery from a cover sheet jam	D179 002k	Engine firmware	Install version 4.00:08 or later	
Machine does not stop	In duplex mode, when CPM down is activated	D179 002k	Engine firmware	Install version 4.00:08 or later	
Machine does not stop	When a double-feed occurs	D179 002k	Engine firmware	Install version 4.00:08 or later	
Machine does not stop	A system with the Perfect Binder does not stop if cover sheets are stored in mainframe's tray, duplex mode, 95CPM	D179 002k	Engine firmware	Install version 4.00:08 or later	
Machine restarts	When doing Scan to Folder	D179 5769K	Network Support firmware	Install version 12.78 or later	
Counters	The PM parts counter cannot be reset	D179 002b	Engine firmware	Install version 1.21:08 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Counters	PM counter does not work for the following parts: Fusing unit, Cleaning web, Web cleaning roller.	D179 002d	Engine firmware	Install version 1.41:08 or later	
Counters	Counters count up incorrectly	D179 008i	System/Copy firmware	Install version 2.01 or later	
Counters	"Address Book Mangmnt" in User Tools can be pressed during printing; can cause errors with user counters	D179 008j	System/Copy firmware	Install version 2.02 or later	
Counters	Some PM parts counters are falsely counted, if the Perfect Binder GB5010 and Cover Interposer Tray CI5030 are connected	D179 002o	Engine firmware	Install version 4.03:08 or later	
		M263 002c	Engine firmware	Install version 1.03:00 or later	
Counters	PM parts counter of Perfect Binder GB5010 and Vacuum Feed LCIT RT5100 cannot be cleared correctly.	M263 002d	Engine firmware	Install version 1.04:00 or later	
Counters	Duplex jobs printed from the Fiery controller are not counted correctly	D179 008o	System/Copy firmware	Install version 2.06 or later	
		M263 001f	System firmware	Install version 1.08 or later	
Counters	The PM page counter value (%) in SP7-954-*** is incorrect and appears as "0."	D179 002s	Engine firmware	Install version 4.08:08 or later	
		M263 002h	Engine firmware	Install version 1.08:00 or later	
Log capture	If the machine is rebooted after an SC while saving captured engine logs, log saving is aborted.	D179 002c	Engine firmware	Install version 1.40:08 or later	
Machine is slow	Perfect Binder	D179 002c	Engine firmware	Install version 1.40:08 or later	
Machine is slow	Slow to enter SP mode	D179 008e	System/Copy firmware	Install version 1.06 or later	
Machine is slow	In adjustment mode (process control, temperature, movement of decurler position)	D179 002f	Engine firmware	Install version 1.43:08 or later	
Machine is slow	Operation panel response gradually becomes slower	D179 013d	OpePanel firmware	Install version 1.06 or later	
		D179 048b	OpePanel _KOR firmware	Install version 1.03 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine is slow	Slight decrease in productivity with jobs using tray 5 (2nd tray of LCT).	D179 002i	Engine firmware	Install version 1.46:08 or later	
Machine is slow	Long time between jobs when printing from Windows, if the RAW protocol is used for the standard TCP/IP port	D179 003c	Network Support firmware	Install version 12.73 or later	
Machine is slow	Printing is very slow	D179 118	External vibration is transmitted to the HDD	Compare the output speeds with and without sorting. If sorting is slower by more than 50%, make sure that the projections on the HDD bracket do not touch the HDD, or replace the HDD bracket with a new type (D136 5978). See the RTB for the full procedure.	
Machine is slow	Printing slows when switching trays in an IPDS job.	D179 008m	System/Copy firmware	Install version 2.04 or later	
Machine is slow	When a spreadsheet containing many cells is printed from Microsoft Excel 2013	D179 087b	PDF firmware	Install version 1.07 or later	
		M263 005a	PDF firmware	Install version 1.01 or later	
Machine is slow	Keyboard response is slow when using the Web Scanner application	D179 042d	Browser firmware	Install version 1.09.00 or later	
Machine is slow	Takes longer than expected to display a jam alert	D736 5021C	P-Binder_GB5010_B1 firmware	Install version 01.240:11 or later	
Machine is slow	<i>Takes time to resume a job if it is suspended while the device is in Energy Saver mode</i>	M263 5763H	Printer firmware	Install version 1.11 or later	
		<i>D726 5701P</i>	<i>Printer firmware</i>	<i>Install version 2.06 or later</i>	
Energy saver mode	Cannot recover from energy saver mode	D179 008d	System/Copy firmware	Install version 1.05 or later	
Energy saver mode	Cannot recover from energy saver mode	D179 008h	System/Copy firmware	Install version 2.00 or later	
Energy saver mode	Cannot recover from energy saver mode if jam 194 occurred	D179 002m	Engine firmware	Install version 4.01:08 or later	
		M263 002a	Engine firmware	Install version 1.01:00 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Energy saver mode	Cannot enter energy saver mode	Gene 059y	Java VM v11 for eDC firmware	Install version 11.27.00 or newer.	
		Gene 061x	Java VM v11 Update Tool		
Reports, Logs	IP address and MAC address appear as all zeros	D179 008e	System/Copy firmware	Install version 1.06 or later	
Reports, Logs	Nonexistent errors are recorded in the system logs.	D179 003c	Network Support firmware	Install version 12.73 or later	
		D179 5769K	Network Support firmware	Install version 12.78 or later	
Reports, Logs	Wrong finisher shown on the Printer Configuration Page	D179 009g	Printer firmware	Install version 2.01 or later	
		M263 003a		Install version 1.01 or later	
Time to change parts not displayed	OPC cleaning unit	D179 002g	Engine firmware	Install version 1.44:08 or later	
Limitcheck error	If an image is too small to draw	D179 087	PDF firmware	Install version 1.01 or later	
Memory leak	When printing big jobs	D726 013	EB-32 firmware	Install patch for System Software Version 1.0 for Br-C1 EFI (EB-32).	
Service mode	Some input checks don't work	D179 035a	P-Binder_GB5010_B1 firmware	Install version 01.160:11 or later	
		D179 036a	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later	
		D179 038a	P-Binder_GB5010_B4 firmware	Install version 01.050:00 or later	
Wrong language	When installing the TWAIN driver with the CD, the language specified for the installation procedure is not honored.	D179 102	Problem with version 1.02 of the CD.	Give your customer the corrected version (1.03) and dispose of the version 1.02 CD.	
SP Mode	"Failed" appears on the operation panel after executing SP2-310-001	D179 109	ITB Cleaning Unit is not set Drum Cleaning Unit is not set Waste Toner Bottle is not set Waste Toner Bottle is full or near-full	Restore the machine to its proper status and repeat SP2-310-001.	
Settings are ignored	When opening a program after Simple Screen has been applied on the home screen, the program settings are not retrieved.	D179 005c	Scanner firmware	Install version 02.02 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Settings are ignored	In ELP-NX, "Change Print Settings" is not set correctly	Gene 079o	Java VM v11 for eDC firmware	Install version 11.37.00 or newer.	
		Gene 080n	Java VM v11 Update Tool		
Settings are ignored	Duplex setting is not honored for 316mm x 234mm LEF custom paper selected from the paper catalog		EB-32 firmware	Install patch FIT101560594 for System Software Version 1.0 for Br-C1 EFI (EB-32)	
<i>Settings not applied correctly</i>	<i>SMB client timeout configuration is not correctly applied in the device</i>	<i>D179 5769K</i>	<i>Network Support firmware</i>	<i>Install version 12.78 or later</i>	