### Technical Bulletin

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Updated: End of June 2018: Changes in bold italics

Model: Model Br	-C1/Br-P1		Dat	e: 31-Mar	-14	No.: RD179000q
Subject: Trouble	shooting			Prepare	d by: J. C	)hno
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:		☐ Part info	orma	tion	Action	required
		☐ Electric	al		Service	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information
	☐ Product Safety	$\square$ Other (		)		

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

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

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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Driver error

Missing pages

File download

#### Job does not run

Job cancelled

Application does not start

Printing stops

Scanning stops

#### Job does not resume

#### Cannot scan

Search

Wrong paper type selected

Paper type does not appear

**IPDS** 

Cannot print

Ripping error

Pages duplicated

Characters damaged or missing

Job not reset

Bar codes

**Tables** 

Cannot use some paper sizes

Cannot cancel job

**PCL** 

PDF

Abnormal printing (not specified)

Page printed twice

Pages printed in wrong order

Blank page

Remaining job time

Job properties

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Ν	lodel: Model Br-C1/Br-P1	Date: 31-Mar-14	No.: RD179000					
5.	Operation Panel Frozen False jam display Wrong jam location Jam location not displayed Alert not displayed Inaccurate touch panel Wording error Screen does not appear Language Incorrect display Function can be selected at the wrong time 'Printing' Items not displayed Not working		21					
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9. Image Problems Streaks Glossy streaks Image upside down Blurred image Dirty background Image position Stains Print position shifts Wrong color Image rotation error Part of image missing Poor image quality (unspecified)		39					
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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 the following.  Jam 49: Input a higher for the skew corrections are significant.  Jam 50: Disable significant.  Jam 80: Replace to cover. If that does disable sub scan rigam detection. The higher threshold waskew correction less kew detection.  There are some significant these countermeats are some significant.	gher threshold ction level, or ction. ide-to-side he plastic not work, egistration en input a alue for the vel or disable de effects of sures (see the
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 01.4	110:09 or later

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Subject	Symptom	RTB#	Cause	Solution Note
Jams	Jam 251 if the paper in	D179	Engine firmware	Install version 1.44:08 or later
	the inserter tray is	002g		
	nearly finished.	_		
Jams	Jams 49 and 50	D179	Incorrect color paper	Adjust color paper settings as
		078	settings	explained in the RTB.
Jams	Jam 125 if postcard is	D179	BookletFinisher_SR5060	Install version 01.460:10 or later
	fed SEF.	017f	firmware	
Jams	Jam 109 (coated paper	D179	Broken spring attached to	Replace the spring. Also, for
	longer than 364.1mm)	083	the trailing edge press-	customers that use this type of
			down lever.	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	D179	Engine firmware	Install version 1.47:08 or later
	copies of a glue-bound	002j		
	booklet			
Jams	In the finisher, when	D179	BookletFinisher_SR5060	Install version 02.510:10 or later
	the Stream Punch	017h	firmware	
	Ultra is connected and			
	paper longer than			
lausa.	431.9 mm is used	D470	DaaldatEiniahan CD5000	lantall consists 00 520:40 an later
Jams	If SC720-41 (stapling	D179 017i	BookletFinisher_SR5060	Install version 02.530:10 or later
	related SC) while	0171	firmware	
	running a non-stapling job			
Jams	Jam 120	D179	Faulty operation of the TE	Check if the lever is working
Jailis	Jaili 120	089	(trailing edge) press-down	properly. If not, replace the drag
		000	lever in the drag roller unit	roller unit.
			in the finisher	Tonor unit.
Jams	At the entrance of the	D179	P-Binder_GB5010_B1	Install version 01.160:11 or later
	Perfect Binder	035a	firmware	
		D179	P-Binder_GB5010_B2	Install version 01.040:00 or later
		036a	firmware	
		D179	P-Binder_GB5010_B4	Install version 01.050:00 or later
		038a	firmware	
Jams	If the cover sheet is fed	D179	P-Binder_GB5010_B1	Install version 01.160:11 or later
	from the Inserter	035a	firmware	
		D179	P-Binder_GB5010_B2	Install version 01.040:00 or later
		036a	firmware	
		D179	P-Binder_GB5010_B4	Install version 01.050:00 or later
		038a	firmware	
Jams	Jam 001 after	D179	Engine firmware	Install version 4.00:08 or later
	recovering from energy	002k		
	saver mode when the			
	lower left tray of the			
	Perfect Binder is full			
Jams	Jam 27	D179	Opening and closing the	Replace the damaged harness
		094	B6 guide plate eventually	with the new harness (p/n:
			breaks the LCT sensor	D1795334). See the RTB for a
1	14/1	D470	harness	procedure.
Jams	When punching with	D179	BookletFinisher_SR5060	Install version 02.590:10 or later
	the GBC StreamPunch	017k	firmware	
	Ultra			

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Subject	Symptom	RTB#	Cause	Solution Note
Jams	In the GBC	D776	Stacker_SK5030_1	Install version 01.060:06 or
	StreamPunch Ultra	001	firmware	later
		D776	Stacker_SK5030_2	Install version 01.060:06 or
		002	firmware	later
Jams	In the SR5060 Booklet	D776	Stacker_SK5030_1	Install version 01.050:06 or
	Finisher, if punched on	001	firmware	later
	the GBC StreamPunch	D776	Stacker_SK5030_2	Install version 01.050:06 or
	Ultra.	002	firmware	later
Jams	Jam 003 with jobs that	D179	Engine firmware	Install version 4.02:08 or later
	require switching	002n		
	among the mainframe	M263	Engine firmware	Install version 1.02:00 or later
	feed trays	002b		
Jams	SR5060 booklet	D734	The press-down lever	Work through the procedure in
	finisher: Jam 109 when	003b	interferes with the exit	the RTB.
	printing on coated		roller due to fluctuations in the dimensions of the	
	paper 364.1mm or longer		lever.	
Jams	Jam 510 occurs after	D179	P-Binder_GB5010_B1	Install version 01.200:11 or later
Jams	recovering from Jam	035b	firmware	mistali version o 1.200. 11 or later
	420	D179	P-Binder_GB5010_B4	Install version 01.070:00 or later
	120	038b	firmware	motali verolon o 1.07 0.00 or later
Jams	Jam 114 occurs, if a	D734	BookletFinisher SR5060	Install version 02.610:10 or later
Carrio	stapling job composed	002a	firmware	motali vereien ezie retre en iate.
	of simplex and duplex			
	pages is repeatedly			
	interrupted by a non-			
	stapling job			
Jams	Jam 100:	D179	Contact failure in the	Replace the interlock switch
	SR5050/5060 Finisher	113	interlock switch	using the procedure in the RTB.
Jams	Jam 115 occurs with	D179	Engine firmware	Install version 4.03:08 or later
	saddle-stitching jobs	0020		
		M263	Engine firmware	Install version 1.03:00 or later
	T: (1005)	002c	E: 150 6	
Jams	Time-out jam (J225)	D194	Fin_IFBox firmware	Install version 01.010.02 or later
	occurs before reaching	037a		
lame	the set time-out	D776	The smooth surface of	Switch to SEE
Jams	LEF A4 adhesive label paper jams in the	003	label paper tends to stick	Switch to SEF.
	straight through path of	003	to the curved guide plate	
	High Capacity Stacker		at the exit.	
	SK5030			
Jams	Jam 125 (punch drive	D734	BookletFinisher_SR5060	Install version 02.650:10 or later
	error)	002d	firmware	
Jams	Jam 58 occurs with the	D179	Engine firmware	Install version 4.06:08 or later
	first sheet fed from	002q		
	Tray 6 of LCIT	M263	Engine firmware	Install version 1.06:00 or later
	RT5070, if the job uses	002f		
	alternate feeding using			
	another tray			

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Subject	Symptom	RTB#	Cause	Solution Note
Jams	If a stapling job is	D179	Engine firmware	Install version 4.08:08 or later
	requested at the same	002s		
	time as another job	M263	Engine firmware	Install version 1.08:00 or later
	that applies finishing	002h	3	
Jams	Jam 125	D734	Paper containing calcium	Check the condition of the Mylar
		011	carbonate damages the	sheets every 2,000k pages
			Mylar sheets attached to	(total counter of the
			the guide plate of the	printer/copier mainframe), and
			punch unit	replace if worn or damaged.
Jams	J100, J111, J113,	D734	Contact failure in the	Check the finisher's serial
	J118, J121, J122,	012	interlock switch due to	number, and replace the
	J123, J124, J125,		manufacturing error	interlock switch if necessary.
	J126, J128, J129, J130	D=0.4	D 11 15: 1 0 0 5 0 0	
Jams	Jam121 with mixed	D734	BookletFinisher_SR5060	Install version 02.690:10 or later
	sized stapling jobs due	5621	firmware	
	to faulty behavior of the leading edge			
	stopper.			
Jams	Jam53 occurs when	D179	Engine firmware	Install version 4.10:08 or later
damo	feeding A4 SEF from	5404Y	Lingino miniwaro	motali verelen 1. re.ee er later
	Tray 1.			
Jams	The TE press lever	D734	BookletFinisher_SR5060	Install version 03.100:10 or later
	causes a jam when	5260	firmware	
	performing the output			
	check			
Jam	JAM 126 occurs, if	D734	BookletFinisher_SR5060	Install version 03.130:10 or
	the output tray is	5260B	firmware	later
	switched when the			
	stapler cartridge is			
	empty	5-01		
Jam	Saddle-stitched jobs	D734	BookletFinisher_SR5060	Install version 03.130:10 or
	using Plockmatic and	5260B	firmware	later
	a job printed to the proof tray are			
	repeated alternately			
Non-feed	J430, J431	D777	Paper not fed, because	Connect the spring pin to the
Non-leed	3430, 3431	005	the spring pin at the rear	coupling using the procedure in
			of the paper feed belt unit	the RTB.
			is not connected to the	
			coupling.	
Non feed	At about 50k; rollers	D179	Paper with high calcium	Paper dust adheres to the
	not worn; powder-like	065	carbonate content causes	rollers and the rollers lose grip.
	dust; damaged leading		frequent no-feed jams,	EPDM rollers were registered
	edges of paper		and the feed and reverse	as service parts.
			rollers must be replaced	Life of the EPDM rollers is 300K
			before reaching end of	and is shorter than the default
			life.	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 M263 002f	Engine firmware  Engine firmware	Install version 4.06:08 or later 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.
Non-feed	Using paper with high ash content (calcium carbonate) causes frequent nofeed jams	D179 139	Paper dust adheres to the rollers and the rollers lose grip	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.
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 4.0	
		M263 002a	Engine firmware	Install version 1.0	
Registration errors	Registration shift in the main-scan direction	D179 108	Insufficient gap between the registration timing roller and pressure roller	Install the modified (D1799921).	d lever
Skew	At the registration roller	D179 108	Insufficient gap between the registration timing roller and pressure roller	Install the modified (D1799921).	d lever
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	D726 5701N	Printer firmware	Install version 1.10 or later	
551	Energy Saver mode	M263 5763G	Printer firmware	Install version 2.05 or later	

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#### 2. Copy Process

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



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### 3. Connectivity

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

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Subject	Symptom	RTB#	Cause	Solution	Note
Scan to	The device freezes	D179	Network	Install version 12.78 or	11010
Folder	during data	5769K	Support	later	
1 older	transmission when	070071	firmware	later	
	doing Scan to Folder				
	with SMBv2/v3.				
Transmission	If simplified Chinese	D179	System/Copy	Install version 2.01 or later	
fails	characters are included	008i	firmware		
	in the email information				
Corrupted data	If simplified Chinese	D179	System/Copy	Install version 2.01 or later	
·	characters are included	008i	firmware		
	in the email information				
Corrupted data	When Simplified	D179	Scanner	Install version 02.03 or	
	Chinese is selected in	005d	firmware	later	
	"Insert Additional Email				
	Info", text in an email				
	sent by using Scan to				
	URL is garbled.				
Corrupted data	If an email with an	D179	System/Copy	Install version 2.05 or later	
	attachment is displayed	008n	firmware		
	in an Office365				
	environment after a				
	ScanToEmail, the				
	content of the attached				
	file appears in the body of the email with the				
	characters corrupted.				
Web Image	Wording errors in	D179	Web Support	Install version 2.02 or later	
Monitor	Korean	006g	firmware	motan version 2.02 or later	
Wireless LAN	When CTS protection is	M263	System firmware	Install version 1.03 or later	
	enabled, the throughput	001c			
	for wireless LAN is				
	reduced.				
Fax	Sending a fax from the	Gene	Java VM v11 for	Install version 11.33.02 or	
	document server using	079k	eDC firmware	newer.	
	an IPv4-mapped	Gene	Java VM v11	Install version 11.33.02 or	
	address results in an	080j	Update Tool	later	
	error	_			
SSL	After applying the	Gene	Java VM v11 for	Install version 11.37.00 or	
	security update that	0790	eDC firmware	newer.	
	changes the priority	Gene	Java VM v11		
	order for cipher suites,	080n	Update Tool		
Cannot	SSL communication fails	Cono	Java VM v11 for	Install version 11.37.00 or	
Cannot connect to	The DSDK application fails to connect to the	Gene 079o	eDC firmware	newer.	
server	LDAP server when using	Gene	Java VM v11	HEWEI.	
3CI VCI	Kerberos authentication	080n	Update Tool		
Network	If the device has not	D179	Network	Install version 12.78 or	
connection	being used a	5769K	Support	later	
fails	significant number of	J. JJ. X	firmware	14101	
1.3	times, functions that				
	require a network				
	connection might fail				
				<u> </u>	

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### 4. Printing/Scanning

income arm 7.  Missing If or pages scale Missing pages Plote File Farm download for apperature of the pages o	cancelled to send a can job with DSM n jobs that use the lockmatic HCl3500 ails if encryption is set or the scanner pplication (for PDF les) in Web Image lonitor When using cover heets and the fold ptions on the FD5020 annot print 16K and 8K hixture data with Half Z- lold (Large paper only). ails to print the first job	D179 002a D179 003a D734 002f D179 004a D179 008b	Network Support firmware  BookletFinisher_SR50 60 firmware  NetworkDocBox firmware  System/Copy firmware	Install version 1.20:08 or later  Install version 12.70 or later Install version 02.670:10 or later Install version 1.00.1 or later  Install version 1.00.1 or later	
Am 7. Missing pages sca Missing In pages Pla File Fa download for ap file Mo  Job does Mi not run sho op  Job does not run mi fol  Job does Fa not run aft wit se  Job does Ca not run job ca	cancelled to send a can job with DSM jobs that use the lockmatic HCl3500 ails if encryption is set or the scanner pplication (for PDF les) in Web Image lonitor when using coverneets and the fold ptions on the FD5020 annot print 16K and 8K pixture data with Half Z-lold (Large paper only).	D179 003a D734 002f D179 004a D179 008b	firmware  BookletFinisher_SR50 60 firmware  NetworkDocBox firmware  System/Copy firmware	Install version 12.70 or later Install version 02.670:10 or later Install version 1.00.1 or later Install version 1.01 or later	
Missing pages sca Missing pages Plate File for application of the second	cancelled to send a can job with DSM jobs that use the lockmatic HCl3500 ails if encryption is set or the scanner pplication (for PDF les) in Web Image lonitor //hen using cover heets and the fold ptions on the FD5020 annot print 16K and 8K hixture data with Half Z-old (Large paper only). ails to print the first job	003a D734 002f D179 004a D179 008b	firmware  BookletFinisher_SR50 60 firmware  NetworkDocBox firmware  System/Copy firmware	or later Install version 02.670:10 or later Install version 1.00.1 or later  Install version 1.03 or later	
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pages sca Missing In pages Plo File Fadownload for ap file Mo Job does Will not run shoop Job does not run mit fold Job does not run aft with see Job does not run job can	can job with DSM n jobs that use the lockmatic HCl3500 ails if encryption is set or the scanner pplication (for PDF les) in Web Image lonitor When using cover heets and the fold ptions on the FD5020 annot print 16K and 8K hixture data with Half Z- lold (Large paper only). ails to print the first job	003a D734 002f D179 004a D179 008b	firmware  BookletFinisher_SR50 60 firmware  NetworkDocBox firmware  System/Copy firmware	or later Install version 02.670:10 or later Install version 1.00.1 or later  Install version 1.03 or later	
Missing pages Plot Plot Plot Plot Plot Plot Plot Plot	n jobs that use the lockmatic HCl3500 ails if encryption is set or the scanner pplication (for PDF es) in Web Image lonitor //hen using cover heets and the fold ptions on the FD5020 annot print 16K and 8K hixture data with Half Z-old (Large paper only). ails to print the first job	D734 002f D179 004a D179 008b	BookletFinisher_SR50 60 firmware NetworkDocBox firmware	Install version 02.670:10 or later Install version 1.00.1 or later  Install version 1.03 or later	
pages Plo File Fa download for ap file Mo Job does not run mi fol Job does not run aft wit se Job does not run aft wit se Tob does not run job ca	lockmatic HCI3500 ails if encryption is set or the scanner pplication (for PDF es) in Web Image lonitor //hen using cover heets and the fold ptions on the FD5020 annot print 16K and 8K hixture data with Half Z-old (Large paper only). ails to print the first job	D179 004a D179 008b	60 firmware  NetworkDocBox firmware  System/Copy firmware	02.670:10 or later Install version 1.00.1 or later Install version 1.03 or later	
File for download for ap file Mc Job does not run mi fold Job does not run aft wit see Job does not run job car for a for run gob car for run	ails if encryption is set or the scanner pplication (for PDF les) in Web Image Ionitor  Then using cover heets and the fold ptions on the FD5020 annot print 16K and 8K hixture data with Half Z-old (Large paper only).  ails to print the first job	D179 004a D179 008b	NetworkDocBox firmware  System/Copy firmware	Install version 1.00.1 or later  Install version 1.03 or later	
download for ap file Mc Job does not run mi. Job does not run aft wit se Job does not run job car	or the scanner pplication (for PDF les) in Web Image Ionitor Then using cover heets and the fold ptions on the FD5020 annot print 16K and 8K hixture data with Half Z- lold (Large paper only). ails to print the first job	D179 008b	firmware  System/Copy firmware	Install version 1.03 or later	
Job does not run shoot run shoot run mi. Job does not run mi. Job does not run aft wit see Job does not run job ca	pplication (for PDF les) in Web Image lonitor /hen using cover heets and the fold ptions on the FD5020 annot print 16K and 8K hixture data with Half Z- lold (Large paper only). ails to print the first job	D179 008b	System/Copy firmware	Install version 1.03 or later	
Job does not run shoop Job does not run mit foll Job does not run aft wit see Job does not run job ca	es) in Web Image Ionitor I/hen using cover heets and the fold ptions on the FD5020 annot print 16K and 8K hixture data with Half Z- hold (Large paper only). ails to print the first job	008b D726		or later	
Job does not run shoop Job does Canot run mit foll Job does Fanot run aft wit see Job does Canot run job canot run job canot run canot run canot run see	Ionitor /hen using cover heets and the fold ptions on the FD5020 annot print 16K and 8K hixture data with Half Z- bld (Large paper only). ails to print the first job	008b D726		or later	
Job does Not run shoop Job does Canot run mit foll Job does Fanot run aft wit see Job does Canot run job canot run see	hen using cover neets and the fold ptions on the FD5020 annot print 16K and 8K existure data with Half Z-bld (Large paper only). ails to print the first job	008b D726		or later	
not run shrop Job does Ca not run mi fol Job does Fa not run aft wit se  Job does Ca not run job ca	neets and the fold ptions on the FD5020 annot print 16K and 8K nixture data with Half Z- old (Large paper only). ails to print the first job	008b D726		or later	
Job does not run mi. Job does Fa not run aft wit se: Job does Ca not run job ca	ptions on the FD5020 annot print 16K and 8K nixture data with Half Z- old (Large paper only). ails to print the first job	D726	Install patch for Baron-C		
Job does not run min follows produced for the follows not run aft with second for the follows produced for the follows pr	annot print 16K and 8K ixture data with Half Z- old (Large paper only). ails to print the first job		Install patch for Baron-C		
not run mi foli Job does not run aft wit sei Job does not run job cai	nixture data with Half Z- bld (Large paper only). ails to print the first job			1 EFI (EB-32)	
Job does not run aft wit se Job does not run job ca	ails to print the first job		system software version		
not run aft wit se Job does not run job ca					
Job does Ca not run job ca	ftor the engine restorts	D726	Install patch for System	Software Version 1.0	
Job does Ca not run job ca	not run after the engine restarts	011	for Br-C1 EFI (EB-32).		
Job does ca	ith the weekly timer				
not run job ca	etting				
ca	annot start the next	D179	P-Binder_GB5010_B1	Install version	
	bb, if the previous job is	035a	firmware	01.160:11 or later	
	anceled with the	D179	P-Binder_GB5010_B2	Install version	
	Stop" key	036a	firmware	01.040:00 or later	
		D179	P-Binder_GB5010_B4	Install version	
Job does Gli	luo tomporaturo	038a D179	firmware P-Binder_GB5010_B1	01.050:00 or later Install version	_
	lue temperature djustment does not	035b	firmware	01.200:11 or later	
	omplete	D179	P-Binder_GB5010_B4	Install version	
	ompiete	038b	firmware	01.070:00 or later	
Job does PD	DF file not printed via	D179	PDF firmware	Install version 1.07	
	irect print if the PDF file	087b	. 5:	or later	
	ontains TrueType fonts.	M263	PDF firmware	Install version 1.01	-
	,,	005a		or later	
Job does If a	a job is sent from the	D179	System/Copy firmware	Install version 2.06	
not run Fie	iery controller while the	0800		or later	
	ngine is in energy	M263	System firmware	Install version 1.08	
	aver mode	001f		or later	
	/hen "Tracking	Gene	Java VM v11 for eDC	Install version	
	ermission" and "Stop	0790	firmware	11.37.00 or newer.	
	rinting" are enabled in	Gene	Java VM v11 Update		
	Enhanced Print Volume	080n	Tool		
Lir   fai	imitation", processing				
lai	uio				

# Technical **B**ulletin

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Subject	Symptom	RTB#	Cause	Solution	Note
Job does	Initialization of the	D179	Engine firmware	Install version	
not run	Vacuum Feed LCIT	002t	_	4.09:08 or later	
	RT5100 does not	M263	Engine firmware	Install version	
	complete	002i		1.09:00 or later	
Job does	With the shift tray as	D734	BookletFinisher_SR5	Install version	
not run	the output tray, the	5260B	060 firmware	03.130:10 or later	
	operation panel				
	remains in "Printing"				
	status and the job				
	does not get printed.				
Job	When "Unauthorized	D179	RPCS firmware	Install version	
cancelled	Copy Prevention	012a		3.13.31 or later	
	Printing: Printer" is				
	enabled				
Job	If toner end status	D179	System/Copy firmware	Install version 2.05	
cancelled	occurs during duplex	008n		or later	
	printing	D (===	0 1 10 5		
Application	On rebooting	D179	System/Copy firmware	Install version 1.04	
does not		008c		or later	
start	5	D (===	D		
Printing	During printing using	D179	Printer firmware	Install version 1.03	
stops	"Enhanced Locked Print	009b		or later	
	NX V2"				
Scanning	When scanning an	D179	System/Copy firmware	Install version 2.03	Version 2.02
stops	original containing	008k		or later	must be
	multiple pages with the				installed first
	Twain driver, error code				
	36856 occurs on the				
lah daga	client PC	D470	Finisher COLUMBIA	Install varaion	
Job does	If a jam occurs at the	D179	Finisher_COLUMBIA_	Install version	
not resume	entrance of the TR5040	017a	C firmware	01.380:09 or later	
lob docs	and the jam is removed	D726	ED 22 firmware	Install DLD /Dast Law	nohina Datah
Job does	After replacing booklet		EB-32 firmware	Install PLP (Post Lau	
not resume	staples	001		for System Software Br-C1 EFI (EB-32).	version 1.0 lof
Job does	After removing booklets	D179	P-Binder GB5010 B1	Install version 01.160	·11 or lator
	when the stacking tray is			11131411 VELSIOIT UT. 100	. i i Ui ialei
not resume	full	D179	firmware P-Binder_GB5010_B2	Install version 01.040	:00 or later
	iuii	036a	firmware	11131411 VE131011 U 1.040	.טט טו ומנטו
		D179	P-Binder_GB5010_B4	Install version 01.050	·00 or later
		038a	firmware	11131411 VELSIOIT UT.UUU	.טט טו ומנכו
Job does	If RPIP Interface Box	D726	Install patch for Baron-C	1 FFI (FR 32)	
not resume	Type S3 is connected,	038	system software version		
HOLIESUITE	printing does not resume	030	aystein soitware version	۷.0.	
	if paper is loaded on the				
	tray after paper-end				
Job does	After recovering from a	D726	Install patch for Baron-C	1 FFI (FR-32)	
not resume	tray empty status or a	043	system software version		
not resume	paper jam.	070	System software version	<u></u>	
Job does	If a job is interrupted due	D179	System/Copy firmware	Install version 2.06	
not resume	to a jam or an empty	0080	System Copy minware	or later	
Hotrosume	tray, the interrupted job	M263	System firmware	Install version 1.08	
	will not recover.	001f	- Cystein minware	or later	
	1130 1333 VOI.	3011		or later	
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Subject	Symptom	RTB#	Cause	Solution	Note
Job does	If a job using the cover	D179	System/Copy firmware	Install version 2.06	
not resume	interposer is interrupted	0800		or later	
	due to a jam or an				
	empty tray, the job is				
	cancelled				
Job does	If the tray runs out of	D179	Engine firmware	Install version	
not resume	paper when printing the	002s		4.08:08 or later	
	first sheet of a duplex	M263	Engine firmware	Install version	
	job and then the tray is	002h		1.08:00 or later	
	reloaded				
Job does	If Jam432 occurs,	D179	Engine firmware	Install version	
not resume	printing does not resume	002t		4.09:08 or later	
	after clearing the jam	M263	Engine firmware	Install version	
		002i		1.09:00 or later	
Job does	If the Plockmatic waste	D734	BookletFinisher_SR50	Install version	
not resume	staple receptacle	5260	60 firmware	03.100:10 or later	
	becomes full				
Job does	If a jam occurs in a	D734	BookletFinisher_SR50	Install version	
not resume	system that contains the	5260	60 firmware	03.100:10 or later	
	Trimmer TR5040				
Job does	If the stack on the	D734	BookletFinisher_SR50	Install version	
not resume	finisher shift tray is	5260	60 firmware	03.100:10 or later	
	removed after pressing				
	the emergency stop				
	switch and placed on the				
	tray again before the				
	tray ascends				
Job does	Printing does not	D179	System/Copy	Install version	
not resume	resume even if the	5760X	firmware	2.10 or later	
	staples are refilled				
	after they run out				
Cannot	With the browser while	D179	EXJS firmware	Install version	
scan	the ADF is opened	014b		1.05.00 or later	
Cannot	Scanning that requires	D179	EXJS firmware	Install version	
scan	cookies and a proxy fails	014a		1.04.00 or later	
Cannot	An alert unrelated to	Gene	Java VM v11 for eDC	Install version	
scan	scanning appears	079i	firmware	11.33.02 or later	
	across the entire screen	Gene	Java VM v11 Update		
	of the operation panel	080h	Tool		
Cannot	When doing Scan to	D179	Network Support	Install version	
scan	Folder in a high-load	5769K	firmware	12.78 or later	
	network environment,				
	the device's status				
	gets stuck on sending				
	and the scanner				
	becomes unusable				
Search	Registration of	D179	System/Copy firmware	Install version 1.05	
	transparent texts is poor	008d		or later	
	when using Searchable				
	PDF.				
Wrong	When printing a PDF	D179	Printer firmware	Install version 1.06	
paper type	from an application that	009e		or later	
selected	uses the extended				
	features of SDK/J				
	1.00.00.00	<u> </u>	1		

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	_		-		
Subject	Symptom	RTB#	Cause	Solution	Note
Paper type	The correct paper type	D726	Install patch for Baron-C		
does not	does not appear in job	029	system software version	2.0.	
appear	properties, if specifying				
	glossy or matted.			T	
IPDS	Some media sizes are	D179	Printer firmware	Install version 1.06	
	not displayed in the	009e		or later	
	IPDS Form Settings				
IPDS	Can assign unsupported	D179	Printer firmware	Install version 1.06	
	paper size to Tray 2 or	009e		or later	
	Tray 3 under the				
	Tray Form section of the				
	IPDS Menu.				
IPDS	"IPDS exception X	D179	Option IPDS firmware	Install version 8.615	
	039201"	057a		or later	
Cannot	From an iOS-7 device	D726	Install patch for Baron-C		
print	with authentication	006	system software version	1.0.	
	enabled.	D.4=0	N ( I O (	1	
Cannot	IPP printing on Mac OS	D179	Network Support	Install version 12.73	
print	X 10.9	003c	firmware	or later	
Cannot	Cannot print from Ricoh	D179	Printer firmware	Install version 2.00	
print	Smart Device	009f		or later	
	Print&Scan via				
	Enhanced				
	Locked Print NX FS v2				
Cannot	Some job types won't	D179	Printer firmware	Install version 2.01	
print	print after updating	009g		or later	
0	firmware	D700	In tall and the D	4 EEL (ED 20)	
Cannot	Job not printed	D726	Install patch for Baron-C1 EFI (EB-32)		
print	\A(\b)\.	047	system software version		
Ripping	While processing web	D726	Install patch for Baron-C		
error	pages	006	system software version		
Ripping	Solid fills, ruled lines,	D726	Install patch for Baron-C		
error	and gradients in PDF	028	system software version	∠.U.	
Doggo	files not ripped correctly.	D700	Install notals facilities	4 FFL/FD 20\	
Pages	If the paper size	D726	Install patch for Baron-C		
duplicated	specified for the job	007	system software version	1.U.	
	does not match with the				
	size specified on the Plockmatic BK5010				
	Booklet Finisher				
Pages	If printing stops during a	D194	Fin_IFBox firmware	Install version	
duplicated	booklet job	037a	i iii_irbox iiiiiiwaie	01.010.02 or later	
•	In jobs that use the	D734	RookletEinicher SDEO	Install version	
Pages duplicated	Plockmatic HCI3500	002f	BookletFinisher_SR50 60 firmware	02.670:10 or later	
Characters	When scanning with	D179	Scanner firmware	Install version 02.00	
damaged or	"Hungarian" or "Polish"	005a	Julian in in inwale	or newer.	
missing	as "Cognitive Language"	D179	Scanner firmware	Install version 02.02	
iiiissiiiy	in "OCR Settings", if the	005c	Juli IIIIIWale	or newer.	
	value of a Unicode	D179	System/Copy firmware	Install version 2.03	Version 2.02
	character exceeds 256,	008k	System/Copy Illinware	or later	must be
	then the character is	UUUK		UI IAICI	installed first
	converted to a "?".				mistalieu IIISt
	Convented to a : .				
	1	<u>i                                      </u>	1	1	<u> </u>

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Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Characters	Polish characters	D179	System/Copy firmware	Install version 2.00	11010
damaged or	garbled in OCR mode	008h		or later	
missing	ganalea in e er i ineae	000		0.10.0	
Characters	Blank spaces when	D179	OpePanel _KOR	Install version 2.01	
damaged or	using traditional Chinese	048d	firmware	or later	
missing	characters				
Characters	Some characters	D179	PCL firmware	Install version 1.08	
damaged or	missing	031d		or later	
missing		M263	PCL firmware	Install version 1.05	
		004c		or later	
Characters	When printing the	D726	PCL firmware	Install version 1.09	
damaged or	contents of an A3 size	5706G		or newer	
missing	document on A4 size	M263	PCL firmware	Install version 1.06	
	paper via Direct printing,	5768E		or newer	
	the text is distorted				
Job not	When the Job Reset key	D179	Engine firmware	Install version	
reset	is pushed before a cover	002k		4.00:08 or later	
	sheet is fed from the				
	Perfect Binder	D. 4 = 0	0 " 1000 "		
Bar codes	Bar code not printed	D179	Option IPDS firmware	Install version 8.615	
		057a	0 " 1000 "	or later	
Tables	Part of table is dark grey	D179	Option IPDS firmware	Install version 8.615	
Operations.	Con and an interior	057a	Contain 10 and financia	or later	
Cannot use	Can only print with LEF	D179	System/Copy firmware	Install version 2.01	
some paper		008i	Custom firmuna	or later	
sizes		M263 001a	System firmware	Install version 1.01	
Cannot	If toner reaches end	M263	System firmware	or later Install version 1.07	
cancel job	status while printing in	001e	System minware	or later	
cancer job	duplex, the job remains	0016		or later	
	in printing status and				
	cannot be canceled.				
PCL	When there is no SD	M263	Printer firmware	Install version 1.02	
. 52	card in the service slot,	003b		or later	
	PCL emulation cannot				
	be started				
PDF	Error when processing, if	D726	Install patch for Baron-C	1 EFI (EB-32)	
	APPE is enabled	018	system software version		
Abnormal	If APPE is enabled	D726	Install patch for Baron-C	1 EFI (EB-32)	
printing (not		019	system software version	2.0.	
specified)					
Page	After recovering from a	D726	Install patch for Baron-C		
printed	no paper in tray status,	022	system software version	2.0.	
twice	and Plockmatic Is				
	present			. =	
Page	After recovering from a	D726	Install patch for Baron-C		
printed	no paper in tray status,	027	system software version	2.0.	
twice	and RPIP Interface Box				
	Type S3 and Duplo				
Danas	finisher are installed	D700	In stall match for Don.	4/D4 EEL/ED 00\	
Pages	If a page range is	D726	Install patch for Baron-C		
printed in	selected in a mixplex job	030	system software version	∠.U.	
wrong order					
		<u> </u>			

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Updated: End of June 2018: Changes in bold italics

 Model: Model Br-C1/Br-P1
 Date: 31-Mar-14
 No.: RD179000q

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 D726 5706G	PCL firmware PCL firmware	Install version 1.04 or later 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 0080	System/Copy firmware	Install version 2.06 or later	
Job properties	Incorrect paper type is shown	D726 036	Install patch for Baron-C system software version	,	



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**Updated: End of June 2018:** Changes in bold italics

 Model: Model Br-C1/Br-P1
 Date: 31-Mar-14
 No.: RD179000q

### 5. Operation Panel

Subject	Symptom	RTB#	Cause	Solution	Note
Frozen	Returning from the	D179	Engine firmware	Install version 1.20:08 or	later
	Energy Saving mode	002a			
Frozen	Returning from the	D179	Engine firmware	Install version 1.20:08 or	later
	Energy Saving mode	002a			
	and opening the front				
	cover: "Please Wait"				
	appears	D470	Cyrotomy/Comy	Install version 2.01 or let	
Frozen	When attempting to log out from user	D179 008i	System/Copy firmware	Install version 2.01 or late	er
	authentication with the	0001	Illiliwale		
	"Reset" key				
Frozen	If searched for a custom	D179	System/Copy	Install version 2.05 or late	er
1102011	paper that contains 2	008n	firmware	motan version 2.00 or late	C1
	byte characters in its				
	name.				
Frozen	If searched for a custom	D179	System/Copy	Install version 2.06 or late	er
	paper that contains 2	0800	firmware		
	byte characters in its	M263	System firmware	Install version 1.08 or late	er
	name.	001f			
False jam	Jam in ring binder	D179	Engine firmware	Install version 1.20:08 or	later
display	displayed but there is no	002a			
	jam				
False jam	If the door of the Multi-	D179	Folder_DONAU_D	Install version 01.020:04	or later
display	folder unit is opened	018a	firmware		
	during a job, jam in the folder is indicated				
Jam	If a jam occurs in the	D179	Engine firmware	Install version 4.08:08 or	later
location not	Vacuum Feed LCIT in a	002s	Lingino iliniware	motan version 4.00.00 or	later
displayed	job that uses finishing	M263	Engine firmware	Install version 1.08:00 or	later
, ,	ľ	002h			
False jam	Jam recovery message	D179	Engine firmware	Install version 4.08:08 or	later
display	appears even if a jam	002s			
	had not occurred	M263	Engine firmware	Install version 1.08:00 or	later
		002h			
Wrong jam	When jam 126 occurs	D179	BookletFinisher_S	Install version 01.460:10	or later
location	110	017f	R5060 firmware		
Alert not	When jams occur in a	D179	Folder_FD5020	Install version 01.030:04	or later
displayed	peripheral downstream	018b	firmware		
Alart nat	from the Folding unit	Maca	System firmware	Install version 1 04 or let	or
Alert not	Fusing cleaning unit near-end	M263 001d	System firmware	Install version 1.04 or late	<del>C</del> I
displayed Alert not	If the main power is	D179	Engine firmware	Install version 4.08:08 or	later
displayed	turned off/on with the	002s	Linginie milliwaie	1113(a)1 VE13(0)1 4.00.00 01	iatei
alopiayou	Cover Interposer or the	M263	Engine firmware	Install version 1.08:00 or	later
	Perfect Binder inserter	002h	igiiio iiiiiwaio		
	cover open.				
Inaccurate		D179	OpePanel firmware	Install version 1.03 or late	er
touch panel		013a			
Wording		D179	Web Support	Install version 1.08 or late	er
error		006d	firmware		

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Outle in at	0	DTD #	0	O a leating	Mata
Subject	Symptom	RTB#	Cause	Solution	Note
Screen	Document box screen	D179	System/Copy	Install version 1.06 or late	er
does not		008e	firmware		
appear			2 / /2		
Screen	Pressing the Fiery	D179	System/Copy	Install version 2.10 or la	iter
does not	button on the	5760X	firmware		
appear	operation panel after				
	powering on the				
	machine does not				
	display the "Please				
	Wait" screen				
Language	Cannot change after	D179	System/Copy	Install version 2.00 or late	er
	exiting System Settings	008h	firmware		
Incorrect	Display shows that prints	D179	BookletFinisher_S	Install version 02.570:10	or later
display	remain in the Plockmatic	017j	R5060 firmware		
	when the Plockmatic	-			
	stacker is full.				
Incorrect	Animated jam removal	D179	System/Copy	Install version 2.05 or late	er
display	instruction of the	008n	firmware		
	Vacuum Feed LCIT	M263	System firmware	Install version 1.07 or late	er
	RT5100 is incorrect	001e			
Incorrect	The contents of the tray	D179	OpePanel KOR	Install version 2.01 or late	er
display	disappear when the tray	048d	firmware		
. ,	button is pushed				
Function	"Address Book	D179	System/Copy	Install version 2.02 or late	er
can be	Mangmnt" in User Tools	008j	firmware		
selected at	can be pressed during	,			
the wrong	printing				
time					
'Printing'	When connected to a	D194	Fin IFBox	Install version 01.010.02	or later
Ĭ	third party vendor	037a	firmware		
	peripheral, 'Printing'				
	remains displayed				
Items not	Part number of custom	D194	Fin IFBox	Install version 01.010.02	or later
displayed	RPIP Interface Box Type	037a	firmware		
' '	S3 firmware				
Not working	Hard keys become	D179	System/Copy	Install version 2.05 or late	er
	ineffective on the Copy	008n	firmware		
	screen				

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Model: Model Br-C1/Br-P1 Date: 31-Mar-14 No.: RD179000q

### 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 Gene 061y	Java VM v11 for eDC firmware Java VM v11 Update Tool	Install version 11.29.02 or newer. 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 M263 007b	Network Support firmware	Install version 12.76 or later	
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 Gene 080b	Java VM v11 for eDC firmware Java VM v11 Update Tool	Install version 11.30.02 or newer. 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	This SC appears when the over limit sensor turns ON.	D734 015	Paper is not set correctly The side or end fence is deformed	Correct the problem as shown in the RTB.	
SC513-02	When running a mixed media/size job using mainframe trays and the LCIT.	D179 002p M263 002e	Engine firmware Engine firmware	Install version 4.05:08 or later 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 Gene 080h, j	Java VM v11 for eDC firmware Java VM v11 Update Tool	Install version 11.33.02 or later	

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Subject	Symptom	RTB#	Cause	Solution	Note
SC670	Running jobs in low	D179	Engine firmware	Install version 1.41:08	
30070	speed mode in	002d	Eligille lilliware	IIIStali Version 1.41.00	o or later
	duplex with sheets	0020			
	fed from the cover				
	interposer.				
SC670	When doing	D179	Engine firmware	Install version 4.00:08	R or later
00070	continuous copy jobs	002k	Lingine miniware	1113(411 VC131011 4:00:00	or later
SC670	While purging	D179	Engine firmware	Install version 4.08:08	3 or later
00070	jammed sheets	002s	Linginio initiware	motali voroion 1.00.00	or later
	,	M263	Engine firmware	Install version 1.08:00	or later
		002h			
SC670	If the machine stops	D179	Engine firmware	Install version 4.10:08	3 or later
	suddenly (for	5404Y			
	instance due to a				
	fusing temp problem)				
SC670	After a jam in the DF	D179	Engine firmware	Install version 4.10:08	3 or later
		5404Y			
SC670	When running staple	D179	Engine firmware	Install version 4.11:08	3 or later
	jobs and shift tray	5404Z			
	operation	M263	Engine firmware	Install version 1.11:00	or later
	continuously	5404M			
SC672	Entering energy	D179	System/Copy firmware	Install version 1.03 or	later
	saving mode causes	008b			
	SC672-11/12 due to			(Hardware modification	
	a fault in the power			implemented separat	
	supply circuit.			problems originating hardware.)	in the
SC672	When activating the	D179	System/Copy firmware	Install version 1.04 or	· later
30072	machine	008c	System/Copy miniware	Install version 1.04 of	latei
SC672-11	When recovering	D179	PowerSaving Sys	Install version 1.17 or	· later
00072 11	from Energy Saver	010a	firmware	Inotali voiolon 1.17 ol	idioi
	mode or turning the				
	power on				
SC687	Returning from the	D179	Engine firmware	Install version 1.20:08	3 or later
	Energy Saving mode	002a			
SC687	If Jam67 occurs twice	D179	Engine firmware	Install version 1.42:08	3 or later
	in a row	002e			
SC687		D179	ADF_SINAI_B	Install version 01.100	:05 or later
		016c	firmware		
SC687	After a jam in the DF	D179	Engine firmware	Install version 4.10:08	3 or later
		5404Y			
SC720-xx		D734	Contact failure in the	Check the finisher's s	
		012	interlock switch due to	and replace the interl	ock switch if
0.0700 17	1 100 /	D.4=0	manufacturing error	necessary.	
SC720-17	Jam 109 (coated	D179	Broken spring attached	Replace the spring. A	
	paper longer than	083	to the trailing edge	customers that use th	
	364.1mm)		press-down lever.	paper and have finish	
				certain serial number	
				that the spring was in	
	<u> </u>	<u> </u>		correct way around ir	i ine iaciory.

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 Model: Model Br-C1/Br-P1
 Date: 31-Mar-14
 No.: RD179000q

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 <b>D734</b> <b>013a</b>	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	Replace the lever bra	
			press down lever	(See RTB #RD73400	3 for details).
			interfere with each		
			other.		
			Printed sheets interfere	Advise the customer	
			with the movement of	sheets that are interf	
			the press down lever.	the press down lever	rs when Jam
				122 occurs.	
SC720-80	SR5050/5060	D179	Contact failure in the	Replace the interlock	
	Finisher	113	interlock switch	the procedure in the F	
SC720-82	If the trailing edge	D734	BookletFinisher_SR50	Install version 02.620	:10 or later
	press plate and base	002b	60 firmware		
	fence of the staple				
00040.00	tray interferes.	D.470	0 1 10 5		1.1
SC816-38	When entering	D179	System/Copy firmware	Install version 2.00 or	later
00010	Energy Saver mode	008h	Cuptoma/Communication	Install constant 4 0 4	latan
SC816	If the OK or Cancel	D179	System/Copy firmware	Install version 1.04 or	iater
	button on the	008c			
	operation panel is				
	pressed in the administrator				
	password setting				
	window				
SC819	Specifying the	D179	System/Copy firmware	Install version 1.03 or	later
00010	Compulsory Security	008b	Cystem copy minware	Install version 1.00 or	iatoi
	Stamp feature	0000			
SC819	After SC816-38 when	D179	System/Copy firmware	Install version 1.05 or	later
	the system enters	008d			
	Energy Saving mode.				
SC819	When using Scan to	D179	System/Copy firmware	Install version 2.00 or	later
	Folder	008h			
SC819	When using network-	D179	System/Copy firmware	Install version 2.06 or	later
	related functions	0080			
		M263	System firmware	Install version 1.08 or	later
		001f			
SC819	After updating	D179	Network Support	Install version 12.78	or later
	firmware remotely	5769K	firmware		
SC865		D179	External vibration is	Compare the output s	
		118	transmitted to the HDD	and without sorting. If	
				slower by more than s	
				sure that the projection	
				HDD bracket do not to	
				HDD, or replace the H	
				with a new type (D136	
CC000	If the address best :-	D170	Mob Cuppert firms	the RTB for the full pr	
SC899	If the address book is	D179	Web Support firmware	Install version 1.06 or	ialei
	accessed in Web	006b			
	Image Monitor				
	simultaneously by multiple users.				
SC899	On rebooting	D179	System/Copy firmware	Install version 1.04 or	later
30033	On repooling	008c		11131a11 VE131011 1.04 01	ialti
		0000			

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Subject	Symptom	RTB#	Cause	Solution Note
SC899	When entering or	D179	System/Copy firmware	Install version 1.04 or later
	returning from the	008c		motali vorolon no romator
	energy saving mode.	0000		
SC899	When a character	D179	EXJS firmware	Install version 1.05.00 or later
	string containing	014b		install version 1.05.00 or later
	"%s" is exported to			
	the debug log.			
SC899	When running the	D179	Network Support	Install version 12.73 or later
	port scan tool via the	003c	firmware	
	IPP port (TCP 631)			
SC899	When using a TWAIN	D179	Scanner firmware	Install version 02.01 or later
	driver in certain	005b		
	software applications			
SC899	When printing a PCL	D179	PCL firmware	Install version 1.07 or newer
	job which contains a	031c		
	reduced or enlarged	M263	PCL firmware	Install version 1.04 or later
	image	004b		
SC899	When conducting	Gene	Java VM v11 for eDC	Install version 11.37.00 or newer.
	location-free printing	0790	firmware	
	or authentication	Gene	Java VM v11 Update	
	processing with a	080n	Tool	
00000	solution product	D470	Danie an financia	lantall consists 4 00 00 an later
SC899	When a page is	D179 042d	Browser firmware	Install version 1.09.00 or later
SC899	loaded or printed	D179	Browser firmware	Install version 1.09.00 or later
30099	When performing Java Script functions	042d	Blowsel IIIIIwale	Install version 1.09.00 or later
SC899	When the RHPP port	D726	Printer firmware	Install version 1.10 or later
30099	(port 59100) receives	5701N	Filliter lillilware	Ilistali versiori 1.10 or later
	data	M263	Printer firmware	Install version 2.05 or later
		5763G	T Times Immuna	motali voroion 2:00 or lator
SC899	When using the	D726	PCL firmware	Install version 1.09 or newer
	PCL6 driver to print a	5706G		
	PDF from the Reader	M263	PCL firmware	Install version 1.06 or newer
	application in	5768E		
	Windows 8.1			
SC899	When doing Scan to	D179	Network Support	Install version 12.78 or later
	Folder	5769K	firmware	
SC919		D726		1 EFI (EB-32) system software
	1.6	047	version 2.0.	
SC990	After recovering from	D179	Engine firmware	Install version 1.40:08 or later
	a jam in any of the	002c		
60000	finishing peripherals	D170	Engine firm	Install version 1 40:00 or later
SC990	If the charge counter	D179 002c	Engine firmware	Install version 1.40:08 or later
	key card is removed	002C		
	immediately after			
SC990	starting a print job.  If there is a jam in the	D179	Engine firmware	Install version 1.40:08 or later
30990	ADF	002c	Lingine illiliwale	matan version 1.40.00 Urlater
SC990	If attempted to	D179	Printer firmware	Install version 1.04 or later
30330	display the job	009c	i ilitoi ililiwait	motali version not on later
	preview in a job	0000		
	printed from an SD			
	card			
	1	<u>I</u>	1	<u> </u>

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is opened immediately after exiting SP mode						N. 4
SC990   When the front cover is opened immediately after exiting SP mode   D179   O02k   Engine firmware   Install version 4.00:08 or later   O02k						
SC990   When the front cover is opened   Oze	SC990			Engine firmware	Install version 1.42:08	3 or later
Printing.   SC990   When the front cover is opened immediately after exiting SP mode   D179   Engine firmware   Install version 4.00:08 or later over exiting SP mode   SC990   When doing continuous copy jobs   O02k   Engine firmware   Install version 4.00:08 or later over exiting SP mode   D179   Engine firmware   Install version 4.00:08 or later over exiting SP mode   D179   Engine firmware   Install version 4.00:08 or later over exiting SP mode   D179   Engine firmware   Install version 4.00:08 or later over exiting SP mode   D179   Engine firmware   Install version 4.00:08 or later over exiting SP mode   D179   Engine firmware   Install version 4.00:08 or later over exiting SP mode   D179   Engine firmware   Install version 4.00:08 or later over exiting SP mode   D179   Engine firmware   Install version 4.00:08 or later over exiting SP mode   D179   Engine firmware   Install version 4.00:08 or later over exiting SP mode   D179   Engine firmware   Install version 4.00:08 or later over exiting SP mode   D179   Engine firmware   Install version 02.00:08 or later over exiting SP mode   D179   Engine firmware   Install version 02.00:08 or later over exiting SP mode   D179   Engine firmware   Install version 02.00:08 or later over exiting SP mode   D179   Engine firmware   Install version 02.05:06 or later over exiting SP mode   D179   Engine firmware   Install version 02.06 or later over exiting SP mode   D179   Engine firmware   Install version 01.06:08 or later over exiting SP mode   D179   Engine firmware   Install version 1.08:09 or later over exiting SP mode   D179   Engine firmware   Install version 1.08:09 or later over exiting SP mode   D179   Engine firmware   Install version 1.08:00 or later over exiting SP mode   D179   Engine firmware   Install version 1.08:00 or later over exiting SP mode   D179   Engine firmware   Install version 1.08:00 or later over exiting SP mode   D179   Engine firmware   Install version 1.08:00 or later over exiting SP mode   D179   Engine firmware   Install version 1.11 or		optional device	002e			
SC990   When the front cover is opened is opened is opened ground in the form cover is opened in the form cover is opened in sequence in sequence withing SP mode		during duplex				
Sc990   When doing continuous copy jobs		printing.				
is opened immediately after exiting SP mode   D179   Engine firmware   Install version 4.00:08 or later continuous copy jobs   O02k   D179   Engine firmware   Install version 4.00:08 or later continuous copy jobs   O02k   D179   Engine firmware   Install version 4.00:08 or later   O02k   D179   Engine firmware   Install version 4.00:08 or later   O02k   D179   Engine firmware   Install version 4.00:08 or later   O02k   D179   Engine firmware   Install version 4.00:08 or later   O02k   D179   Engine firmware   Install version 02.570:10 or later   O179   Engine firmware   Install version 01.060:06 or later   Install version 01.050:06 or later   O179   Engine firmware   Install version 01.050:06 or later   O179   Engine firmware   Install version 01.050:06 or later   Install version 01.050:06 or later   O179   Engine firmware   Install version 1.06:00 or later   O179   Engine firmware   Install version 1.0	SC990	When the front cover	D179	Engine firmware	Install version 4.00:08	3 or later
Immediately affer exiting SP mode		is opened	002k			
Exiting SP mode   SC990   When doing   Continuous copy jobs   O02k   SC990   Paper not fed to the registration gate on time   O179   O02k   Engine firmware   Install version 4.00:08 or later   O179   O02k   Install version 0.00:08 or later   O179   O17						
SC990   When doing continuous copy jobs   O02k						
Continuous copy jobs   O02k	SC990		D179	Engine firmware	Install version 4 00:08	3 or later
Paper not fed to the registration gate on time					Install Vereien 1199190	, o. iato.
Pegistration gate on time	SC990			Engine firmware	Install version 4 00:08	3 or later
SC990   When printing after activating SP1-995-150   D179   O02k 150   D179   O02k 150   On a Plockmatic system when Jams occur in SR5050 and SR5060   During sheet by sheet shifting   D776   Stacker_SK5030_1 firmware   D776   O02 firmware   D776   Stacker_SK5030_2 firmware   D776   Stacker_SK5030_2 firmware   D776   Stacker_SK5030_1 firmware   D776   Stacker_SK5030_2 firmware   D776   D7902 firmware   D7902 firmw	00000			Lingine iiiiiware	1113(411 VE131011 4:00:00	or later
SC990   When printing after activating SP1-995-150   On a Plockmatic system when Jams occur in SR5050 and SR5060   During sheet by sheet shifting   D776   Stacker_SK5030_1 firmware   D776   Stacker_SK5030_2 firmware   Stacke			002K			
SC990   On a Plockmatic system when Jams occur in SR5050 and SR5060   SC990   During sheet by sheet shifting   D776   O02   firmware   Install version 01.060:06 or later   O02   firmware   O02   Install version 01.060:06 or later   O02   Install version 01.050:06 or later   O02   Install version 01.06:00 or later   O02   O02   Install version 01.06:00 or later   O02	SC000		D170	Engine firmware	Install version 4 00:08	2 or later
SC990	30990			Engine iliniware	liistali version 4.00.00	o or later
Distall version 02.570:10 or later system when Jams occur in SR5050 and SR5060		•	002K			
System when Jams occur in SR5050 and SR5060   During sheet by sheet shifting   D776   Stacker_SK5030_1   Install version 01.060:06 or later firmware   D776   Stacker_SK5030_2   Install version 01.060:06 or later firmware   O02   Install version 01.060:06 or later over firmware   O02   Install version 01.050:06 or later over firmware   O03   Install version 01.050:06 or later over sin GBC   StreamPunch Ultra   D776   Stacker_SK5030_1   Install version 01.050:06 or later over firmware   O04   Install version 01.050:06 or later over firmware   O05   Install version 01.050:06 or later over firmware   Install version 01.050:06 or later over firmware   Install version 1.06:00 or later over firmware   Install version 1.06:00 or later over from the document server on a system with a Fiery controller   O08   M263   System firmware   Install version 1.08 or later over firmware   Install version 1.08:00 or later over firmware   I	CC000		D470	DooklotFinisher CD50	Install varsion 00 570	.10 or leter
SC990   During sheet by sheet shifting	20990				install version 02.570	. IU or later
SC990   During sheet by sheet shifting			017]	60 firmware		
During sheet by sheet shifting						
Sheef shifting						
D776   O02   firmware	SC990				Install version 01.060	:06 or later
SC990		sheet shifting				
If two high capacity stackers are connected and a jam occurs in GBC StreamPunch Ultra					Install version 01.060	:06 or later
Stackers are						
Connected and a jam occurs in GBC StreamPunch Ultra   D776 002 firmware   Install version 01.050:06 or later	SC990	If two high capacity	D776	Stacker_SK5030_1	Install version 01.050	:06 or later
occurs in GBC StreamPunch Ultra  SC990  If paper is alternately fed from Tray 4 of LCIT RT5070 and Multi Bypass Tray BY5010  SC990  Running stapling jobs from the document server on a system with a Fiery controller  SC990  If the tray runs out of paper in a duplex job and then the tray is reloaded  SC990  Duplex jobs  After an SC reboot occurs, SDK-J  After an SC reboot occurs, SDK-J  If paper is alternately 002q  Engine firmware Install version 4.06:08 or later Install version 1.06:00 or later Install version 1.08 or later Install version 4.08:08 or later Install version 1.08:00 or later			001	firmware		
SC990 StreamPunch Ultra SC990 If paper is alternately fed from Tray 4 of LCIT RT5070 and Multi Bypass Tray BY5010 SC990 Running stapling jobs from the document server on a system with a Fiery controller SC990 If the tray runs out of paper in a duplex job and then the tray is reloaded SC990 Duplex jobs SC990 Duplex jobs SC990 After an SC reboot occurs, SDK-J  SC990 After an SC reboot occurs, SDK-J  SC990 If paper is alternately D179 Engine firmware Install version 4.06:08 or later Install version 1.06:00 or later Install version 1.08 or later Install version 4.08:08 or later Install version 4.08:08 or later Install version 1.08:00 or later Install version 1.08:00 or later Install version 1.08:00 or later Install version 4.10:08 or later Install versi			D776	Stacker_SK5030_2	Install version 01.050	:06 or later
If paper is alternately fed from Tray 4 of LCIT RT5070 and Multi Bypass Tray BY5010   Running stapling jobs from the document server on a system with a Fiery controller   SC990   If the tray runs out of paper in a duplex job and then the tray is reloaded   Duplex jobs SC990   Duplex		occurs in GBC	002	firmware		
fed from Tray 4 of LCIT RT5070 and Multi Bypass Tray BY5010  SC990  Running stapling jobs from the document server on a system with a Fiery controller  SC990  If the tray runs out of paper in a duplex job and then the tray is reloaded  SC990  Duplex jobs  After an SC reboot occurs, SDK-J  SC990  Running stapling jobs M263 002f  System/Copy firmware Install version 2.06 or later Install version 1.08 or later Install version 4.08:08 or later Install version 1.08:00 or later Install version 1.11 or later		StreamPunch Ultra				
LCIT RT5070 and Multi Bypass Tray BY5010  SC990  Running stapling jobs from the document server on a system with a Fiery controller  SC990  If the tray runs out of paper in a duplex job and then the tray is reloaded  SC990  Duplex jobs  After an SC reboot occurs, SDK-J  Algebra Spystem M263	SC990	If paper is alternately	D179	Engine firmware	Install version 4.06:08	3 or later
Multi Bypass Tray BY5010  Running stapling jobs from the document server on a system with a Fiery controller  SC990  If the tray runs out of paper in a duplex job and then the tray is reloaded  SC990  Duplex jobs  After an SC reboot occurs, SDK-J  Running stapling jobs D179 O080  System/Copy firmware Install version 2.06 or later Install version 1.08 or later Install version 4.08:08 or later Install version 4.08:08 or later Install version 1.08:00 or later Install version 1.08:00 or later Install version 4.10:08 or later I		fed from Tray 4 of	002q			
Multi Bypass Tray BY5010  SC990  Running stapling jobs from the document server on a system with a Fiery controller  SC990  If the tray runs out of paper in a duplex job and then the tray is reloaded  SC990  Duplex jobs  After an SC reboot occurs, SDK-J  Running stapling jobs D179 O080  Duplex jobs D179 Engine firmware Install version 1.08 or later Install version 4.08:08 or later Install version 1.08:00 or later Install version 1.08:00 or later Install version 1.08:00 or later Install version 4.10:08 or later Install vers		LCIT RT5070 and	M263	Engine firmware	Install version 1.06:00	or later
SC990 Running stapling jobs from the document server on a system with a Fiery controller  SC990 If the tray runs out of paper in a duplex job and then the tray is reloaded  SC990 Duplex jobs  After an SC reboot occurs, SDK-J  Running stapling jobs b179 0080 System/Copy firmware Install version 2.06 or later 0080  System firmware Install version 4.08:08 or later Install version 4.08:08 or later Install version 1.08:00 or later Install version 4.10:08 or later		Multi Bypass Tray	002f			
Running stapling jobs from the document server on a system with a Fiery controller   M263   O01f						
from the document server on a system with a Fiery controller  SC990  If the tray runs out of paper in a duplex job and then the tray is reloaded  SC990  Duplex jobs  After an SC reboot occurs, SDK-J  from the document server on a system M263 M263 System firmware Install version 4.08:08 or later Install version 1.08:00 or later Install version 4.10:08 or later	SC990		D179	System/Copy firmware	Install version 2.06 or	later
SC990 SC990 SC990 SC990 SC990 After an SC reboot occurs, SDK-J  SC990 SC990 SC990 SC990 Sc990 Sc990 SC990 SC990 SC990 After an SC reboot occurs, SDK-J  SC990 After an SC reboot occurs, SDK-J  SC990						
with a Fiery controller 001f  SC990 If the tray runs out of paper in a duplex job and then the tray is reloaded  SC990 Duplex jobs  SC990 After an SC reboot occurs, SDK-J  With a Fiery controller 001f  Engine firmware Install version 4.08:08 or later 1.08:00 or				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  SC990  Duplex jobs  D179 D179 D02s  Engine firmware Install version 4.08:08 or later Install version 1.08:00 or later Install version 4.10:08 or later				2,5.5		
paper in a duplex job and then the tray is reloaded  SC990  Duplex jobs  Duplex jobs  Duplex jobs  Duplex jobs  Duplex jobs  After an SC reboot occurs, SDK-J  Duplex jobs  D179  5404Y  Printer firmware  Install version 1.08:00 or later  Install version 4.10:08 or later  Install version 1.11 or later	SC990	· · · · · · · · · · · · · · · · · · ·		Engine firmware	Install version 4 08:09	3 or later
and then the tray is reloaded  SC990  Duplex jobs  D179 5404Y  SC990  After an SC reboot occurs, SDK-J  And then the tray is reloaded  M263 D179 5404Y  Engine firmware Install version 1.08:00 or later Install version 4.10:08 or later  Install version 1.11 or later	55550			Linging miniware	1113taii varsioii 7.00.00	or later
reloaded 002h  SC990 Duplex jobs D179 Engine firmware Install version 4.10:08 or later  5404Y  SC990 After an SC reboot occurs, SDK-J M263 5763H  Printer firmware Install version 1.11 or later				Engine firmware	Install version 1 09:00	) or later
SC990 Duplex jobs D179 Engine firmware Install version 4.10:08 or later 5404Y  SC990 After an SC reboot occurs, SDK-J Printer firmware Install version 1.11 or later				Lingine minware	1113tali VC131011 1.00.00	יטו ומנכו
SC990 After an SC reboot occurs, SDK-J Printer firmware Install version 1.11 or later	2000	L		Engine firmwere	Install version 4 40:00	) or later
SC990 After an SC reboot occurs, SDK-J M263 Printer firmware Install version 1.11 or later	30990	Duplex Jobs		Engine iliniware	mstali version 4.10:08	o or later
occurs, SDK-J 5763H	00000	After on CO select		Duinton financias	Inotall vansies 4.44 -	latar
	2C990			Printer firmware	install version 1.11 or	iater
		applications cannot	D726	Printer firmware	install version 2.06 (	or later
be started, 5701P	00001			- · ·	1 (1) 1 1 1 1 1 1	
, , , , , , , , , , , , , , , , , , , ,	SC991	If the door is opened		Engine firmware	Install version 1.40:08	or later
duplex job.		after a jam in a	002c			

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Subject	Symptom	RTB#	Cause	Solution Note
SC991	When the New PM	D179	System/Copy firmware	Install version 1.06 or later
	System alerts near-	008e		
	end notification via			
	@Remote			
SC991	After a jam	D179	Engine firmware	Install version 4.08:08 or later
	,	002s		
		M263	Engine firmware	Install version 1.08:00 or later
		002h		
SC997	When turning on the	D179	System/Copy firmware	Install version 1.05 or later
	main power switch	008d		
SC997	If repeatedly	D179	Network Support	Install version 12.73 or later
	switching between	003c	firmware	
	the home screen and			
	the system settings			
	screen			
SC	When copying in both	D179	System/Copy firmware	Install version 2.00 or later
(unspecified)	combine and	008h		
, ,	magazine mode			
J343	When the stacking	D179	P-Binder_GB5010_B1	Install version 01.160:11 or later
	tray becomes full	035a	firmware	
		D179	P-Binder_GB5010_B2	Install version 01.040:00 or later
		036a	firmware	
		D179	P-Binder_GB5010_B4	Install version 01.050:00 or later
		038a	firmware	
J423	If the Buffer Pass unit	D179	P-Binder_GB5010_B1	Install version 01.160:11 or later
	is connected	035a	firmware	
		D179	P-Binder_GB5010_B2	Install version 01.040:00 or later
		036a	firmware	
		D179	P-Binder_GB5010_B4	Install version 01.050:00 or later
		038a	firmware	
'Replace the	Upon activation or	D179	System/Copy firmware	Install version 1.04 or later
controller	returning from the	008c		
board'	energy saving mode.			
Error message	When creating or	D179	Printer firmware	Install version 1.04 or later
does not	editing an IPDS job in	009c		
appear	Web Image Monitor			
	and the custom			
	paper size is			
	specified beyond the			
<b>-</b>	acceptable range	D470	Facility Comments	Lastall was 's a 4 44 00 as later
Error message	Plockmatic tray full	D179	Engine firmware	Install version 1.41:08 or later
does not	status not notified, if	002d		
appear	connected to the EFI			
Error massage	controller.	D726	EB-32 firmware	Install DLD (Doot Lounghing Detah)
Error message	When selecting an		ED-97 IIIIIMale	Install PLP (Post Launching Patch) for System Software Version 1.0 for
does not	invalid Ring Binder setting	001		
appear Error message	"Glue empty" pops-	D726	EB-32 firmware	Br-C1 EFI (EB-32). Install PLP (Post Launching Patch)
Error message does not	up only in CWS and	001	LD-32 IIIIIWale	for System Software Version 1.0 for
appear	not on the LCD.	001		Br-C1 EFI (EB-32).
Blank error	After replacing	D726	EB-32 firmware	Install PLP (Post Launching Patch)
message	booklet staples	001	LD-02 IIIIIWale	for System Software Version 1.0 for
messaye	poorier staples	001		Br-C1 EFI (EB-32).
		<u> </u>	<u> </u>	DI-O   EFI (ED-32).

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Subject	Symptom	RTB#	Cause	Solution	Note
Abnormal error	If custom size paper	D179	ADF_SINAI_B	Install version 01.090:05 or later	
message	is fed through the	016b	firmware		
	ADF.				
"Scanner is in	When continuously	Gene	Java VM v11 for eDC	Install version 11.15.0	01 or newer.
use by another	using the scan	059g	firmware		
function"	function on a device	Gene	Java VM v11 Update		
	with Streamline NX or GS-NX	061f	Tool		
Message	If operations that lead	D179	System/Copy firmware	Install version 2.05 or	later
indicates that	to the Copy home	008n			
copy settings	screen are performed				
were deleted	multiple times				
Unspecified	Sending fax from the	Gene	Java VM v11 for eDC	Install version 11.33.0	02 or later
error	document server	079i	firmware		
	using an IPv4-	Gene	Java VM v11 Update		
	mapped address	080h	Tool		
Java VM error	When conducting	Gene	Java VM v11 for eDC	Install version 11.37.0	00 or newer.
	location-free printing	0790	firmware		
	or authentication	Gene	Java VM v11 Update		
	processing with a solution product	080n	Tool		
Java VM error	Cannot use specific	Gene	Java VM v11 for eDC	Install version 11.37.0	00 or newer.
	or customized	079o	firmware		
	versions	Gene	Java VM v11 Update		
		080n	Tool		
'Cover open'	Displayed when	D734	Contact failure in the	Check the finisher's s	
	covers are closed	012	interlock switch due to	and replace the interl	ock switch if
			manufacturing error	necessary.	

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Model: Model Br-C1/Br-P1 Date: 31-Mar-14 No.: RD179000q

### 8. Optional Units

Subject	Symptom	RTB#	Cause	Solution
Perfect	Unspecified problems	D179	Engine firmware	Install version 1.20:08 or later
Binder		002a		
		D179	Web Support firmware	Install version 1.05 or later
		006a		
		D179	System/Copy firmware	Install version 1.02 or later
		008a		
		D179	Printer firmware	Install version 1.02 or later
		009a		
Perfect	Trimming box falsely	D179	P-Binder_GB5010_B5	Install version 01.020:00 or later
Binder	detected as full after	039a	firmware	
	power on or opening			
	and closing the			
D ( )	trimming box	D.470	D D: 1 005040 D4	
Perfect	Stalls, if a job is run	D179	P-Binder_GB5010_B1	Install version 01.160:11 or later
Binder	immediately after	035a	firmware	
	opening and closing	D179	P-Binder_GB5010_B2	Install version 01.040:00 or later
	the front doors in a low	036a	firmware	
	temperature environment	D179	P-Binder_GB5010_B4	Install version 01.050:00 or later
Dorfoot		038a	firmware	Install version 04 460:44 or later
Perfect	Stalls, if a jam occurs	D179	P-Binder_GB5010_B1	Install version 01.160:11 or later
Binder	and the stacking tray becomes full	035a	firmware	Install version 04 040,00 or later
	becomes full	D179	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later
		036a D179		Install varsion 01 050:00 or later
		038a	P-Binder_GB5010_B4	Install version 01.050:00 or later
EB-32	Requires this version	D179	firmware	Install version 1.04 or later
controller	of System/Copy	008c	System/Copy firmware	Install version 1.04 or later
Controller	firmware or later	0000		
EB-32	Image Enhance shown	D726	Install patch for Baron-C1	
controller	in CWS Device Center	002	EFI (EB-32) system	
CONTROLL	while not applicable in	002	software version 1.0.	
	job properties.		Contivate version 1.c.	
EB-32	Image Shift does not	D726	Install patch for Baron-C1	
controller	work correctly when	003	EFI (EB-32) system	
	cover page is added.		software version 1.0.	
EB-32	Incompatibility	D726	Install patch for Baron-C1	
controller	between the Configure	005	EFI (EB-32) system	
	application and JRE		software version 1.0.	
	1.7u51.			
EB-32	Fiery service aborts, if	D726	Install patch for Baron-C1	
controller	ripped with the image	019	EFI (EB-32) system	
	enhancement option		software version 2.0.	
	enabled			
EB-32	RIPping a PDF file with	D726	Install patch for Baron-C1	
controller	APPE enabled causes	037	EFI (EB-32) system	
	CWS to lose		software version 2.0.	
	connection with the			
	engine.			

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Subject	Symptom	RTB#	Cause	Solution
EB-32	Hangs up when	D726	Install patch for Baron-C1	
controller	"process and hold" is	042	EFI (EB-32) system	
	selected for a PCL file		software version 2.0.	
	in the hold queue			
EB-32	Communication loss	D726	Install patch for Baron-C1	
controller	with the engine	047	EFI (EB-32) system	
			software version 2.0.	
Plockmatic	Valid sheets contained	D179	Finisher_COLUMBIA_C	Install version 01.380:09 or later
	in the Plockmatic are	017a	firmware	install version 01.360.09 or later
	detected as invalid			
	sheets.			
Plockmatic	No recovery from jam	D726	Install patch for Baron-C1	
		045	EFI (EB-32) system	
		0.0	software version 2.0.	
Finishing	Can select	D179	Printer firmware	Install version 1.05 or newer.
functions	unsupported	009d	Trinter miniware	motali verolori 1.00 or newer.
Tariotions	combinations, or	0000		
	cannot select			
	supported			
	combinations			
Finishing	Booklet jobs are	D726	Install patch for Baron-C1	
functions	trimmed even if trim	017	EFI (EB-32) system	
Tariotiono	settings are not	017	software version 2.0.	
	specified			
Finishing	The maximum number	D726	Install patch for Baron-C1	
functions	of sheets stackable on	021	EFI (EB-32) system	
10110110110	the output tray is not	02.	software version 2.0.	
	calculated correctly			
Finishing	An extra booklet is	D179	P-Binder_GB5010_B1	Install version 01.200:11 or later
functions	made	035b	firmware	
		D179	P-Binder_GB5010_B4	Install version 01.070:00 or later
		038b	firmware	
Stapling	Stapling error in a fold	D179	BookletFinisher_SR5060	Install version 01.390:09 or later
	and staple job when	017b	firmware	
	the system includes			
	both FD5020 and			
	SR5050/SR5060.			
Stapling	Cannot staple the	D726	Install patch for Baron-C1	
' "	maximum allowable	034	EFI (EB-32) system	
	number of sheets		software version 2.0.	
SR5060	The shift jogger motor	D179	BookletFinisher_SR5060	Install version 01.410:09 or later
finisher	remains active	017d	firmware	
SR5060	The paper transport	D179	BookletFinisher_SR5060	Install version 01.410:09 or later
finisher	rollers remain active	017d	firmware	
SR5060	Entrance motor not	D179	BookletFinisher_SR5060	Install version 01.460:10 or later
finisher	working; jam occurs	017f	firmware	
SR5060	Stalls	D179	BookletFinisher_SR5060	Install version 01.460:10 or later
finisher		017f	firmware	

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Subject	Symptom	RTB#	Cause	Solution
SR5060	Saddle stitching	D179	BookletFinisher_SR5060	Install version 02.530:10 or later
finisher	stops when saddle-	017i	firmware	
	stitched booklets are			
	created in the			
	Plockmatic and a jam			
	occurs in the			
	SR5050/5060			
SR5060	Booklets are trimmed	D726	EB-32 firmware	Install patch for System
finisher	when trim settings	010	LB 02 mmwaro	Software Version 1.0 for Br-C1
	were not specified	010		EFI (EB-32).
SR5060	Inaccurate	D734	BookletFinisher SR5060	Install version 02.640:10 or later
finisher	stapling/folding after	002c	firmware	1113tali VC131011 02.040.10 01 late1
	recovering from a jam	0020	Illiliwaic	
	in the saddle-stitching			
	unit.			
SR5060		D734	BookletCinioher CD5060	Install version 02.650:10 or later
finisher	Poor punching; the puncher does not	002d	BookletFinisher_SR5060	install version 02.050.10 or later
IIIIISHEI		0020	firmware	
	completely retrieve			
	home position and			
005000	catches the next sheet	D704	Dan an duck mains of with	DooldotFinish on ODEOCO
SR5060	Poor punching, jam	D734	Paper dust mixed with	BookletFinisher_SR5060
finisher		009	bearing oil builds up and	firmware: Install version
			hinders smooth	02.650:10 or later
			movement of the pins.	
			The punch motor stops	
			too early and prevents the	
			pins from returning to	
	1.5		home position.	
SR5060	If a stapling job	D734	BookletFinisher_SR5060	Install version 02.670:10 or later
finisher	consists of different	002f	firmware	
	paper sizes, some			
	pages are missing			
27-22	from the booklet			
SR5060	A single page Z-fold	D734	BookletFinisher_SR5060	Install version 03.100:10 or later
finisher	job is stapled.	5260	firmware	
SR5060	The Plockmatic	D734	BookletFinisher_SR5060	Install version 03.100:10 or later
finisher	stapling function is	5260	firmware	
	ineffective if an SC			
	occurs.			
SR5060	If various staple jobs	D734	BookletFinisher_SR5060	Install version 03.100:10 or later
finisher	are run in succession,	5260	firmware	
	the stapling position of			
	corner oblique stapling			
	may shift			
SR5060	Side stapling job	D734	BookletFinisher_SR5060	Install version 03.100:10 or later
finisher	cannot be cancelled	5260	firmware	
SK5030	When the cart is pulled	D776	The paddle catches the	Place the paper holder on the
stacker	out after the stacker is	004	top sheet of the stack.	paper stack before moving the
	full, the top sheet			cart.
	separates from the			
	stack.			
SK5030	Stacking quality is poor	D726	Install patch for Baron-C1/P	1 EFI (EB-32) system software
stacker	with custom paper	041	version 2.0.	( - , -, -,
	sizes.			
	, c. <b>c.</b>	1	<u> </u>	

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

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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	SDK application	Gene	Java VM v11 for eDC	Install version 11.37.00 or
applications	behavior not correct	079o	firmware	newer.
		Gene	Java VM v11 Update Tool	
		080n	·	
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	Cannot install	D726	Java VM v11 for eDC	Install version 11.38.01 or
applications	applications remotely	5750N M263 5782F	firmware	newer
		D726 5750N M263 5782F	Java VM v11 Update Tool	
SDK/ESA	Device Manager NX	D726	Java VM v11 for eDC	Install version 11.38.01 or
applications	Enterprise cannot retrieve information about applications	5750N M263 5782F	firmware	newer
	installed on the device.	D726 5750N M263 5782F	Java VM v11 Update Tool	
SDK/ESA applications	GlobalScan NX fails to apply profiles or retrieve device information when using	D726 5750N M263 5782F	Java VM v11 for eDC firmware	Install version 11.38.01 or newer
	the AdminTool	D726 5750N M263 5782F	Java VM v11 Update Tool	
Third party	On-line status sent	D194	Fin_IFBox firmware	Install version 01.010.02 or later
peripheral	falsely	037a		



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Model: Model Br-C1/Br-P1 Date: 31-Mar-14 No.: RD179000q

#### 9. Image Problems

Subject	Symptom	RTB#	Cause	Solution	Note
Streaks	Black streaks at the	D179	System/Copy	Install version 1.04	
	trailing edge of a	008c	firmware	or later	
	transmitted scanned job				
	caused by network				
	packet corruption.				
Streaks	Black streaks after a	D179	Under these	Set the Low Power Me	
	period of non-use (or	124	conditions, more	to less than 60 minute	es.
	first thing in the		shavings than normal	Note: 15 minutes is	
	morning), with monthly		from the pressure	recommended.	- 4- 41
	copy volume 30k or less.		roller build up on the web roller.	If this is not acceptabl customer, replace the	
	The streaks are gone after the first few pages.		web folier.	Advise the customer r	
	after the first few pages.			the machine in a Pape	
				output full, or error sta	
				long time. This is beca	
				this condition, the made	
				in the Ready condition	
				not switch to Low Pow	
				will switch only when	`
				condition is cleared).	
				especially important for	
				that operate at night u	nattended.
Streaks	When using the ADF,	D179	Dust stuck on the	Change from the cont	
	some black streaks	126	exposure glass	transport method to the	ie non-
	occur.			contact method. Focu	sing may be
				poorer.	
Glossy streaks	Along the paper feed	D179	Stoppers were not	Replace the fusing un	
	direction, more	088	installed at the	are no stoppers in the	
	noticeable on solid-fills		factory	The RTB explains how	
Image upside	When printing face up	D726	EB-32 firmware	Install PLP (Post Laur	
down	and in reverse order	001		Patch) for System Sof	
				Version 1.0 for Br-C1	EFI (EB-
		D700	ED 00 firms	32).	O-ft
		D726	EB-32 firmware	Install patch for Syste	
		009		Version 1.0 for Br-C1 32).	ELI (ED-
Image upside	When printing a specific	M263	Printer firmware	Install version 1.11 or	lator
down	job consecutively	5763H	Fillitei Illiliwale	Ilistali versioni i. i i oi	iatei
Blurred image	Halftone and text	D179	NOx (nitrogen	Adjust SPs and updat	e the
Dianea image	images appear low in	066c	oxides) generated in	engine firmware to Ve	
	density or blurred;	M263	the drum charging	newer, as explained in	
	across the width of the	028	process combine with	Also install the following	
	drum charge unit in		the lubricant powder	spring for drum lubrica	
	intervals corresponding			Mylar sheet for airflow	
	to the drum			charge unit.	
	circumference.			For machines installed	d in an
				environment that is clo	ose to the
				upper recommended	
				temperature and hum	
				SPs and install a new	
				See the RTB for detai	ls on all
				procedures.	

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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	D179 066c M263 028	NOx (nitrogen oxides) generated in the drum charging process combine with	Adjust SPs and update the engine firmware to Ver.4.03:08 or newer, as explained in the RTB. Also install the following: new
	drum charge unit in intervals corresponding to the drum circumference.		the lubricant powder	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
Dirty		D179	Low development	procedures.  Do the procedure in the RTB.
background		068	gamma, too much toner supplied. toner is wearing out	
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- version 1.0.	C1 EFI (EB-32) system software
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	D179 012a	RPCS firmware	Install version 3.13.31 or later
	printed in black.	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	M263 004b	PCL firmware	Install version 1.04 or	later
(such as Microsoft Excel 2010) contains a lot of graphics and/or transparent objects.	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	D179 002t	Engine firmware	Install version 4.09:08	or later
-	closed	M263 002i	Engine firmware	Install version 1.09:00	or later
Poor image quality	PCL5 data might be poor if the image was	D179 031d	PCL firmware	Install version 1.08 or	later
(unspecified)	created by using certain applications, such as Ricoh Process Director	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	After turning on the power switch or	D179 002n	Engine firmware	Install version 4.02:08 or later	
run	recovering from the energy saver mode, the feed roller continues to	D179 008j M263	System/Copy firmware Engine firmware	Install version 2.02 or later Install version	
	run idle	002b M263 001b	System firmware	1.02:00 or later 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	When a pause is	D179	Engine firmware	Install version	
continues to	generated during a	5404Z		4.11:08 or later	
run	duplex interleaving	M263	Engine firmware	Install version	
	process	5404M	455 00141 5	1.11:00 or later	
Wrong size	Mixed size mode: A	D179	ADF_SINAI_B	Install version	
detected	smaller original is falsely detected as the same as	016a	firmware	01.080:05 or	
	a preceding larger			later	
	original.				
Drum lubricant	The feeler that detects	D179	This may happen if	Check and	Always
near-end alert	lubricant near-end is	059a	the drum lubrication	repair the	remove parts
	stuck.		components are	machine as	in the correct
			removed in the wrong	described in the	order:
			order.	RTB	Lubricant
					Blade >
					Lubricant Bar
		D.170	<b>D</b>		> Brush roller
Drum		D179	Drum knob not	Use the tool	The RTB
scratching		055	fastened correctly.	(P/N D1792445) to fasten the	explains how to use the tool.
				drum properly.	to use the tool.
Tray does not	Tray 1	D179	The tray lock lever	Shift the registration	n adjustment
close	1.2, .	062	does not reach the	plate to the front (	
			registration	and make adjustm	
			adjustment plate.	described in the R	TB.
Toner		D179	Low development	Do the procedure	in the RTB.
scattering		068	gamma, too much		
			toner supplied. toner		
T		D470	is wearing out	This hollstin south	
Toner scattering		D179 077	Incomplete or incorrect doctor blade	This bulletin conta doctor blade clear	
Scattering		011	maintenance	doctor blade clear	iing procedure.
Toner		D179	Drum lubricant	Adjust SP 2-226 a	s explained in
scattering		086	powder mixes inside	the RTB.	
· ·			the development unit		
Toner	When jobs with long	D179	Engine firmware	Install version 4.00	0:08 or later
scattering	intervals between	002k			
	sheets, such as small				
	page book folding, are				
Toner	run continuously	D179	Drum lubricant	A new dovolopme	nt unit will bo
scattering		095b	powder mixes inside	A new developme available around N	
Joaniemig		0000	the development unit.	which the surface	
			This causes toner	development rolle	
			supply to increase	modified.	
			(see the RTB for	There is new tone	r, which is less
			details).	prone to adhere to	the surface of
				the development r	
				Until the new deve	
				becomes available	
				cleaning tape (D1 clean the surface	
				development rolle	
				for how to use the	
	l	l		101 HOW to doc tile	

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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 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. Inspect the gear Replace if severel Repeat every 600 gear is available.	if rusty. ly damaged. k until modified
Noise	Punch unit	D449 002		Install a ferrite cor	
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 as the parts listed in using the procedu	the RTB, and
Motor does not stop	The toner bottle motor does not stop if firmware	D179 002m	Engine firmware	Install version 4.0	
	is updated while the motor is running	M263 002a	Engine firmware	Install version 1.0	
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 side plates (see the the RTB).	ne procedures in
Side fence	Cannot slide smoothly	D777 011	Paper dust gets on the surface of the slide shaft and inside the bearings	Clean and lubrica The procedure is	
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 uprocedure in the F	



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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	D179	Engine firmware	Install version	
	speed mode in	002d		1.41:08 or later	
	duplex with sheets				
	fed from the cover				
	interposer.				
Machine stalls	If an original jams in	D179	Engine firmware	Install version	
	the ADF	002e		1.42:08 or later	
Machine stalls	When using the ADF	D179	ADF_SINAI_B	Install version	
		016b	firmware	01.090:05 or later	
Machine stalls	The machine stays in	D179	RingBinder_RB5020_B	Install version	
	wait mode, when a	033a	1 firmware	01.200:05 or later	
	jam occurs in				
	peripherals downstream of				
	RB5020				
Machine stalls	ADF stalls after jam	D179	ADF SINAI B	Install version	
Widermite stane	removal or turning on	016b	firmware	01.090:05 or later	
	the main power				
	switch or when				
	recovering from				
	energy saver mode.				
Machine stalls	After the document	D179	System/Copy firmware	Install version 1.06	
	box screen appears	008e		or later	
Machine stalls	If the emergency shift	D179	Engine firmware	Install version	
	tray stop switch on	002f		1.43:08 or later	
	the finisher is turned				
	on when the machine runs in duplex mode.				
Machine stalls	When the wire	D179	Engine firmware	Install version	
Widomino otdiio	cleaner in the charge	002f	Linginio ininiwaro	1.43:08 or later	
	corona unit operates.				
Machine stalls	If the finisher	D179	Engine firmware	Install version	
	(SR5050, SR5060)	002g		1.44:08 or later	
	staples continuously				
	more than 1000				
	times in corner staple				
	mode or more than				
	500 times in side				
Machine stalls	staple mode.  If continuously	D179	Engine firmwere	Install version	
iviaciline stalls	running staple jobs of	002i	Engine firmware	1.46:08 or later	
	small pages in mixed	0021		1.40.00 01 18161	
	paper sizes.				
Machine stalls	At the start of a job	D179	Engine firmware	Install version	
	after removing	002k		4.00:08 or later	
	jammed paper				
Machine stalls	When a double feed	D179	System/Copy firmware	Install version 2.00	
	occurs	008h		or later	
Machine stalls	After the shift tray	D179	BookletFinisher_SR50	Install version	
	was moved down by	017j	60 firmware	02.570:10 or later	
	pressing the				
	Emergency Shift Tray				
	Stop Switch	<u> </u>			

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Subject	Symptom	RTB#	Cause	Solution	Note
Machine stalls		D726	Install patch for Baron-C		
		017	system software version	2.0.	
Machine stalls	When entering	D179	Engine firmware	Install version	
	energy saver mode	002m		4.01:08 or later	
		M263	Engine firmware	Install version	
		002a		1.01:00 or later	
Machine stalls	If a jam is triggered	D179	P-Binder_GB5010_B1	Install version	
	by opening the front	035b	firmware	01.200:11 or later	
	door of the Transit	D179	P-Binder_GB5010_B4	Install version	
	Pass Unit	038b	firmware	01.070:00 or later	
Machine stalls	If a jam is triggered	D179	P-Binder_GB5010_B1	Install version	
Widomino otalio	by opening top cover	035b	firmware	01.200:11 or later	
	of the cover	D179	P-Binder_GB5010_B4	Install version	
	interposer	038b	firmware	01.070:00 or later	
Machine stalls	After Jam 420	D179	P-Binder_GB5010_B1	Install version	
iviacilile stalls	Aiter Jain 420	035b	firmware	01.200:11 or later	
		D179	P-Binder_GB5010_B4	Install version	
		038b		01.070:00 or later	
Machine etalle	Ovide Coop from	D179	firmware	Install version 2.03	Version 2.02
Machine stalls	Quick Scan freezes		System/Copy firmware		
		008k		or later	must be
	1	11000	5		installed first
Machine stalls	When a direct print is	M263	Printer firmware	Install version 1.03	
	performed on a	003c		or later	
	device with ELP-NX				
	v2 installed				
Machine stalls	When running a	D179	Engine firmware	Install version	
	staple job with the	002p		4.05:08 or later	
	Cover Interposer, if	M263	Engine firmware	Install version	
	the Cover Interposer	002e		1.05:00 or later	
	tray reaches near				
	end.				
Machine stalls	During paper purging	D179	Engine firmware	Install version	
	immediately after a	002p		4.05:08 or later	
	jam in a finishing	M263	Engine firmware	Install version	
	peripheral	002e		1.05:00 or later	
Machine stalls	After pressing the	D734	BookletFinisher_SR50	Install version	
	emergency stop	002e	60 firmware	02.660:10 or later	
	switch with the front				
	door open				
Machine stalls	When direct print is	D179	Printer firmware	Install version 2.03	
	done on a device	009i		or later	
	with ELP-NX				
	v2 installed when a				]
	document is currently				
	being printed, the				]
	device freezes after				
	printing is complete				]
Machine stalls	When resuming	D179	Engine firmware	Install version	
	printing after a pause	002s		4.08:08 or later	
	by pressing the	M263	Engine firmware	Install version	
	Emergency Shift Tray	002h	]	1.08:00 or later	
	Stop switch				]
	'				
	•	•	•	•	

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Subject	Symptom	RTB#	Cause	Solution	Note
Machine stalls	After purging jammed	D179	Engine firmware	Install version	
	sheets	002s		4.08:08 or later	
		M263	Engine firmware	Install version	
		002h		1.08:00 or later	
Machine stalls	Stalls on the "Please	M263	Printer firmware	Install version 1.09	
	wait" screen when an	003e		or later	
	SD card is not				
NA - deline - de lle	installed	D470	Facility Comments	Landall constant	
Machine stalls	If the trimmings collection box is full	D179 002t	Engine firmware	Install version 4.09:08 or later	
	when the Perfect	M263	Engine firmware	Install version	
	Binder is used for the	002i	Eligille lilliware	1.09:00 or later	
	iob	0021		1.09.00 01 later	
Machine stalls	When the trailing	D734	BookletFinisher_SR50	Install version	
	edge rides on the	5260A	60 firmware	03.110:10 or newer	
	trailing edge press				
	lever in a shift job				
Machine	IPDS printing stalls	M263	Printer firmware	Install version 1.11	
stalls	if IPDS jobs are	5763H		or later	
	printed	D726	Printer firmware	Install version	
	continuously.	5701P	D: ( "	2.06 or later	
Machine	Pauses for 20 to 30	M263 003c	Printer firmware	Install version 1.03 or later	
pauses	seconds when a job that contains more	D179	Printer firmware	Install version 2.02	
	than 100 pages is to	009h	Filliter lilliware	or later	
	be stapled	00011		or later	
Machine	When running staple	D179	Engine firmware	Install version	
pauses	jobs and shift tray	5404Z		4.11:08 or later	
	operation	M263	Engine firmware	Install version	
		5404M		1.11:00 or later	
Machine does	When removing	D179	Engine firmware	Install version	
not stop	paper from the	002k		4.00:08 or later	
	Perfect Binder during				
	recovery from a				
Machine does	cover sheet jam	D179	Engine firmwere	Install version	
not stop	In duplex mode, when CPM down is	002k	Engine firmware	4.00:08 or later	
not stop	activated	UUZK		7.00.00 OF IAICI	
Machine does	When a double-feed	D179	Engine firmware	Install version	
not stop	occurs	002k		4.00:08 or later	
Machine does	A system with the	D179	Engine firmware	Install version	
not stop	Perfect Binder does	002k		4.00:08 or later	
-	not stop if cover				
	sheets are stored in				
	mainframe's tray,				
	duplex mode, 95CPM	5.455			
Machine	When doing Scan to	D179	Network Support	Install version	
restarts	Folder	5769K	firmware	12.78 or later	
Counters	The PM parts counter	D179	Engine firmware	Install version	
	cannot be reset	002b	<u> </u>	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 0020 M263 002c	Engine firmware  Engine firmware	Install version 4.03:08 or later 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	D179 008o	System/Copy firmware	Install version 2.06 or later	
	controller are not counted correctly	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	D179 013d D179	OpePanel firmware	Install version 1.06 or later Install version 1.03	
	becomes slower	048b	OpePanel _KOR firmware	or later	

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Subject	Symptom	RTB#	Cause	Solution	Note
Machine is	Slight decrease in	D179	Engine firmware	Install version	
slow	productivity with jobs	002i		1.46:08 or later	
	using tray 5 (2nd tray				
	of LCT).				
Machine is	Long time between	D179	Network Support	Install version 12.73	
slow	jobs when printing	003c	firmware	or later	
	from Windows, if the				
	RAW protocol is used				
	for the standard				
NA - delice - la	TCP/IP port	D470	Estamal Martine	0	
Machine is	Printing is very slow	D179	External vibration is	Compare the output	
slow		118	transmitted to the HDD	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	Printing slows when	D179	System/Copy firmware	Install version 2.04	
slow	switching trays in an	008m		or later	
	IPDS job.				
Machine is	When a spreadsheet	D179	PDF firmware	Install version 1.07	
slow	containing many cells	087b	555.6	or later	
	is printed from	M263	PDF firmware	Install version 1.01	
Maalaisa ia	Microsoft Excel 2013	005a	Danie an financia	or later	
Machine is	Keyboard response	D179	Browser firmware	Install version	
slow	is slow when using the Web Scanner	042d		1.09.00 or later	
	application				
Machine is	Takes longer than	D736	P-Binder_GB5010_B1	Install version	
slow	expected to display a	5021C	firmware	01.240:11 or later	
5.0	jam alert	55215		5 <u>2 . 5 . 1 . 5 . 10 . 10 . 10 . 10 . 10 . </u>	
Machine is	Takes time to	M263	Printer firmware	Install version 1.11	
slow	resume a job if it is	5763H		or later	
	suspended while	D726	Printer firmware	Install version	
	the device is in	5701P		2.06 or later	
	Energy Saver mode				
Energy saver	Cannot recover from	D179	System/Copy firmware	Install version 1.05	
mode	energy saver mode	008d	0 1 10 "	or later	
Energy saver	Cannot recover from	D179	System/Copy firmware	Install version 2.00	
mode	energy saver mode	008h	Fraina firm	or later	
Energy saver	Cannot recover from	D179	Engine firmware	Install version	
mode	energy saver mode if	002m	Engine firmwere	4.01:08 or later	
	jam 194 occurred	M263 002a	Engine firmware	Install version 1.01:00 or later	
		002a		1.01.00 01 18161	
	1	J.	1		

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

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