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Model: Model Br-C2/Br-P2	Date: 31-Jun-08	No.: RD270000d

Subject: Troubleshooting		Prepared by: J. Ohno
From: 1st Tech. Support Sec. Service Support Dept.		

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

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

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

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Jams	Jam 125	D734 011	Paper containing calcium carbonate damages the Mylar sheets attached to the guide plate of the punch unit	Check the condition of the Mylar sheets every 2,000k pages (total counter of the printer/copier mainframe), and replace if worn or damaged.	
Jams	J100, J111, J113, J118, J121, J122, J123, J124, J125, J126, J128, J129, J130	D734 012	Contact failure in the interlock switch due to manufacturing error	Check the finisher's serial number, and replace the interlock switch if necessary.	
Jams	Jam121 with mixed sized stapling jobs due to faulty behavior of the leading edge stopper.	D734 5621	BookletFinisher_S R5060 firmware	Install version 02.690:10 or later	
Jams	Jam345 occurs in a non-glue-binding job, if there is paper remaining in the stacking tray of the Perfect Binder		EB-34 controller firmware	Apply SP1_FIT101567619	
Jams	J082	D270 030	The drive gear in the Fuser Unit is broken and jams occur at the PTB Unit because the fuser rollers cannot rotate.	Install a new gear (see the RTB for the part number, procedure, and lubrication method)	
Jams	The TE press lever causes a jam when performing the output check	D734 5260	BookletFinisher_S R5060 firmware	Install version 03.100:10 or later	
Jam	*JAM 126 occurs, if the output tray is switched when the stapler cartridge is empty*	*D734 5260B*	*BookletFinisher_ SR5060 firmware*	*Install version 03.130:10 or later*	
Jam	*Saddle-stitched jobs using Plockmatic and a job printed to the proof tray are repeated alternately*	*D734 5260B*	*BookletFinisher_ SR5060 firmware*	*Install version 03.130:10 or later*	
Cannot select paper type	8 1/2" x 13 2/5" paper size cannot be selected in the IPDS Form Settings.	M0AA 010b	Printer firmware	Install version 1.05 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Cannot select tray	In a machine with SR5060/SR5050 + High Capacity Stacker SK5030, the Stacker upper tray cannot be selected for Sample Print		EB-34 controller firmware	Apply SP1_FIT101567619	
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.	
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.	
Paper size error	When a job is sent to the device while it is in Energy Saver mode, "Auto Continue" does not work	M0AA 5790F	Printer firmware	Install version 1.08 or later	
		D270 5770E	Printer firmware	Install version 1.06 or later	
Wrong tray used	*Cover page fed from the wrong tray.*		*EB-34 controller firmware*	*Apply Printer_Controller_EB-34_SP2.exe (Service Pack 02)*	

2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note

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3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
HTTP 500 error	When navigating to the home page of WIM	D270 006a M0AA 006a	Web Support firmware	Install version 1.02 or later	
Device link profile	Device link profile is invalid.	M507 5000D	BOS_1/6 firmware	Install version 123.19.048_v2.04.016	
		M507 5054	MICROCODE firmware	Install version v2.04.016	
		M507 5054H	MICROCODE firmware	Install version v2.04.016	
Fax	Cannot be transmitted if CAP v2 is installed	M0AA 5797F	Java VM v11 for eDC	Install version 11.39.02 or newer	
			Java VM v11 Update Tool		
		D270 5759F	Java VM v11 for eDC	Install version 11.39.02 or later	
			Java VM v11 Update Tool		
Cannot access file	After sending mail including the URL link of a PDF file scanned by OCR, the file cannot be accessed by clicking on the URL.	M0A0 5770G	System/Copy firmware	Install version 1.06 or later	
Address data	After exporting the address book from Device Manager NX, the export data cannot be imported	M0A0 5770G	System/Copy firmware	Install version 1.06 or later	
Web Image Monitor	The list of installed applications is not displayed in Extended Feature Info	M0A0 5770G	System/Copy firmware	Install version 1.06 or later	

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4. Printing/Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Missing pages	In jobs that use the Plockmatic HCI3500	D734 002f	BookletFinisher_S R5060 firmware	Install version 02.670:10 or later	
Pages duplicated	In jobs that use the Plockmatic HCI3500	D734 002f	BookletFinisher_S R5060 firmware	Install version 02.670:10 or later	
Blank page	If the print data contains a lot of graphics and/or transparent objects	D270 007a M0AA 007a	PCL firmware	Install version 1.01 or later	
Blank page	After a jam in the DF	D270 5404F M0AA 5404F	Engine firmware	Install version 1.24:02 or later	
Wrong page printed	***Data of the wrong page is printed on random pages***		***EB-34 controller firmware***	***Apply Printer_Controller_EB-34_SP2.exe (Service Pack 02)***	
Missing image or text	If the print data contains a lot of graphics and/or transparent objects	D270 007a M0AA 007a	PCL firmware	Install version 1.01 or later	
Missing image or text	Texts are missing in IPDS jobs printed via Prisma Production	M507 5000D	BOS_1/6 firmware	Install version 123.19.048_v2.04.016	
		M507 5054	MICROCODE firmware	Install version v2.04.016	
		M507 5054H	MICROCODE firmware	Install version v2.04.016	
Page numbers	Page number displayed during the job is incorrect	M507 5000D	BOS_1/6 firmware	Install version 123.19.048_v2.04.016	
		M507 5054	MICROCODE firmware	Install version v2.04.016	
		M507 5054H	MICROCODE firmware	Install version v2.04.016	
Printing stops	When printing a PDF job, printing stops midway	M507 5000D	BOS_1/6 firmware	Install version 123.19.048_v2.04.016	
		M507 5054	MICROCODE firmware	Install version v2.04.016	
		M507 5054H	MICROCODE firmware	Install version v2.04.016	
Printing stops	IPDS printing stalls if IPDS jobs are printed continuously	M0AA 5790F	Printer firmware	Install version 1.08 or later	
Printing does not resume	If attempting to resume printing after a pause by pressing the Emergency Shift Tray Stop switch	D270 001a M0AA 001a	Engine firmware	Install version 1.21:02 or later	
Printing does not resume	If Jam432 occurs, printing does not resume even after clearing the jam	D270 001a M0AA 001a	Engine firmware	Install version 1.21:02 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Printing does not resume	If the Cover Interposer runs out of paper during the job	D270 005c	System/Copy firmware	Install version 1.05 or later	
Printing does not resume	If the Plockmatic waste staple receptacle becomes full	D734 5260	BookletFinisher_S R5060 firmware	Install version 03.100:10 or later	
Printing does not resume	If a jam occurs in a system that contains the Trimmer TR5040	D734 5260	BookletFinisher_S R5060 firmware	Install version 03.100:10 or later	
Printing does not resume	If the stack on the finisher shift tray is removed after pressing the emergency stop switch and placed on the tray again before the tray ascends	D734 5260	BookletFinisher_S R5060 firmware	Install version 03.100:10 or later	
Printing does not resume	***If the emergency stop button on the booklet finisher had been pressed***		***EB-34 controller firmware***	***Apply Printer_Controller_EB-34_SP2.exe (Service Pack 02)***	
Printing does not start	Initialization of the Vacuum Feed LCIT RT5100 does not complete	D270 001a M0AA 001a	Engine firmware	Install version 1.21:02 or later	
Copying does not start	When the device has just gone into energy saver mode, even if a copy job is sent from a SmartSDK application	M0A0 5770G	System/Copy firmware	Install version 1.06 or later	
Printing time display	Remaining printing time displayed is incorrect when printed from the Document Server.	D270 005c	System/Copy firmware	Install version 1.05 or later	
Fonts	IPDS fonts are invalid	M507 5000D	BOS_1/6 firmware	Install version 123.19.048_v2.04.016	
		M507 5054	MICROCODE firmware	Install version v2.04.016	
		M507 5054H	MICROCODE firmware	Install version v2.04.016	
Pages not printed	If an original jams in the sample copy of a stapled job, the first set is not printed	D270 005c	System/Copy firmware	Install version 1.05 or later	
Cannot cancel job	Cannot cancel job, if the cancel is attempted continuously while processing an imported job.		EB-34 controller firmware	Apply SP1_FIT101567619	
Job does not run	***With the shift tray as the output tray, the operation panel remains in "Printing" status and the job does not get printed.***	***D734 5260B***	***BookletFinisher_ SR5060 firmware***	***Install version 03.130:10 or later***	

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Subject	Symptom	RTB #	Cause	Solution	Note
Printed upside down	When printing a specific job consecutively	M0AA 5790F	Printer firmware	Install version 1.08 or later	
Capture	Does not work if the Media Link Board is installed	M0A0 5770G	System/Copy firmware	Install version 1.06 or later	

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5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Freezes	If searching for a custom paper type that contains a 2 byte character in its name	D270 005a	System/Copy firmware	Install version 1.03 or later	
		M0AA 005a	System firmware	Install version 1.03 or later	
Button not working	If the start button and log-out button are pressed together, the start button becomes ineffective	D270 005b	System/Copy firmware	Install version 1.04 or later	
Button not working	Pressing the Fiery button on the operation panel after powering on the machine does not display the "Please Wait" screen	D270 5750J	System/Copy firmware	Install version 1.09 or later	
		M0AA 5780H	System firmware	Install version 1.08 or later	
Icons	The SDK application icon is not displayed after recovering from energy saving mode	D270 5759F	Java VM v11 for eDC	Install version 11.39.02 or later	
		M0AA 5797F	Java VM v11 Update Tool	Install version 11.39.02 or later	
Incorrect display	*An inappropriate pop-up dialog appears while printing*		*EB-34 controller firmware*	*Apply Printer_Controller_EB-34_SP2.exe (Service Pack 02)*	

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6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
Authentication	The DSDK application fails to connect to the LDAP server when using Kerberos authentication	Gene 079o	Java VM v11 for eDC	Install version 11.37.00 or later	
		Gene 080n	Java VM v11 Update Tool	Install version 11.37.00 or later	
Authentication	The user code input screen does not disappear	D270 005b	System/Copy firmware	Install version 1.04 or later	

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7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC471-04		D270 028	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	*The right cover air intake filters of the main frame are clogged with dust and this increases the internal temperature of the ITB cleaning unit.*	*D270 038*	*Waste toner collected from the ITB melts and clogs the waste toner path.*	*Clean the intake filters at 1200K intervals to prevent clogging of the filters.* *NOTE: The cleaning interval should be shortened if the paper in use contains a lot of paper dust.* *Install the fan bracket assembly, which allows cleaning without having to disconnect the LCIT and remove the right cover.*	*See the RTB for details on the fan assembly and how to install it.*
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.*	
SC670		D270 5404E M0AA 5404E	Engine firmware	Install version 1.23:02 or later	
SC670	After a jam in the DF	D270 5404F M0AA 5404F	Engine firmware	Install version 1.24:02 or later	
SC670	When running staple jobs and shift tray operation continuously	D270 5404G M0AA 5404G	Engine firmware	Install version 1.25:02 or later	
SC687	After a jam in the DF	D270 5404F M0AA 5404F	Engine firmware	Install version 1.24:02 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC720-25		D734 011	Paper containing calcium carbonate damages the Mylar sheets attached to the guide plate of the punch unit	Check the condition of the Mylar sheets every 2,000k pages (total counter of the printer/copier mainframe), and replace if worn or damaged.	
SC720-35		D734 002g	BookletFinisher_SR 5060 firmware	Install version 02.680:10 or later	
SC720-35	After replacing the staple cartridge	D734 5260	BookletFinisher_SR 5060 firmware	Install version 03.100:10 or later	
SC720-35		*D734 013a*	*The corner stapler unit does not move properly or smoothly*	*Work through the check procedures in the RTB.*	
SC720-39	With mixed sized stapling jobs due to faulty behavior of the leading edge stopper.	D734 5621	BookletFinisher_SR 5060 firmware	Install version 02.690:10 or later	
SC720-70	Running 3 staple jobs in a row	D734 5621A	BookletFinisher_SR 5060 firmware	Install version 02.700:10 or later	
SC720-xx		D734 012	Contact failure in the interlock switch due to manufacturing error	Check the finisher's serial number, and replace the interlock switch if necessary.	
SC819	If "Auto-Logout Time" and "Energy Save Time" are set to the same time and the machine is left unused for that specified time.	D270 005b	System/Copy firmware	Install version 1.04 or later	
		M0AA 005b	System firmware	Install version 1.04 or later	
SC899	When doing location-free printing or authentication by using a solution product	Gene 079o	Java VM v11 for eDC	Install version 11.37.00 or later	
		Gene 080n	Java VM v11 Update Tool	Install version 11.37.00 or later	
SC899	While using applications on @Remote connected machines	D270 005b	System/Copy firmware	Install version 1.04 or later	
		M0AA 005b	System firmware	Install version 1.04 or later	
SC899	When logging in from a keyboard	M0AA 5797F	Java VM v11 for eDC firmware	Install version 11.39.02 or newer	
			Java VM v11 Update Tool		
		D270 5759F	Java VM v11 for eDC	Install version 11.39.02 or later	
			Java VM v11 Update Tool		
SC990	Duplex jobs	D270 001b M0AA 001b	Engine firmware	Install version 1.22:02 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC990	After an SC reboot	D270 010a	Printer firmware	Install version 1.03 or later	
		M0AA 010a	Printer firmware	Install version 1.04 or later	
SC990	If the last part of a duplex job run with the interleaving function contains only pages printed on the back side	D270 5404J M0AA 5404J	Engine firmware	Install version 2.00:02 or later	
SC991	While using applications on @Remote connected machines	D270 005b	System/Copy firmware	Install version 1.04 or later	
		M0AA 005b	System firmware	Install version 1.04 or later	
SC991	If jobs are sent while the engine is in STR mode		EB-34 controller firmware	Apply SP1_FIT101567619	
Java VM related SC	When doing location-free printing or authentication by using a solution product	Gene 079o	Java VM v11 for eDC	Install version 11.37.00 or later	
		Gene 080n	Java VM v11 Update Tool	Install version 11.37.00 or later	
'Cover open'	Displayed when covers are closed	D734 012	Contact failure in the interlock switch due to manufacturing error	Check the finisher's serial number, and replace the interlock switch if necessary.	
'Please wait'	Device startup stalls on the "Please wait" screen when an SD card is not installed	M0AA 010b	Printer firmware	Install version 1.05 or later	
Program check error message	After rebooting the DFE	M507 5000D	BOS_1/6 firmware	Install version 123.19.048_v2.04.016	
		M507 5054	MICROCODE firmware	Install version v2.04.016	
		M507 5054H	MICROCODE firmware	Install version v2.04.016	
No error displayed	If a jam occurs while switching the feed tray in a mixed media job	D270 001a M0AA 001a	Engine firmware	Install version 1.21:02 or later	
Video board internal error	if an imported job is printed after printing the logging data		EB-34 controller firmware	Apply SP1_FIT101567619	
Error message not cleared	If the doors and/or covers are open and the doors/covers are closed as prompted by the error message		EB-34 controller firmware	Apply SP1_FIT101567619	
Incorrect error message	When printing multiple sets of a bookbinding job		EB-34 controller firmware	Apply SP1_FIT101567619	

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Subject	Symptom	RTB #	Cause	Solution	Note
Incorrect error message	When a jam occurs, the operation panel displays "printing" instead of the jam alert.	D270 5404G M0AA 5404G	Engine firmware	Install version 1.25:02 or later	

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8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Applications	When doing location-free printing or authentication by using a solution product	Gene 079o	Java VM v11 for eDC	Install version 11.37.00 or later	
		Gene 080n	Java VM v11 Update Tool	Install version 11.37.00 or later	
Applications	SDK applications cannot start during the boot process	D270 5759E M0AA 5797E	Java VM v11 for eDC firmware	Install version 11.38.01 or newer	
		D270 5759E M0AA 5797E	Java VM v11 Update Tool		
Applications	Cannot install applications remotely	D270 5759E M0AA 5797E	Java VM v11 for eDC firmware	Install version 11.38.01 or newer	
		D270 5759E M0AA 5797E	Java VM v11 Update Tool		
Applications	Device Manager NX Enterprise cannot retrieve information about applications installed on the device.	D270 5759E M0AA 5797E	Java VM v11 for eDC firmware	Install version 11.38.01 or newer	
		D270 5759E M0AA 5797E	Java VM v11 Update Tool		
Applications	GlobalScan NX fails to apply profiles or retrieve device information when using the AdminTool	D270 5759E M0AA 5797E	Java VM v11 for eDC firmware	Install version 11.38.01 or newer	
		D270 5759E M0AA 5797E	Java VM v11 Update Tool		
Applications	SDK application icon not displayed after recovering from energy saving mode	M0AA 5797F	Java VM v11 for eDC firmware	Install version 11.39.02 or newer	
			Java VM v11 Update Tool		
		D270 5759F	Java VM v11 for eDC	Install version 11.39.02 or later	
			Java VM v11 Update Tool		
Applications	SDK application stops	M0AA 5797F	Java VM v11 for eDC firmware	Install version 11.39.02 or newer	
			Java VM v11 Update Tool		
		D270 5759F	Java VM v11 for eDC	Install version 11.39.02 or later	
			Java VM v11 Update Tool		

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Subject	Symptom	RTB #	Cause	Solution	Note
Applications	Remote un-installation for Streamline NX fails	M0A0 5770G	System/Copy firmware	Install version 1.06 or later	
Applications	Java VM does not recognize the change in the relationship between the host name and the IP address on the DNS server	M0A0 5770G	System/Copy firmware	Install version 1.06 or later	
SR5060 finisher	If a stapling job consists of different paper sizes, some pages are missing from the booklet	D734 002f	BookletFinisher_SR50 60 firmware	Install version 02.670:10 or later	
SR5060 finisher	A single page Z-fold job is stapled.	D734 5260	BookletFinisher_SR50 60 firmware	Install version 03.100:10 or later	
SR5060 finisher	The Plockmatic stapling function is ineffective if an SC occurs.	D734 5260	BookletFinisher_SR50 60 firmware	Install version 03.100:10 or later	
SR5060 finisher	If various staple jobs are run in succession, the stapling position of corner oblique stapling may shift	D734 5260	BookletFinisher_SR50 60 firmware	Install version 03.100:10 or later	
SR5060 finisher	Side stapling job cannot be cancelled	D734 5260	BookletFinisher_SR50 60 firmware	Install version 03.100:10 or later	
SR5060 finisher	***Saddle-stitched stapling supports up to 25 sheets, but a maximum limit exceeding error occurs even when trying to print a booklet that has 25 or fewer sheets***		***EB-34 controller firmware***	***Apply Printer_Controller_EB-34_SP2.exe (Service Pack 02)***	
SK5030 stacker	The tray is stuck and does not lift up/down properly	D776 007	The drive gear is broken and the tray bracket is slanted against the belts. Grease applied to the drive components of the shift tray is dried up	Apply grease (HEAT RESISTING GREASE MT-78, p/n: 54479078) to the drive components of the shift tray as part of the PM cycle. See the RTB for the procedure.	
SK5030 stacker	White rust on the handle for the tray cart	D776 008	Some of the plating solution applied to the handle remained inside the structure, and later leaked out of the holes.	Replace the handle (P/N: D7769901)	
SK5030 stacker	Noise, shift tray does not move	D776 009	Worn worm gear	Replace the bracket and worm gear as explained in the RTB.	

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Subject	**Symptom**	**RTB #**	**Cause**	**Solution**	**Note**	
EB-34 controller	[Command WorkStation] "High Gloss" and "Pearlescent" are missing from the option for Front/Back Coating on the JDF based paper catalog setting screen.		EB-34 controller firmware	Apply SP1_FIT101567619		
EB-34 controller	If "Clear server" is executed and the controller is left unused for an extended period, the connection between the Fiery and engine may drop.		EB-34 controller firmware	Apply SP1_FIT101567619		
EB-34 controller	*Connection between Fiery and engine drops*		*EB-34 controller firmware*	*Apply Printer_Controller_EB-34_SP2.exe (Service Pack 02)*		
EB-34 controller	*Fiery service does not start automatically after rebooting the Fiery.*		*EB-34 controller firmware*	*Apply Printer_Controller_EB-34_SP2.exe (Service Pack 02)*		

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9. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Various	The machine cannot detect the correct humidity, so the fans do not operate correctly, and the image transfer current is not correct, etc. This causes various image problems such as blurred image, light density and uneven density.	D270 013	The PCB that has the temperature/ humidity sensor is touching a metal plate, causing a short circuit.	Re-install the PCB. It is not damaged.	
Parts printed black	When printing a PCL vector job that has an image with transparent parts, the transparent parts are printed in black.	M0AA 007a	PCL firmware	Install version 1.01 or later	
Text quality is poor	When printing a job that contains multiple PDL data.	M0AA 010a	Printer firmware	Install version 1.04 or later	
Text quality is poor	When printing an A3 document on A4 paper via Direct Printing, the text is distorted	D270 5772B M0AA 5793B	PCL firmware	Install version 1.02 or later	
Text quality is poor	Corrupted characters with custom-size printing	M0AA 5780G	System firmware	Install version 1.07 or later	
Abnormal image (not specified)	In a saddle-stitched PostScript magazine job, if the booklet contains a blank page	D270 5750G	System/Copy firmware	Install version 1.07 or later	
Abnormal image (not specified)	***After RIP on EB34 v1.0 products***		***EB-34 controller firmware***	***Apply Printer_Controller _EB-34_SP2.exe (Service Pack 02)***	
Streaks	Black streaks in the paper feed direction on a couple of pages after a long time without printing	D270 032 M0AA 019	The surface layer of the pressure roller rubs against the web. Abrasive powder is scraped off and passes through the web, accumulates on the pressure roller, and is transferred to the sheet.	Make settings as explained in the RTB.	
Light image density	Image printed within 15mm (approx. 5/8 inch) from the trailing edge is faint.	D270 033	Toner on the ITB scatters when the trailing edge approaches the PTR, because the trailing edge flicks the belt immediately	Two new transfer entrance guide plates were registered as service parts. For thickness 4~7, use p/n: D2706128.	

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			after it passes the guide plate before entering the PTR nip.	For thickness 8, use p/n: D2706129. DO NOT use the new guide plates for thickness 3 or lighter media, to avoid streaks or bands.	
Printing area is reduced	*With APPE ON and Mixed Media setting*		*EB-34 controller firmware*	*Apply Printer_Controller _EB-34_SP2.exe (Service Pack 02)*	

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10. Mechanical/Electrical

Subject	Symptom	RTB #	Cause	Solution	Note
Noise	From trays that have A3/DLT or larger paper	D777 013	Tray lift-up gear is out of position due to the heavy load, preventing proper engagement of the gears	Modify the gear assembly with the parts listed in the RTB, and using the procedure in the RTB	
Incorrect measurement	The Relative Humidity displayed in SP3-261-002 is constantly 5% and does not reflect the actual relative humidity	D270 013	The PCB that has the temperature/ humidity sensor is touching a metal plate, causing a short circuit.	Re-install the PCB. It is not damaged.	
Continues to run idle		D270 5404E M0AA 5404E	Engine firmware	Install version 1.23:02 or later	
Continues to run idle	When a pause is generated during a duplex interleaving process	D270 5404G M0AA 5404G	Engine firmware	Install version 1.25:02 or later	
Broken component	*Broken waste toner transport coil: The right cover air intake filters of the main frame are clogged with dust and this increases the internal temperature of the ITB cleaning unit.*	*D270 038*	*Waste toner collected from the ITB melts and clogs the waste toner path.*	*Clean the intake filters at 1200K intervals to prevent clogging of the filters. NOTE: The cleaning interval should be shortened if the paper in use contains a lot of paper dust.* *Install the fan bracket assembly, which allows cleaning without having to disconnect the LCIT and remove the right cover.*	*See the RTB for details on the fan assembly and how to install it.*

RICOH

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11. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	While using applications on @Remote connected machines	D270 005b	System/Copy firmware	Install version 1.04 or later	
		M0AA 005b	System firmware	Install version 1.04 or later	
Machine stalls	If a jam occurs and the machine enters sleep mode and wakes up before the jam is cleared	D270 5404E M0AA 5404E	Engine firmware	Install version 1.23:02 or later	
Machine stalls	If the main power is turned OFF and then ON with the Cover Interposer Tray or the Perfect Binder inserter cover open	D270 001a M0AA 001a	Engine firmware	Install version 1.21:02 or later	
Machine stalls	After purging stalled sheets	D270 001a M0AA 001a	Engine firmware	Install version 1.21:02 or later	
Machine stalls	If the Cover Interposer runs out of paper during the job and the tray is reloaded with paper incorrectly	D270 005c	System/Copy firmware	Install version 1.05 or later	
		M0AA 005c	System firmware	Install version 1.05 or later	
Machine stalls	When running staple jobs and shift tray operation	D270 5404G M0AA 5404G	Engine firmware	Install version 1.25:02 or later	
Machine stalls	When running jobs using Booklet Finisher SR5060 ver3.00 or newer	D270 5404H M0AA 5404H	Engine firmware	Install version 1.26:02 or later	
Machine stalls	IPDS printing stalls if IPDS jobs are printed continuously.	D270 5770D	Printer firmware	Install version 1.05 or later	
Machine stalls	When the trailing edge rides on the trailing edge press lever in a shift job	D734 5260A	BookletFinisher_S R5060 firmware	Install version 03.110:10 or newer	
Machine stalls	If a booklet stapling job is run from the Fiery controller using sheets fed only from the cover interposer trays	D270 5404J M0AA 5404J	Engine firmware	Install version 2.00:02 or later	
PM	When PM parts need to be replaced, a warning message is not displayed in WIM	D270 006b M0AA 006b	Web Support firmware	Install version 1.03 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Installation	Installation of the Media Library fails.	D270 017a	MediaLibNAc AB firmware	Install version 1 or later	
Fatal error	When switching to a different toner on the 5th station	M507 5000D	BOS_1/6 firmware	Install version 123.19.048_v2.04.016	
		M507 5054	MICROCODE firmware	Install version v2.04.016	
		M507 5054H	MICROCODE firmware	Install version v2.04.016	
Fatal error	Fatal error (62) during printing	M507 5000D	BOS_1/6 firmware	Install version 123.19.048_v2.04.016	
		M507 5054	MICROCODE firmware	Install version v2.04.016	
		M507 5054H	MICROCODE firmware	Install version v2.04.016	
Fatal error	In jobs that contain about 20,000 pages.	M507 5000D	BOS_1/6 firmware	Install version 123.19.048_v2.04.016	
		M507 5054	MICROCODE firmware	Install version v2.04.016	
		M507 5054H	MICROCODE firmware	Install version v2.04.016	
Counters	Blank pages are falsely counted as monochrome pages	M507 5000D	BOS_1/6 firmware	Install version 123.19.048_v2.04.016	
		M507 5054	MICROCODE firmware	Install version v2.04.016	
		M507 5054H	MICROCODE firmware	Install version v2.04.016	
Machine is slow	Preview display takes about 2 minutes in jobs that contain about 20,000 pages.	M507 5000D	BOS_1/6 firmware	Install version 123.19.048_v2.04.016	
		M507 5054	MICROCODE firmware	Install version v2.04.016	
		M507 5054H	MICROCODE firmware	Install version v2.04.016	
Machine is slow	It takes time to resume a job if it is suspended while the device is in Energy Saver mode.	M0AA 5790F	Printer firmware	Install version 1.08 or later	
Machine is slow	Printing is not as fast as the past model if CAP V2 is installed	M0AA 5797F	Java VM v11 for eDC firmware	Install version 11.39.02 or newer	
			Java VM v11 Update Tool		
		D270 5759F	Java VM v11 for eDC	Install version 11.39.02 or later	
			Java VM v11 Update Tool		
Machine is slow	It takes time to login after authenticating the card.	D270 5750J	System/Copy firmware	Install version 1.09 or later	
Machine is slow	Takes longer than expected to display a jam alert	D736 5021C	P-Binder_GB5010_ B1 firmware	Install version 01.240:11 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Settings not applied	The configuration for IPDS banner printing was not applied	D270 010a	Printer firmware	Install version 1.03 or later	
		M0AA 010a	Printer firmware	Install version 1.04 or later	
Feature not working	User does not receive the stacker tray full alert email even if set to "Notify" in Web Image Monitor	D270 5750J	System/Copy firmware	Install version 1.09 or later	
		M0AA 5780H	System firmware	Install version 1.08 or later	
Can select illegal combinations	Face down: Normal Order and "Interleaving paper weight: Paper Weight 8" can falsely be selected together		EB-34 controller firmware	Apply SP1_FIT101567619	
Firmware update	Error 61 during package firmware update	D270 5750G	System/Copy firmware	Install version 1.07 or later	
Firmware update	Wrong JavaVM firmware can be installed on any machine, leading to errors with JavaVM or bootup failing	D270 5759F	Java VM v11 for eDC	Install version 11.39.02 or later	
			Java VM v11 Update Tool		