### Technical Bulletin

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

Model: Model Br-C2/Br-P2 Date					-08	No.: RD270000d
Subject: Trouble	shooting			Prepare	d by: J. C	)hno
From: 1st Tech. S	Support Sec. Service Support I	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	☐ 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.

### Technical Bulletin

**PAGE: 2/24** 

Updated: End of June 2018: Changes in bold italics

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

### **Table of contents**

1.	Paper Feed Errors 4  Jams Cannot select paper type Cannot select tray Non feed Multi-feed Paper size error Wrong tray used
2.	Copy Process5
3.	Connectivity
4.	Printing/Scanning
5.	Operation Panel
6.	Security11 Authentication

# Technical Bulletin

**PAGE: 3/24** 

Updated: End of June 2018: Changes in bold italics

М	odel: Model Br-C2/Br-P2	Date: 31-Jun-08	No.: RD270000d
7.	Error Codes and Messages  SC471, 488, 50x, 670, 687, 720, 819, 899, 990, 991  Java VM related SC 'Cover open' 'Please wait'  Program check error message  No error displayed  Video board internal error  Error message not cleared  Incorrect error message		12
8.	Optional UnitsApplications SR5060 finisher SK5030 stacker EB-34 controller		16
9.	Image Problems Various Parts printed black Text quality is poor Abnormal image (not specified) Streaks Light image density Printing area is reduced		19
10.	Mechanical/Electrical  Noise Incorrect measurement Continues to run idle Broken component		21
11.	Others		22



PAGE: 4/24

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

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

### 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	

# Technical Bulletin

PAGE: 5/24

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

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

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	M0AA 5790F	Printer firmware	Install version 1.08 or later	
	Energy Saver mode, "Auto Continue" does not work	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

# Technical Bulletin

**PAGE: 6/24** 

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

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

### 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 M507 5054 M507 5054H	BOS_1/6 firmware MICROCODE firmware MICROCODE firmware	Install version 123.19.048_v2.04.016 Install version v2.04.016 Install version v2.04.016	
Fax	Cannot be transmitted if CAP v2 is installed	M0AA 5797F D270 5759F	Java VM v11 for eDC Java VM v11 Update Tool Java VM v11 for eDC Java VM v11 Update Tool	Install version 11.39.02 or newer  Install version 11.39.02 or later	
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	



**PAGE: 7/24** 

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

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

### 4. Printing/Scanning

Subject	Symptom	RTB#	Cause	Solution	Note
Missing	In jobs that use the	D734	BookletFinisher_S	Install version 02.670:10	
pages	Plockmatic HCI3500	002f	R5060 firmware	or later	
Pages	In jobs that use the	D734	BookletFinisher_S	Install version 02.670:10	
duplicated	Plockmatic HCI3500	002f	R5060 firmware	or later	
Blank page	If the print data contains	D270	PCL firmware	Install version 1.01 or	
	a lot of graphics and/or	007a		later	
	transparent objects	M0AA			
	-	007a			
Blank page	After a jam in the DF	D270	Engine firmware	Install version 1.24:02 or	
		5404F		later	
		M0AA			
		5404F			
Wrong	Data of the wrong page		EB-34 controller	Apply	
page	is printed on random		firmware	Printer_Controller_EB-	
printed	pages			34_SP2.exe (Service	
				Pack 02)	
Missing	If the print data contains	D270	PCL firmware	Install version 1.01 or	
image or	a lot of graphics and/or	007a		later	
text	transparent objects	M0AA			
		007a			
Missing	Texts are missing in	M507	BOS_1/6 firmware	Install version	
image or	IPDS jobs printed via	5000D		123.19.048_v2.04.016	
text	Prisma Production	M507	MICROCODE	Install version v2.04.016	
		5054	firmware		
		M507	MICROCODE	Install version v2.04.016	
		5054H	firmware		
Page	Page number displayed	M507	BOS_1/6 firmware	Install version	
numbers	during the job is	5000D		123.19.048_v2.04.016	
	incorrect	M507	MICROCODE	Install version v2.04.016	
		5054	firmware		
		M507	MICROCODE	Install version v2.04.016	
- · ·	14"	5054H	firmware		
Printing	When printing a PDF	M507	BOS_1/6 firmware	Install version	
stops	job, printing stops	5000D	MODOODE	123.19.048_v2.04.016	
	midway	M507	MICROCODE	Install version v2.04.016	
		5054	firmware	Install version +2.04.040	
		M507	MICROCODE	Install version v2.04.016	
Drinting	IDDS printing stells if	5054H M0AA	firmware Printer firmware	Install version 1.08 or	
Printing	IPDS printing stalls if IPDS jobs are printed	5790F	riiilei iiilliware		
stops	continuously	31905		later	
Printing	If attempting to resume	D270	Engine firmware	Install version 1.21:02 or	
does not	printing after a pause by	001a	Linguis illiliwale	later	
resume	pressing the Emergency	M0AA		later	
10001110	Shift Tray Stop switch	001a			
Printing	If Jam432 occurs,	D270	Engine firmware	Install version 1.21:02 or	
does not	printing does not resume	001a	Linging miliware	later	
resume	even after clearing the	M0AA			
. 5000	jam	001a			
	, Jan. 1	30.4			
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# Technical Bulletin

**PAGE: 8/24** 

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Printing	If the Cover Interposer	D270	System/Copy	Install version 1.05 or	
does not	runs out of paper during	005c	firmware	later	
resume	the job				
Printing	If the Plockmatic waste	D734	BookletFinisher_S	Install version 03.100:10	
does not	staple receptacle	5260	R5060 firmware	or later	
resume	becomes full	D704	DaaldatFiniahan O	Install consists 02 400:40	
Printing does not	If a jam occurs in a system that contains the	D734 5260	BookletFinisher_S R5060 firmware	Install version 03.100:10 or later	
resume	Trimmer TR5040	3200	R3000 IIIIIwale	or later	
Printing	If the stack on the	D734	BookletFinisher_S	Install version 03.100:10	
does not	finisher shift tray is	5260	R5060 firmware	or later	
resume	removed after pressing			0.10.0.	
	the emergency stop				
	switch and placed on the				
	tray again before the				
	tray ascends				
Printing	If the emergency stop		EB-34 controller	Apply	
does not	button on the booklet		firmware	Printer_Controller_EB-	
resume	finisher had been			34_SP2.exe (Service	
Printing	pressed Initialization of the	D270	Engine firmwere	Pack 02) Install version 1.21:02 or	
does not	Vacuum Feed LCIT	001a	Engine firmware	later	
start	RT5100 does not	M0AA		latei	
Start	complete	001a			
Copying	When the device has	M0A0	System/Copy	Install version 1.06 or	
does not	just gone into energy	5770G	firmware	later	
start	saver mode, even if a				
	copy job is sent from a				
	SmartSDK application				
Printing	Remaining printing time	D270	System/Copy	Install version 1.05 or	
time display	displayed is incorrect	005c	firmware	later	
	when printed from the Document Server.				
Fonts	IPDS fonts are invalid	M507	BOS_1/6 firmware	Install version	
1 01110	II Do forte die iiivalia	5000D	BOO_170 111111Walc	123.19.048 v2.04.016	
		M507	MICROCODE	Install version v2.04.016	
		5054	firmware		
		M507	MICROCODE	Install version v2.04.016	
		5054H	firmware		
Pages not	If an original jams in the	D270	System/Copy	Install version 1.05 or	
printed	sample copy of a	005c	firmware	later	
	stapled job, the first set				
Comment	is not printed		ED 04 to "	A make	
Cannot	Cannot cancel job, if the		EB-34 controller	Apply	
cancel job	cancel is attempted continuously while		firmware	SP1_FIT101567619	
	processing an imported				
	job.				
Job does	With the shift tray as	D734	BookletFinisher_	Install version	
not run	the output tray, the	5260B	SR5060 firmware	03.130:10 or later	
	operation panel				
	remains in "Printing"				
	status and the job				
	does not get printed.				

# Technical Bulletin

**PAGE: 9/24** 

Updated: End of June 2018: Changes in bold italics

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	

# Technical Bulletin

**PAGE: 10/24** 

Updated: End of June 2018: Changes in bold italics

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

#### 5. Operation Panel

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

# Technical Bulletin

Updated: End of June 2018: Changes in bold italics

**PAGE: 11/24** 

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

### 6. Security

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

# Technical Bulletin

**PAGE: 12/24** 

Updated: End of June 2018: Changes in bold italics

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

#### 7. Error Codes

Subject	Symptom	RTB#	Cause	Solution	Note
SC471-04	The right cover air	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.  Waste toner	Check that the leveling shoes are set properly. See the RTB for details.  Clean the intake	See the
30400	intake filters of the main frame are clogged with dust and this increases the internal temperature of the ITB cleaning unit.	038	collected from the ITB melts and clogs the waste toner path.	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.	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	

# Technical **B**ulletin

**PAGE: 13/24** 

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
SC720-25	, .	D734	Paper containing	Check the condition of	
		011	calcium carbonate	the Mylar sheets every	
			damages the Mylar	2,000k pages (total	
			sheets attached to	counter of the	
			the guide plate of	printer/copier	
			the punch unit	mainframe), and	
				replace if worn or	
				damaged.	
SC720-35		D734	BookletFinisher_SR	Install version	
00/20 00		002g	5060 firmware	02.680:10 or later	
SC720-35	After replacing the	D734	BookletFinisher_SR	Install version	
00.200	staple cartridge	5260	5060 firmware	03.100:10 or later	
SC720-35	otapio cartinago	D734	The corner stapler	Work through the	
00,200		013a	unit does not	check procedures in	
		0700	move properly or	the RTB.	
			smoothly	the KID.	
SC720-39	With mixed sized	D734	BookletFinisher_SR	Install version	
	stapling jobs due to	5621	5060 firmware	02.690:10 or later	
	faulty behavior of the				
	leading edge stopper.				
SC720-70	Running 3 staple jobs	D734	BookletFinisher_SR	Install version	
	in a row	5621A	5060 firmware	02.700:10 or later	
SC720-xx		D734	Contact failure in	Check the finisher's	
		012	the interlock switch	serial number, and	
			due to	replace the interlock	
			manufacturing error	switch if necessary.	
SC819	If "Auto-Logout Time"	D270	System/Copy	Install version 1.04 or	
	and "Energy Save	005b	firmware	later	
	Time" are set to the	M0AA	System firmware	Install version 1.04 or	
	same time and the	005b	Cycle	later	
	machine is left unused				
	for that specified time.				
SC899	When doing location-	Gene	Java VM v11 for	Install version 11.37.00	
	free printing or	079o	eDC	or later	
	authentication by using	Gene	Java VM v11	Install version 11.37.00	
	a solution product	080n	Update Tool	or later	
SC899	While using	D270	System/Copy	Install version 1.04 or	
	applications on	005b	firmware	later	
	@Remote connected	MOAA	System firmware	Install version 1.04 or	
	machines	005b		later	
SC899	When logging in from a	M0AA	Java VM v11 for	Install version 11.39.02	
	keyboard	5797F	eDC firmware	or newer	
	,		Java VM v11	1	
			Update Tool		
		D270	Java VM v11 for	Install version 11.39.02	
		5759F	eDC	or later	
			Java VM v11		
			Update Tool		
SC990	Duplex jobs	D270	Engine firmware	Install version 1.22:02	
· <del></del>	- P - J	001b	]	or later	
		M0AA			
		001b			
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# Technical **B**ulletin

**PAGE: 14/24** 

Updated: End of June 2018: Changes in bold italics

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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	D270 5404J M0AA 5404J	Engine firmware	Install version 2.00:02 or later	
SC991	side While using applications on @Remote connected machines	D270 005b M0AA 005b	System/Copy firmware System firmware	Install version 1.04 or later Install version 1.04 or later	
SC991	If jobs are sent while the engine is in STR mode	0000	EB-34 controller firmware	Apply SP1_FIT101567619	
Java VM related SC	When doing location- free printing or authentication by using a solution product	Gene 0790 Gene 080n	Java VM v11 for eDC Java VM v11 Update Tool	Install version 11.37.00 or later 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 M507 5054 M507 5054H	BOS_1/6 firmware  MICROCODE firmware  MICROCODE firmware	Install version 123.19.048_v2.04.016 Install version v2.04.016 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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# Technical Bulletin

**PAGE: 15/24** 

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

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



**PAGE: 16/24** 

Updated: End of June 2018: Changes in bold italics

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

### 8. Optional Units

Subject	Symptom	RTB#	Cause	Solution	Note
Applications	When doing location- free printing or	Gene 079o	Java VM v11 for eDC	Install version 11.37.00 or later	
	authentication by using a solution product	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	D270 5759E M0AA 5797E	Java VM v11 for eDC firmware	Install version 11.38.01 or newer	
	installed on the device.	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 Java VM v11 Update Tool	Install version 11.39.02 or newer	
		D270 5759F	Java VM v11 for eDC Java VM v11 Update Tool	Install version 11.39.02 or later	
Applications	SDK application stops	M0AA 5797F	Java VM v11 for eDC firmware Java VM v11 Update Tool	Install version 11.39.02 or newer	
		D270 5759F	Java VM v11 for eDC Java VM v11 Update Tool	Install version 11.39.02 or later	

# Technical **B**ulletin

PAGE: 17/24

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Applications	Remote un-installation	M0A0	System/Copy firmware	Install version 1.06 or	
	for Streamline NX fails	5770G		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	The Plockmatic stapling	D734	BookletFinisher_SR50	Install version	
finisher	function is ineffective if an SC occurs.	5260	60 firmware	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	Side stapling job cannot	D734	BookletFinisher_SR50	Install version	
finisher SR5060 finisher	be cancelled  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	5260	60 firmware  EB-34 controller firmware	03.100:10 or later  Apply Printer_Controller_E B-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.	

# Technical **B**ulletin

**PAGE: 18/24** 

Updated: End of June 2018: Changes in bold italics

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_E B-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_E B-34_SP2.exe (Service Pack 02)	



**PAGE: 19/24** 

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

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

### 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.	

# Technical **B**ulletin

PAGE: 20/24

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
			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)	

# Technical Bulletin

**PAGE: 21/24** 

Updated: End of June 2018: Changes in bold italics

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

#### 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.



**PAGE: 22/24** 

Updated: End of June 2018: Changes in bold italics

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

#### 11. Others

Subject	Symptom	RTB#	Cause	Solution	Note
Machine stalls	While using	D270	System/Copy	Install version 1.04 or	
	applications on	005b	firmware	later	
	@Remote connected	M0AA	System firmware	Install version 1.04 or	
	machines	005b		later	
Machine stalls	If a jam occurs and	D270	Engine firmware	Install version 1.23:02 or	
	the machine enters	5404E		later	
	sleep mode and	M0AA			
	wakes up before the	5404E			
	jam is cleared				
Machine stalls	If the main power is	D270	Engine firmware	Install version 1.21:02 or	
	turned OFF and then	001a		later	
	ON with the Cover	M0AA			
Mankingatalla	Interposer Tray or the	001a			
	Perfect Binder				
	inserter cover open	D270	Engine firms	Install version 4.04:00 ==	
Machine stalls	After purging stalled	001a	Engine firmware	Install version 1.21:02 or	
	sheets	M0AA		later	
		001a			
Machine stalls	If the Cover	D270	System/Copy	Install version 1.05 or	
Machine Stails	Interposer runs out of	005c	firmware	later	
	paper during the job	MOAA	System firmware	Install version 1.05 or	
	and the tray is	005c	Oystem minware	later	
	reloaded with paper			later	
	incorrectly				
Machine stalls	When running staple	D270	Engine firmware	Install version 1.25:02 or	
	jobs and shift tray	5404G		later	
	operation	M0AA			
		5404G			
Machine stalls	When running jobs	D270	Engine firmware	Install version 1.26:02 or	
	using Booklet	5404H		later	
	Finisher SR5060	M0AA			
	ver3.00 or newer	5404H			
Machine stalls	IPDS printing stalls if	D270	Printer firmware	Install version 1.05 or	
	IPDS jobs are printed	5770D		later	
	continuously.				
Machine stalls	When the trailing	D734	BookletFinisher_S		
	edge rides on the	5260A	R5060 firmware	or newer	
	trailing edge press				
	lever in a shift job	D070	F	L4-11	
Machine stalls	If a booklet stapling	D270	Engine firmware	Install version 2.00:02 or	
	job is run from the	5404J		later	
	Fiery controller using	MOAA			
	sheets fed only from	5404J			
	the cover interposer				
PM	trays When PM parts need	D270	Woh Support	Install version 1.03 or	
	to be replaced, a	006b	Web Support firmware	later	
	warning message is	M0AA	IIIIIWaic	later	
	not displayed in WIM	006b			
	Thot displayed in WIM	1 0000	1		

# Technical Bulletin

**PAGE: 23/24** 

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

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Subject	Symptom	RTB#	Cause	Solution	Note
Installation	Installation of the	D270	MediaLibNAc AB	Install version 1 or later	
	Media Library fails.	017a	firmware		
	When switching to a	M507	BOS_1/6 firmware	Install version	
	different toner on the 5th station	5000D		123.19.048_v2.04.016	
		M507	MICROCODE	Install version v2.04.016	
		5054	firmware		
		M507	MICROCODE	Install version v2.04.016	
		5054H	firmware		
Fatal error	Fatal error (62) during printing	M507	BOS_1/6 firmware	Install version	
		5000D		123.19.048_v2.04.016	
		M507	MICROCODE	Install version v2.04.016	
		5054	firmware		
		M507	MICROCODE	Install version v2.04.016	
		5054H	firmware		
Fatal error	In jobs that contain	M507	BOS_1/6 firmware	Install version	
	about 20,000 pages.	5000D		123.19.048 v2.04.016	
	about 20,000 pages.	M507	MICROCODE	Install version v2.04.016	
		5054	firmware		
		M507	MICROCODE	Install version v2.04.016	
		5054H	firmware		
Counters	Blank pages are	M507	BOS_1/6 firmware	Install version	
Counters	falsely counted as	5000D	BOO_1/0 11111Ware	123.19.048 v2.04.016	
	monochrome pages	M507	MICROCODE	Install version v2.04.016	
	monocinome pages	5054	firmware	1113(411 VC13)(011 V2.04.010	
		M507	MICROCODE	Install version v2.04.016	
		5054H	firmware	1113tali Ve131011 V2.04.010	
Machine is	Preview display takes	M507	BOS_1/6 firmware	Install version	
slow	about 2 minutes in	5000D	DOO_1/0 111111Walc	123.19.048 v2.04.016	
SIOW	jobs that contain about 20,000 pages.	M507	MICROCODE	Install version v2.04.016	
		5054	firmware	1113tali Ve131011 V2.04.010	
		M507	MICROCODE	Install version v2.04.016	
		5054H	firmware	1113tali Ve131011 V2.04.010	
Machine is	It takes time to	M0AA	Printer firmware	Install version 1.08 or	
	resume a job if it is	5790F	Filliter Illiliware		
slow	suspended while the device is in Energy Saver mode.	5790F		later	
Machine is		MOAA	Java VM v11 for	Install version 11.39.02	
Machine is slow	Printing is not as fast as the past model if CAP V2 is installed	5797F	eDC firmware	or newer	
			Java VM v11		
			Update Tool		
			Java VM v11 for	Install version 11.39.02	
		D270			
		5759F	eDC	or later	
			Java VM v11		
Machina :-	It tokes there to be not	D070	Update Tool	Install version 4.00 cm	
Machine is	It takes time to login	D270	System/Copy	Install version 1.09 or	
slow	after authenticating	5750J	firmware	later	
NA India 1	the card.	D700	Б	Leadell consists Od OdO dd	
Machine is slow	Takes longer than	D736	P-	Install version 01.240:11	
	expected to display a	5021C	Binder_GB5010_	or later	
	jam alert		B1 firmware		

# Technical Bulletin

**PAGE: 24/24** 

Updated: End of June 2018: Changes in bold italics

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