

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1		Date: 31-Jun-08	No.: RD194000I
Subject: Troubleshooting		Prepared by: A. Tajima	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

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

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Table of contents

1. Paper Feed Errors	7
<i>Jam</i>	
No-feed	
Paper not detected	
Double-feed	
Wrinkled or folded paper	
Paper not purged	
Roller marks	
Registration	
Skew	
Required media not selected	
Alignment	
Add paper alert	
Problem selecting trays	
Paper fed from wrong tray	
Cannot feed out	
<i>Paper mismatch error</i>	
2. Copy Process	15
Process control	
3. Connectivity	16
@Remote	
SSL	
Cannot connect to server	
Fax	
Web Image Monitor	
<i>Network connection fails</i>	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

4. Printing/Scanning 17

Job does not run

Job does not resume

Job not processed

Pages not printed

Cannot print

Cannot scan

Face-up/face-down output

Job cancelled

Job not cancelled

Job not deleted after printing

Job ends prematurely

Tab printing

PDF

PCL5

Cannot print with some paper sizes

Printing stops

Scanning stops

Garbled text

Characters damaged or missing

Part of text missing

Not printed as expected (unspecified)

Abnormal scan (unspecified)

Page printed twice

Job reprinted

PS error

Scan to email

Scan to Folder

Wrong scanned image

Incorrect number of pages

Incorrect number of copies

Printing error (not specified)

Job information

Sample print

IPDS

Paper size error

Black text

5. Operation Panel..... 25

Wrong jam location/removal display

Incorrect display

Jam alert not displayed

Stalls

Wrong language

Wording error

Icons not displayed

'Printing'

Items not displayed

Buttons don't work

Screen goes blank

Screen contents not clear

6. Security 28

Authentication

Login/logout

Data accessible from outside

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

7. **Error Codes and Messages**..... **29**
- SC161, 324, 39x, 441, 453, 472, **50x**, 535, 545, 551, 558, 565, 586, 625, 637, 670, 672, 687,
720, 819, 844, 865, 899, 900, 911, **919**, 990, 991, 992, 994, 997, 998
J031, J343, J423
BC12
Message does not go away
Wrong message
"Set PCU clean Unt/Wrong PCDU"
Fatal error
"Ricoh not loaded"
"Additional Data: Bad ConfigResult(2)"
No pages available error
Media catalog mismatch error
Error page printed
'Please wait'
"Video Board Detected an Internal Error"
Java VM error
Error message does not appear
'Cover open'
Unknown error message
8. **Optional Units**..... **43**
- E-43A controller**
E-83A controller
SR5060 finisher
SK5030 stacker
Trimmer
Perfect Binder
Cover Interposer
Media Identification Unit
SDK/ESA applications
Remote Installation Manager
Option not detected
Stacking error
Stapling
Booklet making
Third party peripheral
Total Flow
Punching

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

9. Image Problems 51

Incorrect image density

Dirty background

Toner stains

Wax stains

Banding

Spots

Lines

Color

Image rotation error

Front/rear image registration

Data added to the image

Image data missing

Image data in wrong position

Image is the wrong size

Blank area

Grainy image

Toner color missing

Ripping problems

Worm holes

Uneven image density

Part of the image all black

Low image density

Dot-like image appears

Crop marks

Unprinted areas

Poor image quality (unspecified)

Color registration error

Incorrect magnification

Gradation

Scaling

10. Mechanical/Electrical 61

Scratches on the drum

Remaining toner amount

Noise

Toner end, near-end

Toner supply

Parts life is reduced

False jam detection

Toner on the shield glass

Broken component

Device not detected

User-operated levers

Initialization

Lift wire is cut

Side fence

Toner leak

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

11. Others..... 64

Machine does not work
Machine does not restart
Machine does not reach ready status
Cannot recover from a jam
Counters
Logs
Machine stalls
Service mode
Machine is slow
Machine continues to idle
Feature not available
Feature not working
Energy saver mode
Machine reboots
Setting is ignored
Setting is lost
Job file size incorrect display
Reports
Firmware update
Calibration
Cannot reboot
MIB
Other

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Jam	Jam 109 with Finisher SR5050 or Booklet Finisher SR5060	D194 061	The spring used for the trailing edge press-down lever of the shift tray breaks, because it is attached the wrong way round.	Install the new spring correctly.	
Jam	Jam 125 if postcard is fed SEF.	D179 017j	BookletFinisher_SR50 60 firmware	Install version 01.460:10 or later	
Jam	In the finisher, when the Stream Punch Ultra is connected and paper longer than 431.9 mm is used	D179 017j	BookletFinisher_SR50 60 firmware	Install version 02.510:10 or later	
Jam	If SC720-41 (stapling related SC) while running a non-stapling job	D179 017j	BookletFinisher_SR50 60 firmware	Install version 02.530:10 or later	
Jam	At the entrance of the Perfect Binder	D179 035a	P-Binder_GB5010_B1 firmware	Install version 01.160:11 or later	
		D179 036a	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later	
		D179 038a	P-Binder_GB5010_B4 firmware	Install version 01.050:00 or later	
Jam	If the cover sheet is fed from the Inserter	D179 035a	P-Binder_GB5010_B1 firmware	Install version 01.160:11 or later	
		D179 036a	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later	
		D179 038a	P-Binder_GB5010_B4 firmware	Install version 01.050:00 or later	
Jam	Running jobs in FCS/S color mode after replacing the special color toner causes wrap around jams	D194 002b, 014b	Engine firmware	Install version 1.05.01:06 or newer	
Jam	Jam 510 when running stapling jobs.	D194 002b, 014b	Engine firmware	Install version 1.05.01:06 or newer	
Jam	Jam 510 when the rings are set incorrectly on the ring binder.	D194 002b, 014b	Engine firmware	Install version 1.05.01:06 or newer	
Jam	Jam 097 (skew) or Jam 098 (shift) when printing on paper sizes smaller than A4/LT SEF.	D194 077	Less light is emitted from the center of the CIS, because the adhesives in the CIS have degraded and the CIS is more opaque	Increase the light intensity of the CIS by doing the procedure in the RTB.	Replace the CIS if it has degraded too far (the procedure contains a test).
Jam	When punching with the GBC StreamPunch Ultra	D179 017k	BookletFinisher_SR50 60 firmware	Install version 02.590:10 or later	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Jam	In the GBC StreamPunch Ultra	D776 001	Stacker_SK5030_1 firmware	Install version 01.060:06 or later	
		D776 002	Stacker_SK5030_2 firmware	Install version 01.060:06 or later	
Jam	In the SR5060 Booklet Finisher, if punched on the GBC StreamPunch Ultra.	D776 001	Stacker_SK5030_1 firmware	Install version 01.050:06 or later	
		D776 002	Stacker_SK5030_2 firmware	Install version 01.050:06 or later	
Jam	SR5060 booklet finisher: Jam 109 when printing on coated paper 364.1mm or longer	D734 003b	The press-down lever interferes with the exit roller due to fluctuations in the dimensions of the lever.	Work through the procedure in the RTB.	
Jam	Jam98 when printing on black or colored paper	D194 090	The CIS mistakes the fan duct of the registration unit as a paper edge when applying maximum light power, which is done when printing on black or colored paper	Install the additional bracket and masking sheet (p/n: D1949903 - SHEET:CIS:KIT) to prevent CIS misdetection.	See the RTB for the procedure
Jam	Jam 100: SR5050/5060 Finisher	D179 113	Contact failure in the interlock switch	Replace the interlock switch using the procedure in the RTB.	
Jam	During paper purging	D194 002d, 014d	Engine firmware	Install version 1.09:06 or newer	Modified fans must be installed
Jam	Wraps around the transfer timing roller during paper purging	D194 002f, 014f	Engine firmware	Install version 1.10:06 or newer	
Jams	Jam 510 occurs after recovering from Jam 420	D179 035b	P-Binder_GB5010_B1 firmware	Install version 01.200:11 or later	
		D179 038b	P-Binder_GB5010_B4 firmware	Install version 01.070:00 or later	
Jams	Jam 114 occurs, if a stapling job composed of simplex and duplex pages is repeatedly interrupted by a non-stapling job	D734 002a	BookletFinisher_SR50 60 firmware	Install version 02.610:10 or later	
Jams	At the exit of the mainframe, if the system configuration consists of the Stacker SK5030, Finisher SR5050/ SR5060, and Plockmatic PBM 350/500	M468 037	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 036	Leo-P1/C1 EFI (E-83A) firmware		
Jams	Time-out jam (J225) occurs before reaching the set time-out	D194 037a	Fin_IFBox firmware	Install version 01.010.02 or later	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
Jams	LEF A4 adhesive label paper jams in the straight through path of the Stacker SK5030	D776 003	The smooth surface of label paper tends to stick to the curved guide plate at the exit.	Switch to SEF.	
Jams	Jam 125 (punch drive error)	D734 002d	BookletFinisher_SR50 60 firmware	Install version 02.650:10 or later	
Jam	J080	D194 139	The spring that holds the registration gate in place is weak. So, when the paper bumps the gate, the paper is not slowed down sufficiently and arrives at the transfer timing sensor too soon.	Replace the spring with a stronger one (see the RTB for details).	
Jam	With newly registered custom paper	D194 002o, 014b	Engine firmware	Install version 1.19:06 or newer	
		D194 011h, 022h	Web Support firmware	Install version 1.09 or newer	
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_SR50 60 firmware	Install version 02.690:10 or later	
Jams	Jam 032, 033, 082, 083	D194 160	Rusting of the PTR coupling gear (because the machine was used in high-temperature, high-humidity conditions.) As a result, the gears don't engage properly.	Do the procedure in the RTB	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
Jams	Jam 033, 083	D194 160	Rusting of the PTB coupling gear (because the machine was used in high-temperature, high-humidity conditions.) As a result, the gears don't engage properly.	Do the procedure in the RTB	
Jams	Jam 034, 035, 084, 085	D194 160	Rusting of the fusing unit coupling gear or paper exit unit coupling gear (because the machine was used in high-temperature, high-humidity conditions.) As a result, the gears don't engage properly.		
Jams	J082	D194 162	The joints of some fusing unit drive gears are weaker, and may break during printing and prevent the fusing rollers from rotating.	Replace the drive gear. See the RTB for part numbers.	
Jams	J031 occurs frequently when printing onto thin paper types	D194 143	The bending angle in some CIS brackets is slightly too large, causing thin paper types to contact the bracket during paper transport	Replace the CIS bracket with the modified one (D1942960). See the RTB for a procedure.	
Jams	The TE press lever causes a jam when performing the output check	D734 5260	BookletFinisher_SR50 60 firmware	Install version 03.100:10 or later	
Jam	<i>JAM 126 occurs, if the output tray is switched when the stapler cartridge is empty</i>	<i>D734 5260B</i>	<i>BookletFinisher_SR5 060 firmware</i>	<i>Install version 03.130:10 or later</i>	
Jam	<i>Saddle-stitched jobs using Plockmatic and a job printed to the proof tray are repeated alternately</i>	<i>D734 5260B</i>	<i>BookletFinisher_SR5 060 firmware</i>	<i>Install version 03.130:10 or later</i>	
No-feed	In the vacuum-feed LCIT	D777 001	Often caused by paper curling	Adjust the settings for the fans as explained in the RTB. Fan the paper to remove burrs on the paper edges.	Burrs on the paper edges may disturb air flow and cause feed problems.

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
No-feed	When the size of a custom paper (clear folder and magnet paper) was changed	D194 011a, 022a	Web Support firmware	Install version 1.03 or newer	
No-feed	In the vacuum-feed LCIT	D194 113	Default values of some SPs are incorrect	Adjust the SPs as explained in the RTB.	New f/w in Feb 2016 will fix this problem
No-feed	J430, J431	D777 005	Paper not fed, because the spring pin at the rear of the paper feed belt unit is not connected to the coupling.	Connect the spring pin to the coupling using the procedure in the RTB.	
No-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.	
No-feed	With paper of 148mm in length and Weight 3-7.	D194 002j, 014j	Engine firmware	Install version 1.15:06 or newer	
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.	
No-feed	When feeding thin media from Vacuum Feed LCIT RT5100	D194 5415 M195 5415	Engine firmware	Install version 1.24:06 or newer	
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.	
Paper not detected	Some types of black paper are not detected by the Vacuum Feed LCIT.	D194 131	Not enough light reflected from the paper for the sensor	Load the paper in the opposite feed direction (for example, SEF instead of LEF). If this does not solve the issue, contact your sales team and ask for a customization request for a sensor with higher sensitivity.	
Double-feed	In the vacuum-feed LCIT	D777 001	Often caused by paper curling	Adjust the settings for the fans as explained in the RTB. Fan the paper to remove burrs on the paper edges.	Burrs on the paper edges may disturb air flow and cause feed problems.

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
Double-feed	In the vacuum-feed LCIT	D194 002h, 014h	Engine firmware	Install version 1.12:06 or newer	
Double-feed	When the size of a custom paper (clear folder and magnet paper) was changed	D194 011a	Web Support firmware	Install version 1.03 or newer	
Double-feed	When feeding thin media from Vacuum Feed LCIT RT5100	D194 5415 M195 5415	Engine firmware	Install version 1.24:06 or newer	
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.	
Wrinkled or folded paper	When feeding z-folded paper	D179 017j	BookletFinisher_SR50 60 firmware	Install version 02.570:10 or later	
Wrinkled or folded paper		D194 160	Rusting of the PTR, PTB coupling gear, fusing unit coupling gear, or paper exit unit coupling gear (because the machine was used in high-temperature, high-humidity conditions.) As a result, the gears don't engage properly.	Do the procedure in the RTB	
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.	
Paper not purged	If jam occurs on a system that contains Plockmatic and RPIP Interface Box Type S3	D194 002b, 014b	Engine firmware	Install version 1.05.01:06 or newer	
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 Capacity Stacker SK5030.	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.	
Registration	CIS data not saved when feeding from Vacuum Feed LCIT	D194 002c, 014c	Engine firmware	Install version 1.08:06 or newer	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Skew	With banner printing on custom paper	D194 002c, 014c	Engine firmware	Install version 1.08:06 or newer	
Skew	When banner sheets are fed from the Vacuum Feed LCIT RT5100	D194 086	The trailing edge of the banner is held by the transport roller in the LCIT during side-to-side registration	Turn on the following setting in "Advanced Settings" for custom paper: 013: [Deactivate Image Position Adjustment]	
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.	
Required media not selected	Media selected for the signature from the Paper Catalog is not honored, if the booklet cover is fed from the Interposer Tray.	M469 013	Leo-P1/C1 EFI (E-83A) firmware	Install required patch(es)	
		M468 015	Leo-P1/C1 EFI (E-43A) firmware		
Alignment	Tray alignment is not done properly, if Tray 2 is selected in Tray Alignment in Fiery Tools.	M468 033	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
		M469 032	Leo-P1/C1 EFI (E-83A) firmware		
Add paper alert	When selecting 330.0x487.0mm custom size from the Paper Catalog, the printer asks for 13x19.2 paper even though paper is in the tray.	M468 046	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 046	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Problem selecting trays	Selecting auto tray and Z-fold causes a conflict.	M468 052	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 052	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Problem selecting trays	Selecting the upper interposer tray and enabling tray alignment causes a conflict	M468 052	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 052	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Paper fed from wrong tray	If attempting to feed from Tray 6 and tray alignment is performed	M468 056	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 056	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Paper fed from wrong tray	If the job has slip sheets and imposition settings	M468 072	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 071	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Paper fed from wrong tray	Tray switching does not work when printing with a paper type registered in the Paper Catalog and associated to a Tray.	Install Service Pack 4 (Color_Controller_E-43A_E-83A_SP4.exe)			
Cannot feed out	Sample print made on SRA3 cannot be fed out to the proof tray.	M506 001a	BOS firmware (1/6 to 6/6)	Install version 2.02.003 or later	
		M506 002a	MICROCODE firmware	Install version 2.02.003 or later	
		M272 001e	BOS firmware (1/6 to 6/6)	Install version 2.02.003 or later	
		M272 007g	MICROCODE firmware	Install version 2.02.003 or later	
		M272 008a	BOS firmware (1/6 to 6/6)	Install version 2.02.003 or later	
		M272 009a	MICROCODE firmware	Install version 2.02.003 or later	
Paper mismatch error	When using custom paper	D195 5720Q M196 5720Q	System/Copy firmware	Install version 3.12 or newer	
<i>Paper mismatch error</i>	<i>When making a "sample print" in a mixed media job</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
Paper mismatch error	If the following options are specified together: Mixed media, Duplex open-to-top, Punch, and Slip sheet insertion	Install Service Pack 4 (Color_Controller_E-43A_E-83A_SP4.exe)			

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
Process control	DEMS does not work properly	D194 002b, 014b	Engine firmware	Install version 1.05.01:06 or newer	
Process control	Not completed after a job	D194 002c, 014c	Engine firmware	Install version 1.08:06 or newer	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
@Remote	SP5104-001 value could not be retrieved via NRS	D194 013c	System/Copy firmware	Install version 3.02 or newer	
@Remote	For Black and Magenta, toner call is not triggered at the correct time.	D194 002k, 014k	Engine firmware	Install version 1.16:06 or newer	
SSL	After applying the security update that changes the priority order for cipher suites, SSL communication fails	Gene 088m	Java VM v12 Update Tool	Install version 12.46.01 or newer	
		Gene 087o	Java VM v12 for eDC firmware		
Cannot connect to server	The DSDK application fails to connect to the LDAP server when using Kerberos authentication	Gene 088m	Java VM v12 Update Tool	Install version 12.46.01 or newer	
		Gene 087o	Java VM v12 for eDC firmware		
Fax	Cannot send fax if CAP v2 is installed	D195 5732F M196 5731F	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.57 or newer	
Web Image Monitor	On the "Custom Paper" registration screen of Web Image Monitor, the "Fusing Temp" range is incorrect	D195 5726M	Web Support firmware	Install version 1.12 or newer	
		M196 5725L	Web Support firmware	Install version 1.11 or newer	
Network connection fails	<i>If the device has not been used a significant amount of time, functions that require a network connection might fail.</i>	<i>D195 5730J</i>	<i>Network Support firmware</i>	<i>Install version 14.70 or newer</i>	
		<i>M196 5729H</i>	<i>Network Support firmware</i>	<i>Install version 14.69 or newer</i>	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

4. Printing/Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Job does not run	Cannot start the next job, if the previous job is canceled with the "Stop" key	D179 035a	P-Binder_GB5010_B1 firmware	Install version 01.160:11 or later	
		D179 036a	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later	
		D179 038a	P-Binder_GB5010_B4 firmware	Install version 01.050:00 or later	
Job does not run	Cannot print 13x19 size jobs	M272 007b	Microcode firmware	Install v1.2.003 or newer	
Job does not run	Glue temperature adjustment does not complete	D179 035b	P-Binder_GB5010_B1 firmware	Install version 01.200:11 or later	
		D179 038b	P-Binder_GB5010_B4 firmware	Install version 01.070:00 or later	
Job does not run	When trying to print a TIFF file	M468 042	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
		M469 042	Leo-P1/C1 EFI (E-83A) firmware		
Job does not run	Status remains 'waiting to print'	M468 058	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 058	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Job does not run	PDF file not printed via direct print if it contains True Type fonts	D194 025a	PDF firmware	Install version 1.04 or newer	
Job does not run	The Fiery indicates that a spooled job is printing but nothing prints	D194 152	System firmware version 3.06 has an error	Until new firmware is released, change SP5-748-102 from "1" to "0".	
Job does not run	Printing heavy jobs causes fatal errors and a hard abort.	M507 5000E 1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
Job does not run	After rebooting the Prinect DFE and the engine	M507 5000E 1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
Job does not run	If a job is sent from the Fiery controller while the engine is in energy saver mode	D195 5720Q M196 5720Q	System/Copy firmware	Install version 3.12 or newer	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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Subject	Symptom	RTB #	Cause	Solution	Note
<i>Job does not run</i>	<i>With the shift tray as the output tray, the operation panel remains in "Printing" status and the job does not get printed.</i>	<i>D734 5260B</i>	<i>BookletFinisher_S R5060 firmware</i>	<i>Install version 03.130:10 or later</i>	
<i>Job does not run</i>	<i>After attempting to print from an external controller, the operation panel displays "Printing" but the job does not get printed</i>	<i>M196 5720S</i>	<i>System firmware</i>	<i>Install version 3.14 or newer</i>	
Job does not resume	After removing booklets when the stacking tray is full	D179 035a	P-Binder_GB5010_B1 firmware	Install version 01.160:11 or later	
		D179 036a	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later	
		D179 038a	P-Binder_GB5010_B4 firmware	Install version 01.050:00 or later	
Job does not resume	After removing a paper jam	M468 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0 (except for China models)		
		M469 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0 (except for China models)		
Job does not resume	When the Plockmatic PBM500's trim waste bin is emptied	M468 026	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
		M469 025	Leo-P1/C1 EFI (E-83A) firmware		
Job does not resume	If RPIP Interface Box is connected, printing does not resume if paper is loaded after a paper-end detection	M468 047	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 047	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Job does not resume	Sample printing does not resume after loading an empty paper tray	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
Job does not resume	Fiery job cannot recover from a jam, if the system contains Plockmatic PBM500	M468 056	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 056	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Job does not resume	If a jam occurs in a half-fold job, printing does not resume after the jammed sheet has been removed.	M468 075	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 074	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Job does not resume	If paper near-end occurs while printing General format files	Gene 088m	Java VM v12 Update Tool	Install version 12.46.01 or newer	
		Gene 087o	Java VM v12 for eDC firmware		
Job does not resume	After the job is suspended, it is accidentally cancelled	D195 5720Q	System/Copy firmware	Install version 3.12 or newer	
Job does not resume	If the Plockmatic waste staple receptacle becomes full	D734 5260	BookletFinisher_SR 5060 firmware	Install version 03.100:10 or later	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
Job does not resume	If a jam occurs in a system that contains the Trimmer TR5040	D734 5260	BookletFinisher_SR 5060 firmware	Install version 03.100:10 or later	
Job does not resume	If the stack on the finisher shift tray is removed after pressing the emergency stop switch and placed on the tray again before the tray ascends	D734 5260	BookletFinisher_SR 5060 firmware	Install version 03.100:10 or later	
Job does not resume	Printing does not resume even if the staples are refilled after they run out	M196 5720S	System firmware	Install version 3.14 or newer	
Job does not resume	After clearing a jam or replenishing an empty tray		Leo-P1/C1 EFI (E-43A/E-83A) firmware	Service Pack 05	
Job not processed	When "Tracking Permission" and "Stop Printing" are enabled in "Enhanced Print Volume Limitation", processing fails	Gene 088m	Java VM v12 Update Tool	Install version 12.46.01 or newer	
		Gene 087o	Java VM v12 for eDC firmware		
Pages not printed	In a PDF file, if APPE is enabled	M468 004	Leo-P1/C1 EFI (E-43A) firmware	Install required patch(es) for System Software Version 1.0.	
		M469 003	Leo-P1/C1 EFI (E-83A) firmware		
Pages not printed	In jobs that use the Plockmatic HCI3500	D734 002f	BookletFinisher_SR 5060 firmware	Install version 02.670:10 or later	
Pages not printed	If an original jams in the sample copy of a stapled job, the first set is not printed	D195 5720Q M196 5720Q	System/Copy firmware	Install version 3.12 or newer	
Cannot print	From the sequential queue of a virtual printer	M469 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0 (except for China models)		
Cannot print	After applying patch FIT101117501	M469 043	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Cannot print	Cannot print using clear toner, if a print range is specified.	M468 055	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 054	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Cannot scan	An alert message occupies the display, and scanning is disabled	Gene 088m	Java VM v12 Update Tool	Install version 12.46.01 or newer	
		Gene 087o	Java VM v12 for eDC firmware		
Face-up/face-down	Copy job set with punch to the right is printed out face-up instead of face-down	D194 001a, 013a	System/Copy firmware	Install version 3.00 or newer	
Job cancelled	If perfect binding is set in the SEF direction.	D194 008a	Printer firmware	Install version 3.00 or newer	
Job cancelled	When "Unauthorized Copy Prevention Printing: Printer" is enabled	D195 5736B M196 5735B	RPCS firmware	Install version 3.17.3 or newer	
		D195 5738D	PCL firmware	Install version 1.05 or newer	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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Subject	Symptom	RTB #	Cause	Solution	Note
Job not cancelled	Job is suspended instead of cancelled if Cancel is selected	M468 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0 (except for China models)		
		M469 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0 (except for China models)		
Job not cancelled	The Fiery screen on the engine operation panel continues to display "Printing..."	M468 002	Apply Composite Patch02 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0		
		M469 002	Apply Composite Patch02 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0		
Job not cancelled	The Fiery screen on the engine operation panel continues to display "Cancelling..."	M468 002	Apply Composite Patch02 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0		
		M469 002	Apply Composite Patch02 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0		
Job not cancelled	If toner runs out during a duplex job and the system is run with an external controller	D194 001g, 13f	System/Copy firmware	Install version 3.05 or newer	
Job not cancelled	Remains in "Printing" status even if the cancel button is pressed in Command WorkStation while printing	M468 064	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
Job not cancelled	Staple job cannot be cancelled from Command WorkStation	M469 063	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Job not deleted after printing	Job remains in the print queue even if "Print and Delete" is selected in CWS	M468 060	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 060	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Job ends prematurely	If an entry in the paper catalog is deleted while printing a job	M506 001b	BOS firmware (1/6 to 6/6)	Install version 2.03.009 or later	
		M506 002b	MICROCODE firmware	Install version 2.03.009 or later	
		M506 003a	MICROCODE firmware	Install version 2.03.009 or later	
Tab printing	Not done correctly (e.g., tabs in the wrong order, text is rotated)	M469 009	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 010	Leo-P1/C1 EFI (E-43A) firmware		
PDF	Error while processing a PDF job, if APPE is enabled	M469 010	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 011	Leo-P1/C1 EFI (E-43A) firmware		
PDF	If a PDF job is sent to the Process & Hold or Process & Print queue, the controller runs out of memory	M272 001b to 006b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
		M272 007d	MICROCODE firmware	Install version 1.4.002 or later	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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Subject	Symptom	RTB #	Cause	Solution	Note
PDF	Printing a PDF file with APPE enabled results in an error, if CPSI is disabled	M272 001d	BOS firmware (1/6 to 6/6)	Install version 1.6.004 or later	
		M272 007f	MICROCODE firmware	Install version 1.6.004 or later	
PCL5	Corrupted image	M468 002	Apply Composite Patch02 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0		
		M469 002	Apply Composite Patch02 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0		
PCL5	PCL macros that were uploaded to the HDD cannot be printed	D195 5738C	PCL firmware	Install version 1.04 or newer	
Cannot print with some paper sizes	Can only print with LEF.	D194 001c, 013b	System/Copy firmware	Install version 3.01 or newer	
Printing stops	Printing multiple jobs in succession; 'Printing' is displayed	M468 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0 (except for China models)		
		M469 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0 (except for China models)		
Printing stops	Hard abort occurs when attempting to print a job on the Printect model	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
Printing stops	The data-in LED remains flashing and printing does not resume, if process control runs during a job.	D194 5405X M195 5405X	Engine firmware	Install version 1.21:06 or newer	
Scanning stops	When scanning an original containing multiple pages with the Twain driver, error (code: 36856) occurs on the client PC	D194 001g	System/Copy firmware	Install version 3.05 or newer	
Garbled text	Text in an email sent by using Scan to URL is garbled	D194 010b	Scanner firmware	Install version 02.02 or newer	
Characters damaged or missing	When scanning with "Hungarian" or "Polish" as "Cognitive Language" in "OCR Settings", if the value of a Unicode character exceeds 256, then the character is converted to a "?".	D194 001h	System/Copy firmware	Install version 3.06 or newer	
		D194 010c	Scanner firmware	Install version 02.03 or newer	
Characters damaged or missing	The Greek letter "γ" (gamma) cannot be printed in PCL jobs.	M468 085	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
Characters damaged or missing	When characters that contain the incorrect TrueType font data are printed	D195 5738B	PCL firmware	Install version 1.03 or newer	
Characters damaged or missing	Character corruption, if printed on custom paper size.	M196 5720Q	System/Copy firmware	Install version 3.12 or newer	
Characters damaged or missing	Character corruption, if impose settings are made on a FreeForm job	Install Service Pack 4 (Color_Controller_E-43A_E-83A_SP4.exe)			

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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Subject	Symptom	RTB #	Cause	Solution	Note
Part of text missing	After applying Impose, parts of the characters are missing	M469 020	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 022	Leo-P1/C1 EFI (E-43A) firmware		
Not printed as expected (unspecified)	If APPE is enabled	M469 016	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 018	Leo-P1/C1 EFI (E-43A) firmware		
Not printed as expected (unspecified)	Files ripped with previous microcode versions	M272 001a to 006a	BOS firmware (1/6 to 6/6)	Install version 1.3.003 or later	
		M272 007c	MICROCODE firmware	Install version 1.3.003 or later	
Not printed as expected (unspecified)	Outlines and images not printed correctly, if processed with APPE disabled (= CPSI enabled).	M469 078	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 079	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
Not printed as expected (unspecified)	Second and subsequent pages, PCL5 host printing.	D195 5738D	PCL firmware	Install version 1.05 or newer	
Not printed as expected (unspecified)	<i>The output of a Rush Print job may not be as expected.</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
Abnormal scan (unspecified)	Full color scanning	D194 001h	System/Copy firmware	Install version 3.06 or newer	
Page printed twice	When recovering from tray empty status in a system with Plockmatic	M468 025	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
		M469 023	Leo-P1/C1 EFI (E-83A) firmware		
Page printed twice	After recovering from a no paper in tray status, and RPIP Interface Box Type S3 and Duplo finisher are installed	M468 028	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
		M469 027	Leo-P1/C1 EFI (E-83A) firmware		
Page printed twice	If printing stops during a booklet job	D194 037a	Fin_IFBox firmware	Install version 01.010.02 or later	
Page printed twice	In jobs that use the Plockmatic HCI3500	D734 002f	BookletFinisher_SR 5060 firmware	Install version 02.670:10 or later	
Job reprinted		M507 5000E_1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
Job reprinted		M507 5058	Microcode firmware	Install version 2.7.001 or later	
PS error	During ripping	M272 001b to 006b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
		M272 007d	MICROCODE firmware	Install version 1.4.002 or later	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
PS error	PS Limit check error while printing PDF or InDesign files	M468 088	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
Scan to email	Contents of the attached file appear in the body of the message with the characters garbled	D194 001g	System/Copy firmware	Install version 3.05 or newer	
Scan to Folder	Device restarts	D195 5730H	Network Support firmware	Install version 14.69 or newer	
Scan to Folder	The device tries to connect to only the first resolved IP address	D195 5730H	Network Support firmware	Install version 14.69 or newer	
Scan to Folder	Fails when a HP device is working on the same subnet	D195 5730H	Network Support firmware	Install version 14.69 or newer	
Scan to Folder	Network browsing fails	D195 5730H	Network Support firmware	Install version 14.69 or newer	
Scan to Folder	<i>When doing Scan to Folder using SMBv2/v3, if the device receives UDP communication from the outside to the port used by SMBv2/v3, Scan to Folder fails</i>	<i>D195 5730J</i>	<i>Network Support firmware</i>	<i>Install version 14.70 or newer</i>	
Scan to Folder	<i>The device freezes during data transmission when doing Scan to Folder with SMBv2/v3</i>	<i>D195 5730J</i>	<i>Network Support firmware</i>	<i>Install version 14.70 or newer</i>	
Scan to Folder	<i>When doing Scan to Folder in a high-load network environment, the device gets stuck on sending and the scanner becomes unusable</i>	<i>D195 5730J</i>	<i>Network Support firmware</i>	<i>Install version 14.70 or newer</i>	
Wrong scanned image	If an original smaller than A4 is scanned in 600dpi and enlarged to A4	D194 002j	Engine firmware	Install version 1.15:06 or newer	
Incorrect number of pages	If printing is stopped and then resumed	M272 001d	BOS firmware (1/6 to 6/6)	Install version 1.6.004 or later	
		M272 007f	MICROCODE firmware	Install version 1.6.004 or later	
Incorrect number of pages	PS jobs	M507 5000E_1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
Incorrect number of copies	If the tray runs out of paper and then reloaded during the job	M507 5000E_1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
Printing error (not specified)	When running jobs printed on paper from the paper catalog that has a name of 33 or more characters.	M506 001	MICROCODE firmware	Install version 2.01.003 or later	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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Subject	Symptom	RTB #	Cause	Solution	Note
Printing error (not specified)	When "Unauthorized Copy Prevention" is enabled and asterisks are included with characters in "Enter User Text".	D195 5738C	PCL firmware	Install version 1.04 or newer	
Job information	Job information printed on the cover page is incorrect	M468 069a	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
		M469 068	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
Sample print	Sample print to the stacker proof tray is not possible, if printed on a custom paper of a size approximate to SRA3	M506 001b	BOS firmware (1/6 to 6/6)	Install version 2.03.009 or later	
		M506 002b	MICROCODE firmware	Install version 2.03.009 or later	
		M506 003a	MICROCODE firmware	Install version 2.03.009 or later	
IPDS	Cannot apply the selected toner curve for IPDS jobs	M507 5000E 1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
IPDS	Fonts that can be printed in PDF/ASCII cannot be printed in IPDS.	M507 5058	Microcode firmware	Install version 2.7.001 or later	
Paper size error	When a job is sent to the machine while it is in Energy Saver mode	D195 5735J	Printer firmware	Install version 3.06 or newer	
		M196 5734H	Printer firmware	Install version 3.12 or newer	
Black text	When printing a PCL5 job, black text is blurred or thicker than expected.	D195 5738D	PCL firmware	Install version 1.05 or newer	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Wrong jam location display	When jam 126 occurs	D179 017j	BookletFinisher_S R5060 firmware	Install version 01.460:10 or later	
Wrong jam location display	Jam location Z4 is not displayed if jams occur in duplex jobs	D194 002b, 014b	Engine firmware	Install version 1.05.01:06 or newer	
Wrong jam removal display	Jam with banner paper	D194 002f, 014f	Engine firmware	Install version 1.10:06 or newer	
		D194 001e, 013d	System/Copy firmware	Install version 2.03 or newer	
		D194 005b, 017b	Opepanel firmware	Install version 2.03 or newer	
		D194 008b	Printer firmware	Install version 3.01 or newer	
		D194 020a	Printer firmware	Install version 3.03 or newer	
Incorrect display	Display shows that prints remain in the Plockmatic when the Plockmatic stacker is full.	D179 017j	BookletFinisher_S R5060 firmware	Install version 02.570:10 or later	
Incorrect display	Fiery main screen does not appear after pressing the energy saver key	M468 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0 (except for China models)		
		M469 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0 (except for China models)		
Incorrect display	Too many pages in the 'Printed' list	M468 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0 (except for China models)		
		M469 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0 (except for China models)		
Incorrect display	Displays custom paper even if generic 16K paper is selected	M468 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0 (except for China models)		
		M469 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0 (except for China models)		
Incorrect display	Warning message appears when opening job properties of jobs submitted from Prinergy	M272 001a to 006a	BOS firmware (1/6 to 6/6)	Install version 1.3.003 or later	
		M272 007c	MICROCODE firmware	Install version 1.3.003 or later	
<i>Incorrect display</i>	<i>When attempting to apply Gang-up or Image Shift with Booklet Maker</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Jam alert not displayed	When jams occur in a peripheral downstream from the Folding unit	D179 018b	Folder_FD5020 firmware	Install version 01.030:04 or later	
Stalls	Stays in "Cancelling" status after cancelling multiple jobs selected in Command WorkStation	M468 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0 (except for China models)		
		M469 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0 (except for China models)		
Stalls	"Please Wait" remains after return from Energy Saver mode	M468 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0 (except for China models)		
		M469 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0 (except for China models)		
Stalls	The Fiery screen on the engine operation panel continues to display "Cancelling..."	M468 002	Apply Composite Patch02 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0		
		M469 002	Apply Composite Patch02 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0		
Stalls	The Fiery screen on the engine operation panel continues to display "Printing..."	M468 002	Apply Composite Patch02 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0		
		M469 002	Apply Composite Patch02 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0		
Stalls	If searching for a custom paper type that has 2-byte characters in its name	D194 001k, 013j	System/Copy firmware	Install version 3.10 or newer	
Wrong language	Japanese keyboard appears when changing the custom paper name	D194 042b	MediaLibEU 4st AB firmware	Install version 6 or later	
		D194 045b			
		D194 043b	MediaLibEUcl AB firmware	Install version 6 or later	
		D194 046b			
		D194 044b	MediaLibEUwh AB firmware	Install version 6 or later	
		D194 047b			
		D194 051b	MediaLibAP4st AB firmware	Install version 4 or later	
		D194 052b	MediaLibAPcl AB firmware	Install version 4 or later	
		D194 053b	MediaLibAPwh AB firmware	Install version 4 or later	
		D194 054b	MediaLibNA 4st AB firmware	Install version 6 or later	
		D194 057b			
		D194 055b	MediaLibNAcl AB firmware	Install version 6 or later	
		D194 058b			

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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Subject	Symptom	RTB #	Cause	Solution	Note
		D194 056b 059b	MediaLibNAwh AB firmware	Install version 6 or later	
Wording error	"Administrator" was spelled incorrectly in Spanish	D194 005b, 017b	Opepanel firmware	Install version 2.03 or newer	
Icons not displayed	Fiery icon disappears from the printer operation panel during printing	M468 038 M469 037	Leo-P1/C1 EFI (E- 43A) firmware Leo-P1/C1 EFI (E- 83A) firmware	Install the required patch(es).	
Icons not displayed	SDK application icon not be displayed after recovering from energy saving mode	D195 5732F M196 5731F	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.57 or newer	
'Printing'	When connected to a third party vendor peripheral, 'Printing' remains displayed	D194 037a	Fin_IFBox firmware	Install version 01.010.02 or later	
Items not displayed	Part number of custom RPIP Interface Box Type S3 firmware	D194 037a	Fin_IFBox firmware	Install version 01.010.02 or later	
Buttons don't work	Hard keys become ineffective on the Copy screen	D195 5720Q	System/Copy firmware	Install version 3.12 or newer	
Screen goes blank	The screen turns white when changing the language setting of the DFE	M507 5058	Microcode firmware	Install version 2.7.001 or later	
Screen contents not clear	<i>Hard to see whether the sample print function is enabled or not on the printer panel</i>	<i>M507 5058_ PR207 018</i>	<i>MICROCODE firmware</i>	<i>Install version 2.07.018 or later</i>	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
Authentication	Not done if Streamline NX is installed	Gen 068o	Java VM v12 Update Tool	Install version 12.12.06 or newer	
		Gen 069p	Java VM v12 for eDC firmware		
Authentication	If Kerberos authentication is done with an ESA application, timeout does not occur	Gen 068o	Java VM v12 Update Tool	Install version 12.12.06 or newer	
		Gen 069p	Java VM v12 for eDC firmware		
Authentication	User code authentication: If a user logs in to Web Image Monitor after logging in at the operation panel, the login screen appears again on the operation panel.	D194 011h, 022h	Web Support firmware	Install version 1.09 or newer	
Authentication	When the device is set to use "IEEE 802.1X" and "TLS1.2" is set to "active", authentication will fail.	D194 003c, 015c	Network Support firmware	Install version 14.67 or newer	
Authentication	The user code input screen does not disappear	D195 5720Q	System/Copy firmware	Install version 3.12 or newer	
Authentication	User name errors	M507 5000G	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.6.008 or later	
		M507 5057H	MICROCODE firmware	Install version 2.6.008 or later	
Login/logout	ESA application stops during logout, and logout cannot be completed	Gen 068o	Java VM v12 Update Tool	Install version 12.12.06 or newer	
		Gen 069p	Java VM v12 for eDC firmware		
Login/logout	It takes time to login after authenticating the card	D195 5720S	System/Copy firmware	Install version 3.14 or newer	
		M196 5720R	System firmware	Install version 3.13 or newer	
Data accessible from outside	Job properties and preview images for print jobs stored in the print server can be accessed from outside the customer's LAN.	M272 010	By default, it's possible to access the local console screen through the motherboard's IPMI feature without authentication	Do the procedure in the RTB to prevent unauthenticated external access	
		M506 007			

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC161-06	After updating to microcode v1.4.006.	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
SC324	Toner has coagulated. The development unit may have to be replaced.	D194 158a		Install new firmware and adjust SPs as explained in the RTB Side effect: Ozone bands (189mm) may occur, especially in the morning or after a short pause in usage.	
SC324	Due to toner coagulation in a moderate operational environment.	D194 5405Y M195 5405Y	Engine firmware	Install version 1.22:06 or newer	
SC39x		D194 002g, 014g	Engine firmware	Install version 1.11:06 or newer	Permanent counter-measure for D194 079
SC441	After replacing the ITB or ITB cleaning unit	D194 101	1. New ITBs and ITB cleaning units put excess load on the ITB drive motor due to insufficient lubrication. 2. Rollers inside the ITB slip, because they are covered with toner and dust.	Follow the procedures in the RTB when replacing the ITB or ITB cleaning unit.	
SC453	ITB roller is getting old, temp and humidity are below normal, and paper surface resistance is high	D194 159a	Abnormal load on the ITB power pack	Engine firmware modified; SC540 will occur when a problem is detected with the ITB power pack, and the machine will stop.	Install ver 1.21:06 or later
SC453	Appears before the paper transfer bias roller reaches its yield under low-temperature, low-humidity conditions.	D194 164	A combination of Paper Transfer Bias Roller voltage, machine temperature, and machine humidity	Work through the flow chart in the RTB.	
SC472	Just after machine installation	D194 040	The steering control arm at the back of the ITB unit is not in home position when the machine power is turned on	Rotate the gears counterclockwise to align the arm with the bracket. See the RTB for the procedure.	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
SC472	If the front door is closed, opened, and closed again	D194 027c	TCDU firmware	Install version 1.06:05 or newer	
SC50x-05	<i>This SC appears when the over limit sensor turns ON.</i>	D734 015	<i>Paper is not set correctly The side or end fence is deformed</i>	<i>Correct the problem as shown in the RTB.</i>	
SC535		D194 041	Static electricity damages the fans in the Paper Transport Belt Unit, which then damages the IOB.	<u>Temporary Solution</u> Add fuses to the fan circuits. These protect the IOB when the fan breaks down (they do not protect the fans, however). An SC will not be issued. <u>Permanent Solution</u> Replace all 3 fans in the Paper Transport Belt Unit with modified ones. These have higher resistance against static electricity. If the machine has the temporary solution, remove the fuses and install the modified fans.	See the RTB for the procedures.
SC545	Low temperature room (17 degrees Celsius or lower), machine is unused for 15 min	D194 069	The target heating roller temperature is too high.	Set SP1154-002 to "20 sec". – and – Ensure both of the following are lower than 165 degrees Celsius. <input type="checkbox"/> - SP1107-* <input type="checkbox"/> - 0207 in Adjustment Settings for Skilled Operators	
SC545		D194 001d, 013c	System/Copy firmware	Install version 3.02 or newer	
		D194 002d, 014d	Engine firmware	Install version 1.09:06 or newer	Modified fans must be installed
SC551	Turning on the machine power if room temperature is below 0 degrees Celsius	D194 002a, 014a	Engine firmware	Install version 1.04:06 or newer	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
SC558		D194 092	A sensor actuator is in the wrong position and/or two gears are loose.	Replace the sensor bracket and gear holder bracket with modified parts.	See the RTB for more details.
SC565	Low temperature room (17 degrees Celsius or lower), machine is unused for 15 min	D194 069	The target heating roller temperature is too high.	Set SP1154-002 to "20 sec". – and – Ensure both of the following are lower than 165 degrees Celsius. - SP1107-* - 0207 in Adjustment Settings for Skilled Operators	
SC565		D194 001d, 013c	System/Copy firmware	Install version 3.02 or newer	Modified fans must be installed
		D194 002d, 014d	Engine firmware	Install version 1.09:06 or newer	
SC586-25	After the right front door is opened and closed	D194 097	The B5 lever is not returned to the home position, and the right front door is then closed	Attach a sponge spacer (P/N: D1942927) to the right front door.	
SC625		D194 027a	TDCU firmware	Install version 1.04:05 or newer	
SC637	If the machine is shut down while printing	Gene 088m	Java VM v12 Update Tool	Install version 12.46.01 or newer	
		Gene 087o	Java VM v12 for eDC firmware		
SC670	If paper fed from tray 3 of LCIT RT5100 results in a jam.	D194 002b, 014b	Engine firmware	Install version 1.07:06 or newer	
SC670	When forcibly terminating DEMS	D194 002b, 014b	Engine firmware	Install version 1.05.01:06 or newer	
SC670	If finishing options are connected and a jam occurs in the mainframe exit unit	D194 002c, 014c	Engine firmware	Install version 1.08:06 or newer	
SC670	When recovering from energy saving mode	D194 001d, 013c	System/Copy firmware	Install version 3.02 or newer	
		D194 002d, 014d	Engine firmware	Install version 1.09:06 or newer	Modified fans must be installed
SC670	Follow the instructions in this RTB if this SC occurs	D194 102b	Mostly caused by defective boards or a blown fuse caused by unexpected electrical surge	Work through the procedures in this RTB.	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
SC670	Punch jobs	M507 5000E _1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
SC672-11	When the machine recovers from energy saving mode	D194 007a, 019a	PowerSaving Sys firmware	Install version 1.24 or newer	
SC672-12	With custom paper sizes	M469 018	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 020	Leo-P1/C1 EFI (E-43A) firmware		
SC687		D179 016d	ADF_SINAI_B firmware	Install version 01.100:05 or later	
SC720-xx		D734 012	Contact failure in the interlock switch due to manufacturing error	Check the finisher's serial number, and replace the interlock switch if necessary.	
SC720-25		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 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		D734 013a	<i>The corner stapler unit does not move properly or smoothly</i>	<i>Work through the check procedures in the RTB.</i>	
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	Running 3 staple jobs in a row	D734 5621A	BookletFinisher_SR50 60 firmware	Install version 02.700:10 or later	
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".	
			The exit roller and press down lever	Replace the lever brackets. (See RTB	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
			interfere with each other.	#RD734003 for details).	
			Printed sheets interfere with the movement of the press down lever.	Advise the customer to remove sheets that are interfering with the press down levers when Jam 122 occurs.	
SC720-75		D734 002c	BookletFinisher_SR50 60 firmware	Install version 02.640:10 or later	
SC720-80	SR5050/5060 Finisher	D179 113	Contact failure in the interlock switch	Replace the interlock switch using the procedure in the RTB.	
SC720-82	If the trailing edge press plate and base fence of the staple tray interferes.	D734 002b	BookletFinisher_SR50 60 firmware	Install version 02.620:10 or later	
SC819-00	With custom paper sizes	M469 018	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 020	Leo-P1/C1 EFI (E-43A) firmware		
SC819	When using network-related functions, such as accessing Web Image Monitor	D194 001h	System/Copy firmware	Install version 3.06 or newer	
		D194 013g	System firmware	Install version 3.06 or newer	
SC819	After ARFU or RFU	D195 5730J	Network Support firmware	Install version 14.70 or newer	
		M196 5729H	Network Support firmware	Install version 14.69 or newer	
SC844-04	When attempting to print a job on the Printect model	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
SC844-04	After updating to microcode v1.4.006.	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
SC844-0x	When printing large jobs	M506 001a	BOS firmware (1/6 to 6/6)	Install version 2.02.003 or later	
		M506 002a	MICROCODE firmware	Install version 2.02.003 or later	
		M272 001e	BOS firmware (1/6 to 6/6)	Install version 2.02.003 or later	
		M272 007g	MICROCODE firmware	Install version 2.02.003 or later	
		M272 008a	BOS firmware (1/6 to 6/6)	Install version 2.02.003 or later	
		M272 009a	MICROCODE firmware	Install version 2.02.003 or later	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
SC844-11	Punch jobs	M507 5000E _1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
SC865		D194 121a	External vibration is transmitted to the HDD	Compare the output speeds with and without sorting. If sorting is slower by more than 50%, make sure that the projections on the HDD bracket do not touch the HDD, or replace the HDD bracket with a new type (D136 5978). See the RTB for the full procedure.	
SC899	When using a TWAIN driver	D194 010a	Scanner firmware	Install version 2.01 or newer	
SC899	If a PDF that contains a JPEG 2000 image is printed using PDF Direct Print	D194 025a	PDF firmware	Install version 1.04 or newer	
SC899	When conducting location-free printing or authentication processing with a solution product	Gene 088m	Java VM v12 Update Tool	Install version 12.46.01 or newer	
		Gene 087o	Java VM v12 for eDC firmware		
SC899	When printing a PCL job which contains reduced or enlarged image	D195 5738B	PCL firmware	Install version 1.03 or newer	
SC899	When using the PCL6 driver to print a PDF from the Reader application in Windows 8.1	D195 5738C	PCL firmware	Install version 1.04 or newer	
SC899	When printing a PCL job which contains images via host printing	D195 5738D	PCL firmware	Install version 1.05 or newer	
SC899	If logging in from a keyboard	D195 5732F M196 5731F	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.57 or newer	
SC899	When doing Scan to Folder	D195 5730H	Network Support firmware	Install version 14.69 or newer	
SC899	When printed a duplex job that exceeds the max allowable pages	D195 5720S	System/Copy firmware	Install version 3.14 or newer	
		M196 5720R	System firmware	Install version 3.13 or newer	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
SC900	Banner printing jobs	D194 002b, 014b	Engine firmware	Install version 1.06:06 or newer	
SC911-62	If the engine and TotalFlow Print Server R-61A are synchronized when the index width specified on the operation panel exceeds the maximum width.	D194 001k, 013j	System/Copy firmware	Install version 3.10 or newer	
SC919	When cancelling a job after the machine failed to recover from a jam	D194 027a	TDCU firmware	Install version 1.04:05 or newer	
SC919	After removing a jam	M468 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0 (except for China models)		
		M469 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0 (except for China models)		
SC919	Opening and closing an unused tray during a job	M468 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0 (except for China models)		
		M469 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0 (except for China models)		
SC919	Recovering from a jam	M468 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0 (except for China models)		
		M469 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0 (except for China models)		
SC919	When printing multiple jobs in succession and a job is cancelled because of a jam	M468 002	Apply Composite Patch02 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0		
		M469 002	Apply Composite Patch02 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0		
SC919	While printing followed by a reboot	M272 007b	Microcode firmware	Install v1.2.003 or newer	
SC919	While printing	M468 021a	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
		M469 019a	Leo-P1/C1 EFI (E-83A) firmware		
SC919	While printing followed by a reboot	M272 001a - 006a	BOS firmware (1/6 to 6/6)	Install version 1.3.003 or later	
		M272 007c	MICROCODE firmware	Install version 1.3.003 or later	
SC919	After updating to microcode v1.4.006.	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
SC919		M272 001d	BOS firmware (1/6 to 6/6)	Install version 1.6.004 or later	
		M272 007f	MICROCODE firmware	Install version 1.6.004 or later	
SC919	When printing large jobs	M506 001a	BOS firmware (1/6 to 6/6)	Install version 2.02.003 or later	
		M506 002a	MICROCODE firmware	Install version 2.02.003 or later	
		M272 001e	BOS firmware (1/6 to 6/6)	Install version 2.02.003 or later	
		M272 007g	MICROCODE firmware	Install version 2.02.003 or later	
		M272 008a	BOS firmware (1/6 to 6/6)	Install version 2.02.003 or later	
		M272 009a	MICROCODE firmware	Install version 2.02.003 or later	
SC919	Jam followed by SC919, if the system contains a Plockmatic finisher	M507 5000E_1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
SC919	When attempted to print an AFP job, a warning message appears on the DFE and printing stops	M507 5000E_1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
SC919	Punch jobs	M507 5000E_1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
SC919	If the job ticket size is too large	M507 5000G	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.6.008 or later	
		M507 5057H	MICROCODE firmware	Install version 2.6.008 or later	
SC919	The DFE acknowledges the job as complete even though the job is still running	M507 5000G	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.6.008 or later	
		M507 5057H	MICROCODE firmware	Install version 2.6.008 or later	
SC919	After making a sample print	Install Service Pack 4 (Color_Controller_E-43A_E-83A_SP4.exe)			
SC919	<i>If the filename includes "%", Fiery service exits before printing the job, result in a disconnection error</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
SC990	On a Plockmatic system when Jams occur in SR5050 and SR5060	D179 017j	BookletFinisher_SR5060 firmware	Install version 02.570:10 or later	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
SC990	During sheet by sheet shifting	D776 001	Stacker_SK5030_1 firmware	Install version 01.060:06 or later	
		D776 002	Stacker_SK5030_2 firmware	Install version 01.060:06 or later	
SC990	If two high capacity stackers are connected and a jam occurs in GBC StreamPunch Ultra	D776 001	Stacker_SK5030_1 firmware	Install version 01.050:06 or later	
		D776 002	Stacker_SK5030_2 firmware	Install version 01.050:06 or later	
SC990	Models with the platen cover and no ADF	D194 001k, 013j	System/Copy firmware	Install version 3.10 or newer	
SC990	After an SC reboot, if the dialog window stating that the automatic reboot has occurred is not closed, SDK-J applications cannot be started	D194 008f	Printer firmware	Install version 3.05 or newer	
		D194 020e	Printer firmware	Install version 3.11 or newer	
SC991	After cancelling a job when an error message concerning stapling is displayed	M468 005	Leo-P1/C1 EFI (E-43A) System Software Version 1.0.	Apply the required patch(es)	
		M469 004	Leo-P1/C1 EFI (E-83A) firmware		
SC991	When rebooting Total Flow Print Server	D194 001e, 013d	System/Copy firmware	Install version 3.03 or newer	
SC992	Detected instead of SC570	D194 114	Disconnected connector, foreign object in the fan, or defective ozone exhaust fan.	Repair the problem	New f/w in Feb 2016
SC994	If multiple application screens are opened	D195 5720Q	System/Copy firmware	Install version 3.12 or newer	
SC997	After restarting the device when the ESA application is online-installed using Remote Install Manager	Gene 068i	Java VM v12 Update Tool	Install version 12.06.01 or newer.	
		Gene 069i	Java VM v12 for eDC firmware		
SC997	When changing ESA application or transitioning/recovering from energy saver mode.	Gene 068i	Java VM v12 Update Tool	Install version 12.06.01 or newer.	
		Gene 069i	Java VM v12 for eDC firmware		
SC997	If the Fiery hard key on the printer operation panel is pressed after restarting the Fiery controller	M468 006	Leo-P1/C1 EFI (E-43A) System Software Version 1.0.	Apply the required patch(es)	
		M469 005	Leo-P1/C1 EFI (E-83A) firmware		
SC997	After making a sample print	Install Service Pack 4 (Color_Controller_E-43A_E-83A_SP4.exe)			

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
SC998	When changing ESA application or transitioning/recovering from energy saver mode.	Gene 068i	Java VM v12 Update Tool	Install version 12.06.01 or newer.	
		Gene 069i	Java VM v12 for eDC firmware		
SC998	If Streamline NX and CAP v2 are installed	D195 5732F M196 5731F	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.57 or newer	
J031	Occurs continually, even if the shift timing motor is replaced	D194 094	Jammed paper is pulled out with force, and electricity generated by this damages the drive board	Replace the DRB, and instruct customers on the correct way to remove jammed paper (use the knobs, pull paper out slowly).	
J343	When the stacking tray becomes full	D179 035a	P-Binder_GB5010_B1 firmware	Install version 01.160:11 or later	
		D179 036a	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later	
		D179 038a	P-Binder_GB5010_B4 firmware	Install version 01.050:00 or later	
J423	If the Buffer Pass unit is connected	D179 035a	P-Binder_GB5010_B1 firmware	Install version 01.160:11 or later	
		D179 036a	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later	
		D179 038a	P-Binder_GB5010_B4 firmware	Install version 01.050:00 or later	
BC12	After rebooting the Prinect DFE and the engine	M507 5000E 1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.0 23 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
Message does not go away	Door open alert does not go away after clearing a jam in the Vacuum Feed LCIT.	M468 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0 (except for China models)		
		M469 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0 (except for China models)		
Wrong message	When there are too many pages for a ring-bound booklet	M468 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0 (except for China models)		
		M469 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0 (except for China models)		
Wrong message	JAM99 appears when a double-feed had not occurred	D194 002h, 014h	Engine firmware	Install version 1.13:06 or newer	
Wrong message	An inappropriate error message appears during calibration	M507 5000G	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.6.00 8 or later	
		M507 5057H	MICROCODE firmware	Install version 2.6.008 or later	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
"Set PCU clean Unt/Wrong PCDU"	Appears when the development unit is installed	D194 095	The wrong development unit was included in fourteen 5th Station Replacement Kits manufactured in December 2014	Check the serial number against the list in the RTB. If it is one of the 14, replace it with a Service parts development unit	
Fatal error	When associating a paper catalog	M272 001b to 006b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
		M272 007d	MICROCODE firmware	Install version 1.4.002 or later	
Fatal error	When creating a banner paper entry in paper catalog for a printer without the banner printing option	M272 001b to 006b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
		M272 007d	MICROCODE firmware	Install version 1.4.002 or later	
Fatal error	When attempting to recover from a paper mismatch	M272 001b to 006b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
		M272 007d	MICROCODE firmware	Install version 1.4.002 or later	
Fatal error	Running a job in the Surface Mode	M272 001b to 006b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
		M272 007d	MICROCODE firmware	Install version 1.4.002 or later	
Fatal error	Printing 85 copies of a 90 page file	M272 001b to 006b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
		M272 007d	MICROCODE firmware	Install version 1.4.002 or later	
Fatal error	Printing a PS B&W job from the virtual printer	M272 001b to 006b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
		M272 007d	MICROCODE firmware	Install version 1.4.002 or later	
Fatal error	Printing more than 5 copies in Banner Mode	M272 001b to 006b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
		M272 007d	MICROCODE firmware	Install version 1.4.002 or later	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
Fatal error	On the Prinect model, when restoring previous print settings	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
Fatal error	If a TIFF file is displayed in the preview screen.	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
Fatal error	If PDF is printed via hot folder	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
Fatal error	When jammed paper is removed in an IPDS job.	M272 001d	BOS firmware (1/6 to 6/6)	Install version 1.6.004 or later	
		M272 007f	MICROCODE firmware	Install version 1.6.004 or later	
Fatal error	If the Email notification contains a message over 255 bytes	M272 001d	BOS firmware (1/6 to 6/6)	Install version 1.6.004 or later	
		M272 007f	MICROCODE firmware	Install version 1.6.004 or later	
Fatal error	If multiple jobs are run with the stacker shift tray as the output tray on the TotalFlow Print Server R-61A and the output tray becomes full.	D194 001k, 013j	System/Copy firmware	Install version 3.10 or newer	
Fatal error	If the paper catalog is edited simultaneously from the printer operation panel and client PC	M506 001b	BOS firmware (1/6 to 6/6)	Install version 2.03.009 or later	
		M506 002b	MICROCODE firmware	Install version 2.03.009 or later	
		M506 003a	MICROCODE firmware	Install version 2.03.009 or later	
Fatal error	While the DFE attempts to recover from multiple errors	M506 001b	BOS firmware (1/6 to 6/6)	Install version 2.03.009 or later	
		M506 002b	MICROCODE firmware	Install version 2.03.009 or later	
		M506 003a	MICROCODE firmware	Install version 2.03.009 or later	
Fatal error	If a jam occurs in a staple job	M506 001b	BOS firmware (1/6 to 6/6)	Install version 2.03.009 or later	
		M506 002b	MICROCODE firmware	Install version 2.03.009 or later	
		M506 003a	MICROCODE firmware	Install version 2.03.009 or later	
Fatal error	Punch jobs	M507 5000E_1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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Subject	Symptom	RTB #	Cause	Solution	Note
Fatal error	While printing	M507 5000E _1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
Fatal error	If a job saved on microcode v2.2.003 is run on an updated microcode v2.4.017	M507 5000G	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.6.008 or later	
		M507 5057H	MICROCODE firmware	Install version 2.6.008 or later	
Fatal error	<i>During IPDS printing with a certain Type 1 font which has an unusually large "/Copyright" description.</i>	<i>M507 5058 PR207 018</i>	<i>MICROCODE firmware</i>	<i>Install version 2.07.018 or later</i>	
"Ricoh not loaded"	When configuring a new preset in the virtual printer job properties	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
"Additional Data: Bad ConfigResult(2)"	If the DFE and engine are offline and the paper tray setting is changed to banner	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
No pages available error	If a sample print is made during the job from the engine operation panel	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
Cannot reboot	If a hard abort occurs, the DFE cannot be rebooted from the engine operation panel	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
Media catalog mismatch error	When rebooting	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
Error page printed	After completing an IPDS job, an error page is printed to indicate a jam occurred even if it did not	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
'Please wait'	In a copy job immediately after recovering from a jam	D194 002n, 014n	Engine firmware	Install version 1.18:06 or newer	
"Video Board Detected an Internal Error"	When running jobs from the Fiery controller	M469 082	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
		M468 083	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
Java VM error	Cannot use specific or customized versions	Gene 088m	Java VM v12 Update Tool	Install version 12.46.01 or newer	
		Gene 087o	Java VM v12 for eDC firmware		

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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Subject	Symptom	RTB #	Cause	Solution	Note
Java VM error	When conducting location-free printing or authentication processing with a solution product	Gene 088m	Java VM v12 Update Tool	Install version 12.46.01 or newer	
		Gene 087o	Java VM v12 for eDC firmware		
Error message does not appear	When the drum cleaning unit is not set properly	D194 002p, 014p	Engine firmware	Install version 1.20:06 or newer	
'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.	
Unknown error message	<i>When attempting to register job presets in Command WorkStation</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
E-43A controller	The controller does not activate the first time turning on the power after installation	D194034	Disconnected cable between the mother board and the video board	Check the cable as shown in the RTB.	Cable can become disconnected while installing the 5 th station kit.
E-43A controller	Error while importing an xml file to Command WorkStation.	M468003	Leo-P1/C1 EFI (E-43A) firmware	Install required patch(es) for System Software Version 1.0.	
E-43A controller	Cannot shut controller down	M468001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0 (except for China models)		
E-43A controller	Tray number does not appear on the Command WorkStation	M468001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0 (except for China models)		
E-43A controller	Fiery service aborts, if RIPped with the image enhancement option enabled	M468018	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
E-43A controller	Clicking "Calibrate" in Command WorkStation does not activate the calibrator	M468034	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
E-43A controller	Fiery service hangs	M468038	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
E-43A controller	Fiery service shuts down when processing and holding a PDF file	M468057	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469057	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
E-43A controller	Fiery hangs while processing an imposed PDF file	M468059	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469059	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
E-43A controller	Fiery hangs in "Printing" status, if printing multiple copies of a PDF job using special color.	M468062	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
E-43A controller	Fiery controller stalls while processing the job, if the Impose template name contains a 2-byte character	M468066	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
E-43A controller	During PAD printing, Designation, Impression and Copy are not displayed correctly.	M468070	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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Subject	Symptom	RTB #	Cause	Solution	Note
E-43A controller	Fiery System Update installs the same patch more than once	M468 078	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
E-43A controller	Job name rotated 180 degrees	M468 080	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
E-43A controller	Fiery service stops	M468 082	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
E-43A controller	Fiery service stops	M468 084	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
E-43A controller	[Coated paper - high gloss print] output profile is incorrect	M468 085	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
E-43A controller	Connection between the Fiery and engine is lost randomly	Install Service Pack 4 (Color_Controller_E-43A_E-83A_SP4.exe)			
E-43A controller	In Job Properties of Command WorkStation, the job name appears as "Ring Binder."	Install Service Pack 4 (Color_Controller_E-43A_E-83A_SP4.exe)			
E-43A controller	Fiery terminates abnormally when calibrated from Color Profiler Suite.	Install Service Pack 4 (Color_Controller_E-43A_E-83A_SP4.exe)			
E-43A controller	Please wait screen does not appear at startup	D195 5720S	System/Copy firmware	Install version 3.14 or newer	
		M196 5720R	System firmware	Install version 3.13 or newer	
<i>E-43A controller</i>	<i>Configure does not launch after updating Fiery API.</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
<i>E-43A controller</i>	<i>Fiery server may hang while RIPping a PDF job.</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
<i>E-43A controller</i>	<i>When an engine SC occurs, the Fiery server restarts frequently.</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
E-83A controller	The controller does not activate the first time turning on the power after installation	D194 034	Disconnected cable between the mother board and the video board	Check the cable as shown in the RTB.	Cable can become disconnected while installing the 5 th station kit.
E-83A controller	Cannot shut controller down	M469 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0 (except for China models)		
E-83A controller	Tray number does not appear on the Command WorkStation	M469 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0 (except for China models)		
E-83A controller	Fiery service aborts, if RIPped with the image enhancement option enabled	M469 016	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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Subject	Symptom	RTB #	Cause	Solution	Note
E-83A controller	Fiery stops responding when printing multiple copies of a job.	M469 024	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
E-83A controller	Clicking "Calibrate" in Command WorkStation does not activate the calibrator	M469 033	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
E-83A controller	Fiery service hangs	M469 037	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
E-83A controller	Clicking "Calibrate" in Command WorkStation does not activate the calibrator	M469 043	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
E-83A controller	Fiery controller stalls while processing the job, if the Impose template name contains a 2-byte character	M469 065	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
E-83A controller	During PAD printing, Designation, Impression and Copy are not displayed correctly	M469 069	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
E-83A controller	Fiery System Update installs the same patch more than once	M469 077	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
E-83A controller	Job name rotated 180 degrees	M469 079	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
E-83A controller	Fiery service stops	M469 081	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
E-83A controller	Connection between the Fiery and engine is lost randomly	Install Service Pack 4 (Color_Controller_E-43A_E-83A_SP4.exe)			
E-83A controller	In Job Properties of Command WorkStation, the job name appears as "Ring Binder."	Install Service Pack 4 (Color_Controller_E-43A_E-83A_SP4.exe)			
E-83A controller	Fiery terminates abnormally when calibrated from Color Profiler Suite.	Install Service Pack 4 (Color_Controller_E-43A_E-83A_SP4.exe)			
E-83A controller	Please wait screen does not appear at startup	D195 5720S	System/Copy firmware	Install version 3.14 or newer	
		M196 5720R	System firmware	Install version 3.13 or newer	
<i>E-83A controller</i>	<i>Configure does not launch after updating Fiery API.</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
<i>E-83A controller</i>	<i>Fiery server may hang while RIPping a PDF job.</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
E-83A controller	<i>When an engine SC occurs, the Fiery server restarts frequently.</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
SR5060 finisher	Entrance motor not working; jam occurs	D179 017j	BookletFinisher_SR5060 firmware	Install version 01.460:10 or later	
SR5060 finisher	Stalls	D179 017j	BookletFinisher_SR5060 firmware	Install version 01.460:10 or later	
SR5060 finisher	Saddle stitching stops when saddle-stitched booklets are created in the Plockmatic and a jam occurs in the SR5050/5060	D179 017j	BookletFinisher_SR5060 firmware	Install version 02.530:10 or later	
SR5060 finisher	Inaccurate stapling/folding after recovering from a jam in the saddle-stitching unit.	D734 002c	BookletFinisher_SR5060 firmware	Install version 02.640:10 or later	
SR5060 finisher	Poor punching, jam	D734 009	Paper dust mixed with bearing oil builds up and hinders smooth movement of the pins. The punch motor stops too early and prevents the pins from returning to home position.	BookletFinisher_SR5060 firmware: Install version 02.650:10 or later	
SR5060 finisher	Poor punching; the puncher does not completely retrieve home position and catches the next sheet	D734 002d	BookletFinisher_SR5060 firmware	Install version 02.650:10 or later	
SR5060 finisher	In jobs that use the Plockmatic HCI3500	D734 002f	BookletFinisher_SR5060 firmware	Install version 02.670:10 or later	
SR5060 finisher	A single page Z-fold job is stapled.	D734 5260	BookletFinisher_SR5060 firmware	Install version 03.100:10 or later	
SR5060 finisher	The Plockmatic stapling function is ineffective if an SC occurs.	D734 5260	BookletFinisher_SR5060 firmware	Install version 03.100:10 or later	
SR5060 finisher	If various staple jobs are run in succession, the stapling position of corner oblique stapling may shift	D734 5260	BookletFinisher_SR5060 firmware	Install version 03.100:10 or later	
SR5060 finisher	Side stapling job cannot be cancelled	D734 5260	BookletFinisher_SR5060 firmware	Install version 03.100:10 or later	
SK5030 stacker	When the cart is pulled out after the stacker is full, the top sheet separates from the stack.	D776 004	The paddle catches the top sheet of the stack.	Place the paper holder on the paper stack before moving the cart.	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
SK5030 stacker	The stack gradually becomes not straight	D776 001a	Stacker_SK5030_1 firmware	Install version 01.070:06 or newer.	
		D776 002a	Stacker_SK5030_2 firmware	Install version 01.070:06 or newer.	
SK5030 stacker	Poor stacking with paper Thickness 4 (163.0g/m2) or less plain paper (uncoated)	D776 006	These paper types allow vibration caused by the paddle rotation to travel to the stacked sheets. As a result, the leading edge stopper cannot move to the correct position.	Check the version of stacker firmware installed. If v01.070:06 or later is already installed, install the feeler extension and the cushions (see the RTB for details).	
SK5030 stacker	The tray is stuck and does not lift up/down properly	D776 007	The drive gear is broken and the tray bracket is slanted against the belts. Grease applied to the drive components of the shift tray is dried up	Apply grease (HEAT RESISTING GREASE MT-78, p/n: 54479078) to the drive components of the shift tray as part of the PM cycle. See the RTB for the procedure.	
SK5030 stacker	White rust on the handle for the tray cart	D776 008	Some of the plating solution applied to the handle remained inside the structure, and later leaked out of the holes.	Replace the handle (P/N: D7769901)	
SK5030 stacker	Noise, shift tray does not move	D776 009	Worn worm gear	Replace the bracket and worm gear as explained in the RTB.	
Trimmer	"Waiting" is displayed even after emptying the trimmings box and closing the front door	D194 5415 M195 5415	Engine firmware	Install version 1.24:06 or newer	
Perfect Binder	Stalls, if a job is run immediately after opening and closing the front doors in a low temperature environment	D179 035a	P-Binder_GB5010_B1 firmware	Install version 01.160:11 or later	
		D179 036a	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later	
		D179 038a	P-Binder_GB5010_B4 firmware	Install version 01.050:00 or later	
Perfect Binder	Stalls, if a jam occurs and the stacking tray becomes full	D179 035a	P-Binder_GB5010_B1 firmware	Install version 01.160:11 or later	
		D179 036a	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later	
		D179 038a	P-Binder_GB5010_B4 firmware	Install version 01.050:00 or later	
Perfect Binder	Trimming box falsely detected as full after power on or opening and closing the trimming box	D179 039a	P-Binder_GB5010_B5 firmware	Install version 01.020:00 or later	
Perfect Binder	Custom paper sizes cannot be programmed for Perfect Binder Interposer trays	D194 123	The default value of SP5112-001 (Non-Std. Paper Sel.) was mistakenly set to "0" (Not Permitted).	Set the SP to 1	The firmware will be modified.

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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Subject	Symptom	RTB #	Cause	Solution	Note
Perfect Binder	If a perfect binder job is printed from the Document Server, another perfect binder job cannot follow	D194 001k, 013j	System/Copy firmware	Install version 3.10 or newer	
Cover Interposer	Printing stops midway and remains displaying "Printing".	M468 032	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
		M469 031	Leo-P1/C1 EFI (E-83A) firmware		
Media Identification Unit	Alert not displayed when paper is scanned	D194 001a, 013a	System/Copy firmware	Install version 3.00 or newer	
SDK/ESA applications	Cannot switch applications after SC997	Gene 068i	Java VM v12 Update Tool	Install version 12.06.01 or newer.	
		Gene 069i	Java VM v12 for eDC firmware		
SDK/ESA applications	When Java VM is updated via Remote Install Manager, the stack size is reset to the default size	Gen 068o	Java VM v12 Update Tool	Install version 12.12.06 or newer	
		Gen 069p	Java VM v12 for eDC firmware		
SDK/ESA applications	When an application is updated via Remote Install Manager, the heap size is reset to the default size	Gen 068o	Java VM v12 Update Tool	Install version 12.12.06 or newer	
		Gen 069p	Java VM v12 for eDC firmware		
SDK/ESA applications	Java VM does not start up correctly	Gen 068o	Java VM v12 Update Tool	Install version 12.12.06 or newer	
		Gen 069p	Java VM v12 for eDC firmware		
SDK/ESA applications	VM does not activate	M272 007b	Microcode firmware	Install v1.2.003 or newer	
SDK/ESA applications	If the firmware is updated remotely while the device is in energy saving mode, the SDK platform does not boot up	Gene 068r	Java VM v12 Update Tool	Install version 12.15.03 or newer	
		Gene 069t	Java VM v12 for eDC firmware		
SDK applications	SDK application behavior not correct	Gene 088m	Java VM v12 Update Tool	Install version 12.46.01 or newer	
		Gene 087o	Java VM v12 for eDC firmware		
SDK/ESA applications	Error when trying to display a preview in the Print from Storage Device application	D195 5735J	Printer firmware	Install version 3.06 or newer	
		M196 5734H	Printer firmware	Install version 3.12 or newer	
SDK/ESA applications	If only IPv6 is enabled, utility tools (e.g. Device Manager NX or Streamline NX v3) cannot install applications remotely	D195 5732F M196 5731F	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.57 or newer	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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Subject	Symptom	RTB #	Cause	Solution	Note
SDK/ESA applications	SDK applications cannot start during the boot process	D195 5732F M196 5731F	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.57 or newer	
SDK/ESA applications	Device Manager NX Enterprise cannot retrieve information about applications installed on the device	D195 5732F M196 5731F	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.57 or newer	
SDK/ESA applications	GlobalScan NX fails to apply profiles or retrieve device information when using the AdminTool	D195 5732F M196 5731F	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.57 or newer	
SDK/ESA applications	Java VM fails	D195 5732F M196 5731F	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.57 or newer	
Remote Installation Manager	Even though activation for CAP v2 (Hybrid mode) was not successful, it is displayed as successful	Gene 068i	Java VM v12 Update Tool	Install version 12.07.06 or newer.	
		Gene 069i	Java VM v12 for eDC firmware		
Option not detected	Media Identification Unit Type S3 and USB keyboard not detected after disconnecting and reconnecting the USB cable	D194 001a, 013a	System/Copy firmware	Install version 3.00 or newer	
Stacking error	The maximum number of sheets stackable on the output tray is not calculated correctly according to paper thickness	M469 014	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 016	Leo-P1/C1 EFI (E-43A) firmware		
Stapling	<i>Chapter stapling is not honored, if [Define Each Chapter As A Separate Finishing Set] is specified</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
Booklet making	An extra booklet is made	D179 035b	P-Binder_GB5010_B1 firmware	Install version 01.200:11 or later	
		D179 038b	P-Binder_GB5010_B4 firmware	Install version 01.070:00 or later	
Third party peripheral	On-line status sent falsely	D194 037a	Fin_IFBox firmware	Install version 01.010.02 or later	
Total Flow	The DFE fails to connect to TotalFlow Print Manager and TotalFlow Prep	M507 5000E _1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
Total Flow	Files get lost if imported to the DFE	M507 5000E_1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
Total Flow	Cannot send jobs to the DFE from a laptop PC	M507 5000E_1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
Total Flow	The number of printed pages that appears on the DFE is incorrect	M507 5000E_1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
Total Flow	Error message when displaying maintenance logs	M507 5000E_1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
Total Flow	Auto Detect applied to a job, disabling Prinect DFE's connection to the engine	D195 5720Q M196 5720Q	System/Copy firmware	Install version 3.12 or newer	
Total Flow	Printing with the Filter function enabled causes the DFE to lock up	M273 5012	MICROCODE firmware	Install version 2.5.003 or later	
		M507 5000F	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.05.003 or later	
		M507 5056H	MICROCODE firmware	Install version 2.5.003 or later	
Punching	Punch jobs cause errors	M507 5000E_1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
Punching	Punch options not applied correctly	M507 5000G	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.6.008 or later	
		M507 5057H	MICROCODE firmware	Install version 2.6.008 or later	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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9. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Incorrect image density	White gradually lightens or darkens during a job	D194 002a, 014a	Engine firmware	Install version 1.04.1:06 or newer	
Incorrect image density	K90% printed in grayscale data is paler than expected	M272 001d	BOS firmware (1/6 to 6/6)	Install version 1.6.004 or later	
		M272 007f	MICROCODE firmware	Install version 1.6.004 or later	
Incorrect image density	Multiple pages are printed using only special color toner with [Image Create Mode FCS Mode Fixed] enabled: The first print is darker than the later pages	D194 5405Z M195 5405Z	Engine firmware	Install version 1.23:06 or newer	
<i>Incorrect image density</i>	<i>Halftone simulation settings become invalid, and as a result, the output density is not as expected</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
<i>Incorrect image density</i>	<i>Either side of a duplex print may appear darker than expected when jobs are merged.</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
Dirty background	Sometimes occurs for cyan	D194 002a, 014a	Engine firmware	Install version 1.04:06 or newer	
Dirty background	After a temporary improvement brought about by toner refresh	D194 100	Deterioration of the toner	Do the procedure in the RTB (only in the case mentioned in the 'Symptom' column)	
Dirty background	Small dots Dot size: Approx. 5µm	D194 137	One of the following: - Insufficiently charged developer - High humidity - Coated paper (surface coating)	Do the procedure in the RTB.	
Dirty background	Large dots Dot size: Approx.0.1-0.3mm	D194 137	One of the following: - OPC worn out - High humidity - Coated paper (surface coating)	Do the procedure in the RTB.	
Dirty background	Image backgrounds filled unexpectedly	D195 5738D	PCL firmware	Install version 1.05 or newer	
Toner stains	At the trailing edge on thick paper	D194 075	The trailing edge of thick paper catches toner accumulated on the ITB guide plate	Clean both sides of the ITB guide plate. Work carefully to prevent the guide plate from bending.	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
Wax stains	In an area covering 204 mm from the leading edge on the back side of prints; it is noticeable when printing on transparent media	D194 076	High volume and high coverage jobs cause the wax in the toner to adhere to the pressure roller via the fusing belt.	Reduce the Paper Feed Interval Setting in the Advanced Settings menu by "20". See the RTB for how to do this.	
Banding	Random white bands across the main scan when running single color jobs using special toner at a high room temperature.	D194 074	Rotation of the ITB is unstable, because only one image transfer roller is in contact with the ITB	In the Advanced Settings, set item No. 28 to 54 (default: 49). Residual images may appear as a side effect. If the above does not work, change SP1-024-002 from 0 to 1. - This SP will not work if any of the toner bottles has reached "toner end." - PM counters of all five PCDUs will count up. - Image density may be slightly reduced.	
Banding	Caused by resonance in the mainframe	D194 002b, 014b	Engine firmware	Install version 1.05.01:06 or newer	
Banding	White bands along the feed direction in FCS mode	D194 083	Lubrication on the ITB is insufficient so toner transfer from ITB to paper is difficult.	Increase lubrication on the ITB with the procedure in the RTB.	
Banding	If a halftone image follows a solid image, bands across the feed direction about 20mm (0.8inch) wide appear in the halftone area 95mm (3.7inch) away from the solid image.	D194 084	The solid image is a pile of toner on the ITB. This causes a shock when it enters and leaves the nip between the drum and the image transfer roller(s). Vibration from the shock transfers to the charge roller via the drum and affects the charge process.	Register the paper in use as Custom Paper, and do the procedure in the RTB. The exact procedure depends on whether the halftone area is a) on the same page as the solid image, or b) on the next page. Rotating the page 90 or 180 degrees will also solve the problem.	
Banding	After a temporary improvement brought about by toner refresh	D194 100	Deterioration of the toner	Do the procedure in the RTB (only in the case mentioned in the 'Symptom' column	
Banding	Got worse after doing DEMS	D194 103	Very rarely, DEMS picks up noise and makes a bad adjustment, which results in worse banding	Do DEMS again	
Banding	40mm	D194 144a	Charge roller	- Clean the charge roller - Do process initialization - DEMS	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
Banding	52mm, 25mm	D194 144a	Development roller	- Do process initialization - Do toner refresh - DEMS	
Banding	63mm	D194 144a	Paper Transfer Roller	Reduce the paper transfer speed	
Banding	189mm	D194 144a	Drum	- DEMS - Do toner refresh - Do process initialization - Do the drum shaft alignment	
Banding	Random in Mixed colors	D194 144a	Image Transfer Roller	- Do toner refresh - Reduce the drum rotation speed - Reduce the engine speed See the procedure in the RTB.	
Banding	5.6mm	D194 144a	ITB encoder	Install a new encoder. See the procedure in the RTB.	
Banding	6.1mm	D194 144a	Moiré from the Screen pattern	Set the screen pattern to "200 dot". See the procedure in the RTB.	
Banding	Within 100mm from the leading edge or trailing edge	D194 160	Rusting of the PTR coupling gear (because the machine was used in high-temperature, high-humidity conditions.) As a result, the gears don't engage properly.	Do the procedure in the RTB	
Banding	An unwanted bold black band appears on imposed jobs	Install Service Pack 4 (Color_Controller_E-43A_E-83A_SP4.exe)			
Spots	White spots	D194 078	Caused by caked toner. See the RTB for the possible causes.	Adjust the machine as explained in the RTB. For the affected color, you may have to replace the toner bottle, or the toner hopper, or the development unit and developer.	
Spots	White spots (side 2 of duplex)	D194 081	Condensation on the fusing exit guide plate	Follow the advice in the RTB to prevent the problem.	
Spots	White spots: ITB roller is getting old, temp and humidity are below normal, and paper surface resistance is high	D194 159a	Abnormal load on the ITB power pack	Engine firmware modified; SC540 will occur when a problem is detected with the ITB power pack, and the machine will stop. Install ver 1.21:06 or later	
Spots	If a PDF file is printed with APPE enabled	M468 067	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 066	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Lines	Colored lines	D194 078	Caused by caked toner. See the RTB for the possible causes.	Adjust the machine as explained in the RTB. For the affected color, you may have to replace the toner bottle, or the toner hopper, or the development unit and developer.	

Updated: End of June 2018: Changes in bold italics
Model: Model Leo-C1/P1
Date: 31-Jun-08
No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
Lines	Small waved lines (simplex, side 1 of duplex)	D194 081	Condensation on the fusing exit guide plate	Follow the advice in the RTB to prevent the problem.	
Lines	Unwanted line on prints, if Rotate 180 is specified	M469 017	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 019	Leo-P1/C1 EFI (E-43A) firmware		
Lines	Black line when printing a PDF file that was created on FileMaker.	M468 048	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 049	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Lines	In-track lines due to toner coagulation in a moderate operational environment.	D194 5405Y M195 5405Y	Engine firmware	Install version 1.22:06 or newer	
		D194 158a		Install new firmware and adjust SPs as explained in the RTB Side effect: Ozone bands (189mm) may occur, especially in the morning or after a short pause in usage.	
Lines	Some lines and/or borders missing from PCL jobs.	D195 5738B	PCL firmware	Install version 1.03 or newer	
Color	Substitute color is not honored if APPE is enabled.	M469 007	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 008	Leo-P1/C1 EFI (E-43A) firmware		
Color	CMYK profile is not honored when using clear/white toner	M469 008	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 009	Leo-P1/C1 EFI (E-43A) firmware		
Color	Shade of the color is inconsistent within a job	D194 002h, 014h	Engine firmware	Install version 1.13:06 or newer	
Color	The color of the printout changes depending on the file format (dbp or pdf) saved after imposing	M468 063	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
		M469 062	Leo-P1/C1 EFI (E-83A) firmware		
Color	Spot color not honored, if set with 2-Color Print Mapping.	M468 074	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 073	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Color	<i>If the machine switches to another tray, Process Control runs and causes the hue of the color to change</i>	<i>D194 5415B M195 5415B</i>	<i>Engine firmware</i>	<i>Install version 1.26:06 or newer</i>	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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Subject	Symptom	RTB #	Cause	Solution	Note
Color	Color registration shift occurs when front/back magnification correction in main scan direction is set to 0.025%.	D194 5415B M195 5415B	Engine firmware	Install version 1.26:06 or newer	
Color	The tone of the color may change, if Processed and Held with APPE disabled.		Leo-P1/C1 EFI (E-43A/E-83A) firmware	Service Pack 05	
Image rotation error	Printing with face-up delivery causes the image on the first sheet to rotate 180 degrees.	M469 009	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 010	Leo-P1/C1 EFI (E-43A) firmware		
Image rotation error	The last page is rotated 180 degrees (PCL5c, face-up output)	M468 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0 (except for China models)		
		M469 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0 (except for China models)		
Image rotation error	Orientation is incorrect on the back side of duplex when imposed	M272 007b	Microcode firmware	Install v1.2.003 or newer	
Image rotation error	If a saddle-stitch booklet job is sent by LPR, some of the pages are rotated 180 degrees.	M469 041	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
Front/rear image registration	Cannot adjust front/back sides with NICE correctly	D194 002c, 014c	Engine firmware	Install version 1.08:06 or newer	
Front/rear image registration	Multiple pages are printed using only special color toner with [Image Create Mode FCS Mode Fixed] enabled: Image registration of the first page is shifted 0.5~1.5mm	D194 5405Z M195 5405Z	Engine firmware	Install version 1.23:06 or newer	
Data added to the image	If a PDF file is processed with APPE enabled	M468 068	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 067	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Image data missing	Transparent image is missing, if printed with APPE and Dynamic HD text/graphics are enabled	M468 012	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
Image data missing	Printing on transparent film	D194 089		Install new PTR springs that have lower tension.	Possible side effect (mottling or rough or textured paper)

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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Subject	Symptom	RTB #	Cause	Solution	Note
Image data missing	If Image Smoothing is enabled	M469 034	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 035	Leo-P1/C1 EFI (E-43A) firmware		
Image data missing	Part of the image is missing on duplex PS/PDF jobs	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	Install version 1.5.001 or later
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
Image data missing	Horizontal lines	M272 001d	BOS firmware (1/6 to 6/6)	Install version 1.6.004 or later	Install version 1.6.004 or later
		M272 007f	MICROCODE firmware	Install version 1.6.004 or later	
Image data missing	Objects missing if a PDF file is printed with APPE enabled	M468 067	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	Install the required patch(es).
		M469 066	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Image data missing	A blank page or missing image if the print data contains a lot of graphics and/or transparent objects.	D195 5738D	PCL firmware	Install version 1.05 or newer	
Image data missing	Approximately 2mm of the image at the top may be cut from a TIFF job.	Install Service Pack 4 (Color_Controller_E-43A_E-83A_SP4.exe)			
Image data missing	Blank pages in a PDF job.	Install Service Pack 4 (Color_Controller_E-43A_E-83A_SP4.exe)			
Image data in wrong position	Printing PDF/X-4 files with APPE enabled causes part of the image to shift	M469 011	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 013	Leo-P1/C1 EFI (E-43A) firmware		
Image data in wrong position	When specifying duplex printing and Image shift	M468 041, 042	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
		M469 040, 042	Leo-P1/C1 EFI (E-83A) firmware		
Image data in wrong position	PDF: If APPE is turned OFF	M468 051	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	Install the required patch(es).
		M469 051	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Image data in wrong position	The image position shifts along the feed direction	D194 139	The spring that holds the registration gate in place is weak. So, when the paper bumps the gate, the paper is not slowed down sufficiently and arrives at the transfer timing sensor too soon.	Replace the spring with a stronger one (see the RTB for details).	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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Subject	Symptom	RTB #	Cause	Solution	Note
Image data in wrong position	The image position is different when printing the same image in S-only mode vs. full-color mode.	D194 148	Difference in ITB speed control	Set SP2915-001 (Encoder Sn Ctrl Condition: Scale FB Control Enable) to "0." Note: Color registration may worsen when this is done.	
Image data in wrong position	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.	
Image data in wrong position	Image shift does not work properly for imposed variable data jobs.	M468 073	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 072	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
<i>Image data in wrong position</i>	<i>The amount of shift brought from the Image Shift function differs when APPE is enabled or disabled</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
Image is the wrong size	PDF: If printed after Process and Hold	M468 051	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
		M469 051	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Image is the wrong size	Clear toner objects in a VDP job shrink if printed at 600 dpi	M468 071	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
Image is the wrong size	Clear toner objects contained in VDP job shrink in size	M469 070	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
Image is the wrong size		D194 160	Rusting of the PTR coupling gear (because the machine was used in high-temperature, high-humidity conditions.) As a result, the gears don't engage properly.	Do the procedure in the RTB	
Blank area	Partial blank area on printout, if printed with APPE enabled	M469 012	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 014	Leo-P1/C1 EFI (E-43A) firmware		
Grainy image		D194 082	Toner deteriorates and does not transfer to the paper as expected	Register the paper in use as Custom Paper, and do the procedure in the RTB.	
Grainy image	After a temporary improvement brought about by toner refresh	D194 100	Deterioration of the toner	Do the procedure in the RTB (only in the case mentioned in the 'Symptom' column)	
Toner color missing	Clear toner is not applied, if Image Quality is set to Normal with APPE disabled	M469 015	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 017	Leo-P1/C1 EFI (E-43A) firmware		

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
Toner color missing	In a print job immediately after recovering from a jam	D194 002n, 014n	Engine firmware	Install version 1.18:06 or newer	
Ripping problems	RIP not completed	M469 019a	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 021a	Leo-P1/C1 EFI (E-43A) firmware		
Ripping problems	Imposed VDP job saved in dbp format	M469 042	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 042	Leo-P1/C1 EFI (E-43A) firmware		
Ripping problems	In a job containing multiple pages, part of the image is not RIPPed correctly	M468 050	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 050	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Ripping problems	<i>PDF job is not RIPPed properly if APPE is enabled</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
Worm holes	In text or at the edge of an image, or when using clear toner	D194 089		Install new PTR springs that have lower tension.	Possible side effect (mottling or rough or textured paper)
Uneven image density	Appears at intervals of 189 mm when the machine is used after a pause of 30 minutes or longer	D194 098c	High ozone concentrations cause areas of the charge roller surface to deteriorate when the machine is run under high-temperature, high-humidity (HH) conditions	Replace the charge roller. If this does not solve the problem, replace the charge roller and install new parts as explained in the RTB.	Installing the new parts takes about 4 hours.
Uneven image density	Tone jumping in images with gradation	M468 027	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
		M469 026	Leo-P1/C1 EFI (E-83A) firmware		
Uneven image density	"Manual Toner Refresh S" causes solid white areas to gradually decrease in density.	D194 002h, 014h	Engine firmware	Install version 1.13:06 or newer	
Uneven image density	The color and image density changes after Paper End	D194 136	The machine mistakenly performs job-end Process Control when Paper End occurs, before switching to another tray.	Until new firmware is available, set SP3534-001, -011, and -021 to a value of "0".	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
Uneven image density		D194 160	Rusting of the PTB coupling gear (because the machine was used in high-temperature, high-humidity conditions.) As a result, the gears don't engage properly.	Do the procedure in the RTB	
Part of the image all black	If Image Smoothing is enabled	M468 029	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
		M469 028	Leo-P1/C1 EFI (E-83A) firmware		
Part of the image all black	If Image Smoothing is enabled	M469 034	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 035	Leo-P1/C1 EFI (E-43A) firmware		
Part of the image all black	The borders and the background of an image are black, if printed with APPE enabled	M468 088	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
Part of the image all black	A pattern put on top of an image or graphic is blacked out.	D195 5738D	PCL firmware	Install version 1.05 or newer	
Low image density	In solid black areas	D194 107	Excessive transfer of toner at the PTR unit.	Do the procedure in the RTB.	
Low image density	When printing on Custom Paper	D195 5735K	Printer firmware	Install version 3.07 or newer	
		M196 5734J	Printer firmware	Install version 3.13 or newer	
Dot-like image appears	If APPE, Image Smoothing and Image Shift are all enabled.	M468 039	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
		M469 038	Leo-P1/C1 EFI (E-83A) firmware		
Crop marks	In the wrong place	M468 040	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
		M469 039	Leo-P1/C1 EFI (E-83A) firmware		
Unprinted areas	In VDP jobs that use Clear toner, the printed image appears as if toner has peeled off creating unprinted spots.	M468 050	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 050	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Poor image quality (unspecified)	PCL5 data from certain applications, such as RICOH ProcessDirector	D195 5738B	PCL firmware	Install version 1.03 or newer	
Poor image quality (unspecified)	<i>Image quality problems such as "Moire" appear with patch FIT101633955 (SP3) installed</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Color registration error	When inserting a separation page, the error occurs on the pages before and after the separation page	M273 5012	MICROCODE firmware	Install version 2.5.003 or later	
		M507 5000F	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.05.003 or later	
		M507 5056H	MICROCODE firmware	Install version 2.5.003 or later	
Incorrect magnification	A4 size test charts for the Media Management Tool are printed larger than expected, if printed using SRA3	M507 5058	Microcode firmware	Install version 2.7.001 or later	
Gradation	<i>Gradation of special color is not smooth, especially at density lower than 30% the image appeared almost as white</i>	<i>D194 169</i>	<i>The screen setting for special color was not smooth</i>	<i>Apply Fiery patch FIT101651303.exe (see the RTB for the procedure)</i>	
Scaling	<i>Scale-to-fit does not work for PDF jobs if APPE is enabled.</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

10. Mechanical/Electrical

Subject	Symptom	RTB #	Cause	Solution	Note
Scratches on the drum		D194 033a	The developer installation procedure in the service manual causes developer to pile up unevenly on the surface of the development roller.	Use the Temporary Developer Installation Procedure in this RTB until a permanent countermeasure is announced.	
		D194 002g, 014g, 033c	Engine firmware	Install version 1.11:06 or newer	Permanent countermeasure for D194 033a
Remaining toner amount	Remaining toner amount is indicated 90% when installing a new toner bottle at machine installation.	D194 036	Toner related SP settings were not reset at the factory.	Change SP settings as explained in the RTB. Super SP mode is needed.	
Remaining toner amount	Remaining toner amount display is incorrect on a new machine	D194 002b, 014b	Engine firmware	Install version 1.06:06 or newer	
Noise	Punch unit	D449 002		Install a ferrite core as shown.	
Noise		D194 067	Attach duct covers as explained in the RTB.	Attach covers 1-1, 1-2, 1-3 and 2, and operate the machine and check with your customer if the noise level is accepted. Attach covers 3-1 and 3-2 only if your customer requires further noise reduction. Explain that attaching covers 3-1 and 3-2 has the risk of causing toner blocking.	
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	
Toner end, near-end	After changing to another special color, the counter does not switch and the new toner quickly reaches near end	D194 002b, 014b	Engine firmware	Install version 1.06:06 or newer	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
Toner end, near-end	The machine cannot recover from Toner End or Near End after the toner bottle is replaced.	D194 118a	The user turns the toner bottle while the chuck is pulling the cap to open the bottle. As a result, the chuck and spring break, and cannot open the bottle.	Attach reinforcement brackets at all color stations except the 5th station at the next visit. Each modification kit (P/N D1949921) includes four reinforcement brackets, i.e. one kit is needed per machine.	
Toner end appears too early	Indicated for special toner but the bottle is not empty	D194 002b, 014b, 087	Engine firmware	Install version 1.06:06 or newer	
Toner supply	Toner is not supplied after the toner bottle is replaced and the machine stops	D194 163b	Damaged toner chuck	Do both of the following: a) Update the Engine firmware to ver. 1.24:06 or newer when replacing the toner chuck. b) Install modified parts (see the RTB for the procedure).	
Parts life is reduced	Running jobs in FCS/S color mode after replacing the special color toner increases the fusing belt smoothing roller operation, shortening the roller's life.	D194 002b, 014b	Engine firmware	Install version 1.05.01:06 or newer	
False jam detection	Paper feed	D194 080	Dust on the CIS	Clean with the special tool (D194 7691); if the customer uses dusty paper, ask them to clean the CIS every week.	The RTB shows how to clean the CIS.
Toner on the shield glass		D194 085	The user bent the development unit entrance seal when doing special color replacement, causing toner to spill.	Instruct the user <u>not</u> to hold the development unit and PCPU as shown in the RTB.	The user's replacement guide will be modified
Broken component	Pressure roller	D194 002d, 014d	Engine firmware	Install version 1.09:06 or newer	Modified fans must be installed

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
<i>Broken component</i>	<i>The Charge Roller Lever becomes damaged, requiring replacement of the entire PCDU assembly.</i>	<i>D194 170</i>	<i>Inserting the PCDU into the machine without securing the Charge Roller Lever.</i>	<i>Attach the Charge Roller lever on top of the broken part Part Number: D1949100 See the RTB for details.</i>	
Device not detected	USB device	M272 001b to 006b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
		M272 007d	MICROCODE firmware	Install version 1.4.002 or later	
User-operated levers	The left drawer lever (C1 lever) is loose or locked in the incorrect position.	D194 135	The lock mechanism engages incorrectly or is disengaged.	Symptom 1 (loose): Rotate the lever back in the clockwise direction. Do not turn counter-clockwise. Symptom 2 (locked in the wrong position): Push the bracket of the locking mechanism. While pushing, rotate the lever to the correct position. Then release the bracket.	
Initialization	Some stepper motors do not activate during initialization	D179 018d	Folder_FD5020 firmware	Install version 02.010:04 or later	
Lift wire is cut	Lift wire for the bottom plate	D777 009	There is a small clearance between the side plates and the bottom plate. The wire becomes tangled with the pulley and creates excessive tension in the wire.	Adjust the distance between the side plates (see the procedures in the RTB).	
Side fence	Cannot slide smoothly	D777 011	Paper dust gets on the surface of the slide shaft and inside the bearings	Clean and lubricate every 900k. The procedure is in the RTB.	
Toner leak	Toner leaks from the development unit entrance seal at 4k or shorter intervals (CMY stations only)	D194 142	The seal is too long, so the seal interferes with the developer on the roller surface. Also, the seal does not seal the entrance to the unit properly.	Replace the entrance seal with the modified one (D1949918 or D1943330). See the RTB for a procedure.	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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11. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Machine does not work	After installing a 5-station model, after changing the color of the 5 th station, or after replacing the development unit of the 5 th station	D194 039	The 5 th station is specified with the wrong toner color as a result of an incorrect installation procedure.	Follow the recovery procedure in the RTB.	
Machine does not restart	After the front door is closed	D194 002b, 014b	Engine firmware	Install version 1.06:06 or newer	
Machine does not reach ready status	If the tray is set incorrectly or damaged	D194 002b, 014b	Engine firmware	Install version 1.05.01:06 or newer	
Machine does not reach ready status	After manually refreshing special color toner	D194 002c, 014c	Engine firmware	Install version 1.08:06 or newer	
Machine does not reach ready status	If a page range is selected from the first page of a PS job	M506 001a	BOS firmware (1/6 to 6/6)	Install version 2.02.003 or later	
		M506 002a	MICROCODE firmware	Install version 2.02.003 or later	
		M272 001e	BOS firmware (1/6 to 6/6)	Install version 2.02.003 or later	
		M272 007g	MICROCODE firmware	Install version 2.02.003 or later	
		M272 008a	BOS firmware (1/6 to 6/6)	Install version 2.02.003 or later	
		M272 009a	MICROCODE firmware	Install version 2.02.003 or later	
Cannot recover from a jam		D194 027a	TDCU firmware	Install version 1.04:05 or newer	
Cannot recover from a jam	In the Perfect Binder	M468 087	Leo-P1/C1 EFI (E-43A) firmware	Apply the required patch(es)	
Counters	The fuser cleaning web counter does not count up	D194 063	Firmware bug	For the correct fuser cleaning web consumption, see SP1902-1 until the fix becomes available.	Near-end and end alerts are not affected by this error (a different counter is used).
		D194 002b, 014b	Engine firmware	Install version 1.06:06 or newer	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Counters	Incorrect "Target" values displayed for the pressure roller bearings and paper transfer unit lubricant.	D194 091	Firmware bug	At the next service visit, change some SPs to the "Correct value" as shown in the RTB.	Values for C1a/P1a are different from those for C1b/P1b.
Counters	Counter does not count up correctly when switching to a new special color toner, causing toner near-end alert to be too early	D194 001d, 013c	System/Copy firmware	Install version 3.02 or newer	
		D194 002d, 014d	Engine firmware	Install version 1.09:06 or newer	Modified fans must be installed
Counters	Distance based counters for some components falsely count up after the print mode has switched from FC to B/W.	D194 002d, 014d	Engine firmware	Install version 1.09:06 or newer	Modified fans must be installed
Counters	Large PS job: The page counter display stalls at 999	M506 001b	BOS firmware (1/6 to 6/6)	Install version 2.03.009 or later	
		M506 002b	MICROCODE firmware	Install version 2.03.009 or later	
		M506 003a	MICROCODE firmware	Install version 2.03.009 or later	
Counters	The coverage counter is too small	D194 002j, 014j	Engine firmware	Install version 1.15:06 or newer	
Counters	If the last page of a duplex job is specified as a blank page using the page list function on a Prinect DFE, the last page is not counted	M507 5000E_1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
Counters	The Impression counter falsely counts up Job Separation Sheets	M273 5012	MICROCODE firmware	Install version 2.5.003 or later	
		M507 5000F	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.05.003 or later	
		M507 5056H	MICROCODE firmware	Install version 2.5.003 or later	
Logs	When printed using user codes, the number of color pages printed is not logged by user.	M468 053	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 053	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Logs	The month is incorrect when Job Log is automatically exported to CSV.	M468 054	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 055	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
Logs	Jobs missing from job history	D194 001h	System/Copy firmware	Install version 3.06 or newer	
		D194 011d	Web Support firmware	Install version 1.06 or newer	
		D194 013g	System firmware	Install version 3.06 or newer	
		D194 022d	Web Support firmware	Install version 1.06 or newer	
Logs	When the device is in Energy Saver Mode, nonexistent errors are recorded in the system logs	D195 5730H	Network Support firmware	Install version 14.69 or newer	
		M196 5729G	Network Support firmware	Install version 14.68 or newer	
Machine stalls	After the shift tray was moved down by pressing the Emergency Shift Tray Stop Switch	D179 017j	BookletFinisher_SR50 60 firmware	Install version 02.570:10 or later	
Machine stalls	"Printing..." displayed after recovering from a cover open status of a finishing peripheral.	D194 002b, 014b	Engine firmware	Install version 1.07:06 or newer	
Machine stalls	If a paper misfeed occurs in a folding job.	D194 002b, 014b	Engine firmware	Install version 1.07:06 or newer	
Machine stalls	If a paper jam occurs in a duplex job that uses finishing options.	D194 002b, 014b	Engine firmware	Install version 1.07:06 or newer	
Machine stalls	While updating firmware	D194 002b, 014b	Engine firmware	Install version 1.06:06 or newer	
Machine stalls	If CAP v2 is installed	Gen 068o	Java VM v12 Update Tool	Install version 12.12.06 or newer	
		Gen 069p	Java VM v12 for eDC firmware		
Machine stalls	When importing a color profile that contains 2-byte characters in its name	M272 007b	Microcode firmware	Install v1.2.003 or newer	
Machine stalls	When importing a color profile that contains 2-byte characters in its name	M272 001a to 006a	BOS firmware (1/6 to 6/6)	Install version 1.3.003 or later	
		M272 007c	MICROCODE firmware	Install version 1.3.003 or later	
Machine stalls	When cancelling a PDF sent	M272 001b to 006b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
		M272 007d	MICROCODE firmware	Install version 1.4.002 or later	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	When attempting to make 4762 copies of a job sent from Prinect	M272 001b to 006b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
		M272 007d	MICROCODE firmware	Install version 1.4.002 or later	
Machine stalls	When attempting to print a calibration page while the engine is asleep	M272 001b to 006b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
		M272 007d	MICROCODE firmware	Install version 1.4.002 or later	
Machine stalls	If a jam is triggered by opening the front door of the Transit Pass Unit	D179 035b	P-Binder_GB5010_B1 firmware	Install version 01.200:11 or later	
		D179 038b	P-Binder_GB5010_B4 firmware	Install version 01.070:00 or later	
Machine stalls	If a jam is triggered by opening top cover of the cover interposer	D179 035b	P-Binder_GB5010_B1 firmware	Install version 01.200:11 or later	
		D179 038b	P-Binder_GB5010_B4 firmware	Install version 01.070:00 or later	
Machine stalls	After Jam 420	D179 035b	P-Binder_GB5010_B1 firmware	Install version 01.200:11 or later	
		D179 038b	P-Binder_GB5010_B4 firmware	Install version 01.070:00 or later	
Machine stalls	If the job contains a back cover fed from the Interposer Tray CI5030 and a jam occurs with paper fed from the mainframe	D194 002h, 014h	Engine firmware	Install version 1.12:06 or newer	
Machine stalls	After pressing the emergency stop switch with the front door open	D734 002e	BookletFinisher_SR50 60 firmware	Install version 02.660:10 or later	
Machine stalls	On the Prinect model, the DFE appears to stall when in "Preprocessing state".	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
Machine stalls	Activation of the DFE stops midway	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
Machine stalls	In a copy job immediately after recovering from a jam	D194 002n, 014n	Engine firmware	Install version 1.18:06 or newer	
Machine stalls	When printing from Prinect DFE	D194 001m	System/Copy firmware	Install version 3.11 or newer	
		D194 013k	System firmware	Install version 3.11 or newer	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	Large PS job	M506 001b	BOS firmware (1/6 to 6/6)	Install version 2.03.009 or later	
		M506 002b	MICROCODE firmware	Install version 2.03.009 or later	
		M506 003a	MICROCODE firmware	Install version 2.03.009 or later	
Machine stalls	When attempted to print jobs containing more than 40,000 pages	M507 5000E_1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
Machine stalls	If the Cover Interposer runs out of paper and paper is refilled	D195 5720Q M196 5720Q	System/Copy firmware	Install version 3.12 or newer	
Machine stalls	When printing a heavy-duty job	D195 5738E	PCL firmware	Install version 1.06 or newer	
Machine stalls	When the trailing edge rides on the trailing edge press lever in a shift job	D734 5260A	BookletFinisher_SR50 60 firmware	Install version 03.110:10 or newer	
Service mode	Some input checks don't work	D179 035a	P-Binder_GB5010_B1 firmware	Install version 01.160:11 or later	
		D179 036a	P-Binder_GB5010_B2 firmware	Install version 01.040:00 or later	
		D179 038a	P-Binder_GB5010_B4 firmware	Install version 01.050:00 or later	
Service mode	Cannot return to the SP mode from the copy application view	D194 001a, 013a	System/Copy firmware	Install version 3.00 or newer	
Machine is slow	Leo-P1: When printing booklets.	D194 014b	Engine firmware	Install version 1.06:06 or newer	
Machine is slow	Leo-P1: When printing duplex jobs with two staples at the center.	D194 014b	Engine firmware	Install version 1.07:06 or newer	
Machine is slow	Slow printing with certain driver settings	M469 006	Leo-P1/C1 EFI (E-83A) firmware	Apply the required patch(es)	
		M468 007	Leo-P1/C1 EFI (E-43A) Firmware		
Machine is slow	If CAP v2 is installed	Gen 068o	Java VM v12 Update Tool	Install version 12.12.06 or newer	
		Gen 069p	Java VM v12 for eDC firmware		
Machine is slow	Printing is slow if repeatedly printing a duplex job that is FCS on side 1 and FC on side 2	D194 002h, 014h	Engine firmware	Install version 1.12:06 or newer	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Machine is slow	Printing is very slow	D194 121a	External vibration is transmitted to the HDD	Compare the output speeds with and without sorting. If sorting is slower by more than 50%, make sure that the projections on the HDD bracket do not touch the HDD, or replace the HDD bracket with a new type (D136 5978). See the RTB for the full procedure.	
Machine is slow	Jobs of 100 pages printed on heavy weight A3 paper.	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
Machine is slow	Printing is slow with jobs sorted Reverse Order/Face-Up	M272 001d	BOS firmware (1/6 to 6/6)	Install version 1.6.004 or later	
		M272 007f	MICROCODE firmware	Install version 1.6.004 or later	
Machine is slow	When a spreadsheet containing many cells with patterns that are different from the default is printed with Excel 2013	D194 025a	PDF firmware	Install version 1.04 or newer	
Machine is slow	It takes a long time to output the first page with PDF Direct Print when the data contains a lot of pages.	D194 025a	PDF firmware	Install version 1.04 or newer	
Machine is slow	The device pauses for 20 to 30 s when a job with more than 100 pages is to be stapled	D194 008f	Printer firmware	Install version 3.05 or newer	
		D194 020e	Printer firmware	Install version 3.11 or newer	
Machine is slow	With perfect binder	D194 002p, 014p	Engine firmware	Install version 1.20:06 or newer	
Machine is slow	When starting up Prinect DFE, reaching Ready status from Not Ready status takes 5 minutes	M506 001b	BOS firmware (1/6 to 6/6)	Install version 2.03.009 or later	
		M506 002b	MICROCODE firmware	Install version 2.03.009 or later	
		M506 003a	MICROCODE firmware	Install version 2.03.009 or later	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
------------------------	-----------------	----------------

Subject	Symptom	RTB #	Cause	Solution	Note
Machine is slow	The response of the operation panel slows down, if a paper type from the paper catalog is assigned to a tray via OCP while running a job	M273 5012	MICROCODE firmware	Install version 2.5.003 or later	
		M507 5000F	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.05.003 or later	
		M507 5056H	MICROCODE firmware	Install version 2.5.003 or later	
Machine is slow	Startup takes a long time if Streamline NX and CAP v2 are installed	D195 5732F M196 5731F	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.57 or newer	
Machine is slow	The printing speed is not as fast as previous models if CAP V2 is installed	D195 5732F M196 5731F	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.57 or newer	
Machine is slow	It takes time to resume a job if it is suspended while the device is in Energy Saver mode	D195 5735K	Printer firmware	Install version 3.07 or newer	
		M196 5734J	Printer firmware	Install version 3.13 or newer	
Machine is slow	Takes longer than expected to display a jam alert	D736 5021C	P-Binder_GB5010_B1 firmware	Install version 01.240:11 or later	
Machine is slow	<i>The print speed slows down if "Dynamic HD Text/Graphics" is enabled</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
Machine continues to idle	After recovering from a jam on the Plockmatic	D194 002b, 014b	Engine firmware	Install version 1.05.01:06 or newer	
Feature not available	Paper Simulation and Halftone Simulation are unavailable.	M468 002	Apply Composite Patch02 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0		
		M469 002	Apply Composite Patch02 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0		
Feature not working	The Overprint function does not work properly	M272 007a	Microcode firmware	Install v1.2.002 or newer	
Feature not working	Rush Print does not work while printing saddle-stitched booklets	M468 077	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 076	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Setting not applied	<i>The Image shift setting does not work on the back side of the page.</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
Energy saver mode	Cannot enter energy saver mode	Gen 068o	Java VM v12 Update Tool	Install version 12.12.06 or newer	
		Gen 069p	Java VM v12 for eDC firmware		

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
Energy saver mode	Cannot recover from energy saver mode	M272 001d	BOS firmware (1/6 to 6/6)	Install version 1.6.004 or later	
		M272 007f	MICROCODE firmware	Install version 1.6.004 or later	
Machine reboots	Reboots twice after changing the time zone	M272 007b	Microcode firmware	Install v1.2.003 or newer	
Machine reboots	While printing PDF files	M272 001a to 006a	BOS firmware (1/6 to 6/6)	Install version 1.3.003 or later	
		M272 007c	MICROCODE firmware	Install version 1.3.003 or later	
Machine reboots	If a jam occurs in the bypass tray	M272 001b to 006b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
		M272 007d	MICROCODE firmware	Install version 1.4.002 or later	
Machine reboots	When running a job of more than 500 pages, the DFE reboots after printing about 100 pages	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
Machine reboots	The Recover button appears to prompt a reboot immediately after operating in the Preset menu	M506 001	MICROCODE firmware	Install version 2.01.003 or later	
Setting is ignored	Offset value defined in the Media Catalog	M272 001b to 006b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
		M272 007d	MICROCODE firmware	Install version 1.4.002 or later	
Setting is ignored	Simplex/duplex Mixed Media settings are not correctly honored	M468 042a, 045	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 042a, 045	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Setting is ignored	CMYK source profile settings are not honored, if APPE and special color (white/clear) are enabled	M468 042a	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 042a	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	
Setting is ignored	"High quality" specified in the Specialty Color tab in Job Properties is not honored, if clear toner is used as a special color.	M468 048	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
		M469 048	Leo-P1/C1 EFI (E-83A) firmware	Install the required patch(es).	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
Setting is ignored	In ELP-NX, "Change Print Settings" is not set correctly	Gene 088m	Java VM v12 Update Tool	Install version 12.46.01 or newer	
		Gene 087o	Java VM v12 for eDC firmware		
Setting is ignored	If the "mm/inch" setting is changed in the paper catalog Print Registration screen, the change does not take effect	M273 5012	MICROCODE firmware	Install version 2.5.003 or later	
		M507 5000F	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.05.0 03 or later	
		M507 5056H	MICROCODE firmware	Install version 2.5.003 or later	
Setting is ignored	Duplex setting not honored in a PDF job.	Install Service Pack 4 (Color_Controller_E-43A_E-83A_SP4.exe)			
Setting is ignored	SMB client timeout configuration is not correctly applied	D195 5730H	Network Support firmware	Install version 14.69 or newer	
Setting is ignored	<i>The Image shift setting does not work on the back side of the page.</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
Setting is ignored	<i>GBC punch setting is not honored and "Invalid punch position was specified." appears, if the orientation of the job is changed in Impose settings</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
Setting is lost	After rebooting the DFE, the Filter setting (String Replace) of the virtual printer is lost.	M273 5012	MICROCODE firmware	Install version 2.5.003 or later	
		M507 5000F	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.05.0 03 or later	
		M507 5056H	MICROCODE firmware	Install version 2.5.003 or later	
Job file size incorrect display	For jobs printed from Prinergy	M272 001b to 006b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
		M272 007d	MICROCODE firmware	Install version 1.4.002 or later	
Reports	In the jam history in the SMC, the paper weight information is wrong	D194 001g, 013f	System/Copy firmware	Install version 3.05 or newer	
Reports	Fails to print the Printer Configuration sheet	M507 5058	Microcode firmware	Install version 2.7.001 or later	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
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Subject	Symptom	RTB #	Cause	Solution	Note
Firmware update	Cannot update the Printer firmware on a Fiery controller driven printer	D194 125	The printer is set up to use the Fiery controller instead of the GW controller	Set the following SPs to "0." SP 5193-001 SP 5895-001	If the printer is run by the Fiery controller, Printer firmware does not have to be updated.
Firmware update	Restoration fails after updating the microcode from v1.5.001 or earlier to v2.xx.xxx.	M506 001b	BOS firmware (1/6 to 6/6)	Install version 2.03.009 or later	
		M506 002b	MICROCODE firmware	Install version 2.03.009 or later	
		M506 003a	MICROCODE firmware	Install version 2.03.009 or later	
Calibration	Updating the microcode causes the calibration data to return to default	M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
		M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
Calibration	If changes are made to a paper catalog before loading the calibration data, a fatal error occurs during calibration.	M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
		M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
Calibration	Fails to print if calibration is done on a paper weight 6 or heavier	M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
		M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
Calibration	<i>Calibration setting is not displayed correctly in Command WorkStation</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
Calibration	<i>Grayscale settings are not honored correctly in the output, if grayscale jobs are sent from the printer driver and applied with impose settings in Command WorkStation</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
Cannot reboot	If a hard abort occurs, the DFE cannot be rebooted from the engine operation panel	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
Cannot reboot		D195 5732F M196 5731F	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.57 or newer	

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1

Date: 31-Jun-08

No.: RD194000I

Subject	Symptom	RTB #	Cause	Solution	Note
MIB	<i>MIB may not be updated correctly, if the feed tray runs out of paper</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	
Other	PDLS signal 11 error	M506 001	MICROCODE firmware	Install version 2.01.003 or later	
Other	Program Check error while printing a PDF file by a process failure of Adobe Flex code.	M273 5012	MICROCODE firmware	Install version 2.5.003 or later	
		M507 5000F	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.05.0 03 or later	
		M507 5056H	MICROCODE firmware	Install version 2.5.003 or later	
Other	Program check error "Cache is going suspiciously large" occurs during the job.	M507 5000G	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.6.00 8 or later	
		M507 5057H	MICROCODE firmware	Install version 2.6.008 or later	
Other	Hard abort when continuously printing JMF files that contain return JMF commands.	M507 5058	Microcode firmware	Install version 2.7.001 or later	
Other	Hard abort (signal 9) occurs when printing JMF to the DFE	M507 5058	Microcode firmware	Install version 2.7.001 or later	
Other	Fatal error due to CPSI memory leak when continuously printing for more than 16 hours	M507 5058	Microcode firmware	Install version 2.7.001 or later	
Other	Fatal error when printing AFP data that contain TIFF files created with the wrong format	M507 5058	Microcode firmware	Install version 2.7.001 or later	
		<i>M507 5058_P R20701 8</i>	<i>Microcode firmware</i>	<i>Install version 2.07.018 or later</i>	
Other	<i>Restore failed with an error ("Unable to communicate with the DFE").</i>	<i>M507 5058_P R20702 2</i>	<i>Microcode firmware</i>	<i>Install version 2.7.022 or later</i>	
Other	<i>The paper jam notification sound is weak</i>		<i>Leo-P1/C1 EFI (E-43A/E-83A) firmware</i>	<i>Service Pack 05</i>	