Technical Bulletin

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1 Date					-08	No.: RD194000I
Subject: Trouble	shooting	Prepared by: A. Tajima				
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	assification: Troubleshooting Part inform		orma	ation		required
		☐ Electric	al		Service	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information
	☐ Product Safety	\square Other ()		

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

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

Technical Bulletin

PAGE: 2/74

Updated: End of June 2018: Changes in bold italics

Table of contents

1.	Paper Feed Errors7
	Jam
	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
	Paper mismatch error
2.	Copy Process
	Process control
3.	Connectivity16
	@Remote
	SSL
	Cannot connect to server
	Fax
	Web Image Monitor
	Network connection fails

Data accessible from outside

Technical Bulletin

PAGE: 3/74

U	odated: End of June 2018: Changes in bold	d italics	
١	Model: Model Leo-C1/P1	Date: 31-Jun-08	No.: RD194000I
4.	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
6.	Security Authentication Login/logout		28

Technical Bulletin

PAGE: 4/74

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

	RICOH	PAGE: 5/74		
Uŗ	odated: End of June 201	8: Changes in bold itali	cs	
N	lodel: Model Leo-C1/P1		Date: 31-Jun-08	No.: RD194000I
9.	Image Problems Incorrect image density Dirty background Toner stains Wax stains Banding			51

Lines Color

Spots

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

Technical Bulletin

PAGE: 6/74

Updated: End of June 2018: Changes in bold italics

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

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

Technical Bulletin

PAGE: 7/74

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	D194	The spring used for the	Install the new	
	SR5050 or Booklet	061	trailing edge press-	spring correctly.	
	Finisher SR5060		down lever of the shift		
			tray breaks, because it		
			is attached the wrong		
	10715	D. 4 = 0	way round.		
Jam	Jam 125 if postcard is	D179	BookletFinisher_SR50	Install version	
1	fed SEF.	017j	60 firmware	01.460:10 or later	
Jam	In the finisher, when the Stream Punch Ultra is	D179	BookletFinisher_SR50	Install version	
		017j	60 firmware	02.510:10 or later	
	connected and paper				
	longer than 431.9 mm is used				
Jam	If SC720-41 (stapling	D179	BookletFinisher_SR50	Install version	
Jam	related SC) while	017j	60 firmware	02.530:10 or later	
	running a non-stapling	011	oo iiiiiiwaro	02.000.10 01 10.01	
	iob				
Jam	At the entrance of the	D179	P-Binder_GB5010_B1	Install version	
	Perfect Binder	035a	firmware	01.160:11 or later	
		D179	P-Binder_GB5010_B2	Install version	
		036a	firmware	01.040:00 or later	
		D179	P-Binder_GB5010_B4	Install version	
		038a	firmware	01.050:00 or later	
Jam	If the cover sheet is fed	D179	P-Binder_GB5010_B1	Install version	
	from the Inserter	035a	firmware	01.160:11 or later	
		D179	P-Binder_GB5010_B2	Install version	
		036a	firmware	01.040:00 or later	
		D179	P-Binder_GB5010_B4	Install version	
		038a	firmware	01.050:00 or later	
Jam	Running jobs in FCS/S	D194	Engine firmware	Install version	
	color mode after	002b,		1.05.01:06 or newer	
	replacing the special	014b			
	color toner causes wrap				
lama .	around jams	D194	Engine firms	Install varsion	
Jam	Jam 510 when running	002b,	Engine firmware	Install version 1.05.01:06 or newer	
	stapling jobs.	002b, 014b		1.05.01.00 of flewer	
Jam	Jam 510 when the rings	D194	Engine firmware	Install version	
Jam	are set incorrectly on the	002b,	Lingine iliniware	1.05.01:06 or newer	
	ring binder.	014b		1.00.01.00 of ficwer	
Jam	Jam 097 (skew) or Jam	D194	Less light is emitted	Increase the light	Replace the
-	098 (shift) when printing	077	from the center of the	intensity of the CIS	CIS if it has
	on paper sizes smaller		CIS, because the	by doing the	degraded
	than A4/LT SEF.		adhesives in the CIS	procedure in the	too far (the
			have degraded and the	RTB.	procedure
			CIS is more opaque		contains a
			_ ' '		test).
Jam	When punching with the	D179	BookletFinisher_SR50	Install version	
	GBC StreamPunch Ultra	017k	60 firmware	02.590:10 or later	

Technical Bulletin

PAGE: 8/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Jam	In the GBC	D776	Stacker_SK5030_1	Install version	
	StreamPunch Ultra	001	firmware	01.060:06 or later	
		D776	Stacker_SK5030_2	Install version	
		002	firmware	01.060:06 or later	
Jam	In the SR5060 Booklet	D776	Stacker_SK5030_1	Install version	
	Finisher, if punched on the GBC StreamPunch	001	firmware	01.050:06 or later	
	Ultra.	D776	Stacker_SK5030_2	Install version	
1	SR5060 booklet finisher:	002	firmware	01.050:06 or later	
Jam	Jam 109 when printing	D734 003b	The press-down lever interferes with the exit	Work through the procedure in the	
	on coated paper	0030	roller due to	RTB.	
	364.1mm or longer		fluctuations in the	TO.	
	oo ii iiiiii oi iongoi		dimensions of the		
			lever.		
Jam	Jam98 when printing on	D194	The CIS mistakes the	Install the additional	See the RTB
	black or colored paper	090	fan duct of the	bracket and	for the
			registration unit as a	masking sheet (p/n:	procedure
			paper edge when	D1949903 -	
			applying maximum light power, which is	SHEET:CIS:KIT) to prevent CIS	
			done when printing on	misdetection.	
			black or colored paper	misuetection.	
Jam	Jam 100: SR5050/5060	D179	Contact failure in the	Replace the	
	Finisher	113	interlock switch	interlock switch	
				using the procedure	
				in the RTB.	
Jam	During paper purging	D194	Engine firmware	Install version	Modified
		002d,		1.09:06 or newer	fans must be
lom	Wrong ground the	014d D194	Engine firmwere	Install version	installed
Jam	Wraps around the transfer timing roller	002f,	Engine firmware	1.10:06 or newer	
	during paper purging	0021, 014f		1.10.00 of flewer	
Jams	Jam 510 occurs after	D179	P-Binder GB5010 B1	Install version	
	recovering from Jam 420	035b	firmware	01.200:11 or later	
		D179	P-Binder_GB5010_B4	Install version	
		038b	firmware	01.070:00 or later	
Jams	Jam 114 occurs, if a	D734	BookletFinisher_SR50	Install version	
	stapling job composed	002a	60 firmware	02.610:10 or later	
	of simplex and duplex				
	pages is repeatedly				
	interrupted by a non- stapling job				
Jams	At the exit of the	M468	Leo-P1/C1 EFI (E-43A)	Install the required	
	mainframe, if the system	037	firmware	patch(es).	
	configuration consists of	M469	Leo-P1/C1 EFI (E-83A)		
	the Stacker SK5030,	036	firmware		
	Finisher SR5050/				
	SR5060, and Plockmatic				
		1			
	PBM 350/500				
Jams	Time-out jam (J225)	D194	Fin_IFBox firmware	Install version	
Jams		D194 037a	Fin_IFBox firmware	Install version 01.010.02 or later	

Technical Bulletin

PAGE: 9/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Jams	LEF A4 adhesive label	D776	The smooth surface of	Switch to SEF.	
	paper jams in the	003	label paper tends to		
	straight through path of the Stacker SK5030		stick to the curved		
Jams	Jam 125 (punch drive	D734	guide plate at the exit. BookletFinisher SR50	Install version	
Jailis	error)	002d	60 firmware	02.650:10 or later	
Jam	J080	D194	The spring that holds	Replace the spring	
		139	the registration gate in	with a stronger one	
			place is weak. So,	(see the RTB for	
			when the paper bumps	details).	
			the gate, the paper is		
			not slowed down		
			sufficiently and arrives at the transfer timing		
			sensor too soon.		
Jam	With newly registered	D194	Engine firmware	Install version	
	custom paper	0020,		1.19:06 or newer	
		014b			
		D194	Web Support firmware	Install version 1.09	
		011h,		or newer	
Jams	Jam 125	022h D734	Paper containing	Check the condition	
Jailis	Jaili 123	011	calcium carbonate	of the Mylar sheets	
			damages the Mylar	every 2,000k pages	
			sheets attached to the	(total counter of the	
			guide plate of the	printer/copier	
			punch unit	mainframe), and	
				replace if worn or damaged.	
Jams	J100, J111, J113, J118,	D734	Contact failure in the	Check the finisher's	
damo	J121, J122, J123, J124,	012	interlock switch due to	serial number, and	
	J125, J126, J128, J129,		manufacturing error	replace the	
	J130			interlock switch if	
	101 111 1	5-04	D 11 (5) 11 OD50	necessary.	
Jams	Jam121 with mixed	D734	BookletFinisher_SR50	Install version	
	sized stapling jobs due to faulty behavior of the	5621	60 firmware	02.690:10 or later	
	leading edge stopper.				
Jams	Jam 032, 033, 082, 083	D194	Rusting of the PTR	Do the procedure in	
	, , ,	160	coupling gear	the RTB	
			(because the machine		
			was used in high-		
			temperature, high-		
			humidity conditions.) As a result, the gears		
			don't engage properly.		
		<u> </u>	<u> </u>	<u> </u>	<u> </u>

Technical Bulletin

PAGE: 10/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Jams	Jam 033, 083	D194	Rusting of the PTB	Do the procedure in	
	,	160	coupling gear	the RTB	
			(because the machine		
			was used in high-		
			temperature, high-		
			humidity conditions.)		
			As a result, the gears		
			don't engage properly.		
Jams	Jam 034, 035, 084, 085	D194	Rusting of the fusing		
	, , , ,	160	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	The joints of some	Replace the drive	
		162	fusing unit drive gears	gear. See the RTB	
			are weaker, and may	for part numbers.	
			break during printing		
			and prevent the fusing		
			rollers from rotating.		
Jams	J031 occurs frequently	D194	The bending angle in	Replace the CIS	
	when printing onto thin	143	some CIS brackets is	bracket with the	
	paper types		slightly too large,	modified one	
			causing thin paper	(D1942960). See	
			types to contact the	the RTB for a	
			bracket during paper	procedure.	
	<u> </u>		transport		
Jams	The TE press lever	D734	BookletFinisher_SR50	Install version	
	causes a jam when	5260	60 firmware	03.100:10 or later	
	performing the output				
	check	D704	Dealdatiniahan CD5	In atall	
Jam	JAM 126 occurs, if the	D734	BookletFinisher_SR5	Install version	
	output tray is switched	5260B	060 firmware	03.130:10 or later	
	when the stapler				
Jam	cartridge is empty Saddle-stitched jobs	D734	BookletFinisher_SR5	Install version	
Jaiii	using Plockmatic and	5260B	060 firmware	03.130:10 or later	
	a job printed to the	3200B	000 III III ware	03.130.10 Of later	
	1 -				
	proof tray are repeated alternately				
No-feed	In the vacuum-feed LCIT	D777	Often caused by paper	Adjust the settings	Burrs on the
140 1000	the vacualii-leed Loff	001	curling	for the fans as	paper edges
		001	Carming	explained in the	may disturb
				RTB.	air flow and
				Fan the paper to	cause feed
				remove burrs on	problems.
				the paper edges.	problems.
				and puper duges.	
				<u>l</u>	

Technical Bulletin

PAGE: 11/74

Updated: End of June 2018: Changes in bold italics

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 t 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.

Technical Bulletin

PAGE: 12/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Double-	In the vacuum-feed LCIT	D194	Engine firmware	Install version	
feed		002h, 014h		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	

Technical Bulletin

PAGE: 13/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Skew	With banner printing on	D194	Engine firmware	Install version	
	custom paper	002c,		1.08:06 or newer	
		014c			
Skew	When banner sheets are	D194	The trailing edge of the	Turn on the	
	fed from the Vacuum	086	banner is held by the	following setting in	
	Feed LCIT RT5100		transport roller in the	"Advanced	
			LCIT during side-to- side registration	Settings" for custom paper:	
			Side registration	013: [Deactivate	
				Image Position	
				Adjustment]	
Skew	When a banner sheet is	D777	The trailing edge of the	Attach the	
	fed from the Vacuum	004	banner sheet is still	adjustment plates	
	Feed LCIT		held by rollers when	(D7771116) in	
			the leading edge	accordance with the	
			reaches the	procedure in the	
Required	Media selected for the	M469	adjustment gate Leo-P1/C1 EFI (E-83A)	RTB. Install required	
media not	signature from the Paper	013	firmware	patch(es)	
selected	Catalog is not honored,	M468	Leo-P1/C1 EFI (E-43A)	patori(co)	
	if the booklet cover is	015	firmware		
	fed from the Interposer				
	Tray.				
Alignment	Tray alignment is not	M468	Leo-P1/C1 EFI (E-43A)	Apply the required	
	done properly, if Tray 2	033	firmware	patch(es)	
	is selected in Tray	M469 032	Leo-P1/C1 EFI (E-83A) firmware		
Add paper	Alignment in Fiery Tools. When selecting	M468	Leo-P1/C1 EFI (E-43A)	Install the required	
alert	330.0x487.0mm custom	046	firmware	patch(es).	
alort	size from the Paper	0.10	illiniwa.c	patori(66).	
	Catalog, the printer asks	M469	Leo-P1/C1 EFI (E-83A)	Install the required	
	for 13x19.2 paper even	046	firmware	patch(es).	
	though paper is in the				
Dualdana	tray.	N4400	L D4/O4 EEL/E 40A)	la stall the anasysine d	
Problem	Selecting auto tray and Z-fold causes a conflict.	M468 052	Leo-P1/C1 EFI (E-43A) firmware	Install the required patch(es).	
selecting trays	Z-ioid causes a connict.	M469	Leo-P1/C1 EFI (E-83A)	Install the required	
uays		052	firmware	patch(es).	
Problem	Selecting the upper	M468	Leo-P1/C1 EFI (E-43A)	Install the required	
selecting	interposer tray and	052	firmware	patch(es).	
trays	enabling tray alignment	M469	Leo-P1/C1 EFI (E-83A)	Install the required	
	causes a conflict	052	firmware	patch(es).	
Paper fed	If attempting to feed	M468	Leo-P1/C1 EFI (E-43A)	Install the required	
from wrong	from Tray 6 and tray	056	firmware	patch(es).	
tray	alignment is performed	M469	Leo-P1/C1 EFI (E-83A)	Install the required	
Paper fed	If the job has slip sheets	056 M468	firmware Leo-P1/C1 EFI (E-43A)	patch(es). Install the required	
from wrong	and imposition settings	072	firmware	patch(es).	
tray	and imposition soungs	M469	Leo-P1/C1 EFI (E-83A)	Install the required	
· - y		071	firmware	patch(es).	

Technical Bulletin

PAGE: 14/74

Updated: End of June 2018: Changes in bold italics

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 M506	BOS firmware (1/6 to 6/6) MICROCODE firmware	Install version 2.02.003 or later Install version			
		002a M272 001e	BOS firmware (1/6 to 6/6)	2.02.003 or later 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			
Paper mismatch error	When making a "sample print" in a mixed media job		Leo-P1/C1 EFI (E- 43A/E-83A) firmware	Service Pack 05			
Paper mismatch error	If the following options are specified together: Mixed media, Duplex open-to-top, Punch, and Slip sheet insertion	Install S 83A_SP	ervice Pack 4 (Color_Con 4.exe)	troller_E-43A_E-			

Technical Bulletin

PAGE: 15/74

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

Technical Bulletin

PAGE: 16/74

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	D194	System/Copy	Install version 3.02 or	
	not be retrieved via NRS	013c	firmware	newer	
@Remote	For Black and Magenta,	D194	Engine	Install version 1.16:06 or	
	toner call is not triggered	002k,	firmware	newer	
	at the correct time.	014k			
SSL	After applying the security	Gene	Java VM v12	Install version 12.46.01 or	
	update that changes the	088m	Update Tool	newer	
	priority order for cipher	Gene	Java VM v12		
	suites, SSL	087o	for eDC		
	communication fails		firmware		
Cannot	The DSDK application	Gene	Java VM v12	Install version 12.46.01 or	
connect to	fails to connect to the	088m	Update Tool	newer	
server	LDAP server when using	Gene	Java VM v12		
	Kerberos authentication	087o	for eDC		
			firmware		
Fax	Cannot send fax if CAP v2	D195	Java VM v12	Install version 12.57 or	
	is installed	5732F	Update Tool	newer	
		M196	Java VM v12		
		5731F	for eDC		
			firmware		
Web Image	On the "Custom Paper"	D195	Web Support	Install version 1.12 or	
Monitor	registration screen of Web	5726M	firmware	newer	
	Image Monitor, the	M196	Web Support	Install version 1.11 or	
	"Fusing Temp" range is	5725L	firmware	newer	
	incorrect				
Network	If the device has not	D195	Network	Install version 14.70 or	
connection	being used a significant	5730J	Support	newer	
fails	amount of time,		firmware	1	
	functions that require a	M196	Network	Install version 14.69 or	
	network connection	5729H	Support	newer	
	might fail.		firmware		



Technical Bulletin

PAGE: 17/74

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	Cannot start the next job, if the	D179	P-	Install version	
run	previous job is canceled with the "Stop" key	035a	Binder_GB5010_B1 firmware	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 M469 042	Leo-P1/C1 EFI (E- 43A) firmware Leo-P1/C1 EFI (E-	Apply the required patch(es)	
Job does not run	Status remains 'waiting to print'	M468 058	83A) firmware 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	

Technical Bulletin

PAGE: 18/74

Updated: End of June 2018: Changes in bold italics

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Subject	Symptom	RTB#	Cause	Solution	Note
Job does not	With the shift tray as the	D734	BookletFinisher_S	Install version	
run	output tray, the operation	5260B	R5060 firmware	03.130:10 or later	
	panel remains in "Printing"				
	status and the job does not				
	get printed.				
Job does not	After attempting to print from	M196	System firmware	Install version	
run	an external controller, the	5720S		3.14 or newer	
	operation panel displays				
	"Printing" but the job does not				
1-1-1	get printed	D470	Б	Leatell constant	
Job does not	After removing booklets when	D179	P-	Install version	
resume	the stacking tray is full	035a	Binder_GB5010_B1	01.160:11 or later	
		D.170	firmware	1 (11)	
		D179	P-	Install version	
		036a	Binder_GB5010_B2	01.040:00 or later	
		D170	firmware P-	Install version	
		D179 038a		01.050:00 or later	
		0388	Binder_GB5010_B4	01.050:00 or later	
Job does not	After removing a pener iem	M468	firmware	ob01 for Los D1/01 5	
resume	After removing a paper jam	001	Apply Composite Pat 43A) System Softwar		
resume		001	China models)	e version i.u (excep	101
		M469	Apply Composite Pat	ab01 for Log D1/C1 [
		001	83A) System Softwar		
		001	China models)	e version i.u (excep	101
Job does not	When the Plockmatic PBM500's	M468	Leo-P1/C1 EFI (E-	Apply the required	
resume	trim waste bin is emptied	026	43A) firmware	patch(es)	
resume	tilli waste biii is emptied	M469	Leo-P1/C1 EFI (E-	patori(es)	
		025	83A) firmware		
Job does not	If RPIP Interface Box is	M468	Leo-P1/C1 EFI (E-	Install the required	
resume	connected, printing does not	047	43A) firmware	patch(es).	
rocarro	resume if paper is loaded after a	M469	Leo-P1/C1 EFI (E-	Install the required	
	paper-end detection	047	83A) firmware	patch(es).	
Job does not	Sample printing does not	M272	BOS firmware (1/6	Install version 1.5.0	01 or
resume	resume after loading an empty	001c	to 6/6)	later	
	paper tray	M272	MICROCODE	Install version 1.5.0	01 or
	F F F F F F F F F F	007e	firmware	later	
Job does not	Fiery job cannot recover from a	M468	Leo-P1/C1 EFI (E-	Install the required	
resume	jam, if the system contains	056	43A) firmware	patch(es).	
	Plockmatic PBM500	M469	Leo-P1/C1 EFI (E-	Install the required	
		056	83A) firmware `	patch(es).	
Job does not	If a jam occurs in a half-fold job,	M468	Leo-P1/C1 EFI (E-	Install the required	
resume	printing does not resume after	075	43A) firmware	patch(es).	
	the jammed sheet has been	M469	Leo-P1/C1 EFI (E-	Install the required	
	removed.	074	83A) firmware	patch(es).	
Job does not	If paper near-end occurs while	Gene	Java VM v12	Install version 12.46	6.01 or
resume	printing General format files	088m	Update Tool	newer	
		Gene	Java VM v12 for		
		087o	eDC firmware		
Job does not	After the job is suspended, it is	D195	System/Copy	Install version 3.12	or
resume	accidentally cancelled	5720Q	firmware	newer	
Job does not	If the Plockmatic waste staple	D734	BookletFinisher_SR	Install version 03.10	0:10 or
resume	receptacle becomes full	5260	5060 firmware	later	

Technical Bulletin

PAGE: 19/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution Note
Job does not	If a jam occurs in a system that	D734	BookletFinisher_SR	Install version 03.100:10 or
resume	contains the Trimmer TR5040	5260	5060 firmware	later
Job does not	If the stack on the finisher shift	D734	BookletFinisher_SR	Install version 03.100:10 or
resume	tray is removed after pressing	5260	5060 firmware	later
	the emergency stop switch and			
	placed on the tray again before			
	the tray ascends			
Job does not	Printing does not resume	M196	System firmware	Install version 3.14 or
resume	even if the staples are refilled after they run out	5720S		newer
Job does not	After clearing a jam or		Leo-P1/C1 EFI (E-	Service Pack 05
resume	replenishing an empty tray		43A/E-83A)	
			firmware	
Job not	When "Tracking Permission" and	Gene	Java VM v12	Install version 12.46.01 or
processed	"Stop Printing" are enabled in	088m	Update Tool	newer
	"Enhanced Print Volume	Gene	Java VM v12 for	
	Limitation", processing fails	087o	eDC firmware	
Pages not	In a PDF file, if APPE is enabled	M468	Leo-P1/C1 EFI (E-	Install required patch(es)
printed		004	43A) firmware	for System Software
		M469	Leo-P1/C1 EFI (E-	Version 1.0.
		003	83A) firmware	
Pages not	In jobs that use the Plockmatic	D734	BookletFinisher_SR	Install version 02.670:10 or
printed	HCl3500	002f	5060 firmware	later
Pages not	If an original jams in the sample	D195	System/Copy	Install version 3.12 or
printed	copy of a stapled job, the first	5720Q	firmware	newer
	set is not printed	M196		
Connot print	From the acquential guara of a	5720Q	Annly Composite Det	h01 for Loo D1/C1 FFL/F
Cannot print	From the sequential queue of a virtual printer	M469 001		ch01 for Leo-P1/C1 EFI (E- re Version 1.0 (except for
	Virtual printer	001	China models)	e version 1.0 (except for
Cannot print	After applying patch	M469	Leo-P1/C1 EFI (E-	Install the
Carriot print	FIT101117501	043	83A) firmware	required
		0.0		patch(es).
Cannot print	Cannot print using clear toner, if	M468	Leo-P1/C1 EFI (E-	Install the
	a print range is specified.	055	43A) firmware	required
	a printer and the opening an			patch(es).
		M469	Leo-P1/C1 EFI (E-	Install the
		054	83A) firmware	required
		<u> </u>	<u> </u>	patch(es).
Cannot scan	An alert message occupies the	Gene	Java VM v12	Install version
	display, and scanning is	088m	Update Tool	12.46.01 or newer
	disabled	Gene	Java VM v12 for	
		087o	eDC firmware	
Face-up/face-	Copy job set with punch to the	D194	System/Copy	Install version
down	right is printed out face-up	001a,	firmware	3.00 or newer
	instead of face-down	013a		
Job cancelled	If perfect binding is set in the	D194	Printer firmware	Install version
	SEF direction.	008a		3.00 or newer
Job cancelled	When "Unauthorized Copy	D195	RPCS firmware	Install version
	Prevention Printing: Printer" is	5736B		3.17.3 or newer
	enabled	M196		
		5735B	DCI firmavirana	Install version
		D195	PCL firmware	Install version
	1	5738D		1.05 or newer

Technical Bulletin

PAGE: 20/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Job not	Job is suspended instead of	M468	Apply Composite Pat		
cancelled	cancelled if Cancel is selected	001	EFI (E-43A) System	Software Version	
			1.0 (except for China		
		M469	Apply Composite Pat		
		001	EFI (E-83A) System		
			1.0 (except for China		
Job not	The Fiery screen on the engine	M468	Apply Composite Pat		
cancelled	operation panel continues to	002	EFI (E-43A) System	Software Version	
	display "Printing"		1.0		
		M469	Apply Composite Pat		
		002	EFI (E-83A) System	Software Version	
			1.0		
Job not	The Fiery screen on the engine	M468	Apply Composite Pat		
cancelled	operation panel continues to	002	EFI (E-43A) System	Software Version	
	display "Cancelling"		1.0		
		M469	Apply Composite Pat		
		002	EFI (E-83A) System	Software Version	
			1.0	T	
Job not	If toner runs out during a during	D194	System/Copy	Install version	
cancelled	duplex job and the system is run	001g,	firmware	3.05 or newer	
	with an external controller	13f	D4/04 EEL/E	1 (11 (1	
Job not	Remains in "Printing" status	M468	Leo-P1/C1 EFI (E-	Install the	
cancelled	even if the cancel button is	064	43A) firmware	required	
	pressed in Command			patch(es).	
lab nat	WorkStation while printing	N4460	Loo D4/C4 FFL/F	In a tall the	
Job not cancelled	Staple job cannot be cancelled from Command WorkStation	M469 063	Leo-P1/C1 EFI (E- 83A) firmware	Install the	
Caricelleu	Hom Command WorkStation	003	OSA) IIIIIware	required patch(es).	
Job not	Job remains in the print queue	M468	Leo-P1/C1 EFI (E-	Install the	
deleted after	even if "Print and Delete" is	060	43A) firmware	required	
printing	selected in CWS	000	45A) IIIIIWale	patch(es).	
printing	Sciented III 6446	M469	Leo-P1/C1 EFI (E-	Install the	
		060	83A) firmware	required	
				patch(es).	
Job ends	If an entry in the paper catalog is	M506	BOS firmware (1/6	Install version	
prematurely	deleted while printing a job	001b	to 6/6)	2.03.009 or later	
promotor or,	a section them printing a job	M506	MICROCODE	Install version	
		002b	firmware	2.03.009 or later	
		M506	MICROCODE	Install version	
		003a	firmware	2.03.009 or later	
Tab printing	Not done correctly (e.g., tabs in	M469	Leo-P1/C1 EFI (E-	Apply the required	
	the wrong order, text is rotated)	009	83A) firmware `	patch(es)	
		M468	Leo-P1/C1 EFI (E-		
		010	43A) firmware		
PDF	Error while processing a PDF	M469	Leo-P1/C1 EFI (E-	Apply the required	
	job, if APPE is enabled	010	83A) firmware	patch(es)	
		M468	Leo-P1/C1 EFI (E-		
		011	43A) firmware		
PDF	If a PDF job is sent to the	M272	BOS firmware (1/6	Install version	
	Process & Hold or Process &	001b	to 6/6)	1.4.002 or later	
	Print queue, the controller runs	to			
	out of memory	006b			
		M272	MICROCODE	Install version	
		007d	firmware	1.4.002 or later	

Technical Bulletin

PAGE: 21/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
PDF	Printing a PDF file with APPE	M272	BOS firmware (1/6	Install version	
	enabled results in an error, if	001d	to 6/6)	1.6.004 or later	
	CPSI is disabled	M272	MICROCODE	Install version	
		007f	firmware	1.6.004 or later	
PCL5	Corrupted image	M468	Apply Composite Pat	ch02 for Leo-P1/C1	
		002	EFI (E-43A) System S	Software Version	
			1.0		
		M469	Apply Composite Pat		
		002	EFI (E-83A) System S	Software Version	
			1.0		
PCL5	PCL macros that were uploaded	D195	PCL firmware	Install version	
	to the HDD cannot be printed	5738C		1.04 or newer	
Cannot print	Can only print with LEF.	D194	System/Copy	Install version	
with some		001c,	firmware	3.01 or newer	
paper sizes		013b			
Printing stops	Printing multiple jobs in	M468	Apply Composite Pat		
	succession; 'Printing' is	001	EFI (E-43A) System S		
	displayed		1.0 (except for China		
		M469	Apply Composite Pat		
		001	EFI (E-83A) System S		
			1.0 (except for China		
Printing stops	Hard abort occurs when	M272	BOS firmware (1/6	Install version	
	attempting to print a job on the	001c	to 6/6)	1.5.001 or later	
	Printect model	M272	MICROCODE	Install version	
		007e	firmware	1.5.001 or later	
Printing stops	The data-in LED remains	D194	Engine firmware	Install version	
	flashing and printing does not	5405X		1.21:06 or newer	
	resume, if process control runs	M195			
	during a job.	5405X			
Scanning	When scanning an original	D194	System/Copy	Install version	
stops	containing multiple pages with	001g	firmware	3.05 or newer	
	the Twain driver, error (code:				
Openhala el tarrit	36856) occurs on the client PC	D404	O	lestell consists	
Garbled text	Text in an email sent by using	D194	Scanner firmware	Install version	
Characters	Scan to URL is garbled	010b	Cychama (Carry	02.02 or newer	
Characters	When scanning with "Hungarian"	D194	System/Copy	Install version	
damaged or	or "Polish" as "Cognitive	001h	firmware	3.06 or newer	
missing	Language" in "OCR Settings", if the value of a Unicode character	D194	Scanner firmware	Install version	
	exceeds 256, then the character	010c		02.03 or newer	
	is converted to a "?".				
Characters	The Greek letter "γ" (gamma)	M468	Leo-P1/C1 EFI (E-	Apply the required	
damaged or	cannot be printed in PCL jobs.	085	43A) firmware	patch(es)	
missing	carriot be printed in FOL Jobs.	000	TOA) IIIIIWait	patori(cs)	
Characters	When characters that contain	D195	PCL firmware	Install version	
damaged or	the incorrect TrueType font data	5738B	1 OL IIIIIIWaic	1.03 or newer	
missing	are printed	0,000		1.00 OF HEWEI	
Characters	Character corruption, if printed	M196	System/Copy	Install version	
damaged or	on custom paper size.	5720Q	firmware	3.12 or newer	
missing	on sastom paper size.	0.200		5.12 51 115 WOI	
Characters	Character corruption, if impose	Install S	ervice Pack 4 (Color_C	Controller F-43A F-	
damaged or	settings are made on a	83A_SP		, s. iii sii sii _L ¬o/_L-	
missing	FreeForm job	55, 1_0			
9					
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Technical Bulletin

PAGE: 22/74

Updated: End of June 2018: Changes in bold italics

	• .			
Subject	Symptom	RTB#	Cause	Solution Note
Part of text	After applying Impose, parts of	M469	Leo-P1/C1 EFI (E-	Apply the required
missing	the characters are missing	020	83A) firmware	patch(es)
		M468	Leo-P1/C1 EFI (E-	
		022	43A) firmware	
Not printed as	If APPE is enabled	M469	Leo-P1/C1 EFI (E-	Apply the required
expected		016	83A) firmware `	patch(es)
(unspecified)		M468	Leo-P1/C1 EFI (E-	()
()		018	43A) firmware	
Not printed as	Files ripped with previous	M272	BOS firmware (1/6	Install version 1.3.003 or
expected	microcode versions	001a	to 6/6)	later
(unspecified)	Thorocode versions	to	10 0/0)	later
(drispecifica)		006a		
		M272	MICROCODE	Install version 1.3.003 or
		007c		later
Not printed as	Outlines and impages not printed		firmware	
Not printed as	Outlines and images not printed	M469	Leo-P1/C1 EFI (E-	Apply the required
expected	correctly, if processed with	078	83A) firmware	patch(es)
(unspecified)	APPE disabled (= CPSI	M468	Leo-P1/C1 EFI (E-	Apply the required
	enabled).	079	43A) firmware	patch(es)
Not printed as	Second and subsequent pages,	D195	PCL firmware	Install version 1.05 or
expected	PCL5 host printing.	5738D		newer
(unspecified)				
Not printed as	The output of a Rush Print job		Leo-P1/C1 EFI (E-	Service Pack 05
expected	may not be as expected.		43A/E-83A)	
(unspecified)			firmware	
Abnormal scan	Full color scanning	D194	System/Copy	Install version 3.06 or
(unspecified)		001h	firmware	newer
Page printed	When recovering from tray	M468	Leo-P1/C1 EFI (E-	Apply the required
twice	empty status in a system with	025	43A) firmware `	patch(es)
	Plockmatic	M469	Leo-P1/C1 EFI (E-	,
		023	83A) firmware	
Page printed	After recovering from a no paper	M468	Leo-P1/C1 EFI (E-	Apply the required
twice	in tray status, and RPIP	028	43A) firmware	patch(es)
	Interface Box Type S3 and	M469	Leo-P1/C1 EFI (E-	
	Duplo finisher are installed	027	83A) firmware	
Page printed	If printing stops during a booklet	D194	Fin IFBox firmware	Install version 01.010.02 or
	job	037a	FIII_IFBOX IIIIIIWale	later
twice		D734	BookletFinisher_SR	
Page printed	In jobs that use the Plockmatic			
twice	HCl3500	002f	5060 firmware	later
Job reprinted		M507	BOS firmware (1/6	Install version
		5000E	to 6/6)	123.19.048_v2.04.023 or
		_1-6	1410000000	later
		M507	MICROCODE	Install version 2.04.023 or
		5055H	firmware	later
Job reprinted		M507	Microcode firmware	Install version 2.7.001 or
		5058		later
PS error	During ripping	M272	BOS firmware (1/6	Install version 1.4.002 or
		001b	to 6/6)	later
		to		
		006b		
		M272	MICROCODE	Install version 1.4.002 or
		007d	firmware	later
		I.	l .	

Technical Bulletin

PAGE: 23/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution Note
PS error	PS Limit check error while	M468	Leo-P1/C1 EFI (E-	Apply the required
	printing PDF or InDesign files	880	43A) firmware	patch(es)
Scan to email	Contents of the attached file	D194	System/Copy	Install version 3.05 or
	appear in the body of the	001g	firmware	newer
	message with the characters			
	garbled			
Scan to Folder	Device restarts	D195	Network Support	Install version 14.69 or
		5730H	firmware	newer
Scan to Folder	The device tries to connect to	D195	Network Support	Install version 14.69 or
	only the first resolved IP address	5730H	firmware	newer
Scan to Folder	Fails when a HP device is	D195	Network Support	Install version 14.69 or
	working on the same subnet	5730H	firmware	newer
Scan to Folder	Network browsing fails	D195	Network Support	Install version 14.69 or
		5730H	firmware	newer
Scan to	When doing Scan to Folder	D195	Network Support	Install version 14.70 or
Folder	using SMBv2/v3, if the device	5730J	firmware	newer
	receives UDP communication			
	from the outside to the port			
	used by SMBv2/v3, Scan to			
	Folder fails			
Scan to	The device freezes during	D195	Network Support	Install version 14.70 or
Folder	data transmission when doing	5730J	firmware	newer
	Scan to Folder with SMBv2/v3			
Scan to	When doing Scan to Folder in	D195	Network Support	Install version 14.70 or
Folder	a high-load network	5730J	firmware	newer
	environment, the device gets			
	stuck on sending and the			
14/	scanner becomes unusable	D404	E	Leatell consists 4.45.00 as
Wrong	If an original smaller than A4 is	D194	Engine firmware	Install version 1.15:06 or
scanned image	scanned in 600dpi and enlarged	002j		newer
La a a sura at	to A4	14070	DO0 5 (4/0	Lastallianas'an 4.0.004 an
Incorrect	If printing is stopped and then	M272	BOS firmware (1/6	Install version 1.6.004 or
number of	resumed	001d	to 6/6) MICROCODE	later
pages		M272		Install version 1.6.004 or
la sama at	DC inha	007f	firmware	later
Incorrect	PS jobs	M507	BOS firmware (1/6	Install version
number of		5000E	to 6/6)	123.19.048_v2.04.023 or
pages		_1-6 M507	MICDOCODE	later
			MICROCODE	Install version 2.04.023 or
Incorrect	If the tray rupe out of sever and	5055H M507	firmware BOS firmware (1/6	later Install version
number of	If the tray runs out of paper and then reloaded during the job	5000E	to 6/6)	
	then reloaded during the job	1-6	10 0/0)	123.19.048_v2.04.023 or
copies		M507	MICROCODE	later Install version 2.04.023 or
		5055H		
Printing error	When running jobs printed on	M506	firmware MICROCODE	later Install version 2.01.003 or
(not specified)	paper from the paper catalog	001	firmware	later
(not specified)	that has a name of 33 or more	001	minwaic	
	characters.			
	Gialacters.			
T		<u> </u>		

Technical Bulletin

PAGE: 24/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution Note
Printing error	When "Unauthorized Copy	D195	PCL firmware	Install version 1.04 or
(not specified)	Prevention" is enabled and	5738C		newer
	asterisks are included with			
	characters in "Enter User Text".			
Job	Job information printed on the	M468	Leo-P1/C1 EFI (E-	Apply the required
information	cover page is incorrect	069a	43A) firmware	patch(es)
		M469	Leo-P1/C1 EFI (E-	Apply the required
		068	83A) firmware	patch(es)
Sample print	Sample print to the stacker proof	M506	BOS firmware (1/6	Install version 2.03.009 or
	tray is not possible, if printed on	001b	to 6/6)	later
	a custom paper of a size	M506	MICROCODE	Install version 2.03.009 or
	approximate to SRA3	002b	firmware	later
		M506	MICROCODE	Install version 2.03.009 or
		003a	firmware	later
IPDS	Cannot apply the selected toner	M507	BOS firmware (1/6	Install version
	curve for IPDS jobs	5000E	to 6/6)	123.19.048_v2.04.023 or
		_1-6		later
		M507	MICROCODE	Install version 2.04.023 or
		5055H	firmware	later
IPDS	Fonts that can be printed in	M507	Microcode firmware	Install version 2.7.001 or
	PDF/ASCII cannot be printed in	5058		later
	IPDS.			
Paper size	When a job is sent to the	D195	Printer firmware	Install version 3.06 or
error	machine while it is in Energy	5735J		newer
	Saver mode	M196	Printer firmware	Install version 3.12 or
		5734H		newer
Black text	When printing a PCL5 job, black	D195	PCL firmware	Install version 1.05 or
	text is blurred or thicker than	5738D		newer
	expected.			

Technical Bulletin

PAGE: 25/74

Updated: End of June 2018: Changes in bold italics

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

5. Operation Panel

Subject	Symptom	RTB#	Cause	Solution	Note
Wrong jam	When jam 126 occurs	D179	BookletFinisher_S	Install version 01.460:10	
location		017j	R5060 firmware	or later	
display					
Wrong jam	Jam location Z4 is not	D194	Engine firmware	Install version	
location	displayed if jams occur	002b,		1.05.01:06 or newer	
display	in duplex jobs	014b			
Wrong jam	Jam with banner paper	D194	Engine firmware	Install version 1.10:06 or	
removal		002f,		newer	
display		014f			
		D194	System/Copy	Install version 2.03 or	
		001e,	firmware	newer	
		013d			
		D194	Opepanel	Install version 2.03 or	
		005b,	firmware	newer	
		017b			
		D194	Printer firmware	Install version 3.01 or	
		008b		newer	
		D194	Printer firmware	Install version 3.03 or	
		020a		newer	
Incorrect	Display shows that prints	D179	BookletFinisher_S	Install version 02.570:10	
display	remain in the Plockmatic	017j	R5060 firmware	or later	
	when the Plockmatic	-			
	stacker is full.				
Incorrect	Fiery main screen does	M468	Apply Composite Pa	atch01 for Leo-P1/C1 EFI	
display	not appear after	001	(E-43A) System So	ftware Version 1.0 (except	
	pressing the energy		for China models)	` .	
	saver key	M469	Apply Composite Pa	atch01 for Leo-P1/C1 EFI	
		001	(E-83A) System So		
			for China models)		
Incorrect	Too many pages in the	M468	Apply Composite Pa	atch01 for Leo-P1/C1 EFI	
display	'Printed' list	001	(E-43A) System So	ftware Version 1.0 (except	
			for China models)	, ,	
		M469	Apply Composite Pa	atch01 for Leo-P1/C1 EFI	
		001	(E-83A) System So	ftware Version 1.0 (except	
			for China models)	, ,	
Incorrect	Displays custom paper	M468	Apply Composite Pa	atch01 for Leo-P1/C1 EFI	
display	even if generic 16K	001		ftware Version 1.0 (except	
	paper is selected		for China models)		
		M469		atch01 for Leo-P1/C1 EFI	
		001	(E-83A) System So	ftware Version 1.0 (except	
			for China models)		
Incorrect	Warning message	M272	BOS firmware (1/6	Install version 1.3.003 or	
display	appears when opening	001a	to 6/6)	later	
•	job properties of jobs	to			
	submitted from Prinergy	006a			
		M272	MICROCODE	Install version 1.3.003 or	
		007c	firmware	later	
Incorrect	When attempting to		Leo-P1/C1 EFI	Service Pack 05	
display	apply Gang-up or		(E-43A/E-83A)		
- -	Image Shift with		firmware		
	Booklet Maker				

Technical Bulletin

PAGE: 26/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Jam alert	Symptom When jams occur in a	D179	Folder_FD5020	Install version 01.030:04	Note
not	peripheral downstream	018b	firmware	or later	
displayed	from the Folding unit	0100	Illiliwale	or later	
Stalls	Stays in "Cancelling"	M468	Annly Composite P	atch01 for Leo-P1/C1 FFI	
Otalis	status after cancelling	001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-43A) System Software Version 1.0 (except		
	multiple jobs selected in		for China models)	itware version 1.0 (except	
	Command WorkStation	M469	,	atch01 for Leo-P1/C1 EFI	
	Command Workstation	001		ftware Version 1.0 (except	
		001	for China models)	itware version 1.0 (except	
Stalls	"Please Wait" remains	M468		atch01 for Leo-P1/C1 EFI	
- C 10C	after return from Energy	001		ftware Version 1.0 (except	
	Saver mode		for China models)	(61100)	
		M469		atch01 for Leo-P1/C1 EFI	
		001		ftware Version 1.0 (except	
			for China models)	` .	
Stalls	The Fiery screen on the	M468	Apply Composite Pa	atch02 for Leo-P1/C1 EFI	
	engine operation panel	002	(E-43A) System So		
	continues to display	M469		atch02 for Leo-P1/C1 EFI	
	"Cancelling"	002	(E-83A) System So		
Stalls	The Fiery screen on the	M468		atch02 for Leo-P1/C1 EFI	
	engine operation panel	002	(E-43A) System So		
	continues to display	M469		atch02 for Leo-P1/C1 EFI	
	"Printing"	002	(E-83A) System So		
Stalls	If searching for a custom	D194	System/Copy	Install version 3.10 or	
	paper type that has 2-	001k,	firmware	newer	
	byte characters in its	013j			
	name				
Wrong	Japanese keyboard	D194	MediaLibEU 4st	Install version 6 or later	
language	appears when changing	042b	AB firmware		
	the custom paper name	D194 045b			
		D194	MediaLibEUcl AB	Install version 6 or later	
		043b	firmware	Install version of later	
		D194	Illiliwale		
		046b			
		D194	MediaLibEUwh	Install version 6 or later	
		044b	AB firmware	motali verelen e er later	
		D194			
		047b			
		D194	MediaLibAP4st	Install version 4 or later	
		051b	AB firmware		
		D194	MediaLibAPcl AB	Install version 4 or later	
		052b	firmware		
		D194	MediaLibAPwh	Install version 4 or later	
		053b	AB firmware		
		D194	MediaLibNA 4st	Install version 6 or later	
		054b	AB firmware		
		D194			
		057b			
		D194	MediaLibNAcl AB	Install version 6 or later	
		055b	firmware		
		D194			
		058b			

Technical Bulletin

PAGE: 27/74

Updated: End of June 2018: Changes in bold italics

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	Hard to see whether the sample print function is enabled or not on the printer panel	M507 5058_ PR207 018	MICROCODE firmware	Install version 2.07.018 or later	

Technical Bulletin

PAGE: 28/74

Updated: End of June 2018: Changes in bold italics

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

6. Security

Subject	Symptom	RTB#	Cause	Solution	Note
Authentication	Not done if	Gen	Java VM v12	Install version 12.12.06	
	Streamline NX is	0680	Update Tool	or newer	
	installed	Gen	Java VM v12 for		
		069p	eDC firmware		
Authentication	If Kerberos	Gen	Java VM v12	Install version 12.12.06	
	authentication is	0680	Update Tool	or newer	
	done with an ESA	Gen	Java VM v12 for		
	application, timeout	069p	eDC firmware		
	does not occur				
Authentication	User code	D194	Web Support	Install version 1.09 or	
	authentication: If a	011h,	firmware	newer	
	user logs in to Web	022h			
	Image Monitor after				
	logging in at the				
	operation panel, the				
	login screen appears				
	again on the				
Authentication	operation panel. When the device is	D194	Notwork Cupport	Install version 14 67 or	
Authentication	set to use "IEEE	003c,	Network Support firmware	Install version 14.67 or newer	
	802.1X" and	003c, 015c	Illiliwale	newei	
	"TLS1.2" is set to	0130			
	"active",				
	authentication will				
	fail.				
Authentication	The user code input	D195	System/Copy	Install version 3.12 or	
,	screen does not	5720Q		newer	
	disappear				
Authentication	User name errors	M507	BOS firmware (1/6	Install version	
		5000G	to 6/6)	123.19.048_v2.6.008 or	
			,	later	
		M507	MICROCODE	Install version 2.6.008 or	
		5057H	firmware	later	
Login/logout	ESA application	Gen	Java VM v12	Install version 12.12.06	
	stops during logout,	0680	Update Tool	or newer	
	and logout cannot be	Gen	Java VM v12 for		
	completed	069p	eDC firmware		
Login/logout	It takes time to login	D195	System/Copy	Install version 3.14 or	
	after authenticating	5720S	firmware	newer	
	the card	M196	System firmware	Install version 3.13 or	
		5720R		newer	
Data accessible	Job properties and	M272	By default, it's	Do the procedure in the	
from outside	preview images for	010	possible to access	RTB to prevent	
	print jobs stored in	M506	the local console	unauthenticated external	
	the print server can	007	screen through	access	
	be accessed from		the motherboard's		
	outside the		IPMI feature		
	customer's LAN.		without		
			authentication		

Technical Bulletin

PAGE: 29/74

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	M272	BOS firmware (1/6 to	Install version	
	microcode v1.4.006.	001c	6/6)	1.5.001 or later	
		M272	MICROCODE firmware	Install version	
		007e		1.5.001 or later	
SC324	Toner has coagulated.	D194		Install new firmware	
	The development unit	158a		and adjust SPs as	
	may have to be			explained in the	
	replaced.			RTB	
				Side effect: Ozone	
				bands (189mm)	
				may occur,	
				especially in the	
				morning or after a	
				short pause in	
SC324	Due to toner	D194	Engine firmware	usage. Install version	
00024	coagulation in a	5405Y	Lingine initiwate	1.22:06 or newer	
	moderate operational	M195		1.22.00 Of Hewel	
	environment.	5405Y			
SC39x		D194	Engine firmware	Install version	Permanent
		002g,		1.11:06 or newer	counter-
		014g			measure for
					D194 079
SC441	After replacing the ITB	D194	1. New ITBs and ITB	Follow the	
	or ITB cleaning unit	101	cleaning units put	procedures in the	
			excess load on the ITB	RTB when	
			drive motor due to	replacing the ITB or	
			insufficient lubrication.	ITB cleaning unit.	
			2. Rollers inside the		
			ITB slip, because they		
			are covered with toner		
SC453	ITD roller is getting ald	D104	and dust. Abnormal load on the	Engine firmwere	Install ver
SC433	ITB roller is getting old, temp and humidity are	D194 159a		Engine firmware modified; SC540	1.21:06 or
	below normal, and	1584	ITB power pack	will occur when a	later
	paper surface			problem is detected	ialci
	resistance is high			with the ITB power	
	Tesistance is riight			pack, and the	
				machine will stop.	
SC453	Appears before the	D194	A combination of	Work through the	
-	paper transfer bias	164	Paper Transfer Bias	flow chart in the	
	roller reaches its yield		Roller voltage,	RTB.	
	under low-temperature,		machine temperature,		
	low-humidity		and machine humidity		
	conditions.				
SC472	Just after machine	D194	The steering control	Rotate the gears	
	installation	040	arm at the back of the	counterclockwise to	
			ITB unit is not in home	align the arm with	
			position when the	the bracket. See	
			machine power is	the RTB for the	
			turned on	procedure.	

Technical Bulletin

PAGE: 30/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
SC472	If the front door is	D194	TCDU firmware	Install version	
	closed, opened, and closed again	027c		1.06:05 or newer	
SC50x-05	This SC appears when the over limit sensor turns ON.	D734 015	Paper is not set correctly The side or end fence is deformed	Correct the problem as shown in the RTB.	
SC535		D194 041	Static electricity damages the fans in the Paper Transport Belt Unit, which then damages the IOB.	Temporary Solution 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. Permanent Solution 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. - SP1107-* - 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	

Technical Bulletin

PAGE: 31/74

Updated: End of June 2018: Changes in bold italics

		DE- ::	_		
Subject	Symptom	RTB#	Cause	Solution	Note
SC558		D194	A sensor actuator is in	Replace the sensor	See the RTB
		092	the wrong position	bracket and gear	for more
			and/or two gears are	holder bracket with	details.
			loose.	modified parts.	
SC565	Low temperature room	D194	The target heating	Set SP1154-002 to	
	(17 degrees Celsius or	069	roller temperature is	"20 sec". – and –	
	lower), machine is		too high.	Ensure both of the	
	unused for 15 min			following are lower	
				than 165 degrees	
				Celsius.	
				- SP1107-*	
				- 0207 in	
				Adjustment Settings	
				for Skilled	
00505		D404	0 1 10 5	Operators	
SC565		D194	System/Copy firmware	Install version 3.02	
		001d,		or newer	
		013c	Engine firmeruses	Inotall varaine	Modified
		D194	Engine firmware	Install version	Modified
		002d,		1.09:06 or newer	fans must be
SC586-25	After the right front	014d D194	The DE lever is not	Attach a crarge	installed
SC586-25	After the right front door is opened and		The B5 lever is not	Attach a sponge	
	•	097	returned to the home	spacer (P/N:	
	closed		position, and the right	D1942927) to the	
			front door is then closed	right front door.	
SC625	-	D194	TDCU firmware	Install version	
30025		027a	TDC0 IIIIIware	1.04:05 or newer	
SC637	If the machine is shut	Gene	Java VM v12 Update	Install version	
30037	down while printing	088m	Tool	12.46.01 or newer	
	down write printing	Gene	Java VM v12 for eDC	12.40.01 01 Hewel	
		0870	firmware		
SC670	If paper fed from tray 3	D194	Engine firmware	Install version	
00070	of LCIT RT5100 results	002b,	Lingine miniware	1.07:06 or newer	
	in a jam.	002b, 014b		1.07.00 of ficwer	
SC670	When forcibly	D194	Engine firmware	Install version	
30070	terminating DEMS	002b,	Lingine iliniware	1.05.01:06 or newer	
	Community DEIVIO	002b, 014b		1.55.5 1.55 OF HOWER	
SC670	If finishing options are	D194	Engine firmware	Install version	
30070	connected and a jam	002c,	igiiio iiiiiiwaio	1.08:06 or newer	
	occurs in the	002c, 014c		1.30.00 0. 110.00	
	mainframe exit unit	0.10			
SC670	When recovering from	D194	System/Copy firmware	Install version 3.02	
355.5	energy saving mode	001d,	2,5.5 559,	or newer	
	2.3, 223	013c			
		D194	Engine firmware	Install version	Modified
		002d,		1.09:06 or newer	fans must be
		014d			installed
SC670	Follow the instructions	D194	Mostly caused by	Work through the	7.7
	in this RTB if this SC	102b	defective boards or a	procedures in this	
	occurs		blown fuse caused by	RTB.	
			unexpected electrical		
			surge		
	<u>,L</u>	1		1	

Technical Bulletin

PAGE: 32/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
SC670	Punch jobs	M507	BOS firmware (1/6 to	Install version	
		5000E	6/6)	123.19.048_v2.04.0	
		_1-6		23 or later	
		M507	MICROCODE firmware	Install version	
		5055H		2.04.023 or later	
SC672-11	When the machine	D194	PowerSaving Sys	Install version 1.24	
	recovers from energy	007a,	firmware	or newer	
	saving mode	019a			
SC672-12	With custom paper	M469	Leo-P1/C1 EFI (E-83A)	Apply the required	
	sizes	018	firmware	patch(es)	
		M468	Leo-P1/C1 EFI (E-43A)		
		020	firmware		
SC687		D179	ADF_SINAI_B	Install version	
		016d	firmware	01.100:05 or later	
SC720-xx		D734	Contact failure in the	Check the finisher's	
		012	interlock switch due to	serial number, and	
			manufacturing error	replace the	
				interlock switch if	
				necessary.	
SC720-25		D734	Paper containing	Check the condition	
		011	calcium carbonate	of the Mylar sheets	
			damages the Mylar	every 2,000k pages	
			sheets attached to the	(total counter of the	
			guide plate of the	printer/copier	
			punch unit	mainframe), and	
				replace if worn or	
				damaged.	
SC720-35		D734	BookletFinisher_SR50	Install version	
		002c	60 firmware	02.640:10 or later	
SC720-35		D734	BookletFinisher_SR50	Install version	
		002g	60 firmware	02.680:10 or later	
SC720-35		D734	The corner stapler	Work through the	
		013a	unit does not move	check procedures	
			properly or smoothly	in the RTB.	
SC720-35	After replacing the	D734	BookletFinisher SR50	Install version	
	staple cartridge	5260	60 firmware	03.100:10 or later	
SC720-39	With mixed sized	D734	BookletFinisher_SR50	Install version	
	stapling jobs due to	5621	60 firmware	02.690:10 or later	
	faulty behavior of the				
	leading edge stopper.				
SC720-70	Running 3 staple jobs	D734	BookletFinisher SR50	Install version	
	in a row	5621A	60 firmware	02.700:10 or later	
SC720-75	After J109 or J122	D734	Envelopes stacked in	Attach the Z-fold	
· ·	occurs twice in	005	the shift tray interfere	support tray to the	
	succession		with the press down	shift tray.	
			levers		
			Finisher firmware	Update the Finisher	
			. monor minimaro	firmware to	
				Ver2.500 or newer.	
			The Tray Full condition	Set SP6239-001 to	
			is triggered/detected	"1".	
			by mistake.	' .	
			The exit roller and	Donlare the lever	
				Replace the lever	
	1	<u> </u>	press down lever	brackets. (See RTB	

Technical Bulletin

PAGE: 33/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
_			interfere with each	#RD734003 for	
			other.	details).	
			Printed sheets interfere	Advise the	
			with the movement of	customer to	
			the press down lever.	remove sheets that	
				are interfering with	
				the press down	
				levers when Jam	
				122 occurs.	
SC720-75		D734	BookletFinisher_SR50	Install version	
00/20/0		002c	60 firmware	02.640:10 or later	
SC720-80	SR5050/5060 Finisher	D179	Contact failure in the	Replace the	
00/20 00		113	interlock switch	interlock switch	
				using the procedure	
				in the RTB.	
SC720-82	If the trailing edge	D734	BookletFinisher_SR50	Install version	
	press plate and base	002b	60 firmware	02.620:10 or later	
	fence of the staple tray				
	interferes.				
SC819-00	With custom paper	M469	Leo-P1/C1 EFI (E-83A)	Apply the required	
	sizes	018	firmware	patch(es)	
		M468	Leo-P1/C1 EFI (E-43A)	, ,	
		020	firmware		
SC819	When using network-	D194	System/Copy firmware	Install version 3.06	
	related functions, such as accessing Web	001h		or newer	
		D194	System firmware	Install version 3.06	
	Image Monitor	013g		or newer	
SC819	After ARFU or RFU	D195	Network Support	Install version	
		5730J	firmware	14.70 or newer	
		M196 5729H	Network Support firmware	Install version 14.69 or newer	
SC844-04	When attempting to	M272	BOS firmware (1/6 to	Install version	
30044-04		001c	`	1.5.001 or later	
	print a job on the Printect model	M272	6/6) MICROCODE firmware	Install version	
	Printect model		MICROCODE IIIIIwaie		
SC844-04	After undetine to	007e	DOC firmwere /1/6 to	1.5.001 or later	
30044-04	After updating to	M272	BOS firmware (1/6 to	Install version	
	microcode v1.4.006.	001c	6/6)	1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
SC844-0x	When printing large	M506	BOS firmware (1/6 to	Install version	
000 11 -0x	jobs	001a	6/6)	2.02.003 or later	
	Joba	M506	MICROCODE firmware	Install version	
		002a	WHO KOOODE IIIIIWATE	2.02.003 or later	
		M272	BOS firmware (1/6 to	Install version	
		001e	6/6)	2.02.003 or later	
		M272	MICROCODE firmware	Install version	
		007g	OROODE IIIIIWale	2.02.003 or later	
		M272	BOS firmware (1/6 to	Install version	
		008a	6/6)	2.02.003 or later	
		M272	MICROCODE firmware	Install version	
		009a	orcoode iiiiiiwaic	2.02.003 or later	
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Technical Bulletin

PAGE: 34/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
SC844-11	Punch jobs	M507	BOS firmware (1/6 to	Install version	
		5000E	6/6)	123.19.048_v2.04.0	
		_1-6		23 or later	
		M507	MICROCODE firmware	Install version	
		5055H		2.04.023 or later	
SC865		D194	External vibration is	Compare the output	
		121a	transmitted to the HDD	speeds with and	
				without sorting. If	
				sorting is slower by	
				more than 50%,	
				make sure that the	
				projections on the	
				HDD bracket do not	
				touch the HDD, or	
				replace the HDD	
				bracket with a new	
				type (D136 5978).	
				See the RTB for the	
				full procedure.	
SC899	When using a TWAIN	D194	Scanner firmware	Install version 2.01	
	driver	010a		or newer	
SC899	If a PDF that contains	D194	PDF firmware	Install version 1.04	
00000	a JPEG 2000 image is	025a	Di illimitato	or newer	
	printed using PDF	0200		or nower	
	Direct Print				
SC899	When conducting	Gene	Java VM v12 Update	Install version	
00000	location-free printing or	088m	Tool	12.46.01 or newer	
	authentication	Gene	Java VM v12 for eDC	12.40.01 OI HCWCI	
	processing with a	0870	firmware		
	solution product	0070	Illiliware		
SC899	When printing a PCL	D195	PCL firmware	Install version 1.03	
00000	job which contains	5738B	GE IIIII Ware	or newer	
	reduced or enlarged	07000		Of flower	
	image				
SC899	When using the PCL6	D195	PCL firmware	Install version 1.04	
30099	driver to print a PDF	5738C	1 OL IIIIIWaie	or newer	
	from the Reader	37300		OI HEWEI	
	application in Windows				
	8.1				
SC899	When printing a PCL	D195	PCL firmware	Install version 1.05	
00033	job which contains	5738D	I OL IIIIIWale	or newer	
	images via host	37300		OI HEWEI	
	printing				
SC899	If logging in from a	D195	Java VM v12 Update	Install version 12.57	
00099	keyboard	5732F	Tool	or newer	
	κογυσαία	M196	Java VM v12 for eDC	OI HEWEI	
		5731F	firmware		
SC899	When doing Scan to	D195	Network Support	Install version 14.69	
20099	Folder	5730H	firmware		
0000	I .			or newer	
SC899	When printed a duplex	D195	System/Copy firmware	Install version 3.14	
	job that exceeds the	5720S	Cuatana finarius	or newer	
	max allowable pages	M196	System firmware	Install version 3.13	
		5720R		or newer	

Technical Bulletin

PAGE: 35/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note	
SC900	Banner printing jobs	D194	Engine firmware	Install version		
		002b,		1.06:06 or newer		
	1.5.11	014b				
SC911-62	If the engine and	D194	System/Copy firmware	Install version 3.10		
	TotalFlow Print Server R-61A are	001k,		or newer		
	synchronized when the	013j				
	index width specified					
	on the operation panel					
	exceeds the maximum					
	width.					
SC919	When cancelling a job	D194	TDCU firmware	Install version		
	after the machine	027a		1.04:05 or newer		
	failed to recover from a					
00010) am	N4460	Annly Commonite Datab	14 for Loo D4/C4 EEL		
SC919	After removing a jam	M468 001	Apply Composite Patch0 (E-43A) System Softwar			
		001	for China models)	e version 1.0 (except		
		M469	Apply Composite Patch0	1 for Leo-P1/C1 EFI		
		001	(E-83A) System Softwar			
			for China models)	` .		
SC919	Opening and closing	M468	Apply Composite Patch0			
	an unused tray during a job	001	(E-43A) System Softwar	e Version 1.0 (except		
		N4400	for China models)			
		M469 001	Apply Composite Patch01 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0 (except			
		001	for China models)	e version i.o (except		
SC919	Recovering from a jam	M468	Apply Composite Patch0	1 for Leo-P1/C1 EFI		
	gg	001	(E-43A) System Software Version 1.0 (except			
			for China models)			
		M469	Apply Composite Patch0			
		001	(E-83A) System Softwar	e Version 1.0 (except		
SC919	Mhan printing multiple	M468	for China models)	12 for Log D1/C1 FFL		
30919	When printing multiple jobs in succession and	002	Apply Composite Patch0 (E-43A) System Softwar			
	a job is cancelled	M469	Apply Composite Patch0			
	because of a jam	002	(E-83A) System Softwar			
SC919	While printing followed	M272	Microcode firmware	Install v1.2.003 or		
	by a reboot	007b		newer		
SC919	While printing	M468	Leo-P1/C1 EFI (E-43A)	Apply the required		
		021a	firmware	patch(es)		
		M469	Leo-P1/C1 EFI (E-83A)			
SC919	While printing followed	019a M272	firmware BOS firmware (1/6 to	Install version		
00919	by a reboot	001a -	6/6)	1.3.003 or later		
	2, 4.00000	006a	J. 0,			
		M272	MICROCODE firmware	Install version		
		007c		1.3.003 or later		
SC919	After updating to	M272	BOS firmware (1/6 to	Install version		
	microcode v1.4.006.	001c	6/6)	1.5.001 or later		
		M272	MICROCODE firmware	Install version		
		007e		1.5.001 or later		
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Technical Bulletin

PAGE: 36/74

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	BOS firmware (1/6 to	Install version	
		001d	6/6)	1.6.004 or later	
		M272	MICROCODE firmware	Install version	
		007f		1.6.004 or later	
SC919	When printing large jobs	M506	BOS firmware (1/6 to	Install version	
		001a	6/6)	2.02.003 or later	
		M506	MICROCODE firmware	Install version	
		002a		2.02.003 or later	
		M272	BOS firmware (1/6 to	Install version	
		001e	6/6)	2.02.003 or later	
		M272	MICROCODE firmware	Install version	
		007g		2.02.003 or later	
		M272	BOS firmware (1/6 to	Install version	
		008a	6/6)	2.02.003 or later	
		M272	MICROCODE firmware	Install version	
		009a		2.02.003 or later	
SC919	Jam followed by SC919, if the system contains a Plockmatic finisher	M507	BOS firmware (1/6 to	Install version	
		5000E	6/6)	123.19.048_v2.04.0	
		_1-6		23 or later	
		M507	MICROCODE firmware	Install version	
		5055H		2.04.023 or later	
SC919	When attempted to	M507	BOS firmware (1/6 to	Install version	
	print an AFP job, a warning message appears on the DFE	5000E	6/6)	123.19.048_v2.04.0	
		_1-6		23 or later	
		M507	MICROCODE firmware	Install version	
	and printing stops	5055H		2.04.023 or later	
SC919	Punch jobs	M507	BOS firmware (1/6 to	Install version	
		5000E	6/6)	123.19.048_v2.04.0	
		_1-6		23 or later	
		M507	MICROCODE firmware	Install version	
00040	1511	5055H	5005	2.04.023 or later	
SC919	If the job ticket size is too large	M507	BOS firmware (1/6 to	Install version	
		5000G	6/6)	123.19.048_v2.6.00	
		14507	MIODOGODE S	8 or later	
		M507	MICROCODE firmware	Install version	
00040	The DEE	5057H	DOO 5	2.6.008 or later	
SC919	The DFE acknowledges the job	M507	BOS firmware (1/6 to	Install version	
		5000G	6/6)	123.19.048_v2.6.00	
	as complete even	NAFOZ	MICROCODE firmware	8 or later	
	though the job is still	M507	MICROCODE firmware	Install version	
00010	running	5057H	amiles Deals 4 (Colon Cons	2.6.008 or later	
SC919	After making a sample	Install Service Pack 4 (Color_Controller_E-43A_E-83A_SP4.exe)			
SC919	print If the filename	03A_5P			
30979	in the filename includes "%", Fiery service exits before		Leo-P1/C1 EFI (E- 43A/E-83A) firmware	Service Pack 05	
	printing the job,				
	result in a				
	disconnection error				
SC990	On a Plockmatic	D179	BookletFinisher_SR50	Install version	
	system when Jams	017j	60 firmware	02.570:10 or later	
	occur in SR5050	0173	oo miiiware	52.070.10 01 latel	
	and SR5060				
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Technical Bulletin

PAGE: 37/74

Updated: End of June 2018: Changes in bold italics

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Subject	Symptom	RTB#	Cause	Solution	Note	
SC990	During sheet by sheet	D776	Stacker_SK5030_1	Install version		
	shifting	001	firmware	01.060:06 or later		
		D776	Stacker_SK5030_2	Install version		
		002	firmware	01.060:06 or later		
SC990	If two high capacity	D776	Stacker_SK5030_1	Install version		
	stackers are connected	001	firmware	01.050:06 or later		
	and a jam occurs in	D776	Stacker_SK5030_2	Install version		
	GBC StreamPunch	002	firmware	01.050:06 or later		
	Ultra					
SC990	Models with the platen	D194	System/Copy firmware	Install version 3.10		
	cover and no ADF	001k,		or newer		
		013j				
SC990	After an SC reboot, if	D194	Printer firmware	Install version 3.05		
	the dialog window	008f		or newer		
	stating that the	D194	Printer firmware	Install version 3.11		
	automatic reboot has	020e		or newer		
	occurred is not closed,					
	SDK-J applications					
	cannot be started					
SC991	After cancelling a job	M468	Leo-P1/C1 EFI (E-43A)	Apply the required		
	when an error	005	System Software	patch(es)		
	message concerning		Version 1.0.			
	stapling is displayed	M469	Leo-P1/C1 EFI (E-83A)			
		004	firmware			
SC991	When rebooting Total	D194	System/Copy firmware	Install version 3.03		
	Flow Print Server	001e,	or newer			
		013d				
SC992	Detected instead of SC570		D194	Disconnected	Repair the problem	New f/w in
		114	connector, foreign		Feb 2016	
			object in the fan, or			
			defective ozone			
00004	If an alkala and Parkan	D405	exhaust fan.	locatelli consissi 0.40		
SC994	If multiple application	D195	System/Copy firmware	Install version 3.12		
00007	screens are opened	5720Q	1 1011	or newer		
SC997	After restarting the	Gene	Java VM v12 Update	Install version		
	device when the ESA	068i	Tool	12.06.01 or newer.		
	application is online-	Gene	Java VM v12 for eDC			
	installed using Remote	069i	firmware			
SC997	Install Manager	Gene	Java VM v12 Update	Install version		
30991	When changing ESA application or	068i	Tool	12.06.01 or newer.		
	transitioning/recovering	Gene	Java VM v12 for eDC	12.00.01 OF HEWEL.		
	from energy saver	069i	firmware			
	mode.	0091	IIIIIWaie			
SC997	If the Fiery hard key on	M468	Leo-P1/C1 EFI (E-43A)	Apply the required		
50991	the printer operation	006	System Software	patch(es)		
	panel is pressed after	000	Version 1.0.	pateri(63)		
	restarting the Fiery	M469	Leo-P1/C1 EFI (E-83A)			
	controller	005	firmware			
SC997	After making a sample		ervice Pack 4 (Color_Con	troller F 131 =		
30331	print	83A_SP				
	Print	00A_0P	T.GAG)			
		<u> </u>				

Technical Bulletin

PAGE: 38/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
SC998	When changing ESA	Gene	Java VM v12 Update	Install version	
	application or	068i	Tool	12.06.01 or newer.	
	transitioning/recovering	Gene	Java VM v12 for eDC		
	from energy saver	069i	firmware		
	mode.				
SC998	If Streamline NX and	D195	Java VM v12 Update	Install version 12.57	
	CAP v2 are installed	5732F	Tool	or newer	
		M196	Java VM v12 for eDC		
1004	O a service a se	5731F	firmware	Davidson the DDD	
J031	Occurs continually, even if the shift timing	D194 094	Jammed paper is pulled out with force,	Replace the DRB, and instruct	
	motor is replaced	094	and electricity	customers on the	
	motor is replaced		generated by this	correct way to	
			damages the drive	remove jammed	
			board	paper (use the	
			200.0	knobs, pull paper	
				out slowly).	
J343	When the stacking tray	D179	P-Binder_GB5010_B1	Install version	
	becomes full	035a	firmware	01.160:11 or later	
		D179	P-Binder_GB5010_B2	Install version	
		036a	firmware	01.040:00 or later	
		D179	P-Binder_GB5010_B4	Install version	
		038a	firmware	01.050:00 or later	
J423	If the Buffer Pass unit	D179	P-Binder_GB5010_B1	Install version	
	is connected	035a	firmware	01.160:11 or later	
		D179	P-Binder_GB5010_B2	Install version	
		036a D179	firmware	01.040:00 or later Install version	
		038a	P-Binder_GB5010_B4 firmware	01.050:00 or later	
BC12	After rebooting the	M507	BOS firmware (1/6 to	Install version	
DC 12	Prinect DFE and the	5000E	6/6)	123.19.048_v2.04.0	
	engine	1-6	0.0)	23 or later	
	3 3	M507	MICROCODE firmware	Install version	
		5055H		2.04.023 or later	
Message	Door open alert does	M468	Apply Composite Patch0	1 for Leo-P1/C1 EFI	
does not go	not go away after	001	(E-43A) System Softwar	e Version 1.0 (except	
away	clearing a jam in the		for China models)		
	Vacuum Feed LCIT.	M469	Apply Composite Patch0		
		001	(E-83A) System Softwar	e Version 1.0 (except	
Mana	Mhan than are too	N4460	for China models)	14 for Loo D4/C4 EEL	
Wrong	When there are too	M468 001	Apply Composite Patch0 (E-43A) System Softwar		
message	many pages for a ring- bound booklet	001	for China models)	e version n.o (except	
	הסמוות הסטעובו	M469	Apply Composite Patch0	11 for Leo-P1/C1 FFI	
		001	(E-83A) System Softwar		
			for China models)	2 . 3.0.0 (0.00pt	
Wrong	JAM99 appears when	D194	Engine firmware	Install version	
message	a double-feed had not	002h,		1.13:06 or newer	
	occurred	014h			
Wrong	An inappropriate error	M507	BOS firmware (1/6 to	Install version	
message	message appears	5000G	6/6)	123.19.048_v2.6.00	
	during calibration			8 or later	
		M507	MICROCODE firmware	Install version	
		5057H		2.6.008 or later	

Technical Bulletin

PAGE: 39/74

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	Appears when the	D194	The wrong	Check the serial	
clean Unt/Wrong	development unit is installed	095	development unit was included in fourteen	number against the list in the RTB. If it	
PCDU"	instalica		5th Station	is one of the 14,	
			Replacement Kits	replace it with a	
			manufactured in	Service parts	
			December 2014	development unit	
Fatal error	When associating a	M272	BOS firmware (1/6 to	Install version	
	paper catalog	001b	6/6)	1.4.002 or later	
		to			
		006b M272	MICROCODE firmware	Install version	
		007d	WHOROGODE IIIIIWale	1.4.002 or later	
Fatal error	When creating a	M272	BOS firmware (1/6 to	Install version	
	banner paper entry in	001b	6/6)	1.4.002 or later	
	paper catalog for a printer without the	to 006b			
	banner printing option	M272	MICROCODE firmware	Install version	
	asimo piniang opasii	007d	imorto o o b E imiliaro	1.4.002 or later	
Fatal error	When attempting to	M272	BOS firmware (1/6 to	Install version	
	recover from a paper	001b	6/6)	1.4.002 or later	
	mismatch	to 006b			
		M272	MICROCODE firmware	Install version	
		007d		1.4.002 or later	
Fatal error	Running a job in the	M272	BOS firmware (1/6 to	Install version	
	Surface Mode	001b	6/6)	1.4.002 or later	
		to 006b			
		M272	MICROCODE firmware	Install version	
		007d		1.4.002 or later	
Fatal error	Printing 85 copies of a	M272	BOS firmware (1/6 to	Install version	
	90 page file	001b to	6/6)	1.4.002 or later	
		006b			
		M272	MICROCODE firmware	Install version	
Fatal	Deletie - DO DOM:	007d	DO0 firm (4/0 f	1.4.002 or later	
Fatal error	Printing a PS B&W job from the virtual printer	M272 001b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
	nom the virtual printer	to	0/0)	1.4.002 01 latel	
		006b			
		M272	MICROCODE firmware	Install version	
Fatal array	Delatina manage the sec.	007d	DOC firming = /4/0.1	1.4.002 or later	
Fatal error	Printing more than 5 copies in Banner Mode	M272 001b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
	Copies in Daimer Wode	to	0,0)	1.7.002 OF IAICI	
		006b			
		M272	MICROCODE firmware	Install version	
		007d		1.4.002 or later	

Technical Bulletin

PAGE: 40/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Fatal error	On the Prinect model,	M272	BOS firmware (1/6 to	Install version	11000
	when restoring	001c	6/6)	1.5.001 or later	
	previous print settings	M272	MICROCODE firmware	Install version	
		007e		1.5.001 or later	
Fatal error	If a TIFF file is	M272	BOS firmware (1/6 to	Install version	
	displayed in the	001c	6/6)	1.5.001 or later	
	preview screen.	M272	MICROCODE firmware	Install version	
		007e		1.5.001 or later	
Fatal error	If PDF is printed via	M272	BOS firmware (1/6 to	Install version	
	hot folder	001c	6/6)	1.5.001 or later	
		M272	MICROCODE firmware	Install version	
		007e		1.5.001 or later	
Fatal error	When jammed paper is	M272	BOS firmware (1/6 to	Install version	
	removed in an IPDS	001d	6/6)	1.6.004 or later	
	job.	M272	MICROCODE firmware	Install version	
	16.0 = 3 00 0	007f	D005 (4/01	1.6.004 or later	
Fatal error	If the Email notification	M272	BOS firmware (1/6 to	Install version	
	contains a message	001d	6/6)	1.6.004 or later	
	over 255 bytes	M272	MICROCODE firmware	Install version	
Fatal aman	If you thinks in head on a mure	007f	Constant Constant	1.6.004 or later	
Fatal error	If multiple jobs are run	D194	System/Copy firmware	Install version 3.10	
	with the stacker shift	001k,		or newer	
	tray as the output tray on the TotalFlow Print	013j			
	Server R-61A and the				
	output tray becomes				
	full.				
Fatal error	If the paper catalog is	M506	BOS firmware (1/6 to	Install version	
	edited simultaneously	001b	6/6)	2.03.009 or later	
	from the printer	M506	MICROCODE firmware	Install version	
	operation panel and	002b		2.03.009 or later	
	client PC	M506	MICROCODE firmware	Install version	
		003a		2.03.009 or later	
Fatal error	While the DFE	M506	BOS firmware (1/6 to	Install version	
	attempts to recover	001b	6/6)	2.03.009 or later	
	from multiple errors	M506	MICROCODE firmware	Install version	
		002b		2.03.009 or later	
		M506	MICROCODE firmware	Install version	
		003a		2.03.009 or later	
Fatal error	If a jam occurs in a	M506	BOS firmware (1/6 to	Install version	
	staple job	001b	6/6)	2.03.009 or later	
		M506	MICROCODE firmware	Install version	
		002b	140000000000000000000000000000000000000	2.03.009 or later	
		M506	MICROCODE firmware	Install version	
		003a	D005 (4/01	2.03.009 or later	
Fatal error	Punch jobs	M507	BOS firmware (1/6 to	Install version	
		5000E	6/6)	123.19.048_v2.04.0	
		_1-6	MICDOCODE Simono	23 or later	
		M507	MICROCODE firmware	Install version	
		5055H		2.04.023 or later	

Technical Bulletin

PAGE: 41/74

Updated: End of June 2018: Changes in bold italics

0	0	DTD #	0	0 - 1 - 4'	N - 4 -
Subject	Symptom	RTB#	Cause	Solution	Note
Fatal error	While printing	M507	BOS firmware (1/6 to	Install version	
	<u> </u>	5000E	6/6)	123.19.048_v2.04.0	
	<u> </u>	_1-6		23 or later	
	<u> </u>	M507	MICROCODE firmware	Install version	
		5055H		2.04.023 or later	
Fatal error	If a job saved on	M507	BOS firmware (1/6 to	Install version	
	microcode v2.2.003 is	5000G	6/6)	123.19.048_v2.6.00	
	run on an updated		,	8 or later	
	microcode v2.4.017	M507	MICROCODE firmware	Install version	
	<u>'</u>	5057H		2.6.008 or later	
Fatal error	During IPDS printing	M507	MICROCODE	Install version	
	with a certain Type 1	5058	firmware	2.07.018 or later	
	font which has an	PR207			
	unusually large	018			
	"/Copyright"				
	description.				
"Ricoh not	When configuring a	M272	BOS firmware (1/6 to	Install version	
loaded"	new preset in the	001c	6/6)	1.5.001 or later	
	virtual printer job	M272	MICROCODE firmware	Install version	
	properties	007e		1.5.001 or later	
"Additional	If the DFE and engine	M272	BOS firmware (1/6 to	Install version	
Data: Bad	are offline and the	001c	6/6)	1.5.001 or later	
ConfigResult(paper tray setting is	M272	MICROCODE firmware	Install version	
2)"	changed to banner	007e	Wickedobl iiiiware	1.5.001 or later	
No pages	If a sample print is	M272	BOS firmware (1/6 to	Install version	
available	made during the job	001c	6/6)	1.5.001 or later	
error	from the engine	M272	MICROCODE firmware	Install version	
01101	operation panel	007e	Wickedobl iiiiware	1.5.001 or later	
Cannot	If a hard abort occurs,	M272	BOS firmware (1/6 to	Install version	
reboot	the DFE cannot be	001c	6/6)	1.5.001 or later	
100001	rebooted from the	M272	MICROCODE firmware	Install version	
	engine operation panel	007e	I WIGHT GOOD LINING	1.5.001 or later	
Media	When rebooting	M272	BOS firmware (1/6 to	Install version	
catalog	which resecting	001c	6/6)	1.5.001 or later	
mismatch	!	M272	MICROCODE firmware	Install version	
error	!	007e	Wickedobl iiiiware	1.5.001 or later	
Error page	After completing an	M272	BOS firmware (1/6 to	Install version	
printed	IPDS job, an error	001c	6/6)	1.5.001 or later	
printod	page is printed to	M272	MICROCODE firmware	Install version	
	indicate a jam occurred	007e	MIOROGOBE IIIII Ware	1.5.001 or later	
	even if it did not	0070		1.0.001 01 14101	
'Please wait'	In a copy job	D194	Engine firmware	Install version	
. Ioaoo wan	immediately after	002n,	g	1.18:06 or newer	
	recovering from a jam	014n			
"Video Board	When running jobs	M469	Leo-P1/C1 EFI (E-83A)	Install the required	
Detected an	from the Fiery	082	firmware	patch(es).	
Internal	controller	M468	Leo-P1/C1 EFI (E-43A)	Apply the required	
Error"		083	firmware	patch(es)	
Java VM	Cannot use specific or	Gene	Java VM v12 Update	Install version	
error	customized versions	088m	Tool	12.46.01 or newer	
3	SUSTAINED A FOIDIDITO	Gene	Java VM v12 for eDC		
		0870	firmware		
	1	0070			
		<u> </u>			

Technical Bulletin

PAGE: 42/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Java VM	When conducting	Gene	Java VM v12 Update	Install version	
error	location-free printing or	088m	Tool	12.46.01 or newer	
	authentication	Gene	Java VM v12 for eDC		
	processing with a	087o	firmware		
	solution product				
Error	When the drum	D194	Engine firmware	Install version	
message	cleaning unit is not set	002p,		1.20:06 or newer	
does not	properly	014p			
appear					
'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	When attempting to register job presets in Command WorkStation		Leo-P1/C1 EFI (E- 43A/E-83A) firmware	Service Pack 05	

Technical Bulletin

PAGE: 43/74

Updated: End of June 2018: Changes in bold italics

Model: Model Leo-C1/P1 Date: 31-Jun-08 No.: RD1940001

8. Optional Units

Subject	Symptom	RTB#	Cause	Solution	Note
E-43A	The controller does not	D194	Disconnected cable	Check the cable	Cable can
controller	activate the first time turning on the power	034	between the mother board and the video	as shown in the RTB.	become disconnected
	after installation		board		while installing
					the 5 th station
E 40.4	E 19 1 0	14400	D4/04 EEL/E 40A		kit.
E-43A controller	Error while importing an xml file to	M468 003	Leo-P1/C1 EFI (E-43A) firmware	Install required pate System Software Ve	
Controller	Command	003	IIIIIwaie	System Software V	6131011 1.0.
	WorkStation.				
E-43A	Cannot shut controller	M468	Apply Composite Patch0		
controller	down	001	System Software Version		
E-43A	Tray number does not	M468	Apply Composite Patch		
controller	appear on the Command WorkStation	001	System Software Version	n 1.0 (except for Chir	na models)
E-43A	Fiery service aborts, if	M468	Leo-P1/C1 EFI (E-43A)	Apply the required r	patch(es)
controller	RIPped with the image	018	firmware	7 Apply the required p	Jaton(65)
	enhancement option				
	enabled				
E-43A	Clicking "Calibrate" in	M468	Leo-P1/C1 EFI (E-43A)	Apply the required p	oatch(es)
controller	Command WorkStation	034	firmware		
	does not activate the calibrator				
E-43A	Fiery service hangs	M468	Leo-P1/C1 EFI (E-43A)	Install the required	patch(es).
controller		038	firmware		
E-43A	Fiery service shuts	M468	Leo-P1/C1 EFI (E-43A)	Install the required	patch(es).
controller	down when processing	057	firmware		
	and holding a PDF file	M469	Leo-P1/C1 EFI (E-83A)	Install the required	patch(es).
E-43A	Fiery hangs while	057 M468	firmware Leo-P1/C1 EFI (E-43A)	Install the required	natch(es)
controller	processing an imposed	059	firmware	install the required	pateri(es).
	PDF file	M469	Leo-P1/C1 EFI (E-83A)	Install the required	patch(es).
		059	firmware		
E-43A	Fiery hangs in	M468	Leo-P1/C1 EFI (E-43A)	Install the required	patch(es).
controller	"Printing" status, if	062	firmware		
	printing multiple copies of a PDF job using				
	special color.				
E-43A	Fiery controller stalls	M468	Leo-P1/C1 EFI (E-43A)	Install the required	patch(es).
controller	while processing the	066	firmware		, ,
	job, if the Impose				
	template name				
	contains a 2-byte character				
E-43A	During PAD printing,	M468	Leo-P1/C1 EFI (E-43A)	Install the required	patch(es).
controller	Designation,	070	firmware		
	Impression and Copy				
	are not displayed				
	correctly.				

Technical Bulletin

PAGE: 44/74

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-43A	Fiery System Update	M468	Leo-P1/C1 EFI (E-43A)	Install the required	patch(es).
controller	installs the same patch more than once	078	firmware	·	, , ,
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 S	ervice Pack 4 (Color_Con	troller_E-43A_E-83A	_SP4.exe)
E-43A controller	In Job Properties of Command WorkStation, the job name appears as "Ring Binder."		ervice Pack 4 (Color_Con		
E-43A controller	Fiery terminates abnormally when calibrated from Color Profiler Suite.	Install S	nstall Service Pack 4 (Color_Controller_E-43A_E-83A_SP4.exe)		
E-43A controller	Please wait screen does not appear at	D195 5720S	System/Copy firmware	Install version 3.14 or newer	
	startup	M196 5720R	System firmware	Install version 3.13 or newer	
E-43A controller	Configure does not launch after updating Fiery API.		Leo-P1/C1 EFI (E- 43A/E-83A) firmware	Service Pack 05	
E-43A controller	Fiery server may hang while RIPping a PDF job.		Leo-P1/C1 EFI (E- 43A/E-83A) firmware	Service Pack 05	
E-43A controller	When an engine SC occurs, the Fiery server restarts frequently.		Leo-P1/C1 EFI (E- 43A/E-83A) firmware	Service Pack 05	
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)

Technical Bulletin

PAGE: 45/74

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	Fiery stops responding when printing multiple copies of a job.	M469 024	Leo-P1/C1 EFI (E-83A) firmware	Apply the required p	oatch(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 p	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 Se	ervice Pack 4 (Color_Con	troller_E-43A_E-83A _.	_SP4.exe)
E-83A controller	In Job Properties of Command WorkStation, the job name appears as "Ring Binder."		ervice Pack 4 (Color_Con		·
E-83A controller	Fiery terminates abnormally when calibrated from Color Profiler Suite.	Install Se	ervice Pack 4 (Color_Con	troller_E-43A_E-83A _.	_SP4.exe)
E-83A controller	Please wait screen does not appear at	D195 5720S	System/Copy firmware	Install version 3.14 or newer	
-	startup	M196 5720R	System firmware	Install version 3.13 or newer	
E-83A controller	Configure does not launch after updating Fiery API.		Leo-P1/C1 EFI (E- 43A/E-83A) firmware	Service Pack 05	
E-83A controller	Fiery server may hang while RIPping a PDF job.		Leo-P1/C1 EFI (E- 43A/E-83A) firmware	Service Pack 05	

Technical Bulletin

PAGE: 46/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
E-83A	When an engine SC	IXIO#	Leo-P1/C1 EFI (E-	Service Pack 05	11010
controller	occurs, the Fiery		43A/E-83A) firmware		
	server restarts		,		
005000	frequently.	D.470	D 11 (E) 11 ODE0	1 (11)	
SR5060	Entrance motor not	D179	BookletFinisher_SR50	Install version	
finisher SR5060	working; jam occurs Stalls	017j D179	60 firmware BookletFinisher_SR50	01.460:10 or later Install version	
finisher	Stalls	0179 017j	60 firmware	01.460:10 or later	
SR5060	Saddle stitching	D179	BookletFinisher_SR50	Install version	
finisher	stops when saddle-	017j	60 firmware	02.530:10 or later	
	stitched booklets are	,			
	created in the				
	Plockmatic and a jam				
	occurs in the				
005000	SR5050/5060	D704	Deallaticida ODEO	Leafall constant	
SR5060 finisher	Inaccurate stapling/	D734 002c	BookletFinisher_SR50 60 firmware	Install version 02.640:10 or later	
IIIIISHEI	folding after recovering from a jam in the	0020	00 IIIIIware	02.040.10 01 later	
	saddle-stitching unit.				
SR5060	Poor punching, jam	D734	Paper dust mixed with	BookletFinisher_S	
finisher	3,,,,	009	bearing oil builds up	R5060 firmware:	
			and hinders smooth	Install version	
			movement of the pins.	02.650:10 or later	
			The punch motor stops		
			too early and prevents		
			the pins from returning		
SR5060	Poor punching; the	D734	to home position. BookletFinisher SR50	Install version	
finisher	puncher does not	002d	60 firmware	02.650:10 or later	
	completely retrieve				
	home position and				
	catches the next sheet				
SR5060	In jobs that use the	D734	BookletFinisher_SR50	Install version	
finisher	Plockmatic HCl3500	002f	60 firmware	02.670:10 or later	
SR5060 finisher	A single page Z-fold job is stapled.	D734 5260	BookletFinisher_SR50 60 firmware	Install version 03.100:10 or later	
SR5060	The Plockmatic	D734	BookletFinisher SR50	Install version	
finisher	stapling function is	5260	60 firmware	03.100:10 or later	
	ineffective if an SC	0200			
	occurs.				
SR5060	If various staple jobs	D734	BookletFinisher_SR50	Install version	
finisher	are run in succession,	5260	60 firmware	03.100:10 or later	
	the stapling position of				
	corner oblique stapling				
SDECEO	may shift	D724	PooklotEinicher CDEC	Inotall varaise	
SR5060 finisher	Side stapling job cannot be cancelled	D734 5260	BookletFinisher_SR50 60 firmware	Install version 03.100:10 or later	
SK5030	When the cart is pulled	D776	The paddle catches	Place the paper	
stacker	out after the stacker is	004	the top sheet of the	holder on the	
	full, the top sheet		stack.	paper stack	
	separates from the			before moving the	
	stack.			cart.	

Technical Bulletin

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PAGE: 47/74

Updated: End of June 2018: Changes in bold italics

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Subject	Symptom	RTB#	Cause	Solution	Note
SK5030	The stack gradually	D776	Stacker_SK5030_1	Install version 01.070:06	or newer.
stacker	becomes not straight	001a	firmware		
		D776	Stacker_SK5030_2	Install version 01.070:06	or newer.
		002a	firmware		
SK5030	Poor stacking with	D776	These paper types	Check the version of sta	acker
stacker	paper Thickness 4	006	allow vibration caused	firmware installed.	
	(163.0g/m2) or less		by the paddle rotation	If v01.070:06 or later is a	
	plain paper (uncoated)		to travel to the stacked	installed, install the feel	
			sheets. As a result, the	and the cushions (see the	he RTB for
			leading edge stopper	details).	
			cannot move to the		
01/5000		D==0	correct position.		-010-1110
SK5030	The tray is stuck and	D776	The drive gear is	Apply grease (HEAT RE	
stacker	does not lift up/down	007	broken and the tray	GREASE MT-78, p/n: 54	
	properly		bracket is slanted	the drive components of	
			against the belts.	tray as part of the PM cy	
			Grease applied to the	the RTB for the procedu	ire.
			drive components of		
CKEOSO	White rust on the	D776	the shift tray is dried up	Donloos the bandle (D/A	.1.
SK5030 stacker		D776 008	Some of the plating	Replace the handle (P/N D7769901)	N.
Stacker	handle for the tray cart	008	solution applied to the	D7769901)	
			handle remained inside		
			the structure, and later leaked out of the holes.		
SK5030	Noise, shift tray does	D776	Worn worm gear	Replace the bracket and	d worm
stacker	not move	009	Worn worm gear	gear as explained in the	
Trimmer	"Waiting" is displayed	D194	Engine firmware	Install version 1.24:06 o	
THITITIE	even after emptying	5415	Lingine iliniware	1113(8)1 VE13(0)1 1:24:00 0	i liewei
	the trimmings box and	M195			
	closing the front door	5415			
Perfect	Stalls, if a job is run	D179	P-Binder_GB5010_B1	Install version	
Binder	immediately after	035a	firmware	01.160:11 or later	
	opening and closing	D179	P-Binder GB5010 B2	Install version	
	the front doors in a low	036a	firmware	01.040:00 or later	
	temperature	D179	P-Binder_GB5010_B4	Install version	
	environment	038a	firmware	01.050:00 or later	
Perfect	Stalls, if a jam occurs	D179	P-Binder_GB5010_B1	Install version	
Binder	and the stacking tray	035a	firmware	01.160:11 or later	
	becomes full	D179	P-Binder_GB5010_B2	Install version	
		036a	firmware	01.040:00 or later	
		D179	P-Binder_GB5010_B4	Install version	
		038a	firmware	01.050:00 or later	
Perfect	Trimming box falsely	D179	P-Binder_GB5010_B5	Install version	
Binder	detected as full after	039a	firmware	01.020:00 or later	
	power on or opening				
	and closing the				
	trimming box				
Perfect	Custom paper sizes	D194	The default value of		e firmware
Binder	cannot be programmed	123	SP5112-001 (Non-Std.		l be
	for Perfect Binder		Paper Sel.) was	mo	dified.
	Interposer trays		mistakenly set to "0"		
			(Not Permitted).		

Technical Bulletin

PAGE: 48/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Perfect	If a perfect binder job	D194	System/Copy firmware	Install version	Note
Binder	is printed from the	001k,	Cystem/Copy minware	3.10 or newer	
Diridei	Document Server,	013j		0.10 01 HeWel	
	another perfect binder	0.0			
	job cannot follow				
Cover	Printing stops midway	M468	Leo-P1/C1 EFI (E-43A)	Apply the required	
Interposer	, ,	032	firmware	patch(es)	
	"Printing".	M469	Leo-P1/C1 EFI (E-83A)		
	_	031	firmware		
Media	Alert not displayed	D194	System/Copy firmware	Install version	
Identification	when paper is scanned	001a,		3.00 or newer	
Unit		013a			
SDK/ESA	Cannot switch	Gene	Java VM v12 Update	Install version	
applications	applications after	068i	Tool	12.06.01 or	
	SC997	Gene	Java VM v12 for eDC	newer.	
		069i	firmware		
SDK/ESA	When Java VM is	Gen	Java VM v12 Update	Install version	
applications	updated via Remote	0680	Tool	12.12.06 or newer	
	Install Manager, the	Gen	Java VM v12 for eDC		
	stack size is reset to	069p	firmware		
SDK/ESA	the default size When an application is	Gen	Java VM v42 Undata	Install version	
applications	updated via Remote	0680	Java VM v12 Update Tool	12.12.06 or newer	
аррисацонъ	Install Manager, the	Gen	Java VM v12 for eDC	12.12.00 01 Hewel	
	heap size is reset to	069p	firmware		
	the default size	ооэр	Illiliware		
SDK/ESA	Java VM does not start	Gen	Java VM v12 Update	Install version	
applications	up correctly	0680	Tool	12.12.06 or newer	
		Gen	Java VM v12 for eDC		
		069p	firmware		
SDK/ESA	VM does not activate	M272	Microcode firmware	Install v1.2.003 or	
applications		007b		newer	
SDK/ESA	If the firmware is	Gene	Java VM v12 Update	Install version	
applications	updated remotely while	068r	Tool	12.15.03 or newer	
	the device is in energy	Gene	Java VM v12 for eDC		
	saving mode, the SDK	069t	firmware		
	platform does not boot				
SDK	SDK application	Gene	Java VM v12 Update	Install version	
applications	behavior not correct	088m	Tool	12.46.01 or newer	
ZFF001.0110	23	Gene	Java VM v12 for eDC		
		0870	firmware		
SDK/ESA	Error when trying to	D195	Printer firmware	Install version	
applications	display a preview in	5735J		3.06 or newer	
	the Print from Storage	M196	Printer firmware	Install version	
	Device application	5734H		3.12 or newer	
	If only IPv6 is enabled,	D195	Java VM v12 Update	Install version	
applications	utility tools (e.g. Device	5732F	Tool	12.57 or newer	
	Manager NX or	M196	Java VM v12 for eDC		
	Streamline NX v3)	5731F	firmware		
	cannot install				
	applications remotely				
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Technical Bulletin

PAGE: 49/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
SDK/ESA	Symptom SDK applications	D195	Java VM v12 Update	Install version	NOTE
applications	cannot start during the	5732F	Tool	12.57 or newer	
аррисацона	boot process	M196	Java VM v12 for eDC	12.57 Of Hewel	
	boot process	5731F	firmware		
SDK/ESA	Device Manager NX	D195	Java VM v12 Update	Install version	
	Enterprise cannot	5732F	Tool	12.57 or newer	
applications	retrieve information	M196	Java VM v12 for eDC	12.57 Of flewer	
	about applications	5731F	firmware		
	installed on the device	3/311	Illiliware		
SDK/ESA	GlobalScan NX fails to	D195	Java VM v12 Update	Install version	
applications	apply profiles or	5732F	Tool	12.57 or newer	
applications	retrieve device	M196	Java VM v12 for eDC	12.57 Of Hewel	
	information when using	5731F	firmware		
	the AdminTool	3/311	Illiliware		
SDK/ESA	Java VM fails	D195	Java VM v12 Update	Install version	
applications	Java vivi ialis	5732F	Tool	12.57 or newer	
аррисация		M196	Java VM v12 for eDC	12.57 Of Hewel	
		5731F	firmware		
Remote	Even though activation			Install version	
Installation	Even though activation for CAP v2 (Hybrid	Gene 068i	Java VM v12 Update	12.07.06 or	
Manager	mode) was not	Gene	Tool Java VM v12 for eDC		
iviariagei	successful, it is	069i		newer.	
	displayed as	0091	firmware		
	successful				
Option not	Media Identification	D194	System/Copy firmware	Install version	
detected	Unit Type S3 and USB	001a,	System/Copy inniware	3.00 or newer	
detected	keyboard not detected	001a, 013a		3.00 of flewer	
	after disconnecting and	013a			
	reconnecting the USB				
	cable				
Stacking	The maximum number	M469	Leo-P1/C1 EFI (E-83A)	Apply the required	
error	of sheets stackable on	014	firmware	patch(es)	
Citoi	the output tray is not	M468	Leo-P1/C1 EFI (E-43A)		
	calculated correctly	016	firmware		
	according to paper	010	Illiliware		
	thickness				
Stapling	Chapter stapling is		Leo-P1/C1 EFI (E-	Service Pack 05	
Otupinig	not honored, if		43A/E-83A) firmware	Corrido r don co	
	[Define Each Chapter		40702 00717 11111111111		
	As A Separate				
	Finishing Set] is				
	specified				
Booklet	An extra booklet is	D179	P-Binder_GB5010_B1	Install version	
making	made	035b	firmware	01.200:11 or later	
		D179	P-Binder GB5010 B4	Install version	
		038b	firmware	01.070:00 or later	
Third party	On-line status sent	D194	Fin_IFBox firmware	Install version	
peripheral	falsely	037a	25%	01.010.02 or later	
Total Flow	The DFE fails to	M507	BOS firmware (1/6 to	Install version	
	connect to TotalFlow	5000E	6/6)	123.19.048 v2.04	
	Print Manager and	_1-6		.023 or later	
	TotalFlow Prep	M507	MICROCODE firmware	Install version	
	1 212 1211 131	5055H	or.coop_ minware	2.04.023 or later	
		300011		o 1.o2o or lator	
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Technical Bulletin

PAGE: 50/74

Updated: End of June 2018: Changes in bold italics

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Subject	Symptom	RTB#	Cause	Solution	Note
Total Flow	Files get lost if	M507	BOS firmware (1/6 to	Install version	
	imported to the DFE	5000E	6/6)	123.19.048_v2.04	
		_1-6		.023 or later	
		M507	MICROCODE firmware	Install version	
		5055H		2.04.023 or later	
Total Flow	Cannot send jobs to	M507	BOS firmware (1/6 to	Install version	
	the DFE from a laptop	5000E	6/6)	123.19.048_v2.04	
	PC	_1-6		.023 or later	
		M507	MICROCODE firmware	Install version	
		5055H		2.04.023 or later	
Total Flow	The number of printed	M507	BOS firmware (1/6 to	Install version	
	pages that appears on	5000E	6/6)	123.19.048_v2.04	
	the DFE is incorrect	_1-6		.023 or later	
		M507	MICROCODE firmware	Install version	
		5055H		2.04.023 or later	
Total Flow	Error message when	M507	BOS firmware (1/6 to	Install version	
	displaying	5000E	6/6)	123.19.048_v2.04	
	maintenance logs	_1-6	·	.023 or later	
		M507	MICROCODE firmware	Install version	
		5055H		2.04.023 or later	
Total Flow	Auto Detect applied to	D195	System/Copy firmware	Install version	
	a job, disabling Prinect	5720Q		3.12 or newer	
	DFE's connection to	M196			
	the engine	5720Q			
Total Flow	Printing with the Filter	M273	MICROCODE firmware	Install version	
	function enabled	5012		2.5.003 or later	
	causes the DFE to lock	M507	BOS firmware (1/6 to	Install version	
	up	5000F	6/6)	123.19.048 v2.05	
			,	.003 or later	
		M507	MICROCODE firmware	Install version	
		5056H		2.5.003 or later	
Punching	Punch jobs cause	M507	BOS firmware (1/6 to	Install version	
	errors	5000E	6/6)	123.19.048_v2.04	
		1-6	,	.023 or later	
		M507	MICROCODE firmware	Install version	
		5055H		2.04.023 or later	
Punching	Punch options not	M507	BOS firmware (1/6 to	Install version	
	applied correctly	5000G	6/6)	123.19.048_v2.6.	
			/	008 or later	
		M507	MICROCODE firmware	Install version	
		5057H		2.6.008 or later	
		5057H		2.6.008 or later	

Technical Bulletin

PAGE: 51/74

Updated: End of June 2018: Changes in bold italics

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

9. Image Problems

Subject	Symptom	RTB#	Cause	Solution	Note
Incorrect	White gradually lightens	D194	Engine firmware	Install version	
image density	or darkens during a job	002a,		1.04.1:06 or newer	
		014a			
Incorrect	K90% printed in	M272	BOS firmware (1/6 to	Install version	
image density	grayscale data is paler	001d	6/6)	1.6.004 or later	
	than expected	M272	MICROCODE	Install version	
		007f	firmware	1.6.004 or later	
Incorrect	Multiple pages are	D194	Engine firmware	Install version	
image density	printed using only	5405Z		1.23:06 or newer	
	special color toner with	M195			
	[Image Create Mode	5405Z			
	FCS Mode Fixed]				
	enabled: The first print is				
	darker than the later				
Incorrect	pages Halftone simulation		Leo-P1/C1 EFI (E-	Service Pack 05	
image density	settings become		43A/E-83A)	Service Pack 05	
illiage delisity	invalid, and as a result,		firmware		
	the output density is		IIIIIIWai e		
	not as expected				
Incorrect	Either side of a duplex		Leo-P1/C1 EFI (E-	Service Pack 05	
image density	print may appear		43A/E-83A)	Corridor don co	
	darker than expected		firmware		
	when jobs are merged.				
Dirty	Sometimes occurs for	D194	Engine firmware	Install version	
background	cyan	002a,		1.04:06 or newer	
-		014a			
Dirty	After a temporary	D194	Deterioration of the	Do the procedure in t	he RTB (only
background	improvement brought	100	toner	in the case mentioned	d in the
	about by toner refresh			'Symptom' column	
Dirty	Small dots Dot size:	D194	One of the following:	Do the procedure in t	he RTB.
background	Approx. 5µm	137	- Insufficiently		
			charged developer		
			- High humidity		
			- Coated paper		
D'ata	Lanca del D. C.	D40:	(surface coating)	D. H.	L. DTD
Dirty	Large dots Dot size:	D194	One of the following:	Do the procedure in t	ne KIB.
background	Approx.0.1-0.3mm	137	- OPC worn out		
			- High humidity		
			- Coated paper		
Dirty	Image hackgrounds	D195	(surface coating) PCL firmware	Install version 1.05 or	newer
background	Image backgrounds filled unexpectedly	5738D	FOL IIIIIIWale	11136411 VE131011 1.03 01	HEWEI
Toner stains	At the trailing edge on	D194	The trailing edge of	Clean both sides of th	ne ITR quide
i Uliei stallis	thick paper	075	thick paper catches	plate. Work carefully	
	and paper	3.3	toner accumulated	the guide plate from the	
			on the ITB guide	and guide plate from t	Jonaing.
			plate		
			F:		
	1	1	<u> </u>		

Technical Bulletin

PAGE: 52/74

Updated: End of June 2018: Changes in bold italics

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

Technical Bulletin

PAGE: 53/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution Note
Banding	52mm, 25mm	D194 144a	Development roller	Do process initializationDo toner refreshDEMS
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 S		ontroller_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 M469	Leo-P1/C1 EFI (E- 43A) firmware Leo-P1/C1 EFI (E-	Install the required patch(es). Install the required patch(es).
		066	83A) firmware	motali trie required pateri(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.

Technical Bulletin

PAGE: 54/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Lines	Small waved lines	D194	Condensation on the	Follow the advice in	
	(simplex, side 1 of	081	fusing exit guide	prevent the problem	
	duplex)		plate		
Lines	Unwanted line on prints,	M469	Leo-P1/C1 EFI (E-	Apply the required p	atch(es)
	if Rotate 180 is specified	017	83A) firmware		
		M468	Leo-P1/C1 EFI (E-		
		019	43A) firmware		
Lines	Black line when printing	M468	Leo-P1/C1 EFI (E-	Install the required p	atch(es).
	a PDF file that was	048	43A) firmware		
	created on FileMaker.	M469	Leo-P1/C1 EFI (E-	Install the required p	atch(es).
		049	83A) firmware		
Lines	In-track lines due to	D194	Engine firmware	Install version 1.22:0	6 or newer
	toner coagulation in a	5405Y			
	moderate operational	M195			
	environment.	5405Y			
		D194		Install new firmware	and adjust
		158a		SPs as explained in	
				Side effect: Ozone b	
				(189mm) may occur	, especially in
				the morning or after	a short pause
				in usage.	·
Lines	Some lines and/or	D195	PCL firmware	Install version 1.03 c	r newer
	borders missing from	5738B			
	PCL jobs.				
Color	Substitute color is not	M469	Leo-P1/C1 EFI (E-	Apply the required p	atch(es)
	honored if APPE is	007	83A) firmware		, ,
	enabled.	M468	Leo-P1/C1 EFI (E-		
		800	43A) firmware `		
Color	CMYK profile is not	M469	Leo-P1/C1 EFI (E-	Apply the required p	atch(es)
	honored when using	800	83A) firmware		, ,
	clear/white toner	M468	Leo-P1/C1 EFI (E-		
		009	43A) firmware		
Color	Shade of the color is	D194	Engine firmware	Install version 1.13:0	6 or newer
	inconsistent within a job	002h,			
		014h			
Color	The color of the printout	M468	Leo-P1/C1 EFI (E-	Apply the required p	atch(es)
	changes depending on	063	43A) firmware		` '
	the file format (dbp or	M469	Leo-P1/C1 EFI (E-]	
	pdf) saved after	062	83A) firmware		
	imposing		, , , , , , , , , , , , , , , , , , ,		
Color	Spot color not honored,	M468	Leo-P1/C1 EFI (E-	Install the required p	atch(es).
	if set with 2-Color Print	074	43A) firmware		` '
	Mapping.	M469	Leo-P1/C1 EFI (E-	Install the required p	atch(es).
		073	83A) firmware `		` '
Color	If the machine	D194	Engine firmware	Install version 1.26	:06 or newer
	switches to another	5415B			
	tray, Process	M195			
	Control runs and	5415B			
	causes the hue of the				
	color to change				
		<u> </u>			

Technical Bulletin

PAGE: 55/74

Updated: End of June 2018: Changes in bold italics

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Subject	Symptom	RTB#	Cause	Solution	Note
Color	Color registration shift	D194	Engine firmware	Install version 1.26:	06 or newer
	occurs when	5415B			
	front/back	M195			
	magnification	5415B			
	correction in main				
	scan direction is set to				
	0.025%.				
Color	The tone of the color		Leo-P1/C1 EFI (E-	Service Pack 05	
	may change, if		43A/E-83A)		
	Processed and Held		firmware		
	with APPE disabled.				
Image rotation	Printing with face-up	M469	Leo-P1/C1 EFI (E-	Apply the required pa	itch(es)
error	delivery causes the	009	83A) firmware		
	image on the first sheet	M468	Leo-P1/C1 EFI (E-		
	to rotate 180 degrees.	010	43A) firmware		
Image rotation	The last page is rotated	M468	Apply Composite Patc	h01 for Leo-P1/C1 EF	(E-43A)
error	180 degrees (PCL5c,	001	System Software Vers		
	face-up output)	M469	Apply Composite Patc	h01 for Leo-P1/C1 EF	(E-83A)
		001	System Software Vers	ion 1.0 (except for Chi	na models)
Image rotation	Orientation is incorrect	M272	Microcode firmware	Install v1.2.003 or	
error	on the back side of	007b		newer	
	duplex when imposed				
Image rotation	If a saddle-stitch booklet	M469	Leo-P1/C1 EFI (E-	Apply the required	
error	job is sent by LPR, some	041	83A) firmware	patch(es)	
	of the pages are rotated		,	. , ,	
	180 degrees.				
Front/rear	Cannot adjust front/back	D194	Engine firmware	Install version	
image	sides with NICE	002c,		1.08:06 or newer	
registration	correctly	014c			
Front/rear	Multiple pages are	D194	Engine firmware	Install version	
image	printed using only	5405Z		1.23:06 or newer	
registration	special color toner with	M195			
	[Image Create Mode	5405Z			
	FCS Mode Fixed]				
	enabled: Image				
	registration of the first				
	page is shifted				
<u> </u>	0.5~1.5mm		. 54.54 ==- :-	1 (11(1)(11(11	
Data added to	If a PDF file is	M468	Leo-P1/C1 EFI (E-	Install the required	
the image	processed with APPE	068	43A) firmware	patch(es).	
	enabled	M469	Leo-P1/C1 EFI (E-	Install the required	
		067	83A) firmware	patch(es).	
Image data	Transparent image is	M468	Leo-P1/C1 EFI (E-	Apply the required	
missing	missing, if printed with	012	43A) firmware	patch(es)	
	APPE and Dynamic HD				
	text/graphics are				
الممصود عاجة-	enabled	D404		Install seconDTD	Descible
Image data	Printing on transparent	D194		Install new PTR	Possible
missing	film	089		springs that have	side effect
				lower tension.	(mottling or
					rough or
					textured
					paper)

Technical Bulletin

PAGE: 56/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Image data	If Image Smoothing is	M469	Leo-P1/C1 EFI (E-	Apply the required pa	
missing	enabled	034	83A) firmware		(,
		M468	Leo-P1/C1 EFI (E-		
		035	43A) firmware		
Image data	Part of the image is	M272	BOS firmware (1/6 to	Install version 1.5.00	1 or later
missing	missing on duplex	001c	6/6)		
Ĭ	PS/PDF jobs	M272	MICROCODE	Install version 1.5.00	1 or later
	_	007e	firmware		
Image data	Horizontal lines	M272	BOS firmware (1/6 to	Install version 1.6.004	4 or later
missing		001d	6/6)		
		M272	MICROCODE	Install version 1.6.004	4 or later
		007f	firmware		
Image data	Objects missing if a PDF	M468	Leo-P1/C1 EFI (E-	Install the required pa	atch(es).
missing	file is printed with APPE	067	43A) firmware		
	enabled	M469	Leo-P1/C1 EFI (E-	Install the required pa	atch(es).
		066	83A) firmware		
Image data	A blank page or missing	D195	PCL firmware	Install version 1.05 or	newer
missing	image if the print data	5738D			
	contains a lot of				
	graphics and/or				
	transparent objects.	1 (!! 0			004
Image data	Approximately 2mm of	Install S	ervice Pack 4 (Color_Co	ontroller_E-43A_E-83A	_SP4.exe)
missing	the image at the top may				
1	be cut from a TIFF job.	14-11-0	anda Daala A (Oalaa Oa		OD4)
Image data	Blank pages in a PDF job.	install S	ervice Pack 4 (Color_Co	ontroller_E-43A_E-83A	_SP4.exe)
missing Image data in	Printing PDF/X-4 files	M469	Leo-P1/C1 EFI (E-	Apply the required pa	tob(oo)
wrong position	with APPE enabled	011	83A) firmware	Apply the required pa	ilcri(es)
wrong position	causes part of the image	M468	Leo-P1/C1 EFI (E-		
	to shift	013	43A) firmware		
Image data in	When specifying duplex	M468	Leo-P1/C1 EFI (E-	Apply the required pa	itch(es)
wrong position	printing and Image shift	041,	43A) firmware	Apply the required pe	11011(03)
mong pookion	Printing and image crime	042	1071)		
		M469	Leo-P1/C1 EFI (E-		
		040,	83A) firmware		
		042			
Image data in	PDF: If APPE is turned	M468	Leo-P1/C1 EFI (E-	Apply the required pa	tch(es)
wrong position	OFF	051	43A) firmware `		,
		M469	Leo-P1/C1 EFI (E-	Install the required pa	atch(es).
		051	83A) firmware		, ,
Image data in	The image position shifts	D194	The spring that holds	Replace the spring w	ith a stronger
wrong position	along the feed direction	139	the registration gate	one (see the RTB for	details).
			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.		
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Technical Bulletin

PAGE: 57/74

Updated: End of June 2018: Changes in bold italics

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Subject	Symptom	RTB#	Cause	Solution Note
Image data in	The image position is	D194	Difference in ITB	Set SP2915-001 (Encoder Sn Ctrl
wrong position	different when printing	148	speed control	Condition: Scale FB Control
	the same image in S-			Enable) to "0."
	only mode vs. full-color			Note: Color registration may
	mode.			worsen when this is done.
Image data in	Image writing position	D777	The top/bottom and	Clean and lubricate as explained
wrong position	shifts in the main scan	012	front/rear side fences	in RTB 11, and do the rework
	direction		are either deformed	procedure in RTB 12.
			or tilted slightly.	
Image data in	Image shift does not	M468	Leo-P1/C1 EFI (E-	Install the required patch(es).
wrong position	work properly for	073	43A) firmware	
	imposed variable data	M469	Leo-P1/C1 EFI (E-	Install the required patch(es).
	jobs.	072	83A) firmware	
Image data in	The amount of shift		Leo-P1/C1 EFI (E-	Service Pack 05
wrong	brought from the		43A/E-83A)	
position	Image Shift function		firmware	
	differs when APPE is			
Image is the	PDF: If printed after	M468	Leo-P1/C1 EFI (E-	Apply the required patch(es)
_	Process and Hold	051	`	Apply the required patch(es)
wrong size	FIOCESS AND HOLD	M469	43A) firmware Leo-P1/C1 EFI (E-	Install the required patch(se)
		051		Install the required patch(es).
Image is the	Clear toner objects in a	M468	83A) firmware Leo-P1/C1 EFI (E-	Install the required patch(es).
_	VDP job shrink if printed	071	43A) firmware	install the required patch(es).
wrong size	at 600 dpi	071	TOA) IIIIIWale	
Image is the	Clear toner objects	M469	Leo-P1/C1 EFI (E-	Apply the required patch(es)
wrong size	contained in VDP job	070	83A) firmware	, topis the required pateri(es)
	shrink in size	3.0	237 ()	
Image is the		D194	Rusting of the PTR	Do the procedure in the RTB
wrong size		160	coupling gear	
- J			(because the	
			machine was used in	
			high-temperature,	
			high-humidity	
			conditions.) As a	
			result, the gears	
			don't engage	
	—		properly.	
Blank area	Partial blank area on	M469	Leo-P1/C1 EFI (E-	Apply the required patch(es)
	printout, if printed with	012	83A) firmware	
	APPE enabled	M468	Leo-P1/C1 EFI (E-	
0 1 1		014	43A) firmware	Desistantly and the
Grainy image		D194	Toner deteriorates	Register the paper in use as
		082	and does not	Custom Paper, and do the
			transfer to the paper	procedure in the RTB.
Grainy image	After a temporary	D194	as expected Deterioration of the	Do the procedure in the RTB (only
	improvement brought	100	toner	in the case mentioned in the
	about by toner refresh	100	LOTICI	'Symptom' column
Toner color	Clear toner is not	M469	Leo-P1/C1 EFI (E-	Apply the required patch(es)
missing	applied, if Image Quality	015	83A) firmware	Apply the required patch(es)
missing	is set to Normal with	M468	Leo-P1/C1 EFI (E-	
	APPE disabled	017	43A) firmware	
		"	137 () 11111111111111	
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Technical Bulletin

PAGE: 58/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Toner color	In a print job	D194	Engine firmware	Install version 1.18:00	6 or newer
missing	immediately after	002n,			
	recovering from a jam	014n			
Ripping	RIP not completed	M469	Leo-P1/C1 EFI (E-	Apply the required pa	itch(es)
problems		019a	83A) firmware		
		M468	Leo-P1/C1 EFI (E-		
		021a	43A) firmware		
Ripping	Imposed VDP job saved	M469	Leo-P1/C1 EFI (E-	Apply the required pa	tch(es)
problems	in dbp format	042	83A) firmware		
	·	M468	Leo-P1/C1 EFI (E-		
		042	43A) firmware		
Ripping	In a job containing	M468	Leo-P1/C1 EFI (E-	Install the required pa	atch(es).
problems	multiple pages, part of	050	43A) firmware `		,
'	the image is not RIPped	M469	Leo-P1/C1 EFI (E-	Install the required pa	atch(es).
	correctly	050	83A) firmware		(,
Ripping	PDF job is not RIPped		Leo-P1/C1 EFI (E-	Service Pack 05	
problems	properly if APPE is		43A/E-83A)		
,	enabled		firmware		
Worm holes	In text or at the edge of	D194		Install new PTR	Possible
	an image, or when using	089		springs that have	side effect
	clear toner			lower tension.	(mottling or
					rough or
					textured
					paper)
Uneven image	Appears at intervals of	D194	High ozone	Replace the charge	Installing
density	189 mm when the	098c	concentrations	roller.	the new
a.c,	machine is used after a		cause areas of the	If this does not	parts takes
	pause of 30 minutes or		charge roller surface	solve the problem,	about 4
	longer		to deteriorate when	replace the charge	hours.
	1011901		the machine is run	roller and install	110010.
			under high-	new parts as	
			temperature, high-	explained in the	
			humidity (HH)	RTB.	
			conditions	TO B.	
Uneven image	Tone jumping in images	M468	Leo-P1/C1 EFI (E-	Apply the required	
density	with gradation	027	43A) firmware	patch(es)	
	January State and State an	M469	Leo-P1/C1 EFI (E-	P.3.011(00)	
		026	83A) firmware		
Uneven image	"Manual Toner Refresh	D194	Engine firmware	Install version	
density	S" causes solid white	002h,		1.13:06 or newer	
==,	areas to gradually	014h			
	decrease in density.				
Uneven image	The color and image	D194	The machine	Until new firmware	
density	density changes after	136	mistakenly performs	is available, set	
a Stroney	Paper End		job-end Process	SP3534-001, -011,	
			Control when Paper	and -021 to a value	
			End occurs, before	of "0".	
			switching to another	• .	
			tray.		
			uay.		
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Technical Bulletin

PAGE: 59/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Uneven image		D194	Rusting of the PTB	Do the procedure in	
density		160	coupling gear	the RTB	
•			(because the		
			machine was used in		
			high-temperature,		
			high-humidity		
			conditions.) As a		
			result, the gears		
			don't engage		
			properly.		
Part of the	If Image Smoothing is	M468	Leo-P1/C1 EFI (E-	Apply the required	
image all black	enabled	029	43A) firmware	patch(es)	
		M469	Leo-P1/C1 EFI (E-		
	_	028	83A) firmware		
Part of the	If Image Smoothing is	M469	Leo-P1/C1 EFI (E-	Apply the required	
image all black	enabled	034	83A) firmware	patch(es)	
		M468	Leo-P1/C1 EFI (E-		
D 1 11	<u> </u>	035	43A) firmware	A 1 (1 · · ·	
Part of the	The borders and the	M468	Leo-P1/C1 EFI (E-	Apply the required	
image all black	background of an image	088	43A) firmware	patch(es)	
	are black, if printed with				
Dowl of the	APPE enabled	D405	PCL firmware	Install consists 4.05	
Part of the	A pattern put on top of	D195	PCL IIImware	Install version 1.05	
image all black	an image or graphic is blacked out.	5738D		or newer	
Low image	In solid black areas	D194	Excessive transfer of	Do the procedure in	
density	III solid black areas	107	toner at the PTR	the RTB.	
derisity		107	unit.	tile IXID.	
Low image	When printing on	D195	Printer firmware	Install version 3.07	
density	Custom Paper	5735K	Times minima	or newer	
		M196	Printer firmware	Install version 3.13	
		5734J		or newer	
Dot-like image	If APPE, Image	M468	Leo-P1/C1 EFI (E-	Apply the required	
appears	Smoothing and Image	039	43A) firmware `	patch(es)	
	Shift are all enabled.	M469	Leo-P1/C1 EFI (E-	' ' '	
		038	83A) firmware `		
Crop marks	In the wrong place	M468	Leo-P1/C1 EFI (E-	Apply the required	
,		040	43A) firmware `	patch(es)	
		M469	Leo-P1/C1 EFI (E-		
		039	83A) firmware		
Unprinted	In VDP jobs that use	M468	Leo-P1/C1 EFI (E-	Install the required	
areas	Clear toner, the printed	050	43A) firmware	patch(es).	
	image appears as if	M469	Leo-P1/C1 EFI (E-	Install the required	
	toner has peeled off	050	83A) firmware	patch(es).	
	creating unprinted spots.				
Poor image	PCL5 data from certain	D195	PCL firmware	Install version 1.03	
quality	applications, such as	5738B		or newer	
(unspecified)	RICOH ProcessDirector				
Poor image	Image quality		Leo-P1/C1 EFI (E-	Service Pack 05	
quality	problems such as		43A/E-83A)		
(unspecified)	"Moire" appear with		firmware		
	patch FIT101633955				
	(SP3) installed				

Technical Bulletin

PAGE: 60/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Color	When inserting a	M273	MICROCODE	Install version	
registration	separation page, the	5012	firmware	2.5.003 or later	
error	error occurs on the	M507	BOS firmware (1/6 to	Install version	
	pages before and	5000F	6/6)	123.19.048_v2.05.0	
	after the separation			03 or later	
	page	M507	MICROCODE	Install version	
		5056H	firmware	2.5.003 or later	
Incorrect	A4 size test charts for	M507	Microcode firmware	Install version	
magnification	the Media Management	5058		2.7.001 or later	
	Tool are printed larger				
	than expected, if printed				
	using SRA3				
Gradation	Gradation of special	D194	The screen setting	Apply Fiery patch	
	color is not smooth,	169	for special color	FIT101651303.exe	
	especially at density		was not smooth	(see the RTB for	
	lower than 30% the			the procedure)	
	image appeared				
	almost as white				
Scaling	Scale-to-fit does not		Leo-P1/C1 EFI (E-	Service Pack 05	
	work for PDF jobs if		43A/E-83A)		
	APPE is enabled.		firmware		



Technical Bulletin

PAGE: 61/74

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 D194 002g, 014g,	The developer installation procedure in the service manual causes developer to pile up unevenly on the surface of the development roller. Engine firmware	Use the Temporary Developer Installation Procedure in this RTB until a permanent countermeasure is announced. Install version 1.11:06 or newer	Permanent counter-measure for
Remaining toner amount	Remaining toner amount is indicated 90% when installing a new toner bottle at machine installation.	033c 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.	D194 033a
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	

Technical Bulletin

PAGE: 62/74

Updated: End of June 2018: Changes in bold italics

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. Install version	
Toner end appears too early	Indicated for special toner but the bottle is not empty	D194 002b, 014b, 087	Engine firmware	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 not to hold the development unit and PCDU as shown in the RTB.	The user's replace- ment 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

Technical Bulletin

PAGE: 63/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Broken	The Charge Roller	D194	Inserting the PCDU	Attach the Charge	11010
component	Lever becomes	170	into the machine	Roller lever on top	
	damaged, requiring		without securing	of the broken part	
	replacement of the		the Charge Roller	Part Number:	
	entire PCDU assembly.		Lever.	D1949100	
	_			See the RTB for	
				details.	
Device not	USB device	M272	BOS firmware (1/6 to	Install version	
detected		001b	6/6)	1.4.002 or later	
		to			
		006b			
		M272	MICROCODE	Install version	
		007d	firmware	1.4.002 or later	
User-operated	The left drawer lever (C1	D194	The lock mechanism	Symptom 1 (loose):	
levers	lever) is loose or locked	135	engages incorrectly	Rotate the lever	
	in the incorrect position.		or is disengaged.	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	D179	Folder_FD5020	Install version	
	not activate during	018d	firmware	02.010:04 or later	
lift wire is aut	initialization	D777	There is a small	A divise the distance	
Lift wire is cut	Lift wire for the bottom	D777 009	There is a small clearance between	Adjust the distance between the side	
	plate	009	the side plates and	plates (see the	
			the bottom plate.	procedures in the	
			The wire becomes	RTB).	
			tangled with the		
			pulley and creates		
			excessive tension in		
			the wire.		
Side fence	Cannot slide smoothly	D777	Paper dust gets on	Clean and lubricate	
		011	the surface of the	every 900k. The	
			slide shaft and inside	procedure is in the	
			the bearings	RTB.	
Toner leak	Toner leaks from the	D194	The seal is too long,	Replace the	
	development unit	142	so the seal interferes	entrance seal with	
	entrance seal at 4k or		with the developer	the modified one	
	shorter intervals (CMY		on the roller surface.	(D1949918 or	
	stations only)		Also, the seal does	D1943330). See	
			not seal the entrance	the RTB for a	
			to the unit properly.	procedure.	

Technical Bulletin

PAGE: 64/74

Updated: End of June 2018: Changes in bold italics

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

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	If a page range is selected from the first	M506 001a	BOS firmware (1/6 to 6/6)	Install version 2.02.003 or later	
ready status	page of a PS job	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	

Technical Bulletin

PAGE: 65/74

Updated: End of June 2018: Changes in bold italics

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Subject	Symptom "Taxas t"	RTB#	Cause	Solution	Note
Counters	Incorrect "Target"	D194	Firmware bug	At the next service	Values for
	values displayed for	091		visit, change some	C1a/P1a
	the pressure roller bearings and paper			SPs to the "Correct value" as shown in	are different
	transfer unit lubricant.			the RTB.	from those
	transier unit lubricant.			uie Kib.	for
					C1b/P1b.
Counters	Counter does not	D194	System/Copy firmware	Install version 3.02	
	count up correctly	001d,		or newer	
	when switching to a	013c			
	new special color	D194	Engine firmware	Install version	Modified
	toner, causing toner	002d,		1.09:06 or newer	fans must
	near-end alert to be	014d			be installed
Occuptors	too early	D404	Francis of financians	In stall	Mandifical
Counters	Distance based	D194 002d,	Engine firmware	Install version 1.09:06 or newer	Modified force must
	counters for some components falsely	002d, 014d		1.09.06 of flewer	fans must be installed
	count up after the	0140			De il istalled
	print mode has				
	switched from FC to				
	B/W.				
Counters	Large PS job: The	M506	BOS firmware (1/6 to	Install version	
	page counter display	001b	6/6)	2.03.009 or later	
	stalls at 999	M506	MICROCODE firmware	Install version	
		002b	1410D000DE (2.03.009 or later	
		M506	MICROCODE firmware	Install version	
Counters	The severage	003a D194	Engine firmware	2.03.009 or later Install version	
Counters	The coverage counter is too small	002j,	Engine iliniware	1.15:06 or newer	
		002j, 014j		1.13.00 Of fiewer	
Counters	If the last page of a	M507	BOS firmware (1/6 to	Install version	
	duplex job is specified as a blank	5000E_	6/6)	123.19.048_v2.04.0	
		1-6	,	23 or later	
	page using the page	M507	MICROCODE firmware	Install version	
	list function on a	5055H		2.04.023 or later	
	Prinect DFE, the last				
Caustair	page is not counted	14070	MICDOCODE firmence	In atall vancion	
Counters	The Impression counter falsely	M273 5012	MICROCODE firmware	Install version	
	counts up Job	M507	BOS firmware (1/6 to	2.5.003 or later Install version	
	Separation Sheets	5000F	6/6)	123.19.048 v2.05.0	
		30001		03 or later	
		M507	MICROCODE firmware	Install version	
		5056H		2.5.003 or later	
Logs	When printed using	M468	Leo-P1/C1 EFI (E-43A)	Install the required	
.	user codes, the	053	firmware	patch(es).	
	number of color				
	pages printed is not	M469	Leo-P1/C1 EFI (E-83A)	Install the required	
	logged by user.	053	firmware	patch(es).	
Logs	The month is	M468	Leo-P1/C1 EFI (E-43A)	Install the required	
	incorrect when Job	054	firmware	patch(es).	
	Log is automatically exported to CSV.	M469 055	Leo-P1/C1 EFI (E-83A) firmware	Install the required	
	exported to CSV.	000	IIIIIWaie	patch(es).	
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Technical Bulletin

PAGE: 66/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Logs	Jobs missing from	D194	System/Copy firmware	Install version 3.06	
1 -090	job history	001h		or newer	
		D194	Web Support firmware	Install version 1.06	
		011d		or newer	
		D194	System firmware	Install version 3.06	
		013g		or newer	
		D194	Web Support firmware	Install version 1.06	
		022d		or newer	
Logs	When the device is in	D195	Network Support	Install version 14.69	
	Energy Saver Mode,	5730H	firmware	or newer	
	nonexistent errors	M196	Network Support	Install version 14.68	
	are recorded in the	5729G	firmware	or newer	
	system logs				
Machine stalls	After the shift tray	D179	BookletFinisher_SR50	Install version	
	was moved down by	017j	60 firmware	02.570:10 or later	
	pressing the				
	Emergency Shift Tray				
	Stop Switch				
Machine stalls	"Printing" displayed	D194	Engine firmware	Install version	
	after recovering from	002b,		1.07:06 or newer	
	a cover open status	014b			
	of a finishing				
	peripheral.				
Machine stalls	If a paper misfeed	D194	Engine firmware	Install version	
	occurs in a folding	002b,		1.07:06 or newer	
NA 1 ' (II	job.	014b		1 (11)	
Machine stalls	If a paper jam occurs	D194	Engine firmware	Install version	
	in a duplex job that	002b,		1.07:06 or newer	
	uses finishing	014b			
Machine stalls	options. While updating	D194	Engine firmwere	Install version	
Machine Stans	firmware	002b,	Engine firmware	1.06:06 or newer	
	IIIIIwaie	002b, 014b		1.00.00 of flewer	
Machine stalls	If CAP v2 is installed	Gen	Java VM v12 Update	Install version	
iviaciline stalis	II CAF VZ is installed	0680	Tool	12.12.06 or newer	
		Gen	Java VM v12 for eDC	12.12.00 Of Hewel	
		069p	firmware		
Machine stalls	When importing a	M272	Microcode firmware	Install v1.2.003 or	
Madrinic Stalls	color profile that	007b	IVIIOIOOOGC IIIIIIWAIC	newer	
	contains 2-byte	0075		Hewei	
	characters in its				
	name				
Machine stalls	When importing a	M272	BOS firmware (1/6 to	Install version	
	color profile that	001a to	6/6)	1.3.003 or later	
	contains 2-byte	006a	/	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
	characters in its	M272	MICROCODE firmware	Install version	
	name	007c		1.3.003 or later	
Machine stalls	When cancelling a	M272	BOS firmware (1/6 to	Install version	
	PDF sent	001b to	6/6)	1.4.002 or later	
		006b	,		
		M272	MICROCODE firmware	Install version	
		007d		1.4.002 or later	

Technical Bulletin

PAGE: 67/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Machine stalls	When attempting to	M272	BOS firmware (1/6 to	Install version	11000
	make 4762 copies of	001b to	6/6)	1.4.002 or later	
	a job sent from	006b	,		
	Prinect	M272	MICROCODE firmware	Install version	
		007d		1.4.002 or later	
Machine stalls	When attempting to	M272	BOS firmware (1/6 to	Install version	
	print a calibration	001b to	6/6)	1.4.002 or later	
	page while the	006b			
	engine is asleep	M272	MICROCODE firmware	Install version	
		007d		1.4.002 or later	
Machine stalls	If a jam is triggered	D179	P-Binder_GB5010_B1	Install version	
	by opening the front	035b	firmware	01.200:11 or later	
	door of the Transit	D179	P-Binder_GB5010_B4	Install version	
	Pass Unit	038b	firmware	01.070:00 or later	
Machine stalls	If a jam is triggered	D179	P-Binder_GB5010_B1	Install version	
	by opening top cover	035b	firmware	01.200:11 or later	
	of the cover	D179	P-Binder_GB5010_B4	Install version	
NA 11 (II	interposer	038b	firmware	01.070:00 or later	
Machine stalls	After Jam 420	D179	P-Binder_GB5010_B1	Install version	
		035b	firmware	01.200:11 or later	
		D179	P-Binder_GB5010_B4	Install version	
Machina stalla	If the ich contains a	038b D194	firmware	01.070:00 or later	
Machine stalls	If the job contains a back cover fed from	002h,	Engine firmware	Install version 1.12:06 or newer	
	the Interposer Tray	00211, 014h		1.12.00 of flewer	
	Cl5030 and a jam	01411			
	occurs with paper fed				
	from the mainframe				
Machine stalls	After pressing the	D734	BookletFinisher_SR50	Install version	
	emergency stop	002e	60 firmware	02.660:10 or later	
	switch with the front				
	door open				
Machine stalls	On the Prinect	M272	BOS firmware (1/6 to	Install version	
	model, the DFE	001c	6/6)	1.5.001 or later	
	appears to stall when in "Preprocessing	M272	MICROCODE firmware	Install version	
		007e		1.5.001 or later	
	state".				
Machine stalls	Activation of the DFE	M272	BOS firmware (1/6 to	Install version	
	stops midway	001c	6/6)	1.5.001 or later	
		M272	MICROCODE firmware	Install version	
		007e		1.5.001 or later	
Machine stalls	In a copy job	D194	Engine firmware	Install version	
	immediately after	002n,		1.18:06 or newer	
	recovering from a	014n			
84 17 4 11	jam	D401	0 1 10 5	1 (11) 2 (1	
Machine stalls	When printing from	D194	System/Copy firmware	Install version 3.11	
	Prinect DFE	001m	O a to a Comp	or newer	
		D194	System firmware	Install version 3.11	
		013k		or newer	
	<u> </u>	<u> </u>	1	I	

Technical Bulletin

PAGE: 68/74

Updated: End of June 2018: Changes in bold italics

Subject Symptom RTB # Cause Solution	Note
Month Mont	
M506 002b MICROCODE firmware Install version 2.03.009 or later	
Machine stalls When attempted to print jobs containing more than 40,000 pages M507 M506 M507 M5	
Machine stalls Machine stalls When attempted to print jobs containing more than 40,000 pages Machine stalls If the Cover Interposer runs out of paper and paper is refilled Machine stalls Machine stalls When printing a heavy-duty job Machine stalls When the trailing edge press lever in a shift job M506 003a MICROCODE firmware BOS firmware (1/6 to 6/6) 123.19.048_v2.04.0 23 or later Install version 123.19.048_v2.04.0 23 or later Install version 123.19.048_v2.04.0 23 or later Install version 3.12 or newer Install version 1.06 or newer Install version 1.06 or newer 123.19.048_v2.04.0 123.19.048_v2.0	
Machine stalls Machine stalls When attempted to print jobs containing more than 40,000 pages M507 5000E_ 1-6 M507 M1CROCODE firmware M107 M	
Machine stallsWhen attempted to print jobs containing more than 40,000 pagesM507 5000E_ 1-6BOS firmware (1/6 to 6/6)Install version 123.19.048_v2.04.0Machine stallsIf the Cover Interposer runs out of paper and paper is refilledD195 5720Q M196 5720QSystem/Copy firmware Install version 3.12 or newerMachine stallsWhen printing a heavy-duty jobD195 5738EPCL firmware Install version 1.06 or newerMachine stallsWhen the trailing edge press lever in a shift jobD734 5260ABookletFinisher_SR50 60 firmwareInstall version 03.110:10 or newer	
print jobs containing more than 40,000 pages M507	
more than 40,000 pages M507	
pages M507 5055H MICROCODE firmware 2.04.023 or later Machine stalls If the Cover Interposer runs out of paper and paper is refilled 5720Q Machine stalls When printing a heavy-duty job 5738E Machine stalls When the trailing edge rides on the trailing edge press lever in a shift job MICROCODE firmware Install version 2.04.023 or later System/Copy firmware Install version 3.12 or newer PCL firmware Install version 1.06 or newer Install version 1.06 or newer D734 BookletFinisher_SR50 Install version 03.110:10 or newer	
Machine stalls If the Cover Interposer runs out of paper and paper is refilled Machine stalls When printing a heavy-duty job Machine stalls When the trailing edge press lever in a shift job Machine stalls System/Copy firmware Install version 3.12 or newer PCL firmware Install version 1.06 or newer BookletFinisher_SR50 60 firmware 2.04.023 or later Install version 1.06 or newer Install version 1.06 or newer O3.110:10 or newer	
Machine stalls If the Cover Interposer runs out of paper and paper is refilled Machine stalls When printing a heavy-duty job Machine stalls When the trailing edge rides on the trailing edge press lever in a shift job Machine stalls If the Cover Interposer runs out of 5720Q M196 5720Q M196 5720Q M196 5720Q M196 5738E PCL firmware Install version 3.12 or newer Install version 1.06 or newer Install version 1.06 or newer O3.110:10 or newer	
Interposer runs out of paper and paper is refilled Machine stalls When printing a heavy-duty job Machine stalls When the trailing edge rides on the trailing edge press lever in a shift job To refilled To rewer Install version 1.06 or newer To rewer Install version 03.110:10 or newer To rewer	
paper and paper is refilled Machine stalls When printing a heavy-duty job Machine stalls When the trailing edge rides on the trailing edge press lever in a shift job Machine stalls M196 5720Q PCL firmware PCL firmware Install version 1.06 or newer BookletFinisher_SR50 60 firmware O3.110:10 or newer	
Trefilled S720Q	
Machine stalls When printing a heavy-duty job Machine stalls When the trailing edge rides on the trailing edge press lever in a shift job D195 PCL firmware BookletFinisher_SR50 60 firmware Install version 1.06 or newer O3.110:10 or newer	
heavy-duty job 5738E or newer Machine stalls When the trailing edge rides on the trailing edge press lever in a shift job or newer 5738E or newer BookletFinisher_SR50 Install version 03.110:10 or newer	
Machine stalls When the trailing edge rides on the trailing edge press lever in a shift job D734 BookletFinisher_SR50 60 firmware 03.110:10 or newer	
edge rides on the trailing edge press lever in a shift job 5260A 60 firmware 03.110:10 or newer	
trailing edge press lever in a shift job	
lever in a shift job	
Service mode Some input checks D179 P-Binder_GB5010_B1 Install version	
don't work 035a firmware 01.160:11 or later	
D179 P-Binder_GB5010_B2 Install version	
036a firmware 01.040:00 or later	
D179 P-Binder_GB5010_B4 Install version	
038a firmware 01.050:00 or later	
Service mode Cannot return to the D194 System/Copy firmware Install version 3.00	
SP mode from the 001a, or newer	
copy application view 013a	
Machine is Leo-P1: When D194 Engine firmware Install version	
slow printing booklets. 014b 1.06:06 or newer	
Machine is Leo-P1: When D194 Engine firmware Install version	
slow printing duplex jobs 014b 1.07:06 or newer	
with two staples at	
the center.	
Machine is Slow printing with M469 Leo-P1/C1 EFI (E-83A) Apply the required	
slow certain driver settings 006 firmware patch(es)	
M468 Leo-P1/C1 EFI (E-43A)	
007 Firmware	
Machine is If CAP v2 is installed Gen Java VM v12 Update Install version	
slow 0680 Tool 12.12.06 or newer	
Gen Java VM v12 for eDC	
069p firmware	
Machine is Printing is slow if D194 Engine firmware Install version	
slow repeatedly printing a 002h, 1.12:06 or newer	
duplex job that is 014h	
FCS on side 1 and	
FC on side 2	

Technical Bulletin

PAGE: 69/74

Updated: End of June 2018: Changes in bold italics

Cubiost	Sumntam	RTB#	Cauca	Colution	Note
Subject	Symptom		Cause	Solution	Note
Machine is	Printing is very slow	D194	External vibration is	Compare the output	
slow		121a	transmitted to the HDD	speeds with and	
				without sorting. If	
				sorting is slower by	
				more than 50%,	
				make sure that the	
				projections on the	
				HDD bracket do not	
				touch the HDD, or	
				replace the HDD	
				bracket with a new	
				type (D136 5978).	
				See the RTB for the	
				full procedure.	
Machine is	Jobs of 100 pages	M272	BOS firmware (1/6 to	Install version	
slow	printed on heavy	001c	6/6)	1.5.001 or later	
	weight A3 paper.	M272	MICROCODE firmware	Install version	
		007e		1.5.001 or later	
Machine is	Printing is slow with	M272	BOS firmware (1/6 to	Install version	
slow	jobs sorted Reverse	001d	6/6)	1.6.004 or later	
	Order/Face-Up	M272	MICROCODE firmware	Install version	
		007f		1.6.004 or later	
Machine is	When a spreadsheet	D194	PDF firmware	Install version 1.04	
slow	containing many cells	025a		or newer	
	with patterns that are				
	different from the				
	default is printed with				
	Excel 2013				
Machine is	It takes a long time to	D194	PDF firmware	Install version 1.04	
slow	output the first page	025a		or newer	
	with PDF Direct Print when the data contains a lot of				
	pages.				
Machine is	The device pauses	D194	Printer firmware	Install version 3.05	
slow	for 20 to 30 s when a	008f		or newer	
0.017	job with more than	D194	Printer firmware	Install version 3.11	
	100 pages is to be	020e	T Time Time	or newer	
	stapled	3200		O. HOWOI	
Machine is	With perfect binder	D194	Engine firmware	Install version	
slow	TTILL POLICOL DILIGO	002p,	Engine miniware	1.20:06 or newer	
SIOW		002p, 014p		1.20.00 Of fiewer	
Machine is	When starting up	M506	BOS firmware (1/6 to	Install version	
slow	Prinect DFE,	001b	6/6)	2.03.009 or later	
31000			MICROCODE firmware	Install version	
	reaching Ready	M506	MICKOCODE IIIIIMale		
	status from Not	002b	MICDOCODE C	2.03.009 or later	
	Ready status takes 5	M506	MICROCODE firmware	Install version	
	minutes	003a		2.03.009 or later	
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Technical Bulletin

PAGE: 70/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Machine is	The response of the	M273	MICROCODE firmware	Install version	
slow	operation panel	5012		2.5.003 or later	
	slows down, if a	M507	BOS firmware (1/6 to	Install version	
	paper type from the	5000F	6/6)	123.19.048_v2.05.0	
	paper catalog is			03 or later	
	assigned to a tray via	M507	MICROCODE firmware	Install version	
	OCP while running a	5056H		2.5.003 or later	
	job				
Machine is	Startup takes a long	D195	Java VM v12 Update	Install version 12.57	
slow	time if Streamline NX	5732F	Tool Java VM v12 for eDC	or newer	
	and CAP v2 are	M196 5731F			
Machine is	installed The printing apped is	D195	firmware	Install version 12.57	
slow	The printing speed is not as fast as	5732F	Java VM v12 Update Tool	or newer	
SIOW	previous models if	M196	Java VM v12 for eDC	Of flewer	
	CAP V2 is installed	5731F	firmware		
Machine is	It takes time to	D195	Printer firmware	Install version 3.07	
slow	resume a job if it is	5735K	i inito minwait	or newer	
0.011	suspended while the	M196	Printer firmware	Install version 3.13	
	device is in Energy	5734J	Time initiware	or newer	
	Saver mode	0.0.0		or monor	
Machine is	Takes longer than	D736	P-Binder_GB5010_B1	Install version	
slow	expected to display a	5021C	firmware	01.240:11 or later	
	jam alert				
Machine is	The print speed		Leo-P1/C1 EFI (E-	Service Pack 05	
slow	slows down if		43A/E-83A) firmware		
	"Dynamic HD				
	Text/Graphics" is				
	enabled				
Machine	After recovering from	D194	Engine firmware	Install version	
continues to	a jam on the	002b,		1.05.01:06 or newer	
idle	Plockmatic	014b	Annaly Community Databa	00 familias D4/04 EEL	
Feature not	Paper Simulation and Halftone Simulation	M468	Apply Composite Patch(
available	are unavailable.	002 M469	(E-43A) System Softwar		
	are uriavaliable.	002	Apply Composite Patch02 for Leo-P1/C1 EFI (E-83A) System Software Version 1.0		
Feature not	The Overprint	M272	Microcode firmware	Install v1.2.002 or	
working	function does not	007a	IVIIOIOCOGC IIIIIIWAIC	newer	
Working .	work properly	3074		1104401	
Feature not	Rush Print does not	M468	Leo-P1/C1 EFI (E-43A)	Install the required	
working	work while printing	077	firmware	patch(es).	
	saddle-stitched	M469	Leo-P1/C1 EFI (E-83A)	Install the required	
	booklets	076	firmware	patch(es).	
Setting not	The Image shift		Leo-P1/C1 EFI (E-	Service Pack 05	
applied	setting does not		43A/E-83A) firmware		
- -	work on the back				
	side of the page.				
Energy saver	Cannot enter energy	Gen	Java VM v12 Update	Install version	
mode	saver mode	0680	Tool	12.12.06 or newer	
		Gen	Java VM v12 for eDC		
		069p	firmware		

Technical Bulletin

PAGE: 71/74

Updated: End of June 2018: Changes in bold italics

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

Technical Bulletin

PAGE: 72/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Setting is	In ELP-NX, "Change	Gene	Java VM v12 Update	Install version	
ignored	Print Settings" is not	088m	Tool	12.46.01 or newer	
	set correctly	Gene	Java VM v12 for eDC		
		0870	firmware		
Setting is	If the "mm/inch"	M273	MICROCODE firmware	Install version	
ignored	setting is changed in	5012	7005	2.5.003 or later	
	the paper catalog	M507	BOS firmware (1/6 to	Install version	
	Print Registration	5000F	6/6)	123.19.048_v2.05.0	
	screen, the change does not take effect	14507	MIODOCODE Communication	03 or later	
	does not take effect	M507	MICROCODE firmware	Install version	
0-44:	Dumley setting and	5056H	mica Daali 4 (Calan Canto	2.5.003 or later	
Setting is	Duplex setting not		rvice Pack 4 (Color_Contro	oller_E-43A_E-	
ignored	honored in a PDF job.	83A_SP4	.exe)		
Setting is	SMB client timeout	D195	Network Support	Install version 14.69	
ignored	configuration is not	5730H	firmware	or newer	
	correctly applied				
Setting is	The Image shift		Leo-P1/C1 EFI (E-	Service Pack 05	
ignored	setting does not		43A/E-83A) firmware		
	work on the back				
	side of the page.				
Setting is	GBC punch setting		Leo-P1/C1 EFI (E-	Service Pack 05	
ignored	is not honored and		43A/E-83A) firmware		
	"Invalid punch				
	position was				
	specified." appears,				
	if the orientation of				
	the job is changed				
0	in Impose settings		141000000000		
Setting is lost	After rebooting the	M273	MICROCODE firmware	Install version	
	DFE, the Filter	5012	DOO 5 (4/0.1-	2.5.003 or later	
	setting (String Replace) of the	M507	BOS firmware (1/6 to	Install version	
		5000F	6/6)	123.19.048_v2.05.0	
	virtual printer is lost.	MEOZ	MICROCODE firmware	03 or later Install version	
		M507	WIICKOCODE TIRMWare		
Job file size	For jobs printed from	5056H M272	BOS firmware (1/6 to	2.5.003 or later Install version	
	For jobs printed from		`		
incorrect	Prinergy	001b to 006b	6/6)	1.4.002 or later	
display		M272	MICROCODE firmware	Install version	
		007d	WIICKOCODE IIIIIWare	1.4.002 or later	
Damanta	In the class blatemat		O. 104 a.m. / O. 0. 10. 10. 10. 10. 10. 10. 10. 10. 10.		
Reports	In the jam history in	D194	System/Copy firmware	Install version 3.05	
	the SMC, the paper	001g,		or newer	
	weight information is	013f			
Donorto	wrong Fails to print the	M507	Microcode firmware	Install version	
Reports		5058	wiiciocode iiiiiiware	2.7.001 or later	
	Printer Configuration	3036		2.7.001 OF BILET	
	sheet	<u>l</u>			

Technical Bulletin

PAGE: 73/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
Firmware	Cannot update the	D194	The printer is set up to	Set the following	If the
update	Printer firmware on a	125	use the Fiery controller	SPs to "0."	printer is
	Fiery controller driven		instead of the GW	SP 5193-001	run by the
	printer		controller	SP 5895-001	Fiery
					controller,
					Printer
					firmware
					does not
					have to be
F:	Restoration fails after	NAFOC	DOC 6	In stall	updated.
Firmware update	updating the microcode from v1.5.001 or earlier to	M506 001b	BOS firmware (1/6 to 6/6)	Install version 2.03.009 or later	
		M506	MICROCODE firmware	Install version	
		002b	WICKOCODE IIIIIwale	2.03.009 or later	
	v2.xx.xxx.	M506	MICROCODE firmware	Install version	
	V2.700.7000.	003a	WICKOCOBE IIIII waie	2.03.009 or later	
Calibration	Updating the microcode causes	M272	MICROCODE firmware	Install version	
		007e	o.tooobl iiiiiwalo	1.5.001 or later	
	the calibration data to	M272	BOS firmware (1/6 to	Install version	
	return to default	001c	6/6)	1.5.001 or later	
Calibration	If changes are made to a paper catalog	M272	MICROCODE firmware	Install version	
		007e		1.5.001 or later	
	before loading the	M272	BOS firmware (1/6 to	Install version	
	calibration data, a	001c	6/6)	1.5.001 or later	
	fatal error occurs				
0 " "	during calibration.	140=0	140000000000000000000000000000000000000		
Calibration	Fails to print if	M272	MICROCODE firmware	Install version	
	calibration is done on	007e M272	DOC firmware (4/6 to	1.5.001 or later	
	a paper weight 6 or heavier	001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
Calibration	Calibration setting	0010	Leo-P1/C1 EFI (E-	Service Pack 05	
Ganbration	is not displayed		43A/E-83A) firmware	Gervice i den oo	
	correctly in		1011 = 001 y 111111111111		
	Command				
	WorkStation				
Calibration	Grayscale settings		Leo-P1/C1 EFI (E-	Service Pack 05	
	are not honored		43A/E-83A) firmware		
	correctly in the				
	output, if grayscale				
	jobs are sent from				
	the printer driver				
	and applied with				
	impose settings in Command				
	WorkStation				
Cannot reboot	If a hard abort	M272	BOS firmware (1/6 to	Install version	
	occurs, the DFE	001c	6/6)	1.5.001 or later	
	cannot be rebooted	M272	MICROCODE firmware	Install version	
	from the engine	007e		1.5.001 or later	
	operation panel				
Cannot reboot		D195	Java VM v12 Update	Install version 12.57	
		5732F	Tool	or newer	
		M196	Java VM v12 for eDC		
		5731F	firmware		

Technical Bulletin

PAGE: 74/74

Updated: End of June 2018: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
MIB	MIB may not be updated correctly, if the feed tray runs out of paper		Leo-P1/C1 EFI (E- 43A/E-83A) firmware	Service Pack 05	Note
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 M507 5000F	MICROCODE firmware BOS firmware (1/6 to 6/6) MICROCODE firmware	Install version 2.5.003 or later Install version 123.19.048_v2.05.0 03 or later Install version	
Other	Program check error "Cache is going suspiciously large" occurs during the job.	5056H M507 5000G M507	BOS firmware (1/6 to 6/6) MICROCODE firmware	2.5.003 or later Install version 123.19.048_v2.6.00 8 or later Install version	
Other	Hard abort when continuously printing JMF files that contain return JMF commands.	5057H M507 5058	Microcode firmware	2.6.008 or later 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 M507 5058_P R20701 8	Microcode firmware Microcode firmware	Install version 2.7.001 or later Install version 2.07.018 or later	
Other	Restore failed with an error ("Unable to communicate with the DFE").	M507 5058_P R20702 2	Microcode firmware	Install version 2.7.022 or later	
Other	The paper jam notification sound is weak		Leo-P1/C1 EFI (E- 43A/E-83A) firmware	Service Pack 05	