Model: Model Leo-C2/P2	Date: 31-Jun-18	No.: RD0A5000

Subject: Troubleshooting		Prepared by: Y. Lim
From: 1st Tech. Support Sec. Service Support Dept.		

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

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

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

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Paper catalog	Multiple stocks falsely appear under one entry made for a custom paper in the paper catalog		E-45A/E-85A firmware	Install patch FIT101825817	
Paper catalog	An error occurs when registering a new custom paper with the Media Identification Unit by pressing the "Not Programmed" button	M0BK 1424H	PaperSetting firmware	Install version 1.03 or later	
Paper catalog	When creating a new custom paper entry from the Master Library, some of the default values that appear on the screen are incorrect.	M0BK 1424J	PaperSetting firmware	Install version 1.04 or later	
		D0AK 5720H	System/Copy firmware	Install version 3.01.2 or later	
		M0BH 5720H	System firmware	Install version 3.01.2 or later	
Paper catalog	When changing the name of the paper on the Engine panel, the setting is not reflected in the Paper Catalog		E-45A/E-85A firmware	Install patch FIT101833781	
Paper catalog	When pressing the [Add New] button of Custom Paper read from the Master Library, multiple same Paper Catalog entries are created		E-45A/E-85A firmware	Install patch FIT101833781	
Paper catalog	The name of the button used for importing custom paper was wrong.	M0BK 1424K	PaperSetting firmware	Install version 1.05 or later	
Paper catalog	The default values in Advanced Settings when creating a new custom paper were incorrect.	D0AK 5724E M0BH 5724E	Web Support firmware	Install version 3.01 or later	
		D0AK 5720J	System/Copy firmware	Install version 3.02.1 or later	
		M0BH 5720J	System firmware	Install version 3.02 or later	
Custom paper	Error when specifying the custom paper for gloss coat and execute automatic calibration		E-45A/E-85A firmware	Install patch FIT101833781	
Cannot use a certain tray	Cannot print custom size paper to the stacker shift tray		E-45A/E-85A firmware	Install patch FIT101825817	

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Subject	Symptom	RTB #	Cause	Solution	Note
Wrong output tray used	Test patterns printed in Auto Adjust Image Position is randomly fed out to an inappropriate output tray.	D0AK 5720J	System/Copy firmware	Install version 3.02.1 or later	
		M0BH 5720J	System firmware	Install version 3.02 or later	
Purge	If a jam occurs on the second or later page in a simplex job, purge may not work correctly and some pages remain in the paper path	D0A5 5460G M0BH 5460G	Engine firmware	Install version 1.32:07 or later	
Incorrect paper handling	When printing a sample print job with MixedMedia		E-45A/E-85A firmware	Install patch FIT101833781	
Jam	JAM 126 occurs, if the output tray is switched when the stapler cartridge is empty	D734 5260B	BookletFinisher_S R5060 firmware	Install version 03.130:10 or later	
Jam	Saddle-stitched jobs using Plockmatic and a job printed to the proof tray are repeated alternately	D734 5260B	BookletFinisher_S R5060 firmware	Install version 03.130:10 or later	
Jam	Jam115 occurs with duplex fold-in jobs that have an odd number of pages.	D0A5 5460J M0BH 5460J	Engine firmware	Install version 1.53:07 or later	

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2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
Toner scattering		D0A5 018a	An increment in the toner concentration in the PCDU due to low coverage or long idling time	Do the 'SP adjustment' procedure in the RTB. If toner scattering still occurs or the value of SP3820-011 to -015 is over 10,000, do the "Refresh the toner in the PCDU unit", "Cleaning the machine" and "SP adjustment" procedures in the RTB.	
Process control	The tolerance of change in density (ID) after printing 100 copies of solid fills does not meet the standards.	D0A5 5460H M0BH 5460H	Engine firmware	Install version 1.42:07 or later	

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3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
MIB	Some MIB values such as prtAlertDescription are not obtained correctly.		E-45A/E-85A firmware	Install patch FIT101833781	

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4. Printing/Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot restart job	Even if printing is interrupted with the pause button of the SR5050/SR5060 finisher, it cannot be restarted with the pause button.		E-45A/E-85A firmware	Install patch FIT101833781	
Job does not resume	Printing does not resume when the waste toner bottle reaches full status and is replaced with a new one	D0A5 5460J M0BH 5460J	Engine firmware	Install version 1.53:07 or later	
Pages missing	If a jam occurs in the Trimmer Unit TR5040, pages are missing in the job run after the job that resulted in the jam		E-45A/E-85A firmware	Install patch FIT101807037	
			E-45A/E-85A firmware	Install patch FIT101825817	
Driver installation	When installing a printer driver for a specific model using the install wizard, drivers for other models show up in the list and can be selected		E-45A/E-85A firmware	Install patch FIT101807037	
Job not run	When printing Fiery internal pages and the paper weight is not set to weight 3, the job gets stuck in the printing queue even after switching to weight 3.		E-45A/E-85A firmware	Install patch FIT101807037	
Job not run	With the shift tray as the output tray, the operation panel remains in "Printing" status and the job does not get printed.	D734 5260B	BookletFinisher_S R5060 firmware	Install version 03.130:10 or later	
Scan to Folder	The device freezes during data transmission when doing Scan to Folder with SMBv2/v3	D0AK 5728F	Network Support firmware	Install version 17.16 or later	
Scan to Folder	When doing Scan to Folder in a high-load network environment, the device gets stuck on sending and the scanner becomes unusable	D0AK 5728F	Network Support firmware	Install version 17.16 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Scan to Folder	When doing Scan to Folder using SMBv2/v3, if the device receives UDP communication from the outside to the port used by SMBv2/v3, Scan to Folder fails	D0AK 5728F	Network Support firmware	Install version 17.16 or later	
Test chart	When using the Media Management Tool via Fiery controller, test chart cannot be printed, depending on the Fiery user account		E-45A/E-85A firmware	Install patch FIT101833781	
Other	A one-page job is falsely printed in duplex		E-45A/E-85A firmware	Install patch FIT101807037	

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5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Wording errors	In the Specialty Color screen, the description for toner limit is incorrect		E-45A/E-85A firmware	Install patch FIT101807037	
Icons	The Fiery icon does not appear on the engine operation panel		E-45A/E-85A firmware	Install patch FIT101807037	
Attention light	The blue LED on the Attention Light does not turn on.	D0A5 014	The rear cover breaks a resistor when the operation panel is installed.	Slide the rear cover upward and secure the screw when attaching the cover to the operation panel.	The cover will be modified
Animation	The index numbers of the lever and knob in the jam removal animation were incorrect	D0A5 5460G M0BH 5460G	Engine firmware	Install version 1.32:07 or later	
LEDs	When canceling a job after resetting an error in eWire printing, the data in LED will stay blinking		E-45A/E-85A firmware	Install patch FIT101833781	
LEDs	The jam indication LED does not light up even if the machine is powered On with paper remaining in the duplex path	D0A5 5460J M0BH 5460J	Engine firmware	Install version 1.53:07 or later	
Incorrect screen	While Fiery is shutting down, the "Starting ..." screen or the end operation screen is displayed on the Fiery Quick Touch panel.		E-45A/E-85A firmware	Install patch FIT101833781	
Incorrect screen	When a jam occurs the operation panel remains displaying 'Printing...'	D0A5 5460J M0BH 5460J	Engine firmware	Install version 1.53:07 or later	
Others	When the screen moves to CWS> Configure> RIP, an unknown problem may occur		E-45A/E-85A firmware	Install patch FIT101833781	

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6. Security

Subject	Symptom	RTB #	Cause	Solution	Note

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7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
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.	
SC586-25	Closing the front door with the right drawer unit not completely shut triggers SC586-25 instead of displaying the drawer open error message	D0A5 5460G M0BH 5460G	Engine firmware	Install version 1.32:07 or later	
SC670-02	When replacing developer of the specialty color	D0A5 5460J M0BH 5460J	Engine firmware	Install version 1.53:07 or later	
SC720-35		D734 013a	The corner stapler unit does not move properly or smoothly	Work through the check procedures in the RTB.	
SC899	When the system retries @Remote connection	D0AK 5720H	System/Copy firmware	Install version 3.01.2 or later	
		M0BH 5720H	System firmware	Install version 3.01.2 or later	
Error message not displayed	If the drum lubricant runs out during printing, an error message is not displayed and the status remains as Printing		E-45A/E-85A firmware	Install patch FIT101825817	
Error message not displayed	When a jam occurred during auto calibration sheet printing, the machine does not display a jam error screen		E-45A/E-85A firmware	Install patch FIT101833781	
Error message not displayed	SC452-00 (PTR Lift Error) is not notified	D0A5 5528C	TDCU firmware	Install version 1.01:05 or later	
Incorrect message displayed	When performing automatic calibration during engine adjustment, a jam message is displayed		E-45A/E-85A firmware	Install patch FIT101833781	
SC falsely displayed	An undefined SC (992) is falsely displayed	D0AK 5720J	System/Copy firmware	Install version 3.02.1 or later	
		M0BH 5720J	System firmware	Install version 3.02 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Fatal error	When recovering from a jam in Secure Print mode	M526 5051	MICROCODE firmware	Install version 3.2.002 or later	
'Please wait'	"Please wait." does not disappear after recovering from the energy saver mode	M0BK 1400H M0BK 1401H	JaguarSystem firmware	Install version 1.04 or later	
Others	A runtime error message appears, if the installable option is opened when setting up Web Services for Devices (WSD).		E-45A/E-85A firmware	Install patch FIT101807037	

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8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Fiery controllers	If the job uses a special color other than clear or white, the remaining toner display in Command WorkStation shows only the four colors CMYK		E-45A/E-85A firmware	Install patch FIT101807037	
Fiery controllers	When RIPping, the Fiery service may falsely shut down		E-45A/E-85A firmware	Install patch FIT101825817	
Fiery controllers	Even if the Fiery server name is changed on the Fiery application via the printer operation panel, the change is not reflected to Command Workstation and Fiery Quick Touch panel.		E-45A/E-85A firmware	Install patch FIT101825817	
Fiery controllers	Cannot change the Fiery server name from the Fiery Quick Touch panel		E-45A/E-85A firmware	Install patch FIT101825817	
Fiery controllers	Freezes when selecting a large number of jobs and canceling them		E-45A/E-85A firmware	Install patch FIT101833781	
Fiery controllers	Fiery does not start normally		E-45A/E-85A firmware	Install patch FIT101833781	
Stacker	The jogger becomes inoperative randomly and causes poor stacking	D3DK 5260B	Stacker_LOIRE_D1 firmware Stacker_LOIRE_D2 firmware	Install version 01.030:02 or later	
Plockmatic	In Plockmatic booklet mode, behavior is not correct after paper end		E-45A/E-85A firmware	Install patch FIT101833781	

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9. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Color	If "High quality" is not selected for the special color, the output density of the special color appears low		E-45A/E-85A firmware	Install patch FIT101807037	
Color	After calibrating with the in-line sensor, jobs are printed in black only		E-45A/E-85A firmware	Install patch FIT101825817	
Color	The color and density of the output image is not as expected when printed after recovering from low power mode or after closing the doors of the optional peripherals.	D0A5 5460H M0BH 5460H	Engine firmware	Install version 1.42:07 or later	
Color registration error	In the main scan direction, if automatic MUSIC is run during a job	D0A5 5460H M0BH 5460H	Engine firmware	Install version 1.42:07 or later	
Lines	If APPE is enabled, unwanted lines appear in the RIPped image.		E-45A/E-85A firmware	Install patch FIT101825817	
Lines	Vertical lines/bands if either of the following conditions are met: - Execute any of the SPs from SP3-068-002 to -006 - Change the value of SP3-500-007	D0A5 011	These SPs are only for product development.	If these SPs were used, the RTB contains a procedure to return the machine to normal. The firmware will be modified to remove those SPs. Planned release date: August 2018	
Lines	Vertical lines/bands after executing "Shading across feed".	D0A5 012	An incorrect value was applied to the ITB shading correction	Do the procedure in the RTB.	
Lines	Lines parallel to the feed direction on printouts after doing Main Scan Shading Correction	D0A5 5460G M0BH 5460G	Engine firmware	Install version 1.32:07 or later	
Lines	Line parallel to the feed direction if Adjustment Settings for Operators [10: Density Difference Printing: Across Feed] was executed after executing Adjustment Settings for Operators 0201-01 or 0201-03 (Image Quality Adjustment)	D0A5 019	Executing 0201-01 and 0201-03 generates incorrect parameters. Executing [10: Density Difference Printing: Across Feed] emphasizes the incorrect parameters and	Do SP3-068-21 and SP3-068-31. This clears the parameters generated in Adjustment Settings for Operators 0201-01 and 0201-03, and removes the unwanted line.	Adjustments 0201-01 and 0201-03 do not exist on System/Copy firmware version 3.00 or later SP3-011-011 and SP3-068-001, which

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Subject	Symptom	RTB #	Cause	Solution	Note
			creates the unwanted line.		correspond to 0201-01 and 0201-03, will also be removed from System/Copy firmware.
Lines	When APPE is ON, horizontal lines not included in the data are printed		E-45A/E-85A firmware	Install patch FIT101833781	
Banding	At 50mm intervals on prints, noticeable especially in light halftone images	D0A5 002	Bug in the DEMS/DSC software	Temporary solution: Do the procedure in the RTB Permanent solution: Modified software, April 2018	
Uneven image density	Image density appears inconsistent at 50-mm intervals	D0A5 5460G M0BH 5460G	Engine firmware	Install version 1.32:07 or later	
Dirty background	When printing in a low temp/humidity environment	D0A5 5460H M0BH 5460H	Engine firmware	Install version 1.42:07 or later	
Mottled effect	On paper with a rough surface	D0A5 5460J M0BH 5460J	Engine firmware	Install version 1.53:07 or later	
Image quality problem (unspecified)	In a mixed-media job composed of textured paper and another paper type, an image quality problem occurs when printing on textured paper	D0A5 5460J M0BH 5460J	Engine firmware	Install version 1.53:07 or later	

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10. **Mechanical/Electrical**

Subject	Symptom	RTB #	Cause	Solution	Note
Broken component	The Charge Roller Lever becomes damaged, requiring replacement of the entire PCDU assembly.	D0A5 017	Inserting the PCDU into the machine without securing the Charge Roller Lever.	Attach the Charge Roller lever on top of the broken part Part Number: D1949100 See the RTB for details.	
TIM-MAG unit	TIM-Mag functions (auto registration/auto calibration/main scan shading) were deactivated on the Light model	D0A5 5460J M0BH 5460J	Engine firmware	Install version 1.53:07 or later	
Component not recognized	Specialty color toner not recognized	D0A5 5460J M0BH 5460J	Engine firmware	Install version 1.53:07 or later	

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11. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	When the trailing edge rides on the trailing edge press lever in a shift job	D734 5260A	BookletFinisher_SR5060 firmware	Install version 03.110:10 or newer	
Machine stalls	Stalls while updating the firmware, and the operation panel becomes ineffective	M0BK 1400H M0BK 1401H	JaguarSystem firmware	Install version 1.04 or later	
Machine is slow	Takes longer than expected to display a jam alert	D736 5021C	P-Binder_GB5010_B1 firmware	Install version 01.240:11 or later	
Machine is slow	The Media Identification Unit requires more time than expected to identify the media.	M0BK 1424H	PaperSetting firmware	Install version 1.03 or later	
Machine is slow	The rated print speed may not be achieved depending on the print data	D0A5 5460G M0BH 5460G	Engine firmware	Install version 1.32:07 or later	
Machine is slow	When APPE=ON, RIP time is slower than the Leo-C1.		E-45A/E-85A firmware	Install patch FIT101833781	
Machine does not return to ready status	When a job is forcibly shut down due to a jam or the tray running empty or opening of the optional peripheral doors	D0A5 5460H M0BH 5460H	Engine firmware	Install version 1.42:07 or later	
Calibration	When doing automatic calibration the screen shows rows for measurement as "1, 2, 3, ..." but the test chart shows "a, b, c, ...".		E-45A/E-85A firmware	Install patch FIT101807037	
Calibration	All measurements from the calibration with the in-line sensor falsely result in "0."		E-45A/E-85A firmware	Install patch FIT101825817	
Calibration	The in-line sensor falsely operates when calibrating for a white undercoating job	M526 5051	MICROCODE firmware	Install version 3.2.002 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Calibration	The engine keeps printing when executing auto calibration during energy save mode		E-45A/E-85A firmware	Install patch FIT101833781	
Logs	Only the event logs are initialized when Reset to Factory Default	M526 5051	MICROCODE firmware	Install version 3.2.002 or later	
Logs	If the device is abnormally turned off, the collect logs settings are initialized and the log data is not transferred after that.	D0AK 5726F M0BH 5726F	Network DocBox firmware	Install version 1.01 or later	
Settings don't work	Advanced Settings [Image Position Feedback Correction: Gap] #1104-01, 02, 05, 06, 09 and 10 do not work as expected	D0A5 010a	Bug in Engine firmware	Temporary solution: Put these settings back to the default settings Permanent solution: Modified firmware, Engine f/w Ver.1.42:07	
Settings don't work	Tab shift setting may not be effective when "Tab stock: gloss/ matt/high gloss" is selected		E-45A/E-85A firmware	Install patch FIT101833781	
Settings don't work	Pad printing setting is not effective when cover page setting is set before job printing		E-45A/E-85A firmware	Install patch FIT101833781	
Functions don't work	Auto Registration Adjustment and Real-time Registration Adjustment do not work as expected.	D0A5 5460H M0BH 5460H	Engine firmware	Install version 1.42:07 or later	
Information not displayed	Remaining amount of toner is not displayed for Neon Pink toner on the printer operation panel and in Command Workstation.	D0AK 5720J	System/Copy firmware	Install version 3.02.1 or later	
		M0BH 5720J	System firmware	Install version 3.02 or later	
SP Mode	SP5-766-01~03 are for a different model, but falsely appear in the SP mode	D0AK 5720H	System/Copy firmware	Install version 3.01.2 or later	
		M0BH 5720H	System firmware	Install version 3.01.2 or later	
SP Mode	SMC and NRS data cannot be captured correctly	D0A5 5460H M0BH 5460H	Engine firmware	Install version 1.42:07 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
User Tools	[Finishing: Finisher] does not appear in the Adjustment Settings for Operators menu even if a Booklet Finisher and Trimmer Unit are installed	D0AK 5720H	System/Copy firmware	Install version 3.01.2 or later	
		M0BH 5720H	System firmware	Install version 3.01.2 or later	
PM	The wrong alert for PM part replacement is displayed	RD0A 5020	The wrong SP was activated at the factory.	Do the SP settings in the RTB.	
PM	Description of the PM parts of the fusing unit is incorrect.	D0A5 5460H M0BH 5460H	Engine firmware	Install version 1.42:07 or later	