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Updated: End of June 2018: Changes in bold italics

Model: Taurus-C	C1/P1		Dat	e: 31-Dec	-10	No.: RD074000w
Subject: Trouble	shooting			Prepare	d by: A. T	ājima
From: 1st Tech. S	Support Sec. Service Support [	Dept.				
Classification:		☐ Part info	orma	tion	Action	required
	☐ Mechanical	☐ Electric	al		☐ Service	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information
	☐ Product Safety	Other (		)		

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

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

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Toner leak Short fusing belt life			
Short lubricant bar life			
ITB cleaning unit locks			
Lever stuck			

Development roller seal

Communication error between boards

Cannot attach a unit

Damaged board

Damaged mechanism

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#### 

Machine stalls

Problems with SP/User Tools

Problem during installation

Machine is slow

Too long to reach Ready status

Backup and Restore

Custom paper settings

Memory leak

Settings do not work

"NullPointerException" error.

Logs

Counters

Engine does not restart



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#### 1. Paper Feed Errors

Subject	Symptom	RTB#	Cause	Solution	Note
Problem after removing jam	"Copying" displayed, then after opening the front door, "Jam 001" is displayed.	D074 011a	TDCU firmware	Install version 1.03:54 or later	
Paper jam	At PTR entrance	D074 020	Worn Mylar at PTR entrance guide plate	Peel off and remove the bottom Mylar from the PTR entrance guide plate when making new customer site installations, and for affected units in the field (S/N TBA)	See the RTB for details of how to do this.
Paper jam		D074 032	Chemicals in carbonless paper cause the edges of the feed roller to swell.	Please ask your customers not to use carbonless copy paper.	
Paper jam	Jam 27, Jam 29 (Taurus-C1b and Taurus-P1)	D074 034 M044 010	Software bug causing failure in LCT paper feed control	Set SP1004-003 to a value "smaller than 2" until fixed firmware is available.	New firmware end January 2012
Paper jam	Buffer pass unit: When feeding paper longer than 614mm	D548 001a	Buffer pass unit firmware	Install version 02.010:09 or later	
Paper jam	Jam 20 occurs repeatedly, machine cannot recover	D074 056	Broken or malfunctioning coupling, causing the registration roller to not work properly	Lubricate the couplings. If already damaged, replace and lubricate.	Use P/No. 54479078 "HEAT RESISTING GREASE MT-78"
Paper jam	Jam 133	D074 068a	The spring in the shaft assembly (D074 1405) is not strong enough	Install the modified shaft assembly.	See the RTB for affected machines and the installation procedure.
Paper jam	BK5030 when using CF5030	D074 004i M044 004h	Engine firmware	Install version 1.62:04 or later	
Paper jam	At the machine exit (decurler unit)	D074 093	turning the knob an the peripheral dowr unit, turn the knob i that the jammed pa mainframe. But first, replace the	r cannot be removed by d delivering the paper to estream of the decurler in the opposite direction so per is pulled back into the e present guide plate with plate (p/n: D0744610).	See the RTB for instructions and cautions
Paper jam	Jam 009 when selecting a different paper type for the front cover.	D074 004j M044 004i	Engine firmware	Install version 1.63:04 or later	



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Subject	Symptom	RTB#	Cause	Solution N	ote
Paper jam	Jam 31 when LE feeding	D074	Engine firmware	Install version 1.65:04 or	
. apor jam	B5 size paper	004m	goware	later	
	20 0.20 paper	M044		lator	
		004k			
Paper jam	Jam 230 when	D074	Engine firmware	Install version 1.65:04 or	
l aper jam	combining stapling and	004m	Lingino iliniware	later	
	cover page functions	M044		later	
	dover page ranductions	004k			
Paper jam	Jam 104	D512	Finisher firmware	Install version 01.060:01	
	dam 104	001c	1 moner minware	or later	
Paper jam	Jam 111	D512	Finisher firmware	Install version 01.060:01	
i apor jam		001c		or later	
Paper jam	Jam at the entrance of	D512	Finisher firmware	Install version 01.060:01	
i apoi jaiii	the GBC	001c	T miorior miniware	or later	
Paper jam	Jam 80: Paper longer	D516	The drive and idle	Perform the rework procedure in	the
i aper jam	than 423.8mm	005a	rollers on the LCT	RTB on LCTs with certain serial	uic
	11011 420.011111	0000	exit guide plate do	numbers. See the RTB for details	
			not completely	nambers. See the RTB for detaile	,. 
			separate to	Ricoh Europe: If a green dot is at	tached
			release the paper	to the left side of the s/n label, the	
			for the side-to-	machine has already been rework	
			side registration	rework is not needed even if the	Neu 30
			adjustment.	machine regardless of the s/n.	
Paper jam	if the multi bypass tray is	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) f	or
r aper jam	selected from the	127	(E-41A) system	Taurus-P1/C1 EFI (E-41A) syster	
	operation panel and	121	software	software version 1.2.	11
	specified as a Mixed		Sullware	Software version 1.2.	
	Media job on the Fiery				
Paper jam	Jam 97 or 98 when	D074	The light amount	Adjust the amount of light used for	or.
r aper jam	small paper less than A4	132	is less at the	scanning, by following the proced	
	(SEF) is scanned by the	132	center because	the RTB.	iule III
	CIS		inside the CIS	tile KTB.	
	CIS		gets cloudy due to		
			degradation of the		
			adhesive		
Paper jam	Jam 125 (punch drive	D512	Finisher firmware	Install version 01.070:01 or later	
i aper jam	error)	001d	i illistici ilitiwate	Install version or.oro.or or later	
False jam	Jam at the Stacker is	D515	Stacker firmware	Install version 01.030:02	
indication	falsely indicated after	001a	Stacker IIIIIIware	or later	
indication	switching to a different	0014		or later	
	feed-out tray, and this				
	runs out of paper				
Skew	Tario out or paper	D074	Chemicals in	Please ask your	
OKEW		032	carbonless paper	customers not to use	
		002	cause the edges	carbonless copy paper.	
			of the feed roller	Carbonicos copy paper.	
			to swell.		
			to swell.		

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Subject	Symptom	RTB#	Cause	Solution	Note
Skew	Paper longer than 423.8mm	D516 005a	The drive and idle rollers on the LCT exit guide plate do not completely separate to release the paper for the side-to-side registration adjustment.	Perform the rework proced RTB on LCTs with certain numbers. See the RTB for Ricoh Europe: If a green of to the left side of the s/n lamachine has already beer rework is not needed ever machine regardless of the	serial details.  Iot is attached abel, the reworked so if the
Page sent to wrong tray Paper fed from wrong	A cover page is sent to a different tray	D525 048 D525 126	Taurus-P1/C1 EFI (E-41A) system software Taurus-P1/C1 EFI (E-41A) system	Apply Composite Patch02 P1/C1 EFI (E-41A) Syster Version 1.2. (Except for C Apply the required Patch F Taurus-P1/C1 EFI (E-41A	for Taurus- n Software hina model) File(s) for
tray Paper fed from wrong tray		FIT1016	software 92939 for E-41A	software version 1.2.	



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### 2. Copy Process

Subject	Symptom	RTB#	Cause	Solution	Note



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### 3. Connectivity

Subject	Symptom	RTB#	Cause	Solution	Note
Web Image	Changes in custom paper	D074	Web Support	Install version 1.07.1	
Monitor	settings are not reflected	002c	firmware	or later	
	to the EFI controller if	M044	Web Support	Install version 1.05.1	
	changed via Web Image	001b	firmware	or later	
	Monitor				
Scan to	Fails	D074	System/Copy	Install version 1.12 or	
folder		012j	firmware	later	
Scan to	Cannot scan to shared	D074	Network Support	Install version 9.71 or	
folder	folders in Mac OS X 10.7	007a	firmware	later.	
	or Mac OS X 10.8.				
Scan to	Cannot scan to shared	D074	Network Support	Install version 9.71 or	
folder	folders	007a	firmware	later.	
Scan to	When NBT is OFF	D074	Network Support	Install version 9.71 or	
folder		007a	firmware	later.	
Scan to	If "CNAME" is specified as	D074	Network Support	Install version 9.71 or	
folder	the destination folder,	007a	firmware	later.	
101001	ScanTo Folder will abort.	0074	IIIIIIIIII		
Icon not	Windows Vista, 2008/R2,	D074	Network Support	Install version 9.71 or	
shown on	and 7, if SSDP is enabled.	007a	firmware	later.	
computer		3374		10.01.	
Connectivity	If SSDP is enabled	D074	Network Support	Install version 9.71 or	
lost	ii oobi is chabica	007a	firmware	later.	
Connectivity	Server connection is lost	D525	Taurus-P1/C1	Apply the required Patc	h File(s) for
lost	when APPE and Bypass	055	EFI (E-41A)	Taurus-P1/C1 EFI (E-4	
1051	conversion are both used	033	system software	software version 1.2.	iA) System
Coon to CMD	Unsuccessful transfer of	D074			
Scan to SMB			Network Support	Install version 9.71 or	
Coon to CMD	scanned documents.	007a D074	firmware	later.	
Scan to SMB	Fails when certain		Network Support	Install version 9.71 or	
Ones to CMD	conditions are met	007a	firmware	later.	  - Г:I - / - \ <b>f</b>
Scan to SMB	Files scanned using Scan	D525	Taurus-P1/C1	Apply the required Patc	
	to SMB on a Windows XP	140	EFI (E-41A)	Taurus-P1/C1 EFI (E-4	(A) system
	Server based Fiery	DEGE	system software	software version 1.2.	. =:: / \ 6
	controller cannot be saved	D525	Taurus-P1/C1	Apply the required Patc	
	in a Mac OSX 10.10	142	EFI (E-41A)	Taurus-P1/C1 EFI (E-4	, , ,
	shared folder.		(CHN) system	system software versior	າ 1.2.
<u> </u>	1611 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	D0=4	software		
	If the device's IPP	D074		Install version 9.71 or	
driver	Authentication setting is	007a	firmware	later.	
•	enabled,	D05:		1	
Cannot use	If DHCP and DDNS are	D074	Network Support	Install version 9.71 or	
network	both enabled	007a	firmware	later.	
functions					
Cannot use	Affected applications	D074	Network Support	Install version 9.71 or	
connectivity	include Web Image	007a	firmware	later.	
applications	Monitor, IPP Printing and				
	@Remote.				
@Remote	Supply calls, alarm calls,	D074	System/Copy	Install version 1.15 or	
	and other calls are not	012n	firmware	later	
	made				



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Subject	Symptom	RTB#	Cause	Solution	Note
@Remote	@Remote communication	D074	System/Copy	Install version 1.16 or	
	with Cumin may be	5773Q	firmware	later	
	disconnected	M044	System firmware	Install version 1.09 or	
		5773J		later	
FTP	FTP scan does not work	D525	Taurus-P1/C1	Apply Patch for Taurus-	P1/C1 EFI (E-
	properly if a file name	123	EFI (E-41A)	41A) (CHN) system sof	tware version
	contains Simplified		(CHN) system	1.2.	
	Chinese characters		software		



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### 4. Printing

Subject	Symptom	RTB#	Cause	Solution Note
Slow	Calibration page	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
printing		005	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
			software	software version 1.2.
Slow	When using the cover	D074	Engine firmware	Install version 1.65:04 or later
printing	interposer	004m		
		M044		
		004k		
Slow	Job Processing is slow	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
printing	when printing with APPE	054	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
	ON.		software	software version 1.2.
		D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
		123	(E-41A) (CHN)	41A) (CHN) system software version
			system software	1.2.
Some		D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
pages not		001	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
printed		DECE	software	software version 1.2.
Some	Outputs cover page only	D525	Taurus-P1/C1 EFI	Apply Composite Patch02 for Taurus-
pages not		048	(E-41A) system	P1/C1 EFI (E-41A) System Software
printed	O add add data in DDE into	DEGE	software	Version 1.2. (Except for China model)
Garbled	Garbled data in PDF job	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
data		002	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
0	0	DEGE	software	software version 1.2.
Garbled	Some characters get	D525	Taurus-P1/C1 EFI	Apply Composite Patch02 for Taurus-
data	garbled with APPE ON.	048	(E-41A) system	P1/C1 EFI (E-41A) System Software
		DEGE	software	Version 1.2. (Except for China model)
		D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
		123	(E-41A) (CHN)	41A) (CHN) system software version 1.2.
Garbled	Job title containing 2-	D525	system software Taurus-P1/C1 EFI	
data	byte character is garbled	077	(E-41A) system	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) system
uala	byte character is garbled	077	software	software version 1.2.
Abnormal	When a print range of	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
printing (not	ripped data is specified	014	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
specified)	Tipped data is specified	014	software	software version 1.2.
Abnormal	With APPE and Bypass	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
printing (not	conversion.	055	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
specified)	CONVENSION.	000	software	software version 1.2.
Extra page	Configuration page	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
printed	Comigaration page	028	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
printod		020	software	software version 1.2.
Job	From print spooler of	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
disappears	Windows 7	031	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
dicappeare	VIII de VIII d	001	software	software version 1.2.
Printing	In the middle of a large	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
stops	amount of printing	031	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
			software	software version 1.2.
		D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
		071	(E-41A) system	Taurus-P1/C1 EFI (E-41A) (CHN)
			software	system software version 1.2.
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Subject	Symptom	RTB#	Cause	Solution Note
Printing	When printing a banner	D074	Engine firmware	Install version 1.65:04 or later
stops	page and switching to a	004m		
	different size	M044		
		004k		
PCL	Bad printout	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
		035	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
			software	software version 1.2.
		D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
		067	(E-41A) system	Taurus-P1/C1 EFI (E-41A) (CHN)
			software	system software version 1.2.
PCL	Characters missing	D525	Taurus-P1/C1 EFI	Apply Composite Patch02 for Taurus-
		048	(E-41A) system	P1/C1 EFI (E-41A) System Software
			software	Version 1.2. (Except for China model)
PCL	PCL print job from	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
	AS400 prints separate	050	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
	form and data		software	software version 1.2.
	incorrectly.	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
		123	(E-41A) (CHN)	41A) (CHN) system software version
			system software	1.2.
PS error	When printing from PS	D525	Taurus-P1/C1 EFI	Apply Composite Patch02 for Taurus-
	driver on Port 9101	048	(E-41A) system	P1/C1 EFI (E-41A) System Software
		DEGE	software	Version 1.2. (Except for China model)
		D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
		123	(E-41A) (CHN)	41A) (CHN) system software version 1.2.
Cannot	After automatic reboot	D525	system software Taurus-P1/C1 EFI	
	occurs with SC	048	(E-41A) system	Apply Composite Patch02 for Taurus-
cancel job	occurs with SC	040	software	P1/C1 EFI (E-41A) System Software Version 1.2. (Except for China model)
		D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
		123	(E-41A) (CHN)	41A) (CHN) system software version
		123	system software	1.2.
Job not	Not transmitted to Fiery	D525	Taurus-P1/C1 EFI	Apply Composite Patch02 for Taurus-
printed	when printed from	048	(E-41A) system	P1/C1 EFI (E-41A) System Software
printod	Preview.	0.10	software	Version 1.2. (Except for China model)
		D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
		123	(E-41A) (CHN)	41A) (CHN) system software version
			system software	1.2.
Job not	Booklet jobs	D074	Engine firmware	Install version 1.67:04 or later
printed		004o		
		M044		
		004n		
Job not	If Color Management is	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
printed	not specified in Acrobat	087	(E-41A) (CHN)	41A) System Software Version 1.2.
	and the number of		system software	
	pages per sheet is not '1'			
	in the driver			
Job not	From a client Mac after	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
printed	logging off Microsoft	096	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
	Remote Desktop		software	software version 1.2.
	Connection Client for			
	Mac to the Fiery.			



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	Taulus-CI/FI			5. 31-Dec-10	110 KD074000W
Subject	Symptom	RTB#	Cause	Solution	Note
PDF	Not printed correctly	D525	Taurus-P1/C1 EFI	Apply the required	
		051	(E-41A) system	Taurus-P1/C1 EFI	
		D = 0 =	software	software version 1.	
		D525	Taurus-P1/C1 EFI	Apply Patch for Tai	
		123	(E-41A) (CHN)	41A) (CHN) system 1.2.	i software version
PDF	DDE file stone in weiting	D525	system software Taurus-P1/C1 EFI		Datah Filo(a) for
PDF	PDF file stops in waiting to RIP state when APPE	059	(E-41A) system	Apply the required Taurus-P1/C1 EFI	
	is ON.	039	software	software version 1.	
PDF	PDF to PS conversion	D525	Taurus-P1/C1 EFI	Apply the required	
i Di	error when RIPped with	088	(E-41A) system	Taurus-P1/C1 EFI	
	APPE turned off	000	software	software version 1.	, ,
Some	The logo and a	D525	Taurus-P1/C1 EFI	Apply the required	
objects	character is printed	055	(E-41A) system	Taurus-P1/C1 EFI	
printed	incorrectly when APPE		software	software version 1.	
incorrectly	and Bypass conversion				
•	are ON.				
Objects lost	If APPE is disabled and	D525	Taurus-P1/C1 EFI	Apply Patch for Tai	
1	composite overprint is	123	(E-41A) (CHN)	41A) (CHN) system	n software version
	enabled		system software	1.2.	
Job error	With APPE and Bypass	D525	Taurus-P1/C1 EFI	Apply the required	
	conversion	055	(E-41A) system	Taurus-P1/C1 EFI	, ,
			software	software version 1.	
Job name	Job name is not	D525	Taurus-P1/C1 EFI	Apply the required	
error	displayed correctly.	066	(E-41A) system	Taurus-P1/C1 EFI	
lab sa4	After a mendia microsotale	DEGE	software	system software ve	
Job not	After a media mismatch	D525	Taurus-P1/C1 EFI	Apply Patch for Tai	
resumed	is corrected	116	(E-41A) system software	41A) System Softw	are version 1.3.
Missing text	When ripping PDF files	D525	Taurus-P1/C1 EFI	Apply Patch for Tai	urue_P1/C1 FFI /F_
wissing text	on Command	120	(E-41A) system	41A) System Softw	
	WorkStation	120	software	y in joystein conw	are version 1.2.
	Workeration	D525	Taurus-P1/C1 EFI	Apply Patch for Tai	urus-P1/C1 FFI (F-
		147	(E-41A) system	41A) System Softw	
			software	, , , , , , , , , , , , , , , , , , , ,	
Missing text	Some characters	D525	Taurus-P1/C1 EFI	Apply Patch for Tai	urus-P1/C1 EFI (E-
· ·	overrun when using	123	(E-41A) (CHN)	41A) (CHN) system	n software version
	vertical text		system software	1.2.	
Missing text	During RIPing a PDF	FIT1015	01145.exe	Apply Patch for Tai	
	file, some text may be			41A) System Softw	are Version 1.2.
	replaced by a filled black				
	rectangle		T		
Extra object	If printed with APPE and	D525	Taurus-P1/C1 EFI	Apply Patch for Tai	
printed	Composite Overprint ON	152	(E-41A) system	41A) system softwa	are version 1.2.
	16	B 5 5 5	software	A 1 = 1 1 = -	B.1/0.1 ==: :=
Text	If printed with APPE and	D525	Taurus-P1/C1 EFI	Apply Patch for Tai	
scattered	Composite Overprint ON	152	(E-41A) system	41A) system softwa	are version 1.2.
Diamiration	Mhan minting a DDC file		software	Apply Dates FIT40	1010101 for Towns
Blank page	When printing a PDF file		Taurus-P1/C1 EFI		1618191 for Taurus-
	that had been edited in		(E-41A) system	P1/C1 EFI (E-41A) version 1.3.	system software
	Impose, the output may		software	version 1.3.	
	appear blank				
<u> </u>	1	<u> </u>	1	1	

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Subject	Symptom	RTB#	Cause	Solution	Note
Blank page	With particular settings of Impose and saved as a dbp file	FIT1016	80899 for E-41A		
Printed image not in the print data	When APPE is enabled		Taurus-P1/C1 EFI (E-41A) system software	Apply Patch FIT10158897 P1/C1 EFI (E-41A) system version 1.3.	



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

Model: Taurus-C1/P1 Date: 31-Dec-10 No.: RD074000w

### 5. Operation Panel

Subject	Symptom	RTB#	Cause	Solution	Note
Jam	The jam removal video	D074	Op Panel EXP	Install version 1.05 or	
removal	instruction returns to the	001a	firmware	later	
display	initial jam display screen	D074	Language Install	Install version 1.02 or	
	even after the jammed	003a	firmware	later	
	sheets are removed	D074	System/Copy	Install version 1.05 or	
	correctly.	012a	firmware	later	
Jam removal display	Video instruction is wrong for removing jammed sheets stuck in the duplex path between the left and right drawers (Z3-Z4).	D074 012a	System/Copy firmware	Install version 1.05 or later	
Jam	Jam location Z4 not	M044	Engine firmware	Install version 1.70:04	
removal display	displayed when a duplex jam occurs	004q		or later	
Door open still displayed	Indication of the latest door opened/closed remains displayed	D074 011a	TDCU firmware	Install version 1.03:54 or later	
Start key remains red	After changing the function priority in the system settings to "copier" and rebooting the Fiery, the operation panel displays "Ready" but the Start key LED remains red	D074 012a	System/Copy firmware	Install version 1.05 or later	
"Please Wait"	Please Wait is displayed forever after the engine wakes up from energy saver mode.	D525 008	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) system software version 1.2.	
"Please Wait"	Fiery does not start up and keeps displaying Please Wait.	D525 110	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Taurus 41A) System Software	
Restart		D525	Taurus-P1/C1 EFI	Apply the required Pato	h File(s) for
message appears		023	(E-41A) system software	Taurus-P1/C1 EFI (E-4 software version 1.2.	
Blacked out		D074 065	Pressure Roller Fan installed incorrectly with harnesses jammed, resulting in a short circuit	Check the harness routing of the Pressure Roller Fan. If the harnesses are not routed correctly, install a new fan.	
Operation panel freezes	When the software keyboard is closed	D074 021c	Java VM v7 std Update Tool firmware	Install version 7.20:00 or later	
'Printing'	Displayed but printing has stopped	D074 004q, 123 M044 004p	Engine firmware	Install version 1.69:04 or later	

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Subject	Symptom	RTB#	Cause	Solution	Note
Buttons not working	Hard keys on the operation panel are disabled when changing the Administrator log-in password	D074 012n	System/Copy firmware	Install version 1.15 or later	
Functional problem (not specified)	On Engine LCD when connection drops between Server and Engine.	D525 109	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Taurus 41A) System Software	



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

Model: Taurus-C1/P1 Date: 31-Dec-10 No.: RD074000w

### 6. Security

Subject	Symptom	RTB#	Cause	Solution	Note
Cannot Logout	Displayed the next time the On/Off button is used to turn the device on, even if the user has been logged out.	D074 021	Java VM v7 std Update Tool firmware	Install version 7.14:03 or later	
Cannot Logout	After access authorized using an IC card	D074 012j M044 002h	System/Copy firmware System firmware	Install version 1.12 or later Install version 1.07 or later	
Authentication failure	Saved passwords cannot be retrieved properly	D074 021c	Java VM v7 std Update Tool firmware	Install version 7.20:00 or later	
Wrong encryption type	AES-256 used as the Kerberos encryption algorithm	D074 021d	Java VM v7 std Update Tool firmware	Install version 7.21:00 or later	
Detects unauthorized access	After changing the date/time setting	D074 012j M044	System/Copy firmware System firmware	Install version 1.12 or later Install version 1.07 or	
400000		002h	Gystem minware	later	
Can access when locked out	Web Image Monitor can be accessed with	D074 012j	System/Copy firmware	Install version 1.12 or later	,
	administrator authentication	M044 002h	System firmware	Install version 1.07 or later	



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#### 7. Error Codes

Subject	Symptom	RTB#	Cause	Solution	Note
SC21x	After replacing the	D074	See the RTB for	See the RTB for a	
	laser unit	050c	a list of possible	procedure	
			causes		
SC22x	After replacing the	D074	See the RTB for	See the RTB for a	
	laser unit	050c	a list of possible	procedure	
			causes	ļ ·	
SC26x	After replacing the	D074	See the RTB for	See the RTB for a	
	laser unit	050c	a list of possible	procedure	
			causes		
SC26x		D074	Defective skew	Replace the skew	See the RTB for
		081b	motor	motor with the	full details.
				modified skew motor	
				(p/n D0741920)	
SC280	When the original	D074	Engine firmware	Install version	
	contains B/W and color	004j		1.63:04 or later	
	and certain settings	M044			
	such as A3/DLT, 2-	004i			
	sided are applied.				
SC285	After replacing the	D074	See the RTB for	See the RTB for a	
	laser unit	050c	a list of possible	procedure	
			causes		
SC285		D074	Defective skew	Replace the skew	See the RTB for
		081b	motor	motor with the	full details.
				modified skew motor	
				(p/n D0741920)	
SC36X		D074	Bug in the	Temporary Solution	See the RTB for
		079	engine firmware	Reset the SP values	the procedure.
				to the default with the	
				SD card containing	
				the program to reset	
2221/				the SP values.	
SC36X		D074	Engine firmware	Install version	IMPORTANT
		004f,		1.61:04 or later	Change the value
		004h			in SP3-820-022
		M044			to "0" after
		004e,			updating the
00001		004g			firmware.
SC39X		D074	Too much	Apply lubricant powder	
		071	friction between	Powder; P/N D015950	
			the Drum and	cleaning blade for units	
			the Cleaning	the following conditions	
			Blade	1. Just after the brand	new machine
				installation.	. Ola saria a 11. 11
				2. Installed a new Drun	
				3. Installed a new Drun	O
		D074	Evene frietter	See the RTB for the lut	
		D074	Excess friction	Replace seal and drum	
		072	between the	Lubricate the new units	
			Drum and the	See the RTB for details	s of the procedure.
CC20V	Folooly detected at the	D074	Cleaning Blade	Install version 4 04:54	or lotor
SC39X	Falsely detected at the	D074	TDCU firmware	Install version 1.04:54	oi iatei
	start of motor rotation	011b			



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Subject	Symptom	RTB#	Cause	Solution	Note
SC39X	-	D074		The RTB contains notes for	
		101,		preventing these SCs.	
		118			
SC39X		D074		The RTB contains new	
		120a		maintenance procedures	
				after replacing/cleaning the	
				drum and drum cleaning unit	
				to prevent these SC codes.	
SC39X	Occurs unnecessarily	D074 011d	TDCU firmware	Install version 1.06:54 or later	
SC41X		D074	Problem with the	Check the machine as shown	
		122	potential sensor,	in the RTB.	
			or its harness or	When handling the potential	
			relay board	sensor, follow the	
				precautions in the RTB	
SC41X	At process control,	D074	Moisture and/or	Disable process control just	
	especially in a high	131	ozone reduces	after the machine power is	
	humidity environment		the insulation	turned on.	
	and/or after the		resistance in the	If that does not work, replace	
	machine is		potential sensor	the potential sensors and	
	unused for an		relay board.	their harnesses	
	extended period				
SC44X	Occurs unnecessarily	D074	Engine firmware	Install version 1.68:04 or later	
		004p			
		M044			
		004o			
SC446	After replacing the	D074	See the RTB for	See the RTB for a procedure	
	laser unit	050c	a list of possible		
			causes		
SC446	SC446-51 or SC446-	D074	SC446-51:	When replacing the ITB	See the
	52 after replacing the	127	Rollers inside	1. Clean the rollers inside the	RTB for
	ITB or ITB cleaning		the ITB slip,	ITB.	full
	unit		because they	2. Do the "After Transfer Belt	details.
			are covered with	Replacement" procedure on	
			toner and dust	pg. 607 of the service	
			SC446-52:	manual.	
			Excess load on	When replacing the ITB	
			the ITB drive	cleaning unit	
			motor due to	1. Apply lubricant to the edge	
			insufficient	of the cleaning blade	
			lubrication.	2. Do the "After Transfer Belt	
				Replacement" procedure on	
				pg. 598 of the service manual.	
SC449	Bk image transfer roller	D074	1. 2nd lift motor	See the RTB for a procedure	
30 <del>44</del> 8	remains up against the	111,			
	drum	111,	or gear clogged with toner.		1
	didili	110	2. 2nd lift motor		
			sensors dirty or		
			damaged.		1
			3. Damaged or		1
			disconnected		
			harnesses		1



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Subject	Symptom	RTB#	Cause	Solution	Note
SC496	After replacing the	D074	See the RTB for	See the RTB for a procedure	
00.00	laser unit	050c	a list of possible	occure in the form a procedure	
			causes		
SC496		D074	Lens assembly	Check the lens unit position	Laser unit
		025	unit is slightly	and reset it, using the	will be
			off-position	procedures in the RTB.	modified
SC499	After replacing the	D074	See the RTB for	See the RTB for a procedure	
	laser unit	050c	a list of possible	·	
			causes		
SC499		D074	Incorrect	See the RTB for the correct	
		053c,	cleaning of the	cleaning procedure, and for	
		77a,	ITB speed	what to do after cleaning.	
		118	sensor		
SC575		D074	Pressure Roller	Check the harness routing of	
		065	Fan installed	the Pressure Roller Fan. If	
			incorrectly with	the harnesses are not routed	
			harnesses	correctly, install a new fan.	
			jammed,		
			resulting in a		
SC750		D512	short circuit  Manufacturing	Do the check and	
30730		004a	error (SR5040	modification procedures in	
		00 <del>4</del> a	finisher)	this RTB.	
SC816	When changing the	D074	System/Copy	Install version 1.15 or later	
00010	Administrator log-in	012n	firmware	mistali version 1.15 or later	
	password	01211	Illimware		
SC919	When printing	D525	Taurus-P1/C1	Apply the required Patch File(s	s) for
	consecutively with a	004	EFI (E-41A)	Taurus-P1/C1 EFI (E-41A) sys	stem
	custom size.		system software	software version 1.2.	
SC919	During printing	D525	Taurus-P1/C1	Apply the required Patch File(s	s) for
		057	EFI (E-41A)	Taurus-P1/C1 EFI (E-41A) sys	tem
			system software	software version 1.2.	
		D525	Taurus-P1/C1	Apply Patch for Taurus-P1/C1	,
		123	EFI (E-41A)	41A) (CHN) system software v	ersion 1.2.
			(CHN) system		
			software		
SC919	If the Cover Interposer	D525	Taurus-P1/C1	Apply the required Patch File(s	
	runs out of paper	082	EFI (E-41A)	Taurus-P1/C1 EFI (E-41A) sys	tem
	during a job	DEGE	system software	software version 1.2.	\ <b>C</b>
		D525	Taurus-P1/C1	Apply the required Patch File(s	
		092	EFI (E-41A)	Taurus-P1/C1 EFI (E-41A) sys	otelli
SC919	If the network load is	EIT1011	system software 86716.exe	software version 1.3  Apply the required Patch File(s	e) for
30918	heavy	1111011	OUT TO.EXE	Taurus-P1/C1 EFI (E-41A) sys	
	licavy			software version 1.3	nciii
SC991	If DHCP and DDNS	D074	Network Support	Install version 9.71 or later.	
	are both enabled	007a	firmware	mistali volololi 3.7 i di later.	
SC991	If the Cover Interposer	D525	Taurus-P1/C1	Apply the required Patch File(s	s) for
	runs out of paper	082	EFI (E-41A)	Taurus-P1/C1 EFI (E-41A) sys	,
	during a job		system software	software version 1.2.	
		D525	Taurus-P1/C1	Apply the required Patch File(s	s) for
		092	EFI (E-41A)	Taurus-P1/C1 EFI (E-41A) sys	
			system software	software version 1.3	
	•	•	•		



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Subject	Symptom	RTB#	Cause	Solution	Note
SC997	If an SDK application	D074	Java VM v7 std	Install version 7.14:03	·
	takes more than 15	021	Update Tool	motali voicion i i i i i i	
	seconds to start up.		firmware		
BK204	On BK5030 during	D074	Engine firmware	Install version 1.62:04	or later
	long running jobs	004i	J		
		M044			
		004h			
Incorrect	When a Punch Unit	D525	Taurus-P1/C1	Apply Composite Patch	n02 for Taurus-
error	malfunction occurs	048	EFI (E-41A)	P1/C1 EFI (E-41A) Sys	tem Software
message			system software	Version 1.2. (Except fo	r China model)
		D525	Taurus-P1/C1	Apply Patch for Taurus	-P1/C1 EFI (E-
		084	EFI (E-41A)	41A) System Software	Version 1.2.
			(CHN) system		
			software		
Incorrect	Description of the LCT	D525	Taurus-P1/C1	Apply Patch for Taurus	
error	in the error message is	085	EFI (E-41A)	41A) System Software	Version 1.2.
message	incorrect.		(CHN) system		
			software		
Incorrect	Paper weight	D525	Taurus-P1/C1	Apply Patch for Taurus	
error	mismatch alert, if	108	EFI (E-41A)	41A) System Software	Version 1.3.
message	default paper weight		system software		
	was changed in Fiery				
1	configure.	DEGE	Ta D4/O4	Analy Datab for Tayres	D4/04 EEL/E
Incorrect	Mismatch error	D525	Taurus-P1/C1	Apply Patch for Taurus	
error	displayed even if	115	EFI (E-41A)	41A) System Software	version 1.3.
message	"Mismatch Action: Suspend" is selected		system software		
Process	SP3012 indicates error	D074	Problem with the	Check the machine as	chown
control error	code "15 "	122	potential sensor,	in the RTB.	SHOWIT
code	code 15	122	or its harness or	When handling the pote	ential
Code			relay board	sensor, follow the	Citiai
			Total Board	precautions in the RTB	
"FATAL:	While printing large	D525	Taurus-P1/C1	Apply Patch for Taurus	
Assertion	files continuously	155	EFI (E-41A)	P1/C1 EFI (E-41A) Sys	
Failed!"			system software	Software Version 1.2.	
"FATAL:	Fiery boots up with	D525	Taurus-P1/C1	Apply the required Pate	ch
Assertion	"FATAL: Assertion	064	EFI (E-41A)	File(s) for Taurus-P1/C	
Failed"	Failed" message.		system software	(E-41A) system softwa	
			,	version 1.2.	
		D525	Taurus-P1/C1	Apply Patch for Taurus	-
		123	EFI (E-41A)	P1/C1 EFI (E-41A) (CH	
			(CHN) system	system software versio	
			software		



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Model: Taurus-C1/P1 Date: 31-Dec-10 No.: RD074000w

### 8. Optional Units

Subject	Symptom	RTB#	Cause	Solution	Note
SDK applications	Cannot stop the application from the User Tools - Counter - Enquiry screen if it takes more than 15 seconds to start up.	D074 021	Java VM v7 std Update Tool firmware	Install version 7.14:03 or later	
SDK applications	Multi installation to HDD fails for VM card Type-C applications.	D074 021a	Java VM v7 std Update Tool firmware	Install version 7.16:07 or later	
SDK applications	SDK applications disappear	D074 021c	Java VM v7 std Update Tool firmware	Install version 7.20:00 or later	
ESA applications	Will not restart automatically	D074 021e	Java VM v7 std Update Tool firmware	Install version 7.22:00 or later	
SDK applications	SDK platform does not boot up at power-on	D074 021f	Java VM v7 std Update Tool firmware	Install version 7.23:00 or later	
SR5030 finisher	Worn exit roller	D512 002	End fence is the wrong size	See the procedures in the RTB: a) Measure the gap b) Install the countermeasure parts if gap is incorrect	Does not occur on SR5040
SR5030 finisher	Poor punching; the puncher does not completely retrieve home position and catches the next sheet	D512 001d	Finisher firmware	Install version 01.070:01 or later	
SR5030 finisher SR5040 finisher	Shift tray cannot descend Slippage of the shift tray gear	D512 004a	Manufacturing error (SR5040 finisher)	Do the check and modification procedures in this RTB.	
SR5040 finisher	Poor punching; the puncher does not completely retrieve home position and catches the next sheet	D512 001d	Finisher firmware	Install version 01.070	:01 or later
E-41a controller	Insert Blank does not work correctly	D525 006	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Pa Taurus-P1/C1 EFI (E software version 1.2.	
E-41a controller	Fatal Assertion when using PS driver	D525 015	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Pa Taurus-P1/C1 EFI (E software version 1.2.	-41A) system
E-41a controller	Tray association failed in CWS	D525 020	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Pa Taurus-P1/C1 EFI (E software version 1.2.	
E-41a controller	Enable Scan setting does not stick	D525 021	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Pa Taurus-P1/C1 EFI (E software version 1.2.	



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Subject	Symptom	RTB#	Cause	Solution Note
E-41a	Remove Association is	D525	Taurus-P1/C1 EFI	Apply the PLP Patch File for Taurus-
controller	not honored	024	(E-41A) system	P1/C1 EFI (E-41A) system software
			software	version 1.2.
		D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
		123	(E-41A) (CHN)	41A) (CHN) system software version
			system software	1.2.
E-41a	ICC profile becomes	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
controller	corrupted after export	026	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
E 44	and import.	DEGE	software	software version 1.2.
E-41a	Assertion Failed error	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
controller		032	(E-41A) system software	Taurus-P1/C1 EFI (E-41A) system software version 1.2.
		D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
		069	(E-41A) system	Taurus-P1/C1 EFI (E-41A) (CHN)
		009	software	system software version 1.2.
E-41a	Error sending jobs	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
controller	between servers	036	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
00111101101			software	software version 1.2.
		D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
		065	(E-41A) system	Taurus-P1/C1 EFI (E-41A) (CHN)
			software	system software version 1.2.
E-41a	JDF rule file had	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
controller	incorrect entries for	041	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
	staple commands		software	software version 1.2.
E-41a	Requests A4 SEF	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
controller	paper even though it is	042	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
	loaded		software	software version 1.2.
		D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
		102	(E-41A) (CHN)	41A) (CHN) System Software Version
E 44 -	Dana and and also	DEGE	system software	1.2.
E-41a	Does not retain	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
controller	windows SMB shared printer properties when	044	(E-41A) system software	Taurus-P1/C1 EFI (E-41A) system software version 1.2.
	rebooted	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
	rebooted	123	(E-41A) (CHN)	41A) (CHN) system software version
		120	system software	1.2.
E-41a	Crash while exporting	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
controller	log	046	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
	1.9		software	software version 1.2.
E-41a	Internal error when	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
controller	printing from Acrobat	047	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
			software	software version 1.2.
<u> </u>		<u> </u>		



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Subject	Symptom	RTB#	Cause	Solution Note
E-41a	Process and Hold and	D525	Taurus-P1/C1 EFI	Apply Composite Patch02 for Taurus-
controller	Print do not work	048	(E-41A) system	P1/C1 EFI (E-41A) System Software
E-41a	Fiery stalls		software	Version 1.2. (Except for China model)
controller				
E-41a	Fiery service stopped			
controller				
E-41a	Fiery does not retain			
controller	windows SMB shared			
	printer properties	=		
E-41a	Cannot print			
controller	comparison page			
E-41a	ICC profile corrupted			
controller				
E-41a	Files not processed	D525	Taurus-P1/C1 EFI	Apply Composite Patch02 for Taurus-
controller	with APPE when	048	(E-41A) system	P1/C1 EFI (E-41A) System Software
	printed from HotFolder.	DECE	software	Version 1.2. (Except for China model)
		D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
		123	(E-41A) (CHN)	41A) (CHN) system software version
Г 410	Dreeses and Hald and	DEGE	system software	1.2.
E-41a	Process and Hold and	D525 101	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) System Software Version
controller	Print do not work	101	(E-41A) (CHN)	, , , ,
E-41a	Unknown error when	D525	system software Taurus-P1/C1 EFI	1.2.
controller	Gangup is set	053	(E-41A) system	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) system
Controller	Garigup is set	055	software	software version 1.2.
E-41a	Fiery service stops	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
controller	Fiery service stops	056	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
Controller		030	software	software version 1.2.
E-41a	Fiery service stops	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
controller	l lery service stops	083	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
OOTH OHE!		000	software	software version 1.2.
E-41a	Fiery does not start up	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
controller	l lory does not start up	062	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
			software	software version 1.2.
E-41a	Fiery boots up with	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
controller	"FATAL: Assertion	064	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
	Failed" message.		software	software version 1.2.
		D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
		123	(E-41A) (CHN)	41A) (CHN) system software version
			system software	1.2.
E-41a	Fiery stalls	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
controller		075	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
			software	software version 1.2.
E-41a	Fiery stalls	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
controller		086	(E-41A) (CHN)	41A) System Software Version 1.2.
			system software	
E-41a	Fiery stalls	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
controller		089	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
			software	software version 1.2.
E-41a	Fiery service stops	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
controller		090	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
			software	software version 1.3



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Subject	Symptom	RTB#	Cause	Solution Note
E-41a	Fiery stops	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
controller	1.10.7 0.000	094	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
			software	software version 1.3.
E-41a	Cannot launch	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
controller	Configure window from	095	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
	WebTools on		software	software version 1.2.
	Windows/Mac OS with	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
	Java 1.7u51.	123	(E-41A) (CHN)	41A) (CHN) system software version
		D = 0 =	system software	1.2.
E-41a	Fiery stalls when	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
controller	consecutively printing	098	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
E-41a	large files The controller	D525	software Taurus-P1/C1 EFI	software version 1.2.  Apply Patch for Taurus-P1/C1 EFI (E-
controller	disconnects from	104	(E-41A) (CHN)	41A) (CHN) System Software Version
Controller	Command	104	system software	1.2.
	WorkStation.		3yotom sonware	1.2.
E-41a	Mixed Media settings	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
controller	are applied by sheets	106	(E-41A) (CHN)	41A) (CHN) System Software Version
	instead of by pages, if		system software	1.3.
	the job is saved as a			
	flattened PDF file.			
E-41a	Fiery does not start up	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
controller	and keeps displaying	110	(E-41A) system	41A) System Software Version 1.2.
	Please Wait.		software	
E-41a	Fiery does not start up	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
controller	and keeps displaying	123	(E-41A) (CHN)	41A) (CHN) system software version
E-41a	startup message	DEGE	system software Taurus-P1/C1 EFI	1.2.
E-41a controller	DSV behavior when storing blank page	D525 123	(E-41A) (CHN)	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version
Controller	Storing blank page	123	system software	1.2.
E-41a	Fiery service stops	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
controller	when printing a PDF	123	(E-41A) (CHN)	41A) (CHN) system software version
	g a · 2 ·		system software	1.2.
E-41a	Fiery service stops	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
controller		123	(E-41A) (CHN)	41A) (CHN) system software version
			system software	1.2.
E-41a	12-digit patch IDs are	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
controller	truncated on the server	123	(E-41A) (CHN)	41A) (CHN) system software version
	configuration page		system software	1.2.
E-41a	Frequent VDP	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
controller	consumes more Fiery	131	(E-41A) system	41A) system software version 1.3.
	controller HDD space		software	
E-41a	than expected. Fiery controller does	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
controller	not reach the idle state	133	(E-41A) system	41A) system software version 1.3.
JOHN OHEI	after rebooting	100	software	The system sollware version 1.5.
E-41a	Does not return the	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
controller	correct FJDF value to	136	(E-41A) system	41A) system software version 1.3.
	the Prinect Workflow		software	, ,
E-41a	Fiery service stops	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-
controller	when ripping PDF files	143	(E-41A) system	41A) system software version 1.2.
	with APPE and		software	
	Composite Overprint			



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Subject	Symptom	RTB#	Cause	Solution	Note
E-41a controller	Communication error with AS/400	D525 145	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Tauru 41A) system software	e version 1.2.
E-41a controller	Does not start up; 'Please Wait' displayed	D525 151	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Tauru 41A) system software	e version 1.3.
E-41a controller	Clicking "Calibrate" on Command WorkStation does not start the calibrator.	D525 153	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Tauru 41A) system software	
E-41a controller	Timing belt slips	D515 002	Insufficient durability of the components around the timing belt	Install new components as explained in the RTB.	
E-41a controller	Fiery shuts down if network traffic is heavy	D525 156	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2.	
Cannot select option	GBC cannot be selected with Stacker	D525 038 D525 073	Taurus-P1/C1 EFI (E-41A) system software Taurus-P1/C1 EFI	Apply the required Pa Taurus-P1/C1 EFI (E- software version 1.2. Apply the required Pa Taurus-P1/C1 EFI (E-	-41A) system atch File(s) for
Shift mode	Does not work	D525	(E-41A) system software Taurus-P1/C1 EFI	system software vers  Apply the required Pa	ion 1.2.
Crime mode	correctly	045	(E-41A) system software	Taurus-P1/C1 EFI (E-software version 1.2.	-41A) system
		D525 103	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Tauru 41A) (CHN) System S 1.2.	
Shift mode	The output tray shifts between a job and its cover page.	D525 048	Taurus-P1/C1 EFI (E-41A) system software	Apply Composite Pate P1/C1 EFI (E-41A) Sylversion 1.2. (Except f	ystem Software
Shift mode	Does not work on a new machine	D525 048	Taurus-P1/C1 EFI (E-41A) system software	Apply Composite Pate P1/C1 EFI (E-41A) S Version 1.2. (Except	ch02 for Taurus- ystem Software
LCT	Broken caster	D453 008	Manufacturing error	Replace the caster (p/n: AH012050)	See the RTB for details.
Folding	Half z-fold does not work with mixed size 8K and 16K.	D525 079	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Pa Taurus-P1/C1 EFI (E- software version 1.2.	-41A) system
Saddle- stitching	Wrong paper orientation	D525 137	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Tauru 41A) system software	



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Model: Taurus-C1/P1 Date: 31-Dec-10 No.: RD074000w

#### 9. Output Quality Problems

Subject	Symptom	RTB#	Cause	Solution	Note
Pale image	When copying a document that has color and b/w originals using ACS, the first few mono color outputs are light.	D074 004a	Engine firmware (Paper transfer current is too high for mono-color images)	Install version 1.54:04 or later	
Pale image	At about 10 mm from the trailing edge	D074 064	The nip of the bias roller and PTR is released too early	Modify SP1022-2 to release timing of the The value is recommuithin the range of As a side effect, this could cause higher "shock jitter."  Refer to RTB no. R newer for troublesh jitter."	e nip. mended to be -70 to -120. s adjustment chances of
Banding	50mm intervals	D074 019a, 118	Either: 1. Drive gear and coulare misaligned: Align 2. Development unit is was damaged during development unit. 3. Toner/developer dedeveloper. See the RTB for deta	the drive gear and co is of the old type (D0) transport: Replace w egradation: Refresh t	oupling gear. 742301-03) or vith the latest
Banding	50mm intervals	D074 062	Variations in the gears, causing uneven revolution of the development roller.	Do the troubleshooting procedure in the RTB.	
Banding	High frequency banding (2.5-2.7mm intervals)	D074 074	High-speed rotation of the lubricant brush roller makes the PCDU vibrate,	Rework the non- modified drum cleaning units in the field.	See the RTB for the rework procedure
Banding	2 to 3 mm intervals	D074 041 D074 048 D074 062	Incomplete engagement of the drum charge roller gear causes the drum to vibrate.	Remove the gear from the drum charge unit.	
Banding	95mm or 47.5mm intervals	D074 050c	See the RTB for a list of possible causes	See the RTB for a procedure	
Banding	5mm-wide bands at 50mm intervals	D074 080	Black plastic plate was removed from the PCDU; this disables proper contact between the spring plate and the heat sink.	Do not remove this plate.	See the RTB for details.



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Subject	Symptom	RTB#	Cause	Solution	Note
Banding	Decoloration or double-	D074	Install the modified P	CU	Only use for
	white banding at 50 mm	099	D0742302 PCU:TAU	RUS:ASS'Y	this specific
	intervals				type of
					banding
Banding	When printing with	D525	Taurus-P1/C1 EFI	Apply the required I	
	gangup, a striped pattern	078	(E-41A) system	Taurus-P1/C1 EFI (	E-41A) system
	appears in part of the		software	software version 1.2	2.
	output where there is only				
	one color.				
Banding		D074	Use NICE Ver.2.0	This RTB contains t	
		119		Ver.2.0 Instruction I	Manual
Pages	When recovering from a	D515	Stacker firmware	Install version	
printed twice	jam by opening the GBC	001a		01.030:02 or later	
	door to suspend printing.				
Black	When MUSIC is done, if	D074	Engine firmware	Install version	
registration	the subscan magnification	004b		1.56.1:04 or later	
misaligned	correction has been	M044	Engine firmware	Install version	
	adjusted.	004a		1.56.1:04 or later	
		D074	System/Copy	Install version	
		012b	firmware	1.06 or later	
		M044	System firmware	Install version	
		002a	2 11 222 6	1.02 or later	
Color mis-	In the sub scan direction;	D074	See the RTB for a	See the RTB for a	
alignment	After replacing the laser	050c	list of possible	procedure	
	unit		causes		
White voids	The image is not	D074	Condensation from	The machine has	
	completely transferred to	024	the paper builds up	the old type of	
	the paper resulting in		on the fusing exit	guide plates.	
	non-printed area at the		guide plate.	Install the new	
	trailing edge of the 2nd			type as explained	
	side of A3/DLT output. Occurs on first few pages	D074	-	in the RTB. Adjust some SPs as	a aposified in
	after a long break.	024a		the RTB. If that doe	
	arter a long break.	02 <del>4</del> a		enable the anti-con	
				function.	densation
				The old guide plate	has been
				discontinued and sh	
				be present in field n	
White streaks	On coated stiff paper	D074	Side effect of the	Install the special	
3		020a	modified PTR	PTR entrance	
			entrance guide	guide plate (P/N	
			plate	D0743810)	
White streaks		D074	Printing in duplex/FC	for a long time	
		061	increases the temper	ature inside the	
			machine, which could	d generate toner	
			clumps.		
White lines	On photo images when	D525	Taurus-P1/C1 EFI	Apply the required I	
	imposing with the	089	(E-41A) system	Taurus-P1/C1 EFI (	
	Graphics Quality option		software	software version 1.2	
	set to Best	D525	Taurus-P1/C1 EFI	Apply the required I	
		094	(E-41A) system	Taurus-P1/C1 EFI (	
			software	software version 1.3	3.
		<u> </u>			



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0	0	DTD #	2	Outstien Note
Subject	Symptom	RTB#	Cause	Solution Note
Black lines	Importing PDF jobs to	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
	Command WorkStation	099	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
	and printing them		software	software version 1.3.
Black lines	Printing a PDF file from	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI
	Command WorkStation	134	(E-41A) system	(E-41A) system software version
			software	1.3.
Black streaks	Black streaks (along the	D074	The PTR is	Set SP 2690-021 to "0".
	feed direction) on the	126	scratched along the	If this does not solve the problem,
	back side on the 1st and		direction of its	replace the PTR and set the SP
	2nd sheets of a job.		rotation	value back to default "0.83".
Lines/streaks	PS jobs	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI
Ziii Go, Gti Gaite	. 6 3626	154	(E-41A) system	(E-41A) system software version
		101	software	1.3.
Straight lines		D074	Lens assembly unit	Check the lens Laser unit will
		025	is slightly off-	
appear bent		025		· ·
			position	reset it, using the
				procedures in the
0		505:		RTB.
Shock jitter	Thick Paper (Paper	D074	Cause 1	Cause 1
	Weight 5, 6 and 7	029d	The ITB vibrates	Do one or more of the following.
			due to the shock	The precise order depends on the
		D074	generated when the	situation. See the RTB for details.
		062	leading edge enters	Adjust the paper Transfer Gap
			the nip between the	Adjust the drum motor speed
			ITB and the PTR.	Adjust the process speed
			Cause 2	Cause 2
			The ITB vibrates	Install the following Engine
			due to the shock	firmware version:
			generated when the	Copier: Version 1.60:04
			trailing edge exits	(D0745404G) or newer
			the nip between the	Printer: Version 1.60:04
			ITB and the PTR.	(M0445404E) or newer
			TID and the FIT.	Image density at the trailing edge
				could become lower as a side
				effect.
				Retrieve the original value to
				counteract the side effect. Refer to
				RTB no. RD074064 for details.
Shock jitter		D074	Use NICE Ver.2.0	This RTB contains the NICE
		119		Ver.2.0 Instruction Manual
Uneven	Fainter 115mm from the	D074	Insufficient charge	Adjust SPs as
image	leading edge (75ppm	030	on the drum	shown in the RTB.
density	model) or 65mm from the			
,	leading edge (65 ppm			
	model) when printing a			
	halftone image			
	immediately after printing			
	a solid image			
Uneven	In halftone images in low	D074	Side effect of the	Install the special
image	temp environments	020a	modified PTR	PTR entrance
density	lend changing	020a	entrance guide	guide plate (P/N
uchally			_	
			plate	D0743810)



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Subject	Symptom	RTB#	Cause	Solution	Note
Uneven	Within approx 90mm of	D074	Side effect of the	Install the special	
image	the trailing edge	020a	modified PTR	PTR entrance	
density			entrance guide	guide plate (P/N	
_			plate	D0743810)	
Uneven	Uneven density across	D074		Do procedure A in	
image	the page	078		the RTB. If no	
density				success, do	
				procedure B.	
Uneven	Tone jumps (uneven	D074	High laser intensity	Do procedure A in	There may be
image	density gradation in	091	applied during	the RTB. If no	a trade-off in
density	halftone areas across a	001	image creation	success, do	other aspects
donoity	page)		l mage creation	procedure B.	of image
	page)			procedure b.	quality.
Uneven		D074	Use NICE Ver.2.0	This RTB contains t	
image		119	OSCINICE VCI.Z.U	Ver.2.0 Instruction	
density		113		Ver.2.0 mstruction i	viaituai
Residual	After printing a bold	D074	Insufficient charge	Adjust SPs as	
				shown in the RTB.	
image	image, a residual image	030	on the drum	snown in the RTB.	
	appears 188mm behind				
<b>D</b>	the bold image.	D074	11 (* 11		
Residual	Glossy residual image	D074	Heating roller		
image		061	temperature is too		
		50=4	high		0 " 575
Scattered	At the front side of the	D074	Side effect of the	Install the special	See the RTB
lines	trailing edge	020a	modified PTR	PTR entrance	for an
			entrance guide	guide plate (P/N	example of
			plate	D0743810)	'scattered
					lines'
Toner stains	On the edges of paper	D074	Side effect of the	Install the special	
		020a	modified PTR	PTR entrance	
			entrance guide	guide plate (P/N	
			plate	D0743810)	
Toner spots	When continuously	D074	Developer wears	Do the procedure	
	printing low coverage and	130	put because it	in the RTB.	
	low P/J jobs.		cannot be refreshed		
	-		enough		
Dirty	When continuously	D074	Developer wears	Do the procedure	
background	printing low coverage and	130	put because it	in the RTB.	
	low P/J jobs.		cannot be refreshed		
			enough		
Vertical lines	Dark lines when printing	D074	A foreign substance	Clean the doctor	See the RTB
	solid images in single	044	in the doctor gap	gap of the	for the correct
	color mode		causes inconsistent	affected	way to clean
			developer supply.	development unit.	the doctor
			astolopol cappiy.	2010.0pmont unit.	gap.
Vertical lines	White lines	D074		Use the new	Procedure in
v Crtical iiiics	William III Co	104a		service tool for	service
		10-40		cleaning the	manual is
				doctor gap.	wrong; see
					this RTB for
					the correct
					one.



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Subject	Symptom	RTB#	Cause	Solution	Note
Vertical lines	Dark lines caused by	D074	Toner	Locate and clean	See the charts
	toner offset	089	contamination on	the affected parts	in the RTB.
			the rollers, ribs, or		
			strippers		
Vertical lines	Glossy vertical lines	D074	Caused by edges of	Use the fusing	
		107,	narrow paper on	belt polisher	
Vertical lines	White line along the feed	118 D074	the fusing belt Foreign material in	Work through the	
vertical lines	direction.	112	dev unit or on toner	flow chart in the	
	uncettori.	112	shield glass	RTB.	
Vertical lines	Caused by drum	D074	gc	The RTB contains r	iew
	scratches	120a		maintenance proced	dures after
				replacing/cleaning t	
				drum cleaning unit t	
Characters		D525	Taurus-P1/C1 EFI	Apply the required F	
not printed		003	(E-41A) system	Taurus-P1/C1 EFI (	
correctly Characters	Fonts not printed correctly	D525	software Taurus-P1/C1 EFI	software version 1.2 Apply the required F	
not printed	in PDF files.	043	(E-41A) system	Taurus-P1/C1 EFI (	
correctly	iii Di iiics.	040	software	software version 1.2	
Characters	Characters missing (PCL)	D525	Taurus-P1/C1 EFI	Apply Composite Pa	
not printed		048	(E-41A) system	Taurus-P1/C1 EFI (	
correctly			software	Software Version 1.	2. (Except for
				China model)	
Characters		D525	Taurus-P1/C1 EFI	Apply the required F	
not printed		072	(E-41A) system software	Taurus-P1/C1 EFI (	
correctly Characters		D525	Taurus-P1/C1 EFI	system software ve Apply Patch for Tau	
not printed		105	(E-41A) (CHN)	(E-41A) (CHN) Syst	
correctly		.00	system software	Version 1.2.	.om commarc
Characters	Character corruption with	FIT1014	25632.exe	Apply the required F	Patch File(s) for
not printed	2-byte characters used in			Taurus-P1/C1 EFI (	
correctly	the "Job title" column of a			software version 1.3	3.
	CSV file made with Auto				
Imaga	Job Log Export  Data and media rotation	D525	Taurus-P1/C1 EFI	Apply the required [	Datab Fila(a) for
Image rotation error	mismatch when Quick	007	(E-41A) system	Apply the required FT Taurus-P1/C1 EFI (	
Totation end	Doc Merge, Paper	007	software	software version 1.2	
	Catalog, and Impose are		Continuino		
	used				
Image	The first page of an A6	D525	Taurus-P1/C1 EFI	Apply Composite Pa	
rotation error	job gets rotated by 90	048	(E-41A) system	Taurus-P1/C1 EFI (	, ,
	degrees.		software	Software Version 1.	2. (Except for
		DEGE	Taurus D4/O4 EEL	China model)	D4/O4 EEL
		D525 123	Taurus-P1/C1 EFI (E-41A) (CHN)	Apply Patch for Tau (E-41A) (CHN) syst	
		123	system software	version 1.2.	em sonware
Image	Rotate 180 is not honored	D525	Taurus-P1/C1 EFI	Apply the required F	Patch File(s) for
rotation error	Trade 100 10 Hot Horiotou	082	(E-41A) system	Taurus-P1/C1 EFI (	
			software	software version 1.2	
Image	Rotate 180 is not honored	D525	Taurus-P1/C1 EFI	Apply the required F	
rotation error		093	(E-41A) system	Taurus-P1/C1 EFI (	, .
			software	software version 1.3	3.



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Subject	Symptom	RTB#	Cause	Solution Note
Part of image	One part of image is	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
printed in	printed in color	009	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
color			software	software version 1.2.
		D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
		144	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
			software	software version 1.2.
		D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
		148	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
			software	software version 1.3.
Part of image	When APPE OFF and	D525	Taurus-P1/C1 EFI	Apply Composite Patch02 for
printed	Composite Overprint ON	048	(E-41A) system	Taurus-P1/C1 EFI (E-41A) System
incorrectly	are set, the transparent		software	Software Version 1.2. (Except for
	part is not printed correctly.	D525	Taurus-P1/C1 EFI	China model) Apply Patch for Taurus-P1/C1 EFI
	Correctly.	123	(E-41A) (CHN)	(E-41A) (CHN) system software
		123	system software	version 1.2.
Part of image	Objects defined as spot	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI
printed	color are not printed	113	(E-41A) system	(E-41A) System Software Version
incorrectly	correctly, if Composite	110	software	1.2.
moon cony	Overprint and APPE are		Continuio	1.2.
	specified.			
Uneven gloss		D074	Heating roller	
		061	temperature is too	
			high	
Printing	When a blank is inserted	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
position	before the first page	011	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
moved			software	software version 1.2.
		D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
		033	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
B : "	<u> </u>	DEGE	software	software version 1.2.
Printing	The image moves down	D525	Taurus-P1/C1 EFI	Apply Composite Patch02 for
position moved	for an Impose job	048	(E-41A) system software	Taurus-P1/C1 EFI (E-41A) System
moved			Sollware	Software Version 1.2. (Except for China model)
		D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI
		123	(E-41A) (CHN)	(E-41A) (CHN) system software
		120	system software	version 1.2.
Printing	The pattern of an image		Taurus-P1/C1 EFI	FIT101743638.exe
position	may shift when RIPping		(E-41A) system	
moved	a specific job.		software	
Magazine	Job not printed correctly	D074	System/Copy	Install version 1.10 or later
mode		012f	firmware	
Print is	Adjustment Printing with	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
upside down	SEF	029	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
		DECE	software	software version 1.2.
		D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
		070	(E-41A) system	Taurus-P1/C1 EFI (E-41A) (CHN)
Color	Two color print mapping	D525	software Taurus-P1/C1 EFI	system software version 1.2.  Apply the required Patch File(s) for
COIOI	does not work	030	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
	GOOD HOL WOLK		software	software version 1.2.
				751010111121



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Subject	Symptom	RTB#	Cause	Solution Note
Color	Substitute Color does not	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
	work	039	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
			software	software version 1.2.
		D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
		100	(E-41A) system	Taurus-P1/C1 EFI (E-41A) (CHN)
			software	system software version 1.2.
Color	The job is printed in color	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
	even if color mode is	107	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
	specified to Grayscale, if		software	software version 1.3.
0.1	APPE is enabled	DEGE	T 54/04 FEI	10.1.1
Color	0 percent spot color in	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
	image data does not print	040	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
	as 0 percent	D525	software Taurus-P1/C1 EFI	software version 1.2.  Apply Composite Patch02 for
		048	(E-41A) system	Taurus-P1/C1 EFI (E-41A) System
		0-0	software	Software Version 1.2. (Except for
			Software	China model)
		D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI
		123	(E-41A) (CHN)	(E-41A) (CHN) system software
			system software	version 1.2.
Color	Color adjustment in	D525	Taurus-P1/C1 EFI	Apply Composite Patch02 for
	Image Viewer is not	048	(E-41A) system	Taurus-P1/C1 EFI (E-41A) System
	honored		software	Software Version 1.2. (Except for
				China model)
		D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI
		123	(E-41A) (CHN)	(E-41A) (CHN) system software
	1 202 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	D = 0 =	system software	version 1.2.
Color	RGB image is printed in	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
	black and white	081	(E-41A) system software	Taurus-P1/C1 EFI (E-41A) system
		D525	Taurus-P1/C1 EFI	software version 1.2.  Apply the required Patch File(s) for
		091	(E-41A) system	Taurus-P1/C1 EFI (E-41A) system
		031	software	software version 1.3
Color	The job is printed in color	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI
	even if Grayscale is	112	(E-41A) system	(E-41A) System Software Version
	specified if CMYK option		software	1.2.
	is specified to Full	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI
	(Source GCR) and APPE	118	(E-41A) (CHN)	(E-41A) System Software Version
	is enabled.		system software	1.3.
		D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI
		123	(E-41A) (CHN)	(E-41A) (CHN) system software
			system software	version 1.2.
Color	Crop marks are printed in	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
	the wrong color	124	(E-41A) (CHN)	Taurus-P1/C1 EFI (E-41A) (CHN)
		DEGE	system software	system software version 1.2.
		D525 125	Taurus-P1/C1 EFI	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) system
		123	(E-41A) system software	software version 1.2.
		D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for
		128	(E-41A) (CHN)	Taurus-P1/C1 EFI (E-41A) (CHN)
		120	system software	system software version 1.3.
		D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI
		132	(E-41A) system	(E-41A) system software version
			software	1.3.
	1	<u> </u>		1



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Subject	Symptom	RTB#	Cause	Solution	Note
Color	Crop marks specified to	D525	Taurus-P1/C1 EFI	Apply the required I	
	K100 in spot color not	146	(E-41A) system	Taurus-P1/C1 EFI (E-41A) syste	
	honored, if enabling		software	software version 1.2.	
	APPE and Composite	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) f	
	overprint	149	(E-41A) system	Taurus-P1/C1 EFI (	
			software	software version 1.3	3.
Color	Data including spot color	FIT1015	56805 for E-41A		
	is not processed correctly				
	when Composite				
	overprint is ON	DEOF	T D4/04 EEL		D ( ) E'' ( ) (
Lines in		D525	Taurus-P1/C1 EFI	Apply the required I	
photos		037	(E-41A) system	Taurus-P1/C1 EFI (	
Lines in		D525	software Taurus-P1/C1 EFI	software version 1.2	
photos		068	(E-41A) system	Apply the required I Taurus-P1/C1 EFI (	
priotos		000	software	system software ve	
Mottled effect		D074	Caused by	Take the actions lis	
wollied effect		106a	countermeasures in	Take the actions is	led iii liie IXTD.
		100a	firmware to SC44x		
Mottled effect	Corrections to the	D074	Increasing the maxim	um image density sh	ould be done
Wiottica circut	troubleshooting	113a,	temporarily, only for t		
	procedure in the FSM	118	effect. Reduced tone		
	procedure in the resident		side effects of this ad		
			job, make sure to set		
			value.		3 1
Black and	PCL file	D525	Taurus-P1/C1 EFI	Apply the required I	Patch File(s) for
white		049	(E-41A) system	Taurus-P1/C1 EFI (	E-41A) system
reversed			software	software version 1.2	2.
		D525	Taurus-P1/C1 EFI	Apply Patch for Tau	ırus-P1/C1 EFI
		123	(E-41A) (CHN)	(E-41A) (CHN) syst	em software
			system software	version 1.2.	
Incorrect blue	When using Impose	D525	Taurus-P1/C1 EFI	Apply the required I	
object		052	(E-41A) system	Taurus-P1/C1 EFI (	
		D = 0 =	software	software version 1.2	
		D525	Taurus-P1/C1 EFI	Apply Patch for Tau	
		123	(E-41A) (CHN)	(E-41A) (CHN) syst	em software
Linnanat		DEOF	system software	version 1.2.	Detals File/s) for
Lines not	The ruled line on the left	D525	Taurus-P1/C1 EFI	Apply the required I	
printed	of the back side is not printed correctly	060	(E-41A) system software	Taurus-P1/C1 EFI ( software version 1.2	
correctly	printed correctly	D525	Taurus-P1/C1 EFI	Apply Patch for Tau	
		123	(E-41A) (CHN)	(E-41A) (CHN) syst	
		123	system software	version 1.2.	em sonware
Image not	With two color print	D525	Taurus-P1/C1 EFI	Apply the required I	Patch File(s) for
printed	mapping option enabled.	072	(E-41A) system	Taurus-P1/C1 EFI (	
Pilitod	apping option chabled.	J. 2	software	system software ve	
Incorrect	Printing from CorelDRAW	D525	Taurus-P1/C1 EFI	Apply the required I	
image size	via PS printer driver	074	(E-41A) system	Taurus-P1/C1 EFI (	
]	reduces the output image	-	software	software version 1.2	, ,
	size to 50%.	D525	Taurus-P1/C1 EFI	Apply Patch for Tau	
		123	(E-41A) (CHN)	(E-41A) (CHN) syst	
			system software	version 1.2.	

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Subject	Symptom	RTB#	Cause	Solution	Note
Tiger stripes	Continuous low image	D074	Fluidity of the	Do the troubleshooting procedure	
	coverage jobs or low P/J	114,	mixture in the	in the RTB.	
		118	development unit is		
			reduced		
Front and		D074	Use NICE Ver.2.0	This RTB contains t	he NICE
back		119		Ver.2.0 Instruction I	Manual
registration					
misaligned					
Image shift	Not honored on the 2nd	D525	Taurus-P1/C1 EFI	Apply Patch for Tau	rus-P1/C1 EFI
setting	side of duplex prints	122	(E-41A) system	(E-41A) System Sof	ftware Version
			software	1.2.	



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Model: Taurus-C1/P1 Date: 31-Dec-10 No.: RD074000w

#### 10. Mechanical/Electrical

Subject	Symptom	RTB#	Cause	Solution	Note
Noise	From the main frame	D074 017a	Friction between the drum shaft and the spring plate located behind the PCDU cover	Pull out the PCDU and grease the tip of the drum shaft. (See the RTB for details of how to apply the grease.)	Grease; SHIN-ETSU KS-660 (p/n:G00496 68)
Noise	Punch unit	D449 002		Install a ferrite core as shown.	
Toner leak	From the aperture of a used bottle when it is full and pulled out from the machine.	D074 037	Entrance seal is either a) too big, or b) was damaged when the bottle was removed	Always replace the entrance seal (D0746684) when reusing a waste toner bottle, to prevent toner leaks caused by a worn entrance seal.	The toner bottle has been modified
Toner leak	From waste toner bottle	D074 061	Printing in duplex/FC for increases the temperal the machine, which could clumps.	ture inside	
Short fusing belt life		D074 061	Heating roller temperature is too high		
Short lubricant bar life	Low humidity environment	M044 013	The lower the humidity, the higher the lubricant consumption (the system speeds up the rotation of the lubricant brush roller to protect the drum).	To warn the user the appropriate lubricant near-end timing in the banner message, set the SP to "95000" (default: 135000).	K: SP7-940- 013 C: SP7-940- 020 M: SP7-940- 027 Y: SP7-940- 034
ITB cleaning unit locks		D074 061	Printing in duplex/FC for a long time increases the temperature inside the machine, which could generate toner clumps.		
Lever stuck	Drum cleaning unit lock lever stuck; impossible to remove the drum cleaning unit from the PCDU.	D074 066	Tip of the shaft is rough, and the pin cannot be released	Apply grease to affected machines at next service visit (see the RTB for the serial numbers of affected machines)	Use P/N 52039502 Silicone Grease G- 501 See the RTB for how to apply
Development roller seal	Damaged or peeled off	D074 072	Excess friction between the Drum and the Cleaning Blade.	Replace seal and drum cleaning unit. Lubricate the new units. Do SP3032-xx.	See the RTB for details of the procedure.



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Subject	Symptom	RTB#	Cause	Solution	Note
Communication error between boards	Between the mainframe and the EFI controller	D074 095	Defective Gigabit Ethernet board	Boards were replaced at the warehouse but please check that they are working when you install the machine.	See the RTB for applicable serial numbers
Cannot attach a unit	Cannot mount the Multi Bypass Tray unit onto the LCT	D516 006	Screw holes in the bracket are not threaded due to a fault in the manufacturing process.	1) Before visiting customer sites to install the Multi Bypass Tray unit, procure the self-tapping screws (p/n: D0749912). 2) Check the S/N and the screw holes on the bracket to verify if the unit is affected or not. 3) If the unit is affected, thread the screw holes by referring to the procedure in the RTB.	
Damaged board	IOB	D074 004r M044 004q	Engine firmware	Install version 1.70:04	or later
Damaged mechanism	The Charge Roller Lever becomes damaged, requiring the replacement of the entire PCDU assembly	D074 141	Inserting the PCDU into the machine without securing the Charge Roller Lever.	Attach the Charge Ro top of the broken par Part Number: D19491 See the RTB for detail	t 00



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Model: Taurus-C1/P1 Date: 31-Dec-10 No.: RD074000w

#### 11. Others

Subject	Symptom	RTB#	Cause	Solution	Note
Machine stalls	If an SDK application	D074	Java VM v7 std	Install version	
	takes more than 15 seconds to start up.	021	Update Tool firmware	7.14:03 or later	
Machine stalls	If an SC occurs when	D074	Engine firmware	Install version	
	paper feeds into the	004b		1.56.1:04 or later	
	Ring Binder or Multi-	M044	Engine firmware	Install version	
	Folding Unit	004a		1.56.1:04 or later	
Machine stalls	If there is a jam at the finisher's entrance sensor; printing suspended but	D512 001a	Finisher firmware	Install version 01.040:01 or later	
Machine etalle	"Printing" is displayed	D074	TCDI I firma ware	Install version	
Machine stalls	When two types of media; one set with "shock-jitter cancel" enabled and the other disabled, are fed continuously.	D074 011c	TCDU firmware	Install version 01.05:54 or later	
Machine stalls	Printer stalls after	D525	Taurus-P1/C1 EFI	Apply the required Pate	ch File(s) for
	switching trays when paper runs out.	063	(E-41A) system software	Taurus-P1/C1 EFI (E-41A) system software version 1.2.	
		D525	Taurus-P1/C1 EFI	Apply Patch for Taurus	-P1/C1 EFI
		123	(E-41A) (CHN)	(E-41A) (CHN) system	software
			system software	version 1.2.	
SP/User Tools	If machine	D074	Java VM v7 std	Install version	
	authentication is enabled, the System Settings button on the User Tools screen does not work, even if logged in as administrator.	021	Update Tool firmware	7.14:03 or later	
SP/User Tools	Cannot save new brightness setting	D525 019	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Pate Taurus-P1/C1 EFI (E-4 software version 1.2.	
SP/User Tools	SP5824-1 (NVRAM	D074	System/Copy	Install version 1.13 or	
	Data Upload) and	012k	firmware	later	
	SP5825-1 (NVRAM Data Download) do not work correctly	M044 002h	System firmware	Install version 1.07 or later	
Problem during installation	SP3025 & SP3031 show 0000	D074 058	Error in the factory; no problem with the machine	Will be set to 1111 in the factory	No need to check these SPs at machine installation
Machine is	When making	D074	Engine firmware	Install version	
slow	booklets with	004e		1.60:04 or later	
	Plockmatic	M044 004d	Engine firmware	Install version 1.60:04 or later	
Machine is		D074	Heating roller		
slow		061	temperature is too		



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Cubicot	Cymantom	DTD #	Causa	Colution	Note
Subject	Symptom	RTB#	Cause	Solution	Note
Machine is	When the paper	D525	Taurus-P1/C1 EFI	Apply the required Pate	
slow	Catalog is used	010	(E-41A) system	Taurus-P1/C1 EFI (E-4	(IA) System
Too long to		D074	software	software version 1.2.	
Too long to		061	Heating roller temperature is too		
reach Ready status		001	high		
Backup and	APPE setting not	D525	Taurus-P1/C1 EFI	Apply the required Pate	h Filo(a) for
Restore	restored	013	(E-41A) system	Taurus-P1/C1 EFI (E-4	
17631016	restored	013	software	software version 1.2.	TA) System
Custom paper	Magnification values	D074	System/Copy	Install version 1.09 or	
settings	not saved correctly.	012e	firmware	later	
Settings	not saved correctly.	M044	System firmware	Install version 1.05 or	
		002d	Oystem minware	later	
Memory leak	Kerberos	D074	Java VM v7 std	Install version	
Wichiory loak	Authentication is	021c	Update Tool firmware	7.20:00 or later	
	done multiple times	0210	opaate roorminware	7.20.00 01 10101	
Settings do not	Adjustment Settings	D074	Engine firmware	Install version	
work	for Operators #0405	004i		1.62:04 or later	
	(Adjust Punch	M044			
	Position With Feed	004h			
	Direction)				
Settings do not	Paper Catalog	D525	Taurus-P1/C1 EFI	Apply the required Pate	ch File(s) for
work	selection is not	061	(E-41A) system	Taurus-P1/C1 EFI (E-41A) syste software version 1.2.	
	retained		software		
		D525	Taurus-P1/C1 EFI	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software	
		123	(E-41A) (CHN)		
			system software	version 1.2.	
Settings do not	Embedded duplex	D525	Taurus-P1/C1 EFI	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) system	
work	setting in a PS file	097	(E-41A) system		
	when using a paper		software	software version 1.3.	
	from the paper				
Catting and discount	catalog.	DEGE	Taurus D4/O4 EEL	Annie Datah fan Tarimia	D4/04 EEL
Settings do not work	Mixed Media settings	D525 111	Taurus-P1/C1 EFI	Apply Patch for Taurus	
WOIK	are applied by sheets	111	(E-41A) system software	(E-41A) System Softwa 1.2.	are version
Settings do not	instead of by pages Image shift setting	D525	Taurus-P1/C1 EFI	Apply Patch for Taurus	D1/C1 EEI
Settings do not work	not honored on side	122	(E-41A) system	(E-41A) System Softwa	
WOIN	2 of duplex prints	122	software	1.2.	AIG VEISIUII
Settings do not	Duplex is not		Taurus-P1/C1 EFI	Apply Patch FIT101560	)595 for
work	honored with		(E-41A) system	Taurus-P1/C1 EFI (E-4	
	particular custom		software	Software Version 1.3.	, Gyoto
	paper sizes				
"NullPointerEx	Unlocking the	D074	Java VM v7 std	Install version	
ception" error.	application switching	021d	Update Tool firmware	7.21:00 or later	
	function		<u> </u>		
Logs	Job log not exported	D525	Taurus-P1/C1 EFI	Apply Composite Patch	n02 for
		048	(E-41A) system	Taurus-P1/C1 EFI (E-4	
			software	Software Version 1.2. (	Except for
				China model)	
Counters	Bk development	D074	System/Copy	Install version 1.13 or	This counter
	counter fails to count	012k	firmware	later	is not used
	the blank page if side	M044	System firmware	Install version 1.07 or	for billing
	2 of A3/DLT duplex is	002h		later	
	blank.				

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Subject	Symptom	RTB#	Cause	Solution	Note
Engine does not restart	When changing the Administrator log-in password	D074 012n	System/Copy firmware	Install version 1.15 or later	