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

Subject: Troubleshooting		Prepared by: A. Tajima
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
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	If the jammed paper cannot be removed by turning the knob and delivering the paper to the peripheral downstream of the decurler unit, turn the knob in the opposite direction so that the jammed paper is pulled back into the mainframe. But first, replace the present guide plate with the modified guide 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	Note
Paper jam	Jam 31 when LE feeding B5 size paper	D074 004m M044 004k	Engine firmware	Install version 1.65:04 or later	
Paper jam	Jam 230 when combining stapling and cover page functions	D074 004m M044 004k	Engine firmware	Install version 1.65:04 or later	
Paper jam	Jam 104	D512 001c	Finisher firmware	Install version 01.060:01 or later	
Paper jam	Jam 111	D512 001c	Finisher firmware	Install version 01.060:01 or later	
Paper jam	Jam at the entrance of the GBC	D512 001c	Finisher firmware	Install version 01.060:01 or later	
Paper jam	Jam 80: 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 procedure in the RTB on LCTs with certain serial numbers. See the RTB for details. Ricoh Europe: If a green dot is attached to the left side of the s/n label, the machine has already been reworked so rework is not needed even if the machine regardless of the s/n.	
Paper jam	if the multi bypass tray is selected from the operation panel and specified as a Mixed Media job on the Fiery	D525 127	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.	
Paper jam	Jam 97 or 98 when small paper less than A4 (SEF) is scanned by the CIS	D074 132	The light amount is less at the center because inside the CIS gets cloudy due to degradation of the adhesive	Adjust the amount of light used for scanning, by following the procedure in the RTB.	
Paper jam	Jam 125 (punch drive error)	D512 001d	Finisher firmware	Install version 01.070:01 or later	
False jam indication	Jam at the Stacker is falsely indicated after switching to a different feed-out tray, and this runs out of paper	D515 001a	Stacker firmware	Install version 01.030:02 or later	
Skew		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.	

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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 procedure in the RTB on LCTs with certain serial numbers. See the RTB for details. Ricoh Europe: If a green dot is attached to the left side of the s/n label, the machine has already been reworked so rework is not needed even if the machine regardless of the s/n.	
Page sent to wrong tray	A cover page is sent to a different tray	D525 048	Taurus-P1/C1 EFI (E-41A) system software	Apply Composite Patch02 for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2. (Except for China model)	
Paper fed from wrong tray		D525 126	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.	
Paper fed from wrong tray		FIT101692939 for E-41A			

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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 Monitor	Changes in custom paper settings are not reflected to the EFI controller if changed via Web Image Monitor	D074 002c	Web Support firmware	Install version 1.07.1 or later	
		M044 001b	Web Support firmware	Install version 1.05.1 or later	
Scan to folder	Fails	D074 012j	System/Copy firmware	Install version 1.12 or later	
Scan to folder	Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8.	D074 007a	Network Support firmware	Install version 9.71 or later.	
Scan to folder	Cannot scan to shared folders	D074 007a	Network Support firmware	Install version 9.71 or later.	
Scan to folder	When NBT is OFF	D074 007a	Network Support firmware	Install version 9.71 or later.	
Scan to folder	If "CNAME" is specified as the destination folder, ScanTo Folder will abort.	D074 007a	Network Support firmware	Install version 9.71 or later.	
Icon not shown on computer	Windows Vista, 2008/R2, and 7, if SSDP is enabled.	D074 007a	Network Support firmware	Install version 9.71 or later.	
Connectivity lost	If SSDP is enabled	D074 007a	Network Support firmware	Install version 9.71 or later.	
Connectivity lost	Server connection is lost when APPE and Bypass conversion are both used	D525 055	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.	
Scan to SMB	Unsuccessful transfer of scanned documents.	D074 007a	Network Support firmware	Install version 9.71 or later.	
Scan to SMB	Fails when certain conditions are met	D074 007a	Network Support firmware	Install version 9.71 or later.	
Scan to SMB	Files scanned using Scan to SMB on a Windows XP Server based Fiery controller cannot be saved in a Mac OSX 10.10 shared folder.	D525 140	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.	
		D525 142	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
Cannot install driver	If the device's IPP Authentication setting is enabled,	D074 007a	Network Support firmware	Install version 9.71 or later.	
Cannot use network functions	If DHCP and DDNS are both enabled	D074 007a	Network Support firmware	Install version 9.71 or later.	
Cannot use connectivity applications	Affected applications include Web Image Monitor, IPP Printing and @Remote.	D074 007a	Network Support firmware	Install version 9.71 or later.	
@Remote	Supply calls, alarm calls, and other calls are not made	D074 012n	System/Copy firmware	Install version 1.15 or later	

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

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4. Printing

Subject	Symptom	RTB #	Cause	Solution	Note
Slow printing	Calibration page	D525 005	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.	
Slow printing	When using the cover interposer	D074 004m M044 004k	Engine firmware	Install version 1.65:04 or later	
Slow printing	Job Processing is slow when printing with APPE ON.	D525 054	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.	
		D525 123	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
Some pages not printed		D525 001	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.	
Some pages not printed	Outputs cover page only	D525 048	Taurus-P1/C1 EFI (E-41A) system software	Apply Composite Patch02 for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2. (Except for China model)	
Garbled data	Garbled data in PDF job	D525 002	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.	
Garbled data	Some characters get garbled with APPE ON.	D525 048	Taurus-P1/C1 EFI (E-41A) system software	Apply Composite Patch02 for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2. (Except for China model)	
		D525 123	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
Garbled data	Job title containing 2-byte character is garbled	D525 077	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.	
Abnormal printing (not specified)	When a print range of ripped data is specified	D525 014	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.	
Abnormal printing (not specified)	With APPE and Bypass conversion.	D525 055	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.	
Extra page printed	Configuration page	D525 028	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.	
Job disappears	From print spooler of Windows 7	D525 031	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.	
Printing stops	In the middle of a large amount of printing	D525 031	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.	
		D525 071	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Printing stops	When printing a banner page and switching to a different size	D074 004m M044 004k	Engine firmware	Install version 1.65:04 or later	
PCL	Bad printout	D525 035	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.	
		D525 067	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
PCL	Characters missing	D525 048	Taurus-P1/C1 EFI (E-41A) system software	Apply Composite Patch02 for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2. (Except for China model)	
PCL	PCL print job from AS400 prints separate form and data incorrectly.	D525 050	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.	
		D525 123	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
PS error	When printing from PS driver on Port 9101	D525 048	Taurus-P1/C1 EFI (E-41A) system software	Apply Composite Patch02 for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2. (Except for China model)	
		D525 123	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
Cannot cancel job	After automatic reboot occurs with SC	D525 048	Taurus-P1/C1 EFI (E-41A) system software	Apply Composite Patch02 for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2. (Except for China model)	
		D525 123	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
Job not printed	Not transmitted to Fiery when printed from Preview.	D525 048	Taurus-P1/C1 EFI (E-41A) system software	Apply Composite Patch02 for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2. (Except for China model)	
		D525 123	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
Job not printed	Booklet jobs	D074 004o M044 004n	Engine firmware	Install version 1.67:04 or later	
Job not printed	If Color Management is not specified in Acrobat and the number of pages per sheet is not '1' in the driver	D525 087	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2.	
Job not printed	From a client Mac after logging off Microsoft Remote Desktop Connection Client for Mac to the Fiery.	D525 096	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.	

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Subject	Symptom	RTB #	Cause	Solution	Note
PDF	Not printed correctly	D525 051	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.	
		D525 123	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
PDF	PDF file stops in waiting to RIP state when APPE is ON.	D525 059	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.	
PDF	PDF to PS conversion error when RIPped with APPE turned off	D525 088	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.	
Some objects printed incorrectly	The logo and a character is printed incorrectly when APPE and Bypass conversion are ON.	D525 055	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.	
Objects lost	If APPE is disabled and composite overprint is enabled	D525 123	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
Job error	With APPE and Bypass conversion	D525 055	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.	
Job name error	Job name is not displayed correctly.	D525 066	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
Job not resumed	After a media mismatch is corrected	D525 116	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) System Software Version 1.3.	
Missing text	When ripping PDF files on Command WorkStation	D525 120	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2.	
		D525 147	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) System Software Version 1.3.	
Missing text	Some characters overrun when using vertical text	D525 123	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
Missing text	During RIPing a PDF file, some text may be replaced by a filled black rectangle	FIT101501145.exe		Apply Patch for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2.	
Extra object printed	If printed with APPE and Composite Overprint ON	D525 152	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) system software version 1.2.	
Text scattered	If printed with APPE and Composite Overprint ON	D525 152	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) system software version 1.2.	
Blank page	When printing a PDF file that had been edited in Impose, the output may appear blank		Taurus-P1/C1 EFI (E-41A) system software	Apply Patch FIT101618191 for Taurus-P1/C1 EFI (E-41A) system software version 1.3.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Blank page	With particular settings of Impose and saved as a dbp file	FIT101680899 for E-41A			
Printed image not in the print data	When APPE is enabled		Taurus-P1/C1 EFI (E-41A) system software	Apply Patch FIT101588970 for Taurus-P1/C1 EFI (E-41A) system software version 1.3.	

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5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Jam removal display	The jam removal video instruction returns to the initial jam display screen even after the jammed sheets are removed correctly.	D074 001a	Op Panel EXP firmware	Install version 1.05 or later	
		D074 003a	Language Install firmware	Install version 1.02 or later	
		D074 012a	System/Copy firmware	Install version 1.05 or 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 removal display	Jam location Z4 not displayed when a duplex jam occurs	M044 004q	Engine firmware	Install version 1.70:04 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-P1/C1 EFI (E-41A) System Software Version 1.2.	
Restart message appears		D525 023	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.	
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-P1/C1 EFI (E-41A) System Software Version 1.3.	

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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	System/Copy firmware	Install version 1.12 or later	
		M044 002h	System firmware	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	System/Copy firmware	Install version 1.12 or later	
		M044 002h	System firmware	Install version 1.07 or later	
Can access when locked out	Web Image Monitor can be accessed with administrator authentication	D074 012j	System/Copy firmware	Install version 1.12 or later	
		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 laser unit	D074 050c	See the RTB for a list of possible causes	See the RTB for a procedure	
SC22x	After replacing the laser unit	D074 050c	See the RTB for a list of possible causes	See the RTB for a procedure	
SC26x	After replacing the laser unit	D074 050c	See the RTB for a list of possible causes	See the RTB for a procedure	
SC26x		D074 081b	Defective skew motor	Replace the skew motor with the modified skew motor (p/n D0741920)	See the RTB for full details.
SC280	When the original contains B/W and color and certain settings such as A3/DLT, 2-sided are applied.	D074 004j M044 004i	Engine firmware	Install version 1.63:04 or later	
SC285	After replacing the laser unit	D074 050c	See the RTB for a list of possible causes	See the RTB for a procedure	
SC285		D074 081b	Defective skew motor	Replace the skew motor with the modified skew motor (p/n D0741920)	See the RTB for full details.
SC36X		D074 079	Bug in the engine firmware	Temporary Solution Reset the SP values to the default with the SD card containing the program to reset the SP values.	See the RTB for the procedure.
SC36X		D074 004f, 004h M044 004e, 004g	Engine firmware	Install version 1.61:04 or later	IMPORTANT Change the value in SP3-820-022 to "0"after updating the firmware.
SC39X		D074 071	Too much friction between the Drum and the Cleaning Blade	Apply lubricant powder (Zinc Stearate Powder; P/N D0159501) to the drum cleaning blade for units that meet any of the following conditions: 1. Just after the brand new machine installation. 2. Installed a new Drum Cleaning Unit 3. Installed a new Drum Cleaning Blade See the RTB for the lubrication procedure	
		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.	
SC39X	Falsely detected at the start of motor rotation	D074 011b	TDCU firmware	Install version 1.04:54 or later	

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

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Subject	Symptom	RTB #	Cause	Solution	Note
SC496	After replacing the laser unit	D074 050c	See the RTB for a list of possible causes	See the RTB for a procedure	
SC496		D074 025	Lens assembly unit is slightly off-position	Check the lens unit position and reset it, using the procedures in the RTB.	Laser unit will be modified
SC499	After replacing the laser unit	D074 050c	See the RTB for a list of possible causes	See the RTB for a procedure	
SC499		D074 053c, 77a, 118	Incorrect cleaning of the ITB speed sensor	See the RTB for the correct cleaning procedure, and for what to do after cleaning.	
SC575		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.	
SC750		D512 004a	Manufacturing error (SR5040 finisher)	Do the check and modification procedures in this RTB.	
SC816	When changing the Administrator log-in password	D074 012n	System/Copy firmware	Install version 1.15 or later	
SC919	When printing consecutively with a custom size.	D525 004	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.	
SC919	During printing	D525 057	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.	
		D525 123	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
SC919	If the Cover Interposer runs out of paper during a job	D525 082	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.	
		D525 092	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) system software version 1.3	
SC919	If the network load is heavy	FIT101186716.exe		Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) system software version 1.3	
SC991	If DHCP and DDNS are both enabled	D074 007a	Network Support firmware	Install version 9.71 or later.	
SC991	If the Cover Interposer runs out of paper during a job	D525 082	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.	
		D525 092	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) system software version 1.3	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC997	If an SDK application takes more than 15 seconds to start up.	D074 021	Java VM v7 std Update Tool firmware	Install version 7.14:03 or later	
BK204	On BK5030 during long running jobs	D074 004i M044 004h	Engine firmware	Install version 1.62:04 or later	
Incorrect error message	When a Punch Unit malfunction occurs	D525 048	Taurus-P1/C1 EFI (E-41A) system software	Apply Composite Patch02 for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2. (Except for China model)	
		D525 084	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2.	
Incorrect error message	Description of the LCT in the error message is incorrect.	D525 085	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2.	
Incorrect error message	Paper weight mismatch alert, if default paper weight was changed in Fiery configure.	D525 108	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) System Software Version 1.3.	
Incorrect error message	Mismatch error displayed even if "Mismatch Action: Suspend" is selected	D525 115	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) System Software Version 1.3.	
Process control error code	SP3012 indicates error code "15 "	D074 122	Problem with the potential sensor, or its harness or relay board	Check the machine as shown in the RTB. When handling the potential sensor, follow the precautions in the RTB	
"FATAL: Assertion Failed!"	While printing large files continuously	D525 155	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2.	
"FATAL: Assertion Failed"	Fiery boots up with "FATAL: Assertion Failed" message.	D525 064	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.	
		D525 123	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	

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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	Shift tray cannot descend	D512 004a	Manufacturing error (SR5040 finisher)	Do the check and modification procedures in this RTB.	
SR5040 finisher	Slippage of the shift tray gear				
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 Patch File(s) for Taurus-P1/C1 EFI (E-41A) system 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 Patch File(s) for Taurus-P1/C1 EFI (E-41A) system software version 1.2.	
E-41a controller	Tray association failed in CWS	D525 020	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.	
E-41a controller	Enable Scan setting does not stick	D525 021	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.	

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

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

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

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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 Taurus-P1/C1 EFI (E-41A) system software 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 Taurus-P1/C1 EFI (E-41A) system software 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 Taurus-P1/C1 EFI (E-41A) system software version 1.3.	
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	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.	
		D525 073	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
Shift mode	Does not work correctly	D525 045	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.	
		D525 103	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) System Software Version 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 Patch02 for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2. (Except for China model)	
Shift mode	Does not work on a new machine	D525 048	Taurus-P1/C1 EFI (E-41A) system software	Apply Composite Patch02 for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2. (Except for China model)	
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 Patch File(s) for Taurus-P1/C1 EFI (E-41A) system software version 1.2.	
Saddle-stitching	Wrong paper orientation	D525 137	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) system software version 1.3.	

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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 delay the release timing of the nip. The value is recommended to be within the range of -70 to -120. As a side effect, this adjustment could cause higher chances of "shock jitter." Refer to RTB no. RD074029d or newer for troubleshooting "shock jitter".	
Banding	50mm intervals	D074 019a, 118	Either: 1. Drive gear and coupling gear of the development roller are misaligned: Align the drive gear and coupling gear. 2. Development unit is of the old type (D0742301-03) or was damaged during transport: Replace with the latest development unit. 3. Toner/developer degradation: Refresh toner or replace developer. See the RTB for detailed procedures.		
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-white banding at 50 mm intervals	D074 099	Install the modified PCU D0742302 PCU:TAURUS:ASS'Y		Only use for this specific type of banding
Banding	When printing with gangup, a striped pattern appears in part of the output where there is only one color.	D525 078	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.	
Banding		D074 119	Use NICE Ver.2.0	This RTB contains the NICE Ver.2.0 Instruction Manual	
Pages printed twice	When recovering from a jam by opening the GBC door to suspend printing.	D515 001a	Stacker firmware	Install version 01.030:02 or later	
Black registration misaligned	When MUSIC is done, if the subscan magnification correction has been adjusted.	D074 004b	Engine firmware	Install version 1.56.1:04 or later	
		M044 004a	Engine firmware	Install version 1.56.1:04 or later	
		D074 012b	System/Copy firmware	Install version 1.06 or later	
		M044 002a	System firmware	Install version 1.02 or later	
Color mis-alignment	In the sub scan direction; After replacing the laser unit	D074 050c	See the RTB for a list of possible causes	See the RTB for a procedure	
White voids	The image is not completely transferred to the paper resulting in non-printed area at the trailing edge of the 2nd side of A3/DLT output. Occurs on first few pages after a long break.	D074 024	Condensation from the paper builds up on the fusing exit guide plate.	The machine has the old type of guide plates. Install the new type as explained in the RTB.	
		D074 024a		Adjust some SPs as specified in the RTB. If that does not work, enable the anti-condensation function. The old guide plate has been discontinued and should no longer be present in field machines.	
White streaks	On coated stiff paper	D074 020a	Side effect of the modified PTR entrance guide plate	Install the special PTR entrance guide plate (P/N D0743810)	
White streaks		D074 061	Printing in duplex/FC for a long time increases the temperature inside the machine, which could generate toner clumps.		
White lines	On photo images when imposing with the Graphics Quality option set to Best	D525 089	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.	
		D525 094	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) system software version 1.3.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Black lines	Importing PDF jobs to Command WorkStation and printing them	D525 099	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) system software version 1.3.	
Black lines	Printing a PDF file from Command WorkStation	D525 134	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) system software version 1.3.	
Black streaks	Black streaks (along the feed direction) on the back side on the 1st and 2nd sheets of a job.	D074 126	The PTR is scratched along the direction of its rotation	Set SP 2690-021 to "0". If this does not solve the problem, replace the PTR and set the SP value back to default "0.83".	
Lines/streaks	PS jobs	D525 154	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) system software version 1.3.	
Straight lines appear bent		D074 025	Lens assembly unit is slightly off-position	Check the lens unit position and reset it, using the procedures in the RTB.	Laser unit will be modified
Shock jitter	Thick Paper (Paper Weight 5, 6 and 7	D074 029d D074 062	Cause 1 The ITB vibrates due to the shock generated when the leading edge enters the nip between the ITB and the PTR. Cause 2 The ITB vibrates due to the shock generated when the trailing edge exits the nip between the ITB and the PTR.	Cause 1 Do one or more of the following. The precise order depends on the situation. See the RTB for details. 1. Adjust the paper Transfer Gap 2. Adjust the drum motor speed 3. Adjust the process speed Cause 2 Install the following Engine firmware version: Copier: Version 1.60:04 (D0745404G) or newer Printer: Version 1.60:04 (M0445404E) or newer 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 119	Use NICE Ver.2.0	This RTB contains the NICE Ver.2.0 Instruction Manual	
Uneven image density	Fainter 115mm from the leading edge (75ppm model) or 65mm from the leading edge (65 ppm model) when printing a halftone image immediately after printing a solid image	D074 030	Insufficient charge on the drum	Adjust SPs as shown in the RTB.	
Uneven image density	In halftone images in low temp environments	D074 020a	Side effect of the modified PTR entrance guide plate	Install the special PTR entrance guide plate (P/N D0743810)	

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

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Subject	Symptom	RTB #	Cause	Solution	Note
Vertical lines	Dark lines caused by toner offset	D074 089	Toner contamination on the rollers, ribs, or strippers	Locate and clean the affected parts	See the charts in the RTB.
Vertical lines	Glossy vertical lines	D074 107, 118	Caused by edges of narrow paper on the fusing belt	Use the fusing belt polisher	
Vertical lines	White line along the feed direction.	D074 112	Foreign material in dev unit or on toner shield glass	Work through the flow chart in the RTB.	
Vertical lines	Caused by drum scratches	D074 120a		The RTB contains new maintenance procedures after replacing/cleaning the drum and drum cleaning unit to prevent this.	
Characters not printed correctly		D525 003	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.	
Characters not printed correctly	Fonts not printed correctly in PDF files.	D525 043	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.	
Characters not printed correctly	Characters missing (PCL)	D525 048	Taurus-P1/C1 EFI (E-41A) system software	Apply Composite Patch02 for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2. (Except for China model)	
Characters not printed correctly		D525 072	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
Characters not printed correctly		D525 105	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) System Software Version 1.2.	
Characters not printed correctly	Character corruption with 2-byte characters used in the "Job title" column of a CSV file made with Auto Job Log Export	FIT101425632.exe		Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) system software version 1.3.	
Image rotation error	Data and media rotation mismatch when Quick Doc Merge, Paper Catalog, and Impose are used	D525 007	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.	
Image rotation error	The first page of an A6 job gets rotated by 90 degrees.	D525 048	Taurus-P1/C1 EFI (E-41A) system software	Apply Composite Patch02 for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2. (Except for China model)	
		D525 123	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
Image rotation error	Rotate 180 is not honored	D525 082	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.	
Image rotation error	Rotate 180 is not honored	D525 093	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) system software version 1.3.	

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

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

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Subject	Symptom	RTB #	Cause	Solution	Note
Color	Crop marks specified to K100 in spot color not honored, if enabling APPE and Composite overprint	D525 146	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.	
		D525 149	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) system software version 1.3.	
Color	Data including spot color is not processed correctly when Composite overprint is ON	FIT101556805 for E-41A			
Lines in photos		D525 037	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.	
Lines in photos		D525 068	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
Mottled effect		D074 106a	Caused by countermeasures in firmware to SC44x	Take the actions listed in the RTB.	
Mottled effect	Corrections to the troubleshooting procedure in the FSM	D074 113a, 118	Increasing the maximum image density should be done temporarily, only for the job that is showing the mottling effect. Reduced toner yield and poor fusing are possible side effects of this adjustment. After printing the affected job, make sure to set the values back to the original value.		
Black and white reversed	PCL file	D525 049	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.	
		D525 123	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
Incorrect blue object	When using Impose	D525 052	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.	
		D525 123	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
Lines not printed correctly	The ruled line on the left of the back side is not printed correctly	D525 060	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.	
		D525 123	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
Image not printed	With two color print mapping option enabled.	D525 072	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
Incorrect image size	Printing from CorelDRAW via PS printer driver reduces the output image size to 50%.	D525 074	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.	
		D525 123	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	

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

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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 a long time increases the temperature inside the machine, which could generate toner clumps.		
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 Roller lever on top of the broken part Part Number: D1949100 See the RTB for details.*	

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11. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	If an SDK application takes more than 15 seconds to start up.	D074 021	Java VM v7 std Update Tool firmware	Install version 7.14:03 or later	
Machine stalls	If an SC occurs when paper feeds into the Ring Binder or Multi-Folding Unit	D074 004b	Engine firmware	Install version 1.56.1:04 or later	
		M044 004a	Engine firmware	Install version 1.56.1:04 or later	
Machine stalls	If there is a jam at the finisher's entrance sensor; printing suspended but "Printing" is displayed	D512 001a	Finisher firmware	Install version 01.040:01 or later	
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 switching trays when paper runs out.	D525 063	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.	
		D525 123	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
SP/User Tools	If machine authentication is enabled, the System Settings button on the User Tools screen does not work, even if logged in as administrator.	D074 021	Java VM v7 std Update Tool firmware	Install version 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 Patch File(s) for Taurus-P1/C1 EFI (E-41A) system software version 1.2.	
SP/User Tools	SP5824-1 (NVRAM Data Upload) and SP5825-1 (NVRAM Data Download) do not work correctly	D074 012k	System/Copy firmware	Install version 1.13 or later	
		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 slow	When making booklets with Plockmatic	D074 004e	Engine firmware	Install version 1.60:04 or later	
		M044 004d	Engine firmware	Install version 1.60:04 or later	
Machine is slow		D074 061	Heating roller temperature is too high		

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine is slow	When the paper Catalog is used	D525 010	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.	
Too long to reach Ready status		D074 061	Heating roller temperature is too high		
Backup and Restore	APPE setting not restored	D525 013	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.	
Custom paper settings	Magnification values not saved correctly.	D074 012e	System/Copy firmware	Install version 1.09 or later	
		M044 002d	System firmware	Install version 1.05 or later	
Memory leak	Kerberos Authentication is done multiple times	D074 021c	Java VM v7 std Update Tool firmware	Install version 7.20:00 or later	
Settings do not work	Adjustment Settings for Operators #0405 (Adjust Punch Position With Feed Direction)	D074 004i M044 004h	Engine firmware	Install version 1.62:04 or later	
Settings do not work	Paper Catalog selection is not retained	D525 061	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.	
		D525 123	Taurus-P1/C1 EFI (E-41A) (CHN) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) (CHN) system software version 1.2.	
Settings do not work	Embedded duplex setting in a PS file when using a paper from the paper catalog.	D525 097	Taurus-P1/C1 EFI (E-41A) system software	Apply the required Patch File(s) for Taurus-P1/C1 EFI (E-41A) system software version 1.3.	
Settings do not work	Mixed Media settings are applied by sheets instead of by pages	D525 111	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2.	
Settings do not work	Image shift setting not honored on side 2 of duplex prints	D525 122	Taurus-P1/C1 EFI (E-41A) system software	Apply Patch for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2.	
Settings do not work	Duplex is not honored with particular custom paper sizes		Taurus-P1/C1 EFI (E-41A) system software	Apply Patch FIT101560595 for Taurus-P1/C1 EFI (E-41A) System Software Version 1.3.	
"NullPointerEx ception" error.	Unlocking the application switching function	D074 021d	Java VM v7 std Update Tool firmware	Install version 7.21:00 or later	
Logs	Job log not exported	D525 048	Taurus-P1/C1 EFI (E-41A) system software	Apply Composite Patch02 for Taurus-P1/C1 EFI (E-41A) System Software Version 1.2. (Except for China model)	
Counters	Bk development counter fails to count the blank page if side 2 of A3/DLT duplex is blank.	D074 012k	System/Copy firmware	Install version 1.13 or later	This counter is not used for billing
		M044 002h	System firmware	Install version 1.07 or later	

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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	