

**Updated: 29<sup>th</sup> December 2011:** Changes in bold italics

Model: AG-C1		Date: 31-Dec-08	No.: RD016000g
Subject: Troubleshooting		Prepared by: N. Iida	
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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.

Also see the troubleshooting RTBs for the AG-P1 (G178).

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

**Updated: 29<sup>th</sup> December 2011:** Changes in bold italics

Model: AG-C1	Date: 31-Dec-08	No.: RD016000g
--------------	-----------------	----------------

## Table of contents

<b>1. Paper Feed Errors .....</b>	<b>4</b>
Original jam	
<b><i>Copy jam</i></b>	
Roller marks and scratches on paper	
Jam code 115	
Paper size not detected correctly	
Paper set error	
Paper shift error	
<b>2. Copy Process .....</b>	<b>5</b>
Web cleaning unit	
Toner blocking	
Developer distributed unevenly in development unit	
Toner refresh mode	
<b>3. Connectivity.....</b>	<b>6</b>
IPsec	
<b>4. Printing/Scanning .....</b>	<b>6</b>
Cannot print	
<b>5. Operation Panel.....</b>	<b>7</b>
Incorrect display	
Wrong indicator lit	
Black screen	
<b>6. Security .....</b>	<b>7</b>
User ID	
<b>7. Error Codes and Messages .....</b>	<b>8</b>
SC 240-243, SC250-257	
SC 418, 675, 795-18/-19/-20/-22, 796-37, <b><i>797</i></b> , 86x, <b><i>990</i></b> , 992, 997	
False SC detection	
<b>8. Optional Units.....</b>	<b>10</b>
Finisher	
Plockmatic	
GBC Punch	
Perfect Binder	
Ring Binder	
Cover Interposer	
Stacker	
<b>9. EFI Controller .....</b>	<b>12</b>
Various	

**Updated: 29<sup>th</sup> December 2011:** Changes in bold italics

Model: AG-C1	Date: 31-Dec-08	No.: RD016000g
--------------	-----------------	----------------

**10. Output Quality Problems .....13**

White lines  
 Poor image transfer  
 Toner blistering  
 Uneven image density  
 Low image density  
 White spots  
 Light spots  
 Roller trails on outputs  
 No color output; YMC printed as black  
 Blurred image  
 Vertical stripe  
 Stripes  
 Banding  
 Image of previous page

**11. Others.....15**

Machine is too slow  
 Energy saver mode  
 Communication failure between components  
 Unwanted reboot  
 Reboot failure  
 SMC report  
 Cannot install a component  
 Firmware update  
 Machine freezes  
 SPs display the wrong value  
 Failure every 30 pages  
 PM counter  
 Oil leak  
 Machine stays in scanning mode

**Updated: 29<sup>th</sup> December 2011:** Changes in bold italics

Model: AG-C1

Date: 31-Dec-08

No.: RD016000g

## 1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Original jam	When custom size originals (220 mm to 240 mm) are fed from the ADF	D016 013	The custom size original fed from the ADF catches up with the previously fed original.	Change the setting of "Special Original ..." to "Mixed Sizes".	
Copy jam	When punching a few sheets (1-3 sheets) with big curls	D392 001b	Ring Binder B1 firmware	Install version 01.270:04 or later.	
		D392 002a	Ring Binder B2 firmware	Install version 01.050:01 or later.	
Copy jam	Jam 20: When switched to the second LCT-Multi Bypass Tray BY5000 from the mainframe bank.	D016 001a	Engine firmware	Install version 2.000:12 or later.	
Copy jam	Jam 115: When changing from Standard size to Non-standard size.	B234 014h	Finisher firmware	Install version 1.800:58 or later.	
Copy jam	Jams 37 and 38:	G178 080	Dirty ozone filters Paper not attracted enough to the transport belt	Clean the ozone filter.  Attach the Separation Plate (P/N G1789530) inside the air duct.	
Copy jam	Jam 38	G178 081	Paper does not touch the transport belt	Change the orientation from SEF to LEF.	
Copy jam	Jam 416: False detection	D016 0013	Engine firmware	Install version 3.002:12 or later.	
<b>Copy jam</b>	<b>Paper lag jam</b>	<b>D391 001e</b>	<b>P-Binder_B1 firmware</b>	<b>Install version 0.340:13 or later</b>	
Roller marks and scratches on paper	On the edges of the paper. Curled-up edges also	G178 074		Install new parts (see the RTB for details).	
Jam code 115	When changing from Standard size to Non-standard size.	B234 014h	Finisher firmware	Install version 1.800:58 or later.	
Paper size not detected correctly	When the switch is turned on with paper set in the 1st tray	B835 001g	Cover interposer firmware	Install version 02.073:44 or later.	
Paper set error	When sending a job from Web Image Monitor, in which the job's 1st sheet is fed from the C15000/5010,	B835 001g	Cover interposer firmware	Install version 02.073:44 or later.	
Paper shift error	After recovery from paper end	D016 005d	System/Copy firmware	Install version 1.05 or later.	French version: RTB 012a

Updated: 29<sup>th</sup> December 2011: Changes in bold italics

Model: AG-C1	Date: 31-Dec-08	No.: RD016000g
--------------	-----------------	----------------

## 2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
Web cleaning unit	Near-end/end displayed even after counter is cleared	G178 040	Forgot to open/close the front door after resetting the counter.	Do the procedure in the RTB when you replace the web/reset the counter.	
Web cleaning unit		D016 001a	Engine firmware	Install version 2.000:12 or later.	
Toner blocking in strips on the dev. roller	Uneven gap between the drum and development roller	G178 063		Follow the important point for drum unit installation as described in the RTB.	
Developer distributed unevenly in dev. unit	A development unit with developer was removed, and then reinstalled	G178 064		Follow the important notes for development unit installation as described in the RTB.	
Toner refresh mode	Failed	D016 001g	Engine firmware	Install version 3.005:12 or later.	

**Updated: 29<sup>th</sup> December 2011:** Changes in bold italics

Model: AG-C1	Date: 31-Dec-08	No.: RD016000g
--------------	-----------------	----------------

### 3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
IPsec	When trying to connect another Windows Vista PC or Windows Server 2008 to the machine via 1Psec connection 5 minutes at minimum or 48 hrs at maximum after the connection of the first PC, the second PC or the server cannot make its 1Psec connection to the machine.	D016 003a	Network Support firmware	Install version 3.000:12 or later.	Follow the correct update procedure; see the RTB

### 4. Printing/Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot print	When SC 721 or 750 occurs	B234 014j	Finisher firmware	Install version 1.900:60 or later.	

Updated: 29<sup>th</sup> December 2011: Changes in bold italics

Model: AG-C1	Date: 31-Dec-08	No.: RD016000g
--------------	-----------------	----------------

## 5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Incorrect display	Jam displayed when scanning during printing	D016 005a	System/Copy firmware	Install version 1.02 or later.	
Incorrect message displayed	JAM indication appears when the power switch is turned on when punch unit has been removed	D392 001b	Ring Binder B1 firmware	Install version 01.270:04 or later.	
Wrong indicator lit	When the front door of the Buffer Pass unit is open, the operation panel indicates an open door of the mainframe	D016 015	Buffer Pass Unit firmware	Install version 1.000:03 or later. Follow the correct update procedure; see the RTB	System and engine firmware must also be updated – see the RTB.
Wrong indicator lit	Jam in the Buffer Pass unit is indicated as a jam at the paper exit of the mainframe	D016 015	Buffer Pass Unit firmware	Install version 1.000:03 or later. Follow the correct update procedure; see the RTB	System and engine firmware must also be updated – see the RTB.
Black screen		D016 005d	System/Copy firmware	Install version 1.05 or later.	French version: RTB 012a

## 6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
User ID	No User ID (User Name & User Code) during printing	D016 005a	System/Copy firmware	Install version 1.02 or later.	

Updated: 29<sup>th</sup> December 2011: Changes in bold italics

Model: AG-C1

Date: 31-Dec-08

No.: RD016000g

## 7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC240-243, SC250-257		G178 094	Loss of laser power due to defective LDU	Replace all four LDUs for the units having the serial numbers indicated in the RTB.	
SC418	False detection	D016 001d	Engine firmware	Install version 3.001:12 or later.	
SC675	After replacing the RCB board	G178 041	Old firmware	Update to the latest engine firmware after installing a new RCB	See the RTB for combinations of firmware that cause this error.
SC 795-18/-19/-20/-22		D391 019	The blade doesn't reach the blade and the cover sheet is uncut, due to loosening of screws.	Replace the Trimming Adjustment Plate Screws.	See the procedure in the RTB.
SC 796-37		D391 018	Abrasion of gears due to error in manufacturing	Replace the helical and worm gears in the main and sub grip units	See the procedure in the RTB.
SC797-36	When making a booklet using a 19.2 inch size cover	D391 004a	P-Binder_B4 firmware	Install version 0.150:00 or later	
		D391 001b	P-Binder_B1 firmware	Install version 0.280:11 or later	
<b>SC 797</b>	<b><i>SC797-20 when turning on the machine power in an LL environment even if no shortage in the gluing unit.</i></b>	<b><i>D391 004c</i></b>	<b><i>P-Binder_B4 firmware</i></b>	<b><i>Install version 0.180:00 or later</i></b>	
SC86x	After turning the machine on	D016 005d	System/Copy firmware	Install version 1.05 or later.	French version: RTB 012a
SC990	When re-starting the print job after a jam	D016 005b	System/Copy firmware	Install version 1.03 or later.	
<b>SC990</b>		<b><i>D391 001e</i></b>	<b><i>P-Binder_B1 firmware</i></b>	<b><i>Install version 0.340:13 or later</i></b>	
SC992	All SCs involving the Buffer Pass unit are indicated as SC992	D016 015	Buffer Pass Unit firmware	Install version 1.000:03 or later.	System and engine firmware must also be updated – see the RTB.
SC997		Gen 028b	Global Scan NX firmware	Install version 1.1.3.0 or later.	
SC997	When setting the toner manufactured by InfoPrint	D016 005c	System/Copy firmware	Install version 1.04 or later.	Follow the correct update procedure; see the RTB



**Updated: 29<sup>th</sup> December 2011:** Changes in bold italics

Model: AG-C1

Date: 31-Dec-08

No.: RD016000g

<b>Subject</b>	<b>Symptom</b>	<b>RTB #</b>	<b>Cause</b>	<b>Solution</b>	<b>Note</b>
False SC detection	When front door is open and fusing unit removed	D016 001f	Engine firmware	Install version 3.003:12 or later	

**Updated: 29<sup>th</sup> December 2011:** Changes in bold italics

Model: AG-C1

Date: 31-Dec-08

No.: RD016000g

## 8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Finisher	When there are no staples, a jam occurs when the staple function is released after its operation has been stopped.	B234 014f	Finisher firmware	Install version 1.500 or later.	
Finisher	A single sheet of paper ejected to the shift tray is stapled	B234 014f	Finisher firmware	Install version 1.500 or later.	
Finisher	Shift tray does not descend or ascend	B234 014i	Finisher firmware	Install version 1.820:59 or later.	
Finisher	SR5000: Some sheets not stapled	G178 084	Paper sticks together because of static electricity.	Attach the Discharge Brush "B3011216"	
Finisher	Cannot detect punch unit	D016 005d	System/Copy firmware	Install version 1.05 or later.	French version: RTB 012a
Plockmatic	Deactivate request cannot be cancelled	B234 014f	Finisher firmware	Install version 1.500 or later.	
Plockmatic	Paper cannot be fed – indicator shows that the shift tray is full	B234 014f	Finisher firmware	Install version 1.500 or later.	
Plockmatic	JAM115 occurs during manual stapling	B234 014g	Finisher firmware	Install version 1.500 or later.	
Plockmatic	"Out of staples" does not disappear even when staples are added after a saddle-stitch job	B234 014g	Finisher firmware	Install version 1.500 or later.	
Plockmatic	After a saddle stitch job, job completion is not correctly informed, resulting in a "still copying" status.	B234 014g	Finisher firmware	Install version 1.500 or later.	
GBC punch	Deactivate request cannot be cancelled	B234 014f	Finisher firmware	Install version 1.600 or later.	
GBC punch	Sheets that should not be punched are punched	B234 014g	Finisher firmware	Install version 1.500 or later.	
Perfect Binder	After changing the glue heater and resetting the counter, the message does not go away.	D391 002a	P-Binder_B2 firmware	Install version 0.19:00 or later.	Perfect Binder
Perfect Binder	Sheets fall out from the booklet	D391 002c	P-Binder_B2 firmware	Install version 0.220:00 or later.	Do both of these to solve the problem. See the RTBs for details.
		D391 020	Misalignment in the stacking area	Rework needed for MIF and units in stock	

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**Model:** AG-C1

**Date:** 31-Dec-08

**No.:** RD016000g

Subject	Symptom	RTB #	Cause	Solution	Note
Perfect Binder	When a Z-Fold Unit is connected right after a Perfect Binder, the main machine doesn't recognize the Z-Fold Unit or anything behind it.	D391 002a	P-Binder_B2 firmware	Install version 0.19:00 or later.	Perfect Binder
Perfect binder	Machine stalls when a jam occurs in the Perfect Binder	D391 004a	P-Binder_B4 firmware	Install version 0.150:00 or later	
		D391 001b	P-Binder_B1 firmware	Install version 0.280:11 or later	
Perfect binder	Printing cannot restart after recovering a jam	D391 001c	P-Binder_B1 firmware	Install version 0.310:11 or later	
		D391 002b	P-Binder_B2 firmware	Install version 0.210:00 or later	
		D391 005a	P-Binder_B5 firmware	Install version 0.260:00 or later	
Perfect binder	Jam in the inserter with non-standard size media	D016 001f	Engine firmware	Install version 3.003:12 or later	
Perfect binder	Dirty cover sheets	D391 004b	P-Binder_B4 firmware	Install version 0.160:00 or later	
		D391 005b	P-Binder_B5 firmware	Install version 0.28:00 or later	
Perfect binder	Trimmings fall into the book buffer tray	D391 004b	P-Binder_B4 firmware	Install version 0.160:00 or later	
		D391 005b	P-Binder_B5 firmware	Install version 0.28:00 or later	
Ring Binder	Not working	D392 001b	Ring Binder B1 firmware	Install version 01.270:04 or later.	
Ring binder	Jam caused by malfunction of the motor in the horizontal paper path (for downstream delivery and binding).	D392 007 D392 001e	Please update the firmware to "RingBinder_B 1 D3925510F (01.300:04)"	Please do NOT use the firmware version "RingBinder_B1 D3925510E (01.290:04)".	
Cover interposer	The job cannot be completed if the Inserter cover is opened.	B835 001e	Cover interposer firmware	Install version 02.070:41 or later.	
Cover interposer	The job cannot be completed if the paper on the feeder tray is dragged out.	B835 001e	Cover interposer firmware	Install version 02.070:41 or later.	
Cover interposer	The job cannot be completed if a jam occurs on the interposer or a downstream peripheral.	B835 001e	Cover interposer firmware	Install version 02.070:41 or later.	
Stacker	Full sensor does not work	D016 001f	Engine firmware	Install version 3.003:12 or later	
Stacker	Jam with mixed media sizes	D016 001f	Engine firmware	Install version 3.003:12 or later	
Machine freezes	Machine stalls when a jam occurs in the Perfect Binder	D391 004a	P-Binder_B4 firmware	Install version 0.150:00 or later	
		D391 001b	P-Binder_B1 firmware	Install version 0.280:11 or later	

**Updated: 29<sup>th</sup> December 2011:** Changes in bold italics

Model: AG-C1	Date: 31-Dec-08	No.: RD016000g
--------------	-----------------	----------------

## 9. EFI Controller

Subject	Symptom	RTB #	Cause	Solution	Note
EFI Controller	Any error with EFI controller	D016 011	If you have problems with the EFI controller, see this RTB. You may need to apply a patch.		
EFI Controller	Various problems	G178 070	Check the RTB for a list of problems with the EFI controller. Install System Software Version 4.0.		
EFI Controller	Various problems	G178 078	Check the RTB for a list of problems with the EFI controller. Install E-80 System Software Version 2.0.		
EFI Controller	Problems when updating to version 4.0	G178 075	Symptom "A" When restoring backup setting data: Symptom "A-1": Cannot active CWPT Symptom "A-2": Cannot utilize the Remote Desktop Symptom "B" Cannot register/display Address Book data		
					See the RTB for details.

**Updated: 29<sup>th</sup> December 2011:** Changes in bold italics

Model: AG-C1

Date: 31-Dec-08

No.: RD016000g

## 10. Output Quality Problems

Subject	Symptom	RTB #	Cause	Solution	Note
White lines	A white line appears on each edge of large size and heavy weight paper (A3 SEF or more, 200 g/m <sup>2</sup> or more)	G178 058	High bias current at the PTR for the leading and trailing edges of paper	Adjust the setting of SP2426-001 to -232 within the range from 150% to 200%. See the RTB for an example.	The SPs to adjust depend on the customer's job settings.
Poor image transfer	Poor image transfer in the LL condition (Temperature: 10°C or less, Humidity: 15% or less).	G178 059	Insufficient bias current at the PTR in the LL condition (especially for plain paper)	Change the settings of SP2369-001, -002, -008 and -009 to "110%". If that does not work, try "120%"	
Toner blistering		D016 001c	Engine firmware	Install version 3.000:12 or later.	Follow the correct update procedure; see the RTB
		D016 005c	System/Copy firmware	Install version 1.04 or later.	
		G178 072a		SPs added	See the procedures in the RTB.
Uneven image density		D016 001c	Engine firmware	Install version 3.000:12 or later.	Follow the correct update procedure; see the RTB
		D016 005c	System/Copy firmware	Install version 1.04 or later.	
Uneven image density	Uneven gap between the drum and development roller	G178 063		Follow the important point for drum unit installation as described in the RTB.	
Low image density		D016 001c	Engine firmware	Install version 3.000:12 or later.	Follow the correct update procedure; see the RTB
		D016 005c	System/Copy firmware	Install version 1.04 or later.	
Low image density	Black	D016 001g	Engine firmware	Install version 3.005:12 or later.	
White spots	Uneven gap between the drum and development roller	G178 063		Follow the important point for drum unit installation as described in the RTB.	
Light spots	Near toner end	G178 077	Solidified toner is made when the toner pump rotates without toner to check if the toner bottle is empty. The solidified toner may cause light spots.	To prevent the problem, adjust the SPs as shown in the RTB. If the problem has already occurred, do the procedure in the RTB.	
Roller trails on outputs		G178 069		Check which rollers are causing the problems and take action, as explained in the RTB.	

**Updated: 29<sup>th</sup> December 2011:** Changes in bold italics

**Model:** AG-C1

**Date:** 31-Dec-08

**No.:** RD016000g

Subject	Symptom	RTB #	Cause	Solution	Note
No color output; YMC printed as black		D016 001f	Engine firmware	Install version 3.003:12 or later	
Blurred image		G178 090	Ozone; low air flow inside charge corona unit	Modify the duct (see the RTB for details).	
Vertical stripe	Color missing (C, M, or Y)	G178 092	Guide seal for the dust shield glass is blocking the laser beam	Perform the temporary repair as explained in the RTB. A modified part is being prepared.	Make sure to insert the dust shield glass correctly, as explained in the RTB.
Stripes		D016 001g	Engine firmware	Install version 3.005:12 or later.	
Banding	80-mm intervals	G178 105	Irregularities of drum surface due to manufacturing process	Manufacturing process was modified.	New P/N – see the RTB for details.
Banding	Black band on trailing edge: B/W mode and magnification rate less than 49%	D016 005d	System/Copy firmware	Install version 1.05 or later.	French version: RTB 012a
Image of previous page	B/W mode and magnification rate less than 49%	D016 005d	System/Copy firmware	Install version 1.05 or later.	French version: RTB 012a

**Updated: 29<sup>th</sup> December 2011:** Changes in bold italics

Model: AG-C1

Date: 31-Dec-08

No.: RD016000g

## 11. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Machine is too slow	The machine does not get to the print ready condition within the first print or copy time.	G178 027	Fusing oil is supplied in one of these cases: The machine is in the fusing oil near end condition when resetting the PM counter The machine has not been turned on for more than one week.	If fusing oil near end was displayed, add fusing oil If the machine was not turned on for a week or more, check the fusing oil level.	Automatic supply of fusing oil takes 750 seconds.
Energy saver mode	Machine stays in Wait status on recovery from energy saver	D392 001b	Ring Binder B1 firmware	Install version 01.270:04 or later.	
Comm. Failure between components	Ring binder and main machine	D392 001b	Ring Binder B1 firmware	Install version 01.270:04 or later.	
Unwanted reboot	After an SC990 during a multiple print job.	D016 005b	System/Copy firmware	Install version 1.03 or later.	
Reboot failure	When ATN is received from an upstream peripheral	D392 001b	Ring Binder B1 firmware	Install version 01.270:04 or later.	
		D392 002a	Ring Binder B2 firmware	Install version 01.050:01 or later.	
SMC report	Stops after the 5th sheet – must turn power off/on	D016 005b	System/Copy firmware	Install version 1.03 or later.	
Cannot install a component	PDCU lubricant bar	G178 057	Shape of the part is incorrect	Install the correct part	
Firmware update	Cannot update firmware with SD card	D016 015	Buffer Pass Unit firmware	Install version 1.000:03 or later. Follow the correct update procedure; see the RTB	System and engine firmware must also be updated – see the RTB.
SPs show the wrong value	Fusing temperature shown to be 0 C	G178 076	SPs not enabled	Use other SPs as shown in the RTB.	
Failure every 30 pages		D016 001f	Engine firmware	Install version 3.003:12 or later	
PM counter	Counter for Cover Interposer missed some jobs	D016 001g	Engine firmware	Install version 3.005:12 or later.	
Oil leak	Oil Pan Filter	G178 098	PM counter cleared at the wrong time	Temporary solution: Change the filters Permanent solution: New firmware will be issued	
Machine stays in scanning mode	Scanning pages with different paper sizes	D016 005d	System/Copy firmware	Install version 1.05 or later.	French version: RTB 012a