

Updated: End of June 2016: Changes in bold italics

Model: AG-P1, AG-C1, AGL-P1, AGL-C1 Date					08	No.: RG178000x
Subject: Troubleshooting					d by: T. N	liyamoto
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	🗌 Part info	orma	tion	Action	n required
	Mechanical	Electric	al		Servic	ce manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	fit information
	Product Safety	Other (		)		

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

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

Also look through the EFI controller bulletins for additional troubleshooting information (see section 9 EFI controller for the locations of these bulletins).



# **RICOH** Technical Bulletin

PAGE: 2/46

Model: AG-P1, AG-C1, AGL-P1, AGL-C1	Date: 31-Dec-08	No.: RG178000×
able of contents		
Paper Feed ErrorsOriginal jamCopy jamDecurlerRoller marks and scratches on paperJamPaper size not detected correctlyPaper set errorPaper shift errorCannot select paper size/typeWrong tray usedWrong paper size/type requestedCannot use paper		7
<b>Copy Process</b> Toner scattering Toner refresh Web cleaning unit Toner blocking Developer distributed unevenly in dev. Unit Problem with PS file		10
Connectivity IPsec Cannot send email Loss of connectivity Domain name overwritten SMB Address book Cannot add printer to PC Scan to folder Alert not sent WIM Machine's icon not shown Network settings return to defaults Cannot install driver Cannot use network functions Cannot use connectivity applications IPv6 SSL		11



PAGE: 3/46

Updated: End of June 2016: Changes in bold italics					
Model: AG-P1, AG-C1, AGL-P1, AGL-C1	Date: 31-Dec-08	No.: RG178000x			
<ul> <li>Printing</li> <li>Printing stops</li> <li>Sheet before jam falsely reprinted</li> <li>Cannot print</li> <li>Printing does not restart</li> <li>Problems with PDF</li> <li>Pages printed in wrong order</li> <li>Separator page</li> <li>PS error</li> <li>Blank sheet added</li> <li>Abnormal result (not specified)</li> <li>Duplex printing</li> <li>RIP failure</li> <li>Watermark</li> <li>Fonts</li> <li>Characters not printed correctly</li> <li>Job reset</li> <li>Garbled data</li> <li>Image not printed correctly</li> </ul>					
<ul> <li>Operation Panel</li> <li>Incorrect message displayed Wording errors</li> <li>Wrong indicator lit Black screen</li> <li>No display</li> <li>Software keyboard</li> <li>Operation panel does not work</li> <li>Displayed image</li> <li>User tools screen</li> <li>Language</li> <li>Display freezes</li> <li>Confusing display</li> <li>"Printing"</li> </ul>		17			
5. Security User ID Cannot assign group privileges Windows Authentication User Authentication Job log Users not logged out Cannot login Cannot logout Cannot recognize user Kerberos Authentication		19			



PAGE: 4/46

Ν	lodel: AG-P1, AG-C1, AGL-P1, AGL-C1	Date: 31-Dec-08	No.: RG178000x
7.	Error Codes and Messages SC 240-243, SC250-257 SC 254, 270-272, 320, 321, 322, 323, 328, 332, 333, 334 425, 426, 427, 524, 622, 670, 675, 795, 796, 797, 819, 8 SC304, 305, 306, 307, 344, 345, 346, 347, 477, 479, 490 675-01, 991 Toner end Shutdown message False SC detection Error message (unspecified)	I, 335, 352, 353, 354, 355 6x, 919, 990, 991, 992, 99	94, 997
8.	Optional Units SR5000 Finisher Perfect Binder Ring Binder Cover Interposer Stacker BK5000 Booklet Finisher Plockmatic GBC Punch Trimmer Finisher (not sure which) SDK		26
9.	<b>EFI Controller</b> Various Color Controller C-80 Color Controller E-80		30



PAGE: 5/46

Model: AG-P1, AG-C1, AGL-P1, AGL-C1	Date: 31-Dec-08	No.: RG178000x
10. Output Quality Problems		33
Creasing		
Oil marks		
Uneven brightness		
Glossy lines		
Uneven glossiness		
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		
Firefly spots		
Ghosting		
Data in the wrong color		
Part of image missing		
Overlapping data		
Color appears in background		
Slanted line		
Image rotation error		
Scaling error		
Color not printed Gradation		
Image in wrong position Color processing incorrect		
Fuzzy lines		
Scratches		
Mottled image		
Vertical lines		
Dirty printout		
Dirty background		
Color misalignment		



PAGE: 6/46

odel: AG-P1, AG-C1, AGL-P1, AGL-C1	Date: 31-Dec-08	No.: RG178000x
Others		42
Printer does not work		
Frame deformed		
Machine is too slow		
Double-count		
Alert on screen		
Energy saver mode		
Communication failure between components		
Unwanted reboot		
Reboot failure		
SMC report		
+24V circuit error detection		
Machine number data cleared		
Cannot install a component		
Firmware update		
SPs display the wrong value		
Failure every 30 pages		
PM counter		
Oil leak		
Exit guide (red mylars)		
Jam displayed but no jam		
Program download Machine idles		
Machine remains in idle mode		
Machine freezes		
Machine stays in scanning mode		
Cannot start the system		
Cannot select a feature		
Print counter		
Warming up		
Settings do not work		
Logs		
Memory leak		
Unexpected behavior (not specified)		
"NullPointerException"		



PAGE: 7/46

#### Updated: End of June 2016: Changes in bold italics

Model: AG-P1, AG-C1, AGL-P1, AGL-C1

Date: 31-Dec-08

No.: RG178000x

### 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".	
Decurler	Not working properly	G178 025	Not adjusted properly (certain serial numbers only)	Input correct settings for the de-curler unit adjustment with SP1906-002 and 1906- 003	See the RTB for the correct settings to use.
Roller marks on paper	Made by SR5000 exit roller on coated paper	G178 033	This case is limited to Ultra Digital 80lb Gloss	An altered exit drive roller without the brim (B8309533) is available as a replacement part.	The RTB explains how to change the roller.
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	When punching a few sheets (1-3 sheets) with big curls	D392 001b D392 002a	Ring Binder B1 firmware Ring Binder B2 firmware	Install version 01.270:04 or later. Install version 01.050:01 or later.	
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.	
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.	
Jam	Jam 38	G178 081	Paper does not touch the transport belt	Change the orientation from SEF to LEF.	
Jam	Jam 115: When changing from Standard size to Non-standard size.	B234 014h	Finisher firmware	Install version 1.800:58 or later.	
Jam	Jam 146	G178 005f	Engine firmware	Install version 3.002:12 or later.	See the RTB for how to update
Jam	Jam code 116: When switching from proof mode to staple mode while the stapler is in the position for staple refill.	B234 014k	Finisher firmware	Install version 2.000:61 or later.	
Jam	Jam 416: False detection	D016 0013	Engine firmware	Install version 3.002:12 or later.	



PAGE: 8/46

Model:	AG-P1, AG-C1, AGL-P1, A	AGL-C1		Date	te: 31-Dec-08		No.: RG178000x	
Subject	Symptom	RTB #	Cause		Solution		Note	
Jam	When copying/printing and switching the punch-hole type. This occurs when we use the main machine (110cpm or 135 cpm)/SR5000 with the decurl unit.	B234 014I	Finisher firm	ware	Install version 2.03 or later.	0:62		
Jam	Paper lag jam	D391 001e	P-Binder_B1 firmware		Install version 0.34 or later	0:13		
Jam	Jam 300 or 303 (Perfect Binder)	G178 160	Fusing oil adheres to transport rolle the Perfect B		Replace three tran rollers. See the RT the part numbers a locations.	B for		
Jam	When the Stacker Main Tray becomes full, printing does not stop	M043 019	Install patch i SP1.	for Col	lor Controller C-80 s	ystem v	version 1.0	
Paper size not detected correctly	When the switch is turned on with paper set in the 1st tray	B835 001g	Cover interpo firmware	oser	Install version 02.0 or later.			
Paper set error	When sending a job from Web Image Monitor, in which the job's 1st sheet is fed from the CI5000/5010,	B835 001g	Cover interpo firmware	oser	Install version 02.0 or later.	73:44		
Paper shift error	After recovery from paper end	D016 005d	System/Copy firmware	/	Install version 1.05 later.	or	French version: RTB 012a	
Cannot select paper size/type	When Tray Unit TK5000 is set in tray 1, A3/DLT cannot be selected.	G178 070	EFI controller	r: Insta	all System Software	Versior	1 4.0.	
Cannot select paper size/type	Various symptoms	M382 001	Install patch	for AG	-P1/C1-QX2.0 Color	Contro	oller E-80.	
Wrong tray used		G178 110b	EFI controller	r: Insta	all patch for System S	Softwa	re Version 4.0.	
Wrong tray used		M382 003	-		-P1/C1-QX2.0 Color			
Wrong tray used	When printing a PS file	G178 140			all patch for System S			
		M382 006 M078	EFI controller	r: Insta	-P1/C1-QX2.0 Color all patch for System s			
Muone tures		010			/ ProC720s (C1Lt).			
Wrong tray used	After sample copy	D097 002b	System/Copy firmware	/	Install version 1.06 or later	AKI		
Wrong tray used	Input Tray setting is not honored	M382 017		for AG	-P1/C1-QX2.0 Color	<sup>r</sup> Contro	oller E-80.	
		G178 164	ProC900(P1)	/ProC				
		M078 020			all patch for System 5 / ProC720s (C1Lt).	Softwa	re Version 1.0	



Model:		Date	e: 31-Dec-08	No.: F	RG178000x		
Subject	Symptom	RTB #	Cause Solution Note				
Wrong paper	After recovery from a Paper End condition	G178 154	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.				e Version 4.0.
size/type requested	while printing SEF jobs, LEF paper is requested.	M382 008					oller E-80.
		M078 012					e Version 1.0
Cannot use paper	Machine asks for thin paper in cover interposer but Pre- printed was specified	M382 001	Install patch	for AG	-P1/C1-QX2.0 Colo	r Contro	oller E-80.
Cannot use paper	A 2 at Left staple job cannot be printed on SEF paper.	G178 154	EFI controlle	r: Insta	II patch for System	Softwar	e Version 4.0.



PAGE: 10/46

#### Updated: End of June 2016: Changes in bold italics

Model: AG-P1, AG-C1, AGL-P1, AGL-C1

Date: 31-Dec-08

No.: RG178000x

### 2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
Toner	Lubrication powder	MB		Attach toner catch pans	
scattering	and toner falling on the	G178		to the development unit.	
	image transfer belt	031			
Toner		M077	Continuous	To prevent this problem,	
scattering		072c	printing of low	do the procedures in this	
			coverage images	RTB in addition to the	
		Also	degrades the	standard developer	
		see	developer and	removal operation.	
		RTB	prevents complete		
		077b,	developer removal		
		098,			
		099			
Toner refresh	Not functioning	G178	System/Copy	Install version 1.02 or	
<del></del>		002b	firmware	later	
Toner refresh	Failed	G178	Engine firmware	Install version 3.005:12	
		005h		or later.	
		D016	Engine firmware	Install version 3.005:12	
		001g	En alta a Constante da	or later.	
		D097 001a	Engine firmware	Install version 1.003:12	
		M078		or later.	
		001a			
Web cleaning	Near-end/end	G178	Forgot to	Do the procedure in the	
unit	displayed even after	040	open/close the	RTB when you replace	
ann	counter is cleared	040	front door after	the web/reset the	
			resetting the	counter.	
			counter.		
		G178	Engine firmware	Install version 2.000:12	
		005b		or later.	
		D016	Engine firmware	Install version 2.000:12	
		001a		or later.	
Toner	Uneven gap between	G178		Follow the important point	
blocking in	the drum and	063		installation as described in	the RTB.
strips on the	development roller				
develop-ment					
roller		14077			
Toner		M077	Low toner fluidity	Clean the doctor gap	
blocking		098, 021b	in the dev unit (=	Remove toner clumps	
(doctor gap)		031b	high toner		
Doveloper	A dovolopment unit	G178	concentration)	Follow the important notes	for
Developer distributed	A development unit with developer was	064		development unit installation	
unevenly in	removed, and then			described in the RTB.	11 43
dev. unit	reinstalled				
Problem with	PS file created by 3rd	G178	Apply the required F	Patch File(s) for ProC900 sy	stem version
PS file	vendor software	023	1.01.		
	cannot be composed.				



PAGE: 11/46

#### Updated: End of June 2016: Changes in bold italics

Model: AG-P1, AG-C1, AGL-P1, AGL-C1

Date: 31-Dec-08

No.: RG178000x

### 3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
IPsec	When trying to connect	G178	NIB firmware	Install version 7.04 or	Follow the
	another Windows Vista	001b		later.	correct
	PC or Windows Server	D016	Network	Install version 7.04.1 or	update
	2008 to the machine via	003a	Support	later.	procedure;
	1Psec connection 5		firmware		see the RTB
	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.				
Cannot send	If the MFP/LP has a	D016	Network	Install version 7.06 or	
		003b			
email	statically configured IP address and domain, it	0030	Support firmware	later.	
	always sends a HELO	G178	NIB firmware	Install version 7.06 or	
	using just its hostname.	001c	NID IIIIIwale	later.	
	SMTP servers that require	0010			
	client HELOs to include				
	the client's FQDN will				
	close the connection.				
Loss of	The machine's IP address	D016	Network	Install version 7.06 or	
connectivity	lease renewal request is	003b	Support	later.	
<b>,</b>	incorrectly formatted and		firmware		
	rejected by DHCP relay	G178	NIB firmware	Install version 7.06 or	
	agents. Loss of	001c		later.	
	connectivity until the				
	machine reinitializes the				
	network connection.				
Loss of	If the network settings	D016	Network	Install version 7.07 or	
connectivity	were changed repeatedly	003c	Support	later.	
			firmware		
Domain	When the device IP	D016	Network	Install version 7.06 or	
name	address and DNS server	003b	Support	later.	
overwritten	location are obtained by		firmware		1
	DHCP, the domain	G178	NIB firmware	Install version 7.06 or	
	specified by the device setting "IPv4 > Domain	001c		later.	
	L cotting "IDv/L > Domain				
	0				
	Name > Specify" is				
	Name > Specify" is overwritten by the domain				
CMD	Name > Specify" is overwritten by the domain obtained from DHCP.	D016	Notwork		
SMB	Name > Specify" is overwritten by the domain obtained from DHCP. Cannot send documents	D016	Network	Install version 7.06 or	
SMB	Name > Specify" is overwritten by the domain obtained from DHCP. Cannot send documents to a hostname containing	D016 003b	Support	Install version 7.06 or later.	
	Name > Specify" is overwritten by the domain obtained from DHCP. Cannot send documents to a hostname containing 2-byte characters.	003b	Support firmware	later.	
SMB SMB	Name > Specify" is overwritten by the domain obtained from DHCP. Cannot send documents to a hostname containing 2-byte characters. Cannot Scan to SMB to a	003b D016	Support firmware Network	later. Install version 7.06 or	
	Name > Specify" is overwritten by the domain obtained from DHCP. Cannot send documents to a hostname containing 2-byte characters. Cannot Scan to SMB to a destination that is not	003b	Support firmware Network Support	later.	
SMB	Name > Specify" is overwritten by the domain obtained from DHCP. Cannot send documents to a hostname containing 2-byte characters. Cannot Scan to SMB to a destination that is not specified using an FQDN.	003b D016 003b	Support firmware Network Support firmware	later. Install version 7.06 or later.	
SMB	Name > Specify" is overwritten by the domain obtained from DHCP. Cannot send documents to a hostname containing 2-byte characters. Cannot Scan to SMB to a destination that is not specified using an FQDN. Problems when using	003b D016 003b D016	Support firmware Network Support firmware Network	later. Install version 7.06 or later. Install version 7.06 or	
	Name > Specify" is overwritten by the domain obtained from DHCP. Cannot send documents to a hostname containing 2-byte characters. Cannot Scan to SMB to a destination that is not specified using an FQDN. Problems when using across subnets due to	003b D016 003b	Support firmware Network Support firmware Network Support	later. Install version 7.06 or later.	
SMB	Name > Specify" is overwritten by the domain obtained from DHCP. Cannot send documents to a hostname containing 2-byte characters. Cannot Scan to SMB to a destination that is not specified using an FQDN. Problems when using	003b D016 003b D016	Support firmware Network Support firmware Network	later. Install version 7.06 or later. Install version 7.06 or	



PAGE: 12/46

Model: AG-P1, AG-C1, AGL-P1, AGL-C1				Date: 31-Dec-08		No.: RG178000x	
Subject	Symptom	RTB #	Cause	e Solutio	on	Note	
SMB	Cannot Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.	D016 003b	Network Support firmware	Install version later.	7.06 or		
SMB	Cannot Scan to SMB to Windows 98/98SE/Me/NT4.0 destinations specified using an IP address.	D016 003b	Network Support firmware	Install version later.	7.06 or		
SMB	The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).	D016 003b	Network Support firmware	Install version later.	7.06 or		
SMB	Cannot Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.	D016 003b	Network Support firmware	Install version later.	7.06 or		
SMB	The Scan to SMB "Connection Test" fails if performed on a directory located directly below a DFS root.	D016 003b	Network Support firmware	Install version later.	7.06 or		
SMB	If the MFP's IP address is changed to an IP address of another subnet, users cannot browse the network (using Scan to SMB) until the MFP is rebooted.	D016 003b G178 001c	Network Support firmware NIB firmwa	Install version later. are Install version later.		_	
SMB	After changing the machne's DNS server address or Domain name, Scan to SMB destinations specified using a hostname are not found.	D016 003b	Network Support firmware	Install version later.	7.06 or		
SMB	Scan to SMB fails	D016 003c	Network Support firmware	Install version later.	7.07 or		
SMB	Scanned document not sent	D016 003c	Network Support firmware	Install version later.	7.07 or		
Address book	Cannot use or edit	G178 089 M382 001	4.0.	ller: Install patch for S h for AG-P1/C1-QX2.	-		
Cannot add printer to PC	64-bit computer	M043 012	SP1.	h for Color Controller	-	em version 1.0	
Scan to folder Scan to	Fails Fails	D097 002b D016	System/Co firmware System/Co	or later			
folder		005e	firmware	later	1.00 01		



Model: /	AG-P1, AG-C1, AGL-P1, AGL	-C1	D	ate: 31-Dec-08	No.: RG178000x
Subject	Symptom	RTB #	Cause	Solution	Note
Scan to	Cannot scan to shared	D016	Network	Install version 7.0	)7 or
folder	folders	003c	Support	later.	
			firmware		
Scan to	When NBT is OFF	D016	Network	Install version 7.0	)7 or
folder		003c	Support	later.	
			firmware		
Scan to	If "CNAME" is specified as	D016	Network	Install version 7.0	)7 or
folder	the destination folder,	003c	Support	later.	
	ScanTo Folder will abort.		firmware		
Scan to	When NBT is OFF	D097	System/Copy		6ARI
folder		002b	firmware	or later	
Scan to	Files scanned using	G178		for Software Version	n 4.0 for
folder	Scan to SMB on a	179		)/ProC900s(C1).	
	Windows XP Server based Fiery cannot be	M382 028	Install patch 80.	n for AG-P1/C1-QX2.0	Color Controller E-
	saved in a Mac OSX	M078		er: Install patch for S	System Software
	10.10 shared folder	026		for ProC720 (P1Lt) / 1	
WIM	Locks up	D016	Network	Install version 7.0	
		003c	Support	later.	
		0000	firmware		
Machine's	Not shown in the	D016	Network	Install version 7.0	)7 or
icon not	Windows "Network"	003c	Support	later.	
shown	dialogue if SSDP is		firmware		
	enabled.				
Network	Under very specific	D016	Network	Install version 7.0	)7 or
settings	combinations of IP	003c	Support	later.	
return to	address, Subnet Mask,		firmware		
defaults	and Gateway address				
Cannot install	If the IPP Authentication	D016	Network	Install version 7.0	)7 or
driver	setting is enabled	003c	Support	later.	
			firmware		
Cannot use	If DHCP and DDNS are	D016	Network	Install version 7.0	)7 or
network	both enabled	003c	Support	later.	
functions			firmware		
Cannot use	Affected applications	D016	Network	Install version 7.0	)7 or
connectivity	include Web Image	003c	Support	later.	
applications	Monitor, IPP Printing and		firmware		
	@Remote.				
IPv6	Cannot disable	M382	Install patch	for AG-P1/C1-QX2.0 (	Color Controller E-80.
		016			
		M078		r: Install patch for Syst	
		018		720 (P1Lt) / ProC720s	
		G178	Install patch	for Software Version 4	.0 for
		162		/ProC900s(C1).	
SSL	Vulnerability to the re-	Gene	Java VM4	Install version 4.2	25.07
	negotiation of SSL/TLS	050b	Update Tool	or later.	



PAGE: 14/46

### Updated: End of June 2016: Changes in bold italics

Model: AG-P1, AG-C1, AGL-P1, AGL-C1

Date: 31-Dec-08

No.: RG178000x

### 4. Printing

Subject	Symptom	RTB #	Cause	Solution	Note
Printing	At the 5th sheet when	G178	System/Copy	Install version 2.04 or	
stops	doing duplex printing of SMC output	002d	firmware	later	
Printing	Status remains in	M043		or Controller C-80 system v	ersion 1.0
stops	Printing mode	011	SP1.		
Sheet	After recovering from a	G178	Stacker firmware	Install version 4.08:15 or	
before jam	jam in which the jammed	044c		later.	
falsely	sheet hasn't reached the				
reprinted	Entrance Sensor of the Stacker				
Cannot	When SC 721 or 750	B234	Finisher firmware	Install version 1.900:60	
print	occurs	014j		or later.	
Cannot	RIP not completed; job	G178	EFI controller: Insta	Il System Software Version	4.0.
print	does not start	070			N/ 1 / 0
Cannot	Job with 2 staples	M078		Il patch for System Software	e Version 1.0
print		010	for ProC720 (P1Lt)		
		M382 008	•	-P1/C1-QX2.0 Color Contro	
Cannot	Processing never	M078		II patch for System Software	e Version 1.0
print	completes	010	for ProC720 (P1Lt)		
Cannot	VPS files	M043		Il patch for Color Controller	C-80 system
print		002	version 1.0 SP1.		2.00
Cannot		M043		Il patch for Color Controller	C-80 system
print		003	version 1.0 SP1.		
Cannot	When PDF optimization	M043 013		or Controller C-80 system v	ersion 1.0
print Printing	is selected When recovering from	G178	SP1.	II System Software Version	2.0
does not	paper end	043		in System Sonware version	3.0.
restart		D016			
restart		011			
Printing	When pausing a job for	G178	EFI controller: Insta	Il System Software Version	3.0.
does not	1 hour, and restarting	043	,,, ,, ,,		
restart	the same job, the	D016			
	display indicates	011			
	'printing' but does restart				
Printing	When recovering from	G178	EFI controller: Insta	II System Software Version	4.0.
does not	SC794	070			
restart					
Printing		G178	EFI controller; Insta	Il patch for System Software	e Version 3.0.
does not		088			
restart	lunana dafaata kuu	0170			0.0
Problems with PDF	Image defects when	G178	EFI controller; Insta	Il System Software Version	3.0.
	ripping PDF files.	043 D016			
		011			
Problems	When PDF optimization	M043	Install patch for Col	or Controller C-80 system v	ersion 1 0
with PDF	is selected, some	010	SP1.		
	elements are missing.				



Model:	AG-P1, AG-C1, AGL-P1, A	AGL-C1		Date	: 31-Dec-08	No.: R	G178000x
Subject	Symptom	RTB #	Cause		Solution		Note
Pages printed in wrong order	In a print job consisted of different paper types, pages are randomly printed in simplex.	G178 070			l System Software		4.0.
Pages printed in wrong order	After inserting a blank page at the end of a PDF	G178 131a			I patch for System		
Separator page	Not printed correctly	G178 110b	EFI controller	: Instal	I patch for System	Software	e Version 4.0.
PS error	When 2 staples at center was requested, Fiery shows PS error (Rangecheck Error).	M078 010 M382 006	for ProC720	(P1Lt) /	I patch for System / ProC720s (C1Lt). P1/C1-QX2.0 Colo		
PS error	VM error	M078 010			I patch for System ProC720s (C1Lt).	Software	e Version 1.0
Blank sheet added	Duplex printing	M078 010	EFI controller	: Instal	I patch for System ProC720s (C1Lt).	Software	e Version 1.0
Abnormal result (not	After installing a patch	G178 140			I patch for System		
specified)		M078 010	for ProC720	(P1Lt)	I patch for System / ProC720s (C1Lt).		
Abnormal result (not specified)	RGB image with Pure Black	M078 010 M382 006	for ProC720	(P1Lt)	I patch for System / ProC720s (C1Lt). P1/C1-QX2.0 Colo		
Abnormal result (not specified)	PCL data	G178 154	EFI controller	: Instal	I patch for System	Software	e Version 4.0.
Abnormal result (not specified)		M043 015			80_PS_Elements_I em version 1.0 SP		e for Color
Duplex printing	PCL5 data	G178 154			I patch for System		
		M382 008	•		P1/C1-QX2.0 Colo		
		M078 012	for ProC720	(P1Lt)	I patch for System ProC720s (C1Lt).		
Rip failure	When Use Font Substitution is not selected	M043 010	Install patch f SP1.	or Colo	or Controller C-80 s	system ve	ersion 1.0
Watermark	Error with Mac OS 10	M382 001	Install patch f	or AG-	P1/C1-QX2.0 Colo	r Control	ler E-80.
Fonts	Font size changes during a print job	M078 013 M382	for ProC720	(P1Lt)	I patch for System ProC720s (C1Lt). P1/C1-QX2.0 Colo		
Characters not printed	A character with a specific font is printed	009 M078 016	for ProC720	(P1Lt)	I patch for System ProC720s (C1Lt).		
correctly	incorrectly	G178 159 M382 013			I patch for System P1/C1-QX2.0 Colo		



Model	: AG-P1, AG-C1, AGL-P1, A	GL-C1		Date: 31-Dec-08 No.: RG178000>			RG178000x
Subject	Symptom	RTB #	Cause		Solution		Note
Job reset	Chunk Transfer Encoding over an IPP port	D016 003c	Network Sup firmware	port	Install version 7.0 later.	7 or	
Garbled data	Occurs with Impose settings	M382 018	Install patch for AG-P1/C1-QX2.0 Color Controller E-80. Install patch for Software Version 4.0 for ProC900(P1)/ProC900s(C1).			ller E-80.	
		G178 165					
		M078 020			Il patch for System / ProC720s (C1Lt).	Software	e Version 1.0
Image not printed	Incorrect imageable area dimensions in the PPD.	M382 022	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.				ller E-80.
correctly		G178 168	Install patch for Software Version 4.0 for ProC900(P1)/ProC900s(C1).				



PAGE: 17/46

### Updated: End of June 2016: Changes in bold italics

Model: AG-P1, AG-C1, AGL-P1, AGL-C1

Date: 31-Dec-08

No.: RG178000x

### 5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Incorrect	JAM indication appears	D392	Ring Binder B1	Install version	
message	when the power switch	001b	firmware	01.270:04 or later.	
displayed	is turned on when punch				
	unit has been removed				
Incorrect	Jam displayed when	D016	System/Copy	Install version 1.02 or	
message	scanning during printing	005a	firmware	later.	
displayed					
Incorrect	Paper misfeed displayed	G178	EFI controller; Insta	all System Software Versi	on 3.0.
message	at Toner-End.	043		-	
displayed		D016			
		011			
Wording	On the Web Image	G178	WebSystem	Install version 1.53 or	Follow the
errors	Monitor "Printer Status	003c	firmware	later	correct update
	Notification by E-Mail"				procedure; see
	screen				the RTB
Wrong	When the front door of	D016	Buffer Pass Unit	Install version	System and
indicator lit	the Buffer Pass unit is	015	firmware	1.000:03 or later.	engine firmware
	open, the operation			Follow the correct	must also be
	panel indicates an open			update procedure;	updated – see
	door of the mainframe			see the RTB	the RTB.
Wrong	Jam in the Buffer Pass	D016	Buffer Pass Unit	Install version	System and
indicator lit	unit is indicated as a jam	015	firmware	1.000:03 or later.	engine firmware
	at the paper exit of the			Follow the correct	must also be
	mainframe			update procedure;	updated – see
				see the RTB	the RTB.
Black	Touch panel cannot	D097	System/Copy	Install version	
screen	recover from black	002a	firmware	1.05ARI or later.	
	screen				
Black		D016	System/Copy	Install version 1.05 or	French version:
screen		005d	firmware	later.	RTB 012a
No display	After changing language	M344	VM card firmware	Install version 4.15 or	
	settings	001c		later.	
Software	Cannot close after using	M344	VM card firmware	Install version 4.15 or	
keyboard	an SDK application	001c		later.	
Does not	Cannot use Start key	M344	VM card firmware	Install version 4.17-	
work		001d		01 or later.	
Displayed	Incomplete	M344	VM card firmware	Install version 4.17-	
image		001d		01 or later.	
Displayed	Character string not	M344	VM card firmware	Install version 4.17-	
image	displayed correctly	001d		01 or later.	
Displayed	JPEG images not	M344	VM card firmware	Install version 4.17-	
image	displayed	001d		01 or later.	
User tools	Cannot exit	M344	VM card firmware	Install version 4.17-	
screen		001d		01 or later.	
Language	Cannot switch	M344	VM card firmware	Install version 4.17-	
		001d		01 or later.	
		-	Java VM4 Update	Install version 4.25.07	
Display	SDK start logo does not	Gene	Java vivi4 Opuale	113tali Version 4.20.07	
Display freezes	SDK start logo does not change	Gene 050b	Tool	or later.	
	-				
freezes	change	050b	Tool	or later.	



Model	Model: AG-P1, AG-C1, AGL-P1, AGL-C1			Date	e: 31-Dec-08	No.	.: RG178000x
Subject	Symptom	RTB #	Cause		Solution		Note
Confusing display	A confusing error message indicating a button "Reset" is displayed after removing jammed paper.	G178 070	EFI controller	: Insta	II System Software	Versi	ion 4.0.
"Printing"	After a staple job	G178 089	EFI controller: Install patch for System Software Version 4.0.				vare Version 4.0.
		M382 001, 002	Install patch f	or AG-	P1/C1-QX2.0 Colo	r Con	ntroller E-80.
		M078 006					
		G178 110b	EFI controller	: Insta	Il patch for System	Softw	vare Version 4.0.



PAGE: 19/46

#### Updated: End of June 2016: Changes in bold italics

Model: AG-P1, AG-C1, AGL-P1, AGL-C1

Date: 31-Dec-08

No.: RG178000x

### 6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
User ID	No User ID (User	D016	System/Copy	Install version 1.02 or	
	Name & User Code) during printing	005a	firmware	later.	
Cannot assign	Cannot assign them	D016	Network Support	Install version 7.06 or	
group privileges	to a logged in user if	003b	firmware	later.	
	that group has a	G178	NIB firmware	Install version 7.06 or	
	name consisting of	001c		later.	
	more than 20 bytes.				
Windows	Cannot use Kerberos	D016	Network Support	Install version 7.06 or	
authentication	when being	003b	firmware	later.	
	authenticated on a	G178	NIB firmware	Install version 7.06 or	
	Windows 2008 or	001c		later.	
	Windows 2008 R2 server.				
Windows	Fails on a domain	D016	Network Support	Install version 7.06 or	
authentication	controller whose	003b	firmware	later.	
	hostname contains 2-	G178	NIB firmware	Install version 7.06 or	
	byte characters.	001c		later.	
Windows	Unable to retrieve the	D016	Network Support	Install version 7.06 or	Because of
authentication	Windows group	003b	firmware	later.	this, logged
	name from a	G178	NIB firmware	Install version 7.06 or	<ul> <li>in users are only granted</li> </ul>
	Windows 2008 R2	001c		later.	the
	server during				"Available
	Windows				Functions"
	Authentication.				specified for them in the
					Address
					book
Windows	Fails if the username	D016	Network Support	Install version 7.06 or	
authentication	or password includes	003b	firmware	later.	
	lower-case European	G178	NIB firmware	Install version 7.06 or	
	characters.	001c		later.	
User	Printing possible	G178	EFI controller: Insta	all patch for System Softwar	e Version
authentication	even if job was	110b	4.0.		
	cancelled	M382	Install patch for AG	-P1/C1-QX2.0 Color Contro	oller E-80.
		002			
		M078	EFI controller: Insta	all patch for System Softwar	e Version
		006	1.0 for ProC720 (P	1Lt) / ProC720s (C1Lt).	
Job log	Stops part of the way	G178	EFI controller: Insta	all patch for System Softwar	e Version
-	through	110b	4.0.		
Job log	Jobs are not	G178	EFI controller: Insta	all patch for System Softwar	e Version
0	displayed in	140	4.0.		
	accordance with the	M382	Install patch for AG	-P1/C1-QX2.0 Color Contro	oller E-80.
	order of "Date/Time"	005			
		M078	EFI controller: Insta	all patch for System Softwar	e Version
		009		1Lt) / ProC720s (C1Lt).	
Job log	Cannot export if too	M078		all patch for System Softwar	e Version
	big	009		1Lt) / ProC720s (C1Lt).	
		M382		G-P1/C1-QX2.0 Color Contro	
		IVIJOZ	I INSIAII DAICH IOLAU		



Model: AG-	-P1, AG-C1, AGL-P1, AG	aL-C1	Date: 31-Dec-08 No.: RG178000			178000x
Subject	Symptom	RTB #	Cause	Solutio	n	Note
Users not logged out	User code authentication, and SDK/J on the operation panel	M344 001c	VM card firmware	Install version 4. later.	15 or	
Cannot login	If user name/password contains certain characters	M344 001d	VM card firmware	Install version 4. later.	17-01 or	
Cannot login	Application authentication fails	Gene 050b	Java VM4 Update Tool	Install version 4. later.	26.05 or	
Cannot logout	If User Authentication settings are changed many times	M344 001d	VM card firmware	Install version 4. later.	17-01 or	
Cannot recognize user	SDK applications cannot recognize whether Administrator or User Authentication is enabled or whether an admin or user has already logged in.	M344 001d	VM card firmware	Install version 4. later.		
Kerberos Authentication	Slow	Gene 050b	Java VM4 Update Tool	Install version 4. later.	26.05 or	
Kerberos Authentication	AES-256 used for encryption but was not specified	Gene 050c	Java VM4 Update Tool	Install version 4. later.	28.00 or	



PAGE: 21/46

#### Updated: End of June 2016: Changes in bold italics

Model: AG-P1, AG-C1, AGL-P1, AGL-C1 Date: 31-Dec-08 No.: RG178000x

#### 7. Error Codes

Also check the EFI controller RTBs that are mentioned in section 9 (EFI controller).

Subject	Symptom	RTB #	Cause	Solution	Note
SC240-243,	e y presi	G178	Loss of laser	Replace all four LDUs	
SC250-257		094a	power due to	for the units having the	
00100 107		0014	defective LDU	serial numbers	
				indicated in the RTB.	
SC240-243		G178	Loss of laser	Replace all four LDUs	
00240 240		109	power due to	for the units having the	
		100	filming.	serial numbers	
			Defective LD	indicated in the RTB.	
			array (error during	indicated in the rrrb.	
			production)		
SC 254	After reinstalling the	G178	Harnesses were	Be careful to insert the	
00204	Rear Controller Box	032	mistakenly	connectors correctly;	
		002	inserted upside	see the service manual	
			down	for the correct	
			down	procedure.	
SC 270-272		M077	The value in SP2-	Do the procedure in the	
202.02.2		106	104-001 ~ 003 is	RTB before replacing	
		100	too big and locks	the laser unit.	
			the skew		
			correction motor.		
SC 320, 321,		G178	Scratches on the	If this SC appears and	Follow the
322, 323		128d	drum, caused by	there is heavy	procedures in
0, 00			toner adhesion on	scratching on the drum	the RTB.
			the development	surface, replace the	
			rollers	drum with a new one.	
SC 328		G178	Variations in the	Remove "Holder-A" at	See the RTB
		134	precision of	your next service visit	for the
			assembly of the	for the affected units	procedure
			bushing/holders		and a list of
			that fix the sub-		affected units.
			hopper unit drive		
			shaft cause wear		
			on the drive shaft.		
SC 332, 333,		G178	Toner supply tube	Clean the tube every	See the RTB
334, 335		016	is blocked	400K.	for the
				Use a vacuum cleaner.	procedure.
SC 352, 353,	After changing the	G178	The toner bottle	Shake the bottle before	
354, 355	toner bottle	045	had been stored	installing it.	
			for a long time, so	-	
			the toner was		
			hard, causing a		
			high initial rotation		
			torque		
SC 418		G178	Engine firmware	Install version 3.001:12	
		005e		or later.	
SC418	False detection	D016	Engine firmware	Install version 3.001:12	
		001d		or later.	



Model: A	G-P1, AG-C1, AGL-P1, A	GL-C1	Da	ate: 31-Dec-08	No.: I	RG178000x
Subject	Symptom	RTB #	Cause	Solution		Note
SC 424, 425, 426, 427	After reinstalling the Rear Controller Box	G178 032	Harnesses were mistakenly inserted upside down	Be careful to inser connectors correct see the service ma for the correct procedure.	tly;	
SC 524	When turning on the power if the machine was used for a long time in a low temperature environment	G178 046	The Cooling Transport Belt was at a low temperature for a long time, which causes the belt to stick to the roller	paper exit unit C1 counterclockwise 3 times. Do the sam when SC524 occu after turning ON the machine.	er, hback knob 3 e rs	Permanent: Software will be modified in June 2009.
SC 621	False detection during printing	G178 044a	Stacker firmware	Install version 4.06 or later.	6:13	
SC 622	A3/DLT LCT	G178 019	Harness short- circuit due to bad wiring route.	Replace the harne and use a harness clamp.	6	See the RTB for the procedure.
SC 670	During Clearing Engine Memory (SP5- 801-2)	G178 005a	Engine firmware	Install version 1.10 or later	08:11	
SC 675	After replacing the RCB board	G178 041	Old firmware	Update to the lates engine firmware a installing a new R	fter	See the RTB for combinations of firmware that cause this error.
SC 795	SC 795-18/-19/-20/- 22	D391 019	The blade doesn' reach the blade and the cover sheet is uncut, due to loosening of screws.	t Replace the Trimn Adjustment Plate Screws.	ning	See the procedure in the RTB.
SC 796	SC 796-37	D391 018	Abrasion of gears due to error in manufacturing	<ul> <li>Replace the helica worm gears in the and sub grip units</li> </ul>		See the procedure in the RTB.
SC 796	SC796-13: Perfect Binder: Switchback gear not working properly	D391 032	Incorrect engagement of the Flapper Gear and the Motor Gear wears the Switchback Gear	Replace the Flapp Gear, Motor Brack and E-ring (use the with p/n D3919905	ket e kit 5).	See the RTB for the procedure.
SC 797	SC 797-36: When making a booklet using a 19.2 inch size	D391 004a D391	P-Binder_B4 firmware P-Binder_B1	Install version 0.15 or later Install version 0.28		
SC 797	cover SC797-50: Perfect Binder: Switchback gear not working properly	001b D391 032	firmware Incorrect engagement of the Flapper Gear and the Motor Gear wears the Switchback Gear	with p/n D3919905	ket e kit	See the RTB for the procedure.



PAGE: 23/46

Model: A	AG-P1, AG-C1, AGL-P1, A	GL-C1	C	Date: 31-Dec-08	No.: R	G178000x	
Subject	Symptom	RTB #	Cause	Solution		Note	
SC 797	SC797-20 when turning on the machine power in an LL environment even if no shortage in the gluing unit.	D391 004c	P-Binder_B4 firmware	Install version 0.18 or later	30:00		
SC 819	Caused by memory leak when returning from Energy Saving.	G178 002b	System/Copy firmware	Install version 1.02 later	2 or		
SC819	When browsing the network using SMB	D016 003b	Network Suppo firmware	ort Install version 7.06 later.	6 or		
SC86x	After turning on the machine	D097 002a	System/Copy firmware	Install version 1.05 or later.			
		D016 005d	System/Copy firmware	Install version 1.05 later.		French version: RTB 012a	
		G178 002g M078	System/Copy firmware System firmwar	Install version 2.07 later. re Install version 2.07			
		002a G178 021c	System firmwar	or later. re Install version 2.07 or later.	7FRA		
SC919		G178 140 M382		nstall patch for System			
SC 990	NCS Down when log is extracted with the RLogTOOL	005 G178 001a	NIB firmware	Install version 7.03 later	3 or		
SC 990	When re-starting the print job after a jam	G178 002c D016 005b	System/Copy firmware System/Copy firmware	Install version 2.03 later. Install version 1.03 later.			
SC 990	When printing several jobs	G178 002d	System/Copy firmware	Install version 2.04	4 or		
SC 990	After recovery from a jam	G178 002d	System/Copy firmware	Install version 2.04 later	4 or		
SC 990	Opening/closing Tray 2 during a job using Tray 1	D097 001c M078 001c	Engine firmware	e Install version 1.00 or later	05:12		
SC990		D391 001e	P-Binder_B1 firmware	Install version 0.34 or later	40:13		
SC990	When calibration is done in Dutch	M078 007a M382 003	EFI controller: In for ProC720 (P	nstall patch for System 1Lt) / ProC720s (C1Lt). AG-P1/C1-QX2.0 Color			
SC991		G178 043 D016 011	EFI controller; I	nstall System Software	Version	3.0.	



Model: A	G-P1, AG-C1, AGL-P1, A	AGL-C1		Date: 31-Dec-08	No.: RG178000x
Subject	Symptom	RTB #	Cause	Solution	Note
SC991		G178 140		Install patch for System	
		M382 005	install patch to	r AG-P1/C1-QX2.0 Colo	r Controller E-80.
SC991	If DHCP and DDNS are both enabled	D016 003c	Network Suppo firmware	later.	
SC992	All SCs involving the Buffer Pass unit are	G178 065	Buffer Pass Ur firmware	or later.	engine
	indicated as SC992	D016 015	Buffer Pass Ur firmware	or later.	also be updated – see the RTB. System and engine firmware mus also be updated – see the RTB.
SC 994	Error popup message for Window max is displayed.	G178 023	1.01. More than one which they are	ired Patch File(s) for Pro patch file may be neede applied may be importa or the required patch file se.	ed, and the order in nt.
SC997		Gen	Global Scan N	X Install version 1.1.	.3.0 or
SC997	When setting the	028b G178	firmware	later. Install version 2.0	5 or Follow the
30997	toner manufactured	002e	System/Copy firmware	later.	correct
	by InfoPrint	D016 005c	System/Copy firmware	Install version 1.04 later.	
SC997	After logging out	M344 001c	VM card firmwa	are Install version 4.1	
SC304, 305, 306, 307, 344, 345, 346, 347, 477, 479, 490, 520, 521, 523, 524, 530-01,	The card inside the relay melts, due to exposure to heat. The contacts of the relay do not close correctly.	G178 087		Modified the board P/N changes from G1785281 to G17 When relay failure occurs, use the ne as a replacement.	85304. 9 9 w part
601, 675-01, 991,		G178 097		Replace the relay for machines with serial numbers.	
Toner end		G178 016	Toner supply to is blocked	ube Clean the tube ev 400K. Use a vacuum cle	ery See the RTE for the
Shutdown message	Appears instead of SC919	G178 002f	System/Copy firmware	Install version 2.00 later.	



Model: AG-P1, AG-C1, AGL-P1, AGL-C1			Date	ate: 31-Dec-08 No.: RG178000			
Subject	Symptom	RTB #	Cause		Solution		Note
False SC detection	When front door is open and fusing unit	G178 005g	Engine firmware		Install version 3.0 or later	Install version 3.003:12 or later	
	removed	D016 001f			Install version 3.003:12 or later		
Error message	When printing with Mixed Media	M078 014	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).				
(unspecified)		M382 010	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.				ller E-80.
Error message (unspecified)	When you print from a computer running Mac OS 10.8	M043 017	EFI controller: Install patch for Color Controller C-80 system version 1.0 SP1.				
/							



PAGE: 26/46

#### Updated: End of June 2016: Changes in bold italics

Model: AG-P1, AG-C1, AGL-P1, AGL-C1

Date: 31-Dec-08

No.: RG178000x

### 8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
SR5000	Paper jam	G178	Slippage of the	Adjust the tension of	Follow the
Finisher		010	shift tray drive timing belt	the drive belt.	procedure in the RTB.
SR5000	Jams occurring on the	G178	Stacker firmware	Install version 4.07:14	
Finisher	SR5000 not notified to	044b		or later.	
005000	the mainframe.	D004	Einisten finnen eine	lastell	
SR5000 Finisher	Jogging by the shift tray	B234 014o	Finisher firmware	Install version 02.050:64 or later.	
	is poor when printing A5 SEF.				
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
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	Sheets fall out from the	D391	P-Binder_B2	Install version	Do both of
Binder	booklet	002c	firmware	0.220:00 or later.	these to solve
		D391	Misalignment in	Rework needed for	the problem. See the RTBs
		020	the stacking area	MIF and units in stock	for details.
Perfect	When a Z-Fold Unit is	D391	P-Binder B2	Install version 0.19:00	Perfect Binder
Binder	connected right after a Perfect Binder, the main machine doesn't recognize the Z-Fold Unit or anything behind it.	002a	firmware	or later.	
Perfect	Machine stalls when a	D391	P-Binder_B4	Install version	
binder	jam occurs in the	004a	firmware	0.150:00 or later	
	Perfect Binder	D391 001b	P-Binder_B1 firmware	Install version 0.280:11 or later	



PAGE: 27/46

Model:	AG-P1, AG-C1, AGL-P1, A	GL-C1	Da	te: 31-Dec-08	No.: RG178000x		
Subject	Symptom	RTB #	Cause	Solution	Note		
Perfect	Printing cannot restart	D391	P-Binder_B1	Install version			
binder	after recovering a jam	001c	firmware	0.310:11 or later			
		D391	P-Binder_B2	Install version			
		002b	firmware	0.210:00 or later			
		D391	P-Binder_B5	Install version			
		005a	firmware	0.260:00 or later			
Perfect	Jam in the inserter with	G178	Engine firmware	Install version			
binder	non-standard size	005g	<b>J</b>	3.003:12 or later			
	media	D016	Engine firmware	Install version			
		001f	<b>J</b>	3.003:12 or later			
Perfect	Dirty cover sheets	D391	P-Binder B4	Install version			
binder		004b	firmware	0.160:00 or later			
		D391	P-Binder_B5	Install version 0.28	:00		
		005b	firmware	or later			
Perfect	Trimmings fall into the	D391	P-Binder_B4	Install version			
binder	book buffer tray	004b	firmware	0.160:00 or later			
billaci	book baller tray	D391	P-Binder_B5	Install version 0.28	·00		
		005b	firmware	or later	.00		
Perfect	Jam caused by disabled	D391	Broken ball-screw		The procedure		
Binder	trimming function	034	and cracked plate				
Dilluei		034	in the trimmer	with the modificatio	0		
			drive unit	kit (D3919906)	needed.		
Perfect	No recovery printing	G178					
	No recovery printing	110b	EFI controller: Install patch for System Software Vers				
Binder Derfect	Connet coloct come	M382	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.				
Perfect	Cannot select some		Install patch for A	a-P1/G1-QX2.0 G010f	Controller E-80.		
Binder Deuteet	paper types and sizes	001	linetell establish for AO D1/01 OV0 0 Oslan Osatuslian E 00				
Perfect	Jam	M382 001	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.				
Binder Derfect		D391		Do the presedures	in .		
Perfect Binder	Trimmings adhering to	044		Do the procedures	In		
	the trimmings buffer unit		Dina Dinala a D1	the RTB.			
Ring Binder	Not working	D392	Ring Binder B1	Install version			
<u> </u>		001b	firmware	01.270:04 or later.			
Ring binder	Jam caused by	D392	Please update the				
	malfunction of the motor	007	firmware to	the firmware versio	n		
	in the horizontal paper	D392	"RingBinder_B1	"RingBinder_B1			
	path (for downstream	001e	D3925510F	D3925510E			
	delivery and binding).	Dago	(01.300:04)"	(01.290:04)".			
Ring Binder	Feeding custom size	D392	Ring Binder B1	Install version			
	tab stocks causes jams	001g	firmware	01.320:04 or later.			
	at the entrance of the						
<u> </u>	Ring Binder.	0.170					
Ring Binder	Incorrect error message	G178	EFI controller: Inst	all patch for System S	Software Version 4.0.		
	when ring comb is	089			<b>0 7</b>		
	empty	M382	Install patch for A	G-P1/C1-QX2.0 Color	Controller E-80.		
_		001					
Cover	The job cannot be	B835	Cover interposer	Install version			
interposer	completed if the Inserter	001e	firmware	02.070:41 or later.			
	cover is opened.						
Cover	The job cannot be	B835	Cover interposer	Install version			
interposer	completed if the paper	001e	firmware	02.070:41 or later.			
	on the feeder tray is						
	dragged out.						



PAGE: 28/46

Model:	AG-P1, AG-C1, AGL-P1, A	GL-C1		Date	e: 31-Dec-08	No.: RG178000x
Subject	Symptom	RTB #	Cause		Solution	Note
Cover interposer	The job cannot be completed if a jam occurs on the interposer or a downstream peripheral.	B835 001e	Cover interpo firmware	ser	Install version 02.070:41 or later.	
Cover interposer	Will not feed the cover sheets and the control panel indicates 'Printing'	B835 001h	Cover Interpo firmware		Install version 3.010:46 or later.	
Cover interposer	Does not feed blank page	G178 070	EFI controller	: Insta	II System Software V	/ersion 4.0.
Cover interposer	Paper not fed	G178 089				Software Version 4.0.
		M382 001			-P1/C1-QX2.0 Color	Controller E-80.
Stacker	Full sensor does not work	G178 005g	Engine firmwa		Install version 3.003:12 or later	
		D016 001f	Engine firmwa		Install version 3.003:12 or later	
Stacker	Jam with mixed media sizes	G178 005g	Engine firmwa	are	Install version 3.003:12 or later	
		D016 001f	Engine firmwa		Install version 3.003:12 or later	
Stacker	Jam	G178 108	Curled sheets uneven stack surface		Adjust the maximum stacking capacity.	
Stacker	Stacker #1 does not detect errors occurring on Stacker #2.	G178 044a	Stacker firmw	vare	Install version 4.06 or later.	:13
Stacker	Stackers do not stop even when a system communication error occurs in the upstream peripherals.	G178 044a	Stacker firmw	vare	Install version 4.06 or later.	:13
Stacker	Jams between GBC punch and stacker cannot be cleared	G178 044a	Stacker firmw	vare	Install version 4.06 or later.	:13
Stacker	Display falsely indicates that the full stack has been cleared.	G178 044b	Stacker firmw	vare	Install version 4.07 or later.	:14
Stacker	Jam at the Stacker when sheets are fed alternately from the Cover Interposer and the Mainframe tray	G178 065a	Buffer Pass L firmware	Jnit	Install version 2.010:05 or later.	
Booklet finisher	Roller marks on outputs	G178 107	Excessive pressure aga the sheets	inst	Replace the exit rollers and driven rollers.	
Booklet finisher	Error during booklet making	B234 014l	Finisher firmv	vare	Install version 2.030:62 or later.	
Plockmatic	Deactivate request cannot be cancelled	B234 014f	Finisher firmv	vare	Install version 1.50 or later.	0
Plockmatic	Paper cannot be fed – indicator shows that he shift tray is full	B234 014f	Finisher firmv	vare	Install version 1.50 or later.	0



PAGE: 29/46

Model:	AG-P1, AG-C1, AGL-P1, A	GL-C1		Date	e: 31-Dec-08	No.	: RG178000x
Subject	Symptom	RTB #	Cause		Solution		Note
Plockmatic	JAM115 occurs during manual stapling	B234 014g	Finisher firmw	vare	Install version 1.50 or later.		
Plockmatic	"Out of staples" does not disappear even when staples are added after a saddle-stitch job	B234 014g	Finisher firmw	vare	Install version 1.50 or later.	00	
Plockmatic	After a saddle stitch job, job completion is not correctly informed, resulting in a "still copying" status.	B234 014g	Finisher firmw	vare	Install version 1.50 or later.	0	
Plockmatic	Abnormal printing when a tray runs out of paper	M043 001	EFI controller: version 1.0 SF		Il patch for Color Co	ontrol	ler C-80 system
Plockmatic	Cannot print some paper sizes, including custom paper sizes	M043 001	EFI controller: version 1.0 SF		ll patch for Color Co	ontrol	ler C-80 system
Plockmatic	Printing fails if the Plockmatic is full or jammed	M043 001	version 1.0 SF	P1.	ll patch for Color Co		ler C-80 system
GBC punch	Deactivate request cannot be cancelled	B234 014f	Finisher firmw	vare	Install version 1.60 or later.		
GBC punch	Sheets that should not be punched are punched	B234 014g	Finisher firmw	vare	Install version 1.50 or later.	00	
Trimmer	Trimming not done correctly	G178 065b	Buffer Pass U firmware	nit	Install version 02.030:05 or later.		
Finisher	Shift tray operation errors after recovery from paper end	D097 002a G178 002g M078 002a G178 021c	System/Copy firmware System/Copy firmware System firmware System firmware	are	Install version 1.05ARI or later. Install version 2.07 later. Install version 2.07ARI or later. Install version 2.07FRA or later.	' or	
Finisher	Cannot detect punch unit	D097 002a G178 002g M078 002a G178 021c	System/Copy firmware System/Copy firmware System firmwa System firmwa	are	Install version 1.05ARI or later. Install version 2.07 later. Install version 2.07ARI or later. Install version 2.07FRA or later.	' or	
SDK	Cannot switch between SDK applications	M344 001c	VM card firmv	vare	Install version 4.15 later.	5 or	
SDK	Application disappears	Gene 050b	Java VM4 Up Tool	date	Install version 4.26 or later.	6.05	
SDK	Application sends wrong original size data	Gene 050c	Java VM4 Up Tool	date	Install version 4.28 or later.	3.00	
SDK	Applications do not restart automatically after reboot failure	Gene 050d	Java VM4 Up Tool	date	Install version 4.29 or later.	9.00	
SDK	SDK platform does not boot up	Gene 050e	Java VM4 Up Tool	date	Install version 4.30 or later.	0.00	



PAGE: 30/46

### Updated: End of June 2016: Changes in bold italics

Model: AG-P1, AG-C1, AGL-P1, AGL-C1	Date: 31-Dec-08	No.: RG178000x
-------------------------------------	-----------------	----------------

#### 9. EFI Controller

More than one patch file may be needed, and the order in which they are applied may be important. See the RTB for the required patch file(s), and the correct procedure to use.

Subject	Symptom	RTB #	Cause	Solution	Note			
EFI Controller	Fiery keeps displaying	G178		ired Patch File(s) for ProC9	00 system			
	"printing" and stops.	008	version 1.01.					
EFI Controller	The Fiery does not	G178		ired Patch File(s) for ProC9	00 system			
	recover after a misfeed	009	version 1.01.					
EFI Controller	Jam Recovery message	G178		ired Patch File(s) for ProC9	000 system			
	did not disappear	009	version 1.01.					
EFI Controller	Hotfolder cannot be	G178		ired Patch File(s) for ProC9	00 system			
	installed	022	version 1.01.					
EFI Controller	When printing a PDF, the	G178		ired Patch File(s) for ProC9	000 system			
	Fiery stops and the GW controller reboots	023	version 1.01.					
EFI Controller	Failure at start-up	G178	Consoitu	Adjustments in the	See the RTB			
EFICONTOLIE	Fallure at start-up	030	Capacity overload of	Adjustments in the system software	for			
		030	the Fiery	Patch release will be	instructions			
			hard disk		on how to			
			drive due to	updated.	adjust the			
			an excess of		machine,			
					until the			
			JobLog files		patch is			
EFI Controller	1. Drinted page pat	G178	EFI controller; Install System Software Version 3.0.					
EFICOntroller	1. Printed page not		EFI controller,	install System Soltware ve	151011 3.0.			
	displayed correctly on	043						
	OCP	D016						
	2. File missing from	011						
	software							
EFI Controller	3. Many others (see RTB)	G178		Install Custom Cofficients )/s				
EFI Controller	Various problems	070	EFI controller:	Install System Software Ve	rsion 4.0.			
EFI Controller	Various problems	G178	Chook the DTE	3 for a list of problems with	the EEI			
EFICONTOILEI	various problems	078	controller.	s for a list of problems with				
		070		stem Software Version 2.0.				
EFI Controller	Various problems	G178		Install patch for System So				
	valious problems	088	3.0.	install pater for Oystern Oo				
EFI Controller	Various problems	G178		Install patch for System So	ftware Version			
	Valious probleme	089	4.0.					
EFI Controller	Various problems	G178		Install patch for System So	ftware Version			
		110b	4.0.					
EFI Controller	Various problems	G178		Install patch for System So	ftware Version			
		131a	4.0.					
EFI Controller	Various problems	G178		Install patch for System So	ftware Version			
		140	4.0.					
EFI Controller	Various problems	G178		Install patch for System So	ftware Version			
		154	4.0.					
EFI Controller	System/Web update did	G178		r System Software Ver 4.0	for			
	not function	145	ProC900(P1)/F		-			
EFI Controller	CMYK Simulation Profile	G178		r System Software Ver 4.0	for			
	setting is not honored	158	ProC900(P1)/F					



Model: AC	G-P1, AG-C1, AGL-P1, AGL-O	C1		Date: 31-Dec-08			No.: F	No.: RG178000x	
Subject	Symptom	RTB #	Caus	se		Sol	ution		Note
EFI Controller	Configure does not	G178				ystem Sof		Ver 4.0	
	activate from WebTools if	171				ProC900s(			
	Java 1.7u51 is installed.	M078				ystem Sof			
		021				юC720 (Р	ILt)/		
			ProC720						
EFI Controller	Problems when updating	G178	Sympton						See the RTE
	to version 4.0	075	075 When restoring backup setting data: for Symptom "A-1": Cannot active CWPT						for details.
						Cannot acti			
			Remote				ze ine		
			Sympton						
						isplay Add	ress B	look	
			data	10	giotoi/a	iopiay / laa	1000 0		
EFI Controller	Various problems	M078		tro	ller: Ins	stall patch	for Svs	stem So	ftware Versior
		006 to				P1Lt) / Pro			
		010			,	,		( )	
EFI Controller	System/Web update did	M078	Install pa	ato	ch for S	ystem Sof	tware '	Version	1.0 for
	not function	011	ProC720	0 (	P1Lt)	ProC720	s (C1L	t).	
EFI Controller	Various problems	M078							ftware Versior
		012				P1Lt) / Pro			-
EFI Controller	Assertion error when	G178				oftware Ve		4.0 for	
	printing	163				C900s(C1			
		M078							ftware Versior
		020				P1Lt) / Pro			
EFI Controller	12-digit patch ID truncated	G178				oftware Ve		4.0 for	
	on the server	172				C900s(C1		tom Col	
	configuration page	M078 022							ftware Versior
EFI Controller	Error while ripping a PDF	G178				P1Lt) / Pro oftware Ve			•
	file imported to Command	173				C900s(C1		4.0 101	
	WorkStation	M078						stem Sot	ftware Versior
		023				P1Lt) / Pro			
Color	Comments that were	M043							roller C-80
Controller C-80	added to the Job	004	system v						
	Comments box are not								
	displayed in the								
	Comments column.								
Color	Cannot create cab file	M043					for Col	or Conti	roller C-80
Controller C-80		005	system v					0	
Color	Archived files corrupted	M043					for Col	or Conti	roller C-80
Controller C-80	Values for grate stad	005	system v						
Color Controller C-80	Values for protected CMYK elements not	M043 006	system v					or Conti	roller C-80
	shown correctly	000	System	ve	151011 1	U 3F I.			
Color	Remote Workspace	M043	Install na	atr	h for C	olor Contr	oller C	-80 evet	em version
Controller C-80	cannot run on Windows	008	1.0 SP1.					00 3931	
	XP German.	000		•					
Color	Problems using SPD (Set	M043	Install pa	ato	ch for C	olor Contr	oller C	-80 svst	em version
Controller C-80	Page Device) commands	009a	1.0 SP1.			e.e. contr		200,00	
Color	Error message when	M043			ch for C	olor Contr	oller C	-80 svst	em version
Controller C-80	printing from a Mac	014	1.0 SP1.						
Color	File does not process	M043			ch for C	olor Contr	oller C	-80 syst	em version
Controller C-80		016	1.0 SP1.		-	-	-	,	



Model: AG	Model: AG-P1, AG-C1, AGL-P1, AGL-C1					Date: 31-Dec-08 No.: RG178000x				
Subject	Symptom	RTB #	Caus	e	Solution		Note			
Color Controller E-80	Various problems	M382 001 to 006	Install pa	atch fo	r AG-P1/C1-QX2.0	Color (	Controller E-80.			
Color Controller E-80	System/Web update did not function	M382 007	Install pa	atch fo	r AG-P1/C1-QX2.0	Color C	Controller E-80.			
Color Controller E-80	Various problems	M382 008	Install pa	atch fo	r AG-P1/C1-QX2.0	Color C	Controller E-80.			
Color Controller E-80	CMYK Simulation Profile setting is not honored	M382 012	Install pa	atch fo	r AG-P1/C1-QX2.0	Color C	Controller E-80.			
Color Controller E-80	Configure does not activate from WebTools if Java 1.7u51 is installed.	M382 023	Install pa	atch fo	r AG-P1/C1-QX2.0	Color C	Controller E-80.			
Color Controller E-80	12-digit patch ID truncated on the server configuration page	M382 024	Install pa	atch fo	r AG-P1/C1-QX2.0	Color (	Controller E-80.			
Color Controller E-80	Error while ripping a PDF file imported to Command WorkStation	M382 025	Install pa	atch fo	r AG-P1/C1-QX2.0	Color C	Controller E-80.			

PAGE: 33/46

#### Updated: End of June 2016: Changes in bold italics

Model: AG-P1, AG-C1, AGL-P1, AGL-C1

Date: 31-Dec-08

No.: RG178000x

### **10. Output Quality Problems**

Subject	Symptom	RTB #	Cause	Solution	Note
Creasing	When using coated paper and feeding lengthwise	G178 007	Defective exit idle roller in the SR5000 finisher (lots manufactured before Oct 2008)	Replace the roller.	See the RTB for the procedure.
Oil marks	See the RTB for a photo	G178 026	The correct tool for removing the springs was not used when removing the oil supply unit.	Always use a spring hook	See the RTB for details.
Uneven brightness Glossy lines	Impurities in the oil, causing uneven oil coating Impurities in the oil, causing uneven oil coating	G178 034	For clients that use a lot of normal paper, filtering is poor when printing exceeds 100K (paper dust and calcium clogs the oil filter).	Temporary action: Change the oil filter every 100k.	The filter may be modified.
Uneven glossiness	When printing in DLT/A3 size after printing more than 40 photo image prints in LT/A4 (SEF) size with a margin.	G178 037	Toner adheres to the surface of the fusing belt	Make 20 solid black prints (solid black on both sides). If the problem is not solved by the first 20 prints (both sides), make an additional 20 prints (both sides) until the problem is solved.	
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.
White lines	When printing a PDF	G178 043 D016 011	EFI controller; Install		Version 3.0.



Model: AG	δ-Ρ1, AG-C1, AGL-Ρ1, AGL	-C1		Date: 31	-Dec-08 No.: RG178000x		
Subject	Symptom	RTB #		use	Solution Note		
White lines	White line caused by blocked laser beam path	M077 105	Temporar guide sea Permaner	Incorrect insertion of the dust shield glass. Temporary solution: Cut the peeled off portion of the guide seal, then insert the shield glass. Permanent solution: Install new brackets.			
Poor image transfer	Poor image transfer in the LL condition (Temperature: 10°C or less, Humidity: 15% or less).	G178 059	Insufficier current at in the LL c (especiall paper)	the PTR condition	Change the settings of SP2369-001, 002, -008 and -009 to "110%". If tha does not work try "120%"	t	
Toner blistering		G178 005d D016 001c G178 002e D016	Engine firm System/C firmware		Install version 3.000:12 or later. Install version 2.05 or later. Install version	update procedure; see the RTB	
		005c G178 072a			1.04 or later. SPs added	See the procedures in the RTB.	
Uneven image density		G178 005d D016 001c	Engine fin		Install version 3.000:12 or later.	update procedure; see the RTB	
		G178 002e D016 005c	System/C firmware	ору	Install version 2.05 or later. Install version 1.04 or later.	1	
Uneven image density	Uneven gap between the drum and development roller	G178 063				portant point for drum n as described in the	
Uneven image density		M077 098, 077b	Change ir charge ap the toner a developm capacity a transferab	plied to affects ent and pility.	Replace with User adjustm Adjust Densit Difference Ac Direction	ent #0220 y ross Feed	
Uneven image density	When running the machine in a low temperature and low humidity environment.	M077 099	Corona pr penetrate surface la change th characteri	the drum yer and e charge stics.	continuously ( user tool and	aust fans running (see the RTB for the SP settings to use).	
Uneven image density	At random	M077 099, 095, 077b	Change ir charge ap the toner a developm capacity a transferab	plied to affects ent and	CMY units. Increase the a	o prevent idling of amount of toner the toner refresh	



Model: AG	Model: AG-P1, AG-C1, AGL-P1, AGL-C1 Date: 3				-Dec-08	No.: RG178000x	
Subject	Symptom	RTB #	Cau		Solution	Note	
Uneven image density		G178 128d	Scratches of drum, caus toner adhe the develop rollers	ed by sion on	If this SC appears and there is heavy scratching on the drum surface, replace the drum with a new one. Follow the procedures in the RTB.		
Low image density		G178 005d D016 001c G178 002e D016	Engine firmware System/Copy		Install version 3.000:12 or later. Install version 2.05 or later. Install version	Follow the correct update procedure; see the RTB	
Low image density	Black	005c G178 005h D016 001g	Engine firm			3.005:12 or later.	
		D097 001a M078 001a	Engine firm	Engine firmware		Install version 1.003:12 or later.	
White spots	Uneven gap between the drum and development roller	G178 063			Follow the important notes for drum unit installation as described in the RTB.		
Light spots	Near toner end	G178 077	Solidified to made when toner pump without ton check if the bottle is em solidified to cause light	n the p rotates er to e toner npty. The oner may	SPs as shown If the problem		
Roller trails on outputs		G178 069				ollers are causing the take action, as ne RTB.	
No color output; YMC printed as black		G178 005g D016 001f	Engine firm	nware	Install version 3.003:12 or later		
Blurred image		G178 090	Ozone; low inside char corona unit	ge t	Modify the duct (see the RTB for details).		
Blurred image	Unclear and fuzzy when running the machine in a high temperature and high humidity operational environment.	M077 099	cause the l powder to decompose ionize, whic combines v moisture. In condition, c	Corona products cause the lubricant powder to decompose and ionize, which combines with moisture. In this condition, drum surface resistivity is		cute Photoconductor f the Adjustment killed Operators to fected lubricant	



PAGE: 36/46

Model: Ad	G-P1, AG-C1, AGL-P1, AGL	-C1		Date: 31	-Dec-08	No.: RG178000x
Subject	Symptom	RTB #	Ca		Solution Repair as	Note
Vertical stripe	Color missing (C, M, or Y)	G178 092a	dust shield blocking th beam	Guide seal for the dust shield glass is blocking the laser beam		Make sure to insert the dust shield glass correctly, as explained in the RTB.
Stripes		G178 005h D016 001g D097 001a M078 001a		Engine firmware Engine firmware		1 1
Stripes	Power Point 2003	G178 110b M078 006 M382 002	4.0. EFI contro 1.0 for Pro	oller: Install C720 (P1L	patch for Syste t) / ProC720s (	em Software Version em Software Version (C1Lt). olor Controller E-80.
Banding	80-mm intervals	G178 105	drum surfa	Irregularities of drum surface due to manufacturing process		g New P/N – see the RTB for details.
Banding	Black band on trailing edge when using B/W mode and magnification rate less than 49%	D097 002a D016	System/Co firmware System/Co		Install version 1.05ARI or later. Install version	French version:
Banding	40mm wide dark bands at 314mm intervals	005d M077 075c, 107 (p30- 31)	firmware1.05 or later.In some conditions, ozone cannot be removed from the machine fast enoughSet the machine exhaust fans cor while the machin on. (Ask for custor when applying th sure that filters a correct intervals. If this does not w customer approv external power s			continue to operate chine power is turned ustomer approval g this setting.) Make rs are changed at the als. of work, ask for proval and install the er supply unit (new M0772500).
Banding	Many types are described in the RTB Not at 314 mm intervals	M077 019g Also see M077 099	See the RTB for troul procedures. RM077033: New flyw (countermeasure par banding/jitter) Also see RTB RD095 that must be done if f installed.		bleshooting heel t for 001f for SPs	Some adjustments have side effects; see the RTB.
Firefly spots	General troubleshooting notes	G178 123				



Model: Ad	Model: AG-P1, AG-C1, AGL-P1, AGL-C1			Date: 31	-Dec-08	08 No.: RG178000x		
Subject	Symptom	RTB #	Cau	lse	Solution	Note		
Ghosting		G178 126			New development units have been released effective for ghosting	These new units may not eliminate ghosting I, completely.		
Ghosting	Image of previous page appears when using B/W mode and magnification rate less than 49%	D097 002a D016 005d	System/Co firmware System/Co firmware		Install version 1.05ARI or later. Install version 1.05 or later.			
Ghosting	Image of previous page appears when paper size is mixed and image rotation ON/OFF is mixed	D097 002a	System/Co firmware		Install version 1.05ARI or later.			
Data in the wrong color	The engine prints the wrong data with only yellow when the original data is B&W.	G178 009	version 1.0	01.		ProC900 system		
Data in the wrong color	White text printed in black	G178 110b M382 002 M078 006	EFI controller: Install patch for System Software Version 4.0. Install patch for AG-P1/C1-QX2.0 Color Controller E-80. EFI controller: Install patch for System Software Version					
Data in the wrong color	If Composite overprint is enabled, crop marks are printed in the wrong color	G178 176 M078 024 M382 026	1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).         EFI controller: Install System Software Version 4.0.         EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).         Install patch for AG-P1/C1-QX2.0 Color Controller E-80					
Part of image missing	"Minimum Thick" and "Thick 1" for Booklet finisher.	G178 023	Apply the version 1.0		tch File(s) for F	ProC900 system		
Overlapping data	PCL: Some characters within the text overlap.	G178 031a	version 1.0	D1.		ProC900 system		
Overlapping data	When printing PCL data	G178 043 D016 011			System Softwa			
Overlapping data	After removing an ADF jam	G178 110b M382 002	EFI controller: Install patch for System Software Version 4.0. Install patch for AG-P1/C1-QX2.0 Color Controller E-80.					
Color appears in background	Output problems with the Illustrator. (Faint color appears in the white background.)	G178 043 D016 011			System Softwa			
Slanted line	Slanted dotted line in grayscale area	G178 070	EFI contro	ller: Install	System Softwa	re Version 4.0.		



Model: AG	-C1		Date: 3	1-Dec-08	No.: RG178000x					
Subject	Symptom	RTB #		use	Solution	Note				
Slanted line	In grayscale area	G178		oller; Insta	II patch for Syste	em Software Version				
		088	3.0.			alan Oantrallan E. 00				
		M382 002	install pate	ch for AG-	-P1/C1-QX2.0 C	olor Controller E-80.				
		M078	EEL contro	ller: Insta	Il patch for Syste	em Software Version				
		006	1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).							
		G178	EFI controller: Install patch for System Software Version							
		110b	4.0.							
Image rotation	When selecting Z-fold	G178	EFI contro	oller: Insta	II System Softwa	are Version 4.0.				
error	with insertion of a blank	070								
	sheet, the image(s) after the blank sheet is turned									
	180 degrees.									
Image rotation	EFI Impose	G178	EFI contro	ller: Insta	II patch for Syste	em Software Version				
error	•	110b	4.0.							
		M382	Install pate	ch for AG-	-P1/C1-QX2.0 C	olor Controller E-80.				
		006								
		M078 010			Lt) / ProC720s	em Software Version				
Scaling error	The setting of the	G178				em Software Version				
	"Scale" function does	089	4.0.		i paton tor eyett					
	not work.	M382		ch for AG-	-P1/C1-QX2.0 C	olor Controller E-80.				
		001								
0	"Scale to Fit" is not	G178		oller: Insta	II patch for Syste	em Software Version				
	applied.	140	4.0. Install patch for AG-P1/C1-QX2.0 Color Controller E-80.							
		M382 006	install pate	ch for AG-	-P1/C1-QX2.0 C	olor Controller E-80.				
		M078	EFI controller: Install patch for System Software Version							
		010			Lt) / ProC720s					
Scaling error	Not applied	M382				olor Controller E-80.				
		006								
Scaling error	Scale to fit not working	M078 009	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).							
	with full bleed	M382				olor Controller E-80.				
		005	motan par		1 1/01-0/2.0 0					
Scaling error	Scaling is not applied	M078	EFI contro	ller: Insta	Il patch for Syst	em Software Version				
C C	when the same Scale	012			Lt) / ProC720s					
	template is used within									
	Job Properties and									
Color not	Impose. A cyan line is not printed	G178	EEL contro	ller: Insta	Il natch for Syste	em Software Version				
printed	when printed at 600DPI	110b	4.0.							
	•	M382		ch for AG-	-P1/C1-QX2.0 C	olor Controller E-80.				
		002	-							
		M078				em Software Version				
Gradation	Gradation pictures are	006 G178			Lt) / ProC720s					
Grauation	Gradation pictures are wrong with the setting of	110b	4.0.	mer. msta	n pater for Syste	em Software Version				
	"CompositeOverprint:ON	M382		ch for AG	P1/C1-QX2.0 C	olor Controller E-80.				
	"+"Text/Graphics	002								
	Quality:Best"+ Booklet	M078	EFI controller: Install patch for System Software Version							
		006	1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).							



Model: AC	G-P1, AG-C1, AGL-P1, AGL	-C1		Date: 31-Dec-08 No.: F				
Subject	Symptom	RTB #		use	Solution	Note		
Gradation	Not smooth with default setting	G178 110b M382 002 M078	EFI controller: Install patch for System Software Versio 4.0. Install patch for AG-P1/C1-QX2.0 Color Controller E-80					
	T	006	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).					
Image in wrong position	Top right corner	G178 140	4.0.		. ,	m Software Version		
		M382 005 M078	•			olor Controller E-80.		
Image in	Image alignment is	009 M382	1.0 for Pro	oC720 (P1L	t) / ProC720s (			
wrong position	incorrect for a VDP job when printed with	020 M078				m Software Version		
Color	duplex. CMYK Simulation Profile	020 M078	1.0 for Pro	oC720 (P1L	t) / ProC720s (			
processing incorrect	setting is not honored	017	1.0 for Pro	oC720 (P1L	t) / ProC720s (	C1Lt).		
Fuzzy lines		M077 078	Insufficier of toner/de mixture to surface	eveloper	Install modifie development units	d M0773294 (Y) M0773295 (M) M0773296 (C) M0773297 (K)		
Scratches		M077 098, 077b, 032a	surfaceM0773297 (K)Change in the charge applied to the toner affectsReplace with fresh toner.Optimize the paper settings with advanced settings in the Paper LibraryOptimize the paper settings with advanced settings in the Paper LibraryToner transfer conditions for LE and TE are set incorrectly.Image: M0773297 (K)					



Model: AC	G-P1, AG-C1, AGL-P1, AGL	-C1		Date: 31	-Dec-08	No.: RG178000x
Subject	Symptom	RTB #	Ca	use	Solution	Note
Scratches	At 314 mm intervals	M077 099	Scratches drum	s on the		a new drum. Make ate the new drum ng.
					caused by na A narrow PG an incomplete knob. Refer to for the proper procedure: RG Check that the installed: RG <sup>-</sup> Remove the t surface of the RG178128d Do #208 "Exe Refreshing" in Settings for S Menu. NOTE: The d have to be rep If the DG (door with toner, rep toner with a p	could be caused by by fastened drum o the following RTB drum knob fastening G178128d (p 5-9) e drum is properly 178128d (page 4) oner adhered to the development roller: the Adjustment killed Operators eveloper DOES NOT
Mottled image		M077 077b Also see M077 095, 098	Uneven p surface, d toner		Follow the flor There may be	w chart in the RTB. side effects (see the the customer utput quality
Vertical lines	White or coloured (not at 314 mm intervals)	M077 031b, 099	This RTB symptom.		troubleshooting	procedure for this
Dirty printout		M077 099, 072c, 098	Low toner causes the following: Toner sca around the developm Degradati waste ton collection unit	e attering e ent unit on of	Replace with Remove tone	
Dirty background		M077 099, 072c, 098	Low toner disables the sensor; de density is	he TD etected	Replace with Remove tone	



Model: AC	G-P1, AG-C1, AGL-P1, AGL	Date: 31	-Dec-08	No.: RG178000x	
Subject	Symptom	RTB # Cause		Solution	Note
Color misalignment	In the Main and/or Sub scan direction even after executing MUSIC	M077 109	Laser beam is not sent to the correct position on the drum due to changes in component size caused by changes in temperature and humidity		er emitting position (see the RTB for a



PAGE: 42/46

### Updated: End of June 2016: Changes in bold italics

Model: AG-P1, AG-C1, AGL-P1, AGL-C1

Date: 31-Dec-08

No.: RG178000x

### 11.Others

Subject	Symptom	RTB #	Cause	Solution	Note		
Printer does	"Now Printing" is	G178	System/Copy	Install version 1.01 or			
not work	displayed	002a	firmware	later			
Frame deformed	The frame of the caster under the rear controller box is deformed.	G178 024	Too much weight on the caster when moving the machine from the pallet.	The frame has been strengthened. Also, read the caution sheet attached to the machine for the correct way to move the pallet.	See the RTB for the location of the caution sheet.		
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.		
Machine is too slow	After removing jam	G178 110b	EFI controller: Insta	Ill patch for System Softwar	e Version 4.0.		
Machine is too slow	Duplex printing with stacker	G178 110b		Ill patch for System Softwar			
Machine is too slow	When printing jpegs from MAC 10.5 using MAC Preview, each jpeg can take 25-30 seconds to spool	M078 007a	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).				
Machine is too slow	Printing a large number of copies of a job if Windows Authentication is enabled	D016 003c	Network Support firmware	Install version 7.07 or later.			
Double-count	Not reading a double count despite "1:	G178 002b	System/Copy firmware	Install version 1.02 or later			
	Double count" is set for "A3/DLT Double	G178 035	Websys firmware	Install version 1.01 or later			
	Count (SP5-104- 001)"		Engine firmware	Install version 1.108:11 or later			
Alert on screen	Spanner mark on screen when pulling out the trays.	G178 005a	Engine firmware	Install version 1.108:11 or later			
Energy saver mode	Machine stays in the 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.			



Model: A	G-P1, AG-C1, AGL-P1, A	GL-C1 Date		e: 31-Dec-08	No.: F	RG178000x	
Subject	Symptom	RTB #	Cause		Solution		Note
Unwanted	After an SC990	G178	System/Copy	1	Install version 2.03	3 or	
reboot	during a multiple print	002c	firmware		later.		-
	job.	D016	System/Copy	,	Install version 1.03	3 or	
		005b	firmware		later.		
Unwanted	When printing a PDF,	G178		uired I	Patch File(s) for Pro	C900 sy	ystem version
reboot	the Fiery stops and	023	1.01.				
	the GW controller						
Reboot failure	reboots When ATN is	D392	Ring Binder E	21	Install version 01.2	70.04	
Repool failure	received from an	001b	firmware	21	or later.	10.04	
	upstream peripheral	D392	Ring Binder E	20	Install version 01.0	50.01	
	upstream periprierai	002a	firmware	52	or later.	50.01	
SMC report	Stops after the 5th	G178	System/Copy	1	Install version 2.03	3 or	
	sheet – must turn	002c	firmware		later.		
	power off/on	D016	System/Copy	1	Install version 1.03	3 or	
	F · -	005b	firmware		later.		
+24V circuit	See the RTB for	G178	Engine firmw	are	Install version 2.00	0:12	
error detection	details	005b	Ŭ		or later.		
Machine	When clearing	G178	Engine firmw	are	Install version 2.00	0:12	
number data	Engine NV	005b			or later.		
cleared							
Cannot install	PDCU lubricant bar	G178	Shape of the	part	Install the correct p	oart	
a component		057	is incorrect				
Firmware	Cannot update	G178	Buffer Pass L	Jnit	Install version 1.00	0:03	System and
update	firmware with SD	065	firmware		or later.		engine
	card	D016			Follow the correct		firmware
		015			update procedure; the RTB	see	must also be updated –
		015			ING N I D		see the RTB.
Firmware	Error when	G178	Buffer Pass L	Init	Install version 2.01	0.02	
update	downloading	065a	firmware		or later.	0.00	
	firmware						
Firmware	Error when updating	G178	Buffer Pass L	Jnit	Install version 03.0	00:06	
update	firmware	065c	firmware		or later.		
Firmware	Program number	Gene	Java VM4 Up	date	Install version 4.25	5.07a	
update	"D3775901" version	050b	Tool		or later.		
	update fails.						
SPs show the	Fusing temperature	G178	SPs not enab	led	Use other SPs as	shown	
wrong value	shown to be 0 C	076			in the RTB.		
Failure every		G178	Engine firmw	are	Install version 3.00	)3:12	
30 pages		005g			or later		
		D016					
PM counter	Counter for Cover	001f G178	Engine firmw	aro	Install version 3.00	15.10	
	Interposer missed	005h		ale	or later.	5.12	
	some jobs	D016					
		001g					
		D097	Engine firmw	are	Install version 1.00	)3.12	
		001a			or later.		
		M078					
		001a					



Model: AG	Model: AG-P1, AG-C1, AGL-P1, AGL-C1			Date	e: 31-Dec-08	No.: R	G178000x
Subject	Symptom	RTB #	Cause		Solution		Note
Oil leak	Oil Pan Filter	G178 098	PM counter cleared at the wrong time		Temporary solution Change the filters Permanent solutio New firmware will issued	n:	
Exit guide (red mylars)	Red mylars come off	G178 100			Install the new pap guide, p/n G17879	926	
Jam displayed but no jam	With the Booklet Maker BK5010 installed	B234 014k	Finisher firmw	/are	Install version 2.00 or later.		
Program download	Program download to the Cover Interposer Tray CI5010 and other downstream peripherals results in failure	B835 001h	Cover Interpo firmware	ser	Install version 3.01 or later.	10:46	
Machine idles	When a jam occurs, areas around the image creation unit run idle	D097 001b M078 001b	Engine firmwa	are	Install version 1.00 or later.	04:12	
Machine idles	If paper end occurs right when a job is switched from a staple tray job to a shift tray job	D097 001c M078 001c	Engine firmwa	are	Install version 1.00 or later	)5:12	
Machine remains in idle mode	With Ring Binder RB5000 and multiple peripherals installed downstream of it, if a jam occurs in one of the downstream peripherals the RB5000 does not notify the jam to the mainframe.	D392 001f	Ring binder B firmware	1	Install version 1.31 or later.	10:04	
Machine freezes	Errors on peripherals downstream from the stacker are not notified	G178 044a	Stacker firmw	are	Install version 4.06 later.	6:13 or	
Machine freezes	The GW controller cannot activate and the machine stalls in "Please wait" status if "SP5193-001 is "0; No external controller installed".	G178 093	The GW contr cannot detect connection if SP is set to 0.	a the	Use the TCRU/OF Card. See the RTB for a procedure.		
Machine freezes	Trying and failing to login to a Scan destination three times	D016 003b	Network Supp firmware	oort	Install version 7.06 later.	6 or	



Model: AC	G-P1, AG-C1, AGL-P1, A	GL-C1		Date	e: 31-Dec-08	No.: F	RG178000x
Subject	Symptom	RTB #	Cause		Solution		Note
Machine freezes	When scanning pages with different paper sizes, the machine stays at "scanning mode"	D097 002a	System/Copy firmware	,	Install version 1.05 or later.	5ARI	
Machine freezes	Machine stalls when a jam occurs in the Perfect Binder	D391 004a D391 001b	P-Binder_B4 firmware P-Binder_B1 firmware		Install version 0.15 or later Install version 0.28 or later		
Machine freezes Machine freezes	When a lot of originals are scanned If User Authentication settings are changed many times	D097 002b M344 001d	System/Copy firmware VM card firm		Install version 1.06 or later Install version 4.17 later.		
Machine stays in scanning mode	Scanning pages with different paper sizes	D016 005d	System/Copy firmware		Install version 1.05 later.		French version: RTB 012a
Cannot start the system		G178 030	Capacity over of the Fiery h disk drive due an excess of JobLog files	ard	Adjustments in the system software Patch release will updated.		See the RTB for instructions on how to adjust the machine, until the patch is released.
Cannot start the system	Excess of job log files (See above)	G178 043 D016 011	EFI controller	; Insta	II System Software	Version	3.0.
Cannot select a feature	In the Mac Driver and PC Driver, Substitute Color only selectable with Graphic Arts Package, Premium Addition.	G178 043 D016 011	EFI controller	; Insta	II System Software	Version	3.0.
Cannot select a feature	Cannot select Color Mode	G178 140 M078	EFI controller	: Insta	Il patch for System		
Print counter	MIB value and SP value are different.	010 G178 131a M078 012	EFI controller	: Insta	/ ProC720s (C1Lt). Il patch for System 3 Il patch for System 3 / ProC720s (C1Lt).		
Print counter	Does not increase correctly with User Code Auth. and/or External Charge Unit.	G178 131a M382 004	EFI controller	: Insta or AG-	II patch for System	<sup>r</sup> Contro	ller E-80.
		M078 008			II patch for System 3 / ProC720s (C1Lt).	Sonware	e version 1.0



Model: AG	Model: AG-P1, AG-C1, AGL-P1, AGL-C1				Date: 31-Dec-08 No.: RG17				
Subject	Symptom	RTB #	Cause		Solution		Note		
Print counter	Incorrect when printing from the	M382 014		Install patch for AG-P1/C1-QX2.0 Color Controller E-80.					
	Document Server	M078 018	for ProC720 (	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).					
		G178 161	ProC900(P1)	/ProC					
Warming up	When a blank page is inserted after the last page, Warming Up occurs between the two jobs.	M078 012			II patch for System / ProC720s (C1Lt).	Softwar	e Version 1.0		
Settings do not work	"0218: Adjust Maximum Image Density" setting ignored	M077 076	Software bug		Temporary solutio Change settings a shown in the RTB	IS			
Logs	Incorrect data in logs downloaded via Web Image Monitor	D016 004c	Scanner firm	ware	Install version 1.07 later.	7 or			
Memory leak	Using an SDK application	M344 001c	VM card firm	ware	Install version 4.15 later.	5 or			
Unexpected behavior (not specified)	After internal file open and close operations, such as SDK application installation.	Gene 050b	Java VM4 Up Tool	date	Install version 4.26 later.	6.05 or			
"NullPointerEx ception"		Gene 050c	Java VM4 Up Tool	date	Install version 4.28 later.	8.00 or			