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

Subject: Troubleshooting		Prepared by: T. Miyamoto
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other (　　　)	☐ Action required ☐ Service manual revision ☐ Retrofit information

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).

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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	Ring Binder B1 firmware	Install version 01.270:04 or later.	
		D392 002a	Ring Binder B2 firmware	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.	

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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 014l	Finisher firmware	Install version 2.030:62 or later.	
Jam	Paper lag jam	D391 001e	P-Binder_B1 firmware	Install version 0.340:13 or later	
Jam	Jam 300 or 303 (Perfect Binder)	G178 160	Fusing oil adheres to transport rollers in the Perfect Binder	Replace three transport rollers. See the RTB for the part numbers and locations.	
Jam	When the Stacker Main Tray becomes full, printing does not stop	M043 019	Install patch for Color Controller C-80 system version 1.0 SP1.		
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 CI5000/5010,	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
Cannot select paper size/type	When Tray Unit TK5000 is set in tray 1, A3/DLT cannot be selected.	G178 070	EFI controller: Install System Software Version 4.0.		
Cannot select paper size/type	Various symptoms	M382 001	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
Wrong tray used		G178 110b	EFI controller: Install patch for System Software Version 4.0.		
Wrong tray used		M382 003	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
Wrong tray used	When printing a PS file	G178 140	EFI controller: Install patch for System Software Version 4.0.		
		M382 006	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		M078 010	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Wrong tray used	After sample copy	D097 002b	System/Copy firmware	Install version 1.06ARI or later	
Wrong tray used	Input Tray setting is not honored	M382 017	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		G178 164	Install patch for Software Version 4.0 for ProC900(P1)/ProC900s(C1).		
		M078 020	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		

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Subject	Symptom	RTB #	Cause	Solution	Note
Wrong paper size/type requested	After recovery from a Paper End condition while printing SEF jobs, LEF paper is requested.	G178 154	EFI controller: Install patch for System Software Version 4.0.		
		M382 008	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		M078 012	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
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 Color Controller E-80.		
Cannot use paper	A 2 at Left staple job cannot be printed on SEF paper.	G178 154	EFI controller: Install patch for System Software Version 4.0.		

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2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
Toner scattering	Lubrication powder and toner falling on the image transfer belt	MB G178 031		Attach toner catch pans to the development unit.	
Toner scattering		M077 072c Also see RTB 077b, 098, 099	Continuous printing of low coverage images degrades the developer and prevents complete developer removal	To prevent this problem, do the procedures in this RTB in addition to the standard developer removal operation.	
Toner refresh	Not functioning	G178 002b	System/Copy firmware	Install version 1.02 or later	
Toner refresh	Failed	G178 005h	Engine firmware	Install version 3.005:12 or later.	
		D016 001g	Engine firmware	Install version 3.005:12 or later.	
		D097 001a M078 001a	Engine firmware	Install version 1.003:12 or later.	
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.	
		G178 005b	Engine firmware	Install version 2.000:12 or later.	
		D016 001a	Engine firmware	Install version 2.000:12 or later.	
Toner blocking in strips on the develop-ment roller	Uneven gap between the drum and development roller	G178 063		Follow the important point for drum unit installation as described in the RTB.	
Toner blocking (doctor gap)		M077 098, 031b	Low toner fluidity in the dev unit (= high toner concentration)	Clean the doctor gap Remove toner clumps	
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.	
Problem with PS file	PS file created by 3rd vendor software cannot be composed.	G178 023	Apply the required Patch File(s) for ProC900 system version 1.01.		

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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.	G178 001b	NIB firmware	Install version 7.04 or later.	Follow the correct update procedure; see the RTB
		D016 003a	Network Support firmware	Install version 7.04.1 or later.	
Cannot send email	If the MFP/LP has a statically configured IP address and domain, it always sends a HELO using just its hostname. SMTP servers that require client HELOs to include the client's FQDN will close the connection.	D016 003b	Network Support firmware	Install version 7.06 or later.	
		G178 001c	NIB firmware	Install version 7.06 or later.	
Loss of connectivity	The machine's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. Loss of connectivity until the machine reinitializes the network connection.	D016 003b	Network Support firmware	Install version 7.06 or later.	
		G178 001c	NIB firmware	Install version 7.06 or later.	
Loss of connectivity	If the network settings were changed repeatedly	D016 003c	Network Support firmware	Install version 7.07 or later.	
Domain name overwritten	When the device IP address and DNS server location are obtained by DHCP, the domain specified by the device setting "IPv4 > Domain Name > Specify" is overwritten by the domain obtained from DHCP.	D016 003b	Network Support firmware	Install version 7.06 or later.	
		G178 001c	NIB firmware	Install version 7.06 or later.	
SMB	Cannot send documents to a hostname containing 2-byte characters.	D016 003b	Network Support firmware	Install version 7.06 or later.	
SMB	Cannot Scan to SMB to a destination that is not specified using an FQDN.	D016 003b	Network Support firmware	Install version 7.06 or later.	
SMB	Problems when using across subnets due to short timeout	D016 003b	Network Support firmware	Install version 7.06 or later.	
		G178 001c	NIB firmware	Install version 7.06 or later.	

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Subject	Symptom	RTB #	Cause	Solution	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 7.06 or later.	
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 7.06 or later.	
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 7.06 or later.	
SMB	Cannot Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.	D016 003b	Network Support firmware	Install version 7.06 or later.	
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 7.06 or later.	
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	Network Support firmware	Install version 7.06 or later.	
		G178 001c	NIB firmware	Install version 7.06 or 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 7.06 or later.	
SMB	Scan to SMB fails	D016 003c	Network Support firmware	Install version 7.07 or later.	
SMB	Scanned document not sent	D016 003c	Network Support firmware	Install version 7.07 or later.	
Address book	Cannot use or edit	G178 089	EFI controller: Install patch for System Software Version 4.0.		
		M382 001	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
Cannot add printer to PC	64-bit computer	M043 012	Install patch for Color Controller C-80 system version 1.0 SP1.		
Scan to folder	Fails	D097 002b	System/Copy firmware	Install version 1.06ARI or later	
Scan to folder	Fails	D016 005e	System/Copy firmware	Install version 1.06 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Scan to folder	Cannot scan to shared folders	D016 003c	Network Support firmware	Install version 7.07 or later.	
Scan to folder	When NBT is OFF	D016 003c	Network Support firmware	Install version 7.07 or later.	
Scan to folder	If "CNAME" is specified as the destination folder, ScanTo Folder will abort.	D016 003c	Network Support firmware	Install version 7.07 or later.	
Scan to folder	When NBT is OFF	D097 002b	System/Copy firmware	Install version 1.06ARI or later	
Scan to folder	***Files scanned using Scan to SMB on a Windows XP Server based Fiery cannot be saved in a Mac OSX 10.10 shared folder***	***G178 179***	***Install patch for Software Version 4.0 for ProC900(P1)/ProC900s(C1).***		
		M382 028	***Install patch for AG-P1/C1-QX2.0 Color Controller E-80.***		
		M078 026	***EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).***		
WIM	Locks up	D016 003c	Network Support firmware	Install version 7.07 or later.	
Machine's icon not shown	Not shown in the Windows "Network" dialogue if SSDP is enabled.	D016 003c	Network Support firmware	Install version 7.07 or later.	
Network settings return to defaults	Under very specific combinations of IP address, Subnet Mask, and Gateway address	D016 003c	Network Support firmware	Install version 7.07 or later.	
Cannot install driver	If the IPP Authentication setting is enabled	D016 003c	Network Support firmware	Install version 7.07 or later.	
Cannot use network functions	If DHCP and DDNS are both enabled	D016 003c	Network Support firmware	Install version 7.07 or later.	
Cannot use connectivity applications	Affected applications include Web Image Monitor, IPP Printing and @Remote.	D016 003c	Network Support firmware	Install version 7.07 or later.	
IPv6	Cannot disable	M382 016	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		M078 018	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
		G178 162	Install patch for Software Version 4.0 for ProC900(P1)/ProC900s(C1).		
SSL	Vulnerability to the re-negotiation of SSL/TLS	Gene 050b	Java VM4 Update Tool	Install version 4.25.07 or later.	

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4. Printing

Subject	Symptom	RTB #	Cause	Solution	Note
Printing stops	At the 5th sheet when doing duplex printing of SMC output	G178 002d	System/Copy firmware	Install version 2.04 or later	
Printing stops	Status remains in Printing mode	M043 011	Install patch for Color Controller C-80 system version 1.0 SP1.		
Sheet before jam falsely reprinted	After recovering from a jam in which the jammed sheet hasn't reached the Entrance Sensor of the Stacker	G178 044c	Stacker firmware	Install version 4.08:15 or later.	
Cannot print	When SC 721 or 750 occurs	B234 014j	Finisher firmware	Install version 1.900:60 or later.	
Cannot print	RIP not completed; job does not start	G178 070	EFI controller: Install System Software Version 4.0.		
Cannot print	Job with 2 staples	M078 010	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
		M382 008	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
Cannot print	Processing never completes	M078 010	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Cannot print	VPS files	M043 002	EFI controller: Install patch for Color Controller C-80 system version 1.0 SP1.		
Cannot print		M043 003	EFI controller: Install patch for Color Controller C-80 system version 1.0 SP1.		
Cannot print	When PDF optimization is selected	M043 013	Install patch for Color Controller C-80 system version 1.0 SP1.		
Printing does not restart	When recovering from paper end	G178 043 D016 011	EFI controller; Install System Software Version 3.0.		
Printing does not restart	When pausing a job for 1 hour, and restarting the same job, the display indicates 'printing' but does restart	G178 043 D016 011	EFI controller; Install System Software Version 3.0.		
Printing does not restart	When recovering from SC794	G178 070	EFI controller: Install System Software Version 4.0.		
Printing does not restart		G178 088	EFI controller; Install patch for System Software Version 3.0.		
Problems with PDF	Image defects when ripping PDF files.	G178 043 D016 011	EFI controller; Install System Software Version 3.0.		
Problems with PDF	When PDF optimization is selected, some elements are missing.	M043 010	Install patch for Color Controller C-80 system version 1.0 SP1.		

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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	EFI controller: Install System Software Version 4.0.		
Pages printed in wrong order	After inserting a blank page at the end of a PDF	G178 131a	EFI controller: Install patch for System Software Version 4.0.		
Separator page	Not printed correctly	G178 110b	EFI controller: Install patch for System Software Version 4.0.		
PS error	When 2 staples at center was requested, Fiery shows PS error (Rangecheck Error).	M078 010	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
		M382 006	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
PS error	VM error	M078 010	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Blank sheet added	Duplex printing	M078 010	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Abnormal result (not specified)	After installing a patch	G178 140	EFI controller: Install patch for System Software Version 4.0.		
		M078 010	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Abnormal result (not specified)	RGB image with Pure Black	M078 010	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
		M382 006	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
Abnormal result (not specified)	PCL data	G178 154	EFI controller: Install patch for System Software Version 4.0.		
Abnormal result (not specified)		M043 015	Install Patch File C-80_PS_Elements_Patch.exe for Color Controller C-80 system version 1.0 SP1.		
Duplex printing	PCL5 data	G178 154	EFI controller: Install patch for System Software Version 4.0.		
		M382 008	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		M078 012	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Rip failure	When Use Font Substitution is not selected	M043 010	Install patch for Color Controller C-80 system version 1.0 SP1.		
Watermark	Error with Mac OS 10	M382 001	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
Fonts	Font size changes during a print job	M078 013	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
		M382 009	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
Characters not printed correctly	A character with a specific font is printed incorrectly	M078 016	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
		G178 159	EFI controller: Install patch for System Software Version 4.0.		
		M382 013	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		

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Subject	Symptom	RTB #	Cause	Solution	Note
Job reset	Chunk Transfer Encoding over an IPP port	D016 003c	Network Support firmware	Install version 7.07 or later.	
Garbled data	Occurs with Impose settings	M382 018	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		G178 165	Install patch for Software Version 4.0 for ProC900(P1)/ProC900s(C1).		
		M078 020	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Image not printed correctly	Incorrect imageable area dimensions in the PPD.	M382 022	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		G178 168	Install patch for Software Version 4.0 for ProC900(P1)/ProC900s(C1).		

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5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
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.	
Incorrect message displayed	Jam displayed when scanning during printing	D016 005a	System/Copy firmware	Install version 1.02 or later.	
Incorrect message displayed	Paper misfeed displayed at Toner-End.	G178 043 D016 011	EFI controller; Install System Software Version 3.0.		
Wording errors	On the Web Image Monitor "Printer Status Notification by E-Mail" screen	G178 003c	WebSystem firmware	Install version 1.53 or later	Follow the correct update procedure; see the RTB
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	Touch panel cannot recover from black screen	D097 002a	System/Copy firmware	Install version 1.05ARI or later.	
Black screen		D016 005d	System/Copy firmware	Install version 1.05 or later.	French version: RTB 012a
No display	After changing language settings	M344 001c	VM card firmware	Install version 4.15 or later.	
Software keyboard	Cannot close after using an SDK application	M344 001c	VM card firmware	Install version 4.15 or later.	
Does not work	Cannot use Start key	M344 001d	VM card firmware	Install version 4.17-01 or later.	
Displayed image	Incomplete	M344 001d	VM card firmware	Install version 4.17-01 or later.	
Displayed image	Character string not displayed correctly	M344 001d	VM card firmware	Install version 4.17-01 or later.	
Displayed image	JPEG images not displayed	M344 001d	VM card firmware	Install version 4.17-01 or later.	
User tools screen	Cannot exit	M344 001d	VM card firmware	Install version 4.17-01 or later.	
Language	Cannot switch	M344 001d	VM card firmware	Install version 4.17-01 or later.	
Display freezes	SDK start logo does not change	Gene 050b	Java VM4 Update Tool	Install version 4.25.07 or later.	
Display freezes	Operation panel freezes when the software keyboard is closed	Gene 050b	Java VM4 Update Tool	Install version 4.26.05 or later.	

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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: Install System Software Version 4.0.		
"Printing"	After a staple job	G178 089	EFI controller: Install patch for System Software Version 4.0.		
		M382 001, 002	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		M078 006	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
		G178 110b	EFI controller: Install patch for System Software Version 4.0.		

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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.	
Cannot assign group privileges	Cannot assign them to a logged in user if that group has a name consisting of more than 20 bytes.	D016 003b	Network Support firmware	Install version 7.06 or later.	
		G178 001c	NIB firmware	Install version 7.06 or later.	
Windows authentication	Cannot use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server.	D016 003b	Network Support firmware	Install version 7.06 or later.	
		G178 001c	NIB firmware	Install version 7.06 or later.	
Windows authentication	Fails on a domain controller whose hostname contains 2-byte characters.	D016 003b	Network Support firmware	Install version 7.06 or later.	
		G178 001c	NIB firmware	Install version 7.06 or later.	
Windows authentication	Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication.	D016 003b	Network Support firmware	Install version 7.06 or later.	Because of this, logged in users are only granted the "Available Functions" specified for them in the Address book
		G178 001c	NIB firmware	Install version 7.06 or later.	
Windows authentication	Fails if the username or password includes lower-case European characters.	D016 003b	Network Support firmware	Install version 7.06 or later.	
		G178 001c	NIB firmware	Install version 7.06 or later.	
User authentication	Printing possible even if job was cancelled	G178 110b	EFI controller: Install patch for System Software Version 4.0.		
		M382 002	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		M078 006	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Job log	Stops part of the way through	G178 110b	EFI controller: Install patch for System Software Version 4.0.		
Job log	Jobs are not displayed in accordance with the order of "Date/Time"	G178 140	EFI controller: Install patch for System Software Version 4.0.		
		M382 005	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		M078 009	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Job log	Cannot export if too big	M078 009	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
		M382 004	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		

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Subject	Symptom	RTB #	Cause	Solution	Note
Users not logged out	User code authentication, and SDK/J on the operation panel	M344 001c	VM card firmware	Install version 4.15 or later.	
Cannot login	If user name/password contains certain characters	M344 001d	VM card firmware	Install version 4.17-01 or later.	
Cannot login	Application authentication fails	Gene 050b	Java VM4 Update Tool	Install version 4.26.05 or later.	
Cannot logout	If User Authentication settings are changed many times	M344 001d	VM card firmware	Install version 4.17-01 or later.	
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 4.17-01 or later.	
Kerberos Authentication	Slow	Gene 050b	Java VM4 Update Tool	Install version 4.26.05 or later.	
Kerberos Authentication	AES-256 used for encryption but was not specified	Gene 050c	Java VM4 Update Tool	Install version 4.28.00 or later.	

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

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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 insert the connectors correctly; see the service manual for the correct procedure.	
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	Temporary: Turn OFF the power, open the front cover, and turn the switchback paper exit unit C1 knob counterclockwise 3 times. Do the same when SC524 occurs after turning ON the machine.	Permanent: Software will be modified in June 2009.
SC 621	False detection during printing	G178 044a	Stacker firmware	Install version 4.06:13 or later.	
SC 622	A3/DLT LCT	G178 019	Harness short-circuit due to bad wiring route.	Replace the harness, and use a harness clamp.	See the RTB for the procedure.
SC 670	During Clearing Engine Memory (SP5-801-2)	G178 005a	Engine firmware	Install version 1.108:11 or later	
SC 675	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	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	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.
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 Flapper Gear, Motor Bracket and E-ring (use the kit with p/n D3919905).	See the RTB for the procedure.
SC 797	SC 797-36: 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	
SC 797	SC797-50: 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 Flapper Gear, Motor Bracket and E-ring (use the kit with p/n D3919905).	See the RTB for the procedure.

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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 0.180:00 or later	
SC 819	Caused by memory leak when returning from Energy Saving.	G178 002b	System/Copy firmware	Install version 1.02 or later	
SC819	When browsing the network using SMB	D016 003b	Network Support firmware	Install version 7.06 or later.	
SC86x	After turning on the machine	D097 002a	System/Copy firmware	Install version 1.05ARI or later.	
		D016 005d	System/Copy firmware	Install version 1.05 or later.	French version: RTB 012a
		G178 002g	System/Copy firmware	Install version 2.07 or later.	
		M078 002a	System firmware	Install version 2.07ARI or later.	
		G178 021c	System firmware	Install version 2.07FRA or later.	
SC919		G178 140	EFI controller: Install patch for System Software Version 4.0.		
		M382 005	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
SC 990	NCS Down when log is extracted with the RLogTOOL	G178 001a	NIB firmware	Install version 7.03 or later	
SC 990	When re-starting the print job after a jam	G178 002c	System/Copy firmware	Install version 2.03 or later.	
		D016 005b	System/Copy firmware	Install version 1.03 or later.	
SC 990	When printing several jobs	G178 002d	System/Copy firmware	Install version 2.04 or later	
SC 990	After recovery from a jam	G178 002d	System/Copy firmware	Install version 2.04 or later	
SC 990	Opening/closing Tray 2 during a job using Tray 1	D097 001c M078 001c	Engine firmware	Install version 1.005:12 or later	
SC990		D391 001e	P-Binder_B1 firmware	Install version 0.340:13 or later	
SC990	When calibration is done in Dutch	M078 007a	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
		M382 003	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
SC991		G178 043 D016 011	EFI controller; Install System Software Version 3.0.		

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Subject	Symptom	RTB #	Cause	Solution	Note
SC991		G178 140	EFI controller: Install patch for System Software Version 4.0.		
		M382 005	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
SC991	If DHCP and DDNS are both enabled	D016 003c	Network Support firmware	Install version 7.07 or later.	
SC992	All SCs involving the Buffer Pass unit are indicated as SC992	G178 065	Buffer Pass Unit firmware	Install version 1.000:03 or later.	System and engine firmware must also be updated – see the RTB. System and engine firmware must also be updated – see the RTB.
		D016 015	Buffer Pass Unit firmware	Install version 1.000:03 or later.	
SC 994	Error popup message for Window max is displayed.	G178 023	Apply the required Patch File(s) for ProC900 system version 1.01. 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.		
SC997		Gen 028b	Global Scan NX firmware	Install version 1.1.3.0 or later.	
SC997	When setting the toner manufactured by InfoPrint	G178 002e	System/Copy firmware	Install version 2.05 or later.	Follow the correct update procedure; see the RTB
		D016 005c	System/Copy firmware	Install version 1.04 or later.	
SC997	After logging out	M344 001c	VM card firmware	Install version 4.15 or later.	
SC304, 305, 306, 307, 344, 345, 346, 347, 477, 479, 490, 520, 521, 523, 524, 530-01, 601, 675-01, 991,	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: The P/N changes from G1785281 to G1785304. When relay failure occurs, use the new part as a replacement.	
		G178 097		Replace the relay board for machines with certain serial numbers.	Old part: G1785281 New part: G1785304 or G1789911
Toner end		G178 016	Toner supply tube is blocked	Clean the tube every 400K. Use a vacuum cleaner.	See the RTB for the procedure.
Shutdown message	Appears instead of SC919	G178 002f	System/Copy firmware	Install version 2.06 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
False SC detection	When front door is open and fusing unit removed	G178 005g	Engine firmware	Install version 3.003:12 or later	
		D016 001f	Engine firmware	Install version 3.003:12 or later	
Error message (unspecified)	When printing with Mixed Media	M078 014	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
		M382 010	Install patch for AG-P1/C1-QX2.0 Color Controller 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.		

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8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
SR5000 Finisher	Paper jam	G178 010	Slippage of the shift tray drive timing belt	Adjust the tension of the drive belt.	Follow the procedure in the RTB.
SR5000 Finisher	Jams occurring on the SR5000 not notified to the mainframe.	G178 044b	Stacker firmware	Install version 4.07:14 or later.	
SR5000 Finisher	Jogging by the shift tray is poor when printing A5 SEF.	B234 014o	Finisher firmware	Install version 02.050:64 or later.	
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 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	
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	

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Subject	Symptom	RTB #	Cause	Solution	Note
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	G178 005g	Engine firmware	Install version 3.003:12 or later	
		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	
Perfect Binder	Jam caused by disabled trimming function	D391 034	Broken ball-screw and cracked plate in the trimmer drive unit	Reinforce the Trimmer Drive Unit with the modification kit (D3919906)	The procedure is dangerous. Two people are needed.
Perfect Binder	No recovery printing	G178 110b	EFI controller: Install patch for System Software Version 4.0.		
Perfect Binder	Cannot select some paper types and sizes	M382 001	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
Perfect Binder	Jam	M382 001	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
Perfect Binder	Trimmings adhering to the trimmings buffer unit	D391 044		Do the procedures in the RTB.	
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_B1 D3925510F (01.300:04)"	Please do NOT use the firmware version "RingBinder_B1 D3925510E (01.290:04)".	
Ring Binder	Feeding custom size tab stocks causes jams at the entrance of the Ring Binder.	D392 001g	Ring Binder B1 firmware	Install version 01.320:04 or later.	
Ring Binder	Incorrect error message when ring comb is empty	G178 089	EFI controller: Install patch for System Software Version 4.0.		
		M382 001	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
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.	

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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 interposer firmware	Install version 02.070:41 or later.	
Cover interposer	Will not feed the cover sheets and the control panel indicates 'Printing'	B835 001h	Cover Interposer firmware	Install version 3.010:46 or later.	
Cover interposer	Does not feed blank page	G178 070	EFI controller: Install System Software Version 4.0.		
Cover interposer	Paper not fed	G178 089	EFI controller: Install patch for System Software Version 4.0.		
		M382 001	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
Stacker	Full sensor does not work	G178 005g	Engine firmware	Install version 3.003:12 or later	
		D016 001f	Engine firmware	Install version 3.003:12 or later	
Stacker	Jam with mixed media sizes	G178 005g	Engine firmware	Install version 3.003:12 or later	
		D016 001f	Engine firmware	Install version 3.003:12 or later	
Stacker	Jam	G178 108	Curled sheets or uneven stack surface	Adjust the maximum stacking capacity.	
Stacker	Stacker #1 does not detect errors occurring on Stacker #2.	G178 044a	Stacker firmware	Install version 4.06:13 or later.	
Stacker	Stackers do not stop even when a system communication error occurs in the upstream peripherals.	G178 044a	Stacker firmware	Install version 4.06:13 or later.	
Stacker	Jams between GBC punch and stacker cannot be cleared	G178 044a	Stacker firmware	Install version 4.06:13 or later.	
Stacker	Display falsely indicates that the full stack has been cleared.	G178 044b	Stacker firmware	Install version 4.07:14 or later.	
Stacker	Jam at the Stacker when sheets are fed alternately from the Cover Interposer and the Mainframe tray	G178 065a	Buffer Pass Unit firmware	Install version 2.010:05 or later.	
Booklet finisher	Roller marks on outputs	G178 107	Excessive pressure against the sheets	Replace the exit rollers and driven rollers.	
Booklet finisher	Error during booklet making	B234 014l	Finisher firmware	Install version 2.030:62 or later.	
Plockmatic	Deactivate request cannot be cancelled	B234 014f	Finisher firmware	Install version 1.500 or later.	
Plockmatic	Paper cannot be fed – indicator shows that he shift tray is full	B234 014f	Finisher firmware	Install version 1.500 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
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.	
Plockmatic	Abnormal printing when a tray runs out of paper	M043 001	EFI controller: Install patch for Color Controller C-80 system version 1.0 SP1.		
Plockmatic	Cannot print some paper sizes, including custom paper sizes	M043 001	EFI controller: Install patch for Color Controller C-80 system version 1.0 SP1.		
Plockmatic	Printing fails if the Plockmatic is full or jammed	M043 001	EFI controller: Install patch for Color Controller C-80 system version 1.0 SP1.		
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.	
Trimmer	Trimming not done correctly	G178 065b	Buffer Pass Unit firmware	Install version 02.030:05 or later.	
Finisher	Shift tray operation errors after recovery from paper end	D097 002a	System/Copy firmware	Install version 1.05ARI or later.	
		G178 002g	System/Copy firmware	Install version 2.07 or later.	
		M078 002a	System firmware	Install version 2.07ARI or later.	
		G178 021c	System firmware	Install version 2.07FRA or later.	
Finisher	Cannot detect punch unit	D097 002a	System/Copy firmware	Install version 1.05ARI or later.	
		G178 002g	System/Copy firmware	Install version 2.07 or later.	
		M078 002a	System firmware	Install version 2.07ARI or later.	
		G178 021c	System firmware	Install version 2.07FRA or later.	
SDK	Cannot switch between SDK applications	M344 001c	VM card firmware	Install version 4.15 or later.	
SDK	Application disappears	Gene 050b	Java VM4 Update Tool	Install version 4.26.05 or later.	
SDK	Application sends wrong original size data	Gene 050c	Java VM4 Update Tool	Install version 4.28.00 or later.	
SDK	Applications do not restart automatically after reboot failure	Gene 050d	Java VM4 Update Tool	Install version 4.29.00 or later.	
SDK	SDK platform does not boot up	Gene 050e	Java VM4 Update Tool	Install version 4.30.00 or later.	

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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 "printing" and stops.	G178 008	Apply the required Patch File(s) for ProC900 system version 1.01.		
EFI Controller	The Fiery does not recover after a misfeed	G178 009	Apply the required Patch File(s) for ProC900 system version 1.01.		
EFI Controller	Jam Recovery message did not disappear	G178 009	Apply the required Patch File(s) for ProC900 system version 1.01.		
EFI Controller	Hotfolder cannot be installed	G178 022	Apply the required Patch File(s) for ProC900 system version 1.01.		
EFI Controller	When printing a PDF, the Fiery stops and the GW controller reboots	G178 023	Apply the required Patch File(s) for ProC900 system version 1.01.		
EFI Controller	Failure at start-up	G178 030	Capacity overload of the Fiery hard disk drive due to an excess of JobLog files	Adjustments in the system software Patch release will be updated.	See the RTB for instructions on how to adjust the machine, until the patch is released.
EFI Controller	1. Printed page not displayed correctly on OCP 2. File missing from software 3. Many others (see RTB)	G178 043 D016 011	EFI controller; Install System Software Version 3.0.		
EFI Controller	Various problems	G178 070	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	Various problems	G178 088	EFI controller; Install patch for System Software Version 3.0.		
EFI Controller	Various problems	G178 089	EFI controller: Install patch for System Software Version 4.0.		
EFI Controller	Various problems	G178 110b	EFI controller: Install patch for System Software Version 4.0.		
EFI Controller	Various problems	G178 131a	EFI controller: Install patch for System Software Version 4.0.		
EFI Controller	Various problems	G178 140	EFI controller: Install patch for System Software Version 4.0.		
EFI Controller	Various problems	G178 154	EFI controller: Install patch for System Software Version 4.0.		
EFI Controller	System/Web update did not function	G178 145	Install patch for System Software Ver 4.0 for ProC900(P1)/ProC900s(C1).		
EFI Controller	CMYK Simulation Profile setting is not honored	G178 158	Install patch for System Software Ver 4.0 for ProC900(P1)/ProC900s(C1).		

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

Subject	Symptom	RTB #	Cause	Solution	Note
EFI Controller	Configure does not activate from WebTools if Java 1.7u51 is installed.	G178 171	Install patch for System Software Ver 4.0 for ProC900(P1)/ProC900s(C1).		
		M078 021	Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
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.
EFI Controller	Various problems	M078 006 to 010	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
EFI Controller	System/Web update did not function	M078 011	Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
EFI Controller	Various problems	M078 012	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
EFI Controller	Assertion error when printing	G178 163	Install patch for Software Version 4.0 for ProC900(P1)/ProC900s(C1).		
		M078 020	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
EFI Controller	12-digit patch ID truncated on the server configuration page	G178 172	Install patch for Software Version 4.0 for ProC900(P1)/ProC900s(C1).		
		M078 022	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
EFI Controller	Error while ripping a PDF file imported to Command WorkStation	G178 173	Install patch for Software Version 4.0 for ProC900(P1)/ProC900s(C1).		
		M078 023	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Color Controller C-80	Comments that were added to the Job Comments box are not displayed in the Comments column.	M043 004	EFI controller: Install patch for Color Controller C-80 system version 1.0 SP1.		
Color Controller C-80	Cannot create cab file	M043 005	EFI controller: Install patch for Color Controller C-80 system version 1.0 SP1.		
Color Controller C-80	Archived files corrupted	M043 005	EFI controller: Install patch for Color Controller C-80 system version 1.0 SP1.		
Color Controller C-80	Values for protected CMYK elements not shown correctly	M043 006	EFI controller: Install patch for Color Controller C-80 system version 1.0 SP1.		
Color Controller C-80	Remote Workspace cannot run on Windows XP German.	M043 008	Install patch for Color Controller C-80 system version 1.0 SP1.		
Color Controller C-80	Problems using SPD (Set Page Device) commands	M043 009a	Install patch for Color Controller C-80 system version 1.0 SP1.		
Color Controller C-80	Error message when printing from a Mac	M043 014	Install patch for Color Controller C-80 system version 1.0 SP1.		
Color Controller C-80	File does not process	M043 016	Install patch for Color Controller C-80 system version 1.0 SP1.		

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Model: AG-P1, AG-C1, AGL-P1, AGL-C1			Date: 31-Dec-08		No.: RG178000x
Subject	**Symptom**	**RTB #**	**Cause**	**Solution**	**Note**
Color Controller E-80	Various problems	M382 001 to 006	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
Color Controller E-80	System/Web update did not function	M382 007	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
Color Controller E-80	Various problems	M382 008	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
Color Controller E-80	CMYK Simulation Profile setting is not honored	M382 012	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
Color Controller E-80	Configure does not activate from WebTools if Java 1.7u51 is installed.	M382 023	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
Color Controller E-80	12-digit patch ID truncated on the server configuration page	M382 024	Install patch for 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 patch for AG-P1/C1-QX2.0 Color Controller E-80.		

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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	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.
Glossy lines	Impurities in the oil, causing uneven oil coating				
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/m² 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 System Software Version 3.0.		

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

Subject	Symptom	RTB #	Cause	Solution	Note
White lines	White line caused by blocked laser beam path	M077 105	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: 10ºC 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		G178 005d D016 001c	Engine firmware	Install version 3.000:12 or later.	Follow the correct update procedure; see the RTB
		G178 002e	System/Copy firmware	Install version 2.05 or later.	
		D016 005c		Install version 1.04 or later.	
		G178 072a		SPs added	See the procedures in the RTB.
Uneven image density		G178 005d D016 001c	Engine firmware	Install version 3.000:12 or later.	Follow the correct update procedure; see the RTB
		G178 002e	System/Copy firmware	Install version 2.05 or later.	
		D016 005c		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.	
Uneven image density		M077 098, 077b	Change in the charge applied to the toner affects development capacity and transferability.	Replace with fresh toner. User adjustment #0220 Adjust Density Difference Across Feed Direction	
Uneven image density	When running the machine in a low temperature and low humidity environment.	M077 099	Corona products penetrate the drum surface layer and change the charge characteristics.	Keep the exhaust fans running continuously (see the RTB for the user tool and SP settings to use).	
Uneven image density	At random	M077 099, 095, 077b	Change in the charge applied to the toner affects development capacity and transferability.	Enable ACS to prevent idling of CMY units. Increase the amount of toner exhausted in the toner refresh mode.	

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

Subject	Symptom	RTB #	Cause	Solution	Note
Uneven image density		G178 128d	Scratches on the drum, caused by toner adhesion on the development rollers	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	Engine firmware	Install version 3.000:12 or later.	Follow the correct update procedure; see the RTB
		G178 002e	System/Copy firmware	Install version 2.05 or later.	
		D016 005c		Install version 1.04 or later.	
Low image density	Black	G178 005h D016 001g	Engine firmware	Install version 3.005:12 or later.	
		D097 001a M078 001a	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 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.	
No color output; YMC printed as black		G178 005g 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).	
Blurred image	Unclear and fuzzy when running the machine in a high temperature and high humidity operational environment.	M077 099	Corona products cause the lubricant powder to decompose and ionize, which combines with moisture. In this condition, drum surface resistivity is reduced	Do #203 "Execute Photoconductor Refreshing" of the Adjustment Settings for Skilled Operators to remove the affected lubricant powder.	

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

Subject	Symptom	RTB #	Cause	Solution	Note
Vertical stripe	Color missing (C, M, or Y)	G178 092a	Guide seal for the dust shield glass is blocking the laser beam	Repair as explained in the RTB.	Make sure to insert the dust shield glass correctly, as explained in the RTB.
Stripes		G178 005h D016 001g	Engine firmware	Install version 3.005:12 or later.	
		D097 001a M078 001a	Engine firmware	Install version 1.003:12 or later.	
Stripes	Power Point 2003	G178 110b	EFI controller: Install patch for System Software Version 4.0.		
		M078 006	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
		M382 002	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
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 when using B/W mode and magnification rate less than 49%	D097 002a	System/Copy firmware	Install version 1.05ARI or later.	
		D016 005d	System/Copy firmware	Install version 1.05 or later.	French version: RTB 012a
Banding	40mm wide dark bands at 314mm intervals	M077 075c, 107 (p30-31)	In some conditions, ozone cannot be removed from the machine fast enough	Set the machine so that the exhaust fans continue to operate while the machine power is turned on. (Ask for customer approval when applying this setting.) Make sure that filters are changed at the correct intervals. If this does not work, ask for customer approval and install the external power supply unit (new service part: M0772500).	
Banding	Many types are described in the RTB Not at 314 mm intervals	M077 019g Also see M077 099	See the RTB for troubleshooting procedures. RM077033: New flywheel (countermeasure part for banding/jitter) Also see RTB RD095001f for SPs that must be done if flywheel is installed.		Some adjustments have side effects; see the RTB.
Firefly spots	General troubleshooting notes	G178 123			

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

Subject	Symptom	RTB #	Cause	Solution	Note
Ghosting		G178 126		New development units have been released, effective for ghosting	These new units may not eliminate ghosting completely.
Ghosting	Image of previous page appears when using B/W mode and magnification rate less than 49%	D097 002a	System/Copy firmware	Install version 1.05ARI or later.	
		D016 005d	System/Copy firmware	Install version 1.05 or later.	French version: RTB 012a
Ghosting	Image of previous page appears when paper size is mixed and image rotation ON/OFF is mixed	D097 002a	System/Copy 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	Apply the required Patch File(s) for ProC900 system version 1.01.		
Data in the wrong color	White text printed in black	G178 110b	EFI controller: Install patch for System Software Version 4.0.		
		M382 002	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		M078 006	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Data in the wrong color	If Composite overprint is enabled, crop marks are printed in the wrong color	G178 176	EFI controller: Install System Software Version 4.0.		
		M078 024	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
		M382 026	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 required Patch File(s) for ProC900 system version 1.01.		
Overlapping data	PCL: Some characters within the text overlap.	G178 031a	Apply the required Patch File(s) for ProC900 system version 1.01.		
Overlapping data	When printing PCL data	G178 043 D016 011	EFI controller; Install System Software Version 3.0.		
Overlapping data	After removing an ADF jam	G178 110b	EFI controller: Install patch for System Software Version 4.0.		
		M382 002	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	EFI controller; Install System Software Version 3.0.		
Slanted line	Slanted dotted line in grayscale area	G178 070	EFI controller: Install System Software Version 4.0.		

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

Subject	Symptom	RTB #	Cause	Solution	Note
Slanted line	In grayscale area	G178 088	EFI controller; Install patch for System Software Version 3.0.		
		M382 002	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		M078 006	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
		G178 110b	EFI controller: Install patch for System Software Version 4.0.		
Image rotation error	When selecting Z-fold with insertion of a blank sheet, the image(s) after the blank sheet is turned 180 degrees.	G178 070	EFI controller: Install System Software Version 4.0.		
Image rotation error	EFI Impose	G178 110b	EFI controller: Install patch for System Software Version 4.0.		
		M382 006	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		M078 010	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Scaling error	The setting of the "Scale" function does not work.	G178 089	EFI controller: Install patch for System Software Version 4.0.		
		M382 001	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
Scaling error	"Scale to Fit" is not applied.	G178 140	EFI controller: Install patch for System Software Version 4.0.		
		M382 006	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		M078 010	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Scaling error	Not applied	M382 006	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
Scaling error	Scale to fit not working with full bleed	M078 009	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
		M382 005	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
Scaling error	Scaling is not applied when the same Scale template is used within Job Properties and Impose.	M078 012	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Color not printed	A cyan line is not printed when printed at 600DPI	G178 110b	EFI controller: Install patch for System Software Version 4.0.		
		M382 002	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		M078 006	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Gradation	Gradation pictures are wrong with the setting of "CompositeOverprint:ON"+"Text/Graphics Quality:Best"+ Booklet	G178 110b	EFI controller: Install patch for System Software Version 4.0.		
		M382 002	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		M078 006	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		

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

Subject	Symptom	RTB #	Cause	Solution	Note
Gradation	Not smooth with default setting	G178 110b	EFI controller: Install patch for System Software Version 4.0.		
		M382 002	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		M078 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	EFI controller: Install patch for System Software Version 4.0.		
		M382 005	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		M078 009	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Image in wrong position	Image alignment is incorrect for a VDP job when printed with duplex.	M382 020	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		M078 020	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Color processing incorrect	CMYK Simulation Profile setting is not honored	M078 017	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Fuzzy lines		M077 078	Insufficient supply of toner/developer mixture to the drum surface	Install modified development units	M0773294 (Y) M0773295 (M) M0773296 (C) M0773297 (K)
Scratches		M077 098, 077b, 032a	Change in the charge applied to the toner affects development capacity and transferability. Toner transfer conditions for LE and TE are set incorrectly.	Replace with fresh toner. Optimize the paper settings with advanced settings in the Paper Library	

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

Subject	Symptom	RTB #	Cause	Solution	Note
Scratches	At 314 mm intervals	M077 099	Scratches on the drum	Replace with a new drum. Make sure to lubricate the new drum before installing. Drum scratches can also be caused by narrow PG A narrow PG could be caused by an incompletely fastened drum knob. Refer to the following RTB for the proper drum knob fastening procedure: RG178128d (p 5-9) Check that the drum is properly installed: RG178128d (page 4) Remove the toner adhered to the surface of the development roller: RG178128d Do #208 "Execute Toner Refreshing" in the Adjustment Settings for Skilled Operators Menu. NOTE: The developer DOES NOT have to be replaced. If the DG (doctor gap) is clogged with toner, remove the clogged toner with a piece of paper, then do #208 "Execute Toner Refreshing" again.	
Mottled image		M077 077b Also see M077 095, 098	Uneven paper surface, degraded toner	Follow the flow chart in the RTB. There may be side effects (see the RTB); consult the customer concerning output quality	
Vertical lines	White or coloured (not at 314 mm intervals)	M077 031b, 099	This RTB contains a troubleshooting procedure for this symptom. Updated		
Dirty printout		M077 099, 072c, 098	Low toner fluidity causes the following: Toner scattering around the development unit Degradation of waste toner collection in the ITB unit	Replace with new toner. Remove toner clumps	
Dirty background		M077 099, 072c, 098	Low toner fluidity disables the TD sensor; detected density is too high	Replace with new toner. Remove toner clumps	

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Model: AG-P1, AG-C1, AGL-P1, AGL-C1			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	Adjust the laser emitting position for each color (see the RTB for a procedure)	

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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 not work	"Now Printing" is displayed	G178 002a	System/Copy firmware	Install version 1.01 or 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: Install patch for System Software Version 4.0.		
Machine is too slow	Duplex printing with stacker	G178 110b	EFI controller: Install patch for System Software Version 4.0.		
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: Double count" is set for "A3/DLT Double Count (SP5-104-001)"	G178 002b G178 035	System/Copy firmware	Install version 1.02 or later	
			Websys firmware	Install version 1.01 or later	
			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.	

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

Subject	Symptom	RTB #	Cause	Solution	Note
Unwanted reboot	After an SC990 during a multiple print job.	G178 002c	System/Copy firmware	Install version 2.03 or later.	
		D016 005b	System/Copy firmware	Install version 1.03 or later.	
Unwanted reboot	When printing a PDF, the Fiery stops and the GW controller reboots	G178 023	Apply the required Patch File(s) for ProC900 system version 1.01.		
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	G178 002c	System/Copy firmware	Install version 2.03 or later.	
		D016 005b	System/Copy firmware	Install version 1.03 or later.	
+24V circuit error detection	See the RTB for details	G178 005b	Engine firmware	Install version 2.000:12 or later.	
Machine number data cleared	When clearing Engine NV	G178 005b	Engine firmware	Install version 2.000:12 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	G178 065

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. |
Firmware update	Error when downloading firmware	G178 065a	Buffer Pass Unit firmware	Install version 2.010:05 or later.	
Firmware update	Error when updating firmware	G178 065c	Buffer Pass Unit firmware	Install version 03.000:06 or later.	
Firmware update	Program number "D3775901" version update fails.	Gene 050b	Java VM4 Update Tool	Install version 4.25.07a or later.	
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		G178 005g D016 001f	Engine firmware	Install version 3.003:12 or later	
PM counter	Counter for Cover Interposer missed some jobs	G178 005h D016 001g	Engine firmware	Install version 3.005:12 or later.	
		D097 001a M078 001a	Engine firmware	Install version 1.003:12 or later.	

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Updated: End of June 2016: Changes in bold italics

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

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 solution: New firmware will be issued	
Exit guide (red mylars)	Red mylars come off	G178 100		Install the new paper guide, p/n G1787926	
Jam displayed but no jam	With the Booklet Maker BK5010 installed	B234 014k	Finisher firmware	Install version 2.000:61 or later.	
Program download	Program download to the Cover Interposer Tray CI5010 and other downstream peripherals results in failure	B835 001h	Cover Interposer firmware	Install version 3.010:46 or later.	
Machine idles	When a jam occurs, areas around the image creation unit run idle	D097 001b M078 001b	Engine firmware	Install version 1.004:12 or later.	
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 firmware	Install version 1.005:12 or later	
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 B1 firmware	Install version 1.310:04 or later.	
Machine freezes	Errors on peripherals downstream from the stacker are not notified	G178 044a	Stacker firmware	Install version 4.06:13 or later.	
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 controller cannot detect a connection if the SP is set to 0.	Use the TCRU/ORU SD Card. See the RTB for a procedure.	
Machine freezes	Trying and failing to login to a Scan destination three times	D016 003b	Network Support firmware	Install version 7.06 or later.	

Updated: End of June 2016: Changes in bold italics

Model: AG-P1, AG-C1, AGL-P1, AGL-C1		Date: 31-Dec-08	No.: 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 1.05ARI 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	
Machine freezes	When a lot of originals are scanned	D097 002b	System/Copy firmware	Install version 1.06ARI or later	
Machine freezes	If User Authentication settings are changed many times	M344 001d	VM card firmware	Install version 4.17-01 or later.	
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
Cannot start the system		G178 030	Capacity overload of the Fiery hard disk drive due to an excess of JobLog files	Adjustments in the system software Patch release will be 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; Install 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; Install System Software Version 3.0.		
Cannot select a feature	Cannot select Color Mode	G178 140	EFI controller: Install patch for System Software Version 4.0.		
		M078 010	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Print counter	MIB value and SP value are different.	G178 131a	EFI controller: Install patch for System Software Version 4.0.		
		M078 012	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Print counter	Does not increase correctly with User Code Auth. and/or External Charge Unit.	G178 131a	EFI controller: Install patch for System Software Version 4.0.		
		M382 004	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		M078 008	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		

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

Subject	Symptom	RTB #	Cause	Solution	Note
Print counter	Incorrect when printing from the Document Server	M382 014	Install patch for AG-P1/C1-QX2.0 Color Controller E-80.		
		M078 018	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
		G178 161	Install patch for Software Version 4.0 for ProC900(P1)/ProC900s(C1).		
Warming up	When a blank page is inserted after the last page, Warming Up occurs between the two jobs.	M078 012	EFI controller: Install patch for System Software Version 1.0 for ProC720 (P1Lt) / ProC720s (C1Lt).		
Settings do not work	"0218: Adjust Maximum Image Density" setting ignored	M077 076	Software bug	Temporary solution: Change settings as shown in the RTB.	
Logs	Incorrect data in logs downloaded via Web Image Monitor	D016 004c	Scanner firmware	Install version 1.07 or later.	
Memory leak	Using an SDK application	M344 001c	VM card firmware	Install version 4.15 or later.	
Unexpected behavior (not specified)	After internal file open and close operations, such as SDK application installation.	Gene 050b	Java VM4 Update Tool	Install version 4.26.05 or later.	
"NullPointerException"		Gene 050c	Java VM4 Update Tool	Install version 4.28.00 or later.	