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Updated: End of June 2017: Changes in bold italics

Model: Aries-C1.5/P1.5 Dat				ate: 31-Dec-10		No.: RD095000s
Subject: Troubleshooting					d by: H. N	<i>M</i> atsui
From: 1st Tech. 9	Support Sec. Service Support I	Dept.				
Classification:		☐ Part info	ormat	tion	☐ Action	required
		☐ Electric	al		Servic	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	it information
	☐ Product Safety	Other (		)		

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

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



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	Operation Panel		
	Security Error when inputting password Users not logged out Cannot login Cannot logout Cannot recognize user Kerberos Authentication		
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RICOH

### Technical Bulletin

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#### 10. Output Quality Problems......34

Poor image quality (unspecified)

Roller marks

Shock jitter

Banding

Vertical white streaks

Vertical lines

Scratches

Reduced image density

Image too dark

Dirty background

Incorrect color

Image rotation error

White lines or boxes

Black boxes

Incorrect screening

Scaling

Images missing

Linear pattern on image

Incorrect image position

Color processing incorrect

Background not printed

Mottled image

Fuzzy lines

Toner offset

Glossy lines

Glossy streaks

Uneven density

Gradation

Black and white reversed

Shadow effect

Magnification error

Lines not printed correctly

Blurred image

Dirty printout

Blank pages

Color misalignment

Ripping error

Front and back registration misalignment

Unwanted lines

Image printed in greyscale

Image divided and mixed up

### **RICOH**

Settings ignored

Alert not sent

Memory leak

MIB

Settings not applied correctly

Wrong paper size displayed

"NullPointerException"

## Technical Bulletin

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Model: Aries-C1.5/P1.5	Date: 31-Dec-10	No.: RD095000s			
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Jam displayed but no jam Program download Machine remains in idle mode Job does not start Machine is slow Machine stalls Machine cannot recover Custom paper settings Paper Catalog Firmware update Counters Job parameters window Importing color profiles SD/USB media Adjustments are reset during job Backup and Restore Cannot save settings		48			



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#### 1. Paper Feed Errors

Subject	Symptom	RTB#	Cause	Solution	Note
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 260 when switching the output trays	D447 001f D447 002	Stacker_LOIRE1 firmware Stacker_LOIRE2 firmware	Install version 02.260:09 or later. Install version 02.260:09 or later.	
Jam	When saddle-stitching the output scanned on the exposure glass.	D455 001b	Trimmer firmware	Install version 15.270:15 or later.	
Jam	Z-folded sheet jams in the finisher	D434 004		Mylars added to the entrance guide	See the RTB for where to attach.
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	When coated thin paper is fed out to the finisher shift tray (Booklet Finisher SR5020).	M077 014	High friction between the shift tray and coated thin paper	Attach the following auxiliary part to the finisher shift tray: D4349901 (MODIFICATION:Tray:A uxiliary:Stack)	See the RTB for more details. NA market only
Jam	When the stack exceeds the capacity before the tray alerts full capacity.	D447 001h D447 002h	Stacker_LOIRE1 firmware Stacker_LOIRE2 firmware	Install version 02.280:09 or later. Install version 02.280:09 or later.	
Jam	Jam 042 (Duplex Transport Sensor 1: Late) when feeding paper 13x19 in size and about 250gsm in thickness.	M077 046	The trailing edge is caught in the gap between the plate and the cooling duct during switchback	Attach GM0774927 GUIDE:LOWER:DUCT to the purge tray	See the RTB for the procedure.
Jam	Jam 098 when printing on dark colored paper, especially red or blue	M077 053	The CIS cannot detect the edges of red or blue paper because the light source of the CIS is green.	Adjust the luminance of the CIS in Advanced Settings "06: Color Paper Edge Detection Adjustment".  NOTE: This will cause the LED to wear out more quickly, so it is best to use this setting only for paper which causes this problem	See the RTB for the procedure.
Jam	Paper lag jam	D391 001e	P-Binder_B1 firmware	Install version 0.340:13 or later	



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Subject	Symptom	RTB#	Cause	Solution Note
Jam	Jam 037	D095	Engine firmware	Install version 1.007:16
		001f		or later.
		D095	System/Copy	Install version 1.05 or
		007e	firmware	later.
		D095	Web Support	Install version 1.03 or
		008c	firmware	later.
		M077	Engine firmware	Install version 1.007:16
		001f		or later.
		M077	Web Support	Install version 1.03.1 or
		005c	firmware	later.
		M077	System firmware	Install version 1.07 or
		006f		later.
Jam	Jam in SR5020 soon	D095	Engine firmware	Install version 1.007:16
	after recovering from	001f		or later.
	pause during stapling	D095	System/Copy	Install version 1.05 or
		007e	firmware	later.
		D095	Web Support	Install version 1.03 or
		008c	firmware	later.
		M077	Engine firmware	Install version 1.007:16
		001f		or later.
		M077	Web Support	Install version 1.03.1 or
		005c	firmware	later.
		M077	System firmware	Install version 1.07 or
		006f		later.
Jam	Jam in SR5020	D095	Engine firmware	Install version 1.007:16
	displayed but did not	001f		or later.
	occur	D095	System/Copy	Install version 1.05 or
		007e	firmware	later.
		D095	Web Support	Install version 1.03 or
		008c	firmware	later.
		M077	Engine firmware	Install version 1.007:16
		001f		or later.
		M077	Web Support	Install version 1.03.1 or
		005c	firmware	later.
		M077	System firmware	Install version 1.07 or
		006f		later.
Jam	JAM170 (SR5020	M077	Firmware bug	Until new f/w is released,
	booklet unit exit sensor)	080,		either:
	when paper of the same	088		a) Run the jobs
	width but different length			separately by paper
	is used for different jobs;			size.
	see the RTB for			b) Specify a different
	conditions of occurrence			stapling position for
lom	141470	DOOF	Engine firmerrans	each paper size.
Jam	JAM170	D095	Engine firmware	Install version 1.009:16 or later.
		001h		Also update firmware for SR5020 to
lam	In the GPC street	D434	Einicher COLUM	Ver.3.19 (P/N:D4345620N) or newer.
Jam	In the GBC stream		Finisher_COLUM BIA firmware	Install version 03.200:08 or later.
	punch, if the mode is	001j	DIA IIIIIWale	
	changed during continuous jobs			
	Continuous jobs			
		<u> </u>		



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Subject	Symptom	RTB#	Cause	Solution	Note
Jam	Jam125 (punch drive	D434	Finisher_COLUM	Install version 03.210:08 c	r later.
	error)	001k	BIA firmware		
Poor	When coated thin paper	M077	High friction	Attach the following	See the RTB
stacking	is fed out to the finisher	014	between the shift	auxiliary part to the	for more
	shift tray (Booklet		tray and coated	finisher shift tray:	details.
	Finisher SR5020).		thin paper	D4349901	NA market
				(MODIFICATION:Tray:A	only
				uxiliary:Stack)	
Wrong tray	Using the Gallop option	M401	•	controller C-81 System So	ftware version
used		007	1.1		
		M401		(Ver.1.1.1) of the Color Con	troller C-81
		016	(with system softwa		
Wrong tray	Job goes to finisher shift	M391		controller System Software	Version 1.0
used	tray instead of stacker	061	for Aries-P1.5/C1.5		
	tray.	M392		controller System Software	Version 1.0
147	140	050	for Aries-P1.5/C1.5		
Wrong tray	When a staple job is	M391	Install patch for EFI	controller System Software	version 1.0
used	sent to the Upper Shift	162	for Aries-P1.5/C1.5		. Vanaiana 1.0
	Tray, the cover page is	M392		controller System Software	version 1.0
Music et tusia	sent to a different tray.	098 M401	for Aries-P1.5/C1.5		thurana wanaian
Wrong tray	When a job includes set page device commands	014	install patch for EFT	controller C-81 System So	itware version
used	that are mapped to	014	1.1		
	several specific trays				
Wrong tray	Back cover is fed from	M436	Install natch for Sys	stem Software Version 1.0 fo	or Aries-
used	the tray assigned for the	014	P1.5/C1.5 EFI (E-42		or Arics
acca	body instead of the	011	1 1.0/01.0 211 (2 1.		
	assigned tray if the				
	paper catalog is used				
Requests	The Fiery controller	M391	Install patch for EFI	controller System Software	Version 1.0
paper size	requests A4 SEF paper	078	for Aries-P1.5/C1.5		
[	even though it is loaded.	M391		controller System Software	Version 1.0
		176	for Aries-P1.5/C1.5	EFI(E-41)(CHN).	
Cannot	Some paper sizes	M436	Install PLP (Post La	unching Patch) for System	Software
assign	cannot be created or	001	Version 1.0 for Aries	s-P1.5/C1.5 EFI (E-42).	
paper to	assigned to any tray.	M437		nunching Patch) for System	Software
tray		001		s-P1.5/C1.5 EFI (E-82).	
Paper	After upgrading to	M391		controller System Software	Version 1.1
weight	Windows 7, and	249	for Aries-P1.5/C1.5		
mismatch	selecting a paper of a	M392		controller System Software	Version 1.1
	weight other than the	134	for Aries-P1.5/C1.5	(E-81).	
	default			T	T



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#### 2. Copy Process

Subject	Symptom	RTB#	Cause	Solution	Note
Toner blocking (doctor gap)		M077 098, 031c	Low toner fluidity in the dev unit (= high toner concentration)	Clean the doctor gap Remove toner clumps	
			,		



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#### 3. Connectivity

Subject	Symptom	RTB#	Cause	Solution	Note
SMB	Scan to SMB fails if the	D095	Network Support	Install version 7.11 or	
	file submitted to the DFS	004a	firmware	later.	
	folder in the destination	M077	Network Support	Install version 7.11 or	
	has the same name as a	004a	firmware	later.	
	file in the DFS folder.				
SMB	Scan to SMB fails (see	D095	Network Support	Install version 7.13 or	
	the RTB for a list of	004c	firmware	later.	
	conditions)				
SMB	Does not work properly	M436	Install PLP (Post L	aunching Patch) for Syster	n Software
		001		es-P1.5/C1.5 EFI (E-42).	
		M437		_aunching Patch) for Syster	n Software
		001		es-P1.5/C1.5 EFI (E-82).	ii conward
WIM locks up	If SSDP = Active	M077	Network Support		
Will looks up	II CODI = Notive	004b	firmware	later.	
Connectivity	External controller loses	M077	Network Support		
lost	connectivity if the network	004b	firmware	later.	
1051	settings were changed	0040	Illiliwale	ialei.	
	repeatedly and the "NetWare" setting was				
0	already "Active"	14077	National Comment	Install	
Connectivity	If SSDP is enabled	M077	Network Support	Install version 7.12 or	
lost	N	004b	firmware	later.	
Machine's	Not shown in the	M077	Network Support	Install version 7.12 or	
icon not	Windows "Network"	004b	firmware	later.	
shown	dialogue if SSDP is				
	enabled.				
Network	Under very specific	M077	Network Support	Install version 7.12 or	
settings	combinations of IP	004b	firmware	later.	
return to	address, Subnet Mask,				
defaults	and Gateway address				
Cannot install	If the IPP Authentication	D095	Network Support	Install version 7.13 or	
driver	setting is enabled	004c	firmware	later.	
Cannot use	If DHCP and DDNS are	D095	Network Support	Install version 7.13 or	
network	both enabled	004c	firmware	later.	
functions					
Cannot use	Affected applications	D095	Network Support	Install version 7.13 or	
connectivity	include Web Image	004c	firmware	later.	
applications	Monitor, IPP Printing and				
• •	@Remote.				
Error	When sending the job	M391	Install patch for El	FI controller System Softwa	re Version
appears	from one server to	059	1.0 for Aries-P1.5/		
	another using Send To	M391		FI controller System Softwa	re Version
		067			
		M392	<ul><li>1.0 for Aries-P1.5/C1.5 EFI(E-41).</li><li>Install patch for EFI controller System Software Version</li></ul>		
		048	1.0 for Aries-P1.5		IC VCISIOII
Internet	Setup/Configure window	M391		FI controller System Softwa	re Version
		186		/C1.5 EFI(E-41)(CHN).	IE VEISION
Explorer	is blank.	100	1.0 IOI Affes-P1.5/	O1.3 EFI(E-41)(UNIN).	



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#### 4. Scanning/Printing

Subject	Symptom	RTB#	Cause	Solution	Note
Print jobs	Chunk Transfer	D095	Network Support	Install version 7.11 or	
reset	Encoding over an IPP	004a	firmware	later.	
	port	M077	Network Support	Install version 7.11 or	
		004a	firmware	later.	
Scanned	Use of an IP address to	M077	Network Support	Install version 7.12 or	
document	send a Scan to SMB	004b	firmware	later.	
not sent					
Printing	When using the Perfect	M401	Install patch for EFI	controller C-81 System So	tware version
stops	Binder	002	1.0		
Printing	When an invalid size is	M391		controller System Software	Version 1.0
stops	selected for Z-folder, but	004	for Aries-P1.5/C1.5		
	Printing is displayed.	M392		controller System Software	Version 1.0
		002	for Aries-P1.5/C1.5	EFI(E-81).	
Printing	In the middle of a large	M391	Install patch for EFI	controller System Software	Version 1.0
stops	job from Port 9101	056	for Aries-P1.5/C1.5	EFI(E-41).	
		M391	Install patch for EFI	controller System Software	Version 1.0
		113	for Aries-P1.5/C1.5	EFI(E-41)(CHN).	
		M392	Install patch for EFI	controller System Software	Version 1.0
		045	for Aries-P1.5/C1.5	EFI(E-81).	
Printing	PDF file stops in waiting	M391	Install patch for EFI	controller System Software	Version 1.0
stops	to RIP state	161	for Aries-P1.5/C1.5		
-		M392	Install patch for EFI	controller System Software	Version 1.0
		097	for Aries-P1.5/C1.5	QX1.0(E-81).	
Printing	Imposed cut and stack	M401		controller C-81 System So	tware version
fails	VPS file	004	1.0	•	
Printing	After starting the Color	M401	Install EFI controller	r C-81 System Software ver	sion 1.1
does not	Server	006			
start					
Job not	PS job not printed when	M391		controller System Software	Version 1.0
printed	Cache PDF and PS	128	for Aries-P1.5/C1.5	EFI(E-41)	
	objects is ON.	M392		controller System Software	Version 1.0
		067	for Aries-P1.5/C1.5		
Job not	PCL: Jobs are left when	M436		nunching Patch) for System	Software
printed	a job with watermark is	001		s-P1.5/C1.5 EFI (E-42).	
	sent.	M437		nunching Patch) for System	Software
		001		s-P1.5/C1.5 EFI (E-82).	
Job not	Cannot output glossy	M436		stem Software Version 1.0 fo	or Aries-
printed	paper to the Finisher	013	P1.5/C1.5 EFI (E-42	2).	
	SR5000 upper tray.				
Job not	If it is transported to	M436		tem Software Version 1.0 fo	or Aries-
printed	sequential queue via	027	P1.5/C1.5 EFI (E-42		
	LPR command.	M437		tem Software Version 1.0 fo	or Aries-
		027	P1.5/C1.5 EFI (E-82	,	
Job not	Jobs cannot be printed	M436		tem Software Version 1.0 fo	or Aries-
printed	from an iOS 7 device	030	P1.5/C1.5 EFI (E-42		
	with authentication	M437		tem Software Version 1.0 fo	or Aries-
	enabled.	031	P1.5/C1.5 EFI (E-82		
Job not	Cannot print to the	M437		stem Software Version 1.0 fo	or Aries-
printed	virtual printer of the	035	P1.5/C1.5 EFI (E-82	2).	
	sequential queue from a				
	Windows XP client.				



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Subject	Symptom	RTB#	Cause	Solution	Note
Abnormal	Face down to	M401		C-81 System Software ver	sion 1.1
printing (not	Plockmatic	006		•	
specified)					
Abnormal	Abnormal image	M391	Install patch for EFI	controller System Software	Version 1.0
printing (not		004	for Aries-P1.5/C1.5		
specified)		M392	Install patch for EFI	controller System Software	Version 1.0
		002	for Aries-P1.5/C1.5	EFI(E-81).	
Abnormal	When specifying a print	M391	Install patch for EFI	controller System Software	Version 1.0
printing (not	range of ripped data	041	for Aries-P1.5/C1.5		
specified)		M391		controller System Software	Version 1.0
		117	for Aries-P1.5/C1.5		
		M392		controller System Software	Version 1.0
		035	for Aries-P1.5/C1.5		
Abnormal	When printing a PDF file	M391		controller System Software	Version 1.0
printing (not		148	for Aries-P1.5/C1.5		
specified)		M391		controller System Software	Version 1.0
		179	for Aries-P1.5/C1.5		Wassis a 4.0
		M392		controller System Software	version 1.0
A la ca a coma a l	DDE	085	for Aries-P1.5/C1.5	1 /	0-4
Abnormal	PDF	M436		unching Patch) for System	Software
printing (not		001 M437		s-P1.5/C1.5 EFI (E-42).	0-4
specified)		001	`	unching Patch) for System	Software
Abnormal	When APPE is OFF and	M391		s-P1.5/C1.5 EFI (E-82). controller System Software	Varaian 1.0
printing (not	Composite Overprint	171	for Aries-P1.5/C1.5		version i.u
specified)	option is ON.	171	TOT ATTES -F 1.5/G1.5	EFI(E-41)(OFIN).	
Abnormal	PS file created with	M437	Install natch for Sve	tem Software Version 1.0 fo	or Arios-
printing (not	Planet Press is not	032	P1.5/C1.5 EFI (E-82		JI Alles-
specified)	printed correctly, if sent	002	1 1.0/01.0 211 (2 02	-).	
opcomou)	to hold queue via LPR.				
Abnormal	If the paper catalog is	M436	Install patch for Sys	tem Software Version 1.0 fo	or Aries-
printing (not	set with a profile that	058	P1.5/C1.5 EFI (E-42		
specified)	uses one or two colors	M437	Install patch for Sys	tem Software Version 1.0 fo	or Aries-
	and the job contains 8 or	063	P1.5/C1.5 EFI (E-82		
	more pages		,	•	
Cannot	When Suspend on	M391		controller System Software	Version 1.0
cancel job	Mismatch is ON	002	for Aries-P1.5/C1.5		
		M392		controller System Software	Version 1.0
		001	for Aries-P1.5/C1.5		
Cannot	After automatic reboot	M391		controller System Software	Version 1.0
cancel job	occurs with a Service	130	for Aries-P1.5/C1.5		
	Call message	M391	Install patch for EFI	controller System Software	Version 1.0
		162	for Aries-P1.5/C1.5		
		M391		controller System Software	version 1.0
		172	for Aries-P1.5/C1.5		Manala 4.0
		M391		controller System Software	version 1.0
		176	for Aries-P1.5/C1.5		Maraias 4.0
		M392		controller System Software	version 1.0
		068	for Aries-P1.5/C1.5		Varaion 1.0
		M392		controller System Software	version 1.0
PCL	File not printed correctly	098	for Aries-P1.5/C1.5		Varaian 1 0
POL	File not printed correctly	M391		controller System Software	version 1.0
		009	for Aries-P1.5/C1.5	⊏୮I( <b>⊏</b> -41).	



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Cubicat	0	DTD #	Octobra Nete
Subject	Symptom	RTB#	Cause Solution Note
PCL	File not printed correctly	M391	Install patch for EFI controller System Software Version 1.0
DOL	File wet which also we atte	063	for Aries-P1.5/C1.5 EFI(E-41).
PCL	File not printed correctly	M391	Install patch for EFI controller System Software Version 1.0
DCI	File met muinted equipotly	111	for Aries-P1.5/C1.5 EFI(E-41)(CHN).
PCL	File not printed correctly	M391	Install patch for EFI controller System Software Version 1.0
DCI	Characters missing	114	for Aries-P1.5/C1.5 EFI(E-41)(CHN).
PCL	Characters missing	M391 122	Install patch for EFI controller System Software Version 1.0
			for Aries-P1.5/C1.5 EFI(E-41)(CHN).
		M391 129	Install patch for EFI controller System Software Version 1.0
		M391	for Aries-P1.5/C1.5 EFI(E-41) Install patch for EFI controller System Software Version 1.0
		142	for Aries-P1.5/C1.5 EFI(E-41)
PCL	PCL job from AS400	M391	Install patch for EFI controller System Software Version 1.0
FUL	prints incorrectly.	161	for Aries-P1.5/C1.5 EFI(E-41)
	prints incorrectly.	M392	Install patch for EFI controller System Software Version 1.0
		097	for Aries-P1.5/C1.5 QX1.0(E-81).
		M436	Install patch for System Software Version 1.0 for Aries-
		008	P1.5/C1.5 EFI (E-42).
PS error	2 staples in center	M391	Install patch for EFI controller System Software Version 1.0
1 3 61101	2 staples in center	011	for Aries-P1.5/C1.5 EFI(E-41).
		M392	Install patch for EFI controller System Software Version 1.0
		006	for Aries-P1.5/C1.5 EFI(E-81).
PS error	When printing from PS	M391	Install patch for EFI controller System Software Version 1.0
1 3 61101	driver on Port9101 in	083	for Aries-P1.5/C1.5 EFI(E-41)(CHN).
	reverse order.	M391	10174103 1 1.0/01.3 E1 1(E +1)(O1114).
	Teverse order.	115	
		M392	Install patch for EFI controller System Software Version 1.0
		059	for Aries-P1.5/C1.5 EFI(E-81).
PS error		M391	Install patch for EFI controller System Software Version 1.0
		015	for Aries-P1.5/C1.5 EFI(E-41).
		M391	Install patch for EFI controller System Software Version 1.0
		079	for Aries-P1.5/C1.5 EFI(E-41)(CHN).
		M392	Install patch for EFI controller System Software Version 1.0
		009	for Aries-P1.5/C1.5 EFI(E-81).
PS error	While processing a PDF	M391	Install patch for EFI controller System Software Version 1.0
	file	153	for Aries-P1.5/C1.5 EFI(E-41).
		M392	Install patch for EFI controller System Software Version 1.0
		090	for Aries-P1.5/C1.5 QX1.0(E-81).
PS error	PostScript cover page	M391	Install patch for EFI controller System Software Version 1.0
	cannot be printed with a	162	for Aries-P1.5/C1.5 EFI(E-41).
	Booklet Maker job.	M392	Install patch for EFI controller System Software Version 1.0
		098	for Aries-P1.5/C1.5 QX1.0(E-81).
PS error	PS limitcheck error	M436	Install patch for System Software Version 1.0 for Aries-
		021	P1.5/C1.5 EFI (E-42).
		M437	Install patch for System Software Version 1.0 for Aries-
		021	P1.5/C1.5 EFI (E-82).
Wrong PDL	PS job treated as PCL	M391	Install patch for EFI controller System Software Version 1.0
		018	for Aries-P1.5/C1.5 EFI(E-41).
		M391	Install patch for EFI controller System Software Version 1.0
		092	for Aries-P1.5/C1.5 EFI(E-41)(CHN).
		M392	Install patch for EFI controller System Software Version 1.0
		012	for Aries-P1.5/C1.5 EFI(E-81).



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Subject	Symptom	RTB#	Cause	Solution	Note
Duplex	PCL5 data	M391		controller System Software	
printing		029	for Aries-P1.5/C1.5		
		M391		controller System Software	Version 1.0
		096	for Aries-P1.5/C1.5		
		M392	Install patch for EFI	controller System Software	Version 1.0
		023	for Aries-P1.5/C1.5		
Some	Impose job	M391	Install patch for EFI	controller System Software	Version 1.0
pages not		030	for Aries-P1.5/C1.5		
printed		M392		controller System Software	Version 1.0
		024	for Aries-P1.5/C1.5		
Some	Last page not printed	M391		controller System Software	Version 1.0
pages not		149	for Aries-P1.5/C1.5		
printed		M391		controller System Software	Version 1.0
		181	for Aries-P1.5/C1.5		
		M392		controller System Software	Version 1.0
0	Miles e delle BDT dele	086	for Aries-P1.5/C1.5		\/
Some	When printing PPT data	M391		controller System Software	Version 1.0
pages not		151 M392	for Aries-P1.5/C1.5		Version 1.0
printed		088	for Aries-P1.5/C1.5	controller System Software	version 1.0
		M436		1 /	v Arioo
		008	P1.5/C1.5 EFI (E-42	stem Software Version 1.0 fo	or Aries-
Job not		M391		د). controller System Software	Varcian 1.0
finished		162	for Aries-P1.5/C1.5		version 1.0
IIIISHEG		M392		controller System Software	Version 1.0
		098	for Aries-P1.5/C1.5		Version 1.0
Job not	The jobs get stuck in	M436		stem Software Version 1.0 fc	r Aries-
finished	processing status	029	P1.5/C1.5 EFI (E-42		7 7 1100
	processing status	M437		stem Software Version 1.0 fc	r Aries-
		029	P1.5/C1.5 EFI (E-82		
Job	Windows 7	M391		controller System Software	Version 1.0
disappears		056	for Aries-P1.5/C1.5		
from		M391		controller System Software	Version 1.0
spooler		113	for Aries-P1.5/C1.5		
		M392		controller System Software	Version 1.0
		045	for Aries-P1.5/C1.5		
	A character with a	M391		controller System Software	Version 1.0
not printed	specific font is printed	071	for Aries-P1.5/C1.5		
correctly	incorrectly	M391	•	controller System Software	Version 1.0
		102	for Aries-P1.5/C1.5		
Wrong font	Specified downloaded	M437		stem Software Version 1.0 fo	or Aries-
used	font is partially	026	P1.5/C1.5 EFI (E-82	∠).	
Muon : fort	substituted with Courier.		Install notes for F	El controllor Control	vana Maraian
Wrong font	Printing a PDF job with			FI controller System Softw	
used	APPE enabled			C1.5 EFI (E-42): FIT101604 FI controller System Softw	
				C1.5 EFI (E-82): FIT101604	
Garbled	A blank part of a PDF	M391		controller System Software	
data	job is garbled	075	for Aries-P1.5/C1.5		V CIGIOII 1.0
Juliu	Jos io garbiod	3,3	107 / 1103 1 1.0/01.0		
	·	•			



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Subject	Symptom	RTB#	Cause	Solution	Note
Garbled	Some characters are	M391	Install patch for EFI	controller System Software	Version 1.0
data	garbled for a PDF file	144	for Aries-P1.5/C1.5	EFI(E-41)	
	when APPE is ON.	M391		controller System Software	Version 1.0
		175	for Aries-P1.5/C1.5		
		M392		controller System Software	Version 1.0
		081	for Aries-P1.5/C1.5		
Job not	E-41 controller	M391		controller System Software	Version 1.0
sent to		101	for Aries-P1.5/C1.5		
controller		M391		controller System Software	Version 1.0
		123	for Aries-P1.5/C1.5		
	E-81 controller	M392		controller System Software	Version 1.0
		061	for Aries-P1.5/C1.5		
	E-42 controller	M436		unching Patch) for System	Software
		001		s-P1.5/C1.5 EFI (E-42).	
	E-82 controller	M437		unching Patch) for System	Software
		001		s-P1.5/C1.5 EFI (E-82).	
PDF	Markups printed when	M391		controller System Software	Version 1.0
	importing PDFs to CWS	150	for Aries-P1.5/C1.5		
		M391		controller System Software	Version 1.0
		180	for Aries-P1.5/C1.5		
		M392		controller System Software	Version 1.0
		087	for Aries-P1.5/C1.5	QX1.0(E-81).	0 "
PDF	Markups not printed	M436		nunching Patch) for System	Software
	correctly	001		s-P1.5/C1.5 EFI (E-42).	Cathurana
		M437 001		unching Patch) for System	Software
PDF	Error during processing	M391		s-P1.5/C1.5 EFI (E-82).	Varaian 1.0
PDF	Error during processing	182		controller System Software	version 1.0
PDF	Stops in waiting to rip	M391	for Aries-P1.5/C1.5	controller System Software	Varcian 1.0
FDF	state	184	for Aries-P1.5/C1.5		version 1.0
PDF	Incorrect output with	M391		controller System Software	Version 1.0
	APPE on	223	for Aries-P1.5/C1.5		Version 1.0
Scan to	Cannot scan to shared	D095	Network Support	Install version 7.13 or	
folder	folders	004c	firmware	later.	
Toldoi	Tolders	D095	System/Copy	Install version 2.02 or	
		007h	firmware	later.	
Scan to	If "CNAME" is specified	D095	Network Support	Install version 7.13 or	
folder	as the destination folder,	004c	firmware	later.	
	ScanTo Folder will abort.	00.0		l alo.	
Scan to	When NBT is OFF	D095	Network Support	Install version 7.13 or	
folder		004c	firmware	later.	
Job stored	Storage in document	M391		controller System Software	Version 1.0
in doc.	server was not specified	228	for Aries-P1.5/C1.5 EFI(E-41).		
server	·	M392	Install patch for EFI controller System Software Version 1.0		
		118	for Aries-P1.5/C1.5 QX1.0(E-81).		
Job	Mac OS 10.7: Window	M401	Install new version (Ver.1.1.1) of the Color Controller C-81		
parameters	does not open	016	(with system softwa		
window	·			<u> </u>	



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Model: Aries-C1.5/P1.5 Date: 31-Dec-10 No.: RD095000s

#### 5. Operation Panel

Subject	Symptom	RTB#	Cause	Solution	Note
Incorrect	In the downstream	D095	Engine firmware	Install version	
jam	peripherals when the	001b		1.003:16 or later.	
locations	configuration contains	M077	Engine firmware	Install version	
shown	both Booklet Trimmer	001b		1.003:16 or later.	
	(TR5020) and Stacker				
	(SK5010)				
Incorrect	In the downstream	M077	System firmware	Install version 1.01 or	
jam 	peripherals when the	006a		later.	
locations	configuration contains				
shown	both Ring Binder				
	RB5000 and Stacker				
User	(SK5010) Key mark disappears	M077	System firmware	Install version 1.01 or	
interface	when paper was set in	006a	System firmware	later.	
interrace	the tray	000a		ialei.	
User	Paper Catalog Icon	M391	Install patch for FFI	controller System Softw	are Version 1.0
interface	disappears	098	for Aries-P1.5/C1.5		a. 5 7 51 51 511 1. 10
User	Part of the Deactivate	M436	Install PLP (Post La	nunching Patch) for Syste	em Software
interface	screen is corrupted.	001		s-P1.5/C1.5 EFI (E-42).	
	'	M437		nunching Patch) for Syste	em Software
		001	Version 1.0 for Arie	s-P1.5/C1.5 EFI (E-82).	
Animations	Jam clearance	M077	System firmware	Install version 1.01 or	
	animation	006a		later.	
Operation	When clearing the PM	M077	Engine firmware	Will be modified.	This PM
panel	counter of the Heating	036		Until then, do not try	counter can be
freezes	Roller Thermistor; the			to clear the PM	cleared by
	machine must be			counter of the	clearing the PM
	switched off/on but the			Heating Roller	counter of the
Please Wait	counter is not cleared	M391	Install natch for FFI	Thermistor. controller System Softw	Fusing Unit.
Please wait	When an error job is	002	for Aries-P1.5/C1.5		are version 1.0
	opened	M392		controller System Softw	aro Vorcion 1 0
		001	for Aries-P1.5/C1.5		ale version 1.0
Please Wait	After recovery from	M392	Install patch for FFI	controller System Softw	are Version 1.0
r roado rran	Energy Saver mode	063	for Aries-P1.5/C1.5		4.0 10.0.0 1.0
		M391	Install patch for EFI	controller System Softw	are Version 1.0
		167	for Aries-P1.5/C1.5		
Please Wait	Fiery does not start up	M391		controller System Softw	are Version 1.1
		267	for Aries-P1.5/C1.5		
		M392	Install patch for EFI	controller System Softw	are Version 1.1
		146	for Aries-P1.5/C1.5		
		M436		tem Software Version 1.	0 for Aries-
		047	P1.5/C1.5 EFI (E-42		
		M437		tem Software Version 1.	0 for Aries-
		052	P1.5/C1.5 EFI (E-82	2). T	Τ
	<u> </u>	<u> </u>	<u>I</u>	1	l .



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Subject	Symptom	RTB#	Cause	Solution Note	
Now	When changing fusing	D095	Engine firmware	Install version	
Printing	temperature	001f		1.007:16 or later.	
		D095	System/Copy	Install version 1.05 or	
		007e	firmware	later.	
		D095	Web Support	Install version 1.03 or	
		008c	firmware	later.	
		M077	Engine firmware	Install version	
		001f		1.007:16 or later.	
		M077	Web Support	Install version 1.03.1	
		005c	firmware	or later.	
		M077	System firmware	Install version 1.07 or	
		006f		later.	
Blacks out	Basic Authentication or	D095	Scanner firmware	Install version 01.11	
	Key Counter	006a		or later.	
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	M413	VM card firmware	Install version 4.17-	
		001		01 or later.	
Restart	During printing	M391	Install patch for EFI controller System Software Version 1.0		
message		116	for Aries-P1.5/C1.5	EFI(E-41)(CHN).	
appears					



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Model: Aries-C1.5/P1.5 Date: 31-Dec-10 No.: RD095000s

#### 6. Security

Subject	Symptom	RTB#	Cause	Solution	Note
Error when inputting password	When special characters are used in the password for Scan to SMB	M392 055	Install patch for EFI for Aries-P1.5/C1.5	controller System Software EFI(E-81).	Version 1.0
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 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	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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Model: Aries-C1.5/P1.5 Date: 31-Dec-10 No.: RD095000s

#### 7. Error Codes

Subject	Symptom	RTB#	Cause	Solution	Note
SC 270-272		M077	The value in SP2-	Do the procedure in the	
		106	104-001 ~ 003 is	RTB before replacing	
			too big and locks	the laser unit.	
			the skew		
			correction motor.		
SC 320-323		G178	Scratches on the	If this SC appears and	
		128b	drum, caused by	there is heavy	
			toner adhesion on	scratching on the drum	
			the development	surface, replace the	
			rollers	drum with a new one.	
SC 320-323		M077	Excess developer	Remove the clogged	
		086a	cannot be	developer as explained	
			dumped due to	in the RTB.	
			clogged aperture.		
SC 324-327		M077	Excess developer	Remove the clogged	
		086a	cannot be	developer as explained	
			dumped due to	in the RTB.	
			clogged aperture.		
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		
0000		140==	on the drive shaft.		
SC36x		M077	Toner supply is	Check for toner clumps in the toner	
		079	obstructed by	supply path between the	
			toner clumps	and the development unit with a vacuum cleaner.	i, and remove
SC 396-399		M077	Excess developer	Remove the clogged	This RTB
30 390-399		086c	cannot be	developer as explained	contains
		0000	dumped due to	in the RTB.	actions to
			clogged aperture.	III lile NTD.	
			ciogged aperture.		prevent and solve SC39x.
SC 39x		D095	Engine firmware	Install version 1.009:16 o	
30 39x		001h	Engine iliniware	Also update firmware for	
		00111		Ver.3.19 (P/N:D4345620)	
				Vel.3.19 (1/14.D4343020)	iv) of fiewer.
SC453		D095	Engine firmware	Install version 1.007:16	
00400		001f	Lingine illiliwale	or later.	
		D095	System/Copy	Install version 1.05 or	
		007e	firmware	later.	
		D095	Web Support	Install version 1.03 or	
		008c	firmware	later.	
		M077	Engine firmware	Install version 1.007:16	
		001f	Lingine illinware	or later.	
		M077	Web Support	Install version 1.03.1 or	
		005c	firmware	later.	
		M077		Install version 1.07 or	
			System firmware		
		006f		later.	



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Subject	Symptom	RTB#	Cause	Solution	Note
SC601	During printing	M436	Install patch for Sys	tem Software Version	
		051	1.0 for Aries-P1.5/C		
		M437		tem Software Version	
		056	1.0 for Aries-P1.5/C		
SC621		D095	Engine firmware	Install version 1.007:16	
		001f		or later.	
		D095	System/Copy	Install version 1.05 or	
		007e	firmware	later.	
		D095	Web Support	Install version 1.03 or	
		008c	firmware	later.	
		M077	Engine firmware	Install version 1.007:16	
		001f	Ŭ	or later.	
		M077	Web Support	Install version 1.03.1 or	
		005c	firmware	later.	
		M077	System firmware	Install version 1.07 or	
		006f		later.	
SC750		D434	Manufacturing	Do the check and	
		017	error (SR5020	modification procedures	
			finisher)	in this RTB.	
SC760	SR5020 finisher	D434	A cable in the	Route the cable	
		011	punch unit is set	properly (see the RTB	
			incorrectly, and	and the Punch Unit	
			the ratchet cannot	installation procedure in	
			return to home	the service manual).	
			position.		
SC762	SR5020 finisher	D434	A cable in the	Route the cable	
		011	punch unit is set	properly (see the RTB	
			incorrectly, and	and the Punch Unit	
			the ratchet cannot	installation procedure in	
			return to home	the service manual).	
			position.	,	
SC 796	SC796-13: Perfect	D391	Incorrect	Replace the Flapper	See the RTB
	Binder: Switchback	032	engagement of	Gear, Motor Bracket	for the
	gear not working		the Flapper Gear	and E-ring (use the kit	procedure.
	properly		and the Motor	with p/n D3919905).	
			Gear wears the		
			Switchback Gear		
SC 797	SC797-50: Perfect	D391	Incorrect	Replace the Flapper	See the RTB
	Binder: Switchback	032	engagement of	Gear, Motor Bracket	for the
	gear not working		the Flapper Gear	and E-ring (use the kit	procedure.
	properly		and the Motor	with p/n D3919905).	
			Gear wears the		
			Switchback Gear		
SC 797	SC797-20 when	D391	P-Binder_B4	Install version 0.180:00	
	turning on the machine	004c	firmware	or later	
	power in an LL				
	environment even if no				
	shortage in the gluing				
	unit.				
SC 899	When turning power on	D095	Scanner firmware	Install version 01.11 or	
	after operation panel	006a		later.	
	blackout				
	DIACKOUT				



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SC 899   When a job is cancelled	Cubicot	Cumptom	DTD #	Corres	Colution	loto
Cancelled	Subject	Symptom When a job is	RTB#	Cause		
M392	2C 888					on 1.0
SC919   EFI controller down		cancelled				- 10
SC919   Finding consecutive jobs with a custom size   Printing while in Energy Saver mode   Printing While in Energy Saver Washing Saver while in Energy Saver while in Energy Sav						on 1.0
SC919   Printing consecutive jobs with a custom size   M391   Install patch for EPI controller System Software Version 1.0   for Aries-P1.5/C1.5 EFI(E-81).   Install patch for EPI controller System Software Version 1.0   for Aries-P1.5/C1.5 EFI(E-81).   M391   Install patch for EPI controller System Software Version 1.0   for Aries-P1.5/C1.5 EFI(E-81).   M391   Install patch for EPI controller System Software Version 1.0   for Aries-P1.5/C1.5 EFI(E-81).   M391   Install patch for EPI controller System Software Version 1.0   for Aries-P1.5/C1.5 EFI(E-81).   M391   Install patch for EPI controller System Software Version 1.0   for Aries-P1.5/C1.5 EFI(E-81).   M392   Install patch for EPI controller System Software Version 1.0   for Aries-P1.5/C1.5 EFI(E-81).   M392   Install patch for EPI controller System Software Version 1.0   for Aries-P1.5/C1.5 EFI(E-81).   M392   Install patch for EPI controller System Software Version 1.0   for Aries-P1.5/C1.5 EFI(E-81).   M392   Install patch for EPI controller System Software Version 1.0   for Aries-P1.5/C1.5 EFI(E-81).   M392   Install patch for EPI controller System Software Version 1.0   for Aries-P1.5/C1.5 EFI(E-81).   M392   Install PLP (Post Launching Patch) for System Software Version 1.0   for Aries-P1.5/C1.5 EFI(E-82).   M393   M393   M394   Install PLP (Post Launching Patch) for System Software Version 1.0   for Aries-P1.5/C1.5 EFI(E-82).   M393   M394   M394   M395   M395   M396   M	0010	CCI controller deven				on 1 0
M392   Install patch for EFI controller System Software Version 1.0   for Aries-P1.5/C1.5 EFI(E-81),   M391   Install patch for EFI controller System Software Version 1.0   for Aries-P1.5/C1.5 EFI(E-81),   M392   M392   M392   M392   M392   M3932   M3934   M394   M394   M394   M394   M394   M395   M3	20919	Eri controller down				011 1.0
SC919						on 1 0
Printing consecutive jobs with a custom size   M391						011 1.0
Jobs with a custom size   035   for Aries-P1.5/C1.5 EFI(E-41).	0010	Drinting consecutive				on 1 0
M392	20919					011 1.0
C29		Jobs with a custom size				on 1 0
SC919   Printing while in   Energy Saver mode						011 1.0
No.						on 1 0
Printing while in Energy Saver mode						011 1.0
Energy Saver mode	SC919	Printing while in				on 1.0
M392	00010					011 1.0
Name		Lifergy Gaver mode				on 1 0
M391						011 1.0
107   for Aries-P1.5/C1.5 EFI(E-41).						on 1.0
M391						
SC919   During printing	SC919					on 1.0
M392						
SC919   During printing					1 /	on 1.0
M437			032			
M437	SC919	During printing	M436	Install PLP (Post La	unching Patch) for System Softw	are
Name			001	Version 1.0 for Arie	s-P1.5/C1.5 EFI (E-42).	
M391   Install patch for EFI controller System Software Version 1.0   for Aries-P1.5/C1.5 EFI(E-41).   Install patch for EFI controller System Software Version 1.0   for Aries-P1.5/C1.5 QX1.0 (E-81).   Install patch for System Software Version 1.0   for Aries-P1.5/C1.5 EFI (E-42).   M436   Install patch for System Software Version 1.0   for Aries-P1.5/C1.5 EFI (E-82).   M437   Install patch for System Software Version 1.0   for Aries-P1.5/C1.5 EFI (E-82).   M436   Install patch for System Software Version 1.0   for Aries-P1.5/C1.5 EFI (E-42).   M391   Install patch for EFI controller System Software Version 1.0   for Aries-P1.5/C1.5 EFI (E-41).   M392   Install patch for EFI controller System Software Version 1.0   for Aries-P1.5/C1.5 QX1.0(E-81).   M391   Install patch for EFI controller System Software Version 1.1   for Aries-P1.5/C1.5 EFI (E-41).   M392   Install patch for EFI controller System Software Version 1.1   for Aries-P1.5/C1.5 EFI (E-41).   M392   Install patch for EFI controller System Software Version 1.1   for Aries-P1.5/C1.5 EFI (E-41).   M392   Install patch for EFI controller System Software Version 1.1   for Aries-P1.5/C1.5 EFI (E-41).   M392   Install patch for EFI controller System Software Version 1.1   for Aries-P1.5/C1.5 (E-81).   Stacker_LOIRE1   Install version   M392   M476   M392   M477   Stacker_LOIRE2   Install version   M2.260:09 or later.   M392   M476   M392   M477   M394			M437	Install PLP (Post La	nunching Patch) for System Softwa	are
200   for Aries-P1.5/C1.5 EFI(E-41).			001	Version 1.0 for Arie	s-P1.5/C1.5 EFI (E-82).	
M392   Install patch for EFI controller System Software Version 1.0   for Aries-P1.5/C1.5 QX1.0 (E-81).						on 1.0
SC919   During printing   M436   O51   P1.5/C1.5 EFI (E-42).   M437   Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).   P1.5/C1.5 EFI (E-82).   P1.5/C1.5 EFI (E-82).   P1.5/C1.5 EFI (E-82).   Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).   P1.5/C1.5 EFI (E-42).   Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-41).   M392   Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).   Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-41).   Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-41).   Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-41).   Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-41).   Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).   Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).   Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).   Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).   Install version firmware   O2.260:09 or later.   D447 Stacker_LOIRE2   Install version   O2.260:09 or later.   D447   O4.260:09 or later.   D447						
During printing   M436   O51   P1.5/C1.5 EFI (E-42).						on 1.0
SC919   When printing a file that includes "%20S" in the file name   When both stackers become full   When printing PDF files that contain Text objects which are drawn off-page.   When a jam occurs in the mainframe immediately after switching the output   SC990   When a jam occurs in the mainframe immediately after switching the output   SC919   When a jam occurs in switching the output   SC919   When a jam occurs in switching the output   SC919   When a jam occurs in switching the output   SC919   When a jam occurs in the mainframe immediately after switching the output   SC919   O51						
SC919 When printing a file that includes "%20S" in the file name  SC919 When both stackers become full  When printing PDF files that contain Text objects which are drawn off-page.  SC990 When a jam occurs in the mainframe immediately after switching the output  M437	SC919	During printing				S-
SC919 When printing a file that includes "%20S" in the file name  SC919 When both stackers become full  SC919 When printing PDF files that contain Text objects which are drawn off-page.  SC990 When a jam occurs in the mainframe immediately after switching the output  SC919 When printing PDF files that contain Text objects which are immediately after switching the output  SC910 When printing PDF files that contain Text objects which are drawn off-page.  SC910 When printing PDF files that contain Text objects which are drawn off-page.  SC910 When a jam occurs in the mainframe immediately after switching the output  SC910 When printing PDF files that contain Text objects which are drawn off-page.  SC910 When a jam occurs in the mainframe immediately after switching the output  SC910 When printing PDF files that contain Text objects which are drawn off-page.  SC910 When a jam occurs in the mainframe immediately after switching the output  SC910 When a jam occurs in the mainframe immediately after switching the output  SC910 When a jam occurs in the mainframe immediately after switching the output  SC910 When a jam occurs in the mainframe immediately after switching the output  SC910 DA47 Stacker_LOIRE2 Install version on 20.260:09 or later.  SC910 DA47 Stacker_LOIRE2 Install version on 20.260:09 or later.						
SC919 When printing a file that includes "%20S" in the file name  SC919 When both stackers become full  SC919 When printing PDF files that contain Text objects which are drawn off-page.  SC990 When a jam occurs in the mainframe immediately after switching the output  SC919 When printing a file that includes "%20S" in the mainframe immediately after switching the output  M436 O17 P1.5/C1.5 EFI (E-42).  Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-41).  Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-41).  Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-41).  M392 Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).  SC990 When a jam occurs in the mainframe immediately after switching the output  SC990 Stacker_LOIRE1 Install version O2.260:09 or later.  D447 Stacker_LOIRE2 Install version O2.260:09 or later.						S-
that includes "%20S" in the file name  SC919  When both stackers become full  M391  Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).  M392  Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).  SC919  When printing PDF files that contain Text objects which are drawn off-page.  SC990  When a jam occurs in the mainframe immediately after switching the output  That includes "%20S" in the file name  M391  Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-41).  M392  Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-41).  M392  Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).  SC990  When a jam occurs in the mainframe immediately after switching the output  D447  Stacker_LOIRE1  Install version 02.260:09 or later.  D447  Stacker_LOIRE2  Install version 02.260:09 or later.	00010	Mile and residuality of the		Mastell   1.5/U1.5 EFI (E-8/	<u> </u>	
SC919 When both stackers become full  SC919 When printing PDF files that contain Text objects which are drawn off-page.  SC990 When a jam occurs in the mainframe immediately after switching the output  SC919 When both stackers become full  M391 Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).  M392 Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-41).  M391 Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-41).  M392 Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).  SC990 When a jam occurs in the mainframe immediately after switching the output  Stacker_LOIRE1 Install version 02.260:09 or later.  D447 Stacker_LOIRE2 Install version 02.260:09 or later.	20919					·S-
SC919 When both stackers become full    M391			017	F1.5/G1.5 EFI (E-42	∠).	
become full    229   for Aries-P1.5/C1.5 EFI(E-41).	SC010		Maga	Inetall natch for EFI	controller System Coffuers Versi	on 1 0
M392   Install patch for EFI controller System Software Version 1.0   for Aries-P1.5/C1.5 QX1.0(E-81).  SC919   When printing PDF   files that contain Text objects which are drawn off-page.   125   for Aries-P1.5/C1.5 EFI (E-41).   M392   Install patch for EFI controller System Software Version 1.1   for Aries-P1.5/C1.5 EFI (E-41).   M392   Install patch for EFI controller System Software Version 1.1   for Aries-P1.5/C1.5 (E-81).  SC990   When a jam occurs in the mainframe immediately after switching the output   D447   Stacker_LOIRE1   Install version   02.260:09 or later.   D447   Stacker_LOIRE2   Install version   D447   D4	61800					011 1.0
SC919 When printing PDF files that contain Text objects which are drawn off-page.  SC990 When a jam occurs in the mainframe immediately after switching the output  119 for Aries-P1.5/C1.5 QX1.0(E-81).  M391 Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-41).  M392 Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).  Stacker_LOIRE1 Install version 02.260:09 or later.  D447 Stacker_LOIRE2 Install version 02.260:09 or later.		DCCOING IUII				on 1 0
SC919 When printing PDF files that contain Text objects which are drawn off-page.  SC990 When a jam occurs in the mainframe immediately after switching the output  M391 Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-41).  M392 Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).  SC990 Stacker_LOIRE1 Install version occurs in firmware immediately after switching the output occurs firmware occurs occurs occurs in firmware occurs occu						011 1.0
files that contain Text objects which are drawn off-page.  SC990  When a jam occurs in the mainframe immediately after switching the output  files that contain Text objects which are drawn off page.  M392 125  Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).  Stacker_LOIRE1 Install version 02.260:09 or later.  D447 Stacker_LOIRE2 Install version 02.260:09 or later.	SC919	When printing PDF				on 1 1
objects which are drawn off-page.  SC990  When a jam occurs in the mainframe immediately after switching the output  M392 125 Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).  Stacker_LOIRE1 Install version 02.260:09 or later.  Install version 02.260:09 or later.  O2.260:09 or later.	20010					
drawn off-page. 125 for Aries-P1.5/C1.5 (E-81).  SC990 When a jam occurs in the mainframe immediately after switching the output 125 for Aries-P1.5/C1.5 (E-81).  Stacker_LOIRE1 Install version 02.260:09 or later.  Install version 02.260:09 or later.  Install version 02.260:09 or later.						ion 1 1
SC990 When a jam occurs in the mainframe immediately after switching the output D447 Stacker_LOIRE1 Install version 02.260:09 or later.  D447 Stacker_LOIRE2 Install version 02.260:09 or later.  D447 Stacker_LOIRE2 Install version 02.260:09 or later.				•	•	
the mainframe 001f firmware 02.260:09 or later. immediately after D447 Stacker_LOIRE2 Install version o2.260:09 or later. switching the output 002 firmware 02.260:09 or later.	SC990	, <u>,</u>				
immediately after D447 Stacker_LOIRE2 Install version o2.260:09 or later.						
switching the output 002 firmware 02.260:09 or later.						
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			<u> </u>			



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Subject	Cumptom	RTB#	Cause	Solution	Note
SC990	Symptom After an SC on the	D455	Trimmer firmware	Install version	Note
30990	Trimmer Unit TR5020.	001b	Iniminer inimware	15.270:15 or later.	
SC990	Tilliller Offit T113020.	D391	P-Binder B1	Install version 0.340:13	
30990		001e	firmware	or later	
SC991	If DHCP and DDNS	D095	Network Support	Install version 7.13 or	
30991	are both enabled	004c	firmware	later.	
SC991	During printing	M436		stem Software Version	
00001	During printing	051	1.0 for Aries-P1.5/C		
		M437		stem Software Version	
		056	1.0 for Aries-P1.5/C		
SC997	When a Paper Catalog	M391		controller System Softwar	e Version 1.0
	entry is changed	002	for Aries-P1.5/C1.5	EFI(E-41).	
		M392	Install patch for EFI	controller System Softwar	e Version 1.0
		001	for Aries-P1.5/C1.5	EFI(E-81).	
SC997	When the Fiery is	M391		controller System Softwar	e Version 1.0
	booting up	002	for Aries-P1.5/C1.5		
		M392		controller System Softwar	e Version 1.0
		001	for Aries-P1.5/C1.5	EFI(E-81).	
SC997	Printing with printer	M391	Install patch for EFI	controller System Softwar	e Version 1.0
	driver	036	for Aries-P1.5/C1.5		
		M392	Install patch for EFI	controller System Softwar	e Version 1.0
		030	for Aries-P1.5/C1.5		
		M391		controller System Softwar	e Version 1.0
		105	for Aries-P1.5/C1.5		
		M391		controller System Softwar	e Version 1.0
		176	for Aries-P1.5/C1.5		
SC997	After logging out	M344	VM card firmware	Install version 4.15 or	
00007		001c		later.	
SC997	During printing	M436		stem Software Version	
		051	1.0 for Aries-P1.5/C		
		M437 056	1.0 for Aries-P1.5/C	stem Software Version	
Unspecified	When the stack	D447		Install version	
SC	exceeds the capacity	001h	firmware	02.280:09 or later.	
30	before the tray alerts	D447	Stacker LOIRE2	Install version	
	full capacity.	002h	firmware	02.280:09 or later.	
Unspecified	When you send a file	M401		or Controller C-81 system	version 1 1
error	for printing from a	013	motan paton for our	or controller o or system	VO.01011 1.11.
message	computer running Mac	0.0			
	OS 10.8				
The Printer	Mac OS 10.8: Appears	M401	Install new version (Ver.1.1.1) of the Color Controller C-81		
Software was	when you add a new	016	(with system softwa		
installed	printer		`	,	
incorrectly					



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Model: Aries-C1.5/P1.5 Date: 31-Dec-10 No.: RD095000s

#### 8. Optional Units

Subject	Symptom	RTB#	Cause	Solution	Note
Cover	Will not feed the cover	B835	Cover Interposer	Install version	
interposer	sheets and the control panel indicates 'Printing'	001h	firmware	3.010:46 or later.	
Cover	Sheet not fed when a	M391	Install patch for EFI controller System Software Version 1.0		
interposer	job is printed from	204	for Aries-P1.5/C1.5 E		
	Image Viewer.	M391	Install patch for EFI controller System Software Version 1.1		
		245	for Aries-P1.5/C1.5 E		
		M392		ontroller System Softw	are Version 1.0
		110	for Aries-P1.5/C1.5 C		
		M392	Install patch for EFI c	ontroller System Softw	are Version 1.1
		130	for Aries-P1.5/C1.5 (E	E-81).	
Trimmer	Trimming not done	G178	Buffer Pass Unit	Install version	
	correctly	065b	firmware	02.030:05 or later.	
Trimmer	The trim width is 10mm	D455	Trimmer firmware	Install version	
	even when set to	001b		15.270:15 or later.	
	20mm.				
Trimmer	Configuration display on	D455	Trimmer firmware	Install version	
	operation panel does	001c		15.280:16 or later.	
Eininh e	not show the trimmer	D404	Finisher Oct 1911	Install constant	
Finisher	Pre-stacked sheets are	D434	Finisher_Columbia	Install version	
(SR5020)	not fed out to the staple tray when a stop	001f	firmware	03.140:08 or later.	
	command is sent from				
	the mainframe, for				
	instance when running				
	out of sheets.				
Finisher	Jam in the staple tray	D434	Finisher_Columbia	Install version	
(SR5020)	when switching to	001f	firmware	03.140:08 or later.	
,	staple mode.				
Finisher	Error during booklet	B234	Finisher firmware	Install version	
(SR5020)	making	014l		2.030:62 or later.	
Finisher	Jogging by the shift tray	B234	Finisher firmware	Install version	
	is poor when printing A5	014o		02.050:64 or later.	
	SEF.				
Finisher	Corner stapling position	D434	Finisher_Columbia	Install version	
(SR5020)	shifts	001h	firmware	03.180:08 or later.	
Finisher	Finisher stalls	D434	Finisher_Columbia	Install version	
(SR5020)	lom during caddla	001h	firmware	03.180:08 or later.	
Finisher	Jam during saddle-	D434	Finisher_Columbia firmware	Install version	
(SR5020) Finisher	stitching Jam status not indicated	001h D434	Finisher Columbia	03.180:08 or later. Install version	
(SR5020)	on display panel	001g	firmware	03.160:08 or later.	
Finisher	Jam status not cleared	D434	Finisher_Columbia	Install version	
(SR5020)	on display panel	001g	firmware	03.160:08 or later.	
Finisher	Pages from different	D434	Finisher_Columbia	Install version	
(SR5020)	jobs stapled together	001g	firmware	03.160:08 or later.	
Finisher	Poor stapling alignment	D434	Finisher Columbia	Install version	
(SR5020)	when resuming an	001i	firmware	03.190:08 or later.	
/	interrupted job				
	, ,				



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Subject	Symptom	RTB#	Cause	Solution	Note
Finisher	Shift tray cannot	D434	Manufacturing error	Do the check and	
(SR5020)	descend	017	(SR5040 finisher)	modification	
	Slippage of the shift tray			procedures in this	
	gear	1.100.1		RTB.	<u> </u>
Finisher	Booklet stapling	M391		ontroller System Softw	are Version 1.0
(SR5020)	impossible if trimmer is	072	for Aries-P1.5/C1.5 E		
	installed	M392		ontroller System Softw	are Version 1.0
Finisher	Connet stanle the	057 M436	for Aries-P1.5/C1.5 E	ri(E-81). m Software Version 1.	O for Arios
(SR5020)	Cannot staple the maximum allowable	055	P1.5/C1.5 EFI (E-42)		u iui Alies-
(3113020)	number of sheets	M437		em Software Version 1.	N for Arias-
	Trambor or criooto	060	P1.5/C1.5 EFI (E-82)		0 101 711103
Finisher	Poor punching; the	D434	Finisher_COLUMBI	Install version	
(SR5020)	puncher does not	001k	A firmware	03.210:08 or later.	
(01100=0)	completely retrieve				
	home position and				
	catches the next sheet				
Stacker	Shift tray jams	M077	Static electricity	Attach Mylars to the	See the RTB for
		037		shift tray	part numbers
					and
Observations	Della constant	14077	O I li . Il	Marillo Harrison	procedures.
Stacker	Roller marks on coated	M077 037	Caused by the	Modify the paper exit drive/driven	See the RTB for
	paper	037	flange of the paper exit drive roller	rollers.	part numbers and
			exit drive roller	TOILETS.	procedures.
Stacker	Tray elevation gear	M077	Load exceeds max	Apply higher belt	See the RTB for
Glacitor	slippage	037	capacity of tray belt	tension, add a	part numbers
	-   -   -   -		for some paper	timing pulley and	and
			types	modified tension	procedures.
				spring.	-
Stacker	Page duplicated when	D447	Stacker_LOIRE1	Install version	
	recovering from a jam	001i	firmware	02.290:0 or later.	
		D447	Stacker_LOIRE2	Install version	
Observations	La carda dha Olasha	002i	firmware	02.290:0 or later.	
Stacker	Jam in the Stacker when the feed tray runs	D447 001i	Stacker_LOIRE2 firmware	Install version 02.290:0 or later.	
	out of paper after	D447	Stacker LOIRE1	Install version	
	switching the output	001i	firmware	02.290:0 or later.	
	tray.	0011	IIIIIIIII	02.200.0 or lator.	
Perfect	Jam caused by disabled	D391	Broken ball-screw	Reinforce the	The procedure
Binder	trimming function	034	and cracked plate in	Trimmer Drive Unit	is dangerous.
			the trimmer drive	with the	Two people are
			unit	modification kit	needed.
				(D3919906)	
Perfect	Printing slow	M391		ontroller System Softw	are Version 1.0
Binder	Dealth and the 1999	137	for Aries-P1.5/C1.5 E		M 1 - 1 - 1
Perfect	Booklet not fed out if the	M391		ontroller System Softw	are Version 1.1
Binder	job is cancelled.	275	for Aries-P1.5/C1.5 E		oro Voroice 1 1
		M392		ontroller System Softw	are version 1.1
Perfect	Trimmings adhering to	150 D391	for Aries-P1.5/C1.5 E	Do the procedures	
Binder	the trimmings buffer unit	044		in the RTB.	
Diridor	and triminings burief drift	UTT		in the read.	
	1		l	<u> </u>	<u> </u>



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Subject	Symptom	RTB#	Cause	Solution	Note
Ring Binder	Feeding custom size	D392	Ring Binder B1	Install version	
Ü	tab stocks causes jams	001g	firmware	01.320:04 or later.	
	at the entrance of the				
	Ring Binder.				
Ring Binder	Error message	M391	Install patch for EFI c	ontroller System Softw	are Version 1.0
	displayed after error is	002	for Aries-P1.5/C1.5 E		
	removed	M392		ontroller System Softw	are Version 1.0
		001	for Aries-P1.5/C1.5 E		
Shift mode	Not working with Collate	M391		ontroller System Softw	are Version 1.0
	Off and Duplex	131	for Aries-P1.5/C1.5 E		
		M391		ontroller System Softw	are Version 1.0
		162	for Aries-P1.5/C1.5 E		
		M392		ontroller System Softw	are Version 1.0
		069	for Aries-P1.5/C1.5 Q		
		M392		ontroller System Softw	are Version 1.0
		098	for Aries-P1.5/C1.5 Q		
Shift mode	Not working with some	M391		ontroller System Softw	are Version 1.0
	settings	176	for Aries-P1.5/C1.5 E		
		M391		ontroller System Softw	are Version 1.1
		244	for Aries-P1.5/C1.5 E		
		M392		ontroller System Softw	are Version 1.1
01.16		129	for Aries-P1.5/C1.5 (E		
Shift mode	Shift Mode Sets and	M391		ontroller System Softw	are Version 1.0
	Jobs setting, a tray	162	for Aries-P1.5/C1.5 E		
	does not shift.	M392		ontroller System Softw	are Version 1.0
Obite and	The second second second	098	for Aries-P1.5/C1.5 Q		
Shift mode	The output tray shifts	M391 162		ontroller System Softw	are version 1.0
	between a job and its	M392	for Aries-P1.5/C1.5 E	ontroller System Softw	ara Varaian 1.0
	cover page.	098	for Aries-P1.5/C1.5 Q		ale version 1.0
Plockmatic	Cannot print booklet job	M436		nching Patch) for Syste	om Software
1 lockmatic	with 297mm x 297mm	001		P1.5/C1.5 EFI (E-42).	em Sollware
	With 23711111 X 23711111	M437		nching Patch) for Syste	em Software
		001		P1.5/C1.5 EFI (E-82).	om convaro
Plockmatic	Cannot print booklet job	M436		m Software Version 1.	0 for Aries-
	with custom sized paper	044	P1.5/C1.5 EFI (E-42).		0 101 7 11100
		M437		m Software Version 1.	0 for Aries-
		049	P1.5/C1.5 EFI (E-82).		
Plockmatic	Booklet printing for a	M436		m Software Version 1.	0 for Aries-
	custom paper size	053	P1.5/C1.5 EFI (E-42).		
	(11x15inch) cannot be				
	done				
LCT	Broken caster	D453	Manufacturing error	Replace the caster	See the RTB for
		800	_	(p/n: AH012050)	details.
SDK	Cannot switch between	M344	VM card firmware	Install version 4.15	
	SDK applications	001c		or later.	
SDK	Application sends	Gene	Java VM4 Update	Install version	
	wrong original size data	050c	Tool	4.28.00 or later.	
SDK	Applications do not	Gene	Java VM4 Update	Install version	
	restart automatically	050d	Tool	4.29.00 or later.	
	after reboot failure				



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Subject	Symptom	RTB#	Cause	Solution	Note
SDK	SDK platform does not	Gene	Java VM4 Update	Install version	
	boot up	050e	Tool	4.30.00 or later.	



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Model: Aries-C1.5/P1.5 Date: 31-Dec-10 No.: RD095000s

#### 9. EFI Controller

Subject	Symptom	RTB#	Cause	Solution	Note
C-81	Cab file not created	M401	Install patch for EFI	controller C-81 System Sof	tware version
Controller		001	1.0	•	
C-81	Archived files corrupted	M401	Install patch for EFI	controller C-81 System Sof	tware version
Controller	·	001	1.0	·	
C-81	File processing gives	M401	Install patch for EFI	controller C-81 System Sof	tware version
Controller	poor results	011	1.1	,	
C-81	File fails to process	M401	Install patch for EFI	controller C-81 System Sof	tware version
Controller	тис таме то рессес	012	1.1		
		M401	Install new version (	Ver.1.1.1) of the Color Con	troller C-81
		016	(with system softwar	,	
C-81	File not processed	M401		Ver.1.1.1) of the Color Con	troller C-81
Controller	correctly	016	(with system softwar		
C-81	Various problems	M401		lists of problems with the E	El controller
Controller	Various problems	XXX	C-81 System Softwa		1 1 001111 01101
E-41	Various problems	M391		lists of problems with the E	FI controller
Controller	Various problems	XXX		ersion 1.0 for Aries-P1.5/C1	
E-41	"Starting up" appears on	M391	BIOS ver1.32 must l		.o Li i(L +1).
Controller	the control panel and	003,	See the RTB for det		
Controller	the activity light blinks	005,	See the TTD for det	ans.	
	amber for more than 20	003			
	minutes after powering				
	on the E-41.				
E-41	Fiery service stops	M391	Install patch for EEL	controller System Software	Varcian 1.0
Controller	Tiery service stops	004	for Aries-P1.5/C1.5		Version 1.0
E-41	New system but disk	M391		controller System Software	Varcian 1.0
Controller	almost full	007	for Aries-P1.5/C1.5		Version 1.0
E-41	Fiery boots very slowly	M391		(Ver1.55) for the Aries-P1.	5/C1 5 EEL/E-
Controller	Tiery boots very slowly	013	41). See the RTB for		3/01.3 L11 (L
E-41	Fiery service stops	M391		controller System Software	Version 1.0
Controller	Tiery service stops	019	for Aries-P1.5/C1.5		VC131011 1.0
E-41	Fiery crashes	M391		controller System Software	Version 1.0
Controller	1 icry crashes	027	for Aries-P1.5/C1.5		VC131011 1.0
E-41	Fiery service stops	M391		controller System Software	Version 1.0
Controller	Tiery service stops	034	for Aries-P1.5/C1.5	•	Version 1.0
E-41	Fiery service stops	M391		controller System Software	Varcian 1.0
Controller	Fiery service stops	045	for Aries-P1.5/C1.5		version 1.0
E-41	Fiery service stops	M391	Install patch for EEI	controller System Software	Varaian 1.0
Controller	Fiery service stops	051	for Aries-P1.5/C1.5		version 1.0
E-41	Fiery service stops	M391		controller System Software	Varcian 1.0
Controller	Fiery service stops	058	for Aries-P1.5/C1.5		version 1.0
E-41	Figure consider atoms	M391		controller System Software	Varaian 1.0
	Fiery service stops	062			version 1.0
Controller E-41	Damaya Association not		for Aries-P1.5/C1.5		Maraian 1.0
	Remove Association not	M391		controller System Software	version 1.0
Controller E-41	honored Fiery service stops	064 M201	for Aries-P1.5/C1.5		Varaian 1 0
	riery service stops	M391		controller System Software	version 1.0
Controller	Internal concessions	069	for Aries-P1.5/C1.5		Varaine 4.0
E-41	Internal error when	M391		controller System Software	version 1.0
Controller	printing Acrobat file	073	for Aries-P1.5/C1.5		Manala ad A
		M391		controller System Software	version 1.0
		088	for Aries-P1.5/C1.5	ĿН(Ŀ-41)(СНN).	



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Cubicot	Symptom	RTB#	Course	Colution	Note
Subject E-41	Symptom	M391	Cause	Solution Controller Co	Note
	VDP jobs are not			controller System Software	version 1.0
Controller	imposed correctly	084	for Aries-P1.5/C1.5		Marala a 4.0
E-41	Controller crashes when	M391		controller System Software	version 1.0
Controller	SC621 occurs	087	for Aries-P1.5/C1.5		\\\\\\\\
E-41	Fiery JDF crashes	M391		controller System Software	version 1.0
Controller	IDE	090	for Aries-P1.5/C1.5		
E-41	JDF settings are not	M391		controller System Software	Version 1.0
Controller	honored	091	for Aries-P1.5/C1.5		
E-41	Insert Blank does not	M391		controller System Software	Version 1.0
Controller	work correctly	097	for Aries-P1.5/C1.5		
E-41	Does not retain	M391		controller System Software	Version 1.0
Controller	Windows SMB shared	109a	for Aries-P1.5/C1.5		
	printer properties when	M391		controller System Software	Version 1.0
	rebooted.	126	for Aries-P1.5/C1.5		
		M391		controller System Software	Version 1.0
		162	for Aries-P1.5/C1.5		
E-41	Fiery service stops	M391		controller System Software	Version 1.0
Controller		112	for Aries-P1.5/C1.5		
E-41	Substitute Color does	M391		controller System Software	Version 1.0
Controller	not work	118	for Aries-P1.5/C1.5		
E-41	Fiery crashes	M391		controller System Software	Version 1.0
Controller		124	for Aries-P1.5/C1.5		
E-41	Fiery service stops	M391		controller System Software	Version 1.0
Controller		127	for Aries-P1.5/C1.5		
E-41	Fiery crashes	M391		controller System Software	Version 1.0
Controller		132	for Aries-P1.5/C1.5		
E-41	Fiery service stops	M391	Install patch for EFI	controller System Software	Version 1.0
Controller		134	for Aries-P1.5/C1.5		
E-41	Comparison page	M391		controller System Software	Version 1.0
Controller	cannot print	136	for Aries-P1.5/C1.5		
		M391		controller System Software	Version 1.0
		164	for Aries-P1.5/C1.5	EFI(E-41)(CHN).	
E-41	The job sent by Hot	M391	Install patch for EFI	controller System Software	Version 1.0
Controller	Folder is not processed	139	for Aries-P1.5/C1.5		
	in APPE.	M391	Install patch for EFI	controller System Software	Version 1.0
		174	for Aries-P1.5/C1.5	EFI(E-41)(CHN).	
E-41	Fiery crashes	M391	Install patch for EFI	controller System Software	Version 1.0
Controller		146	for Aries-P1.5/C1.5		
		M391	Install patch for EFI	controller System Software	Version 1.0
		176	for Aries-P1.5/C1.5	EFI(E-41)(CHN).	
E-41	Fiery service stops	M391		controller System Software	Version 1.0
Controller	· '	155	for Aries-P1.5/C1.5		
		M391		controller System Software	Version 1.0
		166	for Aries-P1.5/C1.5		
		M391		controller System Software	Version 1.0
		169	for Aries-P1.5/C1.5		
E-41	Configure does not	M391		controller System Software	Version 1.0
Controller	open from Web Tools.	156	for Aries-P1.5/C1.5		
		M391		controller System Software	Version 1.0
		236	for Aries-P1.5/C1.5		
E-41	PPML job will not print	M391		controller System Software	Version 1.0
Controller	in reverse order.	160	for Aries-P1.5/C1.5		3. C. C
3.3			, 5110	(= ··/·	
		<u> </u>			



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Subject	Symptom	RTB#	Cause	Solution	Note
E-41	Process and Hold and	M391		controller System Software	
Controller	Print do not work	163	for Aries-P1.5/C1.5		version 1.0
E-41	Object not printed	M391		controller System Software	Varaian 1.0
Controller	properly with Impose	182	for Aries-P1.5/C1.5		version 1.0
E-41	Sets and Jobs settings	M391		controller System Software	Vorcion 1.0
Controller	not honored	190	for Aries-P1.5/C1.5		version i.u
E-41	Fiery cannot start up:	M391		controller System Software	Vorsion 1.0
Controller	Starting up message	195	for Aries-P1.5/C1.5		version i.u
Controller	displayed forever	195	101 A1165-1 1.5/01.5	LI I(L-41).	
E-41	Fiery boots up with	M391	Install natch for EFI	controller System Software	Version 1.0
Controller	"FATAL: Assertion	196	for Aries-P1.5/C1.5		Version 1.0
Controller	Failed" error message.	130	101 /41103 1 1.0/01.5	LI 1(L +1).	
E-41	Internal error when	M391	Install natch for FFI	controller System Software	Version 1.0
Controller	gangup is used	198	for Aries-P1.5/C1.5		VC131011 1.0
E-41	A particular setting of	M391		controller System Software	Version 1.0
Controller	Mixed Media does not	224	for Aries-P1.5/C1.5		VC151011 1.0
	work properly with a			( ).	
	merged job.				
E-41	Fiery does not start:	M391	Install patch for EFI	controller System Software	Version 1.0
Controller	'Please Wait'	232	for Aries-P1.5/C1.5		
E-41	Unknown error with	M391		controller System Software	Version 1.1
Controller	gang-up jobs	239	for Aries-P1.5/C1.5		
E-41	12-digit patch IDs are	M391		controller System Software	Version 1.0
Controller	truncated on the server	255	for Aries-P1.5/C1.5		
	configuration page			,,,,,,	
E-41	Unexpected changes	M391	Install patch for EFI	controller System Software	Version 1.0
Controller	are applied to the job	284	for Aries-P1.5/C1.5	EFI(E-41).	
	properties				
E-81	Various problems	M392	Check the RTBs for	lists of problems with the E	FI controller
Controller		XXX		ersion 1.0 for Aries-P1.5/C1	
E-81	Fiery service stops	M392		controller System Software	Version 1.0
Controller		002	for Aries-P1.5/C1.5		
E-81	Fiery service stops	M392		controller System Software	Version 1.0
Controller		013	for Aries-P1.5/C1.5		
E-81	Fiery crashes	M392		controller System Software	Version 1.0
Controller		021	for Aries-P1.5/C1.5		
E-81	Fiery service stops	M392		controller System Software	Version 1.0
Controller	F	028	for Aries-P1.5/C1.5		\/ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
E-81	Fiery service stops	M392		controller System Software	version 1.0
Controller	F'	039	for Aries-P1.5/C1.5		W
E-81	Fiery service stops	M392		controller System Software	version 1.0
Controller	Flam, a amila a atra a	041	for Aries-P1.5/C1.5		Manais a 1.0
E-81	Fiery service stops	M392		controller System Software	version 1.0
Controller	Domovo Association and	047	for Aries-P1.5/C1.5		Varaian 1.0
E-81	Remove Association not honored	M392 051	for Aries-P1.5/C1.5	controller System Software	version 1.0
Controller E-81	Internal error when	M392			Varsian 1.0
Controller	printing Acrobat file	056	for Aries-P1.5/C1.5	controller System Software EFI/E-81)	v <del>C</del> 151011 1.U
E-81	Job not sent to the Fiery	M392		controller System Software	Version 1.0
Controller	JOD HOL SELL TO THE FIELD	061	for Aries-P1.5/C1.5		v 6131011 1.U
E-81	Substitute Color does	M392		controller System Software	Version 1 0
Controller	not work	062	for Aries-P1.5/C1.5		V 6131011 1.0
Controller	HOL WOLK	002	101 71169-5 1.3/01.3	LI I(L-01).	



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Subject	Symptom	RTB#	Cause	Solution	Note
E-81	Does not retain	M392		controller System Software	
Controller	Windows SMB shared	065	for Aries-P1.5/C1.5 I		
	printer properties when	M392		controller System Software	Version 1.0
	rebooted.	098	for Aries-P1.5/C1.5 (		
E-81	Fiery service stops	M392	Install patch for EFI	controller System Software	Version 1.0
Controller		066	for Aries-P1.5/C1.5	QX1.0(E-81).	
E-81	Fiery crashes	M392	Install patch for EFI	controller System Software	Version 1.0
Controller		070	for Aries-P1.5/C1.5		
E-81	Fiery service stops	M392		controller System Software	Version 1.0
Controller		072	for Aries-P1.5/C1.5		
E-81	Comparison page	M392		controller System Software	Version 1.0
Controller	cannot print	074	for Aries-P1.5/C1.5		
E-81	The job sent by Hot	M392		controller System Software	Version 1.0
Controller	Folder is not processed	077	for Aries-P1.5/C1.5	QX1.0(E-81).	
	in APPE.				
E-81	Fiery crashes	M392		controller System Software	Version 1.0
Controller		083	for Aries-P1.5/C1.5		
E-81	Fiery service stops	M392		controller System Software	Version 1.0
Controller		091	for Aries-P1.5/C1.5		
E-81	Configure does not	M392		controller System Software	Version 1.0
Controller	open from Web Tools.	092	for Aries-P1.5/C1.5		
E-81	PPML job will not print	M392		controller System Software	Version 1.0
Controller	in reverse order.	096	for Aries-P1.5/C1.5		
E-81	Fiery cannot start up:	M392		controller System Software	Version 1.0
Controller	Starting up message	102	for Aries-P1.5/C1.5	QX1.0(E-81).	
	displayed forever				
E-81	Fiery boots up with	M392		controller System Software	Version 1.0
Controller	"FATAL: Assertion	103	for Aries-P1.5/C1.5	QX1.0(E-81).	
E 04	Failed" error message.	14000	Install matels for CCI	a a strall a v Corata va Coffee va va	\/a-ra-la-ra-1_0
E-81	Internal error on a job	M392		controller System Software	version 1.0
Controller	with Gangup	105	for Aries-P1.5/C1.5		Varaian 1.0
E-81 Controller	A particular setting of	M392 114		controller System Software	version 1.0
Controller	Mixed Media does not	114	for Aries-P1.5/C1.5 I	EFI(E-01).	
	work properly with a merged job.				
E-81	Configure application	M392	Install natch for EEL	controller System Software	Varsian 1.0
Controller	does not activate from	117	for Aries-P1.5/C1.5		VEISION 1.0
Controller	WebTools	117	101 Alles-1 1.5/01.5 (	QX1.0(L-01).	
E-81	Fiery does not start:	M392	Install natch for EFL	controller System Software	Version 1 0
Controller	'Please Wait'	122	for Aries-P1.5/C1.5		VC131011 1.0
E-81	Unknown error with	M392		controller System Software	Version 1.1
Controller	gang-up jobs	124	for Aries-P1.5/C1.5 (		V C131011 1.1
E-81	Unexpected changes	M392		controller System Software	Version 1.0
Controller	are applied to the job	159	for Aries-P1.5/C1.5		. 5.6.6.1 1.6
23	properties	.55	15. 7 11.55 1 11.57 5 11.5 (	( <b>-</b> - · /·	
E-42	Freezes when deleting	M436	Install PLP (Post Lar	unching Patch) for System S	Software
Controller	a job while printing a	001		s-P1.5/C1.5 EFI (E-42).	
3 3 3 3	secure print job.			· · · · · · · · · · · · · · · · ·	
E-42	Crashes while printing a	M436	Install PLP (Post Lar	unching Patch) for System S	Software
Controller	large number of jobs	001		s-P1.5/C1.5 EFI (E-42).	
E-42	Controller and engine	M436		tem Software Version 1.0 fo	r Aries-
Controller	disconnect	002	P1.5/C1.5 EFI (E-42		
30.1.0.01101		552	, 33 בו ו (ב דב	-,-	
			<u> </u>		



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Subject	Symptom	RTB#	Cause	Solution	Note
E-42	Internal error on a job	M436		em Software Version 1.0 fo	r Aries-
Controller	with Gangup	007	P1.5/C1.5 EFI (E-42		
E-42	Cache PDF and PS	M436		em Software Version 1.0 fo	r Aries-
Controller	objects does not work	010	P1.5/C1.5 EFI (E-42		
E-42	PrintMe option does not	M436		em Software Version 1.0 fo	r Aries-
Controller	retain the selected	011	P1.5/C1.5 EFI (E-42	').	
E-42	setting. Upper and lower	MAGC	Install match for Creat	one Cofficient Version 1.0 fo	u Auinn
Controller	interposer trays are	M436 012	P1.5/C1.5 EFI (E-42	em Software Version 1.0 fo	r Aries-
Controller	switched in the German	012	1 1.5/01.5 L11 (L-42	.).	
	PPD.				
E-42	Resources are missing	M436	Install patch for Syst	em Software Version 1.0 fo	r Aries-
Controller	when PDFVT2 jobs are	015	P1.5/C1.5 EFI (E-42		
	processed with APPE		,	,	
	ON.				
E-42	Fiery service stops	M436		em Software Version 1.0 fo	r Aries-
Controller	when using APPE	016	P1.5/C1.5 EFI (E-42		
E-42	Calibration history does	M436		em Software Version 1.0 fo	r Aries-
Controller E-42	not appear in CWS	020	P1.5/C1.5 EFI (E-42		u Auiaa
Controller	Fiery and engine lose connection when	M436 022	P1.5/C1.5 EFI (E-42	em Software Version 1.0 fo	r Aries-
Controller	rebooting	022	F1.5/G1.5 EF1 (E-42 	).	
E-42	Duplex command is not	M436	Install natch for Syst	em Software Version 1.0 fo	r Aries-
Controller	honored when printing	026	P1.5/C1.5 EFI (E-42		i Ailes
	SPD jobs	0_0	, = (= .=	·,·	
E-42	Configure application	M436	Install patch for Syst	em Software Version 1.0 fo	r Aries-
Controller	does not activate from	028	P1.5/C1.5 EFI (E-42		
	WebTools		,	,	
E-42	VDP FreeForm data is	M436	Install patch for Syst	em Software Version 1.0 fo	r Aries-
Controller	not applied to the	032	P1.5/C1.5 EFI (E-42	·).	
	master correctly when				
F 40	using a virtual printer.	14400	Lealall calab (a. O. a)	0.	. A
E-42 Controller	If paper size is not LT, the color calibration	M436 033		em Software Version 1.0 fo	r Aries-
Controller	page is not printed	033	P1.5/C1.5 EFI (E-42	).	
	correctly and scanning				
	results in error.				
E-42	The default Control Bar	M436	Install patch for Syst	em Software Version 1.0 fo	r Aries-
Controller	is printed instead of the	035	P1.5/C1.5 EFI (E-42		
	Custom Control Bar				
	when APPE is enabled.				
E-42	Fiery service stops	M436		em Software Version 1.0 fo	r Aries-
Controller	when printing archived	036	P1.5/C1.5 EFI (E-42	().	
E-42	jobs The controller hangs up,	M436	Inetall natch for Syst	em Software Version 1.0 fo	r Arios-
Controller	if printing the	041	P1.5/C1.5 EFI (E-42		I VIIG2-
Controller	configuration page after	071	1 1.5/01.5 LIT (L-42	·)·	
	importing the				
	Device Link Profile to E-				
	42 from E-41.				
E-42	In the Layout tab, the	M436	Install patch for Syst	em Software Version 1.0 fo	r Aries-
Controller	Grayscale option under	042	P1.5/C1.5 EFI (E-42	).	
	Booklet-Define Cover is				
	grayed out				



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Subject	Symptom	RTB#	Cause	Solution	Note
E-42	Cannot collect APIP	M436		em Software Version 1.0 fo	
Controller	and Video logs by JER.	048	P1.5/C1.5 EFI (E-42)		
E-42	Value of the Memory	M436		em Software Version 1.0 fo	r Aries-
Controller	(MB) under Server Info	050	P1.5/C1.5 EFI (E-42)		
	of the Fiery Server			•	
	Configuration is				
	incorrect.				
E-82	Freezes when deleting	M437		unching Patch) for System S	Software
Controller	a job while printing a	001	Version 1.0 for Aries	-P1.5/C1.5 EFI (E-82).	
	secure print job.				
E-82	Crashes while printing a	M437		unching Patch) for System S	Software
Controller	large number of jobs	001		-P1.5/C1.5 EFI (E-82).	
E-82	Controller and engine	M437		em Software Version 1.0 fo	r Aries-
Controller	disconnect	002	P1.5/C1.5 EFI (E-82)		
E-82	Calibration history does	M437		em Software Version 1.0 fo	r Aries-
Controller	not appear in CWS	020	P1.5/C1.5 EFI (E-82)	,	
E-82	Fiery and engine lose	M437		em Software Version 1.0 fo	r Aries-
Controller	connection after	022	P1.5/C1.5 EFI (E-82)	).	
	network settings are changed				
E-82	Configure application	M437	Inetall natch for Syct	em Software Version 1.0 fo	r Arios-
Controller	does not activate from	028	P1.5/C1.5 EFI (E-82)		I Alles-
Controller	WebTools	020	1 1.5/01.5 L11 (L-02)	)·	
E-82	Duplex command is not	M437	Install patch for System	em Software Version 1.0 fo	r Aries-
Controller	honored when printing	030	P1.5/C1.5 EFI (E-82)		. ,
	SPD jobs			,-	
E-82	"Image processing	M437	Install patch for Syst	em Software Version 1.0 fo	r Aries-
Controller	failed" when sending a	034	P1.5/C1.5 EFI (E-82)		
	job created with Adobe		, ,		
	InDesign to the Process				
	and Hold queue				
E-82	If paper size is not LT,	M437		em Software Version 1.0 fo	r Aries-
Controller	the color calibration	036	P1.5/C1.5 EFI (E-82)	).	
	page is not printed				
	correctly and scanning				
F 00	results in error.	N4407	ا منا والمعامل المعامل	ana Caffurana Vancia di Cil	u Auios
E-82 Controller	The default Control Bar	M437		em Software Version 1.0 fo	r Aries-
Controller	is printed instead of the Custom Control Bar	039	P1.5/C1.5 EFI (E-82)	).	
	when APPE is enabled.				
E-82	Fiery service stops	M437	Install patch for System	em Software Version 1.0 fo	r Aries-
Controller	when printing archived	040	P1.5/C1.5 EFI (E-82)		
	jobs.	0.0		<i>)</i> ·	
E-82	The controller hangs up,	M437	Install patch for System	em Software Version 1.0 fo	r Aries-
Controller	if printing the	045	P1.5/C1.5 EFI (E-82)		= <del>-</del>
	configuration page after			•	
	importing the				
	Device Link Profile to E-				
	42 from E-41.				
E-82	VDP free form data is	M437		em Software Version 1.0 fo	r Aries-
Controller	not applied to the	046	P1.5/C1.5 EFI (E-82)	).	
	master correctly when				
	using a virtual printer.				



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Updated: End of June 2017: Changes in bold italics

Subject	Symptom	RTB#	Cause	Solution	Note
E-82 Controller	In the Layout tab, the Grayscale option under Booklet-Define Cover is grayed out	M437 047	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
E-82 Controller	Cannot collect APIP and Video logs by JER.	M437 053	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
E-82 Controller	Value of the Memory (MB) under Server Info of the Fiery Server Configuration is incorrect.	M437 055	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
E-82 Controller	Fiery server hangs while RIPping, if job properties are changed with APPE enabled		Install patch FIT101387915 for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		rare Version



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Model: Aries-C1.5/P1.5 Date: 31-Dec-10 No.: RD095000s

#### 10. Output Quality Problems

Subject	Symptom	RTB#	Cause	Solution	Note
Poor image quality (unspecified)		M077 095	Developer degradation in the Y, M and C development units, caused by the idling operation of these units	Change SP 2- 907-001 to 10 as explained in the RTB.	
Roller marks	Exit roller marks on the trailing edge with paper sizes 415.0mm or larger and 460.4mm or smaller (A3,DLT,SRA3,18-inch)	D434 001f	Finisher_Columbia firmware	Install version 03.140:08 or later.	
Roller marks	Roller marks on paper edges	M077 024	Transport rollers of Buffer Pass Unit are contaminated with toner	Replace parts using replacement kit: M3799901	See the RTB for the procedure and affected units
Roller marks	Roller marks on coated paper	M077 037	Caused by the flange of the paper exit drive roller	Modify the paper exit drive/driven rollers.	See the RTB for part numbers and procedures.
Shock jitter		M077 114	Use NICE Ver.2.0	This RTB contains t Ver.2.0 Instruction I	
Shock jitter		D095 001f	Engine firmware	Install version 1.007:16 or later.	
		D095 007e	System/Copy firmware	Install version 1.05 or later.	
		D095 008c	Web Support firmware	Install version 1.03 or later.	
		M077 001f	Engine firmware	Install version 1.007:16 or later.	
		M077 005c	Web Support firmware	Install version 1.03.1 or later.	
		M077 006f	System firmware	Install version 1.07 or later.	
Banding	Many types are described in the RTB  Not at 314 mm intervals	M077 019g Also	See the RTB for troubleshooting procedures. RM077033: New	Some adjustments effects; see the RTI	
		see M077 099, 107b	flywheel (countermeasure part for banding/jitter) Also see RTB RD095001f for SPs that must be done if flywheel is installed.		
Banding	White or coloured band at the trailing edge	M077 032a	Problem with paper transfer current.	Do the troubleshoot in the RTB.	iing procedure



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Subject	Symptom	RTB#	Cause	Solution	Note	
Banding	8 mm intervals	M077	The plastic around GEA	R:DEVELOPMENT I	ROLLER Z29	
		058a	breaks. Then, the devel		ot rotate	
			uniformly, which creates			
			Temporary countermea DEVELOPMENT SLEE		CIV	
			(M0771297)	VE:JUINT:GEAR:AS	5 Y	
		M077	Permanent Countermea	asure: Replace the		
		067a	GEAR:DEVELOPMENT			
Banding	40mm wide dark bands	M077	In some conditions,	Set the machine so	that the	
	at 314mm intervals	075c,	ozone cannot be	exhaust fans contin	ue to operate	
		107b	removed from the	while the machine p		
			machine fast enough	on. (Ask for custom		
				when applying this		
				sure that filters are	changed at the	
				correct intervals.		
				If this does not work		
				customer approval a external power supp		
				service part: M0772		
Banding		M077	Use NICE Ver.2.0	This RTB contains the NICE		
		114		Ver.2.0 Instruction Manual		
Toner	Occurs for colors where	M077		At the next visit to the	ne customer or	
scattering	toner coverage is low	020a		during installation, p		
	(less than 2%)			SP3701-009 (Max F	Pattern Length)	
				from 10 to 25.	I	
Toner	On the image, on the	M077	The entrance seal for	See the RTB for		
scattering	reverse side of the	047	the belt cleaning unit	how to attach it		
	paper, inside the machine		is not positioned correctly	correctly		
Vertical white	macmile	M077	Guide plates of Buffer	Replace parts	See the RTB	
streaks		024	Pass Unit are	using replacement	for the	
			contaminated with	kit: M3799902	procedure and	
			toner		affected units	
Vertical lines	White or coloured (not at	M077	This RTB contains a tro	ubleshooting procedu	ure for this	
	314 mm intervals)	031c,	symptom. Updated			
		099,				
Martinal III	Couped by a damand	107b	Continuous for allies of		an and the c	
Vertical lines	Caused by a damaged	M077	Continuous feeding of a			
	fusing belt	042a	paper edges to damage line on the output image			
			size.	= wilen changing to a	iaiyei papei	
				nodified to enable apr	olication of	
			The system has been modified to enable application of multiple fusing units per mainframe and independent PM			
			counter management for		F - 1	
Vertical lines	Caused by excess	M077	Install a modified brush		ng unit (see the	
	lubricant on the drum	068	RTB for P/N and notes on installation)			
Scratches	Scratches in the paper	M077	Use the test charts in th	nis RTB to find the co	mponent that is	
	feed direction	028a	causing the problem.			



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Subject	Symptom	RTB#	Cause	Solution	Note
Scratches		M077 098, 077b, 032a	Change in the charge applied to the toner affects development capacity and transferability.	Replace with fresh t Optimize the paper advanced settings in Library	settings with
			Toner transfer conditions for LE and TE are set incorrectly.		
Scratches	At 314 mm intervals	M077 099	Scratches on the drum		
			Replace with a new dru drum before installing.	m. Make sure to lubri	cate the new
Scratches	Scratched images on thick paper	M077 057b	Drum scratches can als A narrow PG could be of drum knob. Refer to the knob fastening procedur RM077107b  Check that the drum is preceded to the Remove the toner adhered development roller: RGDO #208 "Execute Toner Settings for Skilled Open NOTE: The developer Development to the DG (doctor gap) is clogged toner with a pien Toner Refreshing" agains The guide plate and ITE modification can cause another modification was See the RTB for details	caused by an incomplet following RTB for the re: RG178128d (page properly installed: RG red to the surface of 178128d, RM077107 for Refreshing" in the Arators Menu. DOES NOT have to be a clogged with toner, the rece of paper, then do not be cover were modified poor transfer at the less prepared.	etely fastened e proper drum es 5-9), 178128d (p 4) the b Adjustment e replaced. remove the #208 "Execute I. However, this eading edge, so
			modified parts. Be caref the correct set to use all number. Also see the table '3. Im for each of the guide pla	ful not to use the wrongs of depends on the mage quality problem to take types' on page 4 co	ng sets of parts; achine serial occurrence rate of the RTB.
Reduced image density	At the trailing edge	M077 032	Problem with paper transfer current.	Do the troubleshoot in the RTB.	ing procedure
Reduced image density		M077 079	Toner supply is obstructed by toner clumps	Check for toner clur supply path between hopper and the deve and remove with a v	n the sub- elopment unit,
Image too dark	If Composite Overprint is enabled	M391 262	Install patch for EFI con for Aries-P1.5/C1.5 EFI	troller System Softwa (E-41).	are Version 1.0
		M392 142	Install patch for EFI con for Aries-P1.5/C1.5 EFI	(E-81).	
Dirty background		M077 047	The entrance seal for the belt cleaning unit is not positioned correctly	See the RTB for how correctly	w to attach it



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Subject	Symptom	RTB#	Cause	Solution	Note
Dirty	, ,	M077	Low toner fluidity	Replace with new to	ner.
background		099,	disables the TD	Remove toner clump	
Daonground		072d,	sensor; detected		.0
		098,	density is too high		
		107b	density is too night		
Incorrect color	CMYK values of spot	M401	Install patch for EFI con	trallar C 91 System S	oftware version
IIICOITECI COIOI	colors	008	1.0	lioner G-or System S	oliware version
	COIOIS			tuallan C 01 Cuatana C	oftenous marsis is
		M401	Install patch for EFI con	troller G-81 System S	onware version
		009	1.1		
		M401	Install new version (Ver		ntroller C-81
		016	(with system software V		
Incorrect color	Part of the image	M391	Install patch for EFI con	troller System Softwai	re Version 1.0
	replaced with grey	049	for Aries-P1.5/C1.5 EFI	(E-41).	
Incorrect color	If Full (Source GCR) is	M391	Install patch for EFI con	troller System Softwai	re Version 1.0
	selected for the CMYK	238	for Aries-P1.5/C1.5 EFI	(E-41).	
	process option and	M391	Install patch for EFI con		re Version 1.1
	Grayscale is specified	248	for Aries-P1.5/C1.5 EFI		
	with APPE enabled,	M391	Install patch for EFI con		re Version 1.0
	Grayscale is not	256	for Aries-P1.5/C1.5 EFI		C VC151011 1.0
	honored.	M391	Install patch for EFI con		ro Vorcion 1.1
	nonorea.	258	for Aries-P1.5/C1.5 EFI	(E 11\/CUNI\	e version i.i
					Varaian 1 0
		M392	Install patch for EFI con		e version 1.0
		123	for Aries-P1.5/C1.5 QX		
		M392	Install patch for EFI con		re Version 1.1
		133	for Aries-P1.5/C1.5 (E-8		
		M436	Install patch for System	Software Version 1.0	for Aries-
		034	P1.5/C1.5 EFI (E-42).		
		M437	Install patch for System	Software Version 1.0	for Aries-
		037	P1.5/C1.5 EFI (E-82).		
Incorrect color	Color Tab -> Basic	M391	Install patch for EFI con	troller System Softwai	re Version 1.0
	settings	253	for Aries-P1.5/C1.5 EFI	(E-41).	
	Set Bypass Conversion:	M392	Install patch for EFI con	troller System Softwai	re Version 1.0
	CMYK/Grayscale	139	for Aries-P1.5/C1.5 QX	(E-81).	
	Set Composite overprint:				
	ON				
Incorrect color	Image loss and change	M436	Install patch for System	Software Version 1.0	for Aries-
	in text color if RIPped	040	P1.5/C1.5 EFI (E-42).		
	with APPE enabled.	M437	Install patch for System	Software Version 1.0	for Aries-
		044	P1.5/C1.5 EFI (E-82).		
			,		



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Cubicat	Cympton	DTD #	Corres	Colution	Note
Subject	Symptom Crap marks are printed	RTB#	Cause	Solution	Note
Incorrect color	Crop marks are printed	M391 264	Install patch for EFI con		ire version 1.1
	in the wrong color		for Aries-P1.5/C1.5 EFI		
		M391	Install patch for EFI con		re version 1.0
		265	for Aries-P1.5/C1.5 EFI		wa Marajara 1 O
		M391	Install patch for EFI con		re version 1.0
		266	for Aries-P1.5/C1.5 EFI		wa Marajara 1 1
		M391	Install patch for EFI con		re version 1.1
		270	for Aries-P1.5/C1.5 EFI		
		M392	Install patch for EFI con		re version 1.1
		144	for Aries-P1.5/C1.5 QX		\/
		M392	Install patch for EFI con		re version 1.0
		145	for Aries-P1.5/C1.5 QX		f - A d
		M436	Install patch for System	Software version 1.0	for Aries-
		043	P1.5/C1.5 EFI (E-42).	0 (1 )/ 1 10	
		M437	Install patch for System	Software Version 1.0	for Aries-
	O ord	048	P1.5/C1.5 EFI (E-82).		
Image rotation	On 3 <sup>rd</sup> page of a job	M391	Install patch for EFI con		re Version 1.0
error		002	for Aries-P1.5/C1.5 EFI		
		M392	Install patch for EFI con		re Version 1.0
	100	001	for Aries-P1.5/C1.5 EFI		
Image rotation	When a Landscape job	M391	Install patch for EFI con		re Version 1.0
error	is printed with SEF	004	for Aries-P1.5/C1.5 EFI		
	paper	M392	Install patch for EFI con		re Version 1.0
		002	for Aries-P1.5/C1.5 EFI		
Image rotation	When Quick Doc Merge,	M391	Install patch for EFI con		re Version 1.0
error	Paper Catalog, and	093	for Aries-P1.5/C1.5 EFI	(E-41)(CHN).	
	Impose are used in				
	combination.	14004			
Image rotation	The first page of a small	M391	Install patch for EFI con		re Version 1.0
error	size job is rotated by 90	143	for Aries-P1.5/C1.5 EFI		
	degrees.	M392	Install patch for EFI con		re Version 1.0
		080	for Aries-P1.5/C1.5 QX		
Image rotation	Rotated by 180 degrees	M436	Install PLP (Post Launc		m Software
error		001	Version 1.0 for Aries-P1		
		M437	Install PLP (Post Launc		m Software
	D	001	Version 1.0 for Aries-P1		
-	Rotated by 90 degrees	M391	Install patch for EFI con		re version 1.0
error	Diam'r.	177	for Aries-P1.5/C1.5 EFI		( A
Image rotation	Printing on custom size	M436	Install patch for System	Software Version 1.0	tor Aries-
error	tab sheet is rotated 180	037	P1.5/C1.5 EFI (E-42).	Ooffman Wester 4.0	fan Ania -
	degrees when APPE is	M437	Install patch for System	Software Version 1.0	tor Aries-
1	enabled.	041	P1.5/C1.5 EFI (E-82).	1	
Image rotation	180-degree rotation is	M391	Install patch for EFI con	-	re version 1.0
error	not honored	260	for Aries-P1.5/C1.5 EFI		
		M392	Install patch for EFI con		re Version 1.0
<b>VA</b> (1)		140	for Aries-P1.5/C1.5 EFI		
White lines or		M391	Install patch for EFI con		re Version 1.0
boxes		011	for Aries-P1.5/C1.5 EFI		.,
		M392	Install patch for EFI con		re Version 1.0
		007	for Aries-P1.5/C1.5 EFI	(E-81).	



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O 1 1 1		DT- "		0.1	
Subject	Symptom	RTB#	Cause	Solution	Note
White lines or	An extra white line in a	M391	Install patch for EFI con		re Version 1.0
boxes	raster image	024	for Aries-P1.5/C1.5 EFI		
		M391	Install patch for EFI con		re Version 1.0
		095	for Aries-P1.5/C1.5 EFI		
		M392	Install patch for EFI con		re Version 1.0
		018	for Aries-P1.5/C1.5 EFI		
White lines or	White lines when APPE	M391	Install patch for EFI con		re Version 1.0
boxes	is used	046	for Aries-P1.5/C1.5 EFI		
		M391	Install patch for EFI con		re Version 1.0
		074	for Aries-P1.5/C1.5 EFI	(E-41)(CHN).	
		M392	Install patch for EFI con	troller System Softwa	re Version 1.0
		040	for Aries-P1.5/C1.5 EFI		
White lines or	White line caused by	M077	Incorrect insertion of the	e dust shield glass.	
boxes	blocked laser beam path	105	Temporary solution: Cu	t the peeled off portion	n of the guide
			seal, then insert the shi	eld glass.	
			Permanent solution: Ins	tall new brackets.	
Black boxes	If the job is imposed and	M436	Install patch for System	Software Version 1.0	for Aries-
	APPE is turned on	031	P1.5/C1.5 EFI (E-42).		
		M437	Install patch for System	Software Version 1.0	for Aries-
		032	P1.5/C1.5 EFI (E-82).		
Incorrect	200 Dot plus Fine text at	M391	Install patch for EFI con	troller System Softwa	re Version 1.0
screening	600DPI.	017	for Aries-P1.5/C1.5 EFI		
Ü		M392	Install patch for EFI con		re Version 1.0
		011	for Aries-P1.5/C1.5 EFI		
Scaling	Scaling not applied	M391	Install patch for EFI con		re Version 1.0
		020	for Aries-P1.5/C1.5 EFI		
		M391	Install patch for EFI con		re Version 1.0
		080	for Aries-P1.5/C1.5 EFI		
		M392	Install patch for EFI con		re Version 1.0
		014	for Aries-P1.5/C1.5 EFI		
Scaling	A4 size data reduced to	M391	Install patch for EFI con		re Version 1.0
ocag	fifty percent when	197	for Aries-P1.5/C1.5 EFI		
	printed from CorelDraw	M391	Install patch for EFI con		re Version 1.1
	printed from Gorold an	254	for Aries-P1.5/C1.5 EFI		10 101011 1.1
		M392	Install patch for EFI con		re Version 1 0
		104	for Aries-P1.5/C1.5 QX		10 101011 1.0
		M392	Install patch for EFI con		re Version 1.1
		136	for Aries-P1.5/C1.5 (E-8		• 0/3/0// 1.1
Images	When Cache PDF and	M391	Install patch for EFI con		re Version 1 0
missing	PS objects is ON	023	for Aries-P1.5/C1.5 EFI		10 101011 1.0
ioonig	. 5 55,556 13 514	M392	Install patch for EFI con		re Version 1 N
		017	for Aries-P1.5/C1.5 EFI		10 101011 1.0
Images	PDF	M391	Install patch for EFI con		re Version 1 0
-		030	for Aries-P1.5/C1.5 EFI		16 VEISIUII I.U
missing		M392			ro Vorsion 1 0
			Install patch for EFI con		ie version i.u
Images	BDE	024	for Aries-P1.5/C1.5 EFI		ro Vorsia: 4 0
Images	PDF	M391	Install patch for EFI con		re version 1.0
missing	Adaha DDE Dulat Essi	102	for Aries-P1.5/C1.5 EFI		wa \/am=!== 4 C
Linear pattern	Adobe PDF Print Engine	M391	Install patch for EFI con		re version 1.0
on image	Preferred set to On.	050	for Aries-P1.5/C1.5 EFI	( <b>Ľ-4</b> 1).	



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Subject	Symptom	RTB#	Cause	Solution	Note
Linear pattern	Lines drawn on photos	M391	Install patch for EFI cor	troller System Softwa	are Version 1.0
on image	even if APPE is on.	082	for Aries-P1.5/C1.5 EFI	(E-41)(CHN).	
		M391	Install patch for EFI cor	troller System Softwa	are Version 1.0
		094	for Aries-P1.5/C1.5 EFI		
		M392	Install patch for EFI cor	troller System Softwa	are Version 1.0
		058	for Aries-P1.5/C1.5 EFI	(E-81).	
Linear pattern	When printing a PDF	M391	Install patch for EFI cor	troller System Softwa	are Version 1.0
on image		205	for Aries-P1.5/C1.5 EFI		
		M392	Install patch for EFI cor	troller System Softwa	are Version 1.0
		111	for Aries-P1.5/C1.5 QX		
Print position		M391	Install patch for EFI cor	troller System Softwa	are Version 1.0
slipped		065	for Aries-P1.5/C1.5 EFI		
		M391	Install patch for EFI cor	troller System Softwa	are Version 1.0
		076	for Aries-P1.5/C1.5 EFI	(E-41)(CHN).	
		M392	Install patch for EFI cor	troller System Softwa	are Version 1.0
		052	for Aries-P1.5/C1.5 EFI		
		M436	Install PLP (Post Launc		m Software
		001	Version 1.0 for Aries-P		
		M437	Install PLP (Post Launc	hing Patch) for Syste	m Software
		001	Version 1.0 for Aries-P		
Print position	Images of both sides are	M391	Install patch for EFI cor	troller System Softwa	are Version 1.0
slipped	shifted instead of just	206	for Aries-P1.5/C1.5 EFI		
	shifting only images of	M392	Install patch for EFI cor	troller System Softwa	are Version 1.0
	the front side	112	for Aries-P1.5/C1.5 QX		
Incorrect	The position of an image	M391	Install patch for EFI cor	troller System Softwa	are Version 1.0
image position	moves down when an	157	for Aries-P1.5/C1.5 EFI	(E-41)	
	Impose job is processed.	M391	Install patch for EFI cor	troller System Softwa	are Version 1.0
		188	for Aries-P1.5/C1.5 EFI	(E-41)(CHN).	
		M392	Install patch for EFI cor		are Version 1.0
		093	for Aries-P1.5/C1.5 QX		
		M436	Install patch for System	Software Version 1.0	) for Aries-
		003	P1.5/C1.5 EFI (E-42).		
		M437	Install patch for System	Software Version 1.0	) for Aries-
		003	P1.5/C1.5 EFI (E-82).		
Incorrect	Image Shift was set for	M391	Install patch for EFI cor		are Version 1.0
image position	only one side but was	235	for Aries-P1.5/C1.5 EFI		
	applied to both sides.	M391	Install patch for EFI cor		are Version 1.0
		263	for Aries-P1.5/C1.5 EFI		
		M392	Install patch for EFI cor		are Version 1.1
		143	for Aries-P1.5/C1.5 EFI		
Incorrect	With PDF jobs, image	M391	Install patch for EFI cor		are Version 1.0
image position	within a page is divided	278	for Aries-P1.5/C1.5 EFI		
	and misplaced	M392	Install patch for EFI cor		are Version 1.1
		153	for Aries-P1.5/C1.5 EFI		
Color	RGB Images Printing as	M392	Install patch for EFI cor		are Version 1.0
processing	Black and White with	113	for Aries-P1.5/C1.5 EFI	(೬-81).	
incorrect	APPE ON.				
Color	RGB data goes through	M391	Install patch for EFI cor		are Version 1.0
processing the CMYK workflow one of the CMYK workflow incorrect when Composite of the CMYK workflow when Composite of the CMYK workflow one of the					
incorrect	when Composite	M391			are Version 1.0
	Overprint is enabled.	121	for Aries-P1.5/C1.5 EFI		
		M392	Install patch for EFI cor		are Version 1.0
		053	for Aries-P1.5/C1.5 EFI	( <b>L-81</b> ).	



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			<u>'</u>		
Subject	Symptom	RTB#	Cause	Solution	Note
Color	One part is printed by	M391	Install patch for EFI con		are Version 1.0
processing	color though it is	119	for Aries-P1.5/C1.5 EFI	(E-41)(CHN).	
incorrect	separation data			•	
Color	CPSI printing of 0	M391	Install patch for EFI con	troller System Softwa	are Version 1.0
processing	percent spot color	138	for Aries-P1.5/C1.5 EFI	-	
incorrect	<u>'</u>	M392	Install patch for EFI con		are Version 1.0
		076	for Aries-P1.5/C1.5 QX		
Color	Color adjustment in	M391	Install patch for EFI con		are Version 1.0
processing	Image Viewer is not	152	for Aries-P1.5/C1.5 EFI		aro (0.0.0
incorrect	reflected	M391	Install patch for EFI con		are Version 1.0
	10.100100	183	for Aries-P1.5/C1.5 EFI		aro voroion 1.0
		M392	Install patch for EFI con		are Version 1.0
		089	for Aries-P1.5/C1.5 QX		ale version 1.0
		M436			) for Arios
		004	Install patch for System	Sullware version 1.0	J IOI AIIES-
			P1.5/C1.5 EFI (E-42).	Coffware Varaina 4	) for Arica
		M437	Install patch for System	Software version 1.0	J IOF Affes-
Calar	Chan not mainted	004	P1.5/C1.5 EFI (E-82).	tuallan Oustana Oati	Vanais - 4 C
Color	Cyan not printed	M391	Install patch for EFI con		are version 1.0
processing		154	for Aries-P1.5/C1.5 EFI		-u- Mauali - 4 0
incorrect		M391	Install patch for EFI con		are version 1.0
	1 1 1	185	for Aries-P1.5/C1.5 EFI		
Color .	When using Impose, an	M391	Install patch for EFI con		are Version 1.0
processing	incorrect blue object	155	for Aries-P1.5/C1.5 EFI		.,
incorrect	appears	M392	Install patch for EFI con		are Version 1.0
		091	for Aries-P1.5/C1.5 QX		
Color	RGB image is printed in	M391	Install patch for EFI con		are Version 1.0
processing	black and white	207	for Aries-P1.5/C1.5 EFI		
incorrect		M391	Install patch for EFI con		are Version 1.0
		228	for Aries-P1.5/C1.5 EFI	(E-41).	
		M392	Install patch for EFI con		are Version 1.0
		118	for Aries-P1.5/C1.5 QX		
Color	Spot colors are not	M436	Install patch for System	Software Version 1.0	0 for Aries-
processing	honored for imposed	024	P1.5/C1.5 EFI (E-42).		
incorrect	jobs	M437	Install patch for System	Software Version 1.0	0 for Aries-
		024	P1.5/C1.5 EFI (E-82).		
Color	Spot colors are not	M436	Install patch for System	Software Version 1.0	0 for Aries-
processing	honored for glossy	025	P1.5/C1.5 EFI (E-42).		
incorrect	output profile	M437	Install patch for System	Software Version 1.0	0 for Aries-
		025	P1.5/C1.5 EFI (E-82).		
Color	Incorrect color shift and	M437	Install patch for System	Software Version 1.0	0 for Aries-
processing	stepping in gradient	023	P1.5/C1.5 EFI (E-82).		
incorrect					
Color	A b/w job is printed in	M391	Install patch for EFI con		are Version 1.0
processing	CMYK, if RIPped with	234	for Aries-P1.5/C1.5 EFI	(E-41) (CHN).	
incorrect	APPE enabled.				
Background	Grey background in	M391	Install patch for EFI con	troller System Softwa	are Version 1.0
not printed	some rows of an Excel	086	for Aries-P1.5/C1.5 EFI		
·	file	M391	Install patch for EFI con		are Version 1.0
		191	for Aries-P1.5/C1.5 EFI		
				, ,	
	1	1	I	I.	L



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Subject	Symptom	RTB#	Cause	Solution	Note
Mottled image		M077	Uneven paper	Follow the flow	There may be
		077b	surface, degraded	chart in the RTB.	side effects
			toner		(see the RTB);
		Also			consult the
		see			customer
		M077			concerning
		095,			output quality
		098,			
Fuzzy lines		107b M077	Insufficient augusts of	Install modified	M0772004 (\/)
Fuzzy lines		078	Insufficient supply of toner/developer	development units	M0773294 (Y) M0773295 (M)
		070	mixture to the drum	development units	M0773295 (M) M0773296 (C)
			surface		M0773297 (K)
Toner offset	Toner on the fusing exit	M077	This is more likely to	Clean the fusing	See the RTB
	guide assembly and/or	081	occur when fusing	exit guide	for the
	de-curl unit is offset to		temperature is low.	assembly and/or	cleaning
	the printed paper.		·	de-curl unit	procedure.
Toner offset	On the edges of paper	M077	Disassemble the decurl	er unit and clean	
	(more noticeable when	097	the rollers inside.		
	printouts are stacked),		If the problem persists,		
	as a result of a dirty		discharge brushes in the	e decurler unit.	
01 "	paper exit unit.	14077	0 11		
Glossy lines		M077	Caused by new	Change machine	
		089,	stripper plate (M077	settings as shown	
Classylines	One glessy line in the	107b M379	4445) Caused by the buffer	in the RTB. Replace the parts	
Glossy lines	One glossy line in the paper feed direction at	003	pass unit; this only	listed in the RTB.	
	50.5mm from the center	000	occurs on the Aries,	iisted iii tiie i t i b.	
	of the paper towards the		not on the AG-C1/P1		
	front (operator side) on				
	sides 1 and 2 of the				
	paper.				
Glossy lines	Vertical lines	M077	Belt scratches	Use the polisher	
		092a,		as explained in	
		107b		the RTB.	
Glossy streaks	Along the paper feed	M077	Paper is pulled at both	Work through the tr	
	direction between	111	ends between the	procedure in the RT	В.
	100mm from the leading		switchback unit and		
	edge and 80mm from the trailing at an interval		fusing unit and is scratched by the		
	which corresponds to		stripper plate.		
	the fusing stripper plate.		omppor plato.		
Glossy streaks	Along the paper feed	M077	Paper is deflected	Work through the tr	oubleshootina
,,	direction between 80mm	111	when passed from the	procedure in the RT	
	from the leading and		fusing unit to the	•	
	trailing edges (streaks at		switchback unit and		
	random, and four long		contacts the upper		
	streaks)		exit guide plate		
	l .	I	l .		



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Subject	Symptom	RTB#	Cause	Solution Note
Glossy streaks	Along the paper feed	M077	Paper is deflected	Work through the troubleshooting
	direction between	111	when passed from the	procedure in the RTB.
	200mm from the leading		fusing unit to the	
	edge and 80mm from		switchback unit and	
	the trailing edge at an		contacts the cooling	
	interval which		belt entrance guide	
	corresponds to the ribs		plate and upper exit	
	on the cooling belt		guide plate at 2	
	entrance plate.		locations	
Uneven		M077	Change in the charge	Replace with fresh toner.
density		098,	applied to the toner	
		077b,	affects development	User adjustment #0220
		107b	capacity and	Adjust Density
			transferability.	Difference Across Feed Direction
Uneven	When running the	M077	Corona products	
density	When running the machine in a low	099	penetrate the drum	Keep the exhaust fans running continuously (see the RTB for the
density	temperature and low	099	surface layer and	user tool and SP settings to use).
	humidity environment.		change the charge	user tool and or settings to use).
	Harmany Chvironinicht.		characteristics.	
Uneven	At random	M077	Change in the charge	Enable ACS to prevent idling of
density	/ a random	099,	applied to the toner	CMY units.
		095,	affects development	Increase the amount of toner
		077b	capacity and	exhausted in the toner refresh
			transferability.	mode.
Uneven		M077	Use NICE Ver.2.0	This RTB contains the NICE
density		114		Ver.2.0 Instruction Manual
Gradation	Low-resolution	M391	Install patch for EFI con	troller System Software Version 1.0
	gradations are not	145	for Aries-P1.5/C1.5 EFI	(E-41)
	correct.	M392		troller System Software Version 1.0
		082	for Aries-P1.5/C1.5 QX	
Gradation	Gradient appears	M436		Software Version 1.0 for Aries-
	incorrect, if printed with	023	P1.5/C1.5 EFI (E-42).	
	APPE ON.			
Black and	PCL file	M436		Software Version 1.0 for Aries-
white reversed	O	008	P1.5/C1.5 EFI (E-42).	Handa In a la complete (the complete to
Shadow effect	Occurs as a result of the	M077		ttern to a lower value (the resolution
	copy process; more	103	will be lower if you do th	iis)
	likely with black		Or Madify the development	t gamma (mottling may occur if you
			do this)	t gamma (motting may occur ii you
Lines not	Ruled line on the left of	M391		troller System Software Version 1.0
printed	the back side	201	for Aries-P1.5/C1.5 EFI	
correctly	THE BUCK SIDE	M392		troller System Software Version 1.0
23		107	for Aries-P1.5/C1.5 QX	
Lines not	Ruled lines printed	M391	Install patch for EFI con	troller System Software Version 1.1
printed	incorrectly on imposed	241	for Aries-P1.5/C1.5 EFI	
correctly	jobs.	M392		troller System Software Version 1.1
	-	126	for Aries-P1.5/C1.5 (E-8	
				<i>'</i>



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Subject	Symptom	RTB#	l .	Solution Note
Blurred image	Unclear and fuzzy when	M077	Corona products cause the	Do #203 "Execute
	running the machine in a	099	lubricant powder to	Photoconductor Refreshing"
	high temperature and		decompose and ionize,	of the Adjustment Settings
	high humidity		which combines with	for Skilled Operators to
	operational environment.		moisture. In this condition,	remove the affected lubricant
			drum surface resistivity is	powder.
District and a track		14077	reduced	Devile a suith resultance
Dirty printout		M077	Low toner fluidity causes the	Replace with new toner.
		099,	following:	Remove toner clumps
		072d,	Toner scattering around the development unit	
		098, 107b	Degradation of waste toner	
		1076	collection in the ITB unit	
Blank pages	Black and white pages	M391	Install patch for EFI controller	System Software Version 1.0
Dialik pages	during PDF printing	202	for Aries-P1.5/C1.5 EFI(E-41)	
	during i Di printing	M391	Install patch for EFI controller	
		242	for Aries-P1.5/C1.5 EFI(E-41)	
		M392	Install patch for EFI controller	
		108	for Aries-P1.5/C1.5 QX1.0 (E-	
		M392	Install patch for EFI controller	
		127	for Aries-P1.5/C1.5 QX (E-81)	
Blank pages	PDF printing, if	M391	Install patch for EFI controller	
Diarik pages	"Reversal" or "Reversal	273	for Aries-P1.5/C1.5 EFI(E-41)	
	Alternative" is selected	M392	Install patch for EFI controller	
	Alternative is selected	149	for Aries-P1.5/C1.5 QX (E-81)	
Blank pages	Blank back cover pages	M437	Install patch for System Softw	
Diank pages	inserted, if the job	043	P1.5/C1.5 EFI (E-82).	are version 1.0 for Aries-
	contains a back cover	040	11.0/01.0 211 (2 02).	
	and APPE is enabled			
Color	In the Main and/or Sub	M077	Laser beam is not sent to the	Adjust the laser emitting
misalignment	scan direction even after	109	correct position on the drum	position for each color (see
gg	executing MUSIC		due to changes in	the RTB for a procedure)
			component size caused by	рине и при при при при при при при при при п
			changes in temperature and	
			humidity	
Ripping error	A job is ripped differently	M391	Install patch for EFI controller	System Software Version 1.0
	depending on whether	225	for Aries-P1.5/C1.5 EFI(E-41)	
	APPE is ON or OFF.	M392	Install patch for EFI controller	
		115	for Aries-P1.5/C1.5 EFI(E-81)	•
Ripping error	While processing some	M436	Install patch for System Softw	are Version 1.0 for Aries-
	web pages	030	P1.5/C1.5 EFI (E-42).	
		M437	Install patch for System Softw	are Version 1.0 for Aries-
		031	P1.5/C1.5 EFI (E-82).	
Ripping error	While printing a PS file	M391	Install patch for EFI controller	
	to the direct queue.	230	for Aries-P1.5/C1.5 EFI(E-41)	
		M391	Install patch for EFI controller	
		247	for Aries-P1.5/C1.5 EFI(E-41)	
		M392	Install patch for EFI controller	
		120	for Aries-P1.5/C1.5 QX1.0(E-8	
		M392	Install patch for EFI controller	System Software Version 1.1
		132	for Aries-P1.5/C1.5 (E-81).	
	]			



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Cubicat	Cumatan	DTD #	Course	Colustion	Nata		
Subject	Symptom	RTB#	Cause	Solution	Note		
Ripping error	PDF RIP error when RIPping data with APPE	M391 231	Install patch for EFI controller System Software Ve for Aries-P1.5/C1.5 EFI(E-41).				
	ON.	M391	Install patch for EFI con		are Version 1.0		
		237	for Aries-P1.5/C1.5 EFI(	(E-41)(CHN).			
		M391	Install patch for EFI con	troller System Softwa	are Version 1.1		
		246	for Aries-P1.5/C1.5 EFI(	(E-41).			
		M392	Install patch for EFI con	troller System Softwa	are Version 1.0		
		121	for Aries-P1.5/C1.5 QX1				
		M392	Install patch for EFI con		are Version 1.1		
		131	for Aries-P1.5/C1.5 (E-8				
Ripping error	Ripping not finished	M437	Install patch for System	Software Version 1.0	0 for Aries-		
	when processing 20 PS	038	P1.5/C1.5 EFI (E-82).				
	files						
Ripping error	Image corrupted when	M391	Install patch for EFI con		are Version 1.1		
	ripping with APPE	276	for Aries-P1.5/C1.5 EFI				
	enabled	M392	Install patch for EFI con		are Version 1.1		
		151	for Aries-P1.5/C1.5 EFI	(E-81).			
Front and back		M077	Use NICE Ver.2.0		ntains the NICE		
registration		114		Ver.2.0 Instru	uction Manual		
misalignment	District DDE Class 10b	14004	Leadell and the Confession	1 II O I O II	\/		
Unwanted	Printing PDF files with	M391	Install patch for EFI con		are version 1.0		
lines	Composite Overprint enabled and Text/	233	for Aries-P1.5/C1.5 EFI(	(E-41) (CHN).			
	Graphics Quality set to						
	Best.						
Unwanted	When printing PDF files	M391	Install patch for EFI con	troller System Softwa	are Version 1.1		
lines	When printing 1 br mes	243	for Aries-P1.5/C1.5 EFI		210 101011 1.1		
		M392	Install patch for EFI con	troller System Softwa	are Version 1.1		
		128	for Aries-P1.5/C1.5 (E-8		210 10101011 1.1		
Unwanted	When printing with 2	M391	Install patch for EFI con		are Version 1.0		
lines	color print mapping	251	for Aries-P1.5/C1.5 EFI(		210 10101011 110		
	l com prime mapping	M392	Install patch for EFI con	troller System Softwa	are Version 1.0		
		137	for Aries-P1.5/C1.5 (E-8				
Image printed	Color jobs, and jobs in	M436	Install patch for System	Software Version 1.0	o for Aries-		
in greyscale	the Document Server	056	P1.5/C1.5 EFI (E-42).				
· ·		M437	Install patch for System	Software Version 1.0	0 for Aries-		
		061	P1.5/C1.5 EFI (E-82).				
Image divided	Processing and holding	M436	Install patch for System	Software Version 1.0	) for Aries-		
and mixed up	a PDF file with APPE	057	P1.5/C1.5 EFI (E-42).				
·	disabled	M437	Install patch for System	Software Version 1.0	ofor Aries-		
		062	P1.5/C1.5 EFI (E-82).				



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Model: Aries-C1.5/P1.5 Date: 31-Dec-10 No.: RD095000s

### 11. Mechanical/Electrical

Subject	Symptom	RTB#	Cause	Solution	Note
Fusing	Near-end not	M077	System firmware	Will be updated: TBA	
cleaning web	detected	029			
Toner leakage	Waste toner clogged during output checks (Toner Fill, Init TD Sensor)	M077 030a	Toner clogging disabled the toner collection coil.	Do the following output checks at the same time as Toner Fill or Init ID Sensor: Waste Toner Transport Motor 1	Firmware will be modified to prevent this problem.
				(SP5804-152) Waste Toner Transport Motor 2 (SP5804-153)	
PCDU slide rail	Falls off when setting the C, M, and Y development units.	M077 049	Defective mold in the factory	Install the new slide rails (M0779901, SLIDE RAIL:DEVELOPMENT UNIT, 3 pcs required per machine)	See the RTB for more details, and the installation procedure.
Fusing unit handle	Pins welded to the handle have become loose	M077 061	Insufficient welding	Install the modified handle (M0779902)	
Broken sub- hopper shaft		M077 079	Toner supply is obstructed by toner clumps	Check for toner clumps supply path between the and the development un with a vacuum cleaner.	sub-hopper
Toner scattering		M077 072d Also see RTB 077b, 098, 099, 107b	Continuous printing of low coverage images degrades the developer and prevents complete developer removal	To prevent this problem procedures in this RTB is the standard developer operation. The procedures were making significantly in RM07707	n addition to removal odified '2d.
Toner scattering	Occurs for colors where toner coverage is low (less than 2%)	M077 020a		At the next visit to the cuduring installation, pleas SP3701-009 (Max Patte from 10 to 25.	e change
Toner scattering	On the image, on the reverse side of the paper, inside the machine	M077 047	The entrance seal for the belt cleaning unit is not positioned correctly	See the RTB for how to correctly	
Development motor lock		M077 072d	Continuous printing of low coverage images degrades the developer and prevents complete developer removal	To prevent this problem procedures in this RTB is the standard developer operation. The procedures were misignificantly in RM07707	n addition to removal odified



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Subject	Symptom	RTB#	Cause	Solution	Note
Toner blockage	In the drum cleaning unit	M077 102	Toner clogged between the brush roller and toner collection coil	Replace the old drum cleaning unit (M0773601) with the new unit (M0773602)	
Damaged stripper plate		M077 089, 107b	Paper jams	Install the new type of pr	ressure plate.
Noise	Punch unit	D449 002		Install a ferrite core as s	hown.
Error LEDs	The red LED to notify "Out of cover paper" lights at the wrong time	M391 275 M392 150	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI(E-41).  Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-81).		



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Model: Aries-C1.5/P1.5 Date: 31-Dec-10 No.: RD095000s

### 12. Others

Subject	Symptom	RTB#	Cause	Solution	Note
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 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.	
Job does not start	When two jobs are run using the Columbia finisher; first to the shift tray and second to the staple tray; 'Printing' remains on the operation panel	D434 001f	Finisher_Columbia firmware	Install version 03.140:08 or later.	
Machine is slow	When saddle- stitching SRA3 on the Booklet Finisher	D095 001b M077	Engine firmware Engine firmware	Install version 1.003:16 or later. Install version	
	(SR5020)	001b	Lingine illiniware	1.003:16 or later.	
Machine is slow	If Windows Authentication is enabled, printing a	D095 004a M077	Network Support firmware Network Support	Install version 7.11 or later. Install version 7.11 or	
	large number of copies of a job takes a long time	004a	firmware	later.	
Machine is slow	It takes a long time to process a job when Paper Catalog is set.	M391 044 M392 038	for Aries-P1.5/C1.5 EF	ntroller System Software	
Machine is slow	When printing the calibration page	M391 099	Install patch for EFI co for Aries-P1.5/C1.5 EF	ntroller System Software FI(E-41).	
Machine is slow	Printing with the Paper Catalog	M391 110	for Aries-P1.5/C1.5 EF		
Machine is slow	Printing with the Perfect Binder	M391 137	for Aries-P1.5/C1.5 EF		
		M391 168 M392	for Aries-P1.5/C1.5 EF		
		075	for Aries-P1.5/C1.5 Q	ntroller System Software (1.0(E-81).	version 1.0



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Subject	Symptom	RTB#	Cause	Solution	Note	
Machine is	RIP is slow	M391	Install patch for EFI co	ntroller System Software	Version 1.0	
slow		155	for Aries-P1.5/C1.5 EFI(E-41).  Install patch for EFI controller System Software Versio			
		M392				
		091				
		M436		n Software Version 1.0 fo	or Aries-	
		005	P1.5/C1.5 EFI (E-42).			
		M437	Install patch for System Software Version 1.0 for Aries-			
		005	P1.5/C1.5 EFI (E-82).			
Machine is	Job processing is	M391	Install patch for EFI controller System Software Version 1.0			
slow	slow with APPE	187	for Aries-P1.5/C1.5 EFI(E-41)(CHN).			
Machine is	When continuously	M437		n Software Version 1.0 fo	or Aries-	
slow	printing multiple jobs	017	P1.5/C1.5 EFI (E-82).			
Machine is	When perfect binding	M391	Install patch for EFI co	ntroller System Software	Version 1.1	
slow	jobs are run	275	for Aries-P1.5/C1.5 EFI(E-41).			
	continuously	M392		ntroller System Software	Version 1.1	
		150	for Aries-P1.5/C1.5 EFI (E-81).			
Machine stalls	When saddle-	D095	Engine firmware	Install version		
	stitching in duplex on	001b		1.003:16 or later.		
	the Plockmatic	M077	Engine firmware	Install version		
		001b		1.003:16 or later.		
Machine stalls	If SC 621 occurs	M391	Install patch for EFI controller System Software Version 1.0			
		014	for Aries-P1.5/C1.5 EF			
		M392	Install patch for EFI controller System Software Version 1.0			
		800	for Aries-P1.5/C1.5 EF			
Machine stalls	When running a large	D095	System/Copy	Install version 2.02 or		
	volume copy job	007h	firmware	later.		
Machine stalls	If User Authentication	M344	VM card firmware	Install version 4.17-		
	settings are changed	001d		01 or later.		
	many times					
Machine	Cannot warm-up and	D095	Engine firmware	Install version		
cannot recover	recover from a jam	001b	F : "	1.003:16 or later.		
	or open-door status	M077	Engine firmware	Install version		
0 -1	Harris Maria Nia 00	001b	F	1.003:16 or later.		
Custom paper	Item Menu No. 03	D095	Engine firmware	Install version		
settings	"Pickup Assist	001c M077		1.004:16 or later.		
	Setting"					
	Item Menu No. 15 "Paper Transfer Feed	001c				
	Speed Adjustment"					
Paper Catalog	Garbled on LCD	M391	Install patch for EFI controller System Software Versi		Version 1.0	
i apoi Galalog	Gaibied off LOD	002 for Aries-P1.5/C1.5 EFI(E-41).			V 0131011 1.0	
		M392	Install patch for EFI controller System Software Version 1.0			
		001	for Aries-P1.5/C1.5 EFI(E-81).			
Paper Catalog	Changes on engine	M391				
. apo. oatalog	side not reflected in	004	for Aries-P1.5/C1.5 EFI(E-41).			
	the Fiery	M392	Install patch for EFI controller System Software Version 1.0			
	,	002	for Aries-P1.5/C1.5 EFI(E-81).			
Paper Catalog	Settings not reflected	M391	Install patch for EFI controller System Software Version 1.0			
correctly 032 for Aries-P1.5/C1.5 EFI(E-41).						
	,	M392	Install patch for EFI controller System Software Version 1.0			
		026				
				,		



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Subject	Symptom	RTB#	Cause	Solution	Note	
Paper Catalog	Lower limit value is	M436	Install PLP (Post Laune	ching Patch) for System	Software	
	incorrect with Custom	001	Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).			
	Paper Sizes.	M437	Install PLP (Post Launching Patch) for System Software			
		001 Version 1.0 for Aries-P1.5/C1.5 EF			1	
Firmware	Error when updating	G178	Buffer Pass Unit	Install version		
update	firmware	065c	firmware	03.000:06 or later.		
Counters	Accounting errors:	M401	•			
	See the RTB for	006,				
Carratava	details	005 D095	Custom /Comu	Install varsion 0.01 or	<u> </u>	
Counters	When printing in duplex on A3/DLT or	007g	System/Copy firmware	Install version 2.01 or later.		
	larger and side 2 is		IIIIIWaie	iater.		
	blank, the black					
	development counter					
	fails to count the					
	blank page.					
Counters	When printing the	M392		n 04 for EFI controller Sy	stem Software	
	stored data from	099	Version 1.0 for Aries-P	1.5/C1.5 QX1.0(E-81).		
	DSV, Counter is					
	counted as Full Color.					
Job	Cannot open	M401	Install patch for EFI controller C-81 System Software version			
parameters	(Macintosh)	010	1.1	Titroller O-01 Gystern Go	itware version	
window	(Masimison)		1.1			
Importing color	Color Verification	M391	Install patch for EFI co	ntroller System Software	Version 1.0	
profiles	error	002	for Aries-P1.5/C1.5 EFI(E-41).			
		M392	Install patch for EFI controller System Software Version 1.0			
05 #105		001	\ /			
SD/USB media	Cannot print from USB	M391	Install patch for EFI controller System Software Version 1.0			
		004 M392	for Aries-P1.5/C1.5 EFI(E-41). Install patch for EFI controller System Software Version 1.0			
		002	for Aries-P1.5/C1.5 EFI(E-81).			
Adjustments	Color adjustments	M391	Install patch for EFI controller System Software Version 1.0			
reset during	changes	040	for Aries-P1.5/C1.5 EFI(E-41).			
job		M392				
		033 for Aries-P1.5/C1.5 EFI(E-81).				
Backup and	Not working properly	M391	Install patch for EFI controller System Software Version 1.0			
Restore		052	for Aries-P1.5/C1.5 EFI(E-41).			
Backup and	Does not restore	M391	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).  Install patch for EFI controller System Software Version 1.0			
Restore	"Enable Adobe PDF Print Engine (APPE) and Rip while	057 M392				
		046	for Aries-P1.5/C1.5 EF		version 1.0	
	Receiving = ON".	040	101 A1163-1 1.3/01.3 E1	I(L-01).		
Cannot save	Brightness setting	M391	Install patch for EFI controller System Software Version 1.0			
settings	change cannot be saved	068	for Aries-P1.5/C1.5 EF	•		
		M391	Install patch for EFI controller System Software Version 1.0			
		070	for Aries-P1.5/C1.5 EFI(E-41).			
		M392		ntroller System Software	Version 1.0	
Connet	The Obit Mark 1	054	for Aries-P1.5/C1.5 EF		Coffware	
Cannot save	The Shift Mode is not saved after being changed.	M436 001		ching Patch) for System	Sollware	
settings		M437	Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).  Install PLP (Post Launching Patch) for System Software			
	onangou.	001	Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).			
		J 50 1	+ 5151511 1.0 101 A1163-1	1.5, 51.5 Li I (L 52).		



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Subject	Symptom	RTB#	Cause	Solution	Note
Settings	"0218: Adjust	M077	Software bug	Temporary solution:	
ignored	Maximum Image	076	9	Change settings as	
	Density" setting			shown in the RTB.	
	ignored				
Settings	Paper weight is not	M436	Install PLP (Post Laund	ching Patch) for System	Software
ignored	reflected when	001	Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
	Adding New Media	M437	Install PLP (Post Launching Patch) for System Software		
		001	Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Settings	Tray Alignment	M436	Install patch for System Software Version 1.0 for Aries-		
ignored	setting is not reflected on the back	018	P1.5/C1.5 EFI (E-42).		
		M437	Install patch for System Software Version 1.0 for Aries-		
	side of sheets	018	P1.5/C1.5 EFI (E-82).		
Settings	Output delivery	M391	Install patch for EFI controller System Software Version 1.0		
ignored	setting (face-up/face- down) is not honored	261	for Aries-P1.5/C1.5 EFI(E-41).		
		M392	Install patch for EFI controller System Software Version 1.0		
		141	for Aries-P1.5/C1.5 EFI(E-81).		
Settings	Paper catalog setting	M391	Install patch for EFI controller System Software Version 1.0		
ignored	is not honored, if print	279	for Aries-P1.5/C1.5 EFI(E-41).		
	range is specified	M392	Install patch for EFI controller System Software Version 1.1		
	and APPE enabled.	154	for Aries-P1.5/C1.5 EFI (E-81).		
		M436	Install patch for System Software Version 1.0 for Aries-		
		049	P1.5/C1.5 EFI (E-42). Install patch for System Software Version 1.0 for Aries-		
		M437		1 Software version 1.0 to	or Aries-
Cattings ast	Missad Madia aattigaa	054 M436	P1.5/C1.5 EFI (E-82).	- Cofficient Version 1 Of	au Auiaa
Settings not applied	Mixed Media settings are applied by sheets	052	P1.5/C1.5 EFI (E-42).	n Software Version 1.0 fo	or Aries-
correctly	instead of by pages	M437		Software Version 1.0 fe	or Arioc
Correctly	mstead of by pages	057	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Alert not sent	Supply call is not	D095	System/Copy	Install version 2.02 or	
	sent	007h	firmware	later.	
"NullPointerEx		Gene	Java VM4 Update	Install version	
ception"		050c	Tool	4.28.00 or later.	
Logs	Incorrect data in logs	D095	Scanner firmware	Install version 01.11	
	downloaded via Web	006a		or later.	
	Image Monitor				
Logs	Job log is not	M391			Version 1.0
	exported at scheduled time	147	for Aries-P1.5/C1.5 EFI(E-41)		
		M392	Install patch for EFI controller System Software Version 1.0		Version 1.0
		084	for Aries-P1.5/C1.5 QX1.0(E-81).		
Logs	Job log is not				
	exported	173			
Logs	Job log does not	M391		ntroller System Software	Version 1.0
	have paper Catalog	191	for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
	data				
Wrong paper	Displayed as custom	M436	` ' '		
size displayed	size when using A5.	001	Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437	Install PLP (Post Launching Patch) for System Software		
14/11-11-11-11-11-11-11-11-11-11-11-11-11-	Fan a same of the	001	Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Wrong paper	For a scanned job	M436	Install PLP (Post Launching Patch) for System Software		
size displayed		001	Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).  Install PLP (Post Launching Patch) for System Software		
		M437 001			Sollware
		001	Version 1.0 for Aries-P	1.5/01.5 EFI (E-02).	



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Subject	Symptom	RTB#	Cause	Solution	Note	
Memory leak	Using an SDK	M344	VM card firmware: Install version 4.15 or later.			
	application	001c				
MIB	The wrong MIB value	M391	Install patch for EFI controller System Software Version 1.0			
	is obtained when	226	for Aries-P1.5/C1.5 EFI(E-41).			
	paper ends	M392	Install patch for EFI cor	ntroller System Software	Version 1.0	
		116	for Aries-P1.5/C1.5 EF	I(E-81).		