

Updated: End of June 2017: Changes in bold italics

Model: Aries-C1.5/P1.5		Date: 31-Dec-10	No.: RD095000s
Subject: Troubleshooting		Prepared by: H. Matsui	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

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

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

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
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	Stacker_LOIRE1 firmware	Install version 02.260:09 or later.	
		D447 002	Stacker_LOIRE2 firmware	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	Stacker_LOIRE1 firmware	Install version 02.280:09 or later.	
		D447 002h	Stacker_LOIRE2 firmware	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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Jam	Jam 037	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.	
Jam	Jam in SR5020 soon after recovering from pause during stapling	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.	
Jam	Jam in SR5020 displayed but did not occur	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.	
Jam	JAM170 (SR5020 booklet unit exit sensor) when paper of the same width but different length is used for different jobs; see the RTB for conditions of occurrence	M077 080, 088	Firmware bug	Until new f/w is released, either: a) Run the jobs separately by paper size. b) Specify a different stapling position for each paper size.	
Jam	JAM170	D095 001h	Engine firmware	Install version 1.009:16 or later. Also update firmware for SR5020 to Ver.3.19 (P/N:D4345620N) or newer.	
Jam	In the GBC stream punch, if the mode is changed during continuous jobs	D434 001j	Finisher_COLUM BIA firmware	Install version 03.200:08 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Jam	Jam125 (punch drive error)	D434 001k	Finisher_COLUM BIA firmware	Install version 03.210:08 or later.	
Poor stacking	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:Auxiliary:Stack)	See the RTB for more details. NA market only
Wrong tray used	Using the Gallop option	M401 007	Install patch for EFI controller C-81 System Software version 1.1		
		M401 016	Install new version (Ver.1.1.1) of the Color Controller C-81 (with system software Ver.1.1).		
Wrong tray used	Job goes to finisher shift tray instead of stacker tray.	M391 061	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 050	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Wrong tray used	When a staple job is sent to the Upper Shift Tray, the cover page is sent to a different tray.	M391 162	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 098	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
Wrong tray used	When a job includes set page device commands that are mapped to several specific trays	M401 014	Install patch for EFI controller C-81 System Software version 1.1		
Wrong tray used	Back cover is fed from the tray assigned for the body instead of the assigned tray if the paper catalog is used	M436 014	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
Requests paper size	The Fiery controller requests A4 SEF paper even though it is loaded.	M391 078	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M391 176	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
Cannot assign paper to tray	Some paper sizes cannot be created or assigned to any tray.	M436 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Paper weight mismatch	After upgrading to Windows 7, and selecting a paper of a weight other than the default	M391 249	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 134	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).		

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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 file submitted to the DFS folder in the destination has the same name as a file in the DFS folder.	D095 004a	Network Support firmware	Install version 7.11 or later.	
		M077 004a	Network Support firmware	Install version 7.11 or later.	
SMB	Scan to SMB fails (see the RTB for a list of conditions)	D095 004c	Network Support firmware	Install version 7.13 or later.	
SMB	Does not work properly	M436 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
WIM locks up	If SSDP = Active	M077 004b	Network Support firmware	Install version 7.12 or later.	
Connectivity lost	External controller loses connectivity if the network settings were changed repeatedly and the "NetWare" setting was already "Active"	M077 004b	Network Support firmware	Install version 7.12 or later.	
Connectivity lost	If SSDP is enabled	M077 004b	Network Support firmware	Install version 7.12 or later.	
Machine's icon not shown	Not shown in the Windows "Network" dialogue if SSDP is enabled.	M077 004b	Network Support firmware	Install version 7.12 or later.	
Network settings return to defaults	Under very specific combinations of IP address, Subnet Mask, and Gateway address	M077 004b	Network Support firmware	Install version 7.12 or later.	
Cannot install driver	If the IPP Authentication setting is enabled	D095 004c	Network Support firmware	Install version 7.13 or later.	
Cannot use network functions	If DHCP and DDNS are both enabled	D095 004c	Network Support firmware	Install version 7.13 or later.	
Cannot use connectivity applications	Affected applications include Web Image Monitor, IPP Printing and @Remote.	D095 004c	Network Support firmware	Install version 7.13 or later.	
Error appears	When sending the job from one server to another using Send To	M391 059	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 067	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 048	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Internet Explorer	Setup/Configure window is blank.	M391 186	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		

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4. Scanning/Printing

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

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Subject	Symptom	RTB #	Cause	Solution	Note
Abnormal printing (not specified)	Face down to Plockmatic	M401 006	Install EFI controller C-81 System Software version 1.1		
Abnormal printing (not specified)	Abnormal image	M391 004	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 002	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Abnormal printing (not specified)	When specifying a print range of ripped data	M391 041	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 117	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 035	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Abnormal printing (not specified)	When printing a PDF file	M391 148	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)		
		M391 179	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 085	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
Abnormal printing (not specified)	PDF	M436 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Abnormal printing (not specified)	When APPE is OFF and Composite Overprint option is ON.	M391 171	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
Abnormal printing (not specified)	PS file created with Planet Press is not printed correctly, if sent to hold queue via LPR.	M437 032	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Abnormal printing (not specified)	If the paper catalog is set with a profile that uses one or two colors and the job contains 8 or more pages	M436 058	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 063	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Cannot cancel job	When Suspend on Mismatch is ON	M391 002	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 001	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Cannot cancel job	After automatic reboot occurs with a Service Call message	M391 130	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 162	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 172	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M391 176	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 068	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
		M392 098	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
PCL	File not printed correctly	M391 009	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		

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PCL	File not printed correctly	M391 063	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
PCL	File not printed correctly	M391 111	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
PCL	File not printed correctly	M391 114	Install patch for EFI controller System Software Version 1.0 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 for Aries-P1.5/C1.5 EFI(E-41)		
		M391 142	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)		
PCL	PCL job from AS400 prints incorrectly.	M391 161	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)		
		M392 097	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
		M436 008	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
PS error	2 staples in center	M391 011	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 006	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
PS error	When printing from PS driver on Port9101 in reverse order.	M391 083 M391 115	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 059	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
PS error		M391 015	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 079	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 009	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
PS error	While processing a PDF file	M391 153	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 090	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
PS error	PostScript cover page cannot be printed with a Booklet Maker job.	M391 162	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 098	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
PS error	PS limitcheck error	M436 021	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 021	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Wrong PDL	PS job treated as PCL	M391 018	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 092	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 012	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		

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Subject	Symptom	RTB #	Cause	Solution	Note
Duplex printing	PCL5 data	M391 029	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 096	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 023	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Some pages not printed	Impose job	M391 030	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 024	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Some pages not printed	Last page not printed	M391 149	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 181	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 086	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
Some pages not printed	When printing PPT data	M391 151	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 088	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
		M436 008	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
Job not finished		M391 162	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 098	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
Job not finished	The jobs get stuck in processing status	M436 029	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 029	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Job disappears from spooler	Windows 7	M391 056	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 113	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 045	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Characters not printed correctly	A character with a specific font is printed incorrectly	M391 071	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 102	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
Wrong font used	Specified downloaded font is partially substituted with Courier.	M437 026	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Wrong font used	<i>Printing a PDF job with APPE enabled</i>		<i>Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42): FIT101604009.exe</i> <i>Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82): FIT101604009.exe</i>		
Garbled data	A blank part of a PDF job is garbled	M391 075	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		

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Subject	Symptom	RTB #	Cause	Solution	Note
Garbled data	Some characters are garbled for a PDF file when APPE is ON.	M391 144	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)		
		M391 175	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 081	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
Job not sent to controller	E-41 controller	M391 101	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M391 123	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
	E-81 controller	M392 061	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
	E-42 controller	M436 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
	E-82 controller	M437 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
PDF	Markups printed when importing PDFs to CWS	M391 150	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)		
		M391 180	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 087	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
PDF	Markups not printed correctly	M436 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
PDF	Error during processing	M391 182	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
PDF	Stops in waiting to rip state	M391 184	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
PDF	Incorrect output with APPE on	M391 223	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
Scan to folder	Cannot scan to shared folders	D095 004c	Network Support firmware	Install version 7.13 or later.	
		D095 007h	System/Copy firmware	Install version 2.02 or later.	
Scan to folder	If "CNAME" is specified as the destination folder, ScanTo Folder will abort.	D095 004c	Network Support firmware	Install version 7.13 or later.	
Scan to folder	When NBT is OFF	D095 004c	Network Support firmware	Install version 7.13 or later.	
Job stored in doc. server	Storage in document server was not specified	M391 228	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 118	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
Job parameters window	Mac OS 10.7: Window does not open	M401 016	Install new version (Ver.1.1.1) of the Color Controller C-81 (with system software Ver.1.1).		

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5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Incorrect jam locations shown	In the downstream peripherals when the configuration contains both Booklet Trimmer (TR5020) and Stacker (SK5010)	D095 001b	Engine firmware	Install version 1.003:16 or later.	
		M077 001b	Engine firmware	Install version 1.003:16 or later.	
Incorrect jam locations shown	In the downstream peripherals when the configuration contains both Ring Binder RB5000 and Stacker (SK5010)	M077 006a	System firmware	Install version 1.01 or later.	
User interface	Key mark disappears when paper was set in the tray	M077 006a	System firmware	Install version 1.01 or later.	
User interface	Paper Catalog Icon disappears	M391 098	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
User interface	Part of the Deactivate screen is corrupted.	M436 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Animations	Jam clearance animation	M077 006a	System firmware	Install version 1.01 or later.	
Operation panel freezes	When clearing the PM counter of the Heating Roller Thermistor; the machine must be switched off/on but the counter is not cleared	M077 036	Engine firmware	Will be modified. Until then, do not try to clear the PM counter of the Heating Roller Thermistor.	This PM counter can be cleared by clearing the PM counter of the Fusing Unit.
Please Wait	When an error job is opened	M391 002	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 001	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Please Wait	After recovery from Energy Saver mode	M392 063	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
		M391 167	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
Please Wait	Fiery does not start up	M391 267	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 146	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI(E-81).		
		M436 047	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 052	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		

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Subject	Symptom	RTB #	Cause	Solution	Note
Now Printing	When changing fusing temperature	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.	
Blacks out	Basic Authentication or Key Counter	D095 006a	Scanner firmware	Install version 01.11 or later.	
No display	After changing language settings	M344 001c	VM card firmware	Install version 4.15 or later.	
Software keyboard	Cannot close after using an SDK application	M344 001c	VM card firmware	Install version 4.15 or later.	
Does not work	Cannot use Start key	M344 001d	VM card firmware	Install version 4.17-01 or later.	
Displayed image	Incomplete	M344 001d	VM card firmware	Install version 4.17-01 or later.	
Displayed image	Character string not displayed correctly	M344 001d	VM card firmware	Install version 4.17-01 or later.	
Displayed image	JPEG images not displayed	M344 001d	VM card firmware	Install version 4.17-01 or later.	
User tools screen	Cannot exit	M344 001d	VM card firmware	Install version 4.17-01 or later.	
Language	Cannot switch	M413 001	VM card firmware	Install version 4.17-01 or later.	
Restart message appears	During printing	M391 116	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		

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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 controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
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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7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC 270-272		M077 106	The value in SP2-104-001 ~ 003 is too big and locks the skew correction motor.	Do the procedure in the RTB before replacing the laser unit.	
SC 320-323		G178 128b	Scratches on the drum, caused by toner adhesion on the development rollers	If this SC appears and there is heavy scratching on the drum surface, replace the drum with a new one.	
SC 320-323		M077 086a	Excess developer cannot be dumped due to clogged aperture.	Remove the clogged developer as explained in the RTB.	
SC 324-327		M077 086a	Excess developer cannot be dumped due to clogged aperture.	Remove the clogged developer as explained in the RTB.	
SC 328		G178 134	Variations in the precision of assembly of the bushing/holders that fix the sub-hopper unit drive shaft cause wear on the drive shaft.	Remove "Holder-A" at your next service visit for the affected units	See the RTB for the procedure and a list of affected units.
SC36x		M077 079	Toner supply is obstructed by toner clumps	Check for toner clumps in the toner supply path between the sub-hopper and the development unit, and remove with a vacuum cleaner.	
SC 396-399		M077 086c	Excess developer cannot be dumped due to clogged aperture.	Remove the clogged developer as explained in the RTB.	This RTB contains actions to prevent and solve SC39x.
SC 39x		D095 001h	Engine firmware	Install version 1.009:16 or later. Also update firmware for SR5020 to Ver.3.19 (P/N:D4345620N) or newer.	
SC453		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.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC601	During printing	M436 051	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 056	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
SC621		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.	
SC750		D434 017	Manufacturing error (SR5020 finisher)	Do the check and modification procedures in this RTB.	
SC760	SR5020 finisher	D434 011	A cable in the punch unit is set incorrectly, and the ratchet cannot return to home position.	Route the cable properly (see the RTB and the Punch Unit installation procedure in the service manual).	
SC762	SR5020 finisher	D434 011	A cable in the punch unit is set incorrectly, and the ratchet cannot return to home position.	Route the cable properly (see the RTB and the Punch Unit installation procedure in the service manual).	
SC 796	SC796-13: Perfect Binder: Switchback gear not working properly	D391 032	Incorrect engagement of the Flapper Gear and the Motor Gear wears the Switchback Gear	Replace the Flapper Gear, Motor Bracket and E-ring (use the kit with p/n D3919905).	See the RTB for the procedure.
SC 797	SC797-50: Perfect Binder: Switchback gear not working properly	D391 032	Incorrect engagement of the Flapper Gear and the Motor Gear wears the Switchback Gear	Replace the Flapper Gear, Motor Bracket and E-ring (use the kit with p/n D3919905).	See the RTB for the procedure.
SC 797	SC797-20 when turning on the machine power in an LL environment even if no shortage in the gluing unit.	D391 004c	P-Binder_B4 firmware	Install version 0.180:00 or later	
SC 899	When turning power on after operation panel blackout	D095 006a	Scanner firmware	Install version 01.11 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC 899	When a job is cancelled	M391 004	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 002	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
SC919	EFI controller down	M391 004	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 002	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
SC919	Printing consecutive jobs with a custom size	M391 035	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 029	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
		M391 106	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
SC919	Printing while in Energy Saver mode	M391 037	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 031	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
		M391 107	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
SC919		M391 038	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 032	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
SC919	During printing	M436 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
		M391 200	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 106	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0 (E-81).		
SC919	During printing	M436 051	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 056	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
SC919	When printing a file that includes "%20S" in the file name	M436 017	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
SC919	When both stackers become full	M391 229	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 119	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.	M391 240	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-41).		
		M392 125	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 trays	D447 001f	Stacker_LOIRE1 firmware	Install version 02.260:09 or later.	
		D447 002	Stacker_LOIRE2 firmware	Install version 02.260:09 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC990	After an SC on the Trimmer Unit TR5020.	D455 001b	Trimmer firmware	Install version 15.270:15 or later.	
SC990		D391 001e	P-Binder_B1 firmware	Install version 0.340:13 or later	
SC991	If DHCP and DDNS are both enabled	D095 004c	Network Support firmware	Install version 7.13 or later.	
SC991	During printing	M436 051	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 056	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
SC997	When a Paper Catalog entry is changed	M391 002	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 001	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
SC997	When the Fiery is booting up	M391 002	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 001	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
SC997	Printing with printer driver	M391 036	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 030	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
		M391 105	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 176	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
SC997	After logging out	M344 001c	VM card firmware	Install version 4.15 or later.	
SC997	During printing	M436 051	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 056	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Unspecified SC	When the stack exceeds the capacity before the tray alerts full capacity.	D447 001h	Stacker_LOIRE1 firmware	Install version 02.280:09 or later.	
		D447 002h	Stacker_LOIRE2 firmware	Install version 02.280:09 or later.	
Unspecified error message	When you send a file for printing from a computer running Mac OS 10.8	M401 013	Install patch for Color Controller C-81 system version 1.1.		
The Printer Software was installed incorrectly	Mac OS 10.8: Appears when you add a new printer	M401 016	Install new version (Ver.1.1.1) of the Color Controller C-81 (with system software Ver.1.1.1).		

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8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Cover interposer	Will not feed the cover sheets and the control panel indicates 'Printing'	B835 001h	Cover Interposer firmware	Install version 3.010:46 or later.	
Cover interposer	Sheet not fed when a job is printed from Image Viewer.	M391 204	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 245	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 110	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0 (E-81).		
		M392 130	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).		
Trimmer	Trimming not done correctly	G178 065b	Buffer Pass Unit firmware	Install version 02.030:05 or later.	
Trimmer	The trim width is 10mm even when set to 20mm.	D455 001b	Trimmer firmware	Install version 15.270:15 or later.	
Trimmer	Configuration display on operation panel does not show the trimmer	D455 001c	Trimmer firmware	Install version 15.280:16 or later.	
Finisher (SR5020)	Pre-stacked sheets are not fed out to the staple tray when a stop command is sent from the mainframe, for instance when running out of sheets.	D434 001f	Finisher_Columbia firmware	Install version 03.140:08 or later.	
Finisher (SR5020)	Jam in the staple tray when switching to staple mode.	D434 001f	Finisher_Columbia firmware	Install version 03.140:08 or later.	
Finisher (SR5020)	Error during booklet making	B234 014l	Finisher firmware	Install version 2.030:62 or later.	
Finisher	Jogging by the shift tray is poor when printing A5 SEF.	B234 014o	Finisher firmware	Install version 02.050:64 or later.	
Finisher (SR5020)	Corner stapling position shifts	D434 001h	Finisher_Columbia firmware	Install version 03.180:08 or later.	
Finisher (SR5020)	Finisher stalls	D434 001h	Finisher_Columbia firmware	Install version 03.180:08 or later.	
Finisher (SR5020)	Jam during saddle-stitching	D434 001h	Finisher_Columbia firmware	Install version 03.180:08 or later.	
Finisher (SR5020)	Jam status not indicated on display panel	D434 001g	Finisher_Columbia firmware	Install version 03.160:08 or later.	
Finisher (SR5020)	Jam status not cleared on display panel	D434 001g	Finisher_Columbia firmware	Install version 03.160:08 or later.	
Finisher (SR5020)	Pages from different jobs stapled together	D434 001g	Finisher_Columbia firmware	Install version 03.160:08 or later.	
Finisher (SR5020)	Poor stapling alignment when resuming an interrupted job	D434 001i	Finisher_Columbia firmware	Install version 03.190:08 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Finisher (SR5020)	Shift tray cannot descend Slippage of the shift tray gear	D434 017	Manufacturing error (SR5040 finisher)	Do the check and modification procedures in this RTB.	
Finisher (SR5020)	Booklet stapling impossible if trimmer is installed	M391 072	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 057	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Finisher (SR5020)	Cannot staple the maximum allowable number of sheets	M436 055	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 060	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Finisher (SR5020)	Poor punching; the puncher does not completely retrieve home position and catches the next sheet	D434 001k	Finisher_COLUMBI A firmware	Install version 03.210:08 or later.	
Stacker	Shift tray jams	M077 037	Static electricity	Attach Mylars to the shift tray	See the RTB for part numbers and procedures.
Stacker	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.
Stacker	Tray elevation gear slippage	M077 037	Load exceeds max capacity of tray belt for some paper types	Apply higher belt tension, add a timing pulley and modified tension spring.	See the RTB for part numbers and procedures.
Stacker	Page duplicated when recovering from a jam	D447 001i	Stacker_LOIRE1 firmware	Install version 02.290:0 or later.	
		D447 002i	Stacker_LOIRE2 firmware	Install version 02.290:0 or later.	
Stacker	Jam in the Stacker when the feed tray runs out of paper after switching the output tray.	D447 001i	Stacker_LOIRE2 firmware	Install version 02.290:0 or later.	
		D447 001i	Stacker_LOIRE1 firmware	Install version 02.290:0 or later.	
Perfect Binder	Jam caused by disabled trimming function	D391 034	Broken ball-screw and cracked plate in the trimmer drive unit	Reinforce the Trimmer Drive Unit with the modification kit (D3919906)	The procedure is dangerous. Two people are needed.
Perfect Binder	Printing slow	M391 137	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
Perfect Binder	Booklet not fed out if the job is cancelled.	M391 275	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 150	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-81).		
Perfect Binder	Trimmings adhering to the trimmings buffer unit	D391 044		Do the procedures in the RTB.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Ring Binder	Feeding custom size tab stocks causes jams at the entrance of the Ring Binder.	D392 001g	Ring Binder B1 firmware	Install version 01.320:04 or later.	
Ring Binder	Error message displayed after error is removed	M391 002	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 001	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Shift mode	Not working with Collate Off and Duplex	M391 131	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 162	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 069	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
		M392 098	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
Shift mode	Not working with some settings	M391 176	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M391 244	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 129	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).		
Shift mode	Shift Mode Sets and Jobs setting, a tray does not shift.	M391 162	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 098	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
Shift mode	The output tray shifts between a job and its cover page.	M391 162	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 098	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
Plockmatic	Cannot print booklet job with 297mm x 297mm	M436 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Plockmatic	Cannot print booklet job with custom sized paper	M436 044	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 049	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Plockmatic	Booklet printing for a custom paper size (11x15inch) cannot be done	M436 053	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
LCT	Broken caster	D453 008	Manufacturing error	Replace the caster (p/n: AH012050)	See the RTB for details.
SDK	Cannot switch between SDK applications	M344 001c	VM card firmware	Install version 4.15 or later.	
SDK	Application sends wrong original size data	Gene 050c	Java VM4 Update Tool	Install version 4.28.00 or later.	
SDK	Applications do not restart automatically after reboot failure	Gene 050d	Java VM4 Update Tool	Install version 4.29.00 or later.	

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

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9. EFI Controller

Subject	Symptom	RTB #	Cause	Solution	Note
C-81 Controller	Cab file not created	M401 001	Install patch for EFI controller C-81 System Software version 1.0		
C-81 Controller	Archived files corrupted	M401 001	Install patch for EFI controller C-81 System Software version 1.0		
C-81 Controller	File processing gives poor results	M401 011	Install patch for EFI controller C-81 System Software version 1.1		
C-81 Controller	File fails to process	M401 012	Install patch for EFI controller C-81 System Software version 1.1		
		M401 016	Install new version (Ver.1.1.1) of the Color Controller C-81 (with system software Ver.1.1).		
C-81 Controller	File not processed correctly	M401 016	Install new version (Ver.1.1.1) of the Color Controller C-81 (with system software Ver.1.1).		
C-81 Controller	Various problems	M401 xxx	Check the RTBs for lists of problems with the EFI controller C-81 System Software		
E-41 Controller	Various problems	M391 xxx	Check the RTBs for lists of problems with the EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
E-41 Controller	"Starting up" appears on the control panel and the activity light blinks amber for more than 20 minutes after powering on the E-41.	M391 003, 005	BIOS ver1.32 must be updated to v1.42 See the RTB for details.		
E-41 Controller	Fiery service stops	M391 004	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
E-41 Controller	New system but disk almost full	M391 007	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
E-41 Controller	Fiery boots very slowly	M391 013	Install BIOS Update (Ver1.55) for the Aries-P1.5/C1.5 EFI (E-41). See the RTB for details.		
E-41 Controller	Fiery service stops	M391 019	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
E-41 Controller	Fiery crashes	M391 027	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
E-41 Controller	Fiery service stops	M391 034	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
E-41 Controller	Fiery service stops	M391 045	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
E-41 Controller	Fiery service stops	M391 051	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
E-41 Controller	Fiery service stops	M391 058	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
E-41 Controller	Fiery service stops	M391 062	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
E-41 Controller	Remove Association not honored	M391 064	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
E-41 Controller	Fiery service stops	M391 069	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
E-41 Controller	Internal error when printing Acrobat file	M391 073	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 088	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		

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

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Subject	Symptom	RTB #	Cause	Solution	Note
E-41 Controller	Process and Hold and Print do not work	M391 163	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
E-41 Controller	Object not printed properly with Impose	M391 182	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
E-41 Controller	Sets and Jobs settings not honored	M391 190	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
E-41 Controller	Fiery cannot start up: Starting up message displayed forever	M391 195	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
E-41 Controller	Fiery boots up with "FATAL: Assertion Failed" error message.	M391 196	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
E-41 Controller	Internal error when gangup is used	M391 198	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
E-41 Controller	A particular setting of Mixed Media does not work properly with a merged job.	M391 224	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
E-41 Controller	Fiery does not start: 'Please Wait'	M391 232	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
E-41 Controller	Unknown error with gang-up jobs	M391 239	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-41).		
E-41 Controller	12-digit patch IDs are truncated on the server configuration page	M391 255	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
E-41 Controller	Unexpected changes are applied to the job properties	M391 284	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
E-81 Controller	Various problems	M392 xxx	Check the RTBs for lists of problems with the EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
E-81 Controller	Fiery service stops	M392 002	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
E-81 Controller	Fiery service stops	M392 013	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
E-81 Controller	Fiery crashes	M392 021	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
E-81 Controller	Fiery service stops	M392 028	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
E-81 Controller	Fiery service stops	M392 039	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
E-81 Controller	Fiery service stops	M392 041	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
E-81 Controller	Fiery service stops	M392 047	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
E-81 Controller	Remove Association not honored	M392 051	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
E-81 Controller	Internal error when printing Acrobat file	M392 056	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
E-81 Controller	Job not sent to the Fiery	M392 061	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
E-81 Controller	Substitute Color does not work	M392 062	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		

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Subject	Symptom	RTB #	Cause	Solution	Note
E-81 Controller	Does not retain Windows SMB shared printer properties when rebooted.	M392 065	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
		M392 098	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
E-81 Controller	Fiery service stops	M392 066	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
E-81 Controller	Fiery crashes	M392 070	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
E-81 Controller	Fiery service stops	M392 072	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
E-81 Controller	Comparison page cannot print	M392 074	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
E-81 Controller	The job sent by Hot Folder is not processed in APPE.	M392 077	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
E-81 Controller	Fiery crashes	M392 083	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
E-81 Controller	Fiery service stops	M392 091	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
E-81 Controller	Configure does not open from Web Tools.	M392 092	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
E-81 Controller	PPML job will not print in reverse order.	M392 096	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
E-81 Controller	Fiery cannot start up: Starting up message displayed forever	M392 102	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
E-81 Controller	Fiery boots up with "FATAL: Assertion Failed" error message.	M392 103	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
E-81 Controller	Internal error on a job with Gangup	M392 105	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0 (E-81).		
E-81 Controller	A particular setting of Mixed Media does not work properly with a merged job.	M392 114	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
E-81 Controller	Configure application does not activate from WebTools	M392 117	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
E-81 Controller	Fiery does not start: 'Please Wait'	M392 122	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
E-81 Controller	Unknown error with gang-up jobs	M392 124	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).		
E-81 Controller	Unexpected changes are applied to the job properties	M392 159	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX (E-81).		
E-42 Controller	Freezes when deleting a job while printing a secure print job.	M436 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-42 Controller	Crashes while printing a large number of jobs	M436 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-42 Controller	Controller and engine disconnect	M436 002	Install patch for System Software Version 1.0 for Aries- P1.5/C1.5 EFI (E-42).		

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Subject	Symptom	RTB #	Cause	Solution	Note
E-42 Controller	Internal error on a job with Gangup	M436 007	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-42 Controller	Cache PDF and PS objects does not work	M436 010	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-42 Controller	PrintMe option does not retain the selected setting.	M436 011	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-42 Controller	Upper and lower interposer trays are switched in the German PPD.	M436 012	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-42 Controller	Resources are missing when PDFVT2 jobs are processed with APPE ON.	M436 015	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-42 Controller	Fiery service stops when using APPE	M436 016	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-42 Controller	Calibration history does not appear in CWS	M436 020	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-42 Controller	Fiery and engine lose connection when rebooting	M436 022	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-42 Controller	Duplex command is not honored when printing SPD jobs	M436 026	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-42 Controller	Configure application does not activate from WebTools	M436 028	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-42 Controller	VDP FreeForm data is not applied to the master correctly when using a virtual printer.	M436 032	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-42 Controller	If paper size is not LT, the color calibration page is not printed correctly and scanning results in error.	M436 033	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-42 Controller	The default Control Bar is printed instead of the Custom Control Bar when APPE is enabled.	M436 035	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-42 Controller	Fiery service stops when printing archived jobs	M436 036	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-42 Controller	The controller hangs up, if printing the configuration page after importing the Device Link Profile to E-42 from E-41.	M436 041	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-42 Controller	In the Layout tab, the Grayscale option under Booklet-Define Cover is grayed out	M436 042	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		

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Subject	Symptom	RTB #	Cause	Solution	Note
E-42 Controller	Cannot collect APIP and Video logs by JER.	M436 048	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-42 Controller	Value of the Memory (MB) under Server Info of the Fiery Server Configuration is incorrect.	M436 050	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
E-82 Controller	Freezes when deleting a job while printing a secure print job.	M437 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
E-82 Controller	Crashes while printing a large number of jobs	M437 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
E-82 Controller	Controller and engine disconnect	M437 002	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
E-82 Controller	Calibration history does not appear in CWS	M437 020	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
E-82 Controller	Fiery and engine lose connection after network settings are changed	M437 022	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
E-82 Controller	Configure application does not activate from WebTools	M437 028	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
E-82 Controller	Duplex command is not honored when printing SPD jobs	M437 030	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
E-82 Controller	"Image processing failed" when sending a job created with Adobe InDesign to the Process and Hold queue	M437 034	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
E-82 Controller	If paper size is not LT, the color calibration page is not printed correctly and scanning results in error.	M437 036	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
E-82 Controller	The default Control Bar is printed instead of the Custom Control Bar when APPE is enabled.	M437 039	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
E-82 Controller	Fiery service stops when printing archived jobs.	M437 040	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
E-82 Controller	The controller hangs up, if printing the configuration page after importing the Device Link Profile to E-42 from E-41.	M437 045	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
E-82 Controller	VDP free form data is not applied to the master correctly when using a virtual printer.	M437 046	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		

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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).		
<i>E-82 Controller</i>	<i>Fiery server hangs while RIPping, if job properties are changed with APPE enabled</i>		<i>Install patch FIT101387915 for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).</i>		

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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 the NICE Ver.2.0 Instruction Manual	
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 M077 099, 107b	See the RTB for troubleshooting procedures. RM077033: New flywheel (countermeasure part for banding/jitter) Also see RTB RD095001f for SPs that must be done if flywheel is installed.	Some adjustments have side effects; see the RTB.	
Banding	White or coloured band at the trailing edge	M077 032a	Problem with paper transfer current.	Do the troubleshooting procedure in the RTB.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Banding	8 mm intervals	M077 058a	The plastic around GEAR:DEVELOPMENT ROLLER Z29 breaks. Then, the development roller does not rotate uniformly, which creates the banding. Temporary countermeasure: Install the new DEVELOPMENT SLEEVE:JOINT:GEAR:ASS'Y (M0771297)		
		M077 067a	Permanent Countermeasure: Replace the GEAR:DEVELOPMENT ROLLER Z29		
Banding	40mm wide dark bands at 314mm intervals	M077 075c, 107b	In some conditions, ozone cannot be removed from the machine fast enough	Set the machine so that the exhaust fans continue to operate while the machine power is turned on. (Ask for customer approval when applying this setting.) Make sure that filters are changed at the correct intervals. If this does not work, ask for customer approval and install the external power supply unit (new service part: M0772500).	
Banding		M077 114	Use NICE Ver.2.0	This RTB contains the NICE Ver.2.0 Instruction Manual	
Toner scattering	Occurs for colors where toner coverage is low (less than 2%)	M077 020a		At the next visit to the customer or during installation, please change SP3701-009 (Max Pattern Length) from 10 to 25.	
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 attach it correctly	
Vertical white streaks		M077 024	Guide plates of Buffer Pass Unit are contaminated with toner	Replace parts using replacement kit: M3799902	See the RTB for the procedure and affected units
Vertical lines	White or coloured (not at 314 mm intervals)	M077 031c, 099, 107b	This RTB contains a troubleshooting procedure for this symptom. Updated		
Vertical lines	Caused by a damaged fusing belt	M077 042a	Continuous feeding of a particular paper size causes the paper edges to damage the fusing belt, which generates a line on the output image when changing to a larger paper size. The system has been modified to enable application of multiple fusing units per mainframe and independent PM counter management for each fusing unit.		
Vertical lines	Caused by excess lubricant on the drum	M077 068	Install a modified brush roller or drum cleaning unit (see the RTB for P/N and notes on installation)		
Scratches	Scratches in the paper feed direction	M077 028a	Use the test charts in this RTB to find the component that is 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. Toner transfer conditions for LE and TE are set incorrectly.	Replace with fresh toner. Optimize the paper settings with advanced settings in the Paper Library	
Scratches	At 314 mm intervals	M077 099	Scratches on the drum Replace with a new drum. Make sure to lubricate the new drum before installing. Drum scratches can also be caused by narrow PG A narrow PG could be caused by an incompletely fastened drum knob. Refer to the following RTB for the proper drum knob fastening procedure: RG178128d (pages 5-9), RM077107b Check that the drum is properly installed: RG178128d (p 4) Remove the toner adhered to the surface of the development roller: RG178128d, RM077107b Do #208 "Execute Toner Refreshing" in the Adjustment Settings for Skilled Operators Menu. NOTE: The developer DOES NOT have to be replaced. If the DG (doctor gap) is clogged with toner, remove the clogged toner with a piece of paper, then do #208 "Execute Toner Refreshing" again.		
Scratches	Scratched images on thick paper	M077 057b	The guide plate and ITB cover were modified. However, this modification can cause poor transfer at the leading edge, so another modification was prepared. See the RTB for details of part numbers of both sets of modified parts. Be careful not to use the wrong sets of parts; the correct set to use also depends on the machine serial number. Also see the table '3. Image quality problem occurrence rate for each of the guide plate types' on page 4 of the RTB.		
Reduced image density	At the trailing edge	M077 032	Problem with paper transfer current.	Do the troubleshooting procedure in the RTB.	
Reduced image density		M077 079	Toner supply is obstructed by toner clumps	Check for toner clumps in the toner supply path between the sub-hopper and the development unit, and remove with a vacuum cleaner.	
Image too dark	If Composite Overprint is enabled	M391 262	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 142	Install patch for EFI controller System Software Version 1.0 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 to attach it correctly	

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Subject	Symptom	RTB #	Cause	Solution	Note
Dirty background		M077 099, 072d, 098, 107b	Low toner fluidity disables the TD sensor; detected density is too high	Replace with new toner. Remove toner clumps	
Incorrect color	CMYK values of spot colors	M401 008	Install patch for EFI controller C-81 System Software version 1.0		
		M401 009	Install patch for EFI controller C-81 System Software version 1.1		
		M401 016	Install new version (Ver.1.1.1) of the Color Controller C-81 (with system software Ver.1.1).		
Incorrect color	Part of the image replaced with grey	M391 049	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
Incorrect color	If Full (Source GCR) is selected for the CMYK process option and Grayscale is specified with APPE enabled, Grayscale is not honored.	M391 238	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-41).		
		M391 248	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 256	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M391 258	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 123	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
		M392 133	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).		
		M436 034	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 037	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Incorrect color	Color Tab -> Basic settings Set Bypass Conversion: CMYK/Grayscale Set Composite overprint: ON	M391 253	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 139	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX (E-81).		
Incorrect color	Image loss and change in text color if RIPped with APPE enabled.	M436 040	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 044	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		

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Subject	Symptom	RTB #	Cause	Solution	Note
Incorrect color	Crop marks are printed in the wrong color	M391 264	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 265	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 266	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41) (CHN).		
		M391 270	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI(E-41) (CHN).		
		M392 144	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 QX (E-81).		
		M392 145	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX (E-81).		
		M436 043	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 048	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Image rotation error	On 3 rd page of a job	M391 002	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 001	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Image rotation error	When a Landscape job is printed with SEF paper	M391 004	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 002	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Image rotation error	When Quick Doc Merge, Paper Catalog, and Impose are used in combination.	M391 093	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
Image rotation error	The first page of a small size job is rotated by 90 degrees.	M391 143	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)		
		M392 080	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
Image rotation error	Rotated by 180 degrees	M436 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Image rotation error	Rotated by 90 degrees	M391 177	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
Image rotation error	Printing on custom size tab sheet is rotated 180 degrees when APPE is enabled.	M436 037	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 041	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Image rotation error	180-degree rotation is not honored	M391 260	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 140	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
White lines or boxes		M391 011	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 007	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		

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Subject	Symptom	RTB #	Cause	Solution	Note
White lines or boxes	An extra white line in a raster image	M391 024	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 095	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 018	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
White lines or boxes	White lines when APPE is used	M391 046	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 074	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 040	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
White lines or boxes	White line caused by blocked laser beam path	M077 105	Incorrect insertion of the dust shield glass. Temporary solution: Cut the peeled off portion of the guide seal, then insert the shield glass. Permanent solution: Install new brackets.		
Black boxes	If the job is imposed and APPE is turned on	M436 031	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 032	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Incorrect screening	200 Dot plus Fine text at 600DPI.	M391 017	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 011	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Scaling	Scaling not applied	M391 020	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 080	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 014	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Scaling	A4 size data reduced to fifty percent when printed from CorelDraw	M391 197	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)		
		M391 254	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 104	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0 (E-81).		
		M392 136	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).		
Images missing	When Cache PDF and PS objects is ON	M391 023	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 017	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Images missing	PDF	M391 030	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 024	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Images missing	PDF	M391 102	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
Linear pattern on image	Adobe PDF Print Engine Preferred set to On.	M391 050	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		

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Subject	Symptom	RTB #	Cause	Solution	Note
Linear pattern on image	Lines drawn on photos even if APPE is on.	M391 082	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M391 094	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 058	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Linear pattern on image	When printing a PDF	M391 205	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 111	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0 (E-81).		
Print position slipped		M391 065	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 076	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 052	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
		M436 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Print position slipped	Images of both sides are shifted instead of just shifting only images of the front side	M391 206	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 112	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0 (E-81).		
Incorrect image position	The position of an image moves down when an Impose job is processed.	M391 157	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)		
		M391 188	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 093	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
		M436 003	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 003	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Incorrect image position	Image Shift was set for only one side but was applied to both sides.	M391 235	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41) (CHN).		
		M391 263	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 143	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-81).		
Incorrect image position	With PDF jobs, image within a page is divided and misplaced	M391 278	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 153	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-81).		
Color processing incorrect	RGB Images Printing as Black and White with APPE ON.	M392 113	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Color processing incorrect	RGB data goes through the CMYK workflow when Composite Overprint is enabled.	M391 066	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 121	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 053	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		

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Model: Aries-C1.5/P1.5

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Subject	Symptom	RTB #	Cause	Solution	Note
Color processing incorrect	One part is printed by color though it is separation data	M391 119	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
Color processing incorrect	CPSI printing of 0 percent spot color	M391 138	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)		
		M392 076	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
Color processing incorrect	Color adjustment in Image Viewer is not reflected	M391 152	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)		
		M391 183	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 089	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
		M436 004	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 004	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Color processing incorrect	Cyan not printed	M391 154	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)		
		M391 185	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
Color processing incorrect	When using Impose, an incorrect blue object appears	M391 155	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)		
		M392 091	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
Color processing incorrect	RGB image is printed in black and white	M391 207	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 228	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 118	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
Color processing incorrect	Spot colors are not honored for imposed jobs	M436 024	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 024	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Color processing incorrect	Spot colors are not honored for glossy output profile	M436 025	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 025	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Color processing incorrect	Incorrect color shift and stepping in gradient	M437 023	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Color processing incorrect	A b/w job is printed in CMYK, if RIPped with APPE enabled.	M391 234	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41) (CHN).		
Background not printed	Grey background in some rows of an Excel file	M391 086	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M391 191	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		

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No.: RD095000s

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

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Subject	Symptom	RTB #	Cause	Solution	Note
Glossy streaks	Along the paper feed direction between 200mm from the leading edge and 80mm from the trailing edge at an interval which corresponds to the ribs on the cooling belt entrance plate.	M077 111	Paper is deflected when passed from the fusing unit to the switchback unit and contacts the cooling belt entrance guide plate and upper exit guide plate at 2 locations	Work through the troubleshooting procedure in the RTB.	
Uneven density		M077 098, 077b, 107b	Change in the charge applied to the toner affects development capacity and transferability.	Replace with fresh toner. User adjustment #0220 Adjust Density Difference Across Feed Direction	
Uneven density	When running the machine in a low temperature and low humidity environment.	M077 099	Corona products penetrate the drum surface layer and change the charge characteristics.	Keep the exhaust fans running continuously (see the RTB for the user tool and SP settings to use).	
Uneven density	At random	M077 099, 095, 077b	Change in the charge applied to the toner affects development capacity and transferability.	Enable ACS to prevent idling of CMY units. Increase the amount of toner exhausted in the toner refresh mode.	
Uneven density		M077 114	Use NICE Ver.2.0	This RTB contains the NICE Ver.2.0 Instruction Manual	
Gradation	Low-resolution gradations are not correct.	M391 145	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)		
		M392 082	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
Gradation	Gradient appears incorrect, if printed with APPE ON.	M436 023	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
Black and white reversed	PCL file	M436 008	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
Shadow effect	Occurs as a result of the copy process; more likely with black	M077 103	Adjust the screening pattern to a lower value (the resolution will be lower if you do this) Or Modify the development gamma (mottling may occur if you do this)		
Lines not printed correctly	Ruled line on the left of the back side	M391 201	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 107	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0 (E-81).		
Lines not printed correctly	Ruled lines printed incorrectly on imposed jobs.	M391 241	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-41).		
		M392 126	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).		

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Model: Aries-C1.5/P1.5

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No.: RD095000s

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

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Subject	Symptom	RTB #	Cause	Solution	Note
Ripping error	PDF RIP error when RIPPING data with APPE ON.	M391 231	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 237	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M391 246	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 121	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
		M392 131	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).		
Ripping error	Ripping not finished when processing 20 PS files	M437 038	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Ripping error	Image corrupted when ripping with APPE enabled	M391 276	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 151	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-81).		
Front and back registration misalignment		M077 114	Use NICE Ver.2.0	This RTB contains the NICE Ver.2.0 Instruction Manual	
Unwanted lines	Printing PDF files with Composite Overprint enabled and Text/ Graphics Quality set to Best.	M391 233	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41) (CHN).		
Unwanted lines	When printing PDF files	M391 243	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 128	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 (E-81).		
Unwanted lines	When printing with 2 color print mapping	M391 251	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 137	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 (E-81).		
Image printed in greyscale	Color jobs, and jobs in the Document Server	M436 056	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 061	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Image divided and mixed up	Processing and holding a PDF file with APPE disabled	M436 057	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 062	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		

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11. Mechanical/Electrical

Subject	Symptom	RTB #	Cause	Solution	Note
Fusing cleaning web	Near-end not detected	M077 029	System firmware	Will be updated: TBA	
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 (SP5804-152) Waste Toner Transport Motor 2 (SP5804-153)	Firmware will be modified to prevent this problem.
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 in the toner supply path between the sub-hopper and the development unit, and remove with a vacuum cleaner.	
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, do the procedures in this RTB in addition to the standard developer removal operation. The procedures were modified significantly in RM077072d.	
Toner scattering	Occurs for colors where toner coverage is low (less than 2%)	M077 020a		At the next visit to the customer or during installation, please change SP3701-009 (Max Pattern Length) from 10 to 25.	
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 attach it correctly	
Development motor lock		M077 072d	Continuous printing of low coverage images degrades the developer and prevents complete developer removal	To prevent this problem, do the procedures in this RTB in addition to the standard developer removal operation. The procedures were modified significantly in RM077072d.	

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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 pressure plate.	
Noise	Punch unit	D449 002		Install a ferrite core as shown.	
Error LEDs	The red LED to notify "Out of cover paper" lights at the wrong time	M391 275	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 150	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-81).		

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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 (SR5020)	D095 001b	Engine firmware	Install version 1.003:16 or later.	
		M077 001b	Engine firmware	Install version 1.003:16 or later.	
Machine is slow	If Windows Authentication is enabled, printing a large number of copies of a job takes a long time	D095 004a	Network Support firmware	Install version 7.11 or later.	
		M077 004a	Network Support firmware	Install version 7.11 or later.	
Machine is slow	It takes a long time to process a job when Paper Catalog is set.	M391 044	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 038	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Machine is slow	When printing the calibration page	M391 099	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
Machine is slow	Printing with the Paper Catalog	M391 110	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
Machine is slow	Printing with the Perfect Binder	M391 137	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 168	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
		M392 075	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		

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Model: Aries-C1.5/P1.5	Date: 31-Dec-10	No.: RD095000s
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Subject	Symptom	RTB #	Cause	Solution	Note
Machine is slow	RIP is slow	M391 155	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 091	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
		M436 005	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 005	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Machine is slow	Job processing is slow with APPE	M391 187	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
Machine is slow	When continuously printing multiple jobs	M437 017	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Machine is slow	When perfect binding jobs are run continuously	M391 275	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 150	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-81).		
Machine stalls	When saddle-stitching in duplex on the Plockmatic	D095 001b	Engine firmware	Install version 1.003:16 or later.	
		M077 001b	Engine firmware	Install version 1.003:16 or later.	
Machine stalls	If SC 621 occurs	M391 014	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 008	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Machine stalls	When running a large volume copy job	D095 007h	System/Copy firmware	Install version 2.02 or later.	
Machine stalls	If User Authentication settings are changed many times	M344 001d	VM card firmware	Install version 4.17-01 or later.	
Machine cannot recover	Cannot warm-up and recover from a jam or open-door status	D095 001b	Engine firmware	Install version 1.003:16 or later.	
		M077 001b	Engine firmware	Install version 1.003:16 or later.	
Custom paper settings	Item Menu No. 03 "Pickup Assist Setting" Item Menu No. 15 "Paper Transfer Feed Speed Adjustment"	D095 001c M077 001c	Engine firmware	Install version 1.004:16 or later.	
Paper Catalog	Garbled on LCD	M391 002	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 001	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Paper Catalog	Changes on engine side not reflected in the Fiery	M391 004	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 002	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Paper Catalog	Settings not reflected correctly	M391 032	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 026	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		

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Subject	Symptom	RTB #	Cause	Solution	Note
Paper Catalog	Lower limit value is incorrect with Custom Paper Sizes.	M436 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Firmware update	Error when updating firmware	G178 065c	Buffer Pass Unit firmware	Install version 03.000:06 or later.	
Counters	Accounting errors: See the RTB for details	M401 006, 005	Install EFI controller C-81 System Software version 1.1		
Counters	When printing in duplex on A3/DLT or larger and side 2 is blank, the black development counter fails to count the blank page.	D095 007g	System/Copy firmware	Install version 2.01 or later.	
Counters	When printing the stored data from DSV, Counter is counted as Full Color.	M392 099	Install composite patch 04 for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
Job parameters window	Cannot open (Macintosh)	M401 010	Install patch for EFI controller C-81 System Software version 1.1		
Importing color profiles	Color Verification error	M391 002	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 001	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
SD/USB media	Cannot print from USB	M391 004	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 002	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Adjustments reset during job	Color adjustments changes	M391 040	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 033	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Backup and Restore	Not working properly	M391 052	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
Backup and Restore	Does not restore "Enable Adobe PDF Print Engine (APPE) and Rip while Receiving = ON".	M391 057	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 046	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Cannot save settings	Brightness setting change cannot be saved	M391 068	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M391 070	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 054	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Cannot save settings	The Shift Mode is not saved after being changed.	M436 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		

Updated: End of June 2017: Changes in bold italics

Model: Aries-C1.5/P1.5	Date: 31-Dec-10	No.: RD095000s
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Subject	Symptom	RTB #	Cause	Solution	Note
Settings ignored	"0218: Adjust Maximum Image Density" setting ignored	M077 076	Software bug	Temporary solution: Change settings as shown in the RTB.	
Settings ignored	Paper weight is not reflected when Adding New Media	M436 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Settings ignored	Tray Alignment setting is not reflected on the back side of sheets	M436 018	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 018	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Settings ignored	Output delivery setting (face-up/face-down) is not honored	M391 261	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 141	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		
Settings ignored	Paper catalog setting is not honored, if print range is specified and APPE enabled.	M391 279	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392 154	Install patch for EFI controller System Software Version 1.1 for Aries-P1.5/C1.5 EFI (E-81).		
		M436 049	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 054	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Settings not applied correctly	Mixed Media settings are applied by sheets instead of by pages	M436 052	Install patch for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 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 sent	D095 007h	System/Copy firmware	Install version 2.02 or later.	
"NullPointerException"		Gene 050c	Java VM4 Update Tool	Install version 4.28.00 or later.	
Logs	Incorrect data in logs downloaded via Web Image Monitor	D095 006a	Scanner firmware	Install version 01.11 or later.	
Logs	Job log is not exported at scheduled time	M391 147	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)		
		M392 084	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 QX1.0(E-81).		
Logs	Job log is not exported	M391 173	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
Logs	Job log does not have paper Catalog data	M391 191	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41)(CHN).		
Wrong paper size displayed	Displayed as custom size when using A5.	M436 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		
Wrong paper size displayed	For a scanned job	M436 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-42).		
		M437 001	Install PLP (Post Launching Patch) for System Software Version 1.0 for Aries-P1.5/C1.5 EFI (E-82).		

Updated: End of June 2017: Changes in bold italics

Model: Aries-C1.5/P1.5	Date: 31-Dec-10	No.: RD095000s
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Subject	Symptom	RTB #	Cause	Solution	Note
Memory leak	Using an SDK application	M344001c	VM card firmware: Install version 4.15 or later.		
MIB	The wrong MIB value is obtained when paper ends	M391226	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-41).		
		M392116	Install patch for EFI controller System Software Version 1.0 for Aries-P1.5/C1.5 EFI(E-81).		