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Updated: End of June 2018: Changes in bold italics

Model: Model Andromeda-P1 Date					t-15	No.: RM205000k	
Subject: Troubleshooting					Prepared by: H. Matsui		
From: 1st Tech. Support Sec. Service Support Dept.							
Classification:		☐ Part info	ormat	tion	Action	required	
		☐ Electric	al		Service	ce manual revision	
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information	
	☐ Product Safety	☐ Other ()			

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

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

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Model: Model Andromeda-P1	Date: 30-Sept-15	No.: RM205000k

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Model: Model Andromeda-P1	Date: 30-Sept-15	No.: RM205000k
Worm tracks Wrinkles Stains on rear side Incorrect image size Color registration error Incorrect image density Incorrect color Incorrect positioning Dirty background Grid-like pattern IBACC data printed Part of the image all black Black and white inverted Incorrect magnification		
Noise Motor failure Toner scattering Device not detected Paper transfer belt Cooling belt Engine keeps idling Lift wire is cut Initialization Fuser belt Side fence Sensor failure Development unit		48
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Model: Model Andromeda-P1 Date: 30-Sept-15 No.: RM205000k

1. Paper Feed Errors

Subject	Symptom	RTB#	Cause	Solution	Note
Jams	Jam 125 if postcard is	D179	BookletFinisher_SR50	Install version 01.460:10	
	fed SEF.	017f	60 firmware	or later	
Jams	When punching with the	D179	BookletFinisher_SR50	Install version 02.590:10	
	GBC StreamPunch Ultra	017k	60 firmware	or later	
		M205			
		098			
Jams	At the entrance of the	D179	P-Binder_GB5010_B1	Install version 01.160:11	
	Perfect Binder	035a	firmware	or later	
		D179	P-Binder_GB5010_B2	Install version 01.040:00	
		036a	firmware	or later	
		D179	P-Binder_GB5010_B4	Install version 01.050:00	
		038a	firmware	or later	
Jams	If the cover sheet is fed	D179	P-Binder_GB5010_B1	Install version 01.160:11	
	from the Inserter	035a	firmware	or later	
		D179	P-Binder_GB5010_B2	Install version 01.040:00	
		036a	firmware	or later	
		D179	P-Binder_GB5010_B4	Install version 01.050:00	
		038a	firmware	or later	
Jams	In the GBC	D776	Stacker_SK5030_1	Install version 01.060:06	Also
	StreamPunch Ultra	001	firmware	or later	see
		D776	Stacker_SK5030_2	Install version 01.060:06	RTB
		002	firmware	or later	M205
					098
Jams	In the SR5060 Booklet	D776	Stacker_SK5030_1	Install version 01.050:06	
	Finisher, if punched on	001	firmware	or later	
	the GBC StreamPunch	D776	Stacker_SK5030_2	Install version 01.050:06	
	Ultra.	002	firmware	or later	
Jams	SR5060 booklet finisher:	D734	The press-down lever	Work through the	
	Jam 109 when printing on coated paper 364.1mm or longer	003b	interferes with the exit	procedure in the RTB.	
			roller due to		
			fluctuations in the		
			dimensions of the		
lama	lam 540 agains offer	D470	lever.	Install version 04 000:44	
Jams	Jam 510 occurs after	D179	P-Binder_GB5010_B1	Install version 01.200:11	
	recovering from Jam 420	035b	firmware	or later	
		D179	P-Binder_GB5010_B4	Install version 01.070:00	
lome	lom 114 account if a	038b	firmware	or later	
Jams	Jam 114 occurs, if a	D734	BookletFinisher_SR50	Install version 02.610:10	
	stapling job composed	002a	60 firmware	or later	
	of simplex and duplex				
	pages is repeatedly				
	interrupted by a non-				
lomo	stapling job Jam 100: SR5050/5060	D179	Contact failure in the	Donland the interlegic	
Jams		113	interlock switch	Replace the interlock	
	Finisher	113	INCHIOCK SWILCH	switch using the procedure in the RTB.	
				procedure in the KTB.	
		1			

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Subject	Symptom	RTB#	Cause	Solution	Note
Jams	At the pressure roller separation pawls of the fuser unit	M205 116	increase the margin in "# Erase Margin of Trailing Paper settings. If the trailing edge margi fuser unit may be defect	If the trailing edge margin is 3mm or more, the fuser unit may be defective.	
Jams	Time-out jam (J225) occurs before reaching the set time-out	D194 037a	Fin_IFBox firmware Install version 01.010.02	? or later	
Jams	LEF A4 adhesive label paper jams in the straight through path of High Capacity Stacker SK5030	D776 003	The smooth surface of label paper tends to stick to the curved guide plate at the exit.	Switch to SEF.	
Jams	In a glue binding job or a job that feeds a cover sheet from the cover interposer CI5030 or Perfect Binder GB5010	M205 001b	Engine firmware	Install version 4.07:14 or later	
Jams	Jam 125 (punch drive error)	D734 002d	BookletFinisher_SR50 60 firmware	Install version 02.650:10 or later	
Jams	Jam 125	D734 011	Paper containing calcium carbonate damages the Mylar sheets attached to the guide plate of the punch unit	Check the condition of the Mylar sheets every 2,000k pages (total counter of the printer/copier mainframe), and replace if worn or damaged.	
Jams	J100, J111, J113, J118, J121, J122, J123, J124, J125, J126, J128, J129, J130	D734 012	Contact failure in the interlock switch due to manufacturing error	Check the finisher's serial number, and replace the interlock switch if necessary.	
Jams	Jam121 with mixed sized stapling jobs due to faulty behavior of the leading edge stopper.	D734 5621	BookletFinisher_SR50 60 firmware	Install version 02.690:10 or later	
Jams	Vacuum feed LCIT RT5000 especially with thin paper	M205 5309P	Engine firmware	Install version 4.12:14 or later Follow the instructions in the release notes when updating to this engine firmware version, or a fatal error will occur.	
Jams	Jam codes 34 and 82 (PTB Transport Sensor 2)	M205 201a	Abrasive powder is generated on the TH transport belt over time. As a result, the torque of the drive motor in the TH transport unit increases.	Do the procedure in the manual, to clean the machine.	

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Subject	Symptom	RTB#	Cause	Solution	Note
Jams	The TE press lever	D734	BookletFinisher_SR50	Install version 03.100:10	
	causes a jam when	5260	60 firmware	or later	
	performing the output check				
Jams	Jam477 (LCIT RT5100	M205	Engine firmware	Install version 4.14:14 or	
	exit sensor) when	5309R		later	
	feeding 640x320mm size banner sheets.			Follow the instructions in the release notes when	
	Size bailler streets.			updating to this engine	
				firmware version, or a	
				fatal error will occur.	
Jams	With the increase in	M205	The hole of the frame	Install the supporting	
	printing volume to	213	is scraped by the	plate (p/n: M2057485).	
	about 15 million		rotation of the shaft,	See the RTB for	
	sheets, J028 starts		and the amount of	details.	
	occurring gradually. When the printing		separation of the registration timing		
	volume is over 20		driven roller is		
	million sheets, it		reduced.		
	frequently occurs or				
	becomes unprintable.				
Jam	JAM 126 occurs, if the	D734	BookletFinisher_SR5	Install version	
	output tray is switched when the stapler	5260B	060 firmware	03.130:10 or later	
	cartridge is empty				
Jam	Saddle-stitched jobs	D734	BookletFinisher_SR5	Install version	
	using Plockmatic and	5260B	060 firmware	03.130:10 or later	
	a job printed to the				
	proof tray are repeated				
Non-feed	<i>alternately</i> J002, J003, J430, J431	D777	Paper not fed, because	Connect the spring pin	
	, , , , , , , , , , , , , , , , , , , ,	005	the spring pin at the	to the coupling using the	
			rear of the paper feed	procedure in the RTB.	
		M205	belt unit is not		
		099	connected to the		
Non-feed	When printing with	M205	coupling.	Work through the flow	
NOH-IEEU	When printing with generic settings on	124		charts in the RTB.	
	certain types of paper			G. G	
Non-feed	With the last few sheets	D777	Paper gets caught	Attach the magnet sheet	
	of the stack, if the grain	006	between the spring of	to the end fence.	
	of the paper is parallel to		the end fence and the		
	the paper's long side		paper stopper plates,		
	and Weight 8 (300.1- 350.0 gsm)		and does not float up.		
Non-feed	Immediately after job	M205	When the top few	In adjustment settings for	Custom
1131004	start, especially in these	133	sheets float up, they	paper, decrease the value	
	conditions: Vacuum		are pressed too	Side Fan] by 10%.	•
	Feed LCIT RT5100, 3rd		strongly against the	If the problem persists, set	
	sheet from the top of the		plates due to too much	Paper Feed Mode (Adjust	
	stack, Weight 6-7,		air, disabling proper	Level)] to "Max Nonfdng R	educ.
	Coated		separation and	(Highest)."	
			delaying feed by the feed belt.		
	<u> </u>	<u> </u>	red beit.		

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Subject	Symptom	RTB#	Cause	Solution	Note
Non feed	Non-feed inside the Vacuum Feed LCIT (J430, J431, J445,	D777 007a	The exhaust fan filter becomes clogged with paper dust.	Install the new filter, using the procedure in the RTB.	
	J446).				
Non feed	Non-feed inside the Vacuum Feed LCIT (J002, J003, J052, J053)	M205 154	The vacuum fan filters are clogged with paper dust.	Remove paper dust in the duct and replace the vacuum blower filters in both imaging and fusing sections every 2700K. Also check the filters in the Vacuum Feed LCIT. If they are clogged with paper dust, see RTB #RD777007.	
Non-feed	In the Vacuum Feed LCIT with Weight 1~3 paper	M205 157b	Paper load upper limit set for Paper Weight 1 ~ 3 was incorrect	Upgrade the Media Library List to the versions listed in the RTB. If the customer has made new custom paper types in the Media Library List (or if the customer has made new custom paper libraries manually), manually change the paper load upper limit by changing the Advanced Setting [#111 Switch Paper Load Upper Limit] from "Low" to "High" after upgrading the Media Library List.	
Non-feed	The end-fence of the Vacuum Feed LCIT is bent inward (feed direction)	M205 172	The end-fence was pressed too hard when setting the paper on the tray.	Check the machine as explained in the RTB, and replace the end fence if necessary.	
Non-feed	When feeding 100-200 sheets from the Vacuum Feed LCIT	D777 015	The airflow between sheets of paper is not optimal	Do the procedure in the RTB.	
Dog-ear	In the Vacuum Feed LCIT with Weight 1~3 paper	M205 157b	Paper load upper limit set for Paper Weight 1 ~ 3 was incorrect	Upgrade the Media Library List to the versions listed in the RTB. If the customer has made new custom paper types in the Media Library List (or if the customer has made new custom paper libraries manually), manually change the paper load upper limit by changing the	

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Subject	Symptom	RTB#	Cause	Solution	Note
				Advanced Setting [#111 Switch Paper Load Upper Limit] from "Low" to "High" after upgrading the Media Library List.	
Dog-ear	In a glue binding job or a job that feeds a cover sheet from the cover interposer CI5030 or Perfect Binder GB5010	M205 001b	Engine firmware	Install version 4.07:14 or later	
Double- feed	When printing with generic settings on certain types of paper	M205 124		Work through the flow charts in the RTB.	
Double- feed	When feeding 100-200 sheets from the Vacuum Feed LCIT	D777 015	The airflow between sheets of paper is not optimal	Do the procedure in the RTB.	
Wrinkled or folded paper	When feeding z-folded paper	D179 017j	BookletFinisher_SR50 60 firmware	Install version 02.570:10 or later	
Wrinkled or folded paper	Creases on the leading edges of saddle-stitched sheets	D734 008	Excessive pressure applied to the paper when aligning the pages against the guide plate in the booklet unit.	Adjust the machine using the flow chart in the RTB. Folding may be less accurate as a side effect.	
Roller marks	Along the feed direction until about halfway down from the leading edge in saddle-stitched booklets	D734 001	The flanges of the exit roller press the paper	Install the modified exit roller (D7345205).	
Roller marks	Roller marks 10mm in width on the leading edge of the paper, 25mm from the center of the paper, when using the High Capacity Stacker SK5030.	D776 005	Toner adheres to the feed rollers of the High Capacity Stacker	Clean the rollers in the High Capacity Stacker as indicated in the RTB.	
Wrong paper selected	Media selected for the signature from the Paper Catalog is not honored,	M465 001	Andromeda-P1 EFI (E- 43) System Software Version 1.0	Apply required patch(es)	
	if the booklet cover is fed from the Interposer Tray	M466 001	Andromeda-P1 EFI (E- 83) System Software Version 1.0	Apply required patch(es)	
Duplex not done	If the "Interrupt" function is used	M465 001	Andromeda-P1 EFI (E- 43) System Software Version 1.0	Apply required patch(es)	
		M466 001	Andromeda-P1 EFI (E-83) System Software Version 1.0	Apply required patch(es)	
Cannot print on some paper	SEF 329x483 size custom paper	M465 001	Andromeda-P1 EFI (E- 43) System Software Version 1.0	Apply required patch(es)	
types/sizes		M466 001	Andromeda-P1 EFI (E- 83) System Software Version 1.0	Apply required patch(es)	

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Subject	Symptom	RTB#	Cause	Solution	Note
Skew	When a banner sheet is fed from the Vacuum Feed LCIT	D777 004	The trailing edge of the banner sheet is still held by rollers when the leading edge reaches the adjustment gate	Attach the adjustment plates (D7771116) in accordance with the procedure in the RTB.	
Tray not available	Some LCT trays are unavailable in SC status even though supported	M205 006a	System firmware	Install version 2.01 or later	
Custom paper	Custom paper can be registered with wrong conditions if scanned by Media Identification Unit.	M205 006a	System firmware	Install version 1.02 or later	
Cannot feed out	Sample print made on SRA3 cannot be fed out	M506 001a	BOS firmware (1/6 to 6/6)	Install version 2.02.003 or later	
	to the proof tray.	M506 002a	MICROCODE firmware	Install version 2.02.003 or later	
		M272 001e	BOS firmware (1/6 to 6/6)	Install version 2.02.003 or later	
		M272 007g	MICROCODE firmware	Install version 2.02.003 or later	
		M272 008a	BOS firmware (1/6 to 6/6)	Install version 2.02.003 or later	
		M272 009a	MICROCODE firmware	Install version 2.02.003 or later	
Feed from wrong tray	If the job applies Impose and Mixed Media settings with slip sheet	M465 030	Andromeda-P1 EFI (E- 43) System Software Version 1.0	Apply required patch(es)	
	insertion	M466 033	Andromeda-P1 EFI (E- 83) System Software Version 1.0	Apply required patch(es)	
Paper mismatch	If paper library data had been backed up and restored, and the job uses custom paper.	M205 6020M	System firmware	Install version 2.10 or later	

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Model: Model Andromeda-P1 Date: 30-Sept-15 No.: RM205000k

2. Copy Process

Subject	Symptom	RTB#	Cause	Solution	Note
Developer	TC reduction/	M205	The version of engine	Until the firmware	
replacement	stabilization and	075	firmware in the	includes these	
	Emptying/Filling		machine does not	functions, do the	
	developer do not work		support these	temporary solution	
	-		functions.	starting on page 2 of	
				the RTB.	

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3. Connectivity

Subject	Symptom	RTB#	Cause	Solution	Note
WIM	Bug in some parameters of the custom media function	M205 001a	Engine firmware	Install version 4.04:14 or later	
WIM	Wrong values are displayed for settings regarding registered custom paper	M205 008b	Web Support firmware	Install version 2.03 or later	

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4. Printing/Scanning

Subject	Symptom	RTB#	Cause	Solution	Note
Job does not	Cannot start the next	D179	P-Binder_GB5010_B1	Install version 01.160:11	
run	job, if the previous job	035a	firmware	or later	
	is canceled with the	D179	P-Binder_GB5010_B2	Install version 01.040:00	
	"Stop" key	036a	firmware	or later	
		D179	P-Binder_GB5010_B4	Install version 01.050:00	
		038a	firmware	or later	
Job does not	Cannot print 13x19	M272	Microcode firmware	Install v1.2.003 or newer	
run	size jobs	007b			
Job does not	Glue temperature	D179	P-Binder_GB5010_B1	Install version 01.200:11	
run	adjustment does not	035b	firmware	or later	
	complete	D179	P-Binder_GB5010_B4	Install version 01.070:00	
	·	038b	firmware	or later	
Job does not	Printing does not start	M205	Engine firmware	Install version 4.04:14	
run	(simplex/duplex mixed,	001a		or later	
	different fusing speed				
	and different paper				
	tray)				
Job does not	The fiery indicated the	M205	GW System firmware	New firmware in Dec	
run	spooled job is printing	179	bug. If the system	2016.	
	but nothing prints		firmware version is	Workaround: Change	
	and the aming printer		2.04 or older, do not	SP5-748-102 from "1" to	
			update firmware until	"O."	
			the modified firmware	0.	
			is released.		
Job does not	If a job is sent from the	M205	System firmware	Install version 2.09 or	
run	Fiery controller while	6020L	System minware	later	
Turi	the engine enters the	00201		later	
	energy saver mode				
Job does not	Printing heavy jobs	M507	BOS firmware (1/6 to	Install version	
run	causes fatal errors and	5000E	6/6)	123.19.048_v2.04.023	
Turi	a hard abort.	1-6	(70)	or later	
	a nara abort.	M507	MICROCODE firmware	Install version 2.04.023	
		5055H	WICKGOODE IIIIIWaic	or later	
Job does not	After rebooting the	M507	BOS firmware (1/6 to	Install version	
run	Prinect DFE and the	5000E	6/6)	123.19.048_v2.04.023	
Turi	engine	1-6	(0,0)	or later	
	Crigine	M507	MICROCODE firmware		
		5055H	WILDING COOPE III III WATE	or later	
Job does not	After removing	D179	P-Binder_GB5010_B1	Install version 01.160:11	
resume	booklets when the	035a	firmware	or later	
resume	stacking tray is full	D179	P-Binder GB5010 B2	Install version 01.040:00	
	Stacking tray is full	036a	firmware	or later	
		D179			
			P-Binder_GB5010_B4	Install version 01.050:00	
loh doss	Mith the chift troves	038a	firmware	or later Install version	
Job does	With the shift tray as	D734	BookletFinisher_SR5		
not run	the output tray, the	5260B	060 firmware	03.130:10 or later	
	operation panel				
	remains in "Printing"				
	status and the job				
	does not get printed.				

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Subject	Symptom	RTB#	Cause	Solution	Note
Job does not	If RPIP Interface Box is	M465	Andromeda-P1 EFI (E-	Apply required patch(es)	
resume	connected, printing	017	43) System Software		
	does not resume if	14400	Version 1.0	A such as a such as districts	
	paper is loaded after a	M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
	paper-end detection	018	83) System Software		
Job does not	Comple printing does	M272	Version 1.0 BOS firmware (1/6 to	Install version 1.5.001 or	
resume	Sample printing does not resume after	001c	6/6)	later	
resume	loading an empty	M272	MICROCODE firmware	Install version 1.5.001 or	
	paper tray	007e	WHO KOOODE III Ware	later	
Job does not	After clearing the	00.0	Install service pack 4		
resume	Plockmatic PBM RCT		for E-43 or E83		
	(Rotate Crease Trim		controller		
	module) bin full				
	condition				
Job does not	If a jam occurs in the		Install service pack 4		
resume	paper path between		for E-43 or E83		
	the Plockmatic PBM		controller		
	and RCT and the jam is cleared				
Job does not	If the Plockmatic waste	D734	BookletFinisher_SR50	Install version 03.100:10	
resume	staple receptacle	5260	60 firmware	or later	
10001110	becomes full	0200	oo iiiiiiiiaa	0.10.0.	
Job does not	If a jam occurs in a	D734	BookletFinisher SR50	Install version 03.100:10	
resume	system that contains	5260	60 firmware	or later	
	the Trimmer TR5040				
Job does not	If the stack on the	D734	BookletFinisher_SR50	Install version 03.100:10	
resume	finisher shift tray is	5260	60 firmware	or later	
	removed after pressing				
	the emergency stop				
	switch and placed on the tray again before				
	the tray ascends				
Job ends	If an entry in the paper	M506	BOS firmware (1/6 to	Install version 2.03.009	
prematurely	catalog is deleted while	001b	6/6)	or later	
	printing a job	M506	MICROCODE firmware	Install version 2.03.009	
		002b		or later	
		M506	MICROCODE firmware	Install version 2.03.009	
	16.0	003a	A	or later	
Cannot	If the waste toner	M465	Andromeda-P1 EFI (E-	Apply required patch(es)	
cancel job	bottle is in "Full" status	001	43) System Software		
		M466	Version 1.0 Andromeda-P1 EFI (E-	Apply required patch(es)	
		001	83) System Software	Apply required pateri(es)	
		001	Version 1.0		
Blank sheets	Blank sheets are	M465	Andromeda-P1 EFI (E-	Apply required patch(es)	
	inserted	001	43) System Software		
			Version 1.0		
		M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
		001	83) System Software		
			Version 1.0		

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Subject	Symptom	RTB#	Cause	Solution	Note
Blank sheets	A blank sheet is added	M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
	to the end of the job	026	83) System Software Version 1.0		
		M465 024	Andromeda-P1 EFI (E- 43) System Software Version 1.0	Apply required patch(es)	
Same page printed more than once	When recovering from tray empty, printing resumes from the first	M465 004	Andromeda-P1 EFI (E- 43) System Software Version 1.0	Apply required patch(es)	
	page of the job	M466 004	Andromeda-P1 EFI (E-83) System Software Version 1.0	Apply required patch(es)	
Same page printed more than once	When recovering from tray empty in a system configured with	M465 014	Andromeda-P1 EFI (E- 43) System Software Version 1.0	Apply required patch(es)	
	Plockmatic, the last page printed before the tray had run out of paper is duplicated.	M466 015	Andromeda-P1 EFI (E-83) System Software Version 1.0	Apply required patch(es)	
Same page printed more than once	If printing stops during a booklet job	D194 037a	Fin_IFBox firmware	Install version 01.010.02 or later	
Same page printed more than once	In jobs that use the Plockmatic HCl3500	D734 002f	BookletFinisher_SR50 60 firmware	Install version 02.670:10 or later	
Job reprinted		M507 5000E _1-6	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.04.023 or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
Job reprinted		M507 5058	Microcode firmware	Install version 2.7.001 or later	
Pages missing	In jobs that use the Plockmatic HCl3500	D734 002f	BookletFinisher_SR50 60 firmware	Install version 02.670:10 or later	
RIP error	Files ripped with previous microcode versions	M272 001a to 006a	BOS firmware (1/6 to 6/6)	Install version 1.3.003 or later	
		M272 007c	MICROCODE firmware	Install version 1.3.003 or later	
RIP error	RIP not complete with PostScript files.	M466 012	Andromeda-P1 EFI (E- 83) System Software Version 1.0	Apply required patch(es)	
PDF	If a PDF job is sent to the Process & Hold or Process & Print queue, the controller	M272 001b to 006b	BOS firmware (1/6 to 6/6)	Install version 1.4.002 or later	
	runs out of memory	M272 007d	MICROCODE firmware	Install version 1.4.002 or later	
PDF	Printing a PDF file with APPE enabled results	M272 001d	BOS firmware (1/6 to 6/6)	Install version 1.6.004 or later	
	in an error, if CPSI is disabled	M272 007f	MICROCODE firmware	Install version 1.6.004 or later	

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	opcomed)					

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Subject	Symptom	RTB#	Cause	Solution	Note
Printing error (not specified)	Incorrect data may be printed randomly with PS jobs.		Install service pack 5 for E-43 or E83 controller		
Font	When printing using the OCR font added to the controller, some pages use a different font.	M466 035	Andromeda-P1 EFI (E- 83) System Software Version 1.0	Apply required patch(es)	
Sample print	Sample print to the stacker proof tray is not possible, if printed on a custom paper of a size approximate to SRA3	M506 001b M506 002b M506 003a	BOS firmware (1/6 to 6/6) MICROCODE firmware MICROCODE firmware	Install version 2.03.009 or later Install version 2.03.009 or later Install version 2.03.009 or later	
IPDS	Cannot apply the selected toner curve for IPDS jobs	M507 5000E _1-6 M507 5055H	BOS firmware (1/6 to 6/6) MICROCODE firmware	Install version 123.19.048_v2.04.023 or later Install version 2.04.023 or later	
IPDS	Fonts that can be printed in PDF/ASCII cannot be printed in IPDS.	M507 5058	Microcode firmware	Install version 2.7.001 or later	
Characters missing or incorrect	When printing an imposed job of a flattened PDF, there are missing characters or some characters replaced with a different font		Install service pack 4 for E-43 or E83 controller		



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Model: Model Andromeda-P1 Date: 30-Sept-15 No.: RM205000k

5. Operation Panel

Subject	Symptom	RTB#	Cause	Solution	Note
Wrong jam location	When jam 126 occurs	D179 017f	BookletFinisher_SR5060 firmware	Install version 01.460:10 or later	
Incorrect display	Display shows that prints remain in the Plockmatic when the Plockmatic stacker is full.	D179 017j	BookletFinisher_SR5060 firmware	Install version 02.570:10 or later	
Incorrect display	Warning message appears when opening job properties of jobs submitted from Prinergy	M272 001a to 006a	BOS firmware (1/6 to 6/6)	Install version 1.3.003 or later	
		M272 007c	MICROCODE firmware	Install version 1.3.003 or later	
Remains in 'Printing' status	If a jam occurs and the job is cancelled in Command WorkStation	M465 001	Andromeda-P1 EFI (E- 43) System Software Version 1.0	Apply required patch(es)	
	instead of clearing the jam	M466 001	Andromeda-P1 EFI (E- 83) System Software Version 1.0	Apply required patch(es)	
Remains in 'Printing' status	When connected to a third party vendor peripheral	D194 037a	Fin_IFBox firmware	Install version 01.010.02 or later	
Freezes	If searching for a custom paper that contains 2 byte characters in its name	M205 006d	System firmware	Install version 2.08 or later	
Items not displayed	Part number of custom RPIP Interface Box Type S3 firmware	D194 037a	Fin_IFBox firmware	Install version 01.010.02 or later	
Items not displayed	SDK application icon not displayed	M205 6028E	Java VM v12 for eDC firmware	Install version 12.54.00 or newer	
		M205 6028E	Java VM v12 Update Tool		
Language/ Wording	Spanish: Spelling error in the banner	M205 004b	OpePanel firmware	Install version 1.04 or later	
Screen goes blank	The screen turns white when changing the language setting of the DFE	M507 5058	Microcode firmware	Install version 2.7.001 or later	
Screen contents not clear	Hard to see whether the sample print function is enabled or not on the printer panel	M507 5058_ PR207 018	MICROCODE firmware	Install version 2.07.018 or later	

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Model: Model Andromeda-P1 Date: 30-Sept-15 No.: RM205000k

6. Security

Subject	Symptom	RTB#	Cause	Solution	Note
Login/logout	ESA application	Gen	Java VM v12	Install version 12.12.06	
	stops during logout,	0680	Update Tool	or newer	
	and logout cannot be	Gen	Java VM v12 for		
	completed	069p	eDC firmware		
Authentication	If Kerberos	Gen	Java VM v12	Install version 12.12.06	
	authentication is	0680	Update Tool	or newer	
	done with an ESA	Gen	Java VM v12 for		
	application, timeout	069p	eDC firmware		
	does not occur				
Authentication	Login by IC card	M205	System firmware	Install version 1.02 or	
	takes time	006a		later	
Authentication	Authentication dialog	M205	Web Support	Install version 2.06 or	
	appears too many	008e	firmware	later	
	times				
Authentication	Fails when the device	M205	Network Support	Install version 14.67 or	
	is set to use "IEEE	6029D	firmware	later	
	802.1X" and				
	"TLS1.2" is set to				
	"active"				
User code	The correct error	M205	System firmware	Install version 2.08 or	
	code is not displayed	006d		later	
	on the operation				
	panel, if a user who				
	is unregistered in the				
	address book has				
	logged in using an				
	external				
	authentication				
Service mode	Can be unlocked by	M205	System firmware	Install version 2.09 or	
lock	the user sometimes	6020L		later	
Data accessible	Job properties and	M272	By default, it's	Do the procedure in the	
from outside	preview images for	010	possible to access	RTB to prevent	
	print jobs stored in	M506	the local console	unauthenticated external	
	the print server can	007	screen through	access	
	be accessed from		the motherboard's		
	outside the		IPMI feature		
	customer's LAN.		without		
			authentication		

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Model: Model Andromeda-P1 Date: 30-Sept-15 No.: RM205000k

7. Error Codes

Subject	Symptom	RTB#	Cause	Solution	Note
SC161-01, - 06	Communication problem between the DTU and the Fiery	M465 005	Andromeda-P1 EFI (E- 43) System Software Version 1.0	Apply required patch(es)	
		M466 005	Andromeda-P1 EFI (E- 83) System Software Version 1.0	Apply required patch(es)	
SC161-06	After updating to microcode v1.4.006.	M272 001c	BOS firmware (1/6 to 6/6)	Install version 1.5.001 or later	
		M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
SC161-06		M205 184, 187, 188	DTU firmware bug	Install the previous DTU firmware (ver. 2.00). Use the downgrade procedure in the RTB.	
SC161-06	If a job is cancelled during the IBACC process	M205 6113K	DTU FPGA Config Data firmware	Install version 2.04 or later	
SC285		M205 168	The PTR drive pulley has become very worn due to excess load or a low belt tension.	Check the condition of the pulley and timing belt and replace, if necessary. See the RTB for a flow chart.	
SC285		M205 171	The reinforcement tape on the edge of the PTR belt peeled off and was caught inside the belt.	Install a new belt, or cut off the detached part of the tape. The RTB explains how to install the belt to prevent this problem.	
SC348	Tends to occur with only Magenta and Cyan	M205 129	Clogged exit of the development station for waste toner and/or entrance to the waste toner path	Work through Action #1 to solve the current symptom. Work through Action #2 every 300K to prevent further occurrences.	
SC361	Tends to occur with only Magenta and Cyan	M205 129	Clogged exit of the development station for waste toner and/or entrance to the waste toner path	Work through Action #1 to solve the current symptom. Work through Action #2 every 300K to prevent further occurrences.	
SC374	Tends to occur with only Magenta and Cyan	M205 129	Clogged exit of the development station for waste toner and/or entrance to the waste toner path	Work through Action #1 to solve the current symptom. Work through Action #2 every 300K to prevent further occurrences.	
SC374		M205 168	The PTR drive pulley has become very worn due to excess load or a low belt tension.	Check the condition of the pulley and timing belt and replace, if necessary. See the RTB for a flow chart.	

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Subject	Symptom	RTB#	Cause	Solution	Note
SC39x-52	, ,	M205 007c	TCDU firmware	Install version 1.05:05 or later	
SC39x-52		M205 173	The development side seal is not completely attached to the unit, causing the drum torque to increase.	Do the procedure in the RTB.	
SC39x-52	Especially for a brand- new drum or drum cleaning unit, when jobs are run continuously without pauses, or low toner coverage jobs	M205 191a	Friction between the drum and the drum cleaning unit / development unit increases due to a lack of lubricant powder on the development unit side seals.	Apply lubricant power on the side seals attached to the drum cleaning unit when SC39X-52 appears, when replacing the Development Unit, OPC drum, Drum Cleaning Unit and at every 900K PM.	
SC39x-55		M205 5309R	Engine firmware	Install version 4.14:14 or later Follow the instructions in the release notes when updating to this engine firmware version, or a fatal error will occur.	
SC459	Paper jam when using PTB high pressure mode	M205 001a	Engine firmware	Install version 4.04:14 or later	
SC472-00		M205 001a	Engine firmware	Install version 4.04:14 or later	
SC472	When turning the machine power on after transportation	M205 105	Vibration generated during the transport slackens the wire of the ITB belt centering motor	Correct the problem as explained in the RTB.	
SC488	Turning the machine OFF/ON does not resolve the SC, and there is a clanking sound	M205 176	The vibration plate in the lower waste toner path abrades over time and interferes with the cam, locking the waste toner path.	Work through the procedure in the RTB.	
SC499		M205 106		Clean the ITB encoder strip as explained in the RTB.	
SC499-03		M205 083b	The surface of the ITB feedback sensor becomes dirty with toner.	Install the modification kit M2059920 SC499 PREVENTION MODIFICATION SET 2	

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Subject	Symptom	RTB#	Cause	Solution	Note
SC50x-03, 12		M205 211	The paper is loaded repeatedly in the tray, causing the bottom plate to deform slightly. As a result, the intermediate remaining amount sensor moves away from the feeler	Cut and paste the black Mylar (P/N: AA150394) to the sensor feeler on the bottom plate. Paste it so that it does not extend beyond the edge of the feeler. See the RTB for details.	
SC50x-05	This SC appears when the over limit sensor turns ON.	M205 202 D734 015	Paper is not set correctly The side or end fence is deformed	Correct the problem as shown in the RTB.	
SC520-00		M205 134	1. Unusually high torque in the fusing unit - Defective parts - Incorrect assembly of the smoothing roller feeler (cam) 2. The fusing motor is disconnected 3. No 24V supply 4. Defective fusing motor driver (IOB2 board)	Work through the procedures in the RTB.	
SC542-01		M205 141	See the RTB for full details.	See the RTB for full details.	
SC545-01		M205 141	See the RTB for full details.	See the RTB for full details.	
SC586-02, - 03	Even when there are no defective components	M205 149	Either: - Fusing temperature does not drop to the permissible range for printing - [#128: Adjust Paper Curl] of the Advanced Settings is enabled.	For SC586-02, set [#103: Adj Fung Temp to Trnsf Ppr: Heat Roller] of Advanced Settings to '7.' For SC586-03, set [#104: Adj Fung Temp to Trnsf Ppr: Press Roller] of Advanced Settings to '7.' Possible side effects: Wrinkles, Worm tracks, Uneven gloss, Black spots, Glossy residual image, Blurred image If [#128: Adjust Paper Curl] is enabled, adjust the machine as explained in the RTB, depending on the humidity.	

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			-		
Subject	Symptom	RTB#	Cause	Solution	Note
SC625-00	When removing and	M205	The ITB unit was	Replace the TDCU.	
	putting back the ITB	101	removed and put back		
	unit		into the machine	To avoid this problem,	
			without turning OFF	always disconnect the	
			the main power switch.	power plug before	
			This may blow the	performing any service	
			fuses on the TDCU.	maintenance.	
SC649-01	Shortly after power is	M465	Andromeda-P1 EFI (E-	Apply required patch(es)	
	turned on	019	43) System Software		
			Version 1.0		
		M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
		020	83) System Software		
			Version 1.0		
SC670	Continuously printing	M205	Engine firmware	Install version 4.09:14 or	
	jobs of only one or two	001d		later	
	pages				
SC670	Punch jobs	M507	BOS firmware (1/6 to	Install version	
333.3		5000E	6/6)	123.19.048_v2.04.023	
		1-6	0.07	or later	
		M507	MICROCODE firmware	Install version 2.04.023	
		5055H	MIGROGODE IIIIIWard	or later	
SC682	When TD sensor	M205	Engine firmware bug	Install version 4.06:14	
00002	initialization is	148a	Linginio iniriwaro bag	or later	
	simultaneously done	M205	Engine firmware		
	for two or more colors,	001a	Engine iliniware	Install version 4.06:14	
	for example, when	00 Ta		or later	
	after two or more			NOTE: Follow the	
	developers were			instructions at the start	
	replaced.			of this RTB carefully	
	теріасец.			when upgrading to this	
0000=04		1400=	T. 010 I	version.	
SC685-01		M205	The CIS harness	Reroute the harness as	
		177	jacket touches the	shown in the RTB.	
			registration timing arm		
			inside the registration		
			unit, damaging the		
0005=	1	1400-	harness.		
SC687	If simplex job data is	M205	DTU FPGA Config	Install version 2.04 or	
	sent from the DFE	6113K	Data firmware	later	
	intermittently				
SC687		M205	DTU FPGA Config	Install version 2.05 or	
		6113L	Data firmware	later	
SC694-01	When turning on the	M205	Cause 1: If	Cause 1: Enable power	
	machine power, if	074b	synchronization is	synchronization by	
	power synchronization		disabled, there is a	following the procedure	
	on the Fiery is disabled		delay in the calibration	in the RTB.	
			and this causes a	Cause 2: Delete the	
			timeout.	calibration setting that	
			Cause 2: Error in the	contains invalid data by	
			calibration data	following the procedure	
				in the RTB.	
		<u></u>			

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	_		-	<u>'</u>	
Subject	Symptom	RTB#	Cause	Solution	Note
SC694-01	When turning on the	M465	Andromeda-P1 EFI (E-	Apply required patch(es)	
	machine power	007	43) System Software		
			Version 1.0		
		M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
		007	83) System Software		
			Version 1.0		
SC694-01	When DFE boot-up	M205	Engine firmware	Install version 4.10:14 or	
	takes time	001e		later	
SC694-05	When IBACC starts	M205	Engine firmware	Install version 4.10:14 or	
	just after a paper size	001e		later	
	change or color				
	change				
SC720-xx		D734	Contact failure in the	Check the finisher's	
		012	interlock switch due to	serial number, and	
			manufacturing error	replace the interlock	
				switch if necessary.	
SC720-25		D734	Paper containing	Check the condition of	
		011	calcium carbonate	the Mylar sheets every	
			damages the Mylar	2,000k pages (total	
			sheets attached to the	counter of the	
			guide plate of the	printer/copier	
			punch unit	mainframe), and replace	
				if worn or damaged.	
SC720-35		D734	BookletFinisher_SR50	Install version 02.640:10	
		002c	60 firmware	or later	
SC720-35		D734	BookletFinisher_SR50	Install version 02.680:10	
		002g	60 firmware	or later	
SC720-35		D734	The corner stapler unit	Work through the check	
		013a	does not move	procedures in the RTB.	
			properly or smoothly		
SC720-35	After replacing the	D734	BookletFinisher_SR50	Install version 03.100:10	
	staple cartridge	5260	60 firmware	or later	
SC720-39	With mixed sized	D734	BookletFinisher_SR50	Install version 02.690:10	
	stapling jobs due to	5621	60 firmware	or later	
	faulty behavior of the				
	leading edge stopper				
SC720-70	Running 3 staple jobs	D734	<u> </u>	Install version 02.700:10	
00=00=:	in a row	5621A	60 firmware	or later	
SC720-71		M205	Paper outside the	Change the maximum	
		203	product spec is loaded	number of sheets	
			on the shift tray, so the	stacked on the shift tray	
			motor is out of	in the SP mode	
			synchronization due to	according to the length	
			the excess weight	of the sheet in the paper	
			when the tray is	feed direction.	
			shifted.	See the RTB for the SPs	
0.0700.70	Affan 1400 - 1400	D704	Favolance started?	to adjust.	
SC720-70	After J109 or J122	D734	Envelopes stacked in	Attach the Z-fold support	
	occurs twice in	005	the shift tray interfere	tray to the shift tray.	
	succession		with the press down		
			levers		
			Finisher firmware	Update the Finisher	
				firmware to Ver2.500 or	
				newer.	

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O-del d	0.000	DTS "	0	0.1	NI - 1
Subject	Symptom	RTB#	Cause	Solution	Note
			The Tray Full condition	Set SP6239-001 to "1".	
			is triggered/detected		
			by mistake. The exit roller and	Replace the lever	
			press down lever	brackets.	
			interfere with each	(See RTB #RD734003	
			other.	for details).	
			Printed sheets interfere	Advise the customer to	
			with the movement of	remove sheets that are	
			the press down lever.	interfering with the	
				press down levers	
				when Jam 122 occurs.	
SC720-75		D734	BookletFinisher_SR50	Install version 02.640:10	
00.20.0		002c	60 firmware	or later	
SC720-80	SR5050/5060 Finisher	D179	Contact failure in the	Replace the interlock	
1		113	interlock switch	switch using the	
				procedure in the RTB.	
SC720-82	If the trailing edge	D734	BookletFinisher_SR50	Install version 02.620:10	
	press plate and base	002b	60 firmware	or later	
	fence of the staple tray				
	interferes.				
SC844-02, -	Communication	M465	Andromeda-P1 EFI (E-	Apply required patch(es)	
04	problem between the	005	43) System Software		
	DTU and the Fiery		Version 1.0		
		M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
		005	83) System Software		
00044.04	M/h a a atta mantin a ta	N4070	Version 1.0	Install consists 4.5.004 an	
SC844-04	When attempting to	M272 001c	BOS firmware (1/6 to	Install version 1.5.001 or later	
	print a job on the Printect model	M272	6/6) MICROCODE firmware	Install version 1.5.001 or	
	Filitect model	007e	WICKOCODE IIIIIware	later	
SC844-04	After updating to	M272	BOS firmware (1/6 to	Install version 1.5.001 or	
00011 01	microcode v1.4.006.	001c	6/6)	later	
	11110100000 V 1. 1.000.	M272	MICROCODE firmware	Install version 1.5.001 or	
		007e	morto o o b b minimaro	later	
SC844-04	While printing	M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
	. 5	036	83) System Software		
			Version 1.0		
		M465	Andromeda-P1 EFI (E-	Apply required patch(es)	
		032	43) System Software		
			Version 1.0		
SC844-04	While printing		Install service pack 5		
			for E-43 or E83		
			controller		
SC844-0x	When printing large	M506	BOS firmware (1/6 to	Install version 2.02.003	
	jobs	001a	6/6)	or later	
		M506	MICROCODE firmware	Install version 2.02.003	
		002a	DOC financia /4/0 to	or later	
		M272	BOS firmware (1/6 to	Install version 2.02.003	
		001e M272	6/6) MICROCODE firmware	or later Install version 2.02.003	
		007g	INITIONOLOGIE IIIIIIWale	or later	
		M272	BOS firmware (1/6 to	Install version 2.02.003	
		IVIZIZ	1000 III III Wale (1/0 10	1113(all VC131011 2.02.003	

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Subject	Symptom	RTB#	Cause	Solution	Note
•		008a	6/6)	or later	
		M272	MICROCODE firmware	Install version 2.02.003	
		009a		or later	
SC844-10	Immediately after	M465	Andromeda-P1 EFI (E-	Apply required patch(es)	
	starting up the Fiery	033	43) System Software		
			Version 1.0		
		M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
		037	83) System Software		
			Version 1.0		
SC844-10	When performing		Install service pack 4		
	calibration using Fiery		for E-43 or E83		
	Color Profiler Suite		controller		
00044.44	4.9.1.20.	N4507	DO0 5	Landall constant	
SC844-11	Punch jobs	M507	BOS firmware (1/6 to	Install version	
		5000E	6/6)	123.19.048_v2.04.023	
		_1-6 M507	MICROCODE firmware	or later	
			MICROCODE IIIMware	Install version 2.04.023 or later	
SC911-62	If the engine and	5055H M205	System firmware	Install version 2.08 or	
30911-02	TotalFlow Print Server	006d	System minware	later	
	R-61A are	0000		latei	
	synchronized when the				
	index width on the				
	operation panel				
	exceeds the maximum.				
SC919	While printing followed	M272	Microcode firmware	Install v1.2.003 or newer	
	by a reboot	007b			
SC919	While printing followed	M272	BOS firmware (1/6 to	Install version 1.3.003 or	
	by a reboot	001a	6/6)	later	
		to			
		006a			
		M272	MICROCODE firmware	Install version 1.3.003 or	
		007c		later	
SC919	After updating to	M272	BOS firmware (1/6 to	Install version 1.5.001 or	
	microcode v1.4.006.	001c	6/6)	later	
		M272	MICROCODE firmware	Install version 1.5.001 or	
00010		007e	DOC firmware (4/6 to	later	
SC919		M272 001d	BOS firmware (1/6 to 6/6)	Install version 1.6.004 or later	
		M272	MICROCODE firmware	Install version 1.6.004 or	
		007f	WICKOCOBE IIIII waie	later	
SC919	When printing large	M506	BOS firmware (1/6 to	Install version 2.02.003	
00010	jobs	001a	6/6)	or later	
	,555	M506	MICROCODE firmware	Install version 2.02.003	
		002a		or later	
		M272	BOS firmware (1/6 to	Install version 2.02.003	
		001e	6/6)	or later	
		M272	MICROCODE firmware	Install version 2.02.003	
		007g		or later	
		M272	BOS firmware (1/6 to	Install version 2.02.003	
		008a	6/6)	or later	
		M272	MICROCODE firmware	Install version 2.02.003	
		009a		or later	

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Subject	Symptom	RTB#	Cause	Solution	Note
SC919	Jam followed by	M507	BOS firmware (1/6 to	Install version	
	SC919, if the system	5000E	6/6)	123.19.048_v2.04.023	
	contains a Plockmatic	_1-6		or later	
	finisher	M507	MICROCODE firmware	Install version 2.04.023	
		5055H		or later	
SC919	When attempted to	M507	BOS firmware (1/6 to	Install version	
	print an AFP job, a	5000E	6/6)	123.19.048_v2.04.023	
	warning message	_1-6		or later	
	appears on the DFE	M507	MICROCODE firmware	Install version 2.04.023	
	and printing stops	5055H		or later	
SC919	Punch jobs	M507	BOS firmware (1/6 to	Install version	
		5000E	6/6)	123.19.048_v2.04.023	
		_1-6		or later	
		M507	MICROCODE firmware	Install version 2.04.023	
		5055H		or later	
SC990	On a Plockmatic	D179	BookletFinisher_SR50	Install version 02.570:10	
	system when Jams	017j	60 firmware	or later	
	occur in SR5050	,			
	and SR5060				
SC990	During sheet by sheet	D776	Stacker_SK5030_1	Install version 01.060:06	
	shifting	001	firmware	or later	
		D776	Stacker_SK5030_2	Install version 01.060:06	
		002	firmware	or later	
SC990	If two high capacity	D776	Stacker_SK5030_1	Install version 01.050:06	
	stackers are connected	001	firmware	or later	
	and a jam occurs in	D776	Stacker_SK5030_2	Install version 01.050:06	
	GBC StreamPunch	002	firmware	or later	
	Ultra	002		o. iato.	
SC990	After WTB status	M205	Engine firmware	Install version 4.04:14	
	changed from full to	001a		or later	
	near-full during printing			or late.	
SC990	When suspending	M205	Engine firmware	Install version 4.04:14	
	printing for MUSIC	001a		or later	
SC990	If the tray runs out of	M205	Engine firmware	Install version 4.09:14 or	
00000	paper while switching	001d	Linginio initiwaro	later	
	the line speed	00.0		later	
	(between standard and				
	low)				
SC991	When printing booklets	M205	Engine firmware	Install version 4.06:14	
30001	with the Plockmatic	001a	g	or later	
	finisher	0014		NOTE: Follow the	
				instructions at the start	
				of this RTB carefully	
				,	
				when upgrading to this version.	
SC991	When rebooting	M205	System firmware		
00331	Kurofune controller	006a	System minware	Install version 2.02 or	
10.40			D Dinder ODE040 D4	later	
J343	When the stacking tray	D179	P-Binder_GB5010_B1	Install version 01.160:11	
	becomes full	035a	firmware	or later	
		D179	P-Binder_GB5010_B2	Install version 01.040:00	
		036a	firmware	or later	
		D179	P-Binder_GB5010_B4	Install version 01.050:00	
		038a	firmware	or later	

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Subject	Symptom	RTB#	Cause	Solution	Note
J423	If the Buffer Pass unit	D179	P-Binder_GB5010_B1	Install version 01.160:11	
	is connected	035a	firmware	or later	
		D179	P-Binder_GB5010_B2	Install version 01.040:00	
		036a	firmware	or later	
		D179	P-Binder GB5010 B4	Install version 01.050:00	
		038a	firmware	or later	
BC12	After rebooting the	M507	BOS firmware (1/6 to	Install version	
	Prinect DFE and the	5000E	6/6)	123.19.048_v2.04.023	
	engine	1-6	3.37	or later	
	S.i.g.i.i	M507	MICROCODE firmware	Install version 2.04.023	
		5055H		or later	
No jam	If the jam is removed a	M465	Andromeda-P1 EFI (E-	Apply required patch(es)	
recovery	long time after the jam	001	43) System Software		
message	occurred		Version 1.0		
3		M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
		001	83) System Software	- 44., 4	
			Version 1.0		
Fatal error	When associating a	M272	BOS firmware (1/6 to	Install version 1.4.002 or	
	paper catalog	001b	6/6)	later	
	paper catalog	to	3.37	1.010	
		006b			
		M272	MICROCODE firmware	Install version 1.4.002 or	
		007d		later	
Fatal error	When creating a	M272	BOS firmware (1/6 to	Install version 1.4.002 or	
r atai orror	banner paper entry in	001b	6/6)	later	
	paper catalog for a	to	0.0)	late	
	printer without the	006b			
	banner printing option	M272	MICROCODE firmware	Install version 1.4.002 or	
	same piniang spasin	007d	Wickers of the second of the s	later	
Fatal error	When attempting to	M272	BOS firmware (1/6 to	Install version 1.4.002 or	
r atai on or	recover from a paper	001b	6/6)	later	
	mismatch	to	0.0)	late	
	inioniatori	006b			
		M272	MICROCODE firmware	Install version 1.4.002 or	
		007d		later	
Fatal error	Running a job in the	M272	BOS firmware (1/6 to	Install version 1.4.002 or	
	Surface Mode	001b	6/6)	later	
		to	3.37	1.010	
		006b			
		M272	MICROCODE firmware	Install version 1.4.002 or	
		007d		later	
Fatal error	Printing 85 copies of a	M272	BOS firmware (1/6 to	Install version 1.4.002 or	
. 3.0. 0.101	90 page file	001b	6/6)	later	
		to	= -,		
		006b			
		M272	MICROCODE firmware	Install version 1.4.002 or	
		007d		later	
Fatal error	Printing a PS B&W job	M272	BOS firmware (1/6 to	Install version 1.4.002 or	
	from the virtual printer	001b	6/6)	later	
		to	= -,		
		006b			
		M272	MICROCODE firmware	Install version 1.4.002 or	
		IVIZI	I WIICKCACATIC III III WATE		
		007d	WIICKOCODE IIIIIwale	later	

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Subject	Symptom	RTB#	Cause	Solution	Note
Fatal error	Printing more than 5	M272	BOS firmware (1/6 to	Install version 1.4.002 or	
	copies in Banner Mode	001b	6/6)	later	
		to	,		
		006b			
		M272	MICROCODE firmware	Install version 1.4.002 or	
		007d		later	
Fatal error	On the Prinect model,	M272	BOS firmware (1/6 to	Install version 1.5.001 or	
	when restoring	001c	6/6)	later	
	previous print settings	M272	MICROCODE firmware	Install version 1.5.001 or	
		007e		later	
Fatal error	If a TIFF file is	M272	BOS firmware (1/6 to	Install version 1.5.001 or	
	displayed in the	001c	6/6)	later	
	preview screen.	M272	MICROCODE firmware	Install version 1.5.001 or	
		007e		later	
Fatal error	If PDF is printed via	M272	BOS firmware (1/6 to	Install version 1.5.001 or	
	hot folder	001c	6/6)	later	
		M272	MICROCODE firmware	Install version 1.5.001 or	
		007e		later	
Fatal error	When jammed paper is	M272	BOS firmware (1/6 to	Install version 1.6.004 or	
	removed in an IPDS	001d	6/6)	later	
	job.	M272	MICROCODE firmware	Install version 1.6.004 or	
		007f		later	
Fatal error	If the Email notification	M272	BOS firmware (1/6 to	Install version 1.6.004 or	
	contains a message	001d	6/6)	later	
	over 255 bytes	M272	MICROCODE firmware	Install version 1.6.004 or	
		007f		later	
Fatal error	If the paper catalog is	M506	BOS firmware (1/6 to	Install version 2.03.009	
	edited simultaneously	001b	6/6)	or later	
	from the printer	M506	MICROCODE firmware	Install version 2.03.009	
	operation panel and	002b		or later	
	client PC	M506	MICROCODE firmware	Install version 2.03.009	
		003a		or later	
Fatal error	While the DFE	M506	BOS firmware (1/6 to	Install version 2.03.009	
	attempts to recover	001b	6/6)	or later	
	from multiple errors	M506	MICROCODE firmware	Install version 2.03.009	
		002b	MICROCORE	or later	
		M506	MICROCODE firmware		
Fotal arrar	If a jam appure in a	003a	DOS firmurara (1/6 to	or later	
Fatal error	If a jam occurs in a	M506 001b	BOS firmware (1/6 to 6/6)	Install version 2.03.009 or later	
	staple job	M506	MICROCODE firmware	Install version 2.03.009	
		002b	INITIONOLOGIC IIIIIIWale	or later	
		M506	MICROCODE firmware	Install version 2.03.009	
		003a	WHO KOODE IIIII Wale	or later	
Fatal error	Punch jobs	M507	BOS firmware (1/6 to	Install version	
i alai GITUI	i dilon jobs	5000E	6/6)	123.19.048_v2.04.023	
		_1-6	0,0,	or later	
		M507	MICROCODE firmware	Install version 2.04.023	
		5055H	SixOOSBL iiiiiwaic	or later	
		300011			
	•	•			

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Subject	Symptom	RTB#	Cause	Solution	Note
Fatal error	While printing	M507	BOS firmware (1/6 to	Install version	
	<u> </u>	5000E	6/6)	123.19.048_v2.04.023	
	<u> </u>	_1-6		or later	
	<u> </u>	M507	MICROCODE firmware	Install version 2.04.023	
		5055H		or later	
Fatal error	During IPDS printing	M507	MICROCODE	Install version 2.07.018	
	with a certain Type 1 font which has an unusually large "/Copyright" description.	5058_ PR207 018	firmware	or later	
"Ricoh not	When configuring a	M272	BOS firmware (1/6 to	Install version 1.5.001 or	
loaded"	new preset in the	001c	6/6)	later	
	virtual printer job properties	M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
"Additional	If the DFE and engine	M272	BOS firmware (1/6 to	Install version 1.5.001 or	
Data: Bad	are offline and the	001c	6/6)	later	
ConfigResult(paper tray setting is	M272	MICROCODE firmware	Install version 1.5.001 or	
2)"	changed to banner	007e	WIOTOOODE IIIIIWare	later	
No pages	If a sample print is	M272	BOS firmware (1/6 to	Install version 1.5.001 or	
available	made during the job	001c	6/6)	later	
error	from the engine	M272	MICROCODE firmware	Install version 1.5.001 or	
	operation panel	007e		later	
Media	When rebooting	M272	BOS firmware (1/6 to	Install version 1.5.001 or	
catalog	!	001c	6/6)	later	
mismatch		M272	MICROCODE firmware	Install version 1.5.001 or	
error		007e		later	
Error page	After completing an	M272	BOS firmware (1/6 to	Install version 1.5.001 or	
printed	IPDS job, an error	001c	6/6)	later	
	page is printed to indicate a jam occurred even if it did not	M272 007e	MICROCODE firmware	Install version 1.5.001 or later	
'Cover open'	Displayed when covers are closed	D734 012	Contact failure in the interlock switch due to manufacturing error	Check the finisher's serial number, and replace the interlock	
				switch if necessary.	
"Master and	When ripping VDP jobs		Andromeda-P1 EFI (E-	Apply required patch(es)	
variable print	with "Enable enhanced	036	43) System Software		
orientation	Freeform" enabled	N4400	Version 1.0	Apply partial and the first	
does not		M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
match"		040	83) System Software		
When you like!	Anna anna if the		Version 1.0		
"Invalid	Appears if the		Install service pack 4		
punch	orientation of the job is		for E-43 or E83		
position was	changed in the Impose		controller		
specified."	settings				

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Model: Model Andromeda-P1 Date: 30-Sept-15 No.: RM205000k

8. Optional Units

Entrance motor not vorking; jam occurs Stalls naccurate tapling/folding after ecovering from a jam in the saddle-stitching init. Poor punching; the nuncher does not completely retrieve nome position and natches the next sheet poor punching, jam n jobs that use the plockmatic HCl3500 is single page Z-fold	D179 017f D179 017f D734 002c D734 002d	BookletFinisher_SR5060 firmware BookletFinisher_SR5060 firmware BookletFinisher_SR5060 firmware BookletFinisher_SR5060 firmware BookletFinisher_SR5060 firmware Paper dust mixed with bearing oil builds up and hinders smooth movement of the pins. The punch motor stops too early and prevents the pins from returning to home position. BookletFinisher_SR5060 firmware	Install version 01.460:10 or later Install version 01.460:10 or later Install version 02.640:10 or later Install version 02.650:10 or later BookletFinisher_SR5060 firmware: Install version 02.650:10 or later Install version 02.670:10	
practice tapling/folding after ecovering from a jam in the saddle-stitching init. Poor punching; the nuncher does not completely retrieve nome position and natches the next sheet error punching, jam In jobs that use the Plockmatic HCl3500 is single page Z-fold	D179 017f D734 002c D734 002d	BookletFinisher_SR5060 firmware BookletFinisher_SR5060 firmware BookletFinisher_SR5060 firmware BookletFinisher_SR5060 firmware Paper dust mixed with bearing oil builds up and hinders smooth movement of the pins. The punch motor stops too early and prevents the pins from returning to home position. BookletFinisher_SR5060	Install version 01.460:10 or later Install version 02.640:10 or later Install version 02.650:10 or later BookletFinisher_SR5060 firmware: Install version 02.650:10 or later Install version 02.670:10	
naccurate tapling/folding after ecovering from a jam in the saddle-stitching init. Poor punching; the funcher does not completely retrieve from position and fatches the next sheet Poor punching, jam In jobs that use the Plockmatic HCl3500 A single page Z-fold	D734 002d D734 002d D734 009	BookletFinisher_SR5060 firmware BookletFinisher_SR5060 firmware BookletFinisher_SR5060 firmware Paper dust mixed with bearing oil builds up and hinders smooth movement of the pins. The punch motor stops too early and prevents the pins from returning to home position. BookletFinisher_SR5060	Install version 02.640:10 or later Install version 02.650:10 or later Install version 02.650:10 or later BookletFinisher_SR5060 firmware: Install version 02.650:10 or later Install version 02.670:10	
tapling/folding after ecovering from a jam in the saddle-stitching init. Poor punching; the puncher does not completely retrieve come position and catches the next sheet poor punching, jam In jobs that use the Plockmatic HCI3500 is single page Z-fold	D734 002c D734 002d D734 009	BookletFinisher_SR5060 firmware BookletFinisher_SR5060 firmware Paper dust mixed with bearing oil builds up and hinders smooth movement of the pins. The punch motor stops too early and prevents the pins from returning to home position. BookletFinisher_SR5060	Install version 02.640:10 or later Install version 02.650:10 or later BookletFinisher_SR5060 firmware: Install version 02.650:10 or later Install version 02.670:10	
tapling/folding after ecovering from a jam in the saddle-stitching init. Poor punching; the puncher does not completely retrieve come position and catches the next sheet poor punching, jam In jobs that use the Plockmatic HCI3500 is single page Z-fold	D734 002d D734 009	BookletFinisher_SR5060 firmware Paper dust mixed with bearing oil builds up and hinders smooth movement of the pins. The punch motor stops too early and prevents the pins from returning to home position. BookletFinisher_SR5060	Install version 02.650:10 or later BookletFinisher_SR5060 firmware: Install version 02.650:10 or later Install version 02.670:10	
ecovering from a jam in the saddle-stitching init. Poor punching; the buncher does not completely retrieve come position and catches the next sheet Poor punching, jam in jobs that use the Plockmatic HCI3500 A single page Z-fold	D734 002d D734 009	BookletFinisher_SR5060 firmware Paper dust mixed with bearing oil builds up and hinders smooth movement of the pins. The punch motor stops too early and prevents the pins from returning to home position. BookletFinisher_SR5060	Install version 02.650:10 or later BookletFinisher_SR5060 firmware: Install version 02.650:10 or later Install version 02.670:10	
ouncher does not completely retrieve come position and catches the next sheet coor punching, jam on jobs that use the Plockmatic HCl3500 a single page Z-fold	D734 009 D734 002f	Paper dust mixed with bearing oil builds up and hinders smooth movement of the pins. The punch motor stops too early and prevents the pins from returning to home position. BookletFinisher_SR5060	BookletFinisher_SR5060 firmware: Install version 02.650:10 or later Install version 02.670:10	
ompletely retrieve some position and satches the next sheet Poor punching, jam in jobs that use the Plockmatic HCl3500 a single page Z-fold	D734 009 D734 002f	Paper dust mixed with bearing oil builds up and hinders smooth movement of the pins. The punch motor stops too early and prevents the pins from returning to home position. BookletFinisher_SR5060	BookletFinisher_SR5060 firmware: Install version 02.650:10 or later Install version 02.670:10	
n jobs that use the Plockmatic HCl3500 A single page Z-fold	D734 002f	bearing oil builds up and hinders smooth movement of the pins. The punch motor stops too early and prevents the pins from returning to home position. BookletFinisher_SR5060	firmware: Install version 02.650:10 or later Install version 02.670:10	
Plockmatic HCl3500 A single page Z-fold	D734 002f	hinders smooth movement of the pins. The punch motor stops too early and prevents the pins from returning to home position. BookletFinisher_SR5060	02.650:10 or later Install version 02.670:10	
Plockmatic HCl3500 A single page Z-fold	002f			
single page Z-fold		firmware		
0 . 0	D724		or later	
المسامينية الما	D734	BookletFinisher_SR5060	Install version 03.100:10	
ob is stapled.	5260	firmware	or later	
The Plockmatic tapling function is neffective if an SC occurs.	D734 5260	BookletFinisher_SR5060 firmware	Install version 03.100:10 or later	
f various staple jobs are run in succession,	D734 5260	BookletFinisher_SR5060 firmware	Install version 03.100:10 or later	
ne stapling position of corner oblique stapling nay shift	0200	iiiiwaic	of later	
Side stapling job	D734	BookletFinisher_SR5060	Install version 03.100:10	
			l l	
occinics not straight				
Poor stacking with				r
				adv
plain paper (uncoated)		to the stacked sheets. As a result, the leading edge stopper cannot move to the correct position.	installed, install the feeler extension and the cushions the RTB for details).	-
	nay shift ide stapling job annot be cancelled he stack gradually ecomes not straight oor stacking with aper Thickness 4 163.0g/m2) or less	nay shift ide stapling job annot be cancelled he stack gradually ecomes not straight 001a D776 002a oor stacking with aper Thickness 4 163.0g/m2) or less	he stack gradually ecomes not straight or stacking with aper Thickness 4 lain paper (uncoated) broad and stack gradually edge stopper cannot move to the cancelled broad firmware broad firmware broad broad firmware broad broad firmware broad broad firmware broad firmware broad broad firmware	he stack gradually ecomes not straight The stacking with aper Thickness 4 lain paper (uncoated) The stack gradually ecomes not straight The stack gradually ecomes not straight The stacker_SK5030_1 firmware newer. The stacker_SK5030_2 firmware newer. The stacked sheets newer. The sta

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Subject	Symptom	RTB#	Cause	Solution	Note
SK5030	When the cart is pulled	D776	The paddle catches the	Place the paper holder	11000
stacker	out after the stacker is	004	top sheet of the stack.	on the paper stack	
	full, the top sheet			before moving the cart.	
	separates from the				
	stack.				
SK5030	The tray is stuck and	D776	The drive gear is broken	Apply grease (HEAT	
stacker	does not lift up/down	007	and the tray bracket is	RESISTING GREASE	
	properly		slanted against the	MT-78, p/n: 54479078)	
			belts. Grease applied to	to the drive components	
			the drive components of	of the shift tray as part of	
			the shift tray is dried up	the PM cycle. See the	
01/=000	120	D==0	6	RTB for the procedure.	
SK5030	White rust on the	D776	Some of the plating	Replace the handle	
stacker	handle for the tray cart	800	solution applied to the	(P/N: D7769901)	
			handle remained inside		
			the structure, and later		
SK5030	Noise, shift tray does	D776	leaked out of the holes. Worn worm gear	Replace the bracket and	
stacker	not move	009	Wom wom gear	worm gear as explained	
Stacker	Hot move	009		in the RTB.	
Perfect	Stalls, if a job is run	D179	P-Binder_GB5010_B1	Install version 01.160:11	
Binder	immediately after	035a	firmware	or later	
Biii doi	opening and closing	D179	P-Binder_GB5010_B2	Install version 01.040:00	
	the front doors in a low	036a	firmware	or later	
	temperature	D179	P-Binder_GB5010_B4	Install version 01.050:00	
	environment	038a	firmware	or later	
Perfect	Stalls, if a jam occurs	D179	P-Binder_GB5010_B1	Install version 01.160:11	
Binder	and the stacking tray	035a	firmware	or later	
	becomes full	D179	P-Binder_GB5010_B2	Install version 01.040:00	
		036a	firmware	or later	
		D179	P-Binder_GB5010_B4	Install version 01.050:00	
5		038a	firmware	or later	
Perfect	Trimming box falsely	D179	P-Binder_GB5010_B5	Install version 01.020:00	
Binder	detected as full after	039a	firmware	or later	
	power on or opening and closing the				
	trimming box				
E-43	Turning off the engine	M465	Andromeda-P1 EFI (E-	Apply required patch(es)	
controller	does not automatically	001	43) System Software	Apply required pateri(es)	
CONTROLLO	turn off the Fiery	001	Version 1.0		
E-43	Fiery service aborts, if	M465	Andromeda-P1 EFI (E-	Apply required patch(es)	
controller	ripping with the image	006	43) System Software		
	enhancement option		Version 1.0		
	enabled.				
E-43	"Fiery Graphic Arts	M465	Andromeda-P1 EFI (E-	Apply required patch(es)	
controller	Package ver.1" is	010	43) System Software		
	falsely displayed in the		Version 1.0		
	list of Options				
	Available for				
	Activation.				
E-43	The Interposer Tray	M465	Andromeda-P1 EFI (E-	Apply required patch(es)	
controller	does not appear on the	016	43) System Software		
	list of Input trays for		Version 1.0		
	Mixed media.				

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Subject	Symptom	RTB#	Cause	Solution	Note
E-43	After applying	M465	Andromeda-P1 EFI (E-	Apply required patch(es)	
controller	FIT101145721, a job	023	43) System Software		
	specified with a		Version 1.0		
	generic paper size				
	from the Paper Catalog				
	is falsely displayed as				
	a custom paper size in				
	CWS job properties				
E-43		M465	Andrewede D1 FFL/F	Apply required petables	
-	A pattern that is not in		Andromeda-P1 EFI (E-	Apply required patch(es)	
controller	the job data appears in	029	43) System Software		
	the preview, if a PDF		Version 1.0		
	file is processed and				
	held with APPE				
	enabled				
E-43	Connection between	M465	Andromeda-P1 EFI (E-	Apply required patch(es)	
controller	the Fiery and the	035	43) System Software		
	engine drops.		Version 1.0		
E-43	[Coated paper - high		Install service pack 4 for		
controller	gloss print] output		E-43 or E83 controller		
	profile is incorrect.				
E-43	After RIPping a		Install service pack 4 for		
controller	merged job, Fiery		E-43 or E83 controller		
Controller	service shuts down		L-43 of Los controller		
E-43	Sample print does not		Install service pack 4 for		
controller			E-43 or E83 controller		
controller	work correctly for a		E-43 Of E63 CONTROLLER		
	duplex job delivered				
F 40	face-up in normal order		In stall same as a sale 4 for		
E-43	When an engine SC		Install service pack 4 for		
controller	occurs, the Fiery		E-43 or E83 controller		
	server restarts				
	frequently				
E-43	Fiery crashes and		Install service pack 4 for		
controller	disconnects with the		E-43 or E83 controller		
	engine, if the filename				
	of the job contains "%".				
E-43	Configure does not		Install service pack 5		
controller	launch after updating		for E-43 or E83		
	Fiery API		controller		
E-43	Fiery hangs up when		Install service pack 5		
controller	RIPping a large JDF		for E-43 or E83		
	file.		controller		
E-43	Fiery service falsely		Install service pack 5		
controller	shuts down and		for E-43 or E83		
	disconnects with the		controller		
	engine				
E-83	Turning off the engine	M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
controller	does not automatically	001	83) System Software	pr., . equilou patori(es)	
3311131131	turn off the Fiery	001	Version 1.0		
E-83	Fiery service aborts, if	M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
controller	ripping with the image	006	83) System Software	Apply required patch(es)	
COLLE OHE	enhancement option	000	Version 1.0		
	enabled.		V 6131011 1.0		
	cilableu.				
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Subject	Symptom	RTB#	Cause	Solution	Note
E-83	E-83 is falsely	M466	Andromeda-P1 EFI (E-	Apply required patch(es)	11000
controller	displayed as E-43 under "Server Name"	800	83) System Software Version 1.0		
E-83	The Interposer Tray	M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
controller	does not appear on the	017	83) System Software	Apply required pateri(es)	
CONTROLL	list of Input trays for	017	Version 1.0		
	Mixed media.		7 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		
E-83	After applying	M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
controller	FIT101145721, a job	025	83) System Software		
	specified with a		Version 1.0		
	generic paper size				
	from the Paper Catalog				
	is falsely displayed as				
	a custom paper size in CWS job properties				
E-83	A pattern that is not in	M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
controller	the job data appears in	032	83) System Software	, tppiy required pateri(ee)	
	the preview, if a PDF		Version 1.0		
	file is processed and				
	held with APPE				
	enabled				
E-83	Fiery stalls while	M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
controller	RIPping PDF files, if APPE is enabled.	038	83) System Software Version 1.0		
E-83	Connection between	M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
controller	the Fiery and the	039	83) System Software	Apply required pateri(es)	
	engine drops.		Version 1.0		
E-83	[Coated paper - high		Install service pack 4 for		
controller	gloss print] output		E-43 or E83 controller		
	profile is incorrect.				
E-83	After RIPping a		Install service pack 4 for		
controller	merged job, Fiery		E-43 or E83 controller		
E-83	service shuts down		Install convice neek 4 for		
controller	Sample print does not work correctly for a		Install service pack 4 for E-43 or E83 controller		
Controller	duplex job delivered		L-43 of Los controller		
	face-up in normal order				
E-83	When an engine SC		Install service pack 4 for		
controller	occurs, the Fiery		E-43 or E83 controller		
	server restarts				
	frequently				
E-83	Fiery crashes and		Install service pack 4 for		
controller	disconnects with the engine, if the filename		E-43 or E83 controller		
	of the job contains "%".				
E-83	Configure does not		Install service pack 5		
controller	launch after updating		for E-43 or E83		
	Fiery API		controller		
E-83	Fiery hangs up when		Install service pack 5		
controller	RIPping a large JDF		for E-43 or E83		
	file.		controller		
	<u> </u>	<u> </u>		<u> </u>	<u> </u>

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Subject	Symptom	RTB#	Cause	Solution	Note
E-83	Fiery service falsely		Install service pack 5		
controller	shuts down and		for E-43 or E83		
	disconnects with the		controller		
Tatal Flam	engine	MOOF	Country of Firms		
Total Flow	Auto Detect is falsely applied to a job set	M205 6020M	System firmware	Install version 2.10 or	
	with a specific custom	0020101		later	
	size and the				
	connection between				
	the Prinect DFE and				
	the engine drops				
Total Flow	The DFE fails to connect to TotalFlow Print Manager and TotalFlow Prep	M507	BOS firmware (1/6 to	Install version	
		5000E	6/6)	123.19.048_v2.04.023	
		_1-6	MIODOCODE S	or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
Total Flow	Files get lost if	M507	BOS firmware (1/6 to	Install version	
Total Flow	imported to the DFE	5000E	6/6)	123.19.048_v2.04.023	
		1-6		or later	
		M507	MICROCODE firmware	Install version 2.04.023	
		5055H		or later	
Total Flow	Cannot send jobs to	M507	BOS firmware (1/6 to	Install version	
	the DFE from a laptop	5000E	6/6)	123.19.048_v2.04.023	
	PC	1-6	MICDOCODE firmening	or later	
		M507 5055H	MICROCODE firmware	Install version 2.04.023 or later	
Total Flow	The number of printed	M507	BOS firmware (1/6 to	Install version	
Total Flow	pages that appears on	5000E	6/6)	123.19.048_v2.04.023	
	the DFE is incorrect	1-6		or later	
		M507	MICROCODE firmware	Install version 2.04.023	
		5055H		or later	
Total Flow	Error message when displaying maintenance logs	M507	BOS firmware (1/6 to	Install version	
		5000E	6/6)	123.19.048_v2.04.023	
		_1-6 M507	MICROCODE firmware	or later Install version 2.04.023	
		5055H	WICKOCODE III II Wale	or later	
Total Flow	Printing with the Filter	M273	MICROCODE firmware	Install version 2.5.003 or	
Total Tion	function enabled	5012	l mortogogo minimaro	later	
	causes the DFE to lock	M507	BOS firmware (1/6 to	Install version	
	up	5000F	6/6)	123.19.048_v2.05.003	
				or later	
		M507	MICROCODE firmware	Install version 2.5.003 or	
Stacking	The maximum number	5056H M465	Andromeda-P1 EFI (E-	later	
Stacking error	of sheets stackable on	001	43) System Software	Apply required patch(es)	
enoi	the output tray is not		Version 1.0		
	calculated correctly	M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
	according to paper	001	83) System Software		
	Thickness		Version 1.0		
SDK/ESA	When Java VM is	Gen	Java VM v12 Update	Install version 12.12.06	
applications	updated via Remote	0680	Tool	or newer	
	Install Manager, the	Gen	Java VM v12 for eDC		
	stack size is reset to the default size	069p	firmware		
	LITE UCIAUIL SIZE	<u> </u>	I	<u> </u>	

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Subject	Symptom	RTB#	Cause	Solution	Note
SDK/ESA	When an application is	Gen	Java VM v12 Update	Install version 12.12.06	
applications	updated via Remote	0680	Tool	or newer	
	Install Manager, the	Gen	Java VM v12 for eDC		
	heap size is reset to	069p	firmware		
	the default size				
SDK/ESA	Java VM does not start	Gen	Java VM v12 Update	Install version 12.12.06	
applications	up correctly	0680	Tool	or newer	
		Gen	Java VM v12 for eDC		
		069p	firmware		
SDK/ESA	VM does not activate	M272	Microcode firmware	Install v1.2.003 or newer	
applications		007b			
SDK/ESA	If the firmware is	Gene	Java VM v12 Update	Install version 12.15.03	
applications	updated remotely while	068r	Tool	or newer	
	the device is in energy	Gene	Java VM v12 for eDC		
	saving mode, the SDK	069t	firmware		
	platform does not boot				
	up				
SDK/ESA	SDK applications	M205	Java VM v12 for eDC	Install version 12.54.00	
applications	cannot start during the	6028E	firmware	or newer	
	boot process	M205	Java VM v12 Update		
		6028E	Tool		
SDK/ESA	Cannot install	M205	Java VM v12 for eDC	Install version 12.54.00	
applications	applications remotely	6028E	firmware	or newer	
		M205	Java VM v12 Update		
		6028E	Tool		
SDK/ESA	Device Manager NX	M205	Java VM v12 for eDC	Install version 12.54.00	
applications	Enterprise cannot	6028E	firmware	or newer	
	retrieve information	M205	Java VM v12 Update		
	about applications	6028E	Tool		
	installed on the device.				
SDK/ESA	GlobalScan NX fails to	M205	Java VM v12 for eDC	Install version 12.54.00	
applications	apply profiles or	6028E	firmware	or newer	
	retrieve device	M205	Java VM v12 Update		
	information when using	6028E	Tool		
	the AdminTool				
SDK/ESA	If only IPv6 is enabled,	M205	Java VM v12 for eDC	Install version 12.57.00	
applications	utilities (e.g. Device	6028F	firmware	or newer	
	Manager NX family or	M205	Java VM v12 Update		
	Streamline NX v3) fail	6028F	Tool		
	to install applications				
Dooldot	remotely.	D470	D Dinder ODE040 D4	Install version 04 000 44	
Booklet	An extra booklet is	D179	P-Binder_GB5010_B1	Install version 01.200:11	
making	made	035b	firmware	or later	
		D179	P-Binder_GB5010_B4	Install version 01.070:00	
Ctanlin -	Connet storic tics	038b	firmware	or later	
Stapling	Cannot staple the	M466	Andromeda-P1 EFI (E-	Apply required patch(es)	
	maximum allowable	013	83) System Software		
Thind not	number of sheets	D404	Version 1.0	Install version 04 040 00	
Third party	On-line status sent	D194	Fin_IFBox firmware	Install version 01.010.02	
peripheral	falsely	037a		or later	
	<u> </u>				

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Subject	Symptom	RTB#	Cause	Solution	Note
Punching	Punch jobs cause	M507	BOS firmware (1/6 to	Install version	
	errors	5000E	6/6)	123.19.048_v2.04.023	
		_1-6		or later	
		M507	MICROCODE firmware	Install version 2.04.023	
		5055H		or later	



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Model: Model Andromeda-P1 Date: 30-Sept-15 No.: RM205000k

9. Image Problems

Subject	Symptom	RTB#	Cause	Solution	Note
Banding	At 23 mm intervals in BK	M205	TCDU firmware	Install version	
Donding	mode	007b	 ervice pack 4 for E-43 o	1.04:05 or later	
Banding	An unwanted bold black band appears on	instali se			
	imposed jobs				
Image too dark	When printing in	M465	Andromeda-P1 EFI	Apply required	
	black/white after printing	001	(E-43) System	patch(es)	
	in color	M466	Software Version 1.0 Andromeda-P1 EFI	Apply required	
		001	(E-83) System	patch(es)	
			Software Version 1.0	paron(oo)	
Image too dark	Printing a PDF causes a		Install service pack 4		
	particular color in an		for E-43 or E83		
	image to appear darker than expected.		controller		
Image too light	Printing monochrome	M465	Andromeda-P1 EFI	Apply required	
	pages with APPE	031	(E-43) System	patch(es)	
	disabled		Software Version 1.0	` '	
		M466	Andromeda-P1 EFI	Apply required	
		034	(E-83) System Software Version 1.0	patch(es)	
Image rotation	If the "Interrupt" function	M465	Andromeda-P1 EFI	Apply required	
error	is used	001	(E-43) System	patch(es)	
			Software Version 1.0	, ,	
		M466	Andromeda-P1 EFI	Apply required	
		001	(E-83) System Software Version 1.0	patch(es)	
Image rotation	Jobs are rotated 180	M465	Andromeda-P1 EFI	Apply required	
error	degrees randomly	001	(E-43) System	patch(es)	
			Software Version 1.0		
		M466	Andromeda-P1 EFI	Apply required	
		001	(E-83) System Software Version 1.0	patch(es)	
Image rotation	Some pages rotated 180	M465	Andromeda-P1 EFI	Apply required	
error	degrees, if printing	001	(E-43) System	patch(es)	
	booklets via LPR		Software Version 1.0		
		M466 001	Andromeda-P1 EFI (E-83) System	Apply required	
		001	Software Version 1.0	patch(es)	
Image rotation	Orientation is incorrect	M272	Microcode firmware	Install v1.2.003 or	
error	on the back side of	007b		newer	
Oneimonia	duplex when imposed	N4005	A	Manual Manager 1	
Grainy images	Especially in a full color image with a black	M205 077	A sufficient amount of toner is not	Work through the procedure in the	
	halftone area, or in a	011	transferred to paper	RTB. Contact your	
	halftone image with a		2 2 2 3 4 7 7 7 7	supervisor if this	
	low-density area			does not solve the	
				problem.	

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		1			
Subject	Symptom	RTB#	Cause	Solution	Note
Grainy images	Machines in a showroom	M205 102	If the machine is used in a showroom, toner in the developer tends to degrade.	Do the procedure in the Solution section of this RTB.	Apply this only for machines in a showroom
Streaks	White streaks	M205 079	Foreign object or toner clump stuck in the doctor gap	Remove the object as explained in the RTB, and send it to Ricoh Japan. Also check the developer for foreign objects.	Use the tools listed in the RTB.
Streaks	White streaks along the paper feed direction	M205 092	The paper feed belt scratches off the coating on the paper, causing uneven toner transfer.	Work through the flow chart in the RTB.	
Streaks	Machines in a showroom: Vertical streaks	M205 102	If the machine is used in a showroom, toner in the developer tends to degrade.	Do the procedure in the Solution section of this RTB.	Apply this only for machines in a showroom
Streaks	Vertical white streaks in black halftone images on the second side of a duplex print.	M205 104	The sheet was not cooled evenly in the Paper Cooling Unit after the first side was printed.	Work through the procedure in the RTB, then test by printing three sheets in duplex mode	
		M205 123	Uneven temperature on media surface due to uneven contact between the media and cooling belts	Work through the procedures in the RTB.	
Streaks	Multiple black vertical streaks at the trailing edge.	M205 119	Toner transferred to the ITB from the drums upstream (Y/M) reverse transfers and adheres to the drums downstream (C/K). The cleaning units remove toner adhered to the drums downstream (C/K), causing a counter charge on these drums. Counter charged drums (C/K) attract lubricant and the image is developed on the drums	In the Adjustment Settings for Operators, execute 0502 Execute Photoconductor Refreshing. If this is ineffective, replace the cleaning unit of the color causing the problem. If the problem still is not resolved, check the development unit and drum, and replace as necessary.	

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Subject	Symptom	RTB#	Cause	Solution	Note
Gubjeet	Cymptom	KID"	covered with streaks	Colution	11010
			of lubricant.		
Streaks	Horizontal glossy streaks in solid areas	M205 131	The fusing belt is scratched by burrs on the leading or trailing edges of paper.	Do [0525 Smooth Fusing Belt] until the symptom disappears. This operation polishes the belt for 150 seconds.	
Streaks	After changing to a wider paper, glossy streaks appear parallel to the feed direction at where the edges of the previously used less wide paper would be	M205 135	The fusing belt is scratched by the edges of the paper.	Polish the fusing belt using the Skilled Operators menu or SP mode 0525-001 "Smooth Fusing Belt" - SP1-133-110 "Manual Refresh Roller Setting: Manual Refresh:Exe"	
Streaks	Black streaks along the paper feed direction in halftone areas	M205 156	Developer deterioration, excess lubrication on the drum, foreign material on the corona wire	Work through the flow chart in the RTB.	
Stripes	Perpendicular to the feed direction in a band along the sides of the paper in the feed direction.	M205 137	The fusing belt has adhered toner from the previous job.	Polish the fusing belt with the Adjustment Setting for Skilled Operators menu, #0525 "Smooth Fusing Belt."	
Printing not as expected	If APPE is enabled	M465 006	Andromeda-P1 EFI (E-43) System Software Version 1.0	Apply required patch(es)	
		M466 006	Andromeda-P1 EFI (E-83) System Software Version 1.0	Apply required patch(es)	
Printing not as expected	If the paper catalog is set with a profile that uses one or two colors and the job contains 8 or more pages	M465 011	Andromeda-P1 EFI (E-43) System Software Version 1.0	Apply required patch(es)	
Printing not as expected	If the paper catalog is set with a profile that uses one or two colors	M465 011	Andromeda-P1 EFI (E-43) System Software Version 1.0	Apply required patch(es)	
	and the Black overprint function is enabled.	M466 011	Andromeda-P1 EFI (E-83) System Software Version 1.0	Apply required patch(es)	
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Subject	Symptom	RTB#	Cause	Solution	Note
Data added to	If a PDF file is	M465	Andromeda-P1 EFI	Apply required	
the image	processed with APPE	026	(E-43) System	patch(es)	
Ü	enabled		Software Version 1.0	. , ,	
		M466	Andromeda-P1 EFI	Apply required	
		028	(E-83) System	patch(es)	
		020	Software Version 1.0	patori(co)	
Dort of image	Imaga is grapped if	M465	Andromeda-P1 EFI	Apply required	
Part of image	Image is cropped, if			Apply required	
missing	imposing A4 2-up on	800	(E-43) System	patch(es)	
	SRA3.	14400	Software Version 1.0		
		M466	Andromeda-P1 EFI	Apply required	
		009	(E-83) System	patch(es)	
			Software Version 1.0		
Part of image	Logo image in a PDF file	M465	Andromeda-P1 EFI	Apply required	
missing	is missing in the printout	009	(E-43) System	patch(es)	
-			Software Version 1.0		
		M466	Andromeda-P1 EFI	Apply required	
		010	(E-83) System	patch(es)	
		0.0	Software Version 1.0	patori(66)	
Part of image	On duplex PS/PDF jobs	M272	BOS firmware (1/6 to	Install version	
	Off duplex F3/FDF jobs				
missing		001c	6/6)	1.5.001 or later	
		M272	MICROCODE	Install version	
		007e	firmware	1.5.001 or later	
Part of image	Horizontal lines	M272	BOS firmware (1/6 to	Install version	
missing		001d	6/6)	1.6.004 or later	
		M272	MICROCODE	Install version	
		007f	firmware	1.6.004 or later	
Part of image	Objects missing if a PDF	M465	Andromeda-P1 EFI	Apply required	
missing	file is printed with APPE	026	(E-43) System	patch(es)	
•	enabled		Software Version 1.0		
		M466	Andromeda-P1 EFI	Apply required	
		028	(E-83) System	patch(es)	
			Software Version 1.0		
Part of image	If "Create master = Not	M465	Andromeda-P1 EFI	Apply required	
missing	created" in the VDP	027	(E-43) System	patch(es)	
iiiissiiig	setting and APPE is	021	Software Version 1.0	pateri(es)	
	enabled	M466	Andromeda-P1 EFI	Apply required	
	enabled				
		029	(E-83) System	patch(es)	
		1400=	Software Version 1.0	5 "	
Uneven image	Machines in a showroom	M205	If the machine is	Do the procedure in	Apply this
density		102	used in a showroom,	the Solution section	only for
			toner in the	of this RTB.	machines in
			developer tends to		а
			degrade.		showroom
Uneven image	Oval patches at the	M205	Electrical resistivity	Work through the	
density	leading and side edges	126	is affected at the	flow chart in the	
•	of the paper		leading and side	RTB.	
	of the paper		edges of the paper	Tell users to keep	
			where exposed to air	the paper in a	
			blown from the fans,	moderately humid	
			resulting in poor	environment. If the	
			toner transfer.	room is dry, make	
			tonor transier.	sure it is not cold.	
Uneven image	Low image density at	M205	Incorrect paper	Adjust as explained	
		144	transfer current	in the RTB.	
density	the leading edge	144	transier current	mulerib.	

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Subject	Symptom	RTB#	Cause	Solution	Note
Uneven image	After turning 2 nd	M205	Engine firmware	Install version	
density	quenching on or off	001a		4.05:14 or later	
Uneven image density	At 310-mm intervals in the sub-scan direction	M205 214	Variation in the photoconductor gap. The resulting DEMS correction may cause uneven density in low coverage images.	Replace any components around the PCU that are near end-of-life. Then, check the DEMS results and replace any defective drum motor. If the result is still not good, check the DEMS corrected amplitude values. If they are not correct, adjust the rotation angle of the drum(s) for which the value is not correct.	Details of the steps mentioned in the 'Solution' column are in the RTB.
Uneven color	If APPE and Halftone simulation are enabled, sudden color changes occur because halftone simulation is not applied to every page	M466 022	Andromeda-P1 EFI (E-83) System Software Version 1.0	Apply required patch(es)	
Uneven color Hue fluctuation	Hue fluctuation in halftone area is too	M205 5309P	Engine firmware	Install version 4.12:14 or later Follow the instructions in the release notes when updating to this engine firmware version, or a fatal error will occur.	
		M205 6020N	System firmware	Install version 2.11 or later Also update Engine firmware ver 4.12:14 or newer as a set	
Uneven color	Color tone change (color shift) in or between jobs	M205 208	Developer deterioration, calibration problem, banding problem	Work through the flow chart in the RTB.	

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Subject	Symptom	RTB#	Cause	Solution	Note
Uneven gloss	In a band along the sides of the paper in the feed direction	M205 137	The fusing belt has adhered toner from the previous job.	Polish the fusing belt with the Adjustment Setting for Skilled Operators menu,	
Uneven gloss	Gloss is removed in a droplet-like shape on the	M205 138	The fusing belt pulls away some toner	#0525 "Smooth Fusing Belt." Work through the flow charts in the	
	2nd side of duplex outputs. Especially noticeable when printing a solid image on coated thin paper.		from the 2nd side when the paper separates from the fusing belt and pressure roller.	RTB. Flowchart 1: Reducing the Fusing Nip Width Flowchart 2: Increasing the Fusing Temperature Flowchart 3: Lowering the Process Speed	
Blurring	Small characters and thin lines appear blurred	M205 109		Work through the flow chart in the RTB.	
Blurring	Black images appear blurred	M205 115	Two main causes. 1. Toner transferred to paper is insufficient because of excess transfer current. 2. Indentations in the paper	Work through the flow charts in the RTB.	
Blurring	Left and/or right edges	M205 118		Work through the flow chart in the RTB.	
Residual image	308mm (=drum circumference) after the original image	M205 110a	The potential on the drum surface is not even between the solid and halftone areas after quenching	Work through the flow chart in the RTB.	
Spots	Unprinted white spots (0.2mm to 0.5 mm in diameter)	M205 114	Paper picks up paper dust in the paper path and the paper dust comes off after printing	Remove the dust collection tray and clean the locations described in the RTB.	
Spots	White spots after the machine had been left in a room temperature below 10 degrees Celsius. Mainly occurs with magenta.	M205 139	Electrical discharge at the image transfer rollers when transferring the image from the drums to the belt.	Warm up the machine 20 degrees Celsius be the job. If that is not possible, the drum-to-belt transithe affected color(s) in particular particul	decrease efer current of n steps of 5 Adjustment Paper only

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Subject	Symptom	RTB#	Cause	Solution	Note
•				back to the original value the symptom has eased of the affected color(s) of identified, increase the all colors.	d. cannot be
Worm tracks	On envelopes	M205 125	The upper piece of the envelope slips against the bottom piece when the envelope passes through the fusing nip, causing the printing side to warp.	Decrease the process speed. If that does not work, decrease the fusing temperature. See the flow charts in the RTB.	
Worm tracks	On envelopes	M205 130	Fusing nip width is not optimum	Adjust as shown in the RTB. If this causes poor fusing, increase the value of [88./89. Fusing Heat Roller Temp. Adjust.] in steps of 5°C.	
Wrinkles	On envelopes	M205 130	Fusing nip width is not optimum	Adjust as shown in the RTB. If this causes poor fusing, increase the value of [88./89. Fusing Heat Roller Temp. Adjust.] in steps of 5°C.	
Stains on rear side	At 76mm or 251mm intervals: Caused when the edge of the paper transfer belt rides over the edge of the PTR and the belt becomes waved	M205 127, 128b	Too much friction between the slider and bracket when the tension roller is bent during machine operation.	Clean the machine and/or replace parts as described in RTB 128b. If that does not work, go through the flow chart in RTB 127.	
Stains on rear side	Parallel to the paper feed direction, especially on paper that has a lot of paper dust	M205 128b	The paper transfer cleaning blade is not in tight contact with the PTB, because a lot of paper dust has accumulated on the edge of the blade	Set SP2-906-002 to "500" (this will reduce productivity). Clean the machine as described in the RTB.	
Stains on rear side	Perpendicular to the paper feed direction, especially when printing in a low temperature, low humidity environment	M205 128b	Small toner particles slipped through the small gap between the PTB and the paper transfer cleaning blade, which gradually abrades the cleaning blade.	Set SP2-906-002 to "500" (this will reduce productivity). Clean the machine as described in the RTB.	

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Subject	Symptom	RTB#	Cause	Solution	Note
Incorrect image size	Fluctuates from page to page along the sub-scan (feed) direction	M205 143b	The paper slips out of position slightly during toner transfer.	Store the paper as a custom paper type, and adjust as explained in the RTB.	Explain the side effects listed in the RTB to the user.
Color registration error	Caused by ITB speed feedback failure	M205 001a	Engine firmware	Install version 4.05:14 or later	
Color registration error	Incorrect speed control processing of the ITB	M205 007d	TCDU firmware	Install version 1.07:05 or later	
Color registration error	If a job is interrupted due to an empty feed tray	M205 001b	Engine firmware	Install version 4.07:14 or later	Could be a color shift error?
Color registration error	When inserting a separation page, the error occurs on the pages before and after the separation page	M273 5012 M507 5000F M507 5056H	MICROCODE firmware BOS firmware (1/6 to 6/6) MICROCODE firmware	Install version 2.5.003 or later Install version 123.19.048_v2.05.0 03 or later Install version 2.5.003 or later	
Incorrect image density	K90% printed in grayscale data is paler than expected	M272 001d M272 007f	BOS firmware (1/6 to 6/6) MICROCODE firmware	Install version 1.6.004 or later Install version 1.6.004 or later	
Incorrect color	Color not as expected when printing a PDF file from the printer driver, but is correct if re-printed from CWS or imported to CWS	M465 021 M466 023	Andromeda-P1 EFI (E-43) System Software Version 1.0 Andromeda-P1 EFI (E-83) System Software Version 1.0	Apply required patch(es) Apply required patch(es)	
Incorrect color	White area (CMYK 0%) is falsely mixed with 1% black after RIP	M465 022 M466 024	Andromeda-P1 EFI (E-43) System Software Version 1.0 Andromeda-P1 EFI (E-83) System Software Version 1.0	Apply required patch(es) Apply required patch(es)	
Incorrect color	Hue of yellow looks different, if printed on a different paper type from the preceding job, or if IBACC is performed.	M205 001b	Engine firmware	Install version 4.07:14 or later	
Incorrect color	After RIPing a job, background color of the image is changed		Andromeda-P1 EFI (E-83) System Software Version 1.0	FIT101616806, or Service Pack 03	
Incorrect color	Color data may falsely be contained in a grayscale pad printing job		Install service pack 5 for E-43 or E83 controller		

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Subject	Symptom	RTB#	Cause	Solution	Note
Incorrect	Image shift does not	M465	Andromeda-P1 EFI	Apply required	11000
positioning	work properly for	028	(E-43) System	patch(es)	
	imposed variable data		Software Version 1.0		
	jobs	M466	Andromeda-P1 EFI	Apply required	
		031	(E-83) System	patch(es)	
Incorrect	Image writing position	M205	Software Version 1.0	Install version	
Incorrect positioning	Image writing position shifts in the sub scan	001c	Engine firmware	4.08:14 or later	
positioning	direction	0010		4.00.14 of later	
Incorrect	Image writing position	M205	The top/bottom and	Clean and lubricate	
positioning	shifts in the main scan	170	front/rear side fences	as explained in	
	direction		are either deformed	RTB 169, and do	
			or tilted slightly.	the rework	
				procedure in RTB	
		D777		170. Clean and lubricate	
		012		as explained in	
		0.2		RTB 11, and do the	
				rework procedure in	
				RTB 12.	
Dirty		M205	The reinforcement	Install a new belt, or	
background		171	tape on the edge of the PTR belt peeled	cut off the detached part of the tape.	
			off and was caught	The RTB explains	
			inside the belt.	how to install the	
				belt to prevent this	
				problem.	
Grid-like	Light magenta grid on	M205	Engine firmware	Install version	
pattern	prints	001d		4.09:14 or later	N. 4 41
Grid-like	Grid-like rough screen	M205	Low temperature/	Do the following as	Note the
pattern	pattern appears in light halftone images.		humidity environment and/or	explained in the RTB.	possible side effects
	Hailtone images.		screen size is set 300 lines.	1. Change the	of each
				halftone screen	step as
				setting.	listed in the
				2. Then upgrade	RTB.
				the Engine F/W to	
				version V4.09:14	
				(M2055309M) or newer.	
				3. Then change	
				the development	
				gamma target.	
				4. Then make sure	
				that the	
				environmental	
				conditions are	
				within recommended	
				limits.	
IBACC data	If the IBACC data is	M205	Engine firmware	Install version	
printed	transferred while the	001d		4.09:14 or later	
	system adjusts the				
	fusing temperature	<u> </u>			

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Subject	Symptom	RTB#	Cause	Solution	Note
Part of the image all black	The borders and the background of an image are black, if printed with APPE enabled	M465 034	Andromeda-P1 EFI (E-43) System Software Version 1.0	Apply required patch(es)	
Black and white inverted	If printed with the composite overprint option enabled, black and white images created with InDesign are inverted.		Install service pack 4 for E-43 or E83 controller		
Incorrect magnification	A4 size test charts for the Media Management Tool are printed larger than expected, if printed using SRA3	M507 5058	Microcode firmware	Install version 2.7.001 or later	



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Model: Model Andromeda-P1 Date: 30-Sept-15 No.: RM205000k

10. Mechanical/Electrical

Punch unit	D449		Install a ferrite core	
	002		as shown.	
When the machine	M205	The engine fans are	Set SP5-191-001 to	
receives packet data	153	on while the machine	"0" (Off, and stay in	
while in STR (Suspend		is in STR mode, as		
to RAM) mode		per specification.	Note: Engine Off	
			mode consumes	
			more power than	
			STR.	
From trays that have	M205	Tray lift-up gear is	Modify the gear	
A3/DLT or larger paper				
		the heavy load,	parts listed in the	
	013	preventing proper	RTB, and using the	
		engagement of the	procedure in the	
		gears	RTB	
Noise from the fusing	M205	A plate is worn by	Replace the parts	
unit during operation	190	contact with the side	as explained in the	
		of the idler gear, and	RTB.	
		TCDU firmware		
	007a		1.03:05 or later	
drum	082			
USB device				
		6/6)	1.4.002 or later	
		MICDOCODE	In a tall	
The edge of the name				
	127			
			KID.	
the belt becomes waved				
Shifts after energies and	MOOF		Inetall version	
		Engine illinware		
	00 1a		4.04.14 of later	
	M205	Engine firmware	Install version	
		Lingine illiniwale		
	00 1a		4.05.14 01 later	
ist sheet of a job	1		1	
			1	
	receives packet data while in STR (Suspend to RAM) mode From trays that have A3/DLT or larger paper Noise from the fusing	When the machine receives packet data while in STR (Suspend to RAM) mode From trays that have A3/DLT or larger paper Noise from the fusing unit during operation Image transfer motor movement failure (FC and Bk) Especially around the drum USB device W272 001b to 006b M272 007d The edge of the paper transfer belt rides over the edge of the PTR and the belt becomes waved Shifts after opening and closing doors multiple times When printing is suspended (e.g., to adjust the fusing temperature) after the	When the machine receives packet data while in STR (Suspend to RAM) mode From trays that have A3/DLT or larger paper Noise from the fusing unit during operation Image transfer motor movement failure (FC and Bk) Especially around the drum USB device When device and belt becomes waved Shifts after opening and closing doors multiple times When printing is sperspecification. M205 Tray lift-up gear is out of position due to the heavy load, preventing proper engagement of the gears A plate is worn by contact with the side of the idler gear, and a bearing is damaged due to metal pieces going inside. TCDU firmware TCDU firmware TCDU firmware M205 007a The front and/or rear side seals of the drum cleaning unit are missing. BOS firmware (1/6 to 6/6) M272 007d MICROCODE firmware To much friction between the slider and bracket when the tension roller is bent during machine operation. Shifts after opening and closing doors multiple times When printing is supended (e.g., to adjust the fusing temperature) after the	When the machine receives packet data while in STR (Suspend to RAM) mode M205

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Subject	Symptom	RTB#	Cause	Solution	Note
Lift wire is cut	Lift wire for the bottom	M205	There is a small	Adjust the distance	
	plate	158	clearance between	between the side	
		D777 009	the side plates and the bottom plate.	plates (see the procedures in the	
		009	The wire becomes	RTB).	
			tangled with the	(TCID).	
			pulley and creates		
			excessive tension in		
			the wire.		
Lift wire is cut		M205	The cable used to	Temporary:	
		212	lift and lower the	Set SP5-191-001	
			tray is worn out.	to a value of "0".	
				This will keep the GW CTL from	
				shifting to STR	
				mode, which	
				reduces the wear	
				on the cable.	
				Permanent:	
				An EFI patch will	
				be released at the end of May 2018.	
Initialization	Some stepper motors do	D179	Folder FD5020	Install version	
mittanzation	not activate during	018d	firmware	02.010:04 or later	
	initialization				
Fuser belt	Broken or torn	M205	The positioning pin	Adjust the	The RTB
		165	of the fuser unit was	positioning pin if	explains
			incorrectly adjusted	needed.	some PM
			at factory assembly.	- Or	items which
			- or Paper with rough	Replace the pressure roller	you must not forget,
			edges is used, which	pressure roller	to prevent
			damaged the		damage to
			pressure roller		the belt.
Side fence	Cannot slide smoothly	M205	Paper dust gets on	Clean and lubricate	
		169a	the surface of the	every 900k. The	
		D777	slide shaft and inside	procedure is in the	
Sensor failure	Topor and is datasted	011	the bearings	RTB.	
Sensor failure	Toner end is detected although there is still	M205 129a	Clogged exit of the development station	Work through Action #1 to solve	
	toner remaining in the	1230	for waste toner	the current	
	toner bottle		and/or entrance to	symptom.	
			the waste toner path	Work through	
			<u>'</u>	Action #2 every	
				300K to prevent	
				further occurrences.	
Development	Development units keep	M205	Engine firmware	Install version	
unit	running due to abnormal	001e		4.10:14 or later	
	process control.				



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Model: Model Andromeda-P1 Date: 30-Sept-15 No.: RM205000k

11.Others

Subject	Symptom	RTB#	Cause	Solution	Note
Machine stalls	After the shift tray was	D179	BookletFinisher_SR50	Install version	
	moved down by pressing the Emergency Shift Tray Stop Switch	017j	60 firmware	02.570:10 or later	
Machine stalls	If CAP v2 is installed	Gen	Java VM v12 Update	Install version	
		0680	Tool	12.12.06 or newer	
		Gen	Java VM v12 for eDC		
		069p	firmware		
Machine stalls	When importing a color	M272	Microcode firmware	Install v1.2.003 or	
	profile that contains 2-byte characters in its name	007b		newer	
Machine stalls	When importing a color	M272	BOS firmware (1/6 to	Install version	
	profile that contains 2-byte	001a to	6/6)	1.3.003 or later	
	characters in its name	006a	,		
		M272	MICROCODE firmware	Install version	
		007c		1.3.003 or later	
Machine stalls	If a jam is triggered by	D179	P-Binder_GB5010_B1	Install version	
	opening the front door of	035b	firmware	01.200:11 or later	
	the Transit Pass Unit	D179	P-Binder GB5010 B4	Install version	
		038b	firmware	01.070:00 or later	
Machine stalls	If a jam is triggered by opening top cover of the cover interposer	D179	P-Binder GB5010 B1	Install version	
		035b	firmware	01.200:11 or later	
		D179	P-Binder GB5010 B4	Install version	
		038b	firmware	01.070:00 or later	
Machine stalls	After Jam 420	D179	P-Binder_GB5010_B1	Install version	
		035b	firmware	01.200:11 or later	
		D179	P-Binder_GB5010_B4	Install version	
		038b	firmware	01.070:00 or later	
Machine stalls	When cancelling a PDF	M272	BOS firmware (1/6 to	Install version	
	sent	001b to	6/6)	1.4.002 or later	
	SSIN	006b	,		
		M272	MICROCODE firmware	Install version	
		007d		1.4.002 or later	
Machine stalls	When attempting to make	M272	BOS firmware (1/6 to	Install version	
	4762 copies of a job sent from Prinect	001b to	6/6)	1.4.002 or later	
		006b	,		
		M272	MICROCODE firmware	Install version	
		007d		1.4.002 or later	
Machine stalls	When attempting to print a	M272	BOS firmware (1/6 to	Install version	
	calibration page while the	001b to	6/6)	1.4.002 or later	
	engine is asleep	006b			
		M272	MICROCODE firmware	Install version	
		007d		1.4.002 or later	
Machine stalls	After pressing the	D734	BookletFinisher_SR50	Install version	
	emergency stop switch with the front door open	002e	60 firmware	02.660:10 or later	
Machine stalls	On the Prinect model, the	M272	BOS firmware (1/6 to	Install version	
	DFE appears to stall when	001c	6/6)	1.5.001 or later	
	in "Preprocessing state".	M272	MICROCODE firmware	Install version	
		007e		1.5.001 or later	

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Subject	Symptom	RTB#	Cause	Solution	Note
Machine stalls	Activation of the DFE	M272	BOS firmware (1/6 to	Install version	
	stops midway	001c	6/6)	1.5.001 or later	
		M272	MICROCODE firmware	Install version	
		007e		1.5.001 or later	
Machine stalls	When printing from	M205	System firmware	Install version 2.08	
	Prinect DFE	006d		or later	
Machine stalls	Large PS job	M506	BOS firmware (1/6 to	Install version	
		001b	6/6)	2.03.009 or later	
		M506	MICROCODE firmware	Install version	
		002b		2.03.009 or later	
		M506	MICROCODE firmware	Install version	
		003a		2.03.009 or later	
Machine stalls	When attempted to print	M507	BOS firmware (1/6 to	Install version	
	jobs containing more than	5000E_	6/6)	123.19.048_v2.04.0	
	40,000 pages	1-6		23 or later	
		M507	MICROCODE firmware	Install version	
		5055H		2.04.023 or later	
Machine stalls	When the trailing edge	D734	BookletFinisher_SR50	Install version	
	rides on the trailing edge	5260A	60 firmware	03.110:10 or newer	
	press lever in a shift job				
Machine is	If CAP v2 is installed	Gen	Java VM v12 Update	Install version	
slow		0680	Tool	12.12.06 or newer	
		Gen	Java VM v12 for eDC		
		069p	firmware	D : (()	
Machine is	It takes a long time to	M205	The engine has to	Register the media	
slow	switch to a different paper size while printing a mixed-size job using	146	adjust the fusing	as a Custom Paper,	
			temperature and fusing	then each waiting	
			nip width.	time can be	
	paper of different weights			disabled with the	
	loaded in different trays.			settings shown in the RTB. This can	
				cause some side	
				effects (see the	
				RTB for details).	
Machine is	Jobs of 100 pages printed	M272	BOS firmware (1/6 to	Install version	
slow	on heavy weight A3	001c	6/6)	1.5.001 or later	
0.017	paper.	M272	MICROCODE firmware	Install version	
		007e		1.5.001 or later	
Machine is	Printing is slow with jobs	M272	BOS firmware (1/6 to	Install version	
slow	sorted Reverse	001d	6/6)	1.6.004 or later	
	Order/Face-Up	M272	MICROCODE firmware	Install version	
		007f		1.6.004 or later	
Machine is	Productivity decreases	M205	Engine firmware	Install version	
slow	even if set to productivity	001b	9	4.07:14 or later	
	mode, if the target fusing				
	temp changes.				
Machine is	Productivity decreases	M205	Engine firmware	Install version	
slow	with jobs that use setting	164a		4.08:14 or later	
	"Pressure 1" of SP1151-	M205	1		
	010.	001c			
Machine is	Print and RIP speed	M466	Andromeda-P1 EFI (E-	Apply required	
slow	slower than expected on	030	83) System Software	patch(es)	
	the E-83		Version 1.0	· · · /	

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Subject	Symptom	RTB#	Cause	Solution	Note
Machine is	When starting up Prinect	M506	BOS firmware (1/6 to	Install version	
slow	DFE, reaching Ready	001b	6/6)	2.03.009 or later	
	status from Not Ready	M506	MICROCODE firmware	Install version	
	status takes 5 minutes	002b		2.03.009 or later	
		M506	MICROCODE firmware	Install version	
		003a		2.03.009 or later	
Machine is	The response of the	M273	MICROCODE firmware	Install version	
slow	operation panel slows	5012		2.5.003 or later	
	down, if a paper type from	M507	BOS firmware (1/6 to	Install version	
	the paper catalog is	5000F	6/6)	123.19.048_v2.05.0	
	assigned to a tray via		,	03 or later	
	OCP while running a job	M507	MICROCODE firmware	Install version	
		5056H		2.5.003 or later	
Machine is	Printing is slow if CAP V2	M205	Java VM v12 for eDC	Install version	
slow	is installed.	6028F	firmware	12.57.00 or newer	
		M205	Java VM v12 Update		
		6028F	Tool		
Machine is	Takes longer than	D736	P-Binder_GB5010_B1	Install version	
slow	expected to display a jam	5021C	firmware	01.240:11 or later	
	alert				
Service mode	Some input checks don't	D179	P-Binder_GB5010_B1	Install version	
	work	035a	firmware	01.160:11 or later	
		D179	P-Binder_GB5010_B2	Install version	
		036a	firmware	01.040:00 or later	
		D179	P-Binder_GB5010_B4	Install version	
		038a	firmware	01.050:00 or later	
Service mode	Mismatch between some	M205	Engine firmware	Install version	
	skilled op adjustments	001a		4.04:14 or later	
	and corresponding SP				
	settings				
Cannot change	Advanced paper settings	M205	Web Support firmware	Install version 1.02	
setting	cannot be changed	008a	0 0 10	or later	
Paper	Backup and restore for	M205	OpePanel firmware	Install version 1.03	
library/media	custom media data	004a		or later	
data	Connet enter energy	Con	leve VM v42 Hedete	Install version	
Energy saver	Cannot enter energy saver mode	Gen 068o	Java VM v12 Update Tool	Install version 12.12.06 or newer	
mode	Saver mode	Gen	Java VM v12 for eDC	12.12.00 Of Hewel	
		069p	firmware		
Energy saver	Cannot recover from	M272	BOS firmware (1/6 to	Install version	
mode	energy saver mode	001d	6/6)	1.6.004 or later	
mode	energy saver mode	M272	MICROCODE firmware	Install version	
		007f	WHO KOOODE IIIIIWale	1.6.004 or later	
Feature not	The Overprint function	M272	Microcode firmware	Install v1.2.002 or	
working	does not work properly	007a	WHO COOKE HITHWAIC	newer	
Feature not	Tray alignment adjusted	557 U	Install service pack 4		
working	for the master data of a		for E-43 or E83		
working	variable printing job does		controller		
	not work.				
Machine	Reboots twice after	M272	Microcode firmware	Install v1.2.003 or	
	1	007b			

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Subject	Symptom	RTB#	Cause	Solution	Note
Machine	While printing PDF files	M272	BOS firmware (1/6 to	Install version	Note
reboots	Write printing FDF files	001a to	6/6)	1.3.003 or later	
1600013		001a to	0/0)	1.3.003 01 18161	
		M272	MICROCODE firmware	Install version	
		007c	WICKOCOBE IIIIIWaie	1.3.003 or later	
Machine	If a jam occurs in the	M272	BOS firmware (1/6 to	Install version	
reboots	bypass tray	001b to	6/6)	1.4.002 or later	
1600013	буразз пау	001b to	0/0)	1.4.002 Of later	
		M272	MICROCODE firmware	Install version	
		007d	WIGHTOODE IIIIIWare	1.4.002 or later	
Machine	When running a job of	M272	BOS firmware (1/6 to	Install version	
reboots	more than 500 pages, the	001c	6/6)	1.5.001 or later	
	DFE reboots after printing	M272	MICROCODE firmware	Install version	
	about 100 pages	007e		1.5.001 or later	
Machine	The Recover button	M506	MICROCODE firmware	Install version	
reboots	appears to prompt a	001		2.01.003 or later	
	reboot immediately after				
	operating in the Preset				
	menu				
Setting is	Offset value defined in the	M272	BOS firmware (1/6 to	Install version	
ignored	Media Catalog	001b to	6/6)	1.4.002 or later	
		006b			
		M272	MICROCODE firmware	Install version	
0 - 111 1	Townston and an alternation	007d	Andrews de DA EEL/E	1.4.002 or later	
Setting is	Target maximum density	M465	Andromeda-P1 EFI (E-	Apply required	
ignored	specified at calibration is not honored during	018	43) System Software Version 1.0	patch(es)	
	printing	M466	Andromeda-P1 EFI (E-	Apply required	
	printing	019	83) System Software	patch(es)	
		013	Version 1.0	patori(cs)	
Setting is	If the "mm/inch" setting is	M273	MICROCODE firmware	Install version	
ignored	changed in the paper	5012		2.5.003 or later	
9	catalog Print Registration	M507	BOS firmware (1/6 to	Install version	
	screen, the change does	5000F	6/6)	123.19.048_v2.05.0	
	not take effect		,	03 or later	
		M507	MICROCODE firmware	Install version	
		5056H		2.5.003 or later	
Setting is	Halftone simulation is not		Install service pack 4		
ignored	honored with specific		for E-43 or E83		
0	settings		controller		
Setting is	GBC punch setting is not		Install service pack 4		
ignored	honored and "Invalid		for E-43 or E83		
	punch position was		controller		
	specified." appears, if the orientation of the job is				
	changed in the Impose				
	settings				
Setting is	Duplex setting is not		Install service pack 5		
ignored	honored, if printed with		for E-43 or E83		
J	APPE enabled, front		controller		
	page set to Color and				
	back page to Grayscale				<u> </u>
	<u> </u>		•	-	•

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	Symptom For jobs printed from	RTB#	Cause	Solution	Note
incorrect	For jobs printed from				
		M272	BOS firmware (1/6 to	Install version	
display	Prinergy	001b to	6/6)	1.4.002 or later	
aispiay		006b			
		M272	MICROCODE firmware	Install version	
		007d		1.4.002 or later	
Reports	Paper thickness	M205	System firmware	Install version 2.04	
	information in SMC taken	006a		or later	
	after a paper jam is				
	incorrect				
Reports	The month is incorrect	M465	Andromeda-P1 EFI (E-	Apply required	
	when Job Log is	020	43) System Software	patch(es)	
	automatically	020	Version 1.0	patori(co)	
	exported to CSV	M466	Andromeda-P1 EFI (E-	Apply required	
	exported to COV	021	83) System Software	patch(es)	
		021	Version 1.0	pateri(es)	
Danarta	Faile to wrint the Drinter	M507		Install version	
	Fails to print the Printer		Microcode firmware	Install version	
	Configuration sheet	5058	Facility 6	2.7.001 or later	
	If the SD card is full of log	M205	Engine firmware	Install version	
	data, the log data cannot	001b		4.07:14 or later	
	be deleted, preventing				
	further logging.				
•	Nonexistent errors are	M205	Network Support	Install version 14.68	
	recorded in the system	6029E	firmware	or later	
	logs				
Calibration	Updating the microcode	M272	BOS firmware (1/6 to	Install version	
	causes the calibration	001c	6/6)	1.5.001 or later	
	data to return to default	M272	MICROCODE firmware	Install version	
		007e		1.5.001 or later	
Calibration	If changes are made to a	M272	BOS firmware (1/6 to	Install version	
	paper catalog before	001c	6/6)	1.5.001 or later	
	loading the calibration	M272	MICROCODE firmware	Install version	
	data, a fatal error occurs	007e		1.5.001 or later	
	during calibration.	00.0		1.0.001 01 10101	
	Fails to print if calibration	M272	BOS firmware (1/6 to	Install version	
	is done on a paper weight	001c	6/6)	1.5.001 or later	
	6 or heavier	M272	MICROCODE firmware	Install version	
	o or riouvior	007e	WHO KOODE IIIII WATE	1.5.001 or later	
Calibration	Calibration setting is not	0070	Install service pack 5	1.5.001 01 14101	
Canbration	displayed correctly in		for E-43 or E83		
	Command WorkStation		controller		
Cannot reboot		M272		Install version	
	If a hard abort occurs, the DFE cannot be rebooted	001c	BOS firmware (1/6 to		
			6/6)	1.5.001 or later	
	from the engine operation	M272	MICROCODE firmware	Install version	
	panel	007e	DO0 5 (4/0.1	1.5.001 or later	
	If a page range is selected	M506	BOS firmware (1/6 to	Install version	
	from the first page of a PS	001a	6/6)	2.02.003 or later	
ready status	job	M506	MICROCODE firmware	Install version	
		002a		2.02.003 or later	
		M272	BOS firmware (1/6 to	Install version	
		001e	6/6)	2.02.003 or later	
		M272	MICROCODE firmware	Install version	
		007g		2.02.003 or later	
		M272	BOS firmware (1/6 to	Install version	
ľ		008a	6/6)	2.02.003 or later	

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Subject	Symptom	RTB#	Cause	Solution	Note
		M272	MICROCODE firmware	Install version	
		009a		2.02.003 or later	
Firmware	Restoration fails after	M506	BOS firmware (1/6 to	Install version	
update	updating the microcode	001b	6/6)	2.03.009 or later	
	from v1.5.001 or earlier to	M506	MICROCODE firmware	Install version	
	v2.xx.xxx.	002b		2.03.009 or later	
		M506	MICROCODE firmware	Install version	
0	Lance BO take The conse	003a	DOO 5	2.03.009 or later	
Counters	Large PS job: The page	M506	BOS firmware (1/6 to	Install version	
	counter display stalls at 999	001b M506	6/6) MICROCODE firmware	2.03.009 or later Install version	
	333	002b	MICROCODE IIIIIwale	2.03.009 or later	
		M506	MICROCODE firmware	Install version	
		003a	Intervedebl innivare	2.03.009 or later	
Counters	If the last page of a duplex	M507	BOS firmware (1/6 to	Install version	
	job is specified as a blank	5000E	6/6)	123.19.048_v2.04.0	
	page using the page list	1-6	,	23 or later	
	function on a Prinect DFE,	M507	MICROCODE firmware	Install version	
	the last page is not	5055H		2.04.023 or later	
	counted				
Counters	The Impression counter	M273	MICROCODE firmware	Install version	
	falsely counts up Job	5012	D00 5	2.5.003 or later	
	Separation Sheets	M507	BOS firmware (1/6 to	Install version	
		5000F	6/6)	123.19.048_v2.05.0 03 or later	
		M507	MICROCODE firmware	Install version	
		5056H	WICKOCODE IIIII Wale	2.5.003 or later	
Setting is lost	After rebooting the DFE,	M273	MICROCODE firmware	Install version	
	the Filter setting (String	5012		2.5.003 or later	
	Replace) of the virtual	M507	BOS firmware (1/6 to	Install version	
	printer is lost.	5000F	6/6)	123.19.048_v2.05.0	
				03 or later	
		M507	MICROCODE firmware	Install version	
		5056H		2.5.003 or later	
Other	PDLS signal 11 error	M506	MICROCODE firmware	Install version	
		001		2.01.003 or later	
Other	Program Check error	M273	MICROCODE firmware	Install version	
	while printing a PDF file	5012	DOC firmerrans (4/C to	2.5.003 or later	
	by a process failure of Adobe Flex code.	M507 5000F	BOS firmware (1/6 to 6/6)	Install version 123.19.048_v2.05.0	
	Adobe Flex code.	30001	0/0)	03 or later	
		M507	MICROCODE firmware	Install version	
		5056H	WHO KOOODE IIIII Wale	2.5.003 or later	
Other	Hard abort when	M507	Microcode firmware	Install version	
	continuously printing JMF	5058		2.7.001 or later	
	files that contain return				
	JMF commands.				
Other	Hard abort (signal 9)	M507	Microcode firmware	Install version	
	occurs when printing JMF	5058		2.7.001 or later	
	to the DFE				
Other	Fatal error due to CPSI	M507	Microcode firmware	Install version	
	memory leak when	5058		2.7.001 or later	
	continuously printing for more than 16 hours				
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Subject	Symptom	RTB#	Cause	Solution	Note
Other	Fatal error when printing	M507	Microcode firmware	Install version	
	AFP data that contain	5058		2.7.001 or later	
	TIFF files created with the wrong format	M507 5058_P R20701 8	Microcode firmware	Install version 2.07.018 or later	
Other	Restore failed with an error ("Unable to communicate with the DFE").	M507 5058_P R20702 2	Microcode firmware	Install version 2.7.022 or later	