

Updated: End of June 2018: Changes in bold italics

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|--|---|---|--|
| Model: Model Andromeda-P1 | | Date: 30-Sept-15 | No.: RM205000k |
| Subject: Troubleshooting | | Prepared by: H. Matsui | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input type="checkbox"/> Product Safety | <input type="checkbox"/> Other () | |

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

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

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1. Paper Feed Errors

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

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------|---|------------|---|--|------|
| Jams | At the pressure roller separation pawls of the fuser unit | M205 116 | If the trailing edge margin is less than 3mm, increase the margin in "#14 Adjust Erase Margin of Trailing Edge" of the Custom Paper settings. 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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| Jams | The TE press lever causes a jam when performing the output check | D734 5260 | BookletFinisher_SR50 60 firmware | Install version 03.100:10 or later | |
| Jams | Jam477 (LCIT RT5100 exit sensor) when feeding 640x320mm size banner sheets. | 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. | |
| Jams | <i>With the increase in printing volume to about 15 million sheets, J028 starts occurring gradually. When the printing volume is over 20 million sheets, it frequently occurs or becomes unprintable.</i> | <i>M205 213</i> | <i>The hole of the frame is scraped by the rotation of the shaft, and the amount of separation of the registration timing driven roller is reduced.</i> | <i>Install the supporting plate (p/n: M2057485). See the RTB for details.</i> | |
| Jam | <i>JAM 126 occurs, if the output tray is switched when the stapler cartridge is empty</i> | <i>D734 5260B</i> | <i>BookletFinisher_SR5 060 firmware</i> | <i>Install version 03.130:10 or later</i> | |
| Jam | <i>Saddle-stitched jobs using Plockmatic and a job printed to the proof tray are repeated alternately</i> | <i>D734 5260B</i> | <i>BookletFinisher_SR5 060 firmware</i> | <i>Install version 03.130:10 or later</i> | |
| Non-feed | J002, J003, J430, J431 | D777 005 M205 099 | Paper not fed, because the spring pin at the rear of the paper feed belt unit is not connected to the coupling. | Connect the spring pin to the coupling using the procedure in the RTB. | |
| Non-feed | When printing with generic settings on certain types of paper | M205 124 | | Work through the flow charts in the RTB. | |
| Non-feed | With the last few sheets of the stack, if the grain of the paper is parallel to the paper's long side and Weight 8 (300.1-350.0 gsm) | D777 006 | Paper gets caught between the spring of the end fence and the paper stopper plates, and does not float up. | Attach the magnet sheet to the end fence. | |
| Non-feed | Immediately after job start, especially in these conditions: Vacuum Feed LCIT RT5100, 3rd sheet from the top of the stack, Weight 6-7, Coated | M205 133 | When the top few sheets float up, they are pressed too strongly against the plates due to too much air, disabling proper separation and delaying feed by the feed belt. | In adjustment settings for Custom paper, decrease the value of [#107. Side Fan] by 10%. If the problem persists, set [#112. Paper Feed Mode (Adjust Fan Level)] to "Max Nonfdng Reduc. (Highest)." | |

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| Non feed | Non-feed inside the Vacuum Feed LCIT (J430, J431, J445, J446). | D777 007a | The exhaust fan filter becomes clogged with paper dust. | Install the new filter, using the procedure in the RTB. | |
| 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, if the booklet cover is fed from the Interposer Tray | 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) | |
| 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 types/sizes | SEF 329x483 size custom paper | 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) | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
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| 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 to the proof tray. | M506 001a | BOS firmware (1/6 to 6/6) | Install version 2.02.003 or later | |
| | | 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 insertion | M465 030 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | 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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2. Copy Process

| Subject | Symptom | RTB # | Cause | Solution | Note |
|-----------------------|---|-------------|---|--|------|
| Developer replacement | TC reduction/ stabilization and Emptying/Filling developer do not work | M205 075 | The version of engine firmware in the machine does not support these functions. | Until the firmware includes these functions, do the temporary solution 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 run | Cannot start the next job, if the previous job is canceled with the "Stop" key | D179 035a | P-Binder_GB5010_B1 firmware | Install version 01.160:11 or later | |
| | | D179 036a | P-Binder_GB5010_B2 firmware | Install version 01.040:00 or later | |
| | | D179 038a | P-Binder_GB5010_B4 firmware | Install version 01.050:00 or later | |
| Job does not run | Cannot print 13x19 size jobs | M272 007b | Microcode firmware | Install v1.2.003 or newer | |
| Job does not run | Glue temperature adjustment does not complete | D179 035b | P-Binder_GB5010_B1 firmware | Install version 01.200:11 or later | |
| | | D179 038b | P-Binder_GB5010_B4 firmware | Install version 01.070:00 or later | |
| Job does not run | Printing does not start (simplex/duplex mixed, different fusing speed and different paper tray) | M205 001a | Engine firmware | Install version 4.04:14 or later | |
| Job does not run | The fiery indicated the spooled job is printing but nothing prints | M205 179 | GW System firmware bug. If the system firmware version is 2.04 or older, do not update firmware until the modified firmware is released. | New firmware in Dec 2016. Workaround: Change SP5-748-102 from "1" to "0." | |
| Job does not run | If a job is sent from the Fiery controller while the engine enters the energy saver mode | M205 6020L | System firmware | Install version 2.09 or later | |
| Job does not run | Printing heavy jobs causes fatal errors and a hard abort. | 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 does not run | After rebooting the Prinect DFE and the engine | 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 does not resume | After removing booklets when the stacking tray is full | D179 035a | P-Binder_GB5010_B1 firmware | Install version 01.160:11 or later | |
| | | D179 036a | P-Binder_GB5010_B2 firmware | Install version 01.040:00 or later | |
| | | D179 038a | P-Binder_GB5010_B4 firmware | Install version 01.050:00 or later | |
| <i>Job does not run</i> | <i>With the shift tray as the output tray, the operation panel remains in "Printing" status and the job does not get printed.</i> | <i>D734 5260B</i> | <i>BookletFinisher_SR5 060 firmware</i> | <i>Install version 03.130:10 or later</i> | |

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| Job does not resume | If RPIP Interface Box is connected, printing does not resume if paper is loaded after a paper-end detection | M465 017 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | M466 018 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| Job does not resume | Sample printing does not resume after loading an empty paper tray | 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 | |
| Job does not resume | After clearing the Plockmatic PBM RCT (Rotate Crease Trim module) bin full condition | | Install service pack 4 for E-43 or E83 controller | | |
| Job does not resume | If a jam occurs in the paper path between the Plockmatic PBM and RCT and the jam is cleared | | Install service pack 4 for E-43 or E83 controller | | |
| Job does not resume | If the Plockmatic waste staple receptacle becomes full | D734 5260 | BookletFinisher_SR50 60 firmware | Install version 03.100:10 or later | |
| Job does not resume | If a jam occurs in a system that contains the Trimmer TR5040 | D734 5260 | BookletFinisher_SR50 60 firmware | Install version 03.100:10 or later | |
| Job does not resume | If the stack on the finisher shift tray is removed after pressing the emergency stop switch and placed on the tray again before the tray ascends | D734 5260 | BookletFinisher_SR50 60 firmware | Install version 03.100:10 or later | |
| Job ends prematurely | If an entry in the paper catalog is deleted while printing a job | M506 001b | BOS firmware (1/6 to 6/6) | Install version 2.03.009 or later | |
| | | M506 002b | MICROCODE firmware | Install version 2.03.009 or later | |
| | | M506 003a | MICROCODE firmware | Install version 2.03.009 or later | |
| Cannot cancel job | If the waste toner bottle is in "Full" status | 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) | |
| Blank sheets | Blank sheets are inserted | 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) | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
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| Blank sheets | A blank sheet is added to the end of the job | M466 026 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| | | 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 page of the job | M465 004 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | 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 Plockmatic, the last page printed before the tray had run out of paper is duplicated. | M465 014 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | 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 HCI3500 | 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 HCI3500 | 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 runs out of memory | M272 001b to 006b | BOS firmware (1/6 to 6/6) | Install version 1.4.002 or later | |
| | | M272 007d | MICROCODE firmware | Install version 1.4.002 or later | |
| PDF | Printing a PDF file with APPE enabled results in an error, if CPSI is disabled | M272 001d | BOS firmware (1/6 to 6/6) | Install version 1.6.004 or later | |
| | | M272 007f | MICROCODE firmware | Install version 1.6.004 or later | |

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Model: Model Andromeda-P1

Date: 30-Sept-15

No.: RM205000k

| Subject | Symptom | RTB # | Cause | Solution | Note |
|---|--|-------------------|---|---|------|
| PDF | PS undefined resource error when RIPing PDF files | | Install service pack 4 for E-43 or E83 controller | | |
| PS error | During ripping | M272 001b to 006b | BOS firmware (1/6 to 6/6) | Install version 1.4.002 or later | |
| | | M272 007d | MICROCODE firmware | Install version 1.4.002 or later | |
| Printing does not stop | Even if a shortage of consumables occurs | M205 006a | System firmware | Install version 2.03 or later | |
| Printing stops | Hard abort occurs when attempting to print a job on the Printect model | 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 | |
| Printing stops | <i>Mixplex jobs printed in duplex mode: If the job contains media that does not support duplex, such as index paper, printing stops with an error instead of feeding that media through the simplex path.</i> | | <i>Install service pack 5 for E-43 or E83 controller</i> | | |
| Incorrect number of pages | If printing is stopped and then resumed | M272 001d | BOS firmware (1/6 to 6/6) | Install version 1.6.004 or later | |
| | | M272 007f | MICROCODE firmware | Install version 1.6.004 or later | |
| Incorrect number of pages | PS jobs | 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 | |
| Incorrect number of copies | If the tray runs out of paper and then reloaded during the job | 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 | |
| Duplex job not printed correctly | <i>Mixplex jobs printed in duplex mode: The output of the first copy is correct with all pages printed in simplex or duplex as expected, but the other copies are not</i> | | <i>Install service pack 5 for E-43 or E83 controller</i> | | |
| Printing error (not specified) | When running jobs printed on paper from the paper catalog that has a name of 33 or more characters. | M506 001 | MICROCODE firmware | Install version 2.01.003 or later | |

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|---------------------------|------------------|----------------|
| Model: Model Andromeda-P1 | Date: 30-Sept-15 | No.: RM205000k |
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| Subject | Symptom | RTB # | Cause | Solution | Note |
|--|---|----------------|---|---|------|
| <i>Printing error (not specified)</i> | <i>Incorrect data may be printed randomly with PS jobs.</i> | | <i>Install service pack 5 for E-43 or E83 controller</i> | | |
| 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 | BOS firmware (1/6 to 6/6) | Install version 2.03.009 or later | |
| | | M506 002b | MICROCODE firmware | Install version 2.03.009 or later | |
| | | M506 003a | MICROCODE firmware | Install version 2.03.009 or later | |
| IPDS | Cannot apply the selected toner curve for IPDS jobs | 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 | |
| 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 |
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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 instead of clearing the jam | 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) | |
| 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 | <i>Hard to see whether the sample print function is enabled or not on the printer panel</i> | <i>M507 5058 PR207 018</i> | <i>MICROCODE firmware</i> | <i>Install version 2.07.018 or later</i> | |

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

| Subject | Symptom | RTB # | Cause | Solution | Note |
|------------------------------|--|------------|--|--|------|
| Login/logout | ESA application stops during logout, and logout cannot be completed | Gen 068o | Java VM v12 Update Tool | Install version 12.12.06 or newer | |
| | | Gen 069p | Java VM v12 for eDC firmware | | |
| Authentication | If Kerberos authentication is done with an ESA application, timeout does not occur | Gen 068o | Java VM v12 Update Tool | Install version 12.12.06 or newer | |
| | | Gen 069p | Java VM v12 for eDC firmware | | |
| Authentication | Login by IC card takes time | M205 006a | System firmware | Install version 1.02 or later | |
| Authentication | Authentication dialog appears too many times | M205 008e | Web Support firmware | Install version 2.06 or later | |
| Authentication | Fails when the device is set to use "IEEE 802.1X" and "TLS1.2" is set to "active" | M205 6029D | Network Support firmware | Install version 14.67 or later | |
| User code | The correct error code is not displayed on the operation panel, if a user who is unregistered in the address book has logged in using an external authentication | M205 006d | System firmware | Install version 2.08 or later | |
| Service mode lock | Can be unlocked by the user sometimes | M205 6020L | System firmware | Install version 2.09 or later | |
| Data accessible from outside | Job properties and preview images for print jobs stored in the print server can be accessed from outside the customer's LAN. | M272 010 | By default, it's possible to access the local console screen through the motherboard's IPMI feature without authentication | Do the procedure in the RTB to prevent unauthenticated external access | |
| | | M506 007 | | | |

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

| 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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No.: RM205000k

| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------------------|--|-----------------------------|---|---|------|
| SC50x-03, 12 | | M205 211 | <i>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</i> | <i>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.</i> | |
| 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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| Model: Model Andromeda-P1 | Date: 30-Sept-15 | No.: RM205000k |
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| Subject | Symptom | RTB # | Cause | Solution | Note |
|----------|--|----------------|---|---|------|
| SC625-00 | When removing and putting back the ITB unit | M205 101 | The ITB unit was removed and put back into the machine without turning OFF the main power switch. This may blow the fuses on the TDCU. | Replace the TDCU. To avoid this problem, always disconnect the power plug before performing any service maintenance. | |
| SC649-01 | Shortly after power is turned on | M465 019 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | M466 020 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| SC670 | Continuously printing jobs of only one or two pages | M205 001d | Engine firmware | Install version 4.09:14 or later | |
| SC670 | Punch jobs | 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 | |
| SC682 | When TD sensor initialization is simultaneously done for two or more colors, for example, when after two or more developers were replaced. | M205 148a | Engine firmware bug | Install version 4.06:14 or later | |
| | | M205 001a | Engine firmware | Install version 4.06:14 or later NOTE: Follow the instructions at the start of this RTB carefully when upgrading to this version. | |
| SC685-01 | | M205 177 | The CIS harness jacket touches the registration timing arm inside the registration unit, damaging the harness. | Reroute the harness as shown in the RTB. | |
| SC687 | If simplex job data is sent from the DFE intermittently | M205 6113K | DTU FPGA Config Data firmware | Install version 2.04 or later | |
| SC687 | | M205 6113L | DTU FPGA Config Data firmware | Install version 2.05 or later | |
| SC694-01 | When turning on the machine power, if power synchronization on the Fiery is disabled | M205 074b | Cause 1: If synchronization is disabled, there is a delay in the calibration and this causes a timeout. Cause 2: Error in the calibration data | Cause 1: Enable power synchronization by following the procedure in the RTB. Cause 2: Delete the calibration setting that contains invalid data by following the procedure in the RTB. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|-----------------|---|------------------|---|---|------|
| SC694-01 | When turning on the machine power | M465 007 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | M466 007 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| SC694-01 | When DFE boot-up takes time | M205 001e | Engine firmware | Install version 4.10:14 or later | |
| SC694-05 | When IBACC starts just after a paper size change or color change | M205 001e | Engine firmware | Install version 4.10:14 or later | |
| SC720-xx | | 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. | |
| SC720-25 | | 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. | |
| SC720-35 | | D734 002c | BookletFinisher_SR50 60 firmware | Install version 02.640:10 or later | |
| SC720-35 | | D734 002g | BookletFinisher_SR50 60 firmware | Install version 02.680:10 or later | |
| SC720-35 | | D734 013a | The corner stapler unit does not move properly or smoothly | Work through the check procedures in the RTB. | |
| SC720-35 | After replacing the staple cartridge | D734 5260 | BookletFinisher_SR50 60 firmware | Install version 03.100:10 or later | |
| SC720-39 | 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 | |
| SC720-70 | Running 3 staple jobs in a row | D734 5621A | BookletFinisher_SR50 60 firmware | Install version 02.700:10 or later | |
| SC720-71 | | M205 203 | Paper outside the product spec is loaded on the shift tray, so the motor is out of synchronization due to the excess weight when the tray is shifted. | Change the maximum number of sheets stacked on the shift tray in the SP mode according to the length of the sheet in the paper feed direction. See the RTB for the SPs to adjust. | |
| SC720-70 | After J109 or J122 occurs twice in succession | D734 005 | Envelopes stacked in the shift tray interfere with the press down levers | Attach the Z-fold support tray to the shift tray. | |
| | | | Finisher firmware | Update the Finisher firmware to Ver2.500 or newer. | |

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Model: Model Andromeda-P1

Date: 30-Sept-15

No.: RM205000k

| Subject | Symptom | RTB # | Cause | Solution | Note |
|-----------------|--|-----------|---|---|------|
| | | | The Tray Full condition is triggered/detected by mistake. | Set SP6239-001 to "1". | |
| | | | The exit roller and press down lever interfere with each other. | Replace the lever brackets. (See RTB #RD734003 for details). | |
| | | | Printed sheets interfere with the movement of the press down lever. | Advise the customer to remove sheets that are interfering with the press down levers when Jam 122 occurs. | |
| SC720-75 | | D734 002c | BookletFinisher_SR50 60 firmware | Install version 02.640:10 or later | |
| SC720-80 | SR5050/5060 Finisher | D179 113 | Contact failure in the interlock switch | Replace the interlock switch using the procedure in the RTB. | |
| SC720-82 | If the trailing edge press plate and base fence of the staple tray interferes. | D734 002b | BookletFinisher_SR50 60 firmware | Install version 02.620:10 or later | |
| SC844-02, -04 | 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) | |
| SC844-04 | When attempting to print a job on the Printect model | 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 | |
| SC844-04 | 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 | |
| SC844-04 | While printing | M466 036 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| | | M465 032 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| SC844-04 | While printing | | Install service pack 5 for E-43 or E83 controller | | |
| SC844-0x | When printing large jobs | M506 001a | BOS firmware (1/6 to 6/6) | Install version 2.02.003 or later | |
| | | 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 | BOS firmware (1/6 to | Install version 2.02.003 | |

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No.: RM205000k

| Subject | Symptom | RTB # | Cause | Solution | Note |
|----------|--|----------------------------|---|--|------|
| | | 008a | 6/6) | or later | |
| | | M272 009a | MICROCODE firmware | Install version 2.02.003 or later | |
| SC844-10 | Immediately after starting up the Fiery | M465 033 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | M466 037 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| SC844-10 | When performing calibration using Fiery Color Profiler Suite 4.9.1.20. | | Install service pack 4 for E-43 or E83 controller | | |
| SC844-11 | Punch jobs | 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 | |
| SC911-62 | If the engine and TotalFlow Print Server R-61A are synchronized when the index width on the operation panel exceeds the maximum. | M205 006d | System firmware | Install version 2.08 or later | |
| SC919 | While printing followed by a reboot | M272 007b | Microcode firmware | Install v1.2.003 or newer | |
| SC919 | While printing followed by a reboot | 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 | |
| SC919 | 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 | |
| SC919 | | M272 001d | BOS firmware (1/6 to 6/6) | Install version 1.6.004 or later | |
| | | M272 007f | MICROCODE firmware | Install version 1.6.004 or later | |
| SC919 | When printing large jobs | M506 001a | BOS firmware (1/6 to 6/6) | Install version 2.02.003 or later | |
| | | 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 | |

Updated: End of June 2018: Changes in bold italics

Model: Model Andromeda-P1

Date: 30-Sept-15

No.: RM205000k

| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------|---|----------------|---------------------------------|--|------|
| SC919 | Jam followed by SC919, if the system contains a Plockmatic finisher | 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 | |
| SC919 | When attempted to print an AFP job, a warning message appears on the DFE and printing stops | 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 | |
| SC919 | Punch jobs | 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 | |
| SC990 | On a Plockmatic system when Jams occur in SR5050 and SR5060 | D179 017j | BookletFinisher_SR5060 firmware | Install version 02.570:10 or later | |
| SC990 | During sheet by sheet shifting | D776 001 | Stacker_SK5030_1 firmware | Install version 01.060:06 or later | |
| | | D776 002 | Stacker_SK5030_2 firmware | Install version 01.060:06 or later | |
| SC990 | If two high capacity stackers are connected and a jam occurs in GBC StreamPunch Ultra | D776 001 | Stacker_SK5030_1 firmware | Install version 01.050:06 or later | |
| | | D776 002 | Stacker_SK5030_2 firmware | Install version 01.050:06 or later | |
| SC990 | After WTB status changed from full to near-full during printing | M205 001a | Engine firmware | Install version 4.04:14 or later | |
| SC990 | When suspending printing for MUSIC | M205 001a | Engine firmware | Install version 4.04:14 or later | |
| SC990 | If the tray runs out of paper while switching the line speed (between standard and low) | M205 001d | Engine firmware | Install version 4.09:14 or later | |
| SC991 | When printing booklets with the Plockmatic finisher | M205 001a | Engine firmware | Install version 4.06:14 or later NOTE: Follow the instructions at the start of this RTB carefully when upgrading to this version. | |
| SC991 | When rebooting Kurofune controller | M205 006a | System firmware | Install version 2.02 or later | |
| J343 | When the stacking tray becomes full | D179 035a | P-Binder_GB5010_B1 firmware | Install version 01.160:11 or later | |
| | | D179 036a | P-Binder_GB5010_B2 firmware | Install version 01.040:00 or later | |
| | | D179 038a | P-Binder_GB5010_B4 firmware | Install version 01.050:00 or later | |

Updated: End of June 2018: Changes in bold italics

Model: Model Andromeda-P1

Date: 30-Sept-15

No.: RM205000k

| Subject | Symptom | RTB # | Cause | Solution | Note |
|-------------------------|--|-------------------|---|---|------|
| J423 | If the Buffer Pass unit is connected | D179 035a | P-Binder_GB5010_B1 firmware | Install version 01.160:11 or later | |
| | | D179 036a | P-Binder_GB5010_B2 firmware | Install version 01.040:00 or later | |
| | | D179 038a | P-Binder_GB5010_B4 firmware | Install version 01.050:00 or later | |
| BC12 | After rebooting the Prinect DFE and the engine | 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 | |
| No jam recovery message | If the jam is removed a long time after the jam occurred | 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) | |
| Fatal error | When associating a paper catalog | M272 001b to 006b | BOS firmware (1/6 to 6/6) | Install version 1.4.002 or later | |
| | | M272 007d | MICROCODE firmware | Install version 1.4.002 or later | |
| Fatal error | When creating a banner paper entry in paper catalog for a printer without the banner printing option | M272 001b to 006b | BOS firmware (1/6 to 6/6) | Install version 1.4.002 or later | |
| | | M272 007d | MICROCODE firmware | Install version 1.4.002 or later | |
| Fatal error | When attempting to recover from a paper mismatch | M272 001b to 006b | BOS firmware (1/6 to 6/6) | Install version 1.4.002 or later | |
| | | M272 007d | MICROCODE firmware | Install version 1.4.002 or later | |
| Fatal error | Running a job in the Surface Mode | M272 001b to 006b | BOS firmware (1/6 to 6/6) | Install version 1.4.002 or later | |
| | | M272 007d | MICROCODE firmware | Install version 1.4.002 or later | |
| Fatal error | Printing 85 copies of a 90 page file | M272 001b to 006b | BOS firmware (1/6 to 6/6) | Install version 1.4.002 or later | |
| | | M272 007d | MICROCODE firmware | Install version 1.4.002 or later | |
| Fatal error | Printing a PS B&W job from the virtual printer | M272 001b to 006b | BOS firmware (1/6 to 6/6) | Install version 1.4.002 or later | |
| | | M272 007d | MICROCODE firmware | Install version 1.4.002 or later | |

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Model: Model Andromeda-P1

Date: 30-Sept-15

No.: RM205000k

| Subject | Symptom | RTB # | Cause | Solution | Note |
|-------------|--|-------------------|---------------------------|---|------|
| Fatal error | Printing more than 5 copies in Banner Mode | M272 001b to 006b | BOS firmware (1/6 to 6/6) | Install version 1.4.002 or later | |
| | | M272 007d | MICROCODE firmware | Install version 1.4.002 or later | |
| Fatal error | On the Prinect model, when restoring previous print settings | 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 | |
| Fatal error | If a TIFF file is displayed in the preview screen. | 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 | |
| Fatal error | If PDF is printed via hot folder | 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 | |
| Fatal error | When jammed paper is removed in an IPDS job. | M272 001d | BOS firmware (1/6 to 6/6) | Install version 1.6.004 or later | |
| | | M272 007f | MICROCODE firmware | Install version 1.6.004 or later | |
| Fatal error | If the Email notification contains a message over 255 bytes | M272 001d | BOS firmware (1/6 to 6/6) | Install version 1.6.004 or later | |
| | | M272 007f | MICROCODE firmware | Install version 1.6.004 or later | |
| Fatal error | If the paper catalog is edited simultaneously from the printer operation panel and client PC | M506 001b | BOS firmware (1/6 to 6/6) | Install version 2.03.009 or later | |
| | | M506 002b | MICROCODE firmware | Install version 2.03.009 or later | |
| | | M506 003a | MICROCODE firmware | Install version 2.03.009 or later | |
| Fatal error | While the DFE attempts to recover from multiple errors | M506 001b | BOS firmware (1/6 to 6/6) | Install version 2.03.009 or later | |
| | | M506 002b | MICROCODE firmware | Install version 2.03.009 or later | |
| | | M506 003a | MICROCODE firmware | Install version 2.03.009 or later | |
| Fatal error | If a jam occurs in a staple job | M506 001b | BOS firmware (1/6 to 6/6) | Install version 2.03.009 or later | |
| | | M506 002b | MICROCODE firmware | Install version 2.03.009 or later | |
| | | M506 003a | MICROCODE firmware | Install version 2.03.009 or later | |
| Fatal error | Punch jobs | 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 | |

Updated: End of June 2018: Changes in bold italics

Model: Model Andromeda-P1

Date: 30-Sept-15

No.: RM205000k

| Subject | Symptom | RTB # | Cause | Solution | Note |
|--|--|--|--|--|------|
| Fatal error | While printing | 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 | |
| <i>Fatal error</i> | <i>During IPDS printing with a certain Type 1 font which has an unusually large "/Copyright" description.</i> | <i>M507 5058 _PR207 018</i> | <i>MICROCODE firmware</i> | <i>Install version 2.07.018 or later</i> | |
| "Ricoh not loaded" | When configuring a new preset in the virtual printer job properties | 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 | |
| "Additional Data: Bad ConfigResult(2)" | If the DFE and engine are offline and the paper tray setting is changed to banner | 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 | |
| No pages available error | If a sample print is made during the job from the engine operation panel | 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 | |
| Media catalog mismatch error | When rebooting | 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 | |
| Error page printed | After completing an IPDS job, an error page is printed to indicate a jam occurred even if it did not | 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 | |
| '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 variable print orientation does not match" | When ripping VDP jobs with "Enable enhanced Freeform" enabled | M465 036 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | M466 040 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| "Invalid punch position was specified." | Appears if the orientation of the job is changed in the Impose settings | | Install service pack 4 for E-43 or E83 controller | | |

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

8. Optional Units

| Subject | Symptom | RTB # | Cause | Solution | Note |
|-----------------|--|-----------|---|--|------|
| SR5060 finisher | Entrance motor not working; jam occurs | D179 017f | BookletFinisher_SR5060 firmware | Install version 01.460:10 or later | |
| SR5060 finisher | Stalls | D179 017f | BookletFinisher_SR5060 firmware | Install version 01.460:10 or later | |
| SR5060 finisher | Inaccurate stapling/folding after recovering from a jam in the saddle-stitching unit. | D734 002c | BookletFinisher_SR5060 firmware | Install version 02.640:10 or later | |
| SR5060 finisher | Poor punching; the puncher does not completely retrieve home position and catches the next sheet | D734 002d | BookletFinisher_SR5060 firmware | Install version 02.650:10 or later | |
| SR5060 finisher | Poor punching, jam | D734 009 | 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 02.650:10 or later | |
| SR5060 finisher | In jobs that use the Plockmatic HCI3500 | D734 002f | BookletFinisher_SR5060 firmware | Install version 02.670:10 or later | |
| SR5060 finisher | A single page Z-fold job is stapled. | D734 5260 | BookletFinisher_SR5060 firmware | Install version 03.100:10 or later | |
| SR5060 finisher | The Plockmatic stapling function is ineffective if an SC occurs. | D734 5260 | BookletFinisher_SR5060 firmware | Install version 03.100:10 or later | |
| SR5060 finisher | If various staple jobs are run in succession, the stapling position of corner oblique stapling may shift | D734 5260 | BookletFinisher_SR5060 firmware | Install version 03.100:10 or later | |
| SR5060 finisher | Side stapling job cannot be cancelled | D734 5260 | BookletFinisher_SR5060 firmware | Install version 03.100:10 or later | |
| SK5030 stacker | The stack gradually becomes not straight | D776 001a | Stacker_SK5030_1 firmware | Install version 01.070:06 or newer. | |
| | | D776 002a | Stacker_SK5030_2 firmware | Install version 01.070:06 or newer. | |
| SK5030 stacker | Poor stacking with paper Thickness 4 (163.0g/m ²) or less plain paper (uncoated) | D776 006 | These paper types allow vibration caused by the paddle rotation to travel to the stacked sheets. As a result, the leading edge stopper cannot move to the correct position. | Check the version of stacker firmware installed. If v01.070:06 or later is already installed, install the feeler extension and the cushions (see the RTB for details). | |

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No.: RM205000k

| Subject | Symptom | RTB # | Cause | Solution | Note |
|-----------------|--|-----------|--|---|------|
| SK5030 stacker | When the cart is pulled out after the stacker is full, the top sheet separates from the stack. | D776 004 | The paddle catches the top sheet of the stack. | Place the paper holder on the paper stack before moving the cart. | |
| SK5030 stacker | The tray is stuck and does not lift up/down properly | D776 007 | The drive gear is broken and the tray bracket is slanted against the belts. Grease applied to the drive components of the shift tray is dried up | Apply grease (HEAT RESISTING GREASE MT-78, p/n: 54479078) to the drive components of the shift tray as part of the PM cycle. See the RTB for the procedure. | |
| SK5030 stacker | White rust on the handle for the tray cart | D776 008 | Some of the plating solution applied to the handle remained inside the structure, and later leaked out of the holes. | Replace the handle (P/N: D7769901) | |
| SK5030 stacker | Noise, shift tray does not move | D776 009 | Worn worm gear | Replace the bracket and worm gear as explained in the RTB. | |
| Perfect Binder | Stalls, if a job is run immediately after opening and closing the front doors in a low temperature environment | D179 035a | P-Binder_GB5010_B1 firmware | Install version 01.160:11 or later | |
| | | D179 036a | P-Binder_GB5010_B2 firmware | Install version 01.040:00 or later | |
| | | D179 038a | P-Binder_GB5010_B4 firmware | Install version 01.050:00 or later | |
| Perfect Binder | Stalls, if a jam occurs and the stacking tray becomes full | D179 035a | P-Binder_GB5010_B1 firmware | Install version 01.160:11 or later | |
| | | D179 036a | P-Binder_GB5010_B2 firmware | Install version 01.040:00 or later | |
| | | D179 038a | P-Binder_GB5010_B4 firmware | Install version 01.050:00 or later | |
| Perfect Binder | Trimming box falsely detected as full after power on or opening and closing the trimming box | D179 039a | P-Binder_GB5010_B5 firmware | Install version 01.020:00 or later | |
| E-43 controller | Turning off the engine does not automatically turn off the Fiery | M465 001 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| E-43 controller | Fiery service aborts, if ripping with the image enhancement option enabled. | M465 006 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| E-43 controller | "Fiery Graphic Arts Package ver.1" is falsely displayed in the list of Options Available for Activation. | M465 010 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| E-43 controller | The Interposer Tray does not appear on the list of Input trays for Mixed media. | M465 016 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |

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No.: RM205000k

| Subject | Symptom | RTB # | Cause | Solution | Note |
|------------------------|---|----------|---|--------------------------|------|
| E-43 controller | After applying FIT101145721, a job specified with a generic paper size from the Paper Catalog is falsely displayed as a custom paper size in CWS job properties | M465 023 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| E-43 controller | A pattern that is not in the job data appears in the preview, if a PDF file is processed and held with APPE enabled | M465 029 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| E-43 controller | Connection between the Fiery and the engine drops. | M465 035 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| E-43 controller | [Coated paper - high gloss print] output profile is incorrect. | | Install service pack 4 for E-43 or E83 controller | | |
| E-43 controller | After RIPping a merged job, Fiery service shuts down | | Install service pack 4 for E-43 or E83 controller | | |
| E-43 controller | Sample print does not work correctly for a duplex job delivered face-up in normal order | | Install service pack 4 for E-43 or E83 controller | | |
| E-43 controller | When an engine SC occurs, the Fiery server restarts frequently | | Install service pack 4 for E-43 or E83 controller | | |
| E-43 controller | Fiery crashes and disconnects with the engine, if the filename of the job contains "%". | | Install service pack 4 for E-43 or E83 controller | | |
| E-43 controller | <i>Configure does not launch after updating Fiery API</i> | | <i>Install service pack 5 for E-43 or E83 controller</i> | | |
| E-43 controller | <i>Fiery hangs up when RIPping a large JDF file.</i> | | <i>Install service pack 5 for E-43 or E83 controller</i> | | |
| E-43 controller | <i>Fiery service falsely shuts down and disconnects with the engine</i> | | <i>Install service pack 5 for E-43 or E83 controller</i> | | |
| E-83 controller | Turning off the engine does not automatically turn off the Fiery | M466 001 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| E-83 controller | Fiery service aborts, if ripping with the image enhancement option enabled. | M466 006 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |

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Date: 30-Sept-15

No.: RM205000k

| Subject | Symptom | RTB # | Cause | Solution | Note |
|-------------------------------|---|----------|---|--------------------------|------|
| E-83 controller | E-83 is falsely displayed as E-43 under "Server Name" | M466 008 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| E-83 controller | The Interposer Tray does not appear on the list of Input trays for Mixed media. | M466 017 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| E-83 controller | After applying FIT101145721, a job specified with a generic paper size from the Paper Catalog is falsely displayed as a custom paper size in CWS job properties | M466 025 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| E-83 controller | A pattern that is not in the job data appears in the preview, if a PDF file is processed and held with APPE enabled | M466 032 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| E-83 controller | Fiery stalls while RIPping PDF files, if APPE is enabled. | M466 038 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| E-83 controller | Connection between the Fiery and the engine drops. | M466 039 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| E-83 controller | [Coated paper - high gloss print] output profile is incorrect. | | Install service pack 4 for E-43 or E83 controller | | |
| E-83 controller | After RIPping a merged job, Fiery service shuts down | | Install service pack 4 for E-43 or E83 controller | | |
| E-83 controller | Sample print does not work correctly for a duplex job delivered face-up in normal order | | Install service pack 4 for E-43 or E83 controller | | |
| E-83 controller | When an engine SC occurs, the Fiery server restarts frequently | | Install service pack 4 for E-43 or E83 controller | | |
| E-83 controller | Fiery crashes and disconnects with the engine, if the filename of the job contains "%". | | Install service pack 4 for E-43 or E83 controller | | |
| <i>E-83 controller</i> | <i>Configure does not launch after updating Fiery API</i> | | <i>Install service pack 5 for E-43 or E83 controller</i> | | |
| <i>E-83 controller</i> | <i>Fiery hangs up when RIPping a large JDF file.</i> | | <i>Install service pack 5 for E-43 or E83 controller</i> | | |

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No.: RM205000k

| Subject | Symptom | RTB # | Cause | Solution | Note |
|-------------------------------|---|----------------|---|---|------|
| <i>E-83 controller</i> | <i>Fiery service falsely shuts down and disconnects with the engine</i> | | <i>Install service pack 5 for E-43 or E83 controller</i> | | |
| Total Flow | Auto Detect is falsely applied to a job set with a specific custom size and the connection between the Prinect DFE and the engine drops | M205 6020M | System firmware | Install version 2.10 or later | |
| Total Flow | The DFE fails to connect to TotalFlow Print Manager and TotalFlow Prep | 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 | |
| Total Flow | Files get lost if imported to the DFE | 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 | |
| Total Flow | Cannot send jobs to the DFE from a laptop PC | 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 | |
| Total Flow | The number of printed pages that appears on the DFE is incorrect | 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 | |
| Total Flow | Error message when displaying maintenance logs | 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 | |
| Total Flow | Printing with the Filter function enabled causes the DFE to lock up | M273 5012 | MICROCODE firmware | Install version 2.5.003 or later | |
| | | M507 5000F | BOS firmware (1/6 to 6/6) | Install version 123.19.048_v2.05.003 or later | |
| | | M507 5056H | MICROCODE firmware | Install version 2.5.003 or later | |
| Stacking error | The maximum number of sheets stackable on the output tray is not calculated correctly according to paper Thickness | 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) | |
| SDK/ESA applications | When Java VM is updated via Remote Install Manager, the stack size is reset to the default size | Gen 068o | Java VM v12 Update Tool | Install version 12.12.06 or newer | |
| | | Gen 069p | Java VM v12 for eDC firmware | | |

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Date: 30-Sept-15

No.: RM205000k

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

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|----------|-------------------------|----------------------|---------------------------|---|------|
| Punching | Punch jobs cause errors | 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 | |

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| Model: Model Andromeda-P1 | Date: 30-Sept-15 | No.: RM205000k |
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9. Image Problems

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

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| 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 |
|--------------------------|--|----------|--|---|------|
| | | | covered with streaks 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 and the Black overprint function is enabled. | M465 011 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | 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 the image | If a PDF file is processed with APPE enabled | M465 026 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | M466 028 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| Part of image missing | Image is cropped, if imposing A4 2-up on SRA3. | M465 008 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | M466 009 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| Part of image missing | Logo image in a PDF file is missing in the printout | M465 009 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | M466 010 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| Part of image missing | On duplex PS/PDF jobs | 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 | |
| Part of image missing | Horizontal lines | M272 001d | BOS firmware (1/6 to 6/6) | Install version 1.6.004 or later | |
| | | M272 007f | MICROCODE firmware | Install version 1.6.004 or later | |
| Part of image missing | Objects missing if a PDF file is printed with APPE enabled | M465 026 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | M466 028 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| Part of image missing | If "Create master = Not created" in the VDP setting and APPE is enabled | M465 027 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | M466 029 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| Uneven image density | 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 |
| Uneven image density | Oval patches at the leading and side edges of the paper | M205 126 | Electrical resistivity is affected at the leading and side edges of the paper where exposed to air blown from the fans, resulting in poor toner transfer. | Work through the flow chart in the RTB. Tell users to keep the paper in a moderately humid environment. If the room is dry, make sure it is not cold. | |
| Uneven image density | Low image density at the leading edge | M205 144 | Incorrect paper transfer current | Adjust as explained in the RTB. | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|------------------------------------|--|------------------------|---|---|---|
| Uneven image density | After turning 2 nd quenching on or off | M205 001a | Engine firmware | Install version 4.05:14 or later | |
| <i>Uneven image density</i> | <i>At 310-mm intervals in the sub-scan direction</i> | <i>M205 214</i> | <i>Variation in the photoconductor gap. The resulting DEMS correction may cause uneven density in low coverage images.</i> | <i>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.</i> | <i>Details of the steps mentioned in the 'Solution' column are in the RTB.</i> |
| 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 in halftone area is too much | 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 | |
| <i>Uneven color</i> | <i>Color tone change (color shift) in or between jobs</i> | <i>M205 208</i> | <i>Developer deterioration, calibration problem, banding problem</i> | <i>Work through the flow chart in the RTB.</i> | |

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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, #0525 "Smooth Fusing Belt." | |
| Uneven gloss | Gloss is removed in a droplet-like shape on the 2nd side of duplex outputs. Especially noticeable when printing a solid image on coated thin paper. | M205 138 | The fusing belt pulls away some toner from the 2nd side when the paper separates from the fusing belt and pressure roller. | Work through the flow charts in the 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 the room to 20 degrees Celsius before starting the job. If that is not possible, decrease the drum-to-belt transfer current of the affected color(s) in steps of 5 μ A in the SP mode or Adjustment Settings for Custom Paper <u>only</u> until the machine warms up. Set | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------------------|---|----------------|--|---|------|
| | | | | back to the original values after the symptom has eased. If the affected color(s) cannot be identified, increase the value for all colors. | |
| 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 |
|------------------------------------|--|-------------------------|---|---|---|
| <i>Incorrect image size</i> | Fluctuates from page to page along the sub-scan (feed) direction | <i>M205 143b</i> | 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. | <i>Explain the side effects listed in the RTB to the user.</i> |
| 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 | MICROCODE firmware | Install version 2.5.003 or later | |
| | | M507 5000F | BOS firmware (1/6 to 6/6) | Install version 123.19.048_v2.05.0 03 or later | |
| | | M507 5056H | MICROCODE firmware | Install version 2.5.003 or later | |
| Incorrect image density | K90% printed in grayscale data is paler than expected | M272 001d | BOS firmware (1/6 to 6/6) | Install version 1.6.004 or later | |
| | | M272 007f | MICROCODE firmware | 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 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | M466 023 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| Incorrect color | White area (CMYK 0%) is falsely mixed with 1% black after RIP | M465 022 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | M466 024 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | 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 | |
| <i>Incorrect color</i> | <i>Color data may falsely be contained in a grayscale pad printing job</i> | | <i>Install service pack 5 for E-43 or E83 controller</i> | | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|--------------------------|--|------------------|---|---|---|
| Incorrect positioning | Image shift does not work properly for imposed variable data jobs | M465 028 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | M466 031 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| Incorrect positioning | Image writing position shifts in the sub scan direction | M205 001c | Engine firmware | Install version 4.08:14 or later | |
| Incorrect positioning | Image writing position shifts in the main scan direction | M205 170 | The top/bottom and front/rear side fences are either deformed or tilted slightly. | Clean and lubricate as explained in RTB 169, and do the rework procedure in RTB 170. | |
| | | D777 012 | | Clean and lubricate as explained in RTB 11, and do the rework procedure in RTB 12. | |
| Dirty background | | 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. | |
| Grid-like pattern | Light magenta grid on prints | M205 001d | Engine firmware | Install version 4.09:14 or later | |
| Grid-like pattern | Grid-like rough screen pattern appears in light halftone images. | M205 159d | Low temperature/ humidity environment and/or screen size is set 300 lines. | Do the following as explained in the RTB. 1. Change the halftone screen setting. 2. Then upgrade 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. | Note the possible side effects of each step as listed in the RTB. |
| IBACC data printed | If the IBACC data is transferred while the system adjusts the fusing temperature | M205 001d | Engine firmware | Install version 4.09:14 or later | |

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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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10. Mechanical/Electrical

| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------------------|--|----------------------------|--|--|------|
| Noise | Punch unit | D449 002 | | Install a ferrite core as shown. | |
| Noise | When the machine receives packet data while in STR (Suspend to RAM) mode | M205 153 | The engine fans are on while the machine is in STR mode, as per specification. | Set SP5-191-001 to "0" (Off, and stay in Engine Off mode) Note: Engine Off mode consumes more power than STR. | |
| Noise | From trays that have A3/DLT or larger paper | M205 186 D777 013 | Tray lift-up gear is out of position due to the heavy load, preventing proper engagement of the gears | Modify the gear assembly with the parts listed in the RTB, and using the procedure in the RTB | |
| Noise | Noise from the fusing unit during operation | M205 190 | A plate is worn by contact with the side of the idler gear, and a bearing is damaged due to metal pieces going inside. | Replace the parts as explained in the RTB. | |
| Motor failure | Image transfer motor movement failure (FC and Bk) | M205 007a | TCDU firmware | Install version 1.03:05 or later | |
| Toner scattering | Especially around the drum | M205 082 | The front and/or rear side seals of the drum cleaning unit are missing. | If one or more seals are missing, replace the drum cleaning unit. | |
| Device not detected | USB device | M272 001b to 006b | BOS firmware (1/6 to 6/6) | Install version 1.4.002 or later | |
| | | M272 007d | MICROCODE firmware | Install version 1.4.002 or later | |
| Paper transfer belt | The edge of the paper transfer belt rides over the edge of the PTR and the belt becomes waved | M205 127 | Too much friction between the slider and bracket when the tension roller is bent during machine operation. | Work through the flow chart in the RTB. | |
| Cooling belt | Shifts after opening and closing doors multiple times | M205 001a | Engine firmware | Install version 4.04:14 or later | |
| Engine keeps idling | When printing is suspended (e.g., to adjust the fusing temperature) after the 1st sheet of a job | M205 001a | Engine firmware | Install version 4.05:14 or later | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|--------------------------------|---|------------------------|--|--|--|
| Lift wire is cut | Lift wire for the bottom plate | M205 158 D777 009 | There is a small clearance between the side plates and the bottom plate. The wire becomes tangled with the pulley and creates excessive tension in the wire. | Adjust the distance between the side plates (see the procedures in the RTB). | |
| <i>Lift wire is cut</i> | | <i>M205 212</i> | <i>The cable used to lift and lower the tray is worn out.</i> | <i>Temporary: Set SP5-191-001 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.</i> | |
| Initialization | Some stepper motors do not activate during initialization | D179 018d | Folder_FD5020 firmware | Install version 02.010:04 or later | |
| Fuser belt | Broken or torn | M205 165 | The positioning pin of the fuser unit was incorrectly adjusted at factory assembly. - or Paper with rough edges is used, which damaged the pressure roller | Adjust the positioning pin if needed. - or Replace the pressure roller | The RTB explains some PM items which you must not forget, to prevent damage to the belt. |
| Side fence | Cannot slide smoothly | M205 169a D777 011 | Paper dust gets on the surface of the slide shaft and inside the bearings | Clean and lubricate every 900k. The procedure is in the RTB. | |
| Sensor failure | Toner end is detected although there is still toner remaining in the toner bottle | M205 129a | 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. | |
| Development unit | Development units keep running due to abnormal process control. | M205 001e | Engine firmware | Install version 4.10:14 or later | |

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11. Others

| Subject | Symptom | RTB # | Cause | Solution | Note |
|----------------|--|-------------------|----------------------------------|------------------------------------|------|
| Machine stalls | After the shift tray was moved down by pressing the Emergency Shift Tray Stop Switch | D179 017j | BookletFinisher_SR50 60 firmware | Install version 02.570:10 or later | |
| Machine stalls | If CAP v2 is installed | Gen 068o | Java VM v12 Update Tool | Install version 12.12.06 or newer | |
| | | Gen 069p | Java VM v12 for eDC firmware | | |
| Machine stalls | When importing a color profile that contains 2-byte characters in its name | M272 007b | Microcode firmware | Install v1.2.003 or newer | |
| Machine stalls | When importing a color profile that contains 2-byte characters in its name | 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 | |
| Machine stalls | If a jam is triggered by opening the front door of the Transit Pass Unit | D179 035b | P-Binder_GB5010_B1 firmware | Install version 01.200:11 or later | |
| | | D179 038b | P-Binder_GB5010_B4 firmware | Install version 01.070:00 or later | |
| Machine stalls | If a jam is triggered by opening top cover of the cover interposer | D179 035b | P-Binder_GB5010_B1 firmware | Install version 01.200:11 or later | |
| | | D179 038b | P-Binder_GB5010_B4 firmware | Install version 01.070:00 or later | |
| Machine stalls | After Jam 420 | D179 035b | P-Binder_GB5010_B1 firmware | Install version 01.200:11 or later | |
| | | D179 038b | P-Binder_GB5010_B4 firmware | Install version 01.070:00 or later | |
| Machine stalls | When cancelling a PDF sent | M272 001b to 006b | BOS firmware (1/6 to 6/6) | Install version 1.4.002 or later | |
| | | M272 007d | MICROCODE firmware | Install version 1.4.002 or later | |
| Machine stalls | When attempting to make 4762 copies of a job sent from Prinect | M272 001b to 006b | BOS firmware (1/6 to 6/6) | Install version 1.4.002 or later | |
| | | M272 007d | MICROCODE firmware | Install version 1.4.002 or later | |
| Machine stalls | When attempting to print a calibration page while the engine is asleep | M272 001b to 006b | BOS firmware (1/6 to 6/6) | Install version 1.4.002 or later | |
| | | M272 007d | MICROCODE firmware | Install version 1.4.002 or later | |
| Machine stalls | After pressing the emergency stop switch with the front door open | D734 002e | BookletFinisher_SR50 60 firmware | Install version 02.660:10 or later | |
| Machine stalls | On the Prinect model, the DFE appears to stall when in "Preprocessing state". | 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 | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|-----------------|--|----------------|---|--|------|
| Machine stalls | Activation of the DFE stops midway | 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 | |
| Machine stalls | When printing from Prinect DFE | M205 006d | System firmware | Install version 2.08 or later | |
| Machine stalls | Large PS job | M506 001b | BOS firmware (1/6 to 6/6) | Install version 2.03.009 or later | |
| | | M506 002b | MICROCODE firmware | Install version 2.03.009 or later | |
| | | M506 003a | MICROCODE firmware | Install version 2.03.009 or later | |
| Machine stalls | When attempted to print jobs containing more than 40,000 pages | 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 | |
| Machine stalls | When the trailing edge rides on the trailing edge press lever in a shift job | D734 5260A | BookletFinisher_SR50 60 firmware | Install version 03.110:10 or newer | |
| Machine is slow | If CAP v2 is installed | Gen 068o | Java VM v12 Update Tool | Install version 12.12.06 or newer | |
| | | Gen 069p | Java VM v12 for eDC firmware | | |
| Machine is slow | It takes a long time to switch to a different paper size while printing a mixed-size job using paper of different weights loaded in different trays. | M205 146 | The engine has to adjust the fusing temperature and fusing nip width. | Register the media as a Custom Paper, then each waiting time can be disabled with the settings shown in the RTB. This can cause some side effects (see the RTB for details). | |
| Machine is slow | Jobs of 100 pages printed on heavy weight A3 paper. | 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 | |
| Machine is slow | Printing is slow with jobs sorted Reverse Order/Face-Up | M272 001d | BOS firmware (1/6 to 6/6) | Install version 1.6.004 or later | |
| | | M272 007f | MICROCODE firmware | Install version 1.6.004 or later | |
| Machine is slow | Productivity decreases even if set to productivity mode, if the target fusing temp changes. | M205 001b | Engine firmware | Install version 4.07:14 or later | |
| Machine is slow | Productivity decreases with jobs that use setting "Pressure 1" of SP1151-010. | M205 164a | Engine firmware | Install version 4.08:14 or later | |
| | | M205 001c | | | |
| Machine is slow | Print and RIP speed slower than expected on the E-83 | M466 030 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |

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

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------------------------|---|-------------------|---|---|------|
| Machine reboots | While printing PDF files | 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 | |
| Machine reboots | If a jam occurs in the bypass tray | M272 001b to 006b | BOS firmware (1/6 to 6/6) | Install version 1.4.002 or later | |
| | | M272 007d | MICROCODE firmware | Install version 1.4.002 or later | |
| Machine reboots | When running a job of more than 500 pages, the DFE reboots after printing about 100 pages | 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 | |
| Machine reboots | The Recover button appears to prompt a reboot immediately after operating in the Preset menu | M506 001 | MICROCODE firmware | Install version 2.01.003 or later | |
| Setting is ignored | Offset value defined in the Media Catalog | M272 001b to 006b | BOS firmware (1/6 to 6/6) | Install version 1.4.002 or later | |
| | | M272 007d | MICROCODE firmware | Install version 1.4.002 or later | |
| Setting is ignored | Target maximum density specified at calibration is not honored during printing | M465 018 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | M466 019 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| Setting is ignored | If the "mm/inch" setting is changed in the paper catalog Print Registration screen, the change does not take effect | M273 5012 | MICROCODE firmware | Install version 2.5.003 or later | |
| | | M507 5000F | BOS firmware (1/6 to 6/6) | Install version 123.19.048_v2.05.003 or later | |
| | | M507 5056H | MICROCODE firmware | Install version 2.5.003 or later | |
| Setting is ignored | Halftone simulation is not honored with specific settings | | Install service pack 4 for E-43 or E83 controller | | |
| Setting is ignored | GBC punch setting is not honored and "Invalid punch position was specified." appears, if the orientation of the job is changed in the Impose settings | | Install service pack 4 for E-43 or E83 controller | | |
| Setting is ignored | <i>Duplex setting is not honored, if printed with APPE enabled, front page set to Color and back page to Grayscale</i> | | <i>Install service pack 5 for E-43 or E83 controller</i> | | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|-------------------------------------|--|-------------------|---|-----------------------------------|------|
| Job file size incorrect display | For jobs printed from Prinergy | M272 001b to 006b | BOS firmware (1/6 to 6/6) | Install version 1.4.002 or later | |
| | | M272 007d | MICROCODE firmware | Install version 1.4.002 or later | |
| Reports | Paper thickness information in SMC taken after a paper jam is incorrect | M205 006a | System firmware | Install version 2.04 or later | |
| Reports | The month is incorrect when Job Log is automatically exported to CSV | M465 020 | Andromeda-P1 EFI (E-43) System Software Version 1.0 | Apply required patch(es) | |
| | | M466 021 | Andromeda-P1 EFI (E-83) System Software Version 1.0 | Apply required patch(es) | |
| Reports | Fails to print the Printer Configuration sheet | M507 5058 | Microcode firmware | Install version 2.7.001 or later | |
| Log data | If the SD card is full of log data, the log data cannot be deleted, preventing further logging. | M205 001b | Engine firmware | Install version 4.07.14 or later | |
| Log data | Nonexistent errors are recorded in the system logs | M205 6029E | Network Support firmware | Install version 14.68 or later | |
| Calibration | Updating the microcode causes the calibration data to return to default | 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 | |
| Calibration | If changes are made to a paper catalog before loading the calibration data, a fatal error occurs during calibration. | 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 | |
| Calibration | Fails to print if calibration is done on a paper weight 6 or heavier | 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 | |
| Calibration | <i>Calibration setting is not displayed correctly in Command WorkStation</i> | | <i>Install service pack 5 for E-43 or E83 controller</i> | | |
| Cannot reboot | If a hard abort occurs, the DFE cannot be rebooted from the engine operation panel | 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 | |
| Machine does not reach ready status | If a page range is selected from the first page of a PS job | M506 001a | BOS firmware (1/6 to 6/6) | Install version 2.02.003 or later | |
| | | 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 | |

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No.: RM205000k

| Subject | Symptom | RTB # | Cause | Solution | Note |
|-----------------|---|----------------|---------------------------|---|------|
| | | M272 009a | MICROCODE firmware | Install version 2.02.003 or later | |
| Firmware update | Restoration fails after updating the microcode from v1.5.001 or earlier to v2.xx.xxx. | M506 001b | BOS firmware (1/6 to 6/6) | Install version 2.03.009 or later | |
| | | M506 002b | MICROCODE firmware | Install version 2.03.009 or later | |
| | | M506 003a | MICROCODE firmware | Install version 2.03.009 or later | |
| Counters | Large PS job: The page counter display stalls at 999 | M506 001b | BOS firmware (1/6 to 6/6) | Install version 2.03.009 or later | |
| | | M506 002b | MICROCODE firmware | Install version 2.03.009 or later | |
| | | M506 003a | MICROCODE firmware | Install version 2.03.009 or later | |
| Counters | If the last page of a duplex job is specified as a blank page using the page list function on a Prinect DFE, the last page is not counted | 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 | |
| Counters | The Impression counter falsely counts up Job Separation Sheets | M273 5012 | MICROCODE firmware | Install version 2.5.003 or later | |
| | | M507 5000F | BOS firmware (1/6 to 6/6) | Install version 123.19.048_v2.05.003 or later | |
| | | M507 5056H | MICROCODE firmware | Install version 2.5.003 or later | |
| Setting is lost | After rebooting the DFE, the Filter setting (String Replace) of the virtual printer is lost. | M273 5012 | MICROCODE firmware | Install version 2.5.003 or later | |
| | | M507 5000F | BOS firmware (1/6 to 6/6) | Install version 123.19.048_v2.05.003 or later | |
| | | M507 5056H | MICROCODE firmware | Install version 2.5.003 or later | |
| Other | PDLS signal 11 error | M506 001 | MICROCODE firmware | Install version 2.01.003 or later | |
| Other | Program Check error while printing a PDF file by a process failure of Adobe Flex code. | M273 5012 | MICROCODE firmware | Install version 2.5.003 or later | |
| | | M507 5000F | BOS firmware (1/6 to 6/6) | Install version 123.19.048_v2.05.003 or later | |
| | | M507 5056H | MICROCODE firmware | Install version 2.5.003 or later | |
| Other | Hard abort when continuously printing JMF files that contain return JMF commands. | M507 5058 | Microcode firmware | Install version 2.7.001 or later | |
| Other | Hard abort (signal 9) occurs when printing JMF to the DFE | M507 5058 | Microcode firmware | Install version 2.7.001 or later | |
| Other | Fatal error due to CPSI memory leak when continuously printing for more than 16 hours | M507 5058 | Microcode firmware | Install version 2.7.001 or later | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------------------|--|--|----------------------------------|---|------|
| Other | Fatal error when printing AFP data that contain TIFF files created with the wrong format | M507 5058 | Microcode firmware | Install version 2.7.001 or later | |
| | | <i>M507 5058_P R20701 8</i> | <i>Microcode firmware</i> | <i>Install version 2.07.018 or later</i> | |
| <i>Other</i> | <i>Restore failed with an error ("Unable to communicate with the DFE").</i> | <i>M507 5058_P R20702 2</i> | <i>Microcode firmware</i> | <i>Install version 2.7.022 or later</i> | |