

Updated: End of June 2018: Changes in bold italics

Model: Model Cor-C1.5		Date: 31-Jun-08	No.: RD284000d
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From: 1st Tech. Support Sec. Service Support Dept.			
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	<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
Wrong paper size	The paper size of the bypass tray set from a widget is not applied to print jobs	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Wrong paper size	An incorrect paper size is fed while printing via AirPrint.	D289 5595F	IRIPS PDF firmware	Install version 1.05 or later	
Cannot select paper type	12x18 cannot be selected for the bypass tray	D289 5560D	Web Support firmware	Install version 1.03 or later	
		D289 5561C	Web Uapl firmware	Install version 1.03 or later	
		D284 002e	System/Copy firmware	Install version 1.05 or later	
Cannot select paper type	When printing from AirPrint, the paper weight "Plain 2 (75 to 81g/square metre)" is out of the search target of "Auto Tray Select"	D284 003c	Printer firmware	Install version 1.03 or later	
Cannot select paper type	A3 size cannot be specified in macOS when scanning by using AirPrint	D284 008a	Scanner firmware	Install version 01.01 or later	
Wrong feed mode	The job starts up in manual feed mode even if set to auto paper mode	D284 002e	System/Copy firmware	Install version 1.04 or later	
Bent paper	The paper tends to bend in the center	D284 026	Folder_THAMES-B_C_EXP/LP firmware	Install version 01.030:11 or later	
Roller marks	Roller marks appear at the bottom of the paper	D284 026	Folder_THAMES-B_C_EXP/LP firmware	Install version 01.030:11 or later	
Jam	Jam 001 after replacing the fusing unit on a machine that has an external click-charge counter device	D284 032	The current used to detect a new fusing unit goes to the counter, so the system cannot detect the new fusing unit.	Before installing a new fusing unit, temporarily remove the charge counter device	
Jam	Paper caught between the paper guide and the shift tray	D3BB 5300Q	Finisher SR3230 firmware	Install version 01.100:07 or later	
		D3B8 5300G	Finisher SR3210 firmware	Install version 01.060:05 or later	
		D3B9 5300J	Booklet Finisher SR3220 firmware	Install version 01.070:04 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Jam	Original Jam 001 if another document is fed into the ADF while a single-sided document is being scanned	D779 5300L	ARDF 3090 firmware	Install version 01.330:03 or newer.	
<i>Jam</i>	<i>JAM154 or JAM155 when printing a booklet on A3 paper.</i>	<i>D3BB 5300R</i>	<i>Finisher SR3230 firmware</i>	<i>Install version 01.110:07 or later</i>	
<i>Custom paper</i>	<i>The minimum and maximum settable values of a custom paper size are wrong if the unit of measurement is set to millimeters</i>	<i>D241 1443T</i>	<i>SimpleCopy firmware</i>	<i>Install version 1.21 or later</i>	
		<i>D241 1447T</i>	<i>MediaPrtScn firmware</i>	<i>Install version 1.20 or later</i>	

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2. Copy Process

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3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
SSL	After applying a security update, SSL communication fails between Windows and an application that includes an SSL server function	Gene 087o	Java VM v12 Update Tool	Install version 12.45.00 or newer.	
		Gene 088m	Java VM v12 for eDC firmware		
SSL	Even if SSL3.0 communication is disabled in device security settings, SSL3.0 communication is possible from the NRS port (7443/7444)	D284 005b	Network Support firmware	Install version 16.45.1 or later	
@Remote	@Remote registration via external appliances not working	D284 001a	Engine firmware	Install version 1.04:05 or later	
@Remote	The Supply Call for Toner Bottle is not sent to the @Remote Center if the toner bottle is replaced at Toner Near End	D289 5500E D284 037	Engine firmware	Install version 1.06:05 or newer.	
@Remote	The value of SP8-781-001 (Toner Replacement Counter) does not count up if the toner bottle is replaced at Toner Near End	D289 5500E D284 037	Engine firmware	Install version 1.06:05 or newer.	
WIM	Cannot access the machine with WIM	D284 004a	NetworkDocBox firmware	Install version 1.02 or later	
WIM	The list of installed applications is not displayed in Extended Feature Info	D289 5550P	System/Copy firmware	Install version 1.11 or later	
WIM	Incorrect wording for "Remote Panel Operation" in the menu	D289 5560J	Web Support firmware	Install version 1.08 or later	
Fax	Cannot receive after attempting to send a folder	D284 012a	GWFCU3.8-16(WW) firmware	Install version 03.00.00 or later	
Fax	The fax function does not work, if the SNTP time setting and STR setting are enabled	D289 5557F	Fax firmware	Install version 05.00.00 or later	
Fax	Cannot receive an IP-Fax (SIP) transmitted from a Canon machine.	D289 5558E	Remote Fax firmware	Install version 04.00.00 or later	
Fax	If [Store and Print] is enabled and a document is deleted from GlobalScan, the fax function becomes inoperable	D289 5559D	GWFCU3.8-16(WW) firmware	Install version 04.00.00 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Fax	After continuously using Remote Fax, "FAX jobs are full" appears and Remote Fax becomes disabled	D289 5559D	GWFCU3.8-16(WW) firmware	Install version 04.00.00 or later	
Fax	Fax not sent, with the status showing "processing", possibly followed by a SC843-02	D289 5559D	GWFCU3.8-16(WW) firmware	Install version 04.00.00 or later	
Fax	Cannot send if CAP v2 is installed	D289 5567H	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.56.00 or newer.	
Fax	Fax app stalls	D289 5557G	Fax firmware	Install version 06.00.00 or later	
Fax	Cannot get the fax transmission result using FTP	D289 5564L	Network Support firmware	Install version 16.51.1 or later	
Fax	If temporary memory overflows when storing a fax, the machine cannot use fax for two days	D289 5559E	GWFCU3.8-16(WW) firmware	Install version 05.00.00 or later	
Fax	If temporary memory overflows when the machine receives a fax, fax reception is canceled and the Job Log records a user cancellation	D289 5559E	GWFCU3.8-16(WW) firmware	Install version 05.00.00 or later	
<i>Fax</i>	<i>Cannot send, receive, or print the transmitted fax if the sending machine disconnects during IP-FAX transmission</i>	<i>D289 5558F</i>	<i>RemoteFax firmware</i>	<i>Install version 05.00.00 or later</i>	
<i>Fax</i>	<i>A sending error occurs with PC-FAX.</i>	<i>D289 5558F</i>	<i>RemoteFax firmware</i>	<i>Install version 05.00.00 or later</i>	
<i>Fax</i>	<i>When sending a fax via the SmartSDK, images might be missing or output at the wrong size</i>	<i>D289 5557H</i>	<i>Fax firmware</i>	<i>Install version 07.00.01 or later</i>	
<i>Fax</i>	<i>When Hook Dial is pressed or when Manual Entry is selected, the SmartFax application might crash.</i>	<i>D289 5557H</i>	<i>Fax firmware</i>	<i>Install version 07.00.01 or later</i>	
<i>Fax</i>	<i>The image is vertically extended and the upper part is missing when faxing via Remote Fax</i>	<i>D289 5595K</i>	<i>IRIPS PDF firmware</i>	<i>Install version 1.04 or later</i>	
<i>Fax</i>	<i>When sending a fax via the SmartSDK, images are missing or output at the wrong size.</i>	<i>D289 5595K</i>	<i>IRIPS PDF firmware</i>	<i>Install version 1.04 or later</i>	

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Correct value not displayed	When showing the device status with a Solution Product (Streamline and CAP/ELP), the device's HDD capacity is not displayed correctly	D289 5567F	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.50.01 or newer.	
MIB	An invalid value is returned when obtaining the counter MIB, ricohEngCounterValue, during device shutdown	D289 5550K	System/Copy firmware	Install version 1.07 or later	
Cannot download	If using Google Chrome when downloading scanned data from a URL, the PDF file cannot download	D289 5561D	Web Uapl firmware	Install version 1.04 or later	
Scan to Folder	Communication fails	D289 5564H	Network Support firmware	Install version 16.48 or later	
Scan to Folder	If a host name is resolved to multiple IP addresses by NBNS, the device tries to connect to only the first resolved IP address	D289 5564L	Network Support firmware	Install version 16.51.1 or later	
Scan to Folder	Fails when a HP device is working on the same subnet	D289 5564L	Network Support firmware	Install version 16.51.1 or later	
Scan to Folder	Network browsing fails	D289 5564L	Network Support firmware	Install version 16.51.1 or later	
Scan to Folder	<i>When conducting Scan to Folder using SMBv2/v3, if the device receives UDP communication from the outside to the port used by SMBv2/v3, Scan to Folder might fail</i>	<i>D289 5564M</i>	<i>Network Support firmware</i>	<i>Install version 16.52 or later</i>	
Scan to Email	Fails when OCR is set and a document over 51 pages is sent by Scan to Email	D289 5571G	Scanner firmware	Install version 01.05 or later	
Wrong document sent	When sending a scanned or fax document using the Hotfolder plug-in for GlobalScan or StreamlineNX, the wrong document was sent and the original document may be lost.	D289 5564J	Network Support firmware	Install version 16.49 or later	
Machine goes offline	If log tracing on Web Image Monitor is cancelled just after using the function	D289 5550P	System/Copy firmware	Install version 1.11 or later	

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Address book	After exporting the address book from Device Manager NX, the exported data cannot be imported	D289 5550P	System/Copy firmware	Install version 1.11 or later	
Other	WebAPI bug when obtaining network property information	D289 5564K	Network Support firmware	Install version 16.50 or later	

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4. Printing/Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot print	When trying to control jobs while a job is suspended	D259 020i	PrinterInfo for eDC firmware	Install version 1.11 or later	
Cannot scan	When many scan jobs are scanned from an application that is based on SmartSDK	D289 5571D	Scanner firmware	Install version 01.02 or later	
Cannot scan	When "Download File Directly From URL Link" is enabled and scan to URL is conducted	D284 008a	Scanner firmware	Install version 01.01 or later	
Cannot scan	The Scanner application cannot be used	D289 5571D	Scanner firmware	Install version 01.02 or later	
Cannot scan	When OCR is set and a document over 256 pages is scanned, the Scanner application freezes	D289 5571G	Scanner firmware	Install version 01.05 or later	
Cannot scan	When the device is accessed from Web Image Monitor just before scanning is finished, cannot start the scanner application	D289 5571H	Scanner firmware	Install version 01.06 or later	
Cannot scan	<i>When conducting Scan to Folder in a high-load network environment, the device's status gets stuck on sending and the scanner becomes unusable.</i>	<i>D289 5564M</i>	<i>Network Support firmware</i>	<i>Install version 16.52 or later</i>	
Job not completed	When the display language is changed while controlling a job	D259 020i	PrinterInfo for eDC firmware	Install version 1.11 or later	
Job not completed	Printing does not finish when a job that contains multiple PDLs is printed	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
Job not completed	Printing does not finish if the previous print job from a storage device is cancelled immediately	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
File not printed	PDF files that have long, multibyte filenames are not printed	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Cannot process job	When "Tracking Permission" and "Stop Printing" are enabled in "Enhanced Print Volume Limitation"	Gene 087o	Java VM v12 Update Tool	Install version 12.45.00 or newer.	
		Gene 088m	Java VM v12 for eDC firmware		

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Subject	Symptom	RTB #	Cause	Solution	Note
Job cancelled	When printing PDF data that includes overprinting via PDF Direct Print	D3DW 5733A	PDF firmware	Install version 1.01 or later	
Job cancelled	When attempting to print a banner job	D284 002e	System/Copy firmware	Install version 1.05 or later	
Job cancelled	When print a job with a custom paper size that does not have an orientation specified	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
Job cancelled	When the "Unauthorized Copy Prevention Setting" is enabled in the device but not configured in the print data	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
Job cancelled	The printing of a PDF file created by "Microsoft Print to PDF"	D289 5595F	IRIPS PDF firmware	Install version 1.05 or later	
Job cancelled	When printing PCL6 jobs containing a TrueType Font	D289 5566E	PCL firmware	Install version 1.04 or later	
Job cancelled	Linux print jobs in Stored Print might be canceled	D289 5595J	IRIPS PDF firmware	Install version 1.07 or later	
Remaining print time	Display is incorrect for jobs printed from the document server.	D284 002c	System/Copy firmware	Install version 1.03 or later	
Fonts	A PCL font numbered 64 or later cannot be used as the default font	D284 003d	Printer firmware	Install version 1.04 or later	
Fonts	When printing PDF data that includes an Adobe font that will be replaced with an IRIPS font, the replaced font overlaps	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
Fonts	When printing with "Unauthorized Copy Prevention" enabled from MacOS, an Adobe font will be replaced with an IRIPS font	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
Fonts	Some characters are printed upside down	D289 5595F	IRIPS PDF firmware	Install version 1.05 or later	
Fonts	"Invalidfont" error	D289 5595F	IRIPS PDF firmware	Install version 1.05 or later	
Fonts	<i>Some Type 0 fonts in a PDF do not print correctly.</i>	<i>D289 5595K</i>	<i>IRIPS PDF firmware</i>	<i>Install version 1.04 or later</i>	
Fonts	<i>Some Symbolic fonts in a PDF do not print correctly.</i>	<i>D289 5595K</i>	<i>IRIPS PDF firmware</i>	<i>Install version 1.04 or later</i>	

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Subject	Symptom	RTB #	Cause	Solution	Note
PDF	<i>When printing a PDF with an embedded TrueType font, some characters are garbled.</i>	<i>D289 5595K</i>	<i>IRIPS PDF firmware</i>	<i>Install version 1.04 or later</i>	
PDF	<i>When printing a PDF with a specific command, an invalidfont error occurs</i>	<i>D289 5595K</i>	<i>IRIPS PDF firmware</i>	<i>Install version 1.04 or later</i>	
Printing stops	When the device is in STR mode; device must be rebooted	D284 005c	Network Support firmware	Install version 16.46 or later	
Printing stops	PS printing stalls if PS jobs are printed continuously	D289 5595G	IRIPS PDF firmware	Install version 1.06 or later	
Characters missing or damaged	When conducting host printing, if a resident font is specified in the data, cedillas will not print as expected	D284 015b	PCL firmware	Install version 1.03 or later	
		D284 020a	IRIPS Font firmware	Install version 1.13 or later	
		D284 021b	IRIPS PDF firmware	Install version 1.03 or later	
Characters missing or damaged	Some characters are garbled when using a TrueType Font	D289 5595G	IRIPS PDF firmware	Install version 1.06 or later	
Problems with characters	Characters in italics are unrecognizable	D289 5595H	IRIPS PDF firmware	Install version 1.07 or later	
Problems with characters	Wrong size when printing a PDF containing certain fonts	D289 5595H	IRIPS PDF firmware	Install version 1.07 or later	
Problems with characters	Characters printed with the wrong magnification if a CID font is used	D289 5595J	IRIPS PDF firmware	Install version 1.07 or later	
Problems with characters	Characters are too thick if the transparency is specified.	D289 5595J	IRIPS PDF firmware	Install version 1.07 or later	
Macros	PCL macros that were uploaded to the HDD cannot be printed	D284 015b	PCL firmware	Install version 1.03 or later	
Pages not printed	If an original jams in the sample copy of a stapled job, the first set is not printed	D284 002e	System/Copy firmware	Install version 1.05 or later	
Pages not printed	Printing of the Configuration / Font Page is canceled	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
Files not deleted	When a scan job is conducted from the simplified screen	D284 008a	Scanner firmware	Install version 01.01 or later	
Viewer	When scanning from Mac OS X 10.12 by using AirPrint, the output file cannot be opened in the viewer	D284 008a	Scanner firmware	Install version 01.01 or later	

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Page order	Incorrect	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
Image size	Print size miscalculation when the printer reduces or enlarges the paper size.	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
Result not same as preview	The printed result of a PDF file with Banner Page might be different from the preview	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
OCR	OCR cannot recognize characters if converting a scanned image to searchable PDF	D289 5550K	System/Copy firmware	Install version 1.07 or later	
IPDS	IPDS form creation fails when specifying a custom paper size	D289 5573J	Printer firmware	Install version 1.07 or later	
IPDS	The Default Punch Pattern cannot be set to "two holes" for IPDS printing.	D289 5573J	Printer firmware	Install version 1.07 or later	
IPDS	"Back copied paper" isn't listed under the media type for IPDS forms.	D289 5573J	Printer firmware	Install version 1.07 or later	
IPDS	IPDS printing stalls if IPDS jobs are printed continuously.	D289 5573J	Printer firmware	Install version 1.07 or later	
IPDS	Characters in the IPDS form name are distorted	D289 5573J	Printer firmware	Install version 1.07 or later	
IPDS	IPDS Form not created when the machine has an Internal Multi-fold Unit FD3000	D289 5573K	Printer firmware	Install version 1.08 or later	
IPDS	IPDS printing fails when the machine has an Internal Multi-fold Unit FD3000	D289 5573K	Printer firmware	Install version 1.08 or later	
Wrong format	When scanning from SmartSDK applications, files are stored in PDF/A format when trying to store in TIFF/JPEG format	D289 5571G	Scanner firmware	Install version 01.05 or later	
Wrong format	When scanning with AirPrint in MacOS X 10.12 or later, the device sends a full color JPEG even if specifying a black and white JPEG.	D289 5571H	Scanner firmware	Install version 01.06 or later	
AirPrint	An incorrect paper size is fed	D3DW 5733B	PDF firmware	Install version 1.02 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
<i>AirPrint</i>	<i>When conducting AirPrint, if port 80/TCP (HTTP) or port 631/TCP (IPP) in the printer is closed, the Apple device cannot find the printer</i>	<i>D289 5564M</i>	<i>Network Support firmware</i>	<i>Install version 16.52 or later</i>	
<i>Others</i>	<i>Cancelling a scan job while the preview is displayed causes the information of the captured image file to be recorded incorrectly</i>	<i>D289 5571K</i>	<i>Scanner firmware</i>	<i>Install version 01.08 or later</i>	

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5. Operation Panel

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Icons	SDKJ application icon not displayed on the home screen	D241 1425 D241 1429	Cheetah System firmware	Install version 1.23 or later	
Icons	The SDK application icon is not displayed after recovering from energy saving mode	D289 5567G	Java VM v12 std for eDC firmware	Install version 12.54.00 or later	
		D289 5567G	Java VM v12 std UpdateTool	Install version 12.54.00 or later	
Icons	The yellow mark not displayed on the 'Other Settings' icon even if one of the 'Other Settings' is enabled	D241 1454X	SmartCopy firmware	Install version 1.25 or later	
Reboots	While entering sleep mode; may be followed by SC819/SC672	D259 012u	Cheetah System firmware	Install version 1.22.2 or later	
Applications appear unexpectedly		D259 012u	Cheetah System firmware	Install version 1.22.2 or later	
Wrong paper size displayed	Tray 1, after the display language is changed	D259 020i	PrinterInfo for eDC firmware	Install version 1.11 or later	
Wrong screen displayed	After printing, the file selection screen is not displayed	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Resets to default	The screen switches to the default setting of Function Priority when connected to a USB device such as a keyboard	D259 035m	LegacyUI for eDC firmware	Install version 1.15.1 or later	
Freezes	If the Start button is pressed immediately after recovering from the energy saver mode	D284 002e	System/Copy firmware	Install version 1.04 or later	
Freezes	<i>When the SOP and the application settings are exported using the backup function</i>	<i>D241 1425F D241 1429F</i>	<i>Cheetah System firmware</i>	<i>Install version 1.27.2 or later</i>	
<i>Touch panel not responding</i>	<i>After the machine stalled during ARFU</i>	<i>D241 1427Z</i>	<i>Legacy UI firmware</i>	<i>Install version 1.22 or later</i>	
Button does not work	Start button does not work after a jam occurs	D284 002e	System/Copy firmware	Install version 1.04 or later	
Animation	Jam animation error related to folder FD3000	D289 5550J	System/Copy firmware	Install version 1.06 or later	
		D289 5562D	Animation firmware	Install version 1.02 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Information display error	Remaining toner display error	D289 5550J	System/Copy firmware	Install version 1.06 or later	
Legacy mode	Problems with the Smart Operation Panel when Legacy mode is use	D284 041	Do not use Legacy UI Firmware v1.20	Use v1.19 or earlier.	
<i>Black screen</i>	<i>After switching the user or the display language, a black screen is displayed for a few seconds when opening Quick Print Release</i>	<i>D241 1446R</i>	<i>PrinterSJob firmware</i>	<i>Install version 1.75 or later</i>	

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6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
Login/logout	Login screen shown after swiping with an IC card	D241 1425 D241 1429	Cheetah System firmware	Install version 1.23 or later	
Login/logout	Users forcefully logged off while printing or previewing a print.	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Login/logout	Cannot logout	D289 5571D	Scanner firmware	Install version 01.02 or later	
Login/logout	Cannot logout when the device is accessed from Web Image Monitor just before scanning is finished	D289 5571H	Scanner firmware	Install version 01.06 or later	
Login/logout	Cannot log in if the machine repeatedly enters and exits Energy Saver Mode	D289 5550R	System/Copy firmware	Install version 1.13 or later	
Authentication	The user code is cleared when transitioning to the Home screen	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Authentication	The DSDK application fails to connect to the LDAP server when using Kerberos authentication	Gene 087p	Java VM v12 for eDC	Install version 12.47.01 or later	
		Gene 088n	Java VM v12 Update Tool	Install version 12.47.01 or later	
Authentication	User authentication in SDK application not working	D284 001a	Engine firmware	Install version 1.04:05 or later	
Authentication	After entering the user code to start up the Copy application, the user code input screen does not disappear	D284 002e	System/Copy firmware	Install version 1.04 or later	
Authentication	If some characters are included in a user name, login authentication is not correctly done	D289 5550P	System/Copy firmware	Install version 1.11 or later	
Service mode lock	Can be unlocked by the user	D284 002a	System/Copy firmware	Install version 1.02.1 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Logs	When changing the password policy in the "Extended Security" menu through WIM, it is not recorded in the access log	D289 5560E	Web Support firmware	Install version 1.04 or later	
Unauthorized users can operate	User usage restrictions do not work if authentication is enabled in Quick Card Authentication	D289 5550P	System/Copy firmware	Install version 1.11 or later	

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7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC672	Reboots after entering sleep mode	D259 012u	Cheetah System firmware	Install version 1.22.2 or later	
SC672	After recovering from sleep mode	D289 5550J	System/Copy firmware	Install version 1.06 or later	
SC672-11	Cannot recover from entering sleep mode	D284 002a	System/Copy firmware	Install version 1.02 or later	
SC673-10	When turning ON the machine power	D284 002e	System/Copy firmware	Install version 1.05 or later	
SC701-08		D779 5300M	ARDF 3090 firmware	Install version 01.340:03 or newer.	
SC816-98	While the system enters the STR mode	D289 5550J	System/Copy firmware	Install version 1.06 or later	
SC816-98	While the system is in STR mode	D289 5554A	PowerSaving Sys firmware	Install version F.L3.06.1 or later	
SC819	Reboots after entering sleep mode	D259 012u	Cheetah System firmware	Install version 1.22.2 or later	
SC819	If the auto log-out timer and the energy saving timer are set to the same value	D284 002e	System/Copy firmware	Install version 1.04 or later	
SC819	After removing a jam that occurred while printing a large job	D284 002e	System/Copy firmware	Install version 1.04 or later	
SC819	After a reboot	D289 5550J	System/Copy firmware	Install version 1.06 or later	
SC819	After updating firmware remotely	D289 5564L	Network Support firmware	Install version 16.51.1 or later	
SC845	While updating using a firmware package	D289 5550J	System/Copy firmware	Install version 1.06 or later	
SC899	When doing location-free printing or authentication by using a solution product	Gene 087p	Java VM v12 for eDC	Install version 12.47.01 or later	
		Gene 088n	Java VM v12 Update Tool	Install version 12.47.01 or later	
SC899	When printing a PDF file that contains graphics or text via PDF Direct	D3DW 5733A	PDF firmware	Install version 1.01 or later	
SC899	During use of an application on @Remote connected machines	D284 002a	System/Copy firmware	Install version 1.02 or later	
SC899	After updating with the packaged firmware	D284 002a	System/Copy firmware	Install version 1.02 or later	
SC899	When installing @Remote	D284 002a	System/Copy firmware	Install version 1.02 or later	
SC899	When the "Erase All Memory" function is used	D284 005b	Network Support firmware	Install version 16.45.1 or later	
SC899	When logging out from a machine with user authentication enabled	D284 009a	Fax firmware	Install version 03.00.00 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC899	When receiving IP FAX	D284 010b	RemoteFax firmware	Install version 03.00.00 or later	
SC899	When printing a PCL5 job that contains commands for selecting a Raw TrueType font	D284 015a	PCL firmware	Install version 1.02 or later	
SC899	When scanning a document with the OCR setting configured	D289 5571D	Scanner firmware	Install version 01.02 or later	
SC899	When the printer receives invalid PDF data	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
SC899	While printing multiple PS jobs that contain Adobe fonts with Authentication Management	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
SC899	When canceling one of multiple spooled PDFs that contain more than 3,000 pages sent via FTP	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
SC899	When printing	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
SC899	When a watermark is printed from the V4 driver	D289 5595G	IRIPS PDF firmware	Install version 1.06 or later	
SC899	If logging in from a keyboard	D289 5567H	Java VM v12 Update Tool	Install version 12.56.00 or newer.	
			Java VM v12 for eDC firmware		
SC899	In wireless LAN infrastructure mode, if changing the settings when the PSK in WPA2-PSK is empty	D289 5564K	Network Support firmware	Install version 16.50 or later	
SC899	The document being faxed is targeted for capture	D289 5565D	Network Doc Box firmware	Install version 1.03 or later	
SC899	If a large number of different characters are used in a print job	D3DW 5733B	PDF firmware	Install version 1.02 or later	
SC899	When printing via PDF Direct if a job includes more than 500 pages	D3DW 5733B	PDF firmware	Install version 1.02 or later	
SC899	While PDF printing	D289 5595H	IRIPS PDF firmware	Install version 1.07 or later	
SC899	When doing Scan to Folder	D289 5564L	Network Support firmware	Install version 16.51.1 or later	
SC990	After an SC reboot occurs	D284 003b	Printer firmware	Install version 1.02 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC990	After cancelling scanning	D289 5550P	System/Copy firmware	Install version 1.11 or later	
SC991	During use of an application on @Remote connected machines	D284 002a	System/Copy firmware	Install version 1.02 or later	
SC991	When the "Erase All Memory" function is used	D284 005b	Network Support firmware	Install version 16.45.1 or later	
SC991	After cancelling scanning	D289 5550P	System/Copy firmware	Install version 1.11 or later	
SC991	The document being faxed is targeted for capture	D289 5565D	Network Doc Box firmware	Install version 1.03 or later	
SC992		D284 038	The controller freezes while in Energy Saver mode.	Update the PowerSaving Sys firmware to version F.L3.06.1 or later.	
SC997	When OCR is set and a document over 256 pages is scanned	D289 5571G	Scanner firmware	Install version 01.05 or later	
SC998	When powering on if an ESA application is set as a function priority	D289 5550K	System/Copy firmware	Install version 1.07 or later	
SC998	If Streamline NX and CAP v2 are installed	D289 5567G	Java VM v12 std for eDC firmware	Install version 12.54.00 or later	
		D289 5567G	Java VM v12 std UpdateTool	Install version 12.54.00 or later	
After replacing a fusing unit	An SC occurs after replacing the fusing unit on a machine that has an external click-charge counter device; see the RTB for a list of SCs that can occur	D284 032	The current used to detect a new fusing unit goes to the counter, so the system cannot detect the new fusing unit.	Before installing a new fusing unit, temporarily remove the charge counter device	
Java VM related SC	When doing location-free printing or authentication by using a solution product	Gene 087p	Java VM v12 for eDC	Install version 12.47.01 or later	
		Gene 088n	Java VM v12 Update Tool	Install version 12.47.01 or later	
Error not displayed	After the device is restarted, error messages are not displayed	D259 020i	PrinterInfo for eDC firmware	Install version 1.11 or later	
Error not displayed	Error messages briefly appear and then disappear	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Error not displayed	If the Bypass tray is set to Auto paper detection, jam alert does not appear	D284 002e	System/Copy firmware	Install version 1.04 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
"Please wait"	When the Printer application is opened after the device resumes from sleep mode	D259 020i	PrinterInfo for eDC firmware	Install version 1.11 or later	
'Please wait'		D241 1427Y	Legacy UI firmware	Install version 1.21 or later	
Wrong error message	A message about the Application Site closing appears after correcting a setting error for the drum unit	D259 037h	Application Site for eDC firmware	Install version 1.04.05 or later	
Wrong error message	Connection error message may appear mistakenly on @Remote connected machines	D284 002a	System/Copy firmware	Install version 1.02 or later	
Wrong error message	Unrelated error message when the printer receives data that contains unconfigurable folding settings	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
Unspecified error	AirPrint (FaxOut) results in an error	D284 009b	Fax firmware	Install version 04.00.00 or later	
PS error	Printing highly compressed PDF data	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
"undefined result" error	Printing a PDF	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	

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8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Applications	Scanner application ends abnormally	D259 019k	SmartScan for eDC firmware	Install version 1.13 or later	
Applications	Quick Print Release: 17 x 22 paper in the input tray is displayed as 11 x 17	D259 021g	PrinterSJob for eDC firmware	Install version 1.59 or later	
Applications	Quick Print Release: The application screen is blacked out when it is reopened	D259 021g	PrinterSJob for eDC firmware	Install version 1.59 or later	
Applications	Quick Print Release: Cannot start after the device resumes operating from energy-saving mode	D259 021g	PrinterSJob for eDC firmware	Install version 1.59 or later	
Applications	Printer Bit Switch #12-5 does not behave properly	D259 021g	PrinterSJob for eDC firmware	Install version 1.59 or later	
Applications	Wrong Product ID used	D259 021h	PrinterSJob for eDC firmware	Install version 1.60 or later	
Applications	The application aborts while trying to print via the bypass tray.	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Applications	The application is unresponsive when many jobs via ADF are scanned.	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Applications	Destinations missing from Quick Scanner	D259 030j	SimpleScan for eDC firmware	Install version 1.12 or later	
Applications	SDK applications do not behave properly	Gene 087o	Java VM v12 Update Tool	Install version 12.45.00 or newer.	
		Gene 088m	Java VM v12 for eDC firmware		
Applications	Cannot use required version of Java VM after replacing the controller board	Gene 087p	Java VM v12 for eDC	Install version 12.47.01 or later	
		Gene 088n	Java VM v12 Update Tool	Install version 12.47.01 or later	
Applications	Java VM does not recognize a change in relationship between the host name and the IP address on the DNS server	Gene 087p	Java VM v12 for eDC	Install version 12.47.01 or later	
		Gene 088n	Java VM v12 Update Tool	Install version 12.47.01 or later	
Applications	Notifications are not displayed even if key counter management or external charge unit management is enabled	D284 003c	Printer firmware	Install version 1.03 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Applications	Some Smart SDK applications are deleted with CheetahSystem v1.21.	D284 027	Firmware bug	Install newer Cheetah System firmware	
Applications	SDK applications do not behave properly	D284 028	Java VM firmware bug	Install version 12.45.00 or newer.	
Applications	SDK applications cannot start during the boot process due to a Java VM error	D289 5567G	Java VM v12 std for eDC firmware	Install version 12.54.00 or later	
		D289 5567G	Java VM v12 std UpdateTool	Install version 12.54.00 or later	
Applications	Cannot install applications remotely	D289 5567G	Java VM v12 std for eDC firmware	Install version 12.54.00 or later	
		D289 5567G	Java VM v12 std UpdateTool	Install version 12.54.00 or later	
Applications	Cannot apply profiles or retrieve device information	D289 5567G	Java VM v12 std for eDC firmware	Install version 12.54.00 or later	
		D289 5567G	Java VM v12 std UpdateTool	Install version 12.54.00 or later	
Applications	The quota notification cannot be displayed on some SmartSDK applications	D289 5550P	System/Copy firmware	Install version 1.11 or later	
Applications	Remote un-installation for Streamline NX fails	D289 5550P	System/Copy firmware	Install version 1.11 or later	
Applications	Java VM does not recognize a change in the relationship between the host name and the IP address on the DNS server.	D289 5550P	System/Copy firmware	Install version 1.11 or later	
Applications	The SDK application stops suddenly	D289 5567J	Java VM v12 std for eDC firmware	Install version 12.54.00 or later	
		D289 5567J	Java VM v12 std UpdateTool		
Applications	Legacy applications do not open	D241 1427Y	Legacy UI firmware	Install version 1.21 or later	
Finisher SR3210/SR3220	SR3220: The staple on the booklet is bent, because the stapler does not activate at the correct time.	D3B9 001c	Booklet Finisher SR3220 firmware	Install version 01.050:04 or later	
Finisher SR3210/SR3220	Information such as stapling position may be incorrect	D284 002c	System/Copy firmware	Install version 1.03 or later	
Finisher SR3230/SR3240	Banner paper and envelopes are stacked poorly.	D3BA 005	The sheets hit the top cover when fed out.	Attach a mylar (P/N D3BB7495). See the RTB for the procedure.	
Stapler	The stapleless stapler on the finisher cannot be used when the staple cartridge is empty	D284 003d	Printer firmware	Install version 1.04 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Folding	Even though letter fold with text and/or images facing out is configured to open to the left, the result will be open to the right	D284021a	IRIPS PDF firmware	Install version 1.02 or later	

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9. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Image density	Too dark or too light because process control was not done at power-up	D284 002a	System/Copy firmware	Install version 1.02 or later	
Part of image missing	The top and bottom ends are missing if the size is scaled when PDF printing	D289 5595H	IRIPS PDF firmware	Install version 1.07 or later	
Part of image missing	Both ends of the watermark are cut off when printing from the V4 driver	D289 5595H	IRIPS PDF firmware	Install version 1.07 or later	
Centering	Pages printed as a booklet are centered incorrectly	D289 5595J	IRIPS PDF firmware	Install version 1.07 or later	
Scaling	With booklet printing or N-Up printing, the scaling ratio is wrong	D289 5595J	IRIPS PDF firmware	Install version 1.07 or later	
Scaling	The scaling is wrong when printing PDF data that contains FITTOPAGESIZE but not PRINTSCALING	D289 5595J	IRIPS PDF firmware	Install version 1.07 or later	
Rotation	<i>The image is rotated 180 degrees when printing a Landscape document via the SmartSDK</i>	<i>D289 5595K</i>	<i>IRIPS PDF firmware</i>	<i>Install version 1.04 or later</i>	

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10. Mechanical/Electrical

Subject	Symptom	RTB #	Cause	Solution	Note
LD unit	Breaks	D284 001a	Engine firmware	Install version 1.04:05 or later	
Noise	Metallic clank between FD3000 and SR3210/3220	D284 026	Folder_THAMES- B_C_EXP/LP firmware	Install version 01.030:11 or later	
Motor does not stop	If JAM 360 occurs, the transfer motor does not stop	D3BB 5300Q	Finisher SR3230 firmware	Install version 01.100:07 or later	
		D690 5300M	InnerFin_SR3130 firmware	Install version 01.100:02 or later	
		D3B8 5300G	Finisher SR3210 firmware	Install version 01.060:05 or later	
		D3B9 5300J	Booklet Finisher SR3220 firmware	Install version 01.070:04 or later	

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11. Others

Subject	Symptom	RTB #	Cause	Solution	Note
System reset	System auto-reset not working	D259 022k	MediaPrtScn for eDC firmware	Install version 1.17 or later	
Settings not reflected	The "Change Print Settings" configuration is not set correctly	Gene 087o	Java VM v12 Update Tool	Install version 12.45.00 or newer.	
		Gene 088m	Java VM v12 for eDC firmware		
Settings not reflected	When scanning from Mac OS X 10.12 by using AirPrint, the resolution is always 200 dpi	D284 008a	Scanner firmware	Install version 01.01 or later	
Settings not reflected	When printing from Quick Print Release, if the "16 in 1" and "Punch" settings are specified, the "Punch" setting is canceled	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
Settings not reflected	Adjusting the color balance in the driver doesn't work as expected	D289 5595F	IRIPS PDF firmware	Install version 1.05 or later	
Settings not reflected	SMB client timeout configuration is not correctly applied	D289 5564L	Network Support firmware	Install version 16.51.1 or later	
Cannot make settings	User settings cannot be accessed	D241 1427Y	Legacy UI firmware	Install version 1.21 or later	
Can make disallowed settings	<i>When SP5-836-143 is enabled, the combination of "Black and White" and "High Compression PDF" can be selected even though it should not be selectable.</i>	<i>D289 5571L</i>	<i>Scanner firmware</i>	<i>Install version 01.09 or later</i>	
Machine stalls	When printing many pages and using specific fonts	D289 5595E	IRIPS PDF firmware	Install version 1.04 or later	
Machine stalls	During use of an application on @Remote connected machines	D284 002a	System/Copy firmware	Install version 1.02 or later	
Machine stalls	When an application accesses the HDD after turning ON the power	D284 002a	System/Copy firmware	Install version 1.02 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	If the Cover Interposer runs out of paper during the job and the tray is reloaded with paper incorrectly	D284 002e	System/Copy firmware	Install version 1.05 or later	
Machine stalls	When image log capture is enabled and a large number of jobs are performed, the capture cannot be executed and the device will freeze	D289 5565D	Network Doc Box firmware	Install version 1.03 or later	
Machine stalls	If a job includes text outside the printable area of the page	D3DW 5733B	PDF firmware	Install version 1.02 or later	
Machine stalls	During PDF direct printing if a spot color is used	D3DW 5733B	PDF firmware	Install version 1.02 or later	
Machine stalls	During PDF direct printing if a job contains a Bezier curve	D3DW 5733B	PDF firmware	Install version 1.02 or later	
Machine stalls	During data transmission when doing Scan to Folder with SMBv2/v3.	D289 5564L	Network Support firmware	Install version 16.51.1 or later	
Machine stalls	In Energy Saver mode, freezes during the first backup after the firmware is installed	D284 043	Bug with the operation panel backup feature after Cheetah System firmware ver 1.27 is installed	Don't install ver 1.27. If the error occurs, disable the operation panel backup feature in the Cheetah SP mode	
Machine stalls	In a device with no ADF, if document size is detected automatically and the TWAIN driver is used for scanning, the device will freeze	D289 5571J	Scanner firmware	Install version 01.07 or later	
Machine stalls	<i>If the widgets reboot during a firmware update</i>	<i>D241 1431K</i>	<i>LanguageWidget firmware</i>	<i>Install version 1.10 or later</i>	
		<i>D241 1434H</i>	<i>TonerWidget firmware</i>	<i>Install version 1.06 or later</i>	
		<i>D241 1435F</i>	<i>FaxInfoWidget firmware</i>	<i>Install version 1.04 or later</i>	
		<i>D241 1437G</i>	<i>EcoInfoWidget firmware</i>	<i>Install version 1.07 or later</i>	
Firmware update	Does not complete when updated via RFU	D284 001a	Engine firmware	Install version 1.04:05 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Firmware update	Error 22 during ARFU	D284 002c	System/Copy firmware	Install version 1.03 or later	
Firmware update	If RFU is done while SC672 is occurring, RFU fails and the machine cannot recover until main power is turned OFF/ON	D289 5550N	System/Copy firmware	Install version 1.10 or later	
Energy saver mode	Cannot recover	D284 002a	System/Copy firmware	Install version 1.02 or later	
Energy saver mode	If scanning is cancelled three times within five minutes when scanning with the IC Card Scan & Copy Application, the device cannot enter Energy Saver Mode	D289 5571H	Scanner firmware	Install version 01.06 or later	
Counters	Documents printed from PCFAX are not counted up.	D284 010a	RemoteFax firmware	Install version 02.00.00 or later	
Insects	Small insects get inside the machine from the open space at the bottom right.	D284 025		Install the new lower right cover (D1491268).	
Reboot	When attempted to reboot the machine to resolve an SC, the machine is not rebooted.	D284 002e	System/Copy firmware	Install version 1.05 or later	
Machine is slow	When printing one or more PDF files that contain raster data	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
Machine is slow	Printing is slow if CAP V2 is installed	D289 5567H	Java VM v12 Update Tool	Install version 12.56.00 or newer.	
			Java VM v12 for eDC firmware		
Machine is slow	It takes time to resume a job if it is suspended while the device is in Energy Saver mode	D289 5573L	Printer firmware	Install version 1.09 or later	
Machine is slow	It takes time to output the first page using PDF Direct Print when the print data contains a lot of pages	D3DW 5733B	PDF firmware	Install version 1.02 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Function not working	The default copy prevention text is not printed when printing with "Unauthorized Copy Prevention" enabled	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
Function not working	Toner saving does not work when printing from SDK applications	D284 021a	IRIPS PDF firmware	Install version 1.02 or later	
Machine not responding to a command	Machine does not respond to job cancel request via remote just before a copy job ends	D289 5550J	System/Copy firmware	Install version 1.06 or later	
Copying does not start	When the device has just gone into energy saver mode, if a copy job is sent from a SmartSDK application	D289 5550K	System/Copy firmware	Install version 1.07 or later	
Reports	Wrong finisher name printed on the Configuration sheet	D289 5573H	Printer firmware	Install version 1.06 or later	
Logs	<i>If the device is abnormally turned off, the collect logs settings might be initialized and the log data might not be transferred after that.</i>	<i>D289 5565E</i>	<i>Network Doc Box firmware</i>	<i>Install version 1.04 or later</i>	
Capture	Does not work if capture processing and either thumbnail or preview processing occur at the same time	D289 5550N	System/Copy firmware	Install version 1.10 or later	
Capture	When image log capture is enabled and a large number of jobs are performed, the capture cannot be executed and the device will freeze	D289 5565D	Network Doc Box firmware	Install version 1.03 or later	
Capture	Unnecessary retransmissions occur during image log capture	D289 5565D	Network Doc Box firmware	Install version 1.03 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Capture	When scanning repeatedly from a SmartSDK application that enables image log capture, the captured image file is not deleted and remains on the hard disk	D289 5571G	Scanner firmware	Install version 01.05 or later	
Capture	The image logs of jobs scanned by GlobalScan NX are not captured	D289 5571G	Scanner firmware	Install version 01.05 or later	
Machine reboots	After cancelling scanning	D289 5550P	System/Copy firmware	Install version 1.11 or later	
Machine reboots	When doing Scan to Folder	D289 5564L	Network Support firmware	Install version 16.51.1 or later	
User cannot operate the machine	When using the DHCP Option204 function; "Setting change..." is displayed	D289 5564K	Network Support firmware	Install version 16.50 or later	