

Updated: End of June 2015: Changes in bold italics

Model: Model Cor-C1		Date: 31-Jun-08	No.: RD197000b
Subject: Troubleshooting		Prepared by: S. Watanabe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

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

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

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Jam	When stapling & punching B5 LEF sheets.	D690 001d	Internal Finisher SR3130 firmware	Install version 01.070:02 or newer.	
Jam		D197 001b	Engine firmware	Install version 1.09:03 or newer.	
Jam	When the next print job starts during post processing for the previous job	D197 001c	Engine firmware	Install version 1.10:03 or newer.	
Jam	Jam 157 when exiting to the proof tray on the SR3160/3170	D688 010	A Mylar is damaged after repeated contact with the paper. As a result, a crack forms and gradually expands.	Replace the Mylar (modified P/N D6884119). Order two of these and replace the mylars at the front and rear.	
Jam	Jam 151 or 152 when exiting to the proof tray on the SR3160/3170	D688 011	The spring connected to the solenoid breaks.	Replace the solenoid (P/N D6882248).	
Jam	SR3140/SR3150	D686 001k	Finisher SR3140 firmware	Install version 01.230:04 or newer.	
Jam	Code 151, 152, or 157	D688 013	SR3170: The spring and bracket for the gate solenoid break, or a Mylar is worn down by contact with the paper.	Replace the solenoid (P/N D6882115) and/or the mylar (P/N D6884119).	See the RTB for the procedures.
Jam	"Initial jam" when the machine switches to Proof mode	D688 001q	Finisher SR3160/SR3170 firmware	Install version 02.380:10 or newer.	
Jam	During a center stapling job if the previous job was exited to the shift tray	D197 001e	Engine firmware	Install version 1.12:03 or newer.	
Multi-feed	When feeding from the DF3090	D147 139	Friction between originals is too high for the pad to separate the sheets	Attach the pad (P/N: D6842314) and Mylar (P/N: D6842313).	

2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note

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3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
WIM	"Fax Received File" not displayed in the "Print Job/Stored File" menu	D197 020a	Web Uapl firmware	Install version 2.01 or newer.	
		D197 032a	Web Uapl firmware	Install version 1.04 or newer.	
Fax	IP-Fax not available	D197 017a, 029a	RemoteFax firmware	Install version 02.00.00 or newer.	
<i>Fax</i>	<i>Reception and printout error</i>	<i>D197 004a</i>	<i>GWFCU3.8-7 (WW) firmware</i>	<i>Install version 02.00.00 or newer.</i>	
<i>Fax</i>	<i>Reception error when using installed G3 interface unit</i>	<i>D197 004a</i>	<i>GWFCU3.8-7 (WW) firmware</i>	<i>Install version 02.00.00 or newer.</i>	
<i>Fax</i>	<i>Reception error with W-NET fax</i>	<i>D197 012d, 021d</i>	<i>System/Copy firmware</i>	<i>Install version 1.10 or newer.</i>	
<i>Fax</i>	<i>Transmission fails</i>	<i>D197 014b, 024b</i>	<i>Fax firmware</i>	<i>Install version 05.00.00 or newer.</i>	
<i>Fax</i>	<i>Fax does not start up following continuous fax communication.</i>	<i>D197 014b, 024b</i>	<i>Fax firmware</i>	<i>Install version 05.00.00 or newer.</i>	
<i>Fax</i>	<i>Error with notice for stored reception files</i>	<i>D197 014b, 024b</i>	<i>Fax firmware</i>	<i>Install version 05.00.00 or newer.</i>	
<i>Fax</i>	<i>Quick fax does not start</i>	<i>D197 014b</i>	<i>Fax firmware</i>	<i>Install version 05.00.00 or newer.</i>	
<i>Fax</i>	<i>Sender name is printed even if this is disabled</i>	<i>D197 014c, 024c</i>	<i>Fax firmware</i>	<i>Install version 06.00.00 or newer.</i>	
SMB	Scan to SMB fails when the display language is Catalan.	D197 015b, 025b	Network Support firmware	Install version 14.29 or newer.	
Address book	Title not displayed when address book is registered via Device Manager NX series	D197 012c, 021c	System/Copy firmware	Install version 1.09 or newer.	
Address book	Cannot be updated by Web Image Monitor when the device is in energy-saving mode.	D197 018c	Scanner firmware	Install version 02.04 or newer.	
		D197 030b	Scanner firmware	Install version 01.03 or newer.	
<i>Address book</i>	<i>Cannot open address book</i>	<i>D197 014b</i>	<i>Fax firmware</i>	<i>Install version 05.00.00 or newer.</i>	
Network connection error	When an application attempts to connect to the network	D147 047t	Cheetah System firmware	Install version 1.37 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Network connection error	Smart Operation Panel (SOP) cannot connect to the network when "Screen Startup Mode" is set to "Quick"	D147 130	SOP starts to get an IP address before connection between SOP and device is established.	Rebooting the device might solve the problem. Update the "Cheetah System" firmware to v1.37 or newer.	
<i>Cannot forward files</i>	<i>From SOP apps to external Web servers</i>	<i>D147 047u</i>	<i>Cheetah System firmware</i>	<i>Install version 1.38 or newer.</i>	
<i>E-mail</i>	<i>When Simplified Chinese characters are used, the contents are garbled</i>	<i>D197 018e</i>	<i>Scanner firmware</i>	<i>Install version 02.06 or newer.</i>	
		<i>D197 030d</i>	<i>Scanner firmware</i>	<i>Install version 01.05 or newer.</i>	
<i>Wireless LAN</i>	<i>When CTS protection is enabled, throughput is low</i>	<i>D197 012f</i>	<i>System/Copy firmware</i>	<i>Install version 1.12 or newer.</i>	

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4. Printing/Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot print	If the language is not set to English or Japanese.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Cannot print	If the user logs in with a blank password.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Cannot print	IPP printing with the job spool enabled in Mac OS X 10.7 or later and iOS 6 or later	D197 015d, 025d	Network Support firmware	Install version 14.31 or newer.	
Jobs not spooled	While printing a job using Enhanced Locked Print NX v2, incoming jobs cannot be spooled	D197 016a, 028a	Printer firmware	Install version 1.03 or newer.	
Search	Incorrect search results if the keywords in a PDF file are scanned by selecting a language other than "Japanese"	Gene 068j	Java VM v12 Update Tool	Install version 12.11.04 or newer.	
		Gene 069j	Java VM v12 for eDC firmware		
Cannot scan	When "Start Scanning" is pressed in the Scan to Me application	D197 018e	Scanner firmware	Install version 02.06 or newer.	
Cannot scan	Send error: If multi-pass ADF, OCR, and other settings are used	D197 012f	System/Copy firmware	Install version 1.12 or newer.	
Cannot use LEF or SEF	Printing is available only in LEF	D197 012f	System/Copy firmware	Install version 1.12 or newer.	

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5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Icons not displayed	The icon for the RIS app. is not displayed on the Home screen when logging in via Streamline NX.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Freezes	If the machine enters or recovers from Energy Saver mode while displaying the copy interrupt screen.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Freezes	If the machine goes in and out of Energy Saver mode after a controller reboot in a customized authentication environment.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Freezes	The Smart Operation Panel stalls when the machine recovers from Energy Saver mode	D147 072h	SimpleCopy for eDC firmware	Install version 1.17 or newer.	
Wrong screen appears	The Home screen instead of the priority app when "Ubiquitech" is the priority app	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Wrong screen appears	The Preferred screen returns to the Home screen after a VM firmware update	D147 047s	Cheetah System firmware	Install version 1.36 or newer.	
<i>Wrong screen appears</i>	<i>When a user executes a job in a SmartSDK application, the home screen is displayed</i>	<i>D197 018d</i>	<i>Scanner firmware</i>	<i>Install version 02.05 or newer.</i>	
		<i>D197 030c</i>		<i>Install version 01.04 or newer.</i>	
<i>Wrong screen appears</i>	<i>The display returns to the Home screen before the scanning job is finished.</i>	<i>D197 012e</i>	<i>System/Copy firmware</i>	<i>Install version 1.11 or newer.</i>	
		<i>D147 087g</i>	<i>SDKService for eDC firmware</i>	<i>Install version 1.06.01 or newer.</i>	
Screen not displayed	Copy Interrupt screen not displayed when the Interrupt key is pressed.	D147 047r	Cheetah System firmware	Install version 1.35 or newer.	
Screen not displayed	Cannot switch from ECO screen to fax screen	D147 048e	Banner for eDC firmware	Install version 1.12 or newer.	
Screen not displayed	Cannot return to the Streamline NX login screen	D147 060h	Smart Operation Panel: LegacyUI firmware	Install version 1.26 or newer.	
Cannot close screen	Cannot close the ECO screen if the Fax Substitute Reception button is pressed.	D147 051d	Announce for eDC firmware	Install version 1.10 or newer.	
Screen goes black	If the user logs in via card authentication	D147 060h	Smart Operation Panel: LegacyUI firmware	Install version 1.26 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Screen goes black	When the operator tries to switch to an SDK app	D147 047s	Cheetah System firmware	Install version 1.36 or newer.	
Screen does not change	When the operator tries to switch to an SDK app	D147 047s	Cheetah System firmware	Install version 1.36 or newer.	
'Cannot make copies'	If the user boots up Simple Copy just after the machine enters Energy Saver mode	D147 072h	SimpleCopy for eDC firmware	Install version 1.17 or newer.	
Key operations not recognized	When the machine returns from System Settings to the previous screen	D197 012d, 021d	System/Copy firmware	Install version 1.10 or newer.	
Key operations not recognized	The user presses "Reset" after copying a large amount of originals	D197 012e, 021e	System/Copy firmware	Install version 1.11 or newer.	
Wording error	Traditional Chinese: "Print" is incorrectly displayed as "Copy" in System Settings	D197 012d	System/Copy firmware	Install version 1.10 or newer.	
		D197 013a	animation firmware	Install version 2.00 or newer.	
		D197 026a	OpePanel firmware	Install version 1.04 or newer.	
Wording error	Portuguese: "Gestão de" is incorrectly displayed as "Selecionar band. papel" in Printer Features	D197 013a	animation firmware	Install version 2.00 or newer.	
		D197 026a	OpePanel firmware	Install version 1.04 or newer.	
Cannot use	Cannot use the SOP within 2 minutes of start-up	D147 047v	Cheetah System firmware	Install version 1.39 or newer.	
Cannot use	After RFU, screen is blank and no response from touch panel or hard keys	D197 012f	System/Copy firmware	Install version 1.12 or newer.	
An SOP application does not work	If a user logs in via Basic Authentication	D197 005d	NetworkDocBox firmware	Install version 1.06 or newer.	

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6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
Login/logout	The login screen is not displayed after logging out of Stren.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Login/logout	Cannot login if the password login screen for password-embedded IC cards is displayed.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Login/logout	Can logout even if the logout lock is enabled.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Login/logout	Cannot login or logout if the user logs back in with an IC card just after logging out from the System Settings screen.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Login/logout	If the Home key is pressed while the user signs in via a customized UI authentication app.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
<i>Login/logout</i>	<i>"Logging in..." does not clear from the Smart Operation Panel</i>	<i>D197 012d</i>	<i>System/Copy firmware</i>	<i>Install version 1.10 or newer.</i>	
<i>Login/logout</i>	<i>Login screen not displayed</i>	<i>D197 014b, 024b</i>	<i>Fax firmware</i>	<i>Install version 05.00.00 or newer.</i>	
<i>Login/logout</i>	<i>If an ESA application stops during logout, cannot complete logout</i>	<i>Gene 068j</i>	<i>Java VM v12 Update Tool</i>	<i>Install version 12.11.04 or newer.</i>	
		<i>Gene 069j</i>	<i>Java VM v12 for eDC firmware</i>		
<i>Login/logout</i>	<i>Cannot logout if the user presses "Reset" after copying a large amount of originals</i>	<i>D197 012e, 021e</i>	<i>System/Copy firmware</i>	<i>Install version 1.11 or newer.</i>	
Unauthorized users can operate	Unauthorized Guest users can perform jobs when the Optional Counter (SP5-113-002) is enabled.	D197 012b D197 021b	System/Copy firmware	Install version 1.08 or newer.	
<i>Unauthorized users can operate</i>	<i>Users may access the app menu screen without Administrator privileges</i>	<i>D147 047u</i>	<i>Cheetah System firmware</i>	<i>Install version 1.38 or newer.</i>	

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Subject	Symptom	RTB #	Cause	Solution	Note
<i>Authentication</i>	<i>If Kerberos authentication is done with an ESA application, the handling cannot time out</i>	<i>Gene 069m</i>	<i>Java VM v12 for eDC firmware</i>	<i>Install version 12.12.06 or newer.</i>	
		<i>Gene 068m</i>	<i>Java VM v12 Update Tool</i>		
<i>Authentication</i>	<i>When using an application based on the SmartSDK</i>	<i>D197 018e</i>	<i>Scanner firmware</i>	<i>Install version 02.06 or newer.</i>	
		<i>D197 012f</i>	<i>System/Copy firmware</i>	<i>Install version 1.12 or newer.</i>	
<i>Restricted function can be used</i>	<i>Registering a destination in the address book is disabled, but can be done using the Scan to Folder Helper application.</i>	<i>D197 012e</i>	<i>System/Copy firmware</i>	<i>Install version 1.11 or newer.</i>	

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7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC121	At installation	D197 042	The shoe on the second scanner carriage disengages from the rail, due to shock or shaking during transport.	Put the shoe back in the correct position, as shown in the RTB.	
<i>SC672-11</i>		<i>D197 009a</i>	<i>PowerSaving Sys firmware</i>	<i>Install version F.23 or newer.</i>	
<i>SC672-11</i>	<i>During Energy Saver mode</i>	<i>D197 012d, 021d</i>	<i>System/Copy firmware</i>	<i>Install version 1.10 or newer.</i>	
SC672-12	If the main power switch is turned off while the machine is recovering from Energy Saver mode.	D197 001a	Engine firmware	Install version 1.08:03 or newer.	
SC672-11, 12		D197 055	Many possible causes (see the RTB).	Do the following steps. Turn the power off/on. Update the power saving sys firmware to F.23 or newer. Check the USB cable between the IPU and the operation panel. Go through the flow chart in the RTB. If the SC still occurs, replace the controller board (if SC819 occurs), or the controller board and USB cable (if SC991 occurs).	
<i>SC721-70</i>	<i>SR3140/SR3150 finisher</i>	<i>D197 053a</i>	<i>Deformed side plate</i>	<i>Attach the sheet (P/N: D6833644) between the frame and the side plate at two locations (see the RTB for details)</i>	
SC819	When using network-related functions, such as Web Image Monitor	D197 012f	System/Copy firmware	Install version 1.12 or newer.	
SC899	When performing continuous scanning.	D197 002a	Browser firmware	Install version 1.03.00 or newer.	
SC899	When the machine goes in and out of Energy Saver Mode while the web browser is running on the operation panel	D197 015a D197 025a	Network Support firmware	Install version 14.28 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC899	If the glyph data of TrueType fonts includes hinting information that is on the edge of the frame	D197 007a	PCL firmware	Install version 1.04 or newer.	
SC899	When creating a searchable PDF document	D197 012a, 021a	System/Copy firmware	Install version 1.07 or newer.	
SC899	Occurs on the main machine if a Remote Fax is sent from the sub machine	D197 014a, 024a	Fax firmware	Install version 04.00.00 or newer.	
SC899	When launching or making a copy with SmartSDK Copy	D197 012d, 021d	System/Copy firmware	Install version 1.10 or newer.	
SC899	When launching Easy Fax	D197 014b, 024b	Fax firmware	Install version 05.00.00 or newer.	
SC899	On the Main machine if a Remote Fax is sent from the Sub machine	D197 014b, 024b	Fax firmware	Install version 05.00.00 or newer.	
SC899	If the pre-transmission preview is enabled	D197 014b, 024b	Fax firmware	Install version 05.00.00 or newer.	
SC899	When using the TWAIN driver	D197 018d	Scanner firmware	Install version 02.05 or newer.	
		D197 030c		Install version 01.04 or newer.	
SC899	When the device is recovering from sleep mode	D197 016b	Printer firmware	Install version 1.04 or newer.	
SC991		D197 012d, 021d	System/Copy firmware	Install version 1.10 or newer.	
SC997	When a user logs in via an SDK application	D197 005a	Network DocBox firmware	Install version 1.03 or newer.	
SC997	After restarting the device when the ESA application is online-installed using Remote Install Manager	Gene 068e	Java VM v12 Update Tool	Install version 12.06.01 or newer.	
		Gene 069e	Java VM v12 for eDC firmware		
SC997	When changing ESA application or transitioning/recovering from energy saver mode.	Gene 068e	Java VM v12 Update Tool	Install version 12.06.01 or newer.	
		Gene 069e	Java VM v12 for eDC firmware		
SC997	After pressing the copy program button	D197 005d	NetworkDocBox firmware	Install version 1.06 or newer.	
SC998	When Card Authentication Package is installed.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC998	When changing ESA application or transitioning/recovering from energy saver mode.	Gene 068e	Java VM v12 Update Tool	Install version 12.06.01 or newer.	
		Gene 069e	Java VM v12 for eDC firmware		
SC998	When restored from energy save mode by pushing the "Checking Status" button.	D197 012c, 021c	System/Copy firmware	Install version 1.09 or newer.	
'Printing'	If a print job is received just after booting up.	D197 012a, 021a	System/Copy firmware	Install version 1.07 or newer.	

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8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Hole punching	Punch misalignment along the main-scan direction	D690 001d	Internal Finisher SR3130 firmware	Install version 01.070:02 or newer.	
Hole punching	1. Punched chads scatter inside the machine. 2. The chads are exited together with the printed paper. 3. The sensor in the hopper mistakenly detects the hopper full condition	D688 009	Static electricity generated during punching	Replace the stay, punch unit, and hopper (see the RTB for details).	
SDK/ESA applications	The priority app does not start up when the machine recovers from Energy Saver mode	D147 047r	Cheetah System firmware	Install version 1.35 or newer.	
SDK/ESA applications	After logging out of Streamline NX, the user cannot switch to another app.	D147 047r	Cheetah System firmware	Install version 1.35 or newer.	
SDK/ESA applications	After logging out of Streamline NX, the machine switches to Streamline NX again.	D147 047r	Cheetah System firmware	Install version 1.35 or newer.	
SDK/ESA applications	Java VM does not boot up at main power ON when SP5-730-001 is enabled.	D197 012a, 021a	System/Copy firmware	Install version 1.07 or newer.	
SDK/ESA applications	Cannot use the Copier function inside the Smart SDK app	D197 012a, 021a	System/Copy firmware	Install version 1.07 or newer.	
SDK/ESA applications	Client app does not function correctly if the user tries to log out before the next original is fed.	D197 012b	System/Copy firmware	Install version 1.08 or newer.	
SDK/ESA applications	Cannot switch applications after SC997	Gene 068e Gene 069e	Java VM v12 Update Tool Java VM v12 for eDC firmware	Install version 12.06.01 or newer.	
<i>SDK/ESA applications</i>	<i>Java VM does not start up correctly after being updated</i>	<i>Gene 069m</i> <i>Gene 068m</i>	<i>Java VM v12 for eDC firmware</i> <i>Java VM v12 Update Tool</i>	<i>Install version 12.12.06 or newer.</i>	
<i>SDK/ESA applications</i>	<i>When an ESA application is installed via Remote Install Manager, the heap size is reset to the default</i>	<i>Gene 068j</i> <i>Gene 069j</i>	<i>Java VM v12 Update Tool</i> <i>Java VM v12 for eDC firmware</i>	<i>Install version 12.11.04 or newer.</i>	

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Subject	Symptom	RTB #	Cause	Solution	Note
SDK/ESA applications	<i>When Java VM is installed via Remote Install Manager, the stack size is reset to the default</i>	Gene 068j	Java VM v12 Update Tool	Install version 12.11.04 or newer.	
		Gene 069j	Java VM v12 for eDC firmware		
SDK/ESA applications	Quick Scan freezes	D197 012e, 021e	System/Copy firmware	Install version 1.11 or newer.	
SDK/ESA applications	<i>When rebooting the device after a firmware update, an application for working with a document on the Document Server does not work.</i>	D197 020b	Web Uapl firmware	Install version 2.02 or newer.	
SDK/ESA applications	CAP V2 is disabled	Gene 068n	Java VM v12 Update Tool	Install version 12.13.04 or newer.	
		Gene 069o	Java VM v12 for eDC firmware		
Android apps	Error when trying to download the log data.	D147 047r	Cheetah System firmware	Install version 1.35 or newer.	
Poor stacking	When the sheets are released to the tray one by one.	D688 001m	Finisher SR3160/SR3170 firmware	Install version 02.340:10 or newer.	
Remote Installation Manager	Even though activation for CAP v2 (Hybrid mode) was not successful, it is displayed as successful	Gene 068f	Java VM v12 Update Tool	Install version 12.07.06 or newer.	
		Gene 069f	Java VM v12 for eDC firmware		
Poor stapling	Staple position is shifted when performing a 2-spot staple job (stapler not at HP at power ON).	D688 001n	Finisher SR3160/SR3170 firmware	Install version 02.350:10 or newer.	
Poor stapling	Staple position is shifted (mixed paper sizes).	D688 001p	Finisher SR3160/SR3170 firmware	Install version 02.370:10 or newer.	
Poor stapling	Poor stapling because sheets not folded cleanly	D688 001o	Finisher SR3160/SR3170 firmware	Install version 02.360:10 or newer.	
Poor stapling	<i>The second sheet of a stapled set is misaligned when pre-stacking (SP6116-001 to -014) is enabled.</i>	D688 012	<i>The alignment roller cannot separate the two sheets in the pre-stacking area (see the RTB for the reason why)</i>	<i>Set SP6116-001 to -014 (depending on the paper size) to a value of "-1" (disabled). Productivity will be reduced.</i>	

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Subject	Symptom	RTB #	Cause	Solution	Note
SR3160/ SR3170 finishers	Side staple fence breaks when performing a 2-spot staple job (stapler not at HP at power ON).	D688 001n	Finisher SR3160/SR3170 firmware	Install version 02.350:10 or newer.	
Booklets	Booklets made with small paper sizes such as B5 are poor in quality because the sheets interfere with the stopper fence.	D688 001o	Finisher SR3160/SR3170 firmware	Install version 02.360:10 or newer.	
Booklets	<i>Errors with the page order and folding position in Booklet mode</i>	<i>D688 001q</i>	<i>Finisher SR3160/SR3170 firmware</i>	<i>Install version 02.380:10 or newer.</i>	
LCT RT3030	The tray cannot handle 1500 sheets of paper	D696 001c	LCIT RT3030 firmware	Install version 01.800:11 or newer.	
DF3080, DF3090	Poor stacking on ARDF DF3090 original exit tray	D779 003	Originals exit slightly faster when scanning completes. The original exit tray is not level.	Update the ADF_DF3090 firmware to version 1.090:02 or newer. Add the lever and tray, and replace the gate pawl.	
<i>DF3080, DF3090</i>	<i>Damaged feed belt on DF3080 or DF3090</i>	<i>D147 138</i>	<i>When a user pulls jammed paper toward the front or rear, the belt goes over the flange of the roller.</i>	<i>Replace the feed belt (D5412121) with the modified part (D6842171).</i>	
<i>Fax handset</i>	<i>Cannot install the bracket</i>	<i>D197 045</i>	<i>The screw hole is too big.</i>	<i>Install the modified handset kit (P/N D1979900). The size of the screw hole in the bracket was changed.</i>	

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9. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Not printed correctly (unspecified)	When a non-standard sized simplex original is scanned in the DF at 87% reduction and multiple copies made (1 to x) onto B4 paper.	D197 001a	Engine firmware	Install version 1.08:03 or newer.	
Black lines	At the edges	D197 001b	Engine firmware	Install version 1.09:03 or newer.	
		D197 012c, 021c	System/Copy firmware	Install version 1.09 or newer.	
White lines	When a large image has been enlarged using "Reduce/Enlarge" in the PCL6 driver	D197 007b	PCL firmware	Install version 1.05 or newer.	
White lines	If a raster image is specified in the PCL6 driver to be reduced, be enlarged, or undergo N-up printing	D197 007c	PCL firmware	Install version 1.06 or newer.	
<i>Fusing offset</i>	<i>At the edge or center of the paper</i>	<i>D197 041b</i>	The temperature is too low at the edge or center of the paper when it enters the fusing unit.	<i>Cor-C1f: Install Engine firmware Ver.1.11:03 (D2025501E)</i> <i>Other models:</i> Do the procedure in the flowchart in the RTB.	
Image offset		D197 001d	Engine firmware	Install version 1.11:03 or newer.	
Low image density	Image density decreases with continuous printing, especially in solid image areas	D197 043	Developer condition	Change the SPs as shown in the RTB. The yield of the toner bottle will be reduced.	

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10. Mechanical/Electrical

Subject	Symptom	RTB #	Cause	Solution	Note
Unsynchronized motor	Shift motor	D766 001d	Internal Finisher SR3180 firmware	Install version 01.130:06 or newer.	
Sensor error	Incorrect detection by fusing exit sensor	D197 001b	Engine firmware	Install version 1.09:03 or newer.	
Paper end	PB3210: Detected by mistake	D787 002	Damage during machine transportation; the tray does not contact the push switch on the mainframe.	Attach the spacer AF013006 to the paper trays.	
Noise	Noise from the polygon mirror motor was reduced	D197 001b	Engine firmware	Install version 1.09:03 or newer.	
		D197 012c, 021c	System/Copy firmware	Install version 1.09 or newer.	
Noise	In the paper exit unit	D197 040	Friction between the inner face of the exit roller and the roller shaft.	Apply Silicone Grease G-501(P/N: 52039502) to the roller (P/N: D1494459).	
Odor		D197 041	The temperature is too low at the edge or center of the paper when it enters the fusing unit.	Do the procedure in the flowchart in the RTB.	

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11. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Machine is slow	Long time between jobs: When printing with Windows, and the RAW protocol is used for the standard TCP/IP port.	D197 015a, 025a	Network Support firmware	Install version 14.28 or newer.	
Machine is slow	When printing a saddle stitching folding job on DLT paper	D197 001c	Engine firmware	Install version 1.10:03 or newer.	
<i>Machine is slow</i>	<i>Apps take a long time to install</i>	<i>D147 047u</i>	<i>Cheetah System firmware</i>	<i>Install version 1.38 or newer.</i>	
<i>Machine is slow</i>	<i>After return from energy saver mode if CAPv2 is installed</i>	<i>Gene 068j</i>	<i>Java VM v12 Update Tool</i>	<i>Install version 12.11.04 or newer.</i>	
		<i>Gene 069j</i>	<i>Java VM v12 for eDC firmware</i>		
Energy saver mode	Does not enter Energy Saver mode after the user logs in and logs out quickly.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Energy saver mode	Cannot enter Energy Saver mode while Streamline NX operates.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
<i>Energy saver mode</i>	<i>Cannot enter Energy Saver mode</i>	<i>Gene 068j</i>	<i>Java VM v12 Update Tool</i>	<i>Install version 12.11.04 or newer.</i>	
		<i>Gene 069j</i>	<i>Java VM v12 for eDC firmware</i>		
<i>Energy saver mode</i>	<i>Cannot recover from Energy Saver mode</i>	<i>D147 047v</i>	<i>Cheetah System firmware</i>	<i>Install version 1.39 or newer.</i>	
		<i>D147 087g</i>	<i>SDKService for eDC firmware</i>	<i>Install version 1.06.01 or newer.</i>	
Machine stalls	Cannot operate the machine after a cancelled login.	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Machine stalls	If the [Home] button is pressed just as the screen turns dark to enter Energy Saver mode	D147 047q	Cheetah System firmware	Install version 1.34 or newer.	
Machine stalls	While updating the Address Book if there is no HDD	D197 012a, 021a	System/Copy firmware	Install version 1.07 or newer.	
Machine stalls	While updating the controller or VM firmware.	D197 012a, 021a	System/Copy firmware	Install version 1.07 or newer.	
Machine stalls	If a print job is received just after booting up.	D197 012a, 021a	System/Copy firmware	Install version 1.07 or newer.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	If a fax is received while performing a Copy job	D197 014a, 024a	Fax firmware	Install version 04.00.00 or newer.	
Machine stalls	After return from energy saver mode if CAPv2 is installed	Gene 068j	Java VM v12 Update Tool	Install version 12.11.04 or newer.	
		Gene 069j	Java VM v12 for eDC firmware		
Machine stalls	When the machine switches to offline mode (such as when entering user tools mode)	Gene 068j	Java VM v12 Update Tool	Install version 12.11.04 or newer.	
		Gene 069j	Java VM v12 for eDC firmware		
Settings not applied	When the print settings are changed for a stored document that includes a banner page	D197 007a	PCL firmware	Install version 1.04 or newer.	
Software reset		D766 001d	Internal Finisher SR3180 firmware	Install version 01.130:06 or newer.	
Machine resets itself	While the operation panel is being used	D147 060i	Smart Operation Panel: LegacyUI firmware	Install version 1.27 or newer.	
System logs	Contain nonexistent errors	D197 015a, 025a	Network Support firmware	Install version 14.28 or newer.	
Capabilities not shown correctly	The "Mixed" notification is missing from the Copy Size list	D197 012b	System/Copy firmware	Install version 1.08 or newer.	
Cannot operate the machine	After the user tries to log out if there are originals stacked in the ADF	D197 012d, 021d	System/Copy firmware	Install version 1.10 or newer.	
Cannot access feature or setting	"Mixed" is missing from the Copy Size list under "Capability".	D197 021d	System/Copy firmware	Install version 1.10 or newer.	
Timers	System Auto Reset timer not set when a print job or scan job is being done	D197 012e	System/Copy firmware	Install version 1.11 or newer.	
		D147 096f	Web Browser NX for eDC firmware	Install version 1.402.0 or newer.	
Memory leak	When repeatedly transitioning to and from energy-saving mode	D147 087g	SDKService for eDC firmware	Install version 1.06.01 or newer.	