RICOH

Technical Bulletin

Updated: End of June 2016: Changes in bold italics

Model: AT-C2.5	Date: 31-Jun-11	No.: RD087000q

Subject: Troubleshooting		Prepared by: Y. Taniguchi
From: 1st Tech. Support Sec. Service Support Dept.		

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	

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

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

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Paper not fed from the correct tray	The paper for a Sample Copy job is not fed from the correct tray if the job is interrupted.	D087 001c	System/Copy firmware	Install version 1.04 or later	
Jam	A3 booklet + A4 single side print.	D087 002e	Engine firmware	Install version 1.07:04 or later	
Original feed	ADF: Jam or dog ear	D087 044	Torque of the hinge has increased, and there is an imbalance in the pressure on the original between the front and rear sides of the ADF.	Install spacers (see the RTB for the procedure). Make sure there are no jams or dog earing after installing.	

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2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note

3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
Web Image Monitor	Wording errors: European languages	D087 006c	Web Support firmware	Install version 1.06 or later	
Web Image Monitor	Cannot reboot machine from inside WIM	D087 023d	Fax firmware	Install version 05.00.00 or later	
PC cannot detect the machine	When the machine and PC are connected via USB	D087 029	The USB connection is disabled in some modes, such as Sleep Mode	Do these two steps. 1. Set SP5-191-001 to 0. 2. Update the System firmware to version 1.05 or later.	
Connectivity lost	MFP with an external controller will lose network connectivity, if the network settings were changed repeatedly and the "NetWare" setting was "Active".	D087 005c	Network Support firmware	Install version 10.58 or later	
Connectivity lost	If SSDP is enabled.	D087 005c	Network Support firmware	Install version 10.58 or later	
Connectivity lost	Cannot connect with SmartDeviceMonitor's User Management Tool	D087 004c	Network DocBox firmware	Install version 1.06or later	
Connectivity lost	If DHCP and DDNS are both enabled	D087 005f	Network Support firmware	Install version 10.62 or later	
Machine's icon not shown	Not shown in the Windows "Network" dialogue if SSDP is enabled.	D087 005c	Network Support firmware	Install version 10.58 or later	
@Remote	If a supply alert unrelated to paper (e.g. toner, toner collection bottle, fusing unit, etc.) is triggered nine or more times while the machine main power is ON, an @Remote notification of this alert is not sent.	D087 001g D087 035	System/Copy firmware	Install version 2.01 or later	
@Remote	@Remote auto calls are not sent from the device	D087 001m	System/Copy firmware	Install version 2.07 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Fax	Job terminated when communicating in non-ECM mode (EOP not received)	D087 027b	Remote Fax firmware	Install version 04.00.00 or later	
Fax	Communication error in non-ECM mode or MH mode over an NGN internal line.	D087 027b	Remote Fax firmware	Install version 04.00.00 or later	
Fax	Slow transmission when using NGN mode/ECM.	D087 027b	Remote Fax firmware	Install version 04.00.00 or later	
Fax	Fax Function does not appear in user menus or on display when using an SDK application	D087 023d	Fax firmware	Install version 05.00.00 or later	
Fax	When an ESA application sends a fax using multibyte characters, the sender is garbled on the recipient device.	Gene 055c	Java VM7 Update Tool firmware	Install version 7.21.00 or later.	
		Gene 057c	Java VM v7 for eDC firmware		
Fax	A stored received fax is deleted if a paper loading error occurs during printing	D087 023e	Fax firmware	Install version 06.00.00 or later.	
Fax	The machine does not recover from an error during transfer and does not report the error.	B089 035c	GWFCU3-21 (WW) firmware	Install version 07.00.00 or later.	
Fax	*Paperless faxes are deleted and not forwarded to the shared folder, and the documents and corresponding error report are not printed.*	*GenF 025*	*GWFCU3-21 (WW) firmware*	*Install version 07.00.00 or later.*	
Cannot use connectivity applications	Affected applications include Web Image Monitor, IPP Printing and @Remote.	D087 005f	Network Support firmware	Install version 10.62 or later	
Internet Explorer	On Internet Explorer 10, the Setup/Configure window is blank.	D087 053	Apply the required Patch File(s) for E-3200 system version 1.0.		
SSL	Vulnerability to the re-negotiation of SSL/TLS	D089 023b	Java VM v7 Update Tool firmware	Install version 7.16:07 or later	
		Gene 057b	Java VM v7 for eDC firmware		

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4. Scanning/Printing

Subject	Symptom	RTB #	Cause	Solution	Note
IPDS	Some of the Tray Form buttons have the word "None" overlapping the actual button text.	D087 003a	Printer firmware	Install version 1.01or later	
IPDS	The data-in LED does not flash	D087 003a	Printer firmware	Install version 1.01 or later	
Scan to SMB	Fails if the file submitted to the DFS folder in the destination has the same name as a file already in the DFS folder.	D087 005a	Network Support firmware	Install version 10.54 or later	
Scan to SMB	Fails under certain specified conditions	D087 005d	Network Support firmware	Install version 10.59 or later	
Scan to SMB	Scanned document not sent	D087 005d	Network Support firmware	Install version 10.59 or later	
Scan to SMB	Fails when Windows Live ID is installed on a Windows 7 PC	D087 050	Apply the required Patch File(s) for E-3200 system version 1.0.		
Scan to SMB	"General SMB operation error": Fiery cannot connect to a Mac OS X 10.9 shared folder.	D087 057	Apply the required Patch File(s) for E-3200 system version 1.0.		
Slow printing	If Windows Authentication is enabled, and printing a large number of copies	D087 005a	Network Support firmware	Install version 10.54 or later	
Paper mismatch	Paper sizes configured for a specific tray using inches (not mm) via Web Image Monitor, when an IPDS job is submitted.	D087 006a	Web Support firmware	Install version 1.04 or later	
Jobs not shown	Stored jobs (Locked Print, Sample Print, etc.) not shown in the operation panel if the DataOverwriteSecurity Unit is installed.	D087 001c	System/Copy firmware	Install version 1.04 or later	
Jobs lost	Small jobs (32KB or less) that are submitted via USB	D087 001c	System/Copy firmware	Install version 1.04 or later	
Garbled data	Print jobs submitted via USB	D087 001c	System/Copy firmware	Install version 1.04 or later	
Garbled data	Blank part of PDF data is garbled.	D087 046	Apply the required Patch File(s) for E-3200 system version 1.0.		
Job not completed	If paper end occurs toward the end of a job, the machine starts printing the next job first	D087 002c	Engine firmware	Install version 1.04:04 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Jobs reset	Chunk Transfer Encoding over an IPP port	D087 005b	Network Support firmware	Install version 10.55 or later	
Jobs reset	PDF Direct jobs containing a mask that was created using tiling	D087 037	PS3/PDF firmware	Install version 1.01 or later	
		D087 038	PDF firmware	Install version 1.01 or later	
Jobs reset	PDF Direct jobs of various types (see the RTB)	D087 037a	PS3/PDF firmware	Install version 1.02 or later	
		D087 038a	PDF firmware	Install version 1.02 or later	
Cannot print	When the machine and PC are connected via USB	D087 029	The USB connection is disabled in some modes, such as Sleep Mode	Do these two steps. 1. Set SP5-191-001 to 0. 2. Update the System firmware to version 1.05 or later.	
Some pages not printed	If the Paper End condition occurs during a duplex Copier, Printer, or Fax job, the page from which the job should resume is deleted.	D087 002d	Engine firmware	Install version 1.05:04 or later	
Some pages not printed	If Paper End occurs while duplex printing a Copier or Printer document, a page is missing when the job resumes.	D087 031a	Engine firmware	Install version 1.04 or later	
Wrong font used	In PCL5 jobs containing PCL5 macros.	D089 010a	PCL firmware	Install version 1.03 or later	
Characters shifted	In duplex PCL jobs containing macros	D089 010b	PCL firmware	Install version 1.04 or later	
Characters missing	Jobs containing HP-GL/2.	D089 010b	PCL firmware	Install version 1.04 or later	
Characters missing	Characters not printed	D087 050	Apply the required Patch File(s) for E-3200 system version 1.0.		
Scanned data not sent	When using an IP address to send a Scan to SMB	D087 005d	Network Support firmware	Install version 10.59 or later	
Scanned data not sent	Cannot send Scan data to the Mac OS X 10.7 share location.	D087 050	Apply the required Patch File(s) for E-3200 system version 1.0.		
Cannot install driver	If IPP Authentication is enabled, the driver cannot be installed on Windows 2008 R2 SP1 or 7 SP1 using an IPP port.	D087 005d	Network Support firmware	Install version 10.59 or later	
Jobs cancelled	If "LPR Byte Counting Enabled" was unchecked for LPR ports.	D087 005d	Network Support firmware	Install version 10.59 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Jobs cancelled	Duplex cancelled for jobs printed on Special 3 paper regardless of the Paper Thickness setting.	D087 003e	Printer firmware	Install version 1.08 or later	
Scan to e-mail	Device Link and Scan to email issues.	D087 046	Apply the required Patch File(s) for E-3200 system version 1.0.		
Duplex printing	Duplex printing issue with PCL5 data.	D087 046	Apply the required Patch File(s) for E-3200 system version 1.0.		
Wrong paper size requested	After recovery from Paper End when SEF jobs are being printed, LEF paper is requested.	D087 046	Apply the required Patch File(s) for E-3200 system version 1.0.		
Incorrect job type	A PS job is classified as PCL.	D087 046	Apply the required Patch File(s) for E-3200 system version 1.0.		
Scan to folder	Cannot scan to shared folders	D087 001k	System/Copy firmware	Install version 2.06 or later	
		D087 005h	Network Support firmware	Install version 10.63 or later.	
Scan to folder	If "CNAME" is specified as the destination folder, ScanTo Folder will abort.	D087 005g	Network Support firmware	Install version 10.63 or later.	
Scan to folder	When NBT is "OFF", Browse list is not shown	D087 005g	Network Support firmware	Install version 10.63 or later.	

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5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
"Processing ..."	If a job is submitted while the Printer application is still starting up, the Printer application stalls	D087 003a	Printer firmware	Install version 1.01 or later	
'Please wait'	Fax unit is installed	D087 016	A screw causes a short circuit on the fax board	The screws were changed. Also see the RTB for a field modification procedure.	
Wording errors	European languages	D087 006c	Web Support firmware	Install version 1.06 or later	
Flickering LCD	If Paper End occurs during a Media Print job, and the machine then tries (but fails to) switch to Energy Saver mode.	D087 013a	MediaPrint firmware	Install version 1.02.01 or later	
SP Mode	SP Mode key does not work	D087 001d	System/Copy firmware	Install version 1.05 or later	
Screen freezes	When tabbed originals are fed through the ADF	D087 002e	Engine firmware	Install version 1.07:04 or later	
Screen freezes	SDK start logo does not change	D089 023b	Java VM v7 Update Tool firmware	Install version 7.16:07 or later	
		Gene 057b	Java VM v7 for eDC firmware		
Screen freezes	Operation panel freezes when the software keyboard is closed	Gene 055b	Java VM7 Update Tool firmware	Install version 7.18.05 or later.	
		Gene 057b	Java VM v7 for eDC firmware		
Extra button appears	When this is pushed, an SC occurs	D087 001i	System/Copy firmware	Install version 2.04 or later	

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6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
Permission not granted	Enabling of 'User Code Auth. > Printer > PC Control' results in accounts created automatically upon submission of a job being given no permission to any device functionality.	D087 001f	System/Copy firmware	Install version 2.00 or later	
Cannot login	Application authentication fails	Gene 055b	Java VM7 Update Tool firmware	Install version 7.18.05 or later.	
		Gene 057b	Java VM v7 for eDC firmware		
"Cannot Logout"	Displayed the next time the On/Off button is used to turn the device on, even if the user has been logged out.	D087 020a	Java VM v7 std Update Tool firmware	Install version 7.14:03 or later	
User name garbled	If User Administrator Authentication is enabled	D087 004c	Network DocBox firmware	Install version 1.06or later	
Cannot delete users	With Address Management Tool	D087 004c	Network DocBox firmware	Install version 1.06or later	
Kerberos Authentication	Slow	Gene 055b	Java VM7 Update Tool firmware	Install version 7.18.05 or later.	
		Gene 057b	Java VM v7 for eDC firmware		
Kerberos Authentication	AES-256 used for encryption but was not specified	Gene 055c	Java VM7 Update Tool firmware	Install version 7.21.00 or later.	
		Gene 057c	Java VM v7 for eDC firmware		

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7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC120	When a DF jam occurs if the DF Dust Check mode is enabled.	D087 002g	Engine firmware	Install version 1.08:04 or later	
SC121	When a DF jam occurs if the DF Dust Check mode is enabled.	D087 002g	Engine firmware	Install version 1.08:04 or later	
SC222	Misdetection	D087 002b	Engine firmware	Install version 1.03:04 or later	
SC687	If the machine switches to Energy Saver Mode while detecting the original size.	D087 002b	Engine firmware	Install version 1.03:04 or later	
SC687	If the Paper End condition occurs while printing a fax document WITHOUT any page missing.	D087 031a	Engine firmware	Install version 1.04 or later	Reload the paper tray and turn the main power switch OFF/ON.
SC687	When a DF jam occurs if the DF Dust Check mode is enabled.	D087 002g	Engine firmware	Install version 1.08:04 or later	
SC798	At SR3050 installation	D087 034a	Could be caused by one of several mechanical problems, due to damage during shipping or installation. See the RTB for details (the procedure depends on whether the problem occurs after installation, or during operation). When you lift the SR3050, always hold it by the bottom edges of the front and rear covers, as shown in the RTB. If you do not, SC798 will occur when you attach the finisher. DO NOT hold the finisher by the tray holder.		
SC816	SC816-38 when the ADF is opened or originals are put on the ADF after the machine recovers from energy saving mode.	D087 024d	PowerSaving Sys firmware	Install version F.17 or later	
SC816	SC816-94 when the machine receives an SNMP packet while in energy saving mode.	D087 024d	PowerSaving Sys firmware	Install version F.17 or later	
SC816	SC816-16 when the machine starts up.	D087 024e	PowerSaving Sys firmware	Install version F.18 or later	
SC819	When a SDK application is installed via a device management server.	D087 001c	System/Copy firmware	Install version 1.04 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC819	When the Capture function is on (SP5-836-001) and set for TIFF format, and a Copier, Printer, or Scanner job is performed.	D087 001g	System/Copy firmware	Install version 2.01 or later	
SC867	If an SDK application is already installed on the machine	D087 001n	System/Copy firmware	Install version 2.08 or later	
SC899	If SSDP = Active (Web Image Monitor > Configuration > Network Security)	D087 005b	Network Support firmware	Install version 10.55 or later	
SC899	If the MFP is accessed from WIM after receiving an IP-FAX.	D087 026	Network Support firmware	Install version 10.55 or later	
SC899	While the machine is scanning a document to create a "High Compression PDF" file.	D087 001d	System/Copy firmware	Install version 1.05 or later	
SC899	Anything that causes the MFP to NACK (such as a paper jam or staple/punch out of position) during the submission of an IPDS job	D087 003d	Printer firmware	Install version 1.06 or later	
SC899	When the Capture function is on (SP5-836-001) and set for TIFF format, and a Copier, Printer, or Scanner job is performed.	D087 001g	System/Copy firmware	Install version 2.01 or later	
SC899	When printing certain scalable TrueType fonts	D089 010c	PCL firmware	Install version 1.05 or later	
SC899	When printing certain TrueType fonts	D089 010d	PCL firmware	Install version 1.06 or later	
SC899	When the fax function is being used	D087 023e	Fax firmware	Install version 06.00.00 or later.	
SC899	PCL6 jobs containing raster images and submitted using an Office 2010 application	D089 010f	PCL firmware	Install version 1.08 or later	
SC990	When booklet printing from document box.	D087 001h	System/Copy firmware	Install version 2.02 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC990	After firmware update with @Remote	D639 014	Due to a Java VM bug, Java VM will not start up correctly if the device is rebooted while an SDK application is starting up.	Install Java f/w version V7.23 or newer.	
SC991	If DHCP and DDNS are both enabled	D087 005f	Network Support firmware	Install version 10.62 or later	
SC997	Use of the "Preview" function with Scan to Folder or Scan to E-mail	D087 001c	System/Copy firmware	Install version 1.04 or later	
SC997	If an SDK application takes more than 15 seconds to start up.	D087 020a	Java VM v7 std Update Tool firmware	Install version 7.14:03 or later	

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8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Fax unit	Not detected	D087 016	A screw causes a short circuit on the fax board	The screws were changed. Also see the RTB for a field modification procedure.	
Fax unit	The machine reverts to the default size used when the paper size is undetectable	D087 023a	Fax firmware	Install version 02.00.00 or later	
USB/SD slot	Cannot detect USB storage media	D087 001a	System/Copy firmware	Install version 1.01.1 or later	
Finisher	Stapling not done if a jam occurs	D087 002c	Engine firmware	Install version 1.04:04 or later	
HDD encryption	Cannot move to another SD card.	D087 001d	System/Copy firmware	Install version 1.05 or later	
USB device	Not detected if PC is rebooted or the machine recovers from energy saver mode	D087 001d	System/Copy firmware	Install version 1.05 or later	
SDK applications	Cannot stop the application from the User Tools - Counter - Enquiry screen if it takes more than 15 seconds to start up.	D087 020a	Java VM v7 std Update Tool firmware	Install version 7.14:03 or later	
SDK applications	Cannot install application on HDD	D087 020b	Java VM v7 std Update Tool firmware	Install version 7.16:07 or later	
		D087 036a	Java VM v7 std for eDC firmware	Install version 7.16:07 or later	
SDK applications	Application disappears	Gene 055b	Java VM7 Update Tool firmware	Install version 7.18.05 or later.	
		Gene 057b	Java VM v7 for eDC firmware		
SDK applications	Application sends wrong original size data	Gene 055c	Java VM7 Update Tool firmware	Install version 7.21.00 or later.	
		Gene 057c	Java VM v7 for eDC firmware		
SDK applications	Applications do not restart automatically after reboot failure	Gene 055d	Java VM7 Update Tool firmware	Install version 7.22.00 or later.	
		Gene 057d	Java VM v7 for eDC firmware		
SDK applications	SDK platform does not boot up	Gene 055e	Java VM7 Update Tool firmware	Install version 7.23.00 or later.	
		Gene 057e	Java VM v7 for eDC firmware		
Booklet finisher	Jam with thick paper, A3, stapling and punching	B793 001a	Booklet finisher firmware	Install version 1.24:13 or later.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Booklet finisher	Paper Jam	B793 002	Dried vaporized glue on the motor shafts causes the motors to lock	Do the procedure in the RTB.	
Booklet finisher	Double (two-way) postcards stop at the punch stack position when fed in the LEF direction.	B793 001c	Booklet finisher firmware	Install version 1.20:13 or later.	
Booklet finisher	Jam 139 if a punched B5 sheet (LEF) is output to the shift tray while a different size (interrupt job) is output to the proof tray.	B793 001c	Booklet finisher firmware	Install version 1.14:07 or later.	
Booklet finisher	Jam 145 if SP6-137-001 (Fin. Free Run 1) is executed.	B793 001c	Booklet finisher firmware	Install version 1.13:06 or later.	
Booklet finisher	Some sheets not stapled properly, which may cause Jam 134.	B793 001c	Booklet finisher firmware	Install version 1.13:06 or later.	
Booklet finisher	The fold is not in the correct position when printing out simplex copies in Booklet mode.	B793 001c	Booklet finisher firmware	Install version 1.13:06 or later.	

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9. EFI Controller

More than one patch file may be needed, and the order in which they are applied may be important. See the RTB for the required patch file(s), and the correct procedure to use.

Subject	Symptom	RTB #	Cause	Solution	Note
Color Controller E-3200	Job Error occurs when printed larger than 12x18 page size and 1200dpi.	D087 046	Apply the required Patch File(s) for E-3200 system version 1.0.		
Color Controller E-3200	Scaling is not honored when an Impose template that has Custom Scale set is used.	D087 046	Apply the required Patch File(s) for E-3200 system version 1.0.		
Color Controller E-3200	Cannot launch Configure window from WebTools on Windows or Mac OS with Java 1.7u51.	D087 056	Apply the required Patch File(s) for E-3200 system version 1.0.		

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10. Output Quality Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Some objects invisible	The color of objects in a PCL5 macro not assigned a color, so they are the same color as the background.	D089 010a	PCL firmware	Install version 1.03 or later	
Image rotation	Error in rotation processing for scanning	D087 015c	App2Me firmware	Install version 1.5.900 or later	
Blank pages		D087 039 041	Apply the required Patch File(s) for E-3200 system version 1.0.		
Blank pages	Extra blank page added when using PCL5 macro	D089 010c	PCL firmware	Install version 1.05 or later	
Blank pages	Blank pages stored	D087 052	Apply the required Patch File(s) for E-3200 system version 1.0.		
Part of image printed in color	One part of the image is printed in color.	D087 046	Apply the required Patch File(s) for E-3200 system version 1.0.		
Print position moved	When a blank is inserted before the first page	D087 048	Apply the required Patch File(s) for E-3200 system version 1.0.		
Paper size not converted	From A4/A3 to Letter/Tabloid	D087 048	Apply the required Patch File(s) for E-3200 system version 1.0.		
Dirty background	Under low-temperature, low-humidity conditions	D087 049	The charge applied to the drum via the charge roller tends to drop below the target when temperature and humidity are low.	Increase the potential for the color on which the symptom occurs by 40V.	See the RTB for the SP to use.
Wrong color	Crop marks are printed in the wrong color	D087 060	Apply the required Patch File(s) for E-3200 system version 1.0.		

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11. Mechanical/Electrical

Subject	Symptom	RTB #	Cause	Solution	Note
Paper size not detected	After recovering from energy saving mode when the ADF is opened or originals are put on the ADF.	D087 024d	PowerSaving Sys firmware	Install version F.17 or later	
Waste toner end/near-end	Alerts not displayed	D087 002e	Engine firmware	Install version 1.07:04 or later	
Noise	At front and rear If the noise is not noticed, waste toner can overflow into the dev. unit or ITB cleaning unit. In such cases, the machine may stop and display SCs.	D087 040	Engine firmware (related to D087 002e above)	Install version 1.07:04 or later	

12. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Incorrect default setting	"User Tools/Counter > System Settings > Tray Paper Settings > Printer Bypass Paper Size"	D087 003a	Printer firmware	Install version 1.01 or later	
Unsupported paper size can be selected	Thick Paper 2 can be selected when a postcard is loaded in the bypass tray for duplex printing.	D087 008a	OpePanel firmware	Install version 1.03 or later	
		D087 009a	LanguageInstall firmware	Install version 1.03 or later	
		D087 001a	System/Copy firmware	Install version 1.01.1 or later	
Counters	Scanned pages not accurately counted by the User Code Counter	D087 001a	System/Copy firmware	Install version 1.01.1 or later	
Counters	The PM counters for the BK development unit (SP7-803-035/065, SP7-951-035) count too high if the machine prints more than one minute without stopping.	D087 002e	Engine firmware	Install version 1.07:04 or later	
Quota Setting	Unregistered users cannot copy or print even if limit is not reached.	D087 001a	System/Copy firmware	Install version 1.01.1 or later	
Quota Setting	Users can exceed their limit	D087 001a	System/Copy firmware	Install version 1.01.1 or later	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine stalls	'Scanning' remains in display in certain conditions	D087 001a	System/Copy firmware	Install version 1.01.1 or later	
Machine stalls	Use of the "Preview" function with Scan to Folder or Scan to E-mail	D087 001c	System/Copy firmware	Install version 1.04 or later	
Machine stalls	Jobs submitted via USB	D087 001c	System/Copy firmware	Install version 1.04 or later	
Machine stalls	If the machine switches to Energy Saver Mode while detecting the original size.	D087 002b	Engine firmware	Install version 1.03:04 or later	
Machine stalls	If the Paper End condition occurs while printing a fax document WITHOUT any page missing.	D087 031a	Engine firmware	Install version 1.04 or later	Reload the paper tray and turn the main power switch OFF/ON.
Machine stalls	If an SDK application takes more than 15 seconds to start up.	D087 020a	Java VM v7 std Update Tool firmware	Install version 7.14:03 or later	
Machine stalls	When paper end during duplex printing for fax.	D087 001h	System/Copy firmware	Install version 2.02 or later	
Machine stalls	When both GW-Fax and Fiery-Scanner are waiting for the next document, the machine freezes if the 'Start' key is pressed.	D087 032	Apply the required Patch File(s) for E-3200 system version 1.0.		
Machine stalls	If multiple jobs are submitted in the same session to the printer's lpd from AS/400, HP-UX or Solaris.	D087 005e	Network Support firmware	Install version 10.60.2 or later	
Machine stalls	If available memory is less than 900 MB for printing	D087 037a	PS3/PDF firmware	Install version 1.02 or later	
		D087 038a	PDF firmware	Install version 1.02 or later	
Memory leak	If the user repeatedly switches between the password entry screen and the file list screen.	D087 013a	MediaPrint firmware	Install version 1.02.01 or later	
Memory leak		D087 004a	Network DocBox firmware	Install version 1.04 or later	
Memory leak	Kerberos Authentication	Gene 055b	Java VM7 Update Tool firmware	Install version 7.20.00 or later.	
		Gene 057b	Java VM v7 for eDC firmware		

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Updated: End of June 2016: Changes in bold italics

Model: AT-C2.5			Date: 31-Jun-11		No.: RD087000q

Subject	Symptom	RTB #	Cause	Solution	Note
Sleep mode	The machine does not recover from this mode	D087 024c	Power Saving Sys firmware	Install version F.15 or later	
STR (Suspend to RAM) mode	The machine does not recover from this mode	D087 024c	Power Saving Sys firmware	Install version F.15 or later	
SP/User Tools	If machine authentication is enabled, the System Settings button on the User Tools screen does not work, even if logged in as administrator.	D087 020a	Java VM v7 std Update Tool firmware	Install version 7.14:03 or later	
Error not shown	Scanner: When a HDD-full error occurs, an error pop-up is not displayed.	D087 032	Apply the required Patch File(s) for E-3200 system version 1.0.		
Load paper requested but paper is present	A4LEF	D087 048	Apply the required Patch File(s) for E-3200 system version 1.0.		
Hard disk	Formatting timeout (EFI controller HDD) when reloading system software after replacing the hard disk	Gen RTB 060	The usable storage capacity of the HDD mentioned above was not "capped"	Replace the HDD with the following: D5021020 (clipped from 500GB to 80GB)	
Unexpected behavior (not specified)	After internal file open and close operations, such as SDK application installation.	Gene 055b	Java VM7 Update Tool firmware	Install version 7.20.00 or later.	
		Gene 057b	Java VM v7 for eDC firmware		
"NullPointerEx ception"		Gene 055c	Java VM7 Update Tool firmware	Install version 7.21.00 or later.	
		Gene 057c	Java VM v7 for eDC firmware		