RICOH

Technical Bulletin

Updated: 30th June 2006: *Changes in bold italics*

Model: Martini-C2	Date: 21-Dec-04	No.: RB140000e

Subject: Troubleshooting	Prepared by: S.Watanabe
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
	☐ 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 problems

Subject	Symptom	RTB #	Cause	Solution	Note
Jam 157	When the machine feeds LG paper from Tray 3	B140 001a	Engine firmware	Install the latest engine firmware.	Ver. 5.17 or later
Jam 10	When the machine continuously feeds DTL paper from Tray 3 and LT from Tray 2	B140 001a	Engine firmware	Install the latest engine firmware.	Ver. 5.17 or later
Tab sheet paper		B140 001b	Engine firmware	Install the latest engine firmware.	Ver. 5.20a or later

2. Optional units

Subject	Symptom	RTB #	Cause	Solution	Note
Short-circuit	Short-circuit in the stapler harness (SR850, SR860)	B064 046	Harness rubs against rear plate	Attach insulating tape to rear plate.	
LCT does not work	RT43 does not work on MT-C2a or MT-C2b	B140 021	Produced before Aug 2004	Install an RT43 made in Aug 2004 or later. If not possible, replace the EPROM in the finisher.	
Finisher does not work	SR841 does not work on MT-C2a or MT-C2b	B140 014	Produced before Sept 2004	Install an SR841 made in Sept 2004 or later. If not possible, replace the EPROM in the finisher.	
Finisher does not work	SR850 does not work on MT-C2a or MT-C2b	B140 022a	Produced before Jan 2004	Install an SR850 made in Jan 2004 or later. If not possible, replace the EPROM in the finisher.	
Finisher does not work	If both the Plockmatic and Victoria finisher are installed, the Victoria finisher will not be available for printing. This is caused by an MIB error.	B140 002c	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.16.1 or later

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3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
Smart Device Monitor for Admin	Cannot use "Address Management Tool" or "User Management Tool".	B140 020a	Incorrect setting for "Permit Simple Encryption"	Change the setting of the "Permit Simple encryption" user tool to ON at machine installation.	
Smart Device Monitor for Admin	This application does not work if address book encryption is used.	B140 006a	Netfile firmware	Install the latest Netfile firmware	Ver. 0.34.1 or later
Smart Device Monitor for Admin	The Folder authentication setting in the address book cannot be changed to "Do not specify" using the SDM Address Management Tool.	B140 006b	Netfile firmware	Install the latest Netfile firmware	Ver. 0.40 or later
Smart Device Monitor for Admin	If 2-byte characters are input for Name/Key Display using the SDM Address Management Tool, these characters will be displayed on the machine's operation panel as the ASCII representations of the single-byte values.	B140 006b	Netfile firmware	Install the latest Netfile firmware	Ver. 0.40 or later
Smart Device Monitor for Admin	SDM for Admin, running on a client PC that is connected to both a 1394 and an Ethernet interface cannot retrieve the 1394 hostnames of machines.	B140 003c	NCS (NIB) firmware	Install the latest NCS firmware When installing ver. 4.17, it is necessary to install Websys ver. 1.04 and System ver. 1.19.1 together as a set.	Ver. 4.17 or later
Smart Device Monitor for Admin	If multiple PCs access the machine at the same time, cannot configure the machine with SDM Admin's "User Management Tool".	B140 006c	Netfile firmware	Install the latest Netfile firmware	Ver. 1.00 or later
Smart Device Monitor for Admin	Cannot access the machine with SDM for Admin after "Permit Simple Encryption" in Extended Security is disabled.	B140 006c	Netfile firmware	Install the latest Netfile firmware	Ver. 1.00 or later
Smart Device Monitor	Address book not updated properly	011d	DESS firmware	Install new DESS firmware	Ver 3.07 or later

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Subject	Symptom	RTB #	Cause	Solution	Note
Scan Router	Cannot login to the MT-C2 when trying to add MT-C2 to the "I/O device list".	B140 020a	Incorrect setting for "Permit Simple Encryption"	Change the setting of the "Permit Simple encryption" user tool to ON at machine installation.	
Scan Router	Cannot add devices	B140 006a	Netfile firmware	Install the latest Netfile firmware	Ver. 0.34.1 or later
Scan Router	Cannot send files to a user's folder for a user that was registered with 'Printer: PC Control'. The file goes to the default folder.	B140 009c	Printer firmware	Install the latest Printer firmware	Ver. 1.02 or later
Scan Router	Multiple page documents scanned with the single-page PDF setting will be sent to the ScanRouter server as multiple TIFF files.	B140 010c	Scanner firmware	Install the latest Scanner firmware	Ver. 1.07 or later
Desk Top Binder	Cannot login to the MT-C2 when trying to use the "Document Server:Authentication" Encryption" function.	B140 020a	Incorrect setting for "Permit Simple Encryption"	Change the setting of the "Permit Simple encryption" user tool to ON at machine installation.	
Desk Top Binder	If multiple PCs are accessing the machine at the same time, cannot use Desk Top Binder to send scanned files from the Document Server to a server such as ScanRouter.	B140 006c	Netfile firmware	Install the latest Netfile firmware	Ver. 1.00 or later
Address book	If the address book is backed-up and then restored with the Address Management Tool in SDM for Admin, some items will be returned to their default values:	B140 002c	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.16.1 or later
Address book	If restoration of the address book fails, an error message will be shown. But if the restoration is attempted again, the error message will not be shown.	B140 002c	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.16.1 or later

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Subject	Symptom	RTB #	Cause	Solution	Note
Address book	Some data not transferred to the address book when the user logs in with Windows Authentication	B140 002e	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.17 or later
MIB/SNMP	Incorrect MIB data for the LCT	B140 002c	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.16.1 or later
MIB/SNMP	May not connect using SNMP v3 when a static IP address is used.	B140 003a	NIB firmware	Install the latest NIB firmware	Ver. 4.08 or later
MIB/SNMP	SNMP may not start when the machine is turned on. Utilities using SNMP will not receive status updates from the machine.	B140 003c	NCS (NIB) firmware	Install the latest NCS firmware When installing ver. 4.17, it is necessary to install Websys ver. 1.04 and System ver. 1.19.1 together as a set.	Ver. 4.17 or later
MIB/SNMP	If a lot of SNMP traffic is sent to the device, the SNMP buffer may become full. Then the machine cannot reply to SNMP requests.	B140 003c	NCS (NIB) firmware	Install the latest NCS firmware When installing ver. 4.17, it is necessary to install Websys ver. 1.04 and System ver. 1.19.1 together as a set.	Ver. 4.17 or later
MIB/SNMP	SNMPv1/v2 sends SNMP traps if SNMPv1/v2 is disabled.	B140 003c	NCS (NIB) firmware	Install the latest NCS firmware When installing ver. 4.17, it is necessary to install Websys ver. 1.04 and System ver. 1.19.1 together as a set.	Ver. 4.17 or later
Cannot see other devices	Cannot see other members of the workgroup if the workgroup name is 15 bytes	B140 003a	NIB firmware	Install the latest NIB firmware	Ver. 4.08 or later
'500 Internal server error' shown in the browser	Only shown the first time the machine is switched on after a wireless LAN card is installed.	B140 003a	NIB firmware	Install the latest NIB firmware	Ver. 4.08 or later
eCabinet	If the "Capture Server IP address" is changed manually to use the eCabinet server as a capture server, the device must be rebooted before it can access the new IP address.	B140 006b	Netfile firmware	Install the latest Netfile firmware	Ver. 0.40 or later

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Subject	Symptom	RTB #	Cause	Solution	Note
RCGate	Cannot update firmware with RCGate	B140 002g	System/Copy firmware	Install the latest system/copy firmware When installing ver. 1.19.1, it is necessary to install NCS ver. 4.17 and Websys ver. 1.04 together as a set.	Ver. 1.19.1 or later
Cannot login	If more than 128 login attempts are made from the operation panel in a single power cycle, the software keyboard will be unresponsive and users cannot login	B140 002g	System/Copy firmware	Install the latest system/copy firmware When installing ver. 1.19.1, it is necessary to install NCS ver. 4.17 and Websys ver. 1.04 together as a set.	Ver. 1.19.1 or later
Cannot login	If the machine gets more than 300 login attempts without cycling the power, SC991 appears and users cannot login	B140 002g	System/Copy firmware	Install the latest system/copy firmware When installing ver. 1.19.1, it is necessary to install NCS ver. 4.17 and Websys ver. 1.04 together as a set.	Ver. 1.19.1 or later
Cannot login	Users cannot login via Windows Authentication using a domain controller in a different subnet unless WINS is enabled.	B140 002g	System/Copy firmware	Install the latest system/copy firmware When installing ver. 1.19.1, it is necessary to install NCS ver. 4.17 and Websys ver. 1.04 together as a set.	Ver. 1.19.1 or later
Web Image Monitor	ROM update not shown in the menu	B140 002g	System/Copy firmware	Install the latest system/copy firmware When installing ver. 1.19.1, it is necessary to install NCS ver. 4.17 and Websys ver. 1.04 together as a set.	Ver. 1.19.1 or later
Web Image Monitor	If the paper type setting is changed via WIM while "Permit Settings by SNMPv1 and v2" is disabled, the browser will timeout. The paper type setting change will not be saved.	B140 003c	NCS (NIB) firmware	Install the latest NCS firmware When installing ver. 4.17, it is necessary to install Websys ver. 1.04 and System ver. 1.19.1 together as a set.	Ver. 4.17 or later
Web Image Monitor	No ROM update function in WIM	007d	WebSystem firmware	Install the latest WebSystem firmware When installing ver. 1.04, it is necessary to install NCS ver. 4.17 and System ver. 1.19.1 together as a set.	Ver. 1.04 or later

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Web Image Monitor	Incorrect wording (German, Czech)	007d	WebSystem firmware	Install the latest WebSystem firmware When installing ver. 1.04, it is necessary to install NCS ver. 4.17 and System ver. 1.19.1 together as a set.	Ver. 1.04 or later
Web Image Monitor	LDAP settings made with WIM are not effected (the settings work OK if input from the operation[panel]	007d	WebSystem firmware	Install the latest WebSystem firmware When installing ver. 1.04, it is necessary to install NCS ver. 4.17 and System ver. 1.19.1 together as a set.	Ver. 1.04 or later
Scan to Folder/Scan to e-mail	Scan to Folder and Scan to E-mail functions are grayed out.	010d	Scanner firmware	Install the latest scanner firmware	Ver. m2e_1.08 or later
Scan to Folder/Scan to e-mail	Connection test fails if folder name contains 2-byte fonts	B140 003c	NCS (NIB) firmware	Install the latest NCS firmware When installing ver. 4.17, it is necessary to install Websys ver. 1.04 and System ver. 1.19.1 together as a set.	Ver. 4.17 or later

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4. Printing

Subject	Symptom	RTB #	Cause	Solution	Note
Print job cancelled	PC cannot connect to the printer; Windows Authentication is in use	B140 002b	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.04.1 or later
Print job cancelled	Cancelled if User Authentication is enabled on the copier, and some other conditions are met	B140 020a	Incorrect setting for "Permit Simple Encryption"	Change the setting of the "Permit Simple encryption" user tool to ON at machine installation.	
Print job cancelled	PDF Direct Print jobs sent via DeskTopBinder in driverless mode, will be cancelled if user code authentication is enabled.	B140 009e	Printer firmware	Install the latest printer firmware	Ver. 1.04 or later
Cannot print	If Windows Authentication is enabled, printing with Smart Device Monitor ports is not possible.	B140 006a	Netfile firmware	Install the latest Netfile firmware	Ver. 0.34.1 or later
Cannot print	User Code Authentication enabled	B140 009b	Printer firmware	Install the latest printer firmware	Ver. 1.01 or later
Cannot print	After a power cycle, the machine does not accept jobs from standard TCP/IP or SDM ports.	B140 003b	NIB firmware	Install the latest NIB firmware	Ver. 4.08.3 or later
Cannot print	If User Code Authentication is enabled, files stored locked print and sample print cannot be output	B140 009c	Printer firmware	Install the latest Printer firmware	Ver. 1.02 or later
Cannot print	If multiple PCs access the machine at the same time, cannot print to a Smart Device Monitor port.	B140 006c	Netfile firmware	Install the latest Netfile firmware	Ver. 1.00 or later
Cannot print some characters	Some Thai and Latin characters cannot be printed with the PS driver	B140 012a	PS3 firmware	Install the latest PS3 firmware	Ver. 1.01 or later
Slow printing	When PCL data is printed using fonts on the HDD	B140 009e	Printer firmware	Install the latest printer firmware	Ver. 1.04 or later

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5. Document server

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot delete files	Files that were originally sent to the document server using the Copy function.	B140 002c	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.16.1 or later
Cannot print files	Cannot print with DeskTopBinder Lite v4.	B140 006a	Netfile firmware	Install the latest Netfile firmware	Ver. 0.34.1 or later
Download problems	Poor image quality of files downloaded with Desktop Editor for Production	B140 006a	Netfile firmware	Install the latest Netfile firmware	Ver. 0.34.1 or later
Download problems	Incorrect file format for images downloaded with Desktop Editor for Production	B140 006a	Netfile firmware	Install the latest Netfile firmware	Ver. 0.34.1 or later
Download problems	Cannot download with Web Image Monitor on a Windows XP SP2 PC	B140 006a	Netfile firmware	Install the latest Netfile firmware	Ver. 0.34.1 or later
Upload problems	Documents downloaded from the document server in J2K format via the DeskTopEditor for Production cannot be opened or uploaded to the document server.	B140 006b	Netfile firmware	Install the latest Netfile firmware	Ver. 0.40 or later
Garbled filenames	***Garbled filenames or user names when two-byte characters are used in the filename***	***B140 006d***	***Netfile firmware***	***Install version 1.01 or later.***	

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6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
New user account creation	Password registering routine does not work correctly; the administrator is not prompted to confirm the password that was input	B140 002c	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.16.1 or later
Disallowed login is possible	When "Permit Simple Encryption" is "OFF" and User Code Authentication is enabled, users will still be able to login using User Codes. This should not be possible.	B140 002c	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.16.1 or later
Authentication screen not shown	If user B tries to use the document server while user A scans a document with the TWAIN driver, the authentication screen is not shown for user B. This only happens if Basic Authentication is enabled.	B140 002c	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.16.1 or later
Authentication failure	Occurs if the windows password is 128 bytes	B140 003a	NIB firmware	Install the latest NIB firmware	Ver. 4.08 or later
User name not assigned to scanned document		B140 010a	Scanner firmware	Install the latest scanner firmware	Ver. 1.05 or later
Windows Authentication	Available functions cannot be restricted to groups via Windows Authentication using a domain controller in a different subnet.	B140 003c	NCS (NIB) firmware	Install the latest NCS firmware When installing ver. 4.17, it is necessary to install Websys ver. 1.04 and System ver. 1.19.1 together as a set.	Ver. 4.17 or later
SSL/TLS	*Rollback vulnerability*	*B140 011e*	*DESS firmware*	*Install version 3.08 or later.*	
User name and password already in login screen	*When someone opens the login screen by pressing the User Tools button. This occurs if username and password are left in the field without logging in.*	*B140 002h*	*System/Copy firmware*	*Install the latest system/copy firmware*	*Ver. 1.20 or later*

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7. SC codes

Subject	Symptom	RTB #	Cause	Solution	Note
SC542		B140 025	Thermostat was replaced incorrectly	Position the cable correctly, and tighten the screw fully	
SC545		B140 025	Thermostat was replaced incorrectly		
SC672	Occurs when multiple PCs access the Document Server using Web Image Monitor to download PDF files.	B140 006c	Netfile firmware	Install the latest Netfile firmware	Ver. 1.00 or later
SC672	*When the main power is turned OFF/ON and performing the SC auto reboot function.*	*B140 002h*	*System/Copy firmware*	*Install the latest system/copy firmware*	*Ver. 1.20 or later*
SC870	Occurs during address book update	B140 002e	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.17 or later
SC870	Occurs after logout from a session, if two specific settings were changed during the session	B140 002f	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.18.1 or later
SC990	Occurs if the previous user logged out before files were printed fully	B140 002e	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.17 or later
SC990	Occurs when using the 'Program' function	B140 010a	Scanner firmware	Install the latest scanner firmware	Ver. 1.05 or later
SC991	If the devices receive more than 300 login attempts without cycling the power, SC991 appears and users cannot login	B140 002g	System/Copy firmware	Install the latest system/copy firmware When installing ver. 1.19.1, it is necessary to install NCS ver. 4.17 and Websys ver. 1.04 together as a set.	Ver. 1.19.1 or later
SC991	Occurs if a) 2 or more interfaces (e.g. Ethernet & IP over 1394) are communicating at the same time and b) the SMTP server registered in the machine doesn't exist.	B140 003a	NIB firmware	Install the latest NIB firmware	Ver. 4.08 or later
Remote firmware update error	*Displayed when the update was successful*	*B140 002h*	*System/Copy firmware*	*Install the latest system/copy firmware*	*Ver. 1.20 or later*

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8. Image Quality

Subject	Symptom	RTB #	Cause	Solution	Note
Incorrect image rotation	If a file is printed from the document server with the PCL driver and it has mixed page orientations with the first page Landscape	B140 009c	Printer firmware	Install the latest Printer firmware	Ver. 1.02 or later

9. Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Scanning stalls	TWAIN driver used repeatedly	B140 010b	Scanner firmware	Install the latest scanner firmware	Ver. 1.06 or later
Compression error	The grayscale 'Compression' setting in the Scanner System is wrong. - Low compression produces low-quality images with high compression. - High compression produces high-quality images with low compression.	B140 010c	Scanner firmware	Install the latest scanner firmware	Ver. 1.07 or later

10. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Summer time	Does not work	B140 002a	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.03.2 or later
Service mode lock	Cannot be disabled after an SC	B140 002b	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.04.1 or later
Operation panel freezes	Occurs if an LDAP search is canceled	B140 002c	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.16.1 or later
Operation panel freezes	Occurs if address book encryption is cancelled	B140 002e	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.17 or later
Counters	If documents with mixed sized pages are scanned and User Authentication is on, the "other" counter is incremented instead of the user's counter.	B140 002c	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.16.1 or later

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Subject	Symptom	RTB #	Cause	Solution	Note
Incorrect error message	If someone tries to scan using the TWAIN driver while someone else is logged into the machine, an error message appears. Then, if the user tries to scan again with the TWAIN driver after the other user has logged out, the message will continue to be shown.	B140 002c	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.16.1 or later
Incorrect error message	If someone tries to restore the address book with Smart Device Monitor for Admin while another user is using the address book	B140 006a	Netfile firmware	Install the latest Netfile firmware	Ver. 0.34.1 or later
Incorrect error message	The first time a user accesses a document after the access privileges for this document were changed	B140 008a	WebDocBox firmware	Install the latest WebDocBox firmware	Ver. 1.01 or later
Machine freezes	If a lot of pages are scanned with SADF	B140 002c	System/Copy firmware	Install the latest system/copy firmware	Ver. 1.16.1 or later
Machine freezes	If restoration of the address book with Smart Device Monitor for Admin is not completed properly	B140 006a	Netfile firmware	Install the latest Netfile firmware	Ver. 0.34.1 or later
Machine freezes	Occurs after an error is fixed (e.g., no paper), then a stored document is printed	B140 009c	Printer firmware	Install the latest Printer firmware	Ver. 1.02 or later
Machine freezes	Occurs after a one-page job is printed with duplex mode	B140 009c	Printer firmware	Install the latest Printer firmware	Ver. 1.02 or later
Machine freezes	Occurs if a duplex job with the RPCS driver is cancelled	B140 009e	Printer firmware	Install the latest Printer firmware	Ver. 1.04 or later
Machine freezes	Occurs after a certain number of PCL jobs are printed using HDD fonts.	B140 009e	Printer firmware	Install the latest Printer firmware	Ver. 1.04 or later
Machine freezes	If a job request is received from one of the other primary machine functions while performing a scanning job.	B140 001b	Engine firmware	Install the latest engine firmware.	Ver. 5.20a or later

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Machine freezes	***During login, if the automatic logout confirmation was displayed 2 times after the Exit button was pressed in System Settings.***	***B140 002h***	***System/Copy firmware***	***Install the latest system/copy firmware***	***Ver. 1.21 or later***
Machine settings are reset	The "Blank page print" setting is lost if the machine power is turned off and then on	B140 009c	Printer firmware	Install the latest Printer firmware	Ver. 1.02 or later
Incorrect wording	A button is worded incorrectly in Russian	B140 010b	Scanner firmware	Install the latest Scanner firmware	Ver. 1.06 or later
Incorrect wording	Errors on the operation panel in multiple languages	B140 009d	Printer firmware	Install the latest Printer firmware	Ver. 1.03 or later
Operation is too slow	Document server menu displayed too slowly	B140 006c	Netfile firmware	Install the latest Netfile firmware	Ver. 1.00 or later
Incorrect wording	'Device Name' not translated in the Finnish language version of WIM.	007d	WebSystem firmware	Install the latest WebSystem firmware When installing ver. 1.04, it is necessary to install NCS ver. 4.17 and System ver. 1.19.1 together as a set.	Ver. 1.04 or later
Incorrect page numbering	***Printing from the document server with the Magazine function***	***B140 002h***	***System/Copy firmware***	***Install the latest system/copy firmware***	***Ver. 1.20 or later***