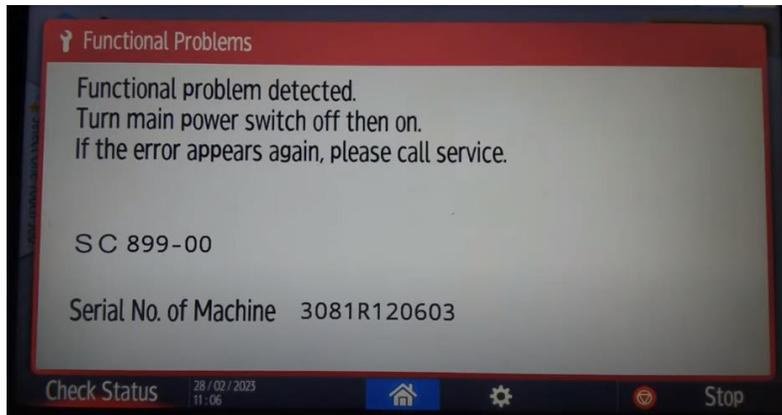


## Fixing SC899 Error: Corrupt print job from incorrect copier driver

Last Updated: 06/01/23

This error (SC899) shown in the picture below is caused by a bad or incorrect copier driver. To resolve the issue, we need to power down the copier, delete current print jobs (to avoid re-creating the error), remove and re-install the copier driver on the PC(s) sending the files and re-start the copier.



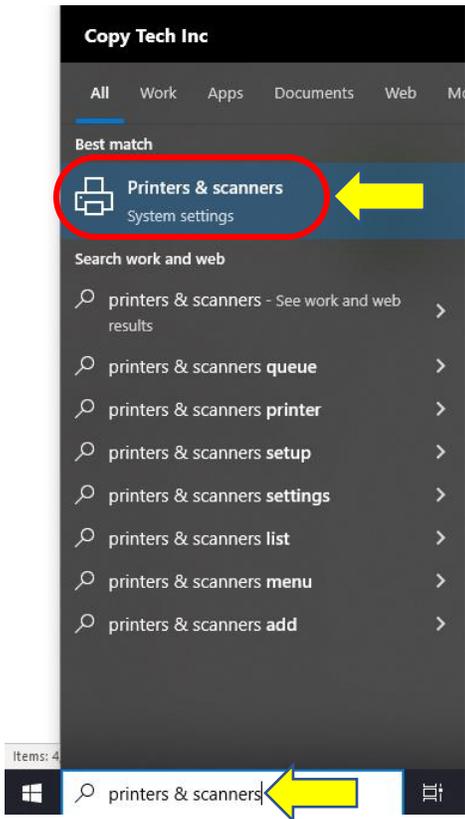
Step by step instructions are shown below:

1. Turn the power off on the copier (locate power button on front of copier, flip cover and press button to power off).

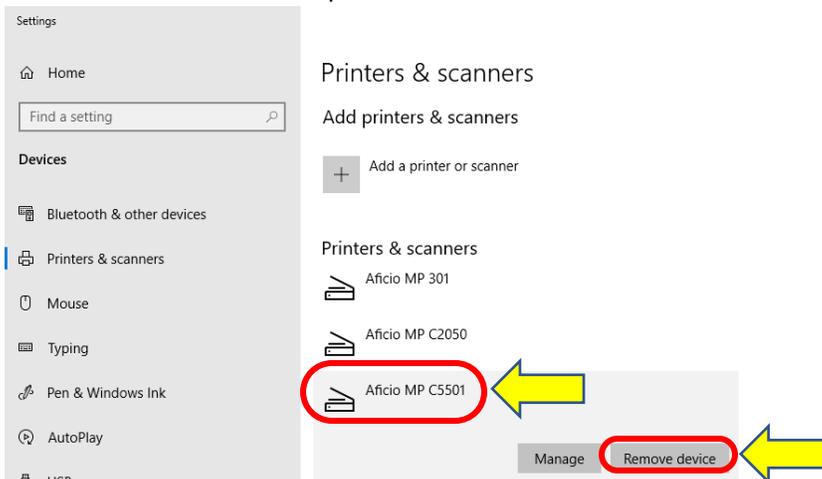


2. Go to all PCs with active print jobs and follow the instructions on this page to clear the print queue: [How to Clear Printer Queue in Windows 10 \(with Pictures\)](#)

3. Uninstall the current printer driver. Type “printers & scanners” in the search box at the lower left corner of the screen and click on “Printers & scanners”



4. Click on the name of the copier and then click on “Remove device”



5. Click on “Yes”



6. Install the current driver for your copier by following the steps in the support document titled **“Setting up your Ricoh copier to print from a PC”**. This document can be found at <https://www.copytechinc.net/support>.
7. Turn the power back on to the copier to re-start it (see step 1).