



D330E Series

USER MANUAL/Troubleshooting

- Before using this Product, please read the USER MANUAL carefully and keep it for your reference.





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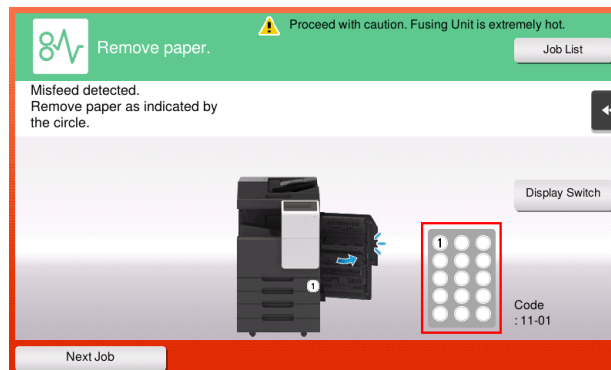
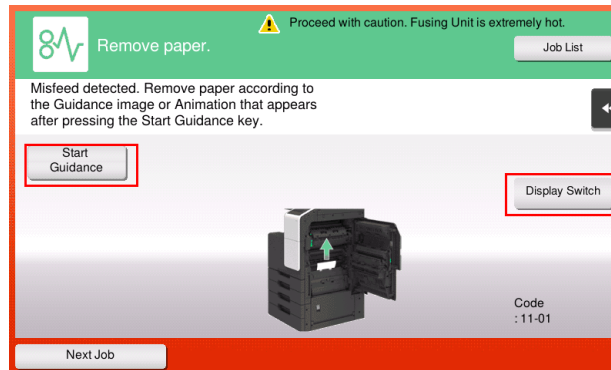
When a Paper/Staple Jam Is Occurring

1 When a Paper/Staple Jam Is Occurring

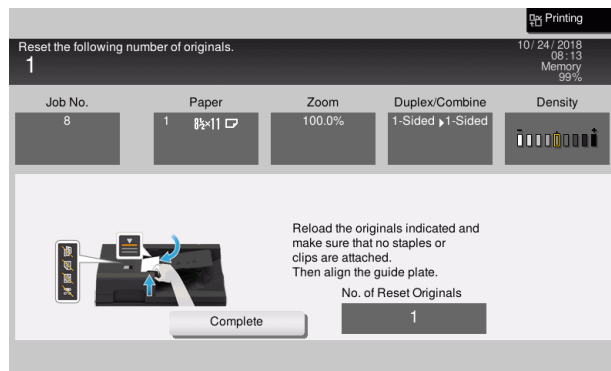
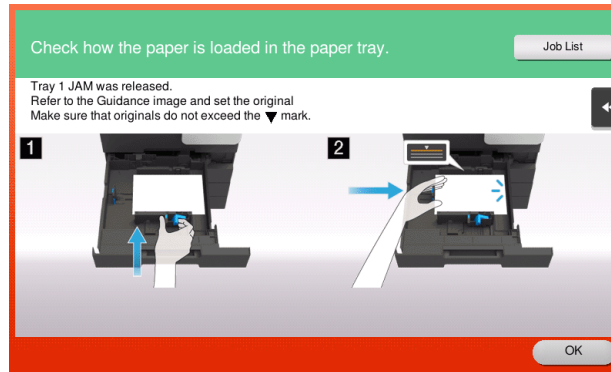
1.1 Screen That Appears When a Paper/Staple Jam Has Occurred

If any paper or staple jam occurs on this machine, the paper jam clearing procedure and the paper or staple jam location are displayed on the screen of this machine. Confirm the clear procedure and jam location, and follow the guidance to clear the jam.

If a paper jam is not cleared securely, the warning message is not reset. For details on how to take an action when a paper jam message is not reset, refer to page 1-21.



When a paper jam is cleared, a screen showing how to correctly load paper or the original is displayed.



Return the original or paper, and tap [OK] or [Complete]; the system restarts scanning or printing of the original.

Item	Description
[Start Guidance]	Starts the guidance showing how to clear a paper/staple jam.
[Display Switch]	Changes the screen that shows the paper jam clearing procedure and the screen that shows where the paper jam occurred.
Number (indicating the location number for the section with a paper/staple jam)	A section chart is displayed with a location number enclosed in a circle for a section where a paper/staple jam has occurred.



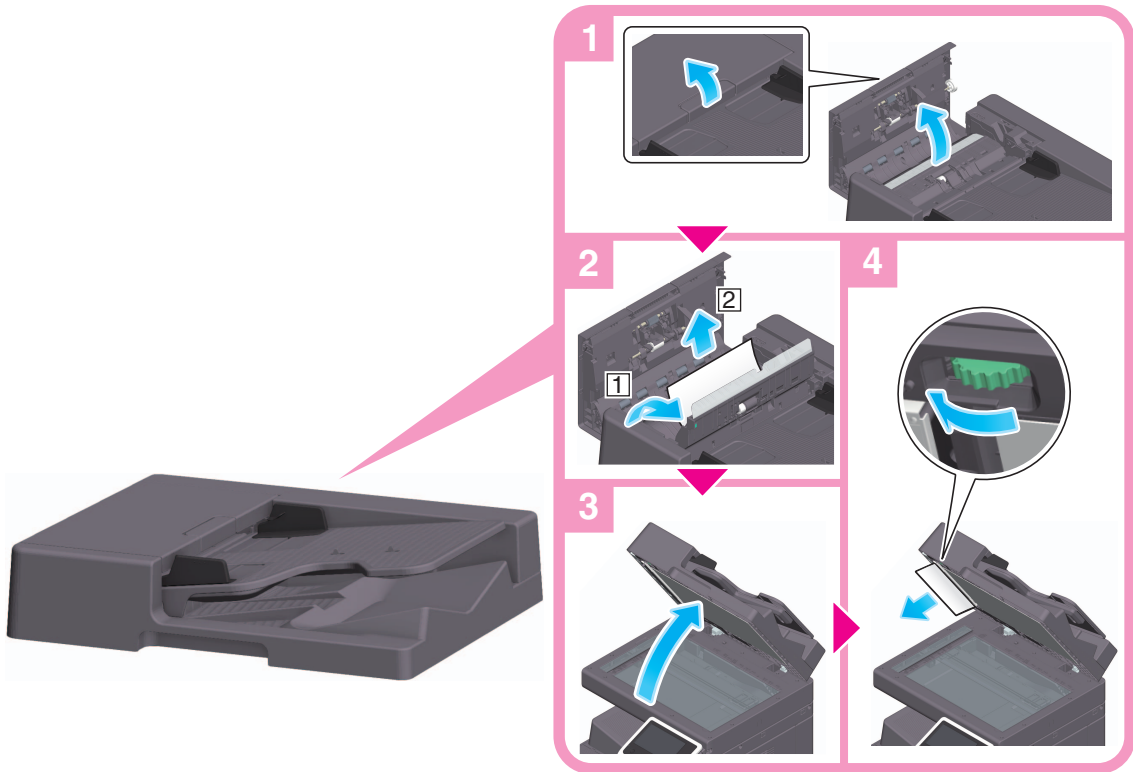
Related setting

- [Paper jam release procedure display settings] ("User's Guide[Descriptions of Functions/Utility Keys]/[Utility]")

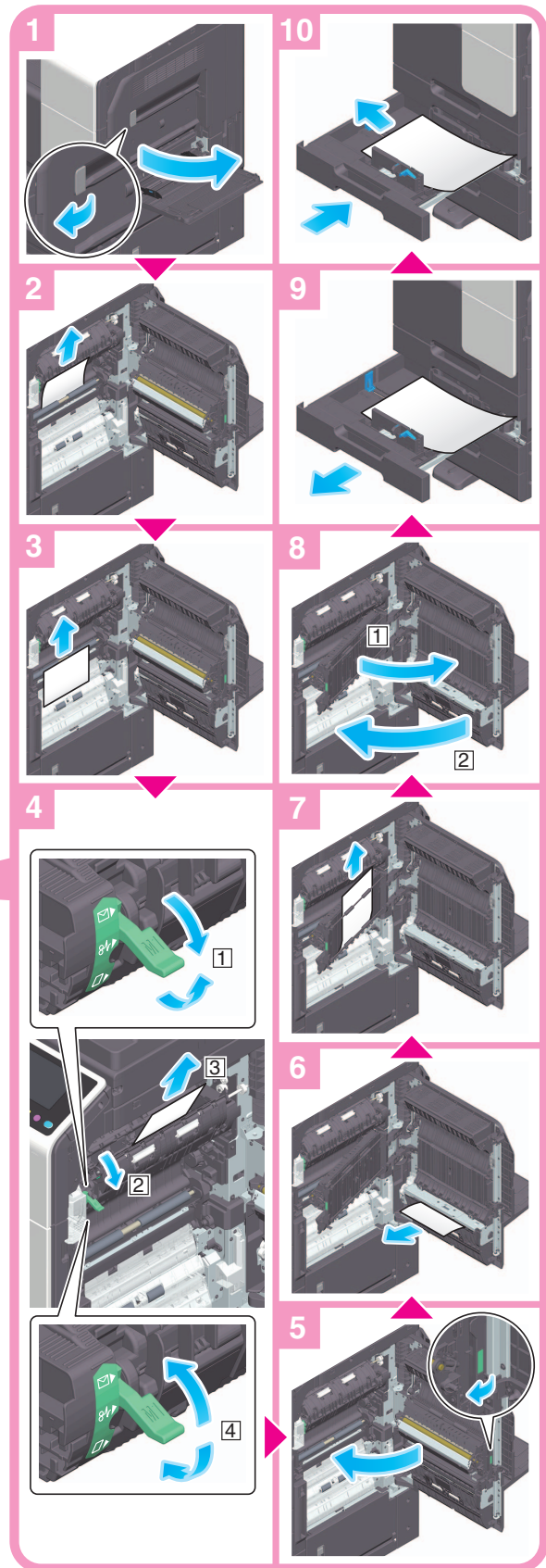
1.2 When a Paper Jam has Occurred

1.2.1 Paper Jam in ADF

For Reverse Automatic Document Feeder DF-633



1.2.2 Paper Jam at Right-side Door

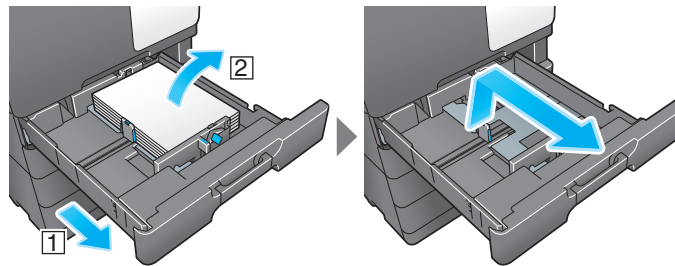


NOTICE

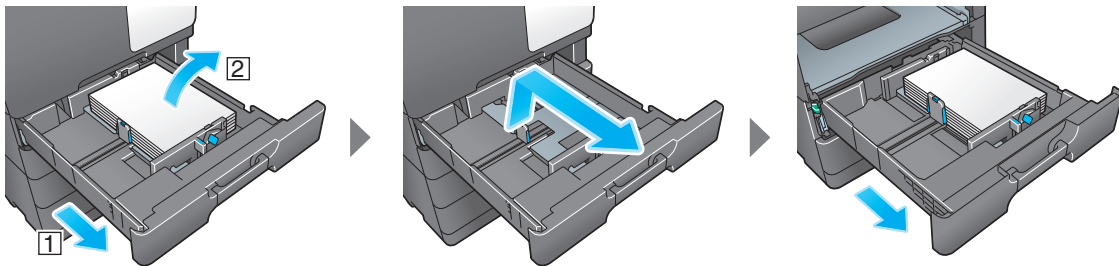
When you move the **Fusing Adjustment Lever** in step 4 of this figure to the position you want to clear paper jams at, be sure to return it to the original position after paper jam processing has been completed.

When removing pieces of paper in the paper tray (Tray 1/2)

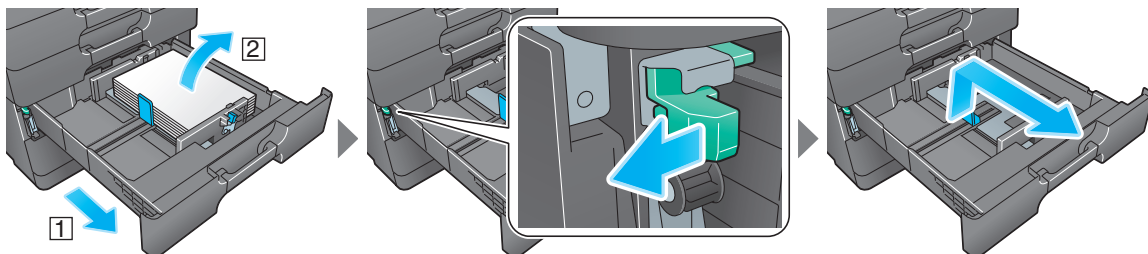
Pull out the paper tray, then remove any unnecessary pieces of paper.

**When removing pieces of paper in the paper tray (Tray 3/4)**

Take out the paper tray (Tray 1/2) and pull out the paper tray (Tray 3/4), then remove pieces of paper.

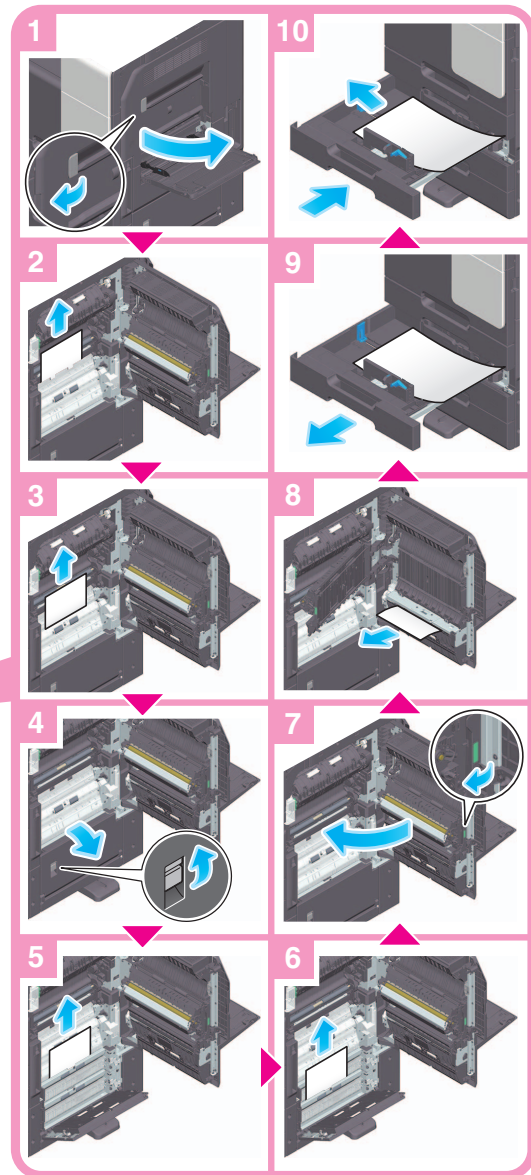
**When removing pieces of paper in the paper tray (Tray 3/4) (with optional Heater HT-509 installed)**

Release the lock as shown in the figure, pull out the paper tray, then remove any unnecessary pieces of paper.

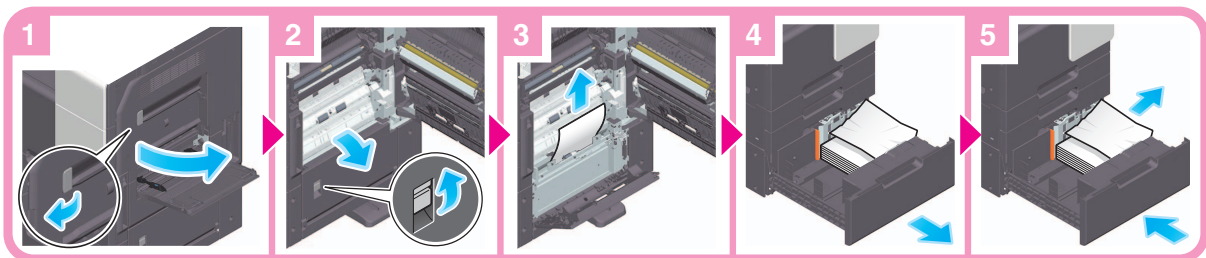
**⚠ CAUTION**

- The inside of this product has areas subject to high temperature, which may cause burns. When checking the inside of the unit for malfunctions such as a paper misfeed, do not touch the locations (around the fusing unit, etc.) which are indicated by a "Caution HOT" caution label. A burn could result.

1.2.3 Paper Jam in Paper Tray

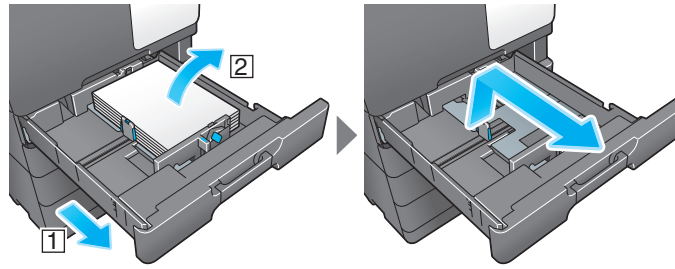


LCT(built-in)



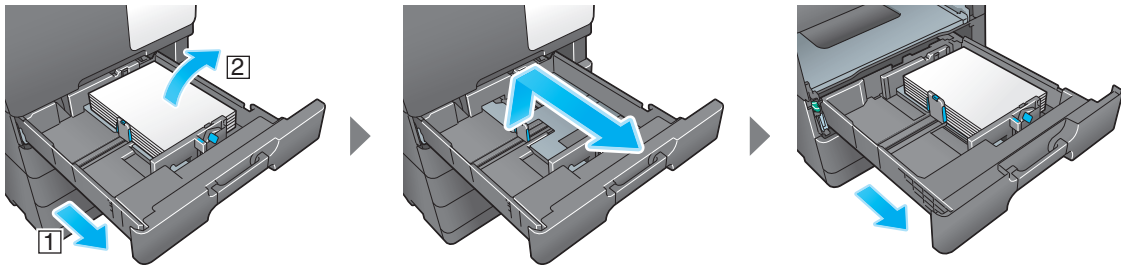
When removing pieces of paper in the paper tray (Tray 1/2)

Pull out the paper tray, then remove any unnecessary pieces of paper.



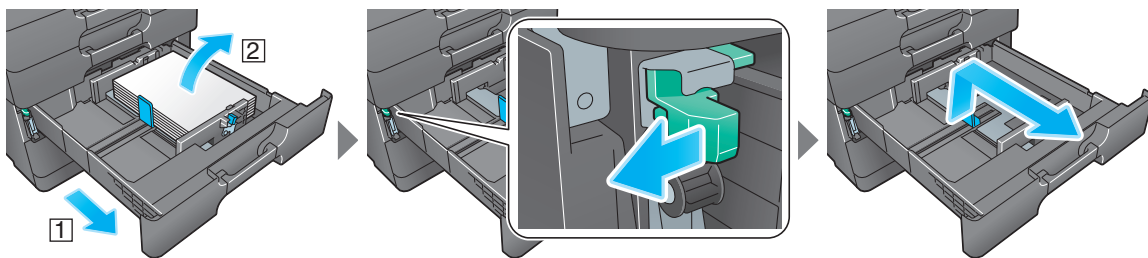
When removing pieces of paper in the paper tray (Tray 3/4)

Take out the paper tray (Tray 1/2) and pull out the paper tray (Tray 3/4), then remove pieces of paper.



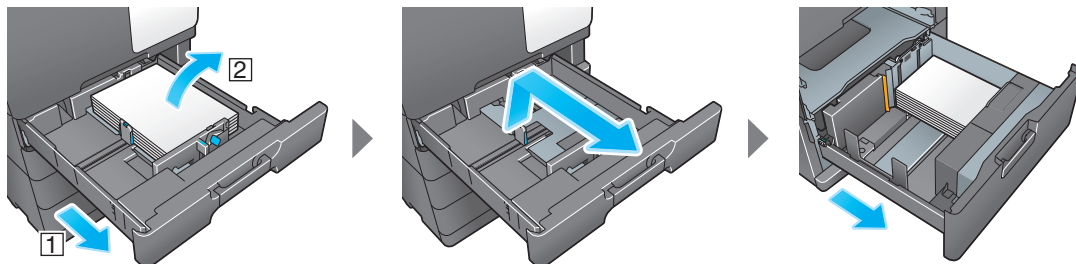
When removing pieces of paper in the paper tray (Tray 3/4) (with optional Heater HT-509 installed)

Release the lock as shown in the figure, pull out the paper tray, then remove any unnecessary pieces of paper.



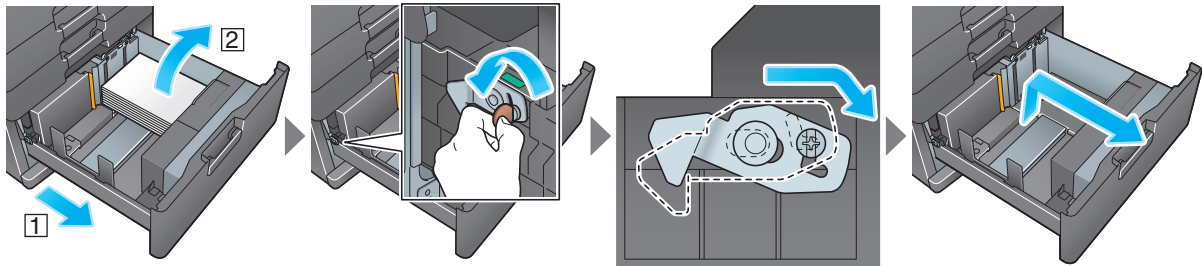
When removing pieces of paper in the LCT (Built-in):

Take out the paper tray (Tray 1/2) and pull out the paper tray of the LCT (built-in), then remove pieces of paper.



When removing pieces of paper in the LCT (built-in) (with optional Heater HT-509 installed)

Release the lock as shown in the figure, pull out the paper tray, then remove any unnecessary pieces of paper.

**NOTICE**

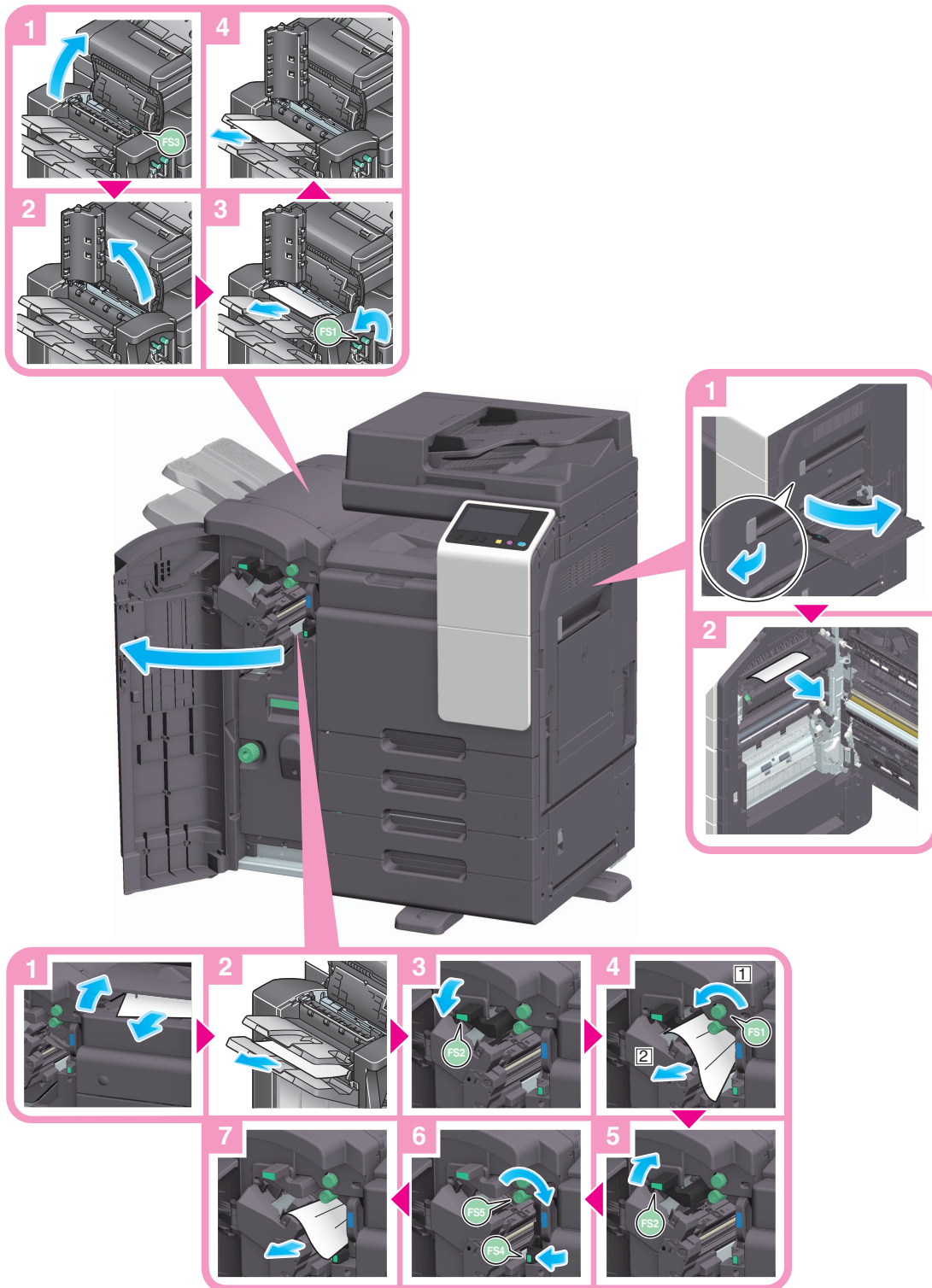
Be careful not to touch the surface of the **Transport Roller** with your hand.

⚠ CAUTION

- The inside of this product has areas subject to high temperature, which may cause burns. When checking the inside of the unit for malfunctions such as a paper misfeed, do not touch the locations (around the fusing unit, etc.) which are indicated by a "Caution HOT" caution label. A burn could result.

1.2.4 Paper Jam in Finisher FS-539 or Finisher FS-539 SD

Sections inside the finisher prone to paper jams vary depending on the settings for [Finishing].



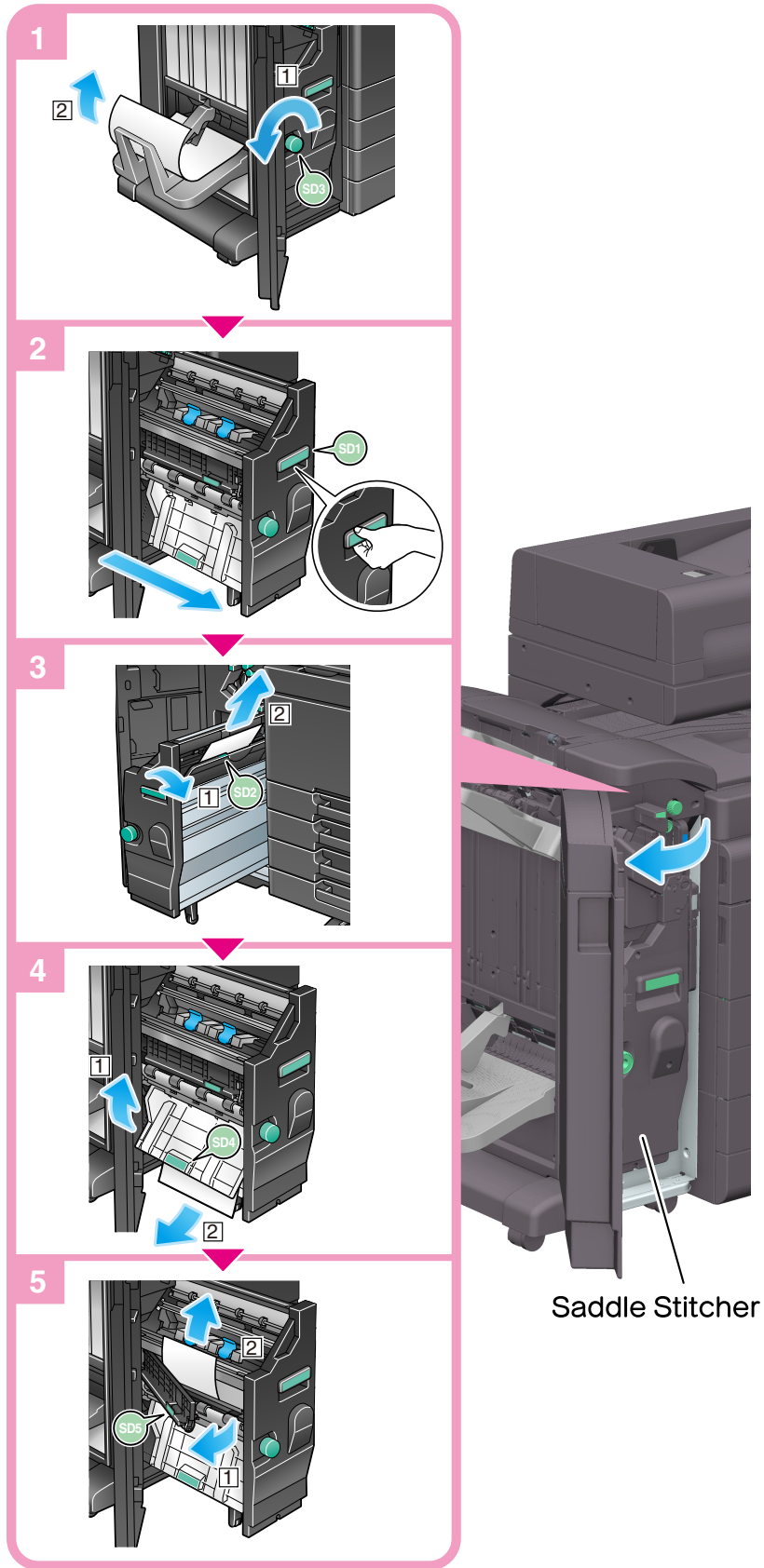
Tips

- The figure shows the **Finisher FS-539 SD** equipped with **Punch Kit PK-524** and **Relay Unit RU-514**.

⚠ CAUTION

- The inside of this product has areas subject to high temperature, which may cause burns. When checking the inside of the unit for malfunctions such as a paper misfeed, do not touch the locations (around the fusing unit, etc.) which are indicated by a "Caution HOT" caution label. A burn could result.
-

Sections inside the finisher prone to paper jams vary depending on the settings for [Finishing].



Tips

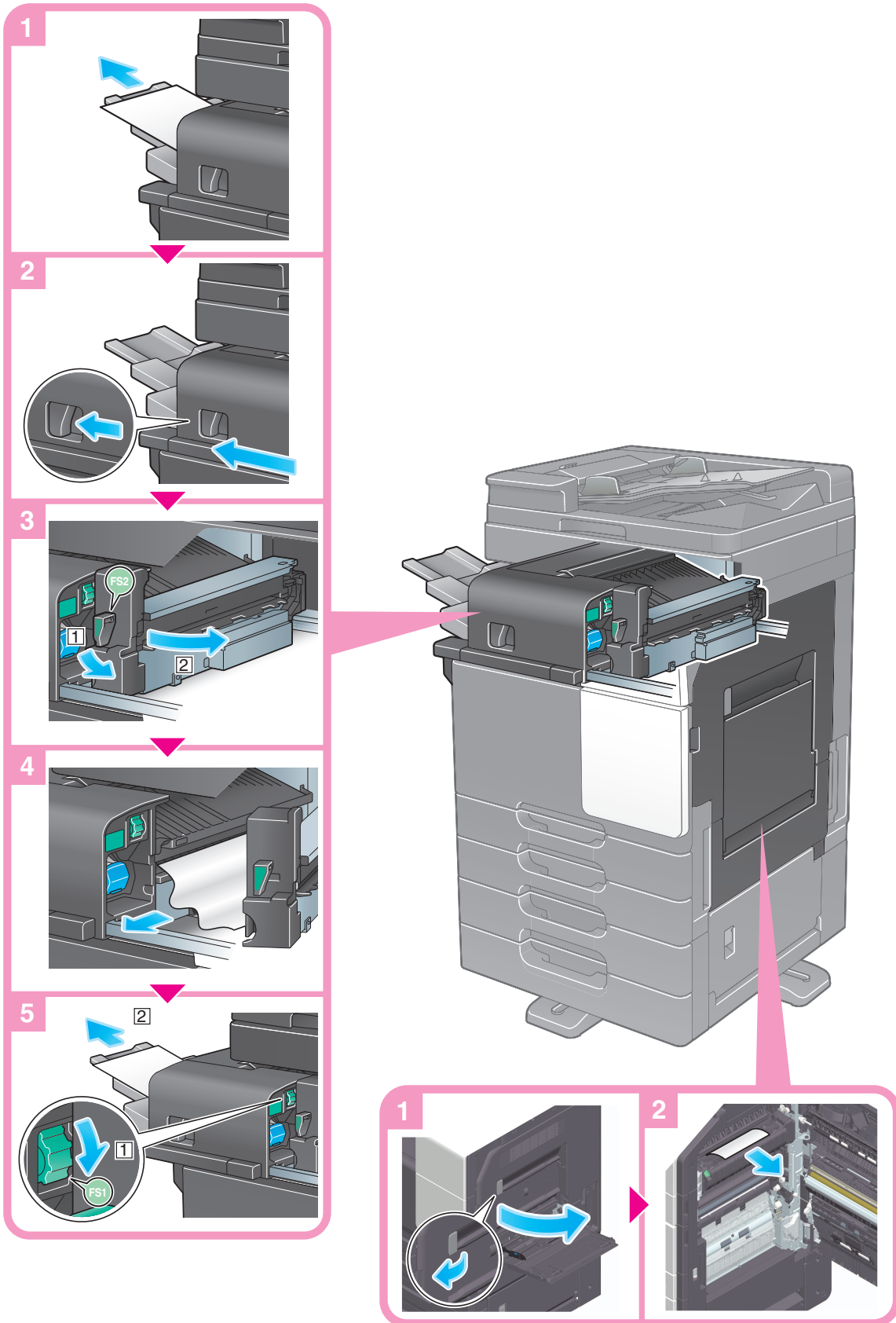
- The figure shows the **Finisher FS-539 SD** equipped with **Punch Kit PK-524** and **Relay Unit RU-514**.

NOTICE

*When moving the **Saddle Stitcher**, be sure to only hold the handle. Otherwise, your hand or finger may get caught in the machine.*

1.2.5 Paper Jam in Finisher FS-533

Sections inside the finisher prone to paper jams vary depending on the settings for [Finishing].

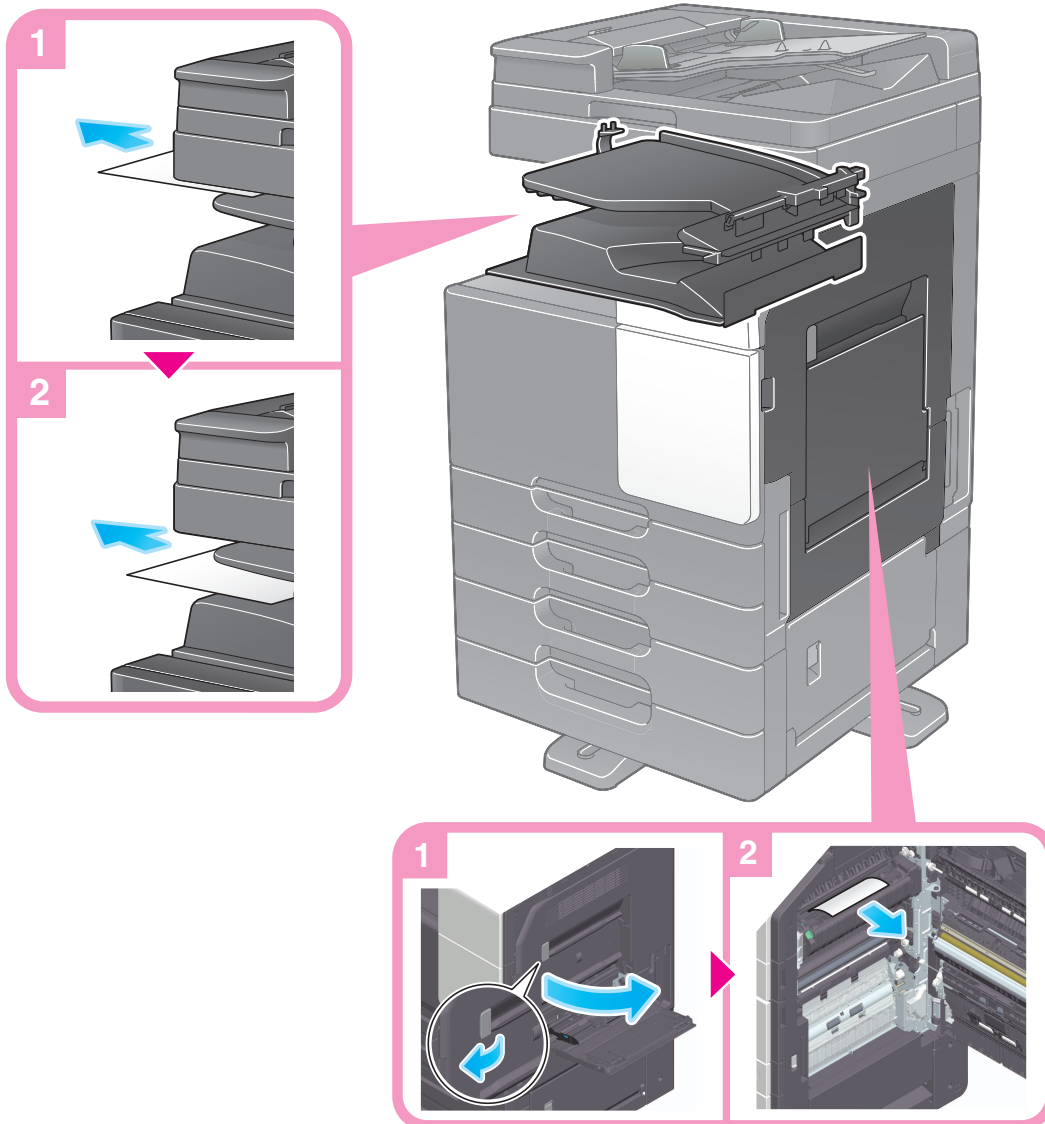



Tips

- The figure shows the **Finisher FS-533** equipped with **Punch Kit PK-519**.

⚠ CAUTION

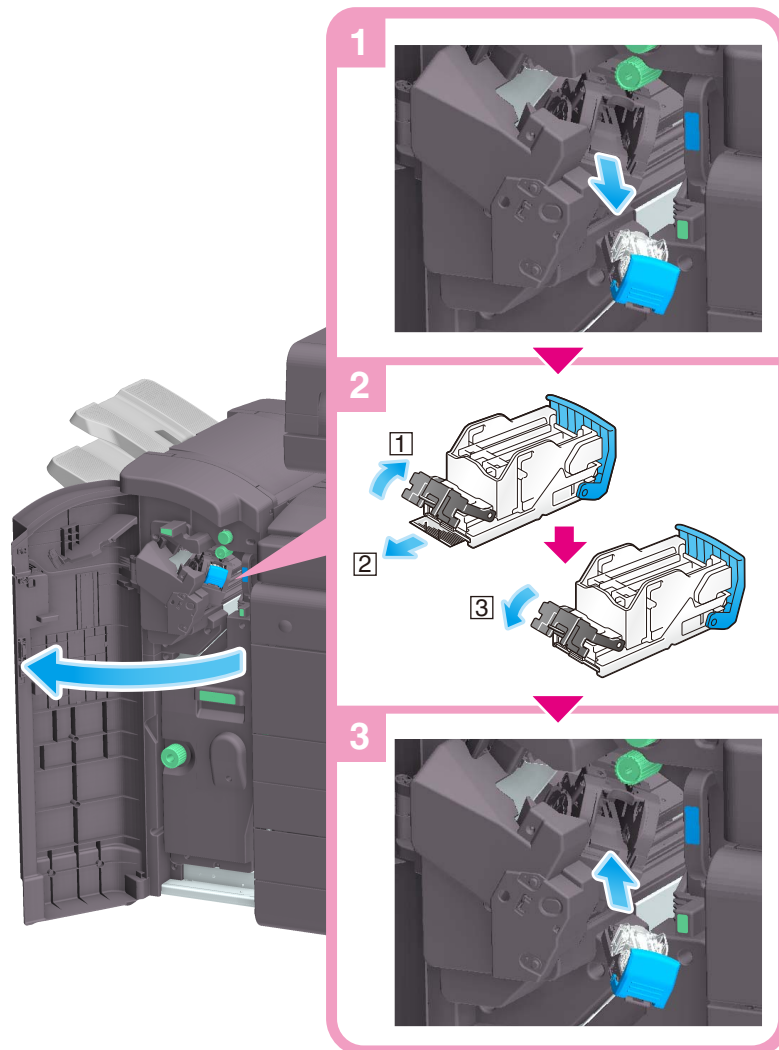
- The inside of this product has areas subject to high temperature, which may cause burns. When checking the inside of the unit for malfunctions such as a paper misfeed, do not touch the locations (around the fusing unit, etc.) which are indicated by a "Caution HOT" caution label. A burn could result.

1.2.6 Paper Jam in Job Separator JS-506

⚠ CAUTION

- The inside of this product has areas subject to high temperature, which may cause burns. When checking the inside of the unit for malfunctions such as a paper misfeed, do not touch the locations (around the fusing unit, etc.) which are indicated by a "Caution HOT" caution label. A burn could result.

1.3 When a Staple Jam has Occurred

1.3.1 Staple Jam in Finisher FS-539 or Finisher FS-539 SD



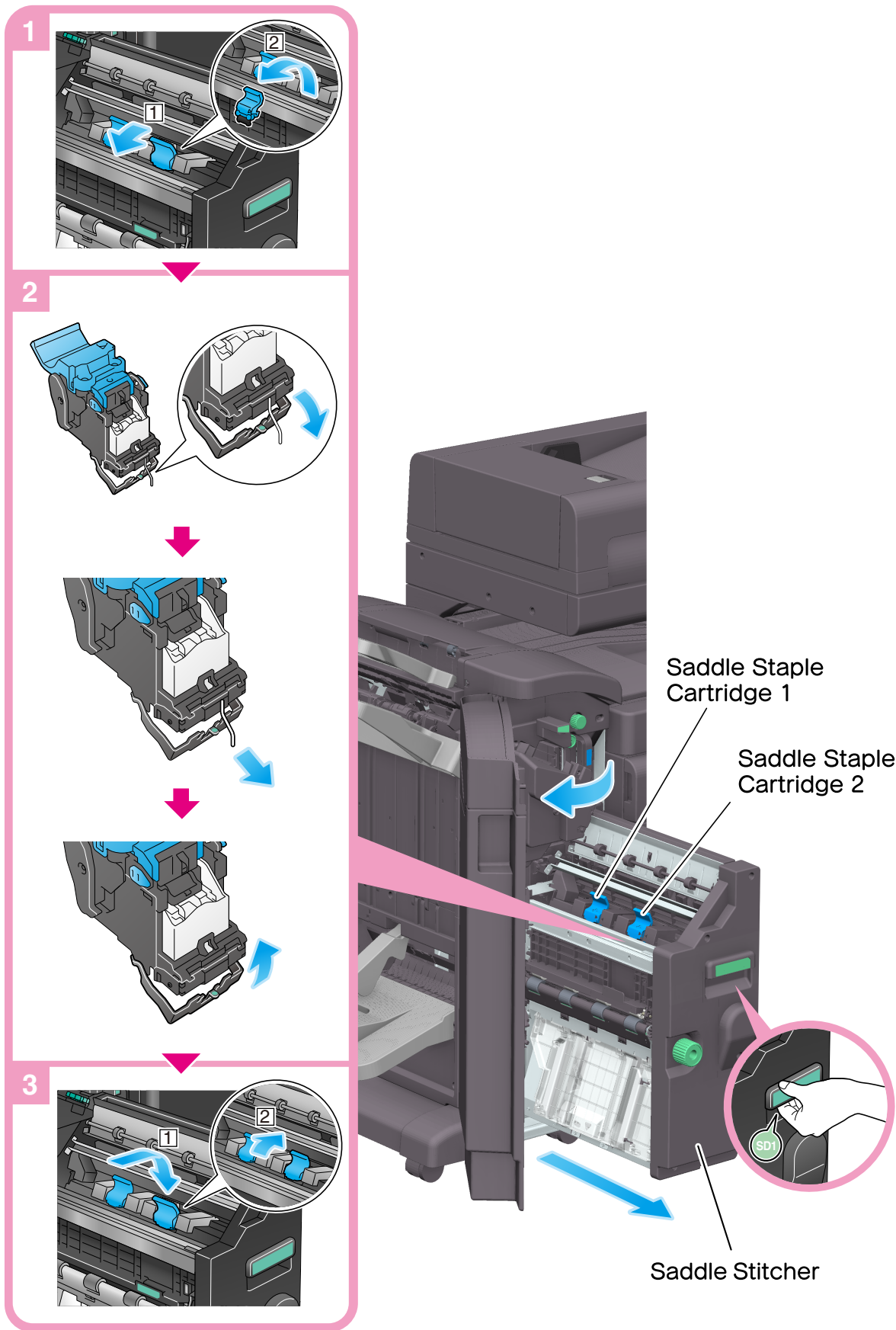
Tips

- The figure shows the **Finisher FS-539 SD** equipped with **Punch Kit PK-524** and **Relay Unit RU-514**.

NOTICE

When removing a staple jam, do so carefully to prevent being injured.

1.3.2 Staple Jam in Saddle Stitcher of Finisher FS-539 SD





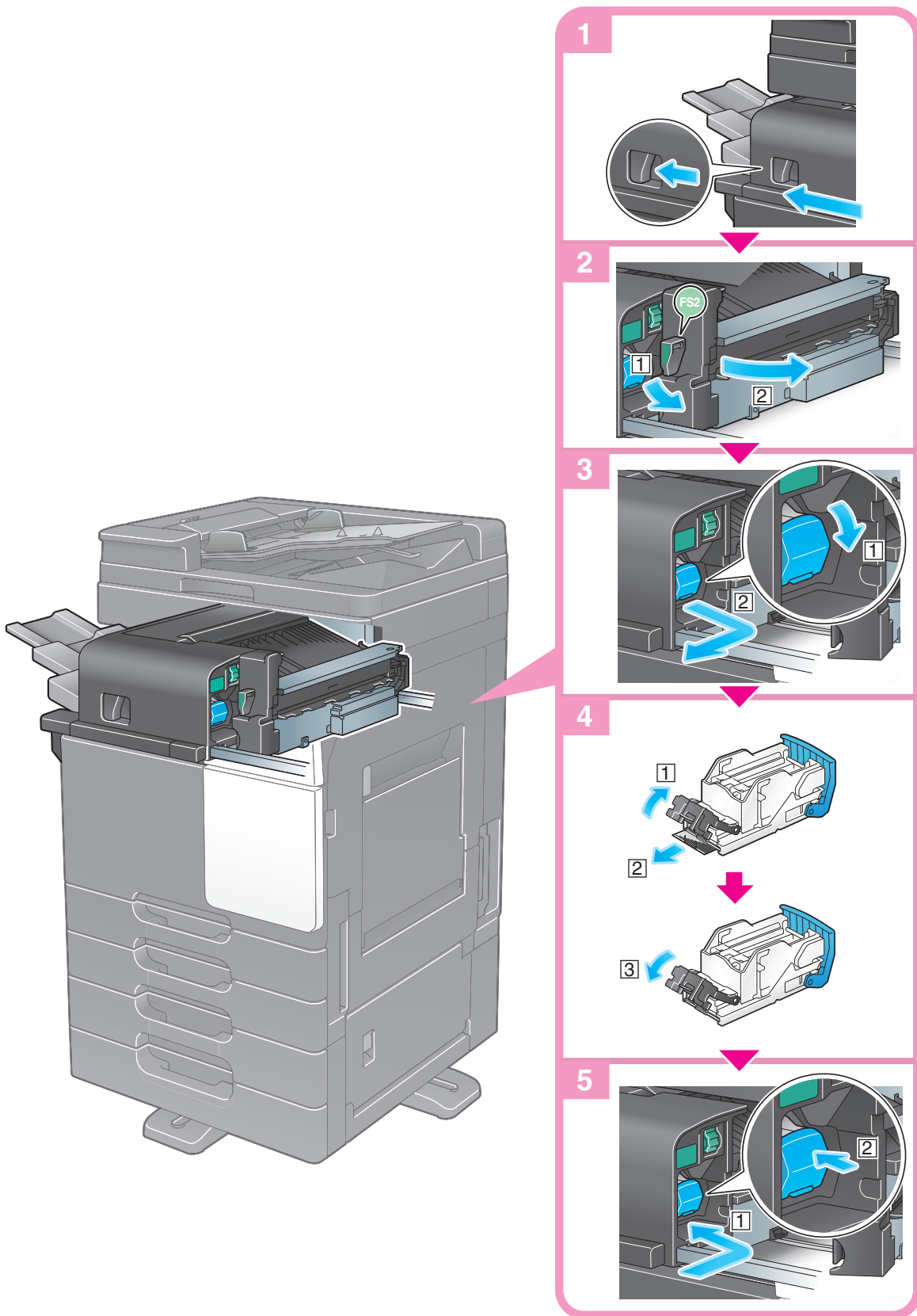
Tips

- The figure shows the **Finisher FS-539 SD** equipped with **Punch Kit PK-524** and **Relay Unit RU-514**.

NOTICE

*When moving the **Saddle Stitcher**, be sure to only hold the handle. Otherwise, your hand or finger may get caught in the machine.*

1.3.3 Staple Jam in Finisher FS-533



Tips

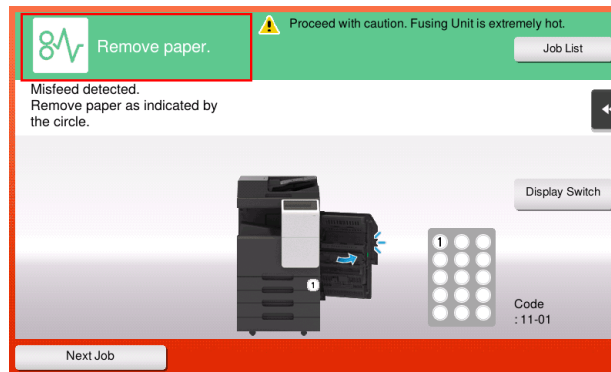
- The figure shows the **Finisher FS-533** equipped with **Punch Kit PK-519**.

NOTICE

When removing a staple jam, do so carefully to prevent being injured.

1.4 When a Paper Jam Message Persists

A paper jam may occur in a location other than the location displayed on the screen of this machine. Also, check the locations not displayed on the screen.



Check the following items:

- Check for any pieces of paper left in the back of the section displayed on the screen. If the paper cannot be easily removed, do not continue; instead contact your service representative.
- Once again, open and close the door at the section with the location number displayed on the screen. This action may clear the message.

Contact your service representative if the paper jam indication remains even after you have checked.



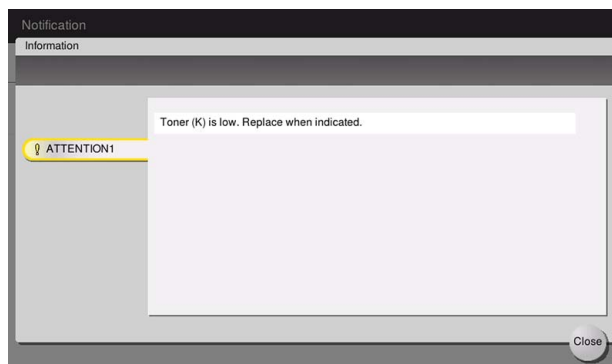
Main Messages and Remedies

2 Main Messages and Remedies

2.1 When a Message Appears to Replace Consumables or Carry Out Cleaning

When consumables of this machine are running out or the **Slit Scan Glass** is dirty, a consumable replacement or cleaning maintenance message is displayed.

Replace consumables or clean the **Slit Scan Glass** as instructed in the displayed message. Contact your service representative if the messages continue to appear even after replacement or cleaning has been carried out.



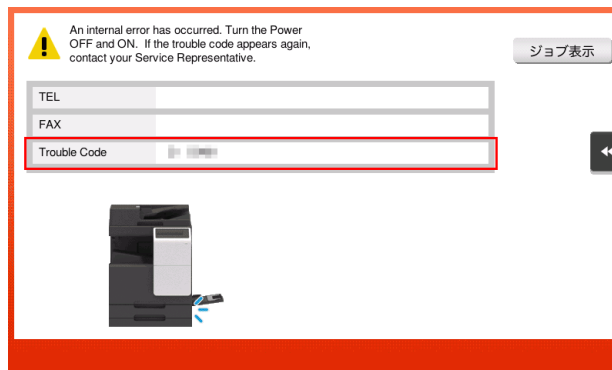
Reference

Confirming Consumables Replacement Messages ("User's Guide[Maintenance]/[Confirming Consumables Replacement Messages]")

2.2 When an Error Message Appears

When an error is detected, the following message appears. Take the appropriate action according to the message displayed on the screen. If you cannot resolve the error, write down the [Trouble Code], and contact your service representative with the power plug disconnected from the power outlet.

In normal circumstances, the phone number and fax number for your service representative appear in the center of the screen.



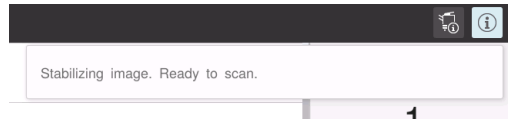
NOTICE

If a defective part can be separated in order to be able to continue operations after a problem has been detected, [Continue] or [Recover Data] is displayed. To continue operations, select any key. However, the problem has not been resolved, so contact your service representative immediately.

2.3 When [Stabilizing image.] Appears

This machine automatically performs a function to adjust printing quality in order to maintain a certain level of color reproduction quality. This "printing quality adjustment" is referred to as "image stabilization".

Image stabilization is performed while a large number of copies are being output or the temperature or humidity inside the machine has changed. Upon completion of image stabilization, printing is automatically resumed. Wait for a moment. In case image stabilization does not finish after a short while, contact your service representative.



NOTICE

You cannot interrupt or prohibit image stabilization.

To perform image stabilization on a voluntary basis, refer to "User's Guide[Descriptions of Functions/Utility Keys]/[Expert Adjustment]".

2.4 When a Virus Detection Message Appears

If a virus is detected by the virus scan function, a warning message will remain displayed on the [Information] screen.

When you confirm the virus detection history in Administrator Settings, the warning message is cleared. For details on how to confirm the virus detection history, refer to "User's Guide[Advanced Function Operations]/[Using the Virus Scan Function]".



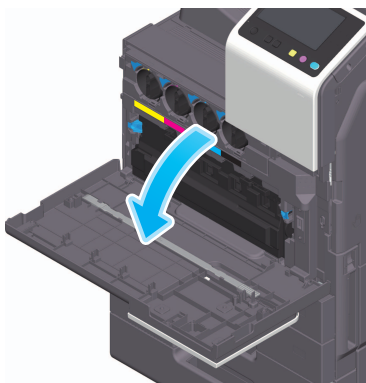
When Printing Quality Has Deteriorated

3 When Printing Quality Has Deteriorated

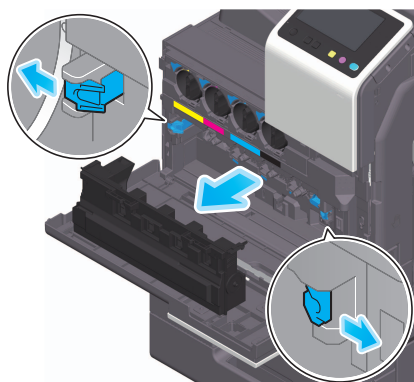
3.1 Cleaning the Print Head Glass

Printing quality deteriorates if the **Print Head Glass** is dirty. If this occurs, clean the **Print Head Glass** according to the following procedure.

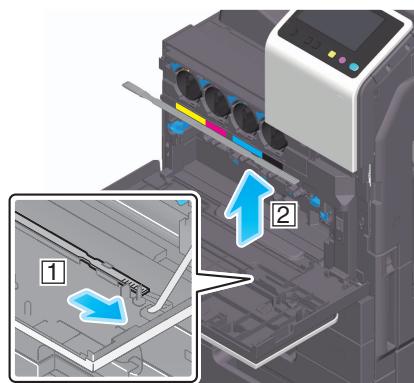
- 1 Open the **Front Door** of the machine.



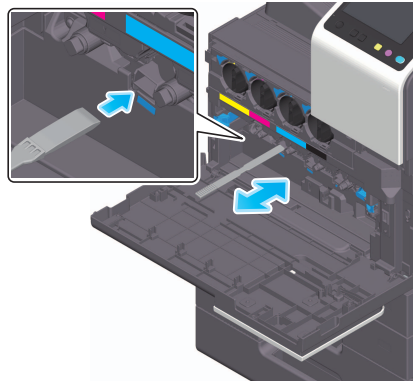
- 2 Remove the **Waste Toner Box**.



- 3 Remove the **Printhead Cleaner** from the **Front Door** of this machine.



- 4 Slowly insert the **Printhead Cleaner** all the way to the back end of the **Print Head Glass**, and then slowly pull it out.
→ Repeat this operation approximately three times for all the **Print Head Glass** sections.



- 5 Mount the **Printhead Cleaner** onto the **Front Door** of this machine.
- 6 Mount the **Waste Toner Box**.
- 7 Close the **Front Door** of the machine.

4

When the Machine Cannot Be Powered On

4 When the Machine Cannot Be Powered On

Check the **Main Power Switch** for the status.

- Check whether the power plug of this machine is firmly plugged into the power outlet. Also check that the breaker has not tripped.
- Check to see that the **Main Power Switch** is turned ON.

In case the machine cannot be powered on even after checking, contact your service representative.

A large, bold, black number '5' is centered within a gray rectangular background.

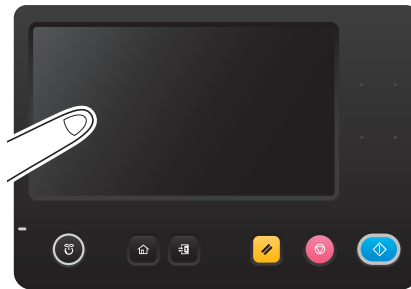
When the Touch Panel Is Not Visible

5 When the Touch Panel Is Not Visible

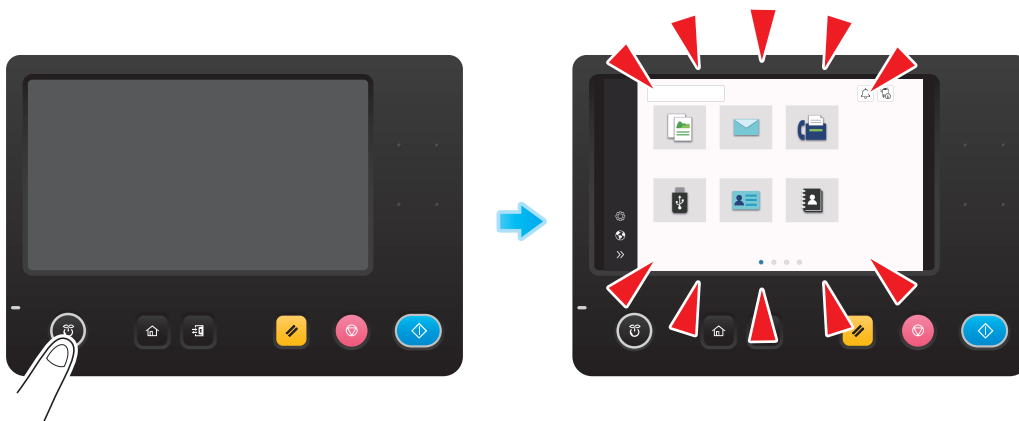
If a certain length of time has elapsed without any operations being carried out on this machine, the **Touch Panel** may turn off.

Check the following items:

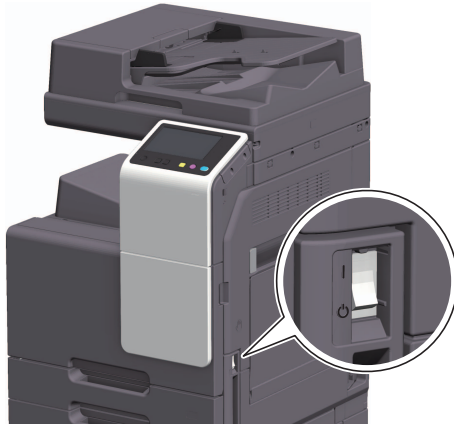
- Tap [Accessibility] and select [Brightness Adjustment], and select [Low] or [High] to adjust the contrast for the **Touch Panel** ("User's Guide[Accessibility]/[Setting Accessibility Functions of Operating Environment (Accessibility)]").
- Touch the **Touch Panel**. In Power Save (Low Power/Sleep) mode, this machine returns from Power Save mode when the **Touch Panel** is touched or a key on the **Control Panel** is pressed, and the **Touch Panel** appears normally.



- On the **Control Panel**, press the **Power** key. If the Weekly Timer setting has put the machine in Erp Auto Power off mode, press the **Power** key to display the **Touch Panel**. To use it outside the preset operating hours, follow the on-screen instructions.



- Check to see that the **Main Power Switch** is turned ON.



In case the **Touch Panel** does not appear even after checking it, contact your service representative.



Printing Problems

6 Printing Problems

6.1 How to Take an Action for Printing Failure

Description of problem	Check points	Remedy
A message saying "Printer is not connected" or "Print Error" appears on the computer screen.	Is the power turned on?	Check the Main Power Switch of this machine. If a hub is used, also check the hub power.
	Has the machine been placed in the ErP Auto Power Off mode?	If the machine is placed into the ErP Auto Power Off mode, it cannot receive any jobs. Press the Power key to release the ErP Auto Power Off mode. For the ErP Auto Power Off mode, refer to "User's Guide[Introduction]/[Turning the Power On or Off]".
	Is another printer specified?	Check the specified printer name.
	Is the network or USB cable disconnected?	Make sure that the cables are correctly connected. If a hub is used, also check the connection with the hub.
	Has an error occurred on the machine?	Check the screen of this machine.
	Is there sufficient available computer memory?	Perform a test printing to check whether printing is possible. If test printing is successful, this indicates there are no problems on this machine or with the printer driver. In this case, remove the cause of memory shortage. If test printing fails, resolve any problems that may be occurring in the machine or with the printer driver. For the test printing procedure, refer to "User's Guide[Print Operations]/[Printing in the Windows Environment]".
A postscript error appears on the computer screen.	Is there sufficient available computer memory?	Perform a test printing to check whether printing is possible. If test printing is successful, this indicates there are no problems on this machine or with the printer driver. In this case, remove the cause of memory shortage. If test printing fails, resolve any problems that may be occurring in the machine or with the printer driver. For the test printing procedure, refer to "User's Guide[Print Operations]/[Printing in the Windows Environment]".
	There may be an error in the application software settings.	Refer to the user's manual of the application software to check the settings.
	Are the file printing settings correct?	Change the settings and try to print again.
Print processing on the computer has finished, but printing does not start.	Is another printer specified?	Check the specified printer name.
	Is the network or USB cable disconnected?	Make sure that the cables are correctly connected. If a hub is used, also check the connection with the hub.
	Has an error occurred on the machine?	Check the screen of this machine.

Description of problem	Check points	Remedy
Print processing on the computer has finished, but printing does not start.	Are unprocessed jobs queued on the machine?	Tap [Job List] to check the job sequence. When [Job Priority Operation Settings] is enabled in the Administrator Settings of this machine, only the jobs that are not experiencing problems are processed.
	Did you specify [Save in User Box] when executing the print job?	Check if the target job is saved in a User Box. If a file is saved in a User Box, print it from the User Box. For the procedure for printing a file from a User Box, refer to "User's Guide[Box Operations]/[Storing Documents as Files in MFP for Use (User Box)]".
	Did you specify [Secure Print] when executing the print job?	Check if the target job is saved under [Secure Print]. If it is saved under [Secure Print], print the file from the Secure Print User Box. For details on the Secure Print function, refer to "User's Guide[Print Operations]/[Printing in the Windows Environment]".
	Is [Secure Print Only] specified on the machine?	Execute the print job in [Secure Print] mode. For details on the Secure Print function, refer to "User's Guide[Print Operations]/[Printing in the Windows Environment]".
	When account track is enabled, is the setting different between this machine and the driver?	Check the following points with the administrator of this machine. <ul style="list-style-type: none"> • The account name and account password have been entered correctly. • Printing is not inhibited by any function restrictions. • The number of printable sheets does not exceed the specified maximum value.
	When user authentication is enabled, is the setting different between this machine and the driver?	Check the following points with the administrator of this machine. <ul style="list-style-type: none"> • The authentication status setting is consistent between this machine and the driver. • The user name and password have been entered correctly. • Printing is not inhibited by any function restrictions. • The number of printable sheets does not exceed the specified maximum value.
	Does the encryption passphrase match between the printer driver and the machine?	Specify the same encryption passphrase for this machine and the printer driver. For the encryption passphrase setting procedure for the printer driver, refer to "User's Guide[Print Operations]/[Printing in the Windows Environment]".
	Is there sufficient available computer memory?	Perform a test printing to check whether printing is possible. If test printing is successful, this indicates there are no problems on this machine or with the printer driver. In this case, remove the cause of memory shortage. If test printing fails, resolve any problems that may be occurring in the machine or with the printer driver. For the test printing procedure, refer to "User's Guide[Print Operations]/[Printing in the Windows Environment]".
	If network connection is in place, is the printer controller connected to the network?	Check with the network administrator.

Description of problem	Check points	Remedy
Print processing on the computer has finished, but printing does not start.	Is the machine in enhanced security mode?	Configure authentication settings in enhanced security mode. For details on authentication settings in enhanced security mode, refer to "User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]".
Printing order is disturbed - a job sent later is printed before the preceding jobs.	Has an error occurred in this machine, for example, the paper has run out?	When [Job Priority Operation Settings] is enabled in the Administrator Settings of the printer, only the jobs that are not experiencing problems are processed and those with any problem are held in queue.
Secure printing cannot be processed.	Is [Password Rules] set to ON on this machine?	If [Password Rules] is set to ON, set a password that satisfies the password rules.
	Does the encryption passphrase match between the printer driver and the machine?	Specify the same encryption passphrase for this machine and the printer driver. For the encryption passphrase setting procedure for the printer driver, refer to "User's Guide[Print Operations]/[Printing in the Windows Environment]".
A file has disappeared after being saved in a User Box from a computer.	Is the setting for deleting files in a User Box configured on the machine?	Check the User Box settings for the machine. For information on how to configure the setting to delete files in a User Box, refer to "User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]".
Printing in user authentication or account track mode is not available.	Are the user name or account name, and password correct?	Enter the correct user name, account name and password.
	Is the user authentication or account track enabled in the printer driver?	Enable user authentication or account track on the printer driver. For the procedure for enabling user authentication and account track in the printer driver, refer to "User's Guide[Print Operations]/[Printing in the Windows Environment]".
	Does the encryption passphrase match between the printer driver and the machine?	Specify the same encryption passphrase for this machine and the printer driver. For the encryption passphrase setting procedure for the printer driver, refer to "User's Guide[Print Operations]/[Printing in the Windows Environment]".
	Is the entered user name or account name authorized?	Check that printing of the current user name/account name is permitted. For information on how to check the permitted functions, refer to "User's Guide[Web Management Tool]/[Restricting Users from Using this Device]".
Printing is not available when you have selected [Public User Access] in user authentication.	Is printing by public users permitted on the machine?	Check whether printing by public users is permitted. If not, grant printing permission to public users. For the procedure for permitting printing by public users, refer to "User's Guide[Web Management Tool]/[Restricting Users from Using this Device]".
Selection of items failed in the printer driver.	Selection may not be enabled for certain combinations of functions.	Grayed out items cannot be configured.
A "conflict" message saying "unable to configure" or "function will be canceled" appears.	Have you set up functions that cannot be used in combination?	Check what functions are enabled and redo the selection of functions.

Description of problem	Check points	Remedy
Cannot print according to the settings you have configured.	The settings may not be configured correctly.	Check the setting of each item of the printer driver.
	Even though a combination of functions may be enabled in the printer driver, that combination may not be available on this machine.	
	The paper size or paper orientation specified in the application may take precedence over the settings in the printer driver when printing.	Correct the settings in the application.
The watermark cannot be printed.	Is the watermark set correctly?	Check the watermark settings. For information on how to configure the watermark settings, refer to "User's Guide[Print Operations]/[Printing in the Windows Environment]".
	Is the watermark density set too low?	Check the watermark density setting. For information on how to configure the watermark settings, refer to "User's Guide[Print Operations]/[Printing in the Windows Environment]".
	Some graphic applications do not print watermarks.	When using such a program, the watermark cannot be printed.
The staple function cannot be specified.	The staple function requires the optional Finisher .	Install the required optional product and enable them on the printer driver.
	The staple function is disabled if envelopes, postcards, Thick 3 or transparencies are specified.	Check the setting of each item of the printer driver. For information on paper types supported by the staple function, refer to "User's Guide[About This Machine]/[Specifications of Optional Components]".
Cannot staple.	When printing a large number of pages, stapling cannot be performed.	Change the number of pages to be printed.
	Does the document to be printed contain pages of a different paper size?	Check the document you are printing.
The stapling position is not as expected.	Is the stapling position or orientation appropriate?	Check the stapling position in the printer driver settings before printing. For information on how to configure the staple settings, refer to "User's Guide[Print Operations]/[Printing in the Windows Environment]". For information on the original orientation setting, refer to "User's Guide[Print Operations]/[Printing in the Windows Environment]".
Cannot specify the punch function.	The optional Finisher and Punch Kit are required.	Install the required optional product and enable them on the printer driver.
	If the booklet, transparency or envelope is specified, the punch function is not available.	Check the setting of each item of the printer driver. For information on paper types available for the punch function, refer to "User's Guide[About This Machine]/[Specifications of Optional Components]".
Cannot punch.	Is the paper that has been loaded into the paper tray in the correct orientation?	Check the orientation of the paper in the paper tray.

Description of problem	Check points	Remedy
The punch position is not as expected.	Is the punch position or original orientation appropriate?	Check the punching position in the printer driver settings. For information on the punch settings, refer to "User's Guide[Print Operations]/[Printing in the Windows Environment]". For information on the original orientation setting, refer to "User's Guide[Print Operations]/[Printing in the Windows Environment]".
The overlay is not printed properly.	Is there sufficient available computer memory?	Simplify the overlay to reduce the data volume.
Images are not printed properly.	Is there sufficient available computer memory?	Simplify the images to reduce the data size.
Paper is not fed from the specified paper tray.	Does the specified paper tray contain paper of the right size/orientation?	Load paper of the appropriate size and orientation into the paper tray.
The single sign-on setting can not be made during printing.	Can the main unit IP address be confirmed from the host name? Also, can the host name be confirmed from the main unit IP address?	Add A record to the forward lookup zone of the DNS of Active Directory. Also, add PTR record to the reverse lookup zone.

6.2 Main Messages and Remedies

Message	Cause	Remedy
[Server connection error.]	The network cable is not connected correctly.	Make sure that the network cable is correctly connected.
	Under Administrator Settings, [Network] is not set correctly.	Under Administrator Settings, check that [Network] is set correctly.

6.3 When the Bit Count Does Not Match between the Server and the Client

If the bit number of the operating system does not match between the print server and the client computer, an additional driver may not be able to be installed normally in the print server.

To solve this problem, specify the setup information file (ntprint.inf) of the operating system with a different bit number when installing the additional driver on the print server.

The following describes how to install the additional driver by specifying a setup information file on a different computer from that of the print server.

Tips

- Before starting this procedure, prepare to configure a different client computer from that of the print server and install the operating system that has a bit number different from that of the print server.
- On the print server side, the system drive of the client computer is assigned as the network drive. Configure the setting to share the drive to be assigned in advance.

- 1** Configure the setting to share the drive (ordinarily, drive C) where the client computer's operating system is installed.
- 2** On the print server, assign the drive (example: "C") of the client computer, which is shared in Step 1, as the network drive (example: "z").
- 3** Install the 32-bit operating system driver on the print server.
- 4** Open the Properties screen in the driver installed.
- 5** Select the [Sharing] tab, and select the [Share this printer] check box.
- 6** Click [Additional Drivers].
The Additional Drivers page appears.
- 7** Select the [x64] check box in the [Processor] column, and click [OK].
- 8** Specify the folder that contains the 64-bit operating system driver.
This displays a page to request a setup information file.
- 9** Click [Browse], and specify the setup information file [ntprint.inf] in the client computer to which the network drive is assigned.
 - Specify the following file.
[z:\Windows\System32\DriverStore\FileRepository\ntprint.inf_xxx]
In the path above, "z" represents the assigned network drive. "_xxx" at the end of this path varies depending on the driver version.
 - The setup information file may be stored at a different location depending on your client computer. If folder [amd64] resides in the same hierarchy as that of [ntprint.inf], specify a setup information file for 64-bit operating system under that folder. To additionally install a 32-bit operating system driver, specify a setup information file under folder [i386] that is in the same hierarchy as that of [ntprint.inf].
- 10** Click [Open].
Installation starts.
- 11** When the installation is complete, click [Close].
The additional installation of the 64-bit operating system driver is then completed.



**Network Fax/Network Scan
Problems**

7 Network Fax/Network Scan Problems

7.1 How to Take an Action for Network Fax/Network Scan Failure

Description of problem	Check points	Remedy
Cannot send data.	Is the volume per E-mail to be sent exceeding the maximum receiving capacity of the SMTP server?	If the volume of one E-mail message exceeds the maximum capacity of the SMTP server for reception, an error occurs which will prevent transmission.
	Was the transmission procedure carried out correctly?	Check the transmission procedure and then resend the data.
	Are the network settings and connection correct?	Check the network settings and connection. For information on how to configure the network settings, refer to "User's Guide[Introduction]/[Connecting to the Network]".
	Is the correct E-mail address set for this machine?	Check the E-mail address of the machine and configure it. For information on how to configure the E-mail address setting, refer to "User's Guide[Web Management Tool]/[Configuring Basic Information Settings of this Machine]".
	Are cables connected correctly?	Make sure that the cables such as network and modular cables are correctly connected.
	Are the fax number and address you entered for the destination correct? Were the address book destination and program destination registered correctly?	If you are using a destination in the Address Book or Program, the fax number registered may be incorrect. Print the list of address book destinations to check that the numbers are registered correctly. For the procedure for printing the list of destinations, refer to "User's Guide[Introduction]/[Registering and Managing Destinations]".
	Is there a problem with the receiving machine?	Is the power of the receiving machine turned off, is it out of paper or is there another problem? Call the recipient or otherwise to determine whether there is a problem.
Cannot receive faxes.	Is the power turned on?	Check the Main Power Switch of this machine. If a hub is used, also check the hub power.
	Has the machine been placed in the ErP Auto Power Off mode?	If the machine is placed into the ErP Auto Power Off mode, it cannot receive any jobs. Press the Power key to release the ErP Auto Power Off mode. For the ErP Auto Power Off mode, refer to "User's Guide[Introduction]/[Turning the Power On or Off]".
	Are cables connected correctly?	Make sure that the cables such as network and modular cables are correctly connected.
	Is the memory or storage capacity sufficient?	Check the remaining amount of memory or storage space. If there is insufficient memory or hard disk space, the machine will fail to receive faxes or, if it receives faxes, will fail to print them.

Description of problem	Check points	Remedy
Scanned data cannot be sent (by SMB transmission) to a specified computer.	Is the folder correctly specified?	A path for a destination folder containing "/" (slash) is not valid. Use "\" to specify the path for the destination folder.
	Have you specified a folder name using more than 13 characters?	When sending the scanned data to a folder on a PC running Mac OS, specify a folder name using up to 12 characters.
When sending scanned data (by SMB transmission) to a specified computer, operations take place slowly.	Is [LLMNR Setting] enabled?	Disable [LLMNR Setting]. For information on [LLMNR Setting], refer to "User's Guide[Web Management Tool]/[Configuring the Scan Transmission Environment]".
No printout produced.	Is Memory RX enabled?	If Memory RX is enabled, print the fax from the [Memory RX] User Box. For details on Memory RX, refer to "User's Guide[Box Operations]/[Printing the Fax Received in Memory (Memory RX)]".
	Is paper in the machine?	If the paper supply icon is blinking in the screen, it indicates that the paper in the paper tray has been used up and that the received original data are stored in the memory. Replenish Paper.
	Is paper jammed in the machine?	When a paper jam is occurring, received original data stay in the memory. Clear the jammed paper. For information on handling of a paper jam, refer to page 1-4.
	Is the machine out of toner?	No fax can be received if the toner is exhausted. Replace the Toner Cartridge . For details on how to replace a Toner Cartridge , refer to "User's Guide[Maintenance]/[Replacing Consumables]".

7.2 Network Fax Error Code

Transmission system error code

If the machine encounters a problem while sending or receiving a network fax, an error dialog will appear and error codes will be displayed in Nxx format. Take corrective actions by referring to the table below.

Code	Type	Description	Redial ON or OFF	Corrective Actions
N00	Connection error	Address error	OFF	<ul style="list-style-type: none"> Check to see if the destination is correct. Check the recipient's state and then resend the fax.
N01	Recipient busy	Recipient busy	ON	<ul style="list-style-type: none"> Check the state of the recipient. Retry sending after a while.
N03	Server	Global error	OFF	<ul style="list-style-type: none"> Check the recipient's state and then resend the fax.
N04	LAN connection	Connection timeout	OFF	<ul style="list-style-type: none"> Check to see if the destination is correct. Verify that the cables and cords are securely connected and that there is no network failure.
N06	Protocol	Status code error	OFF	<ul style="list-style-type: none"> Check the recipient's state and then resend the fax.
N10	Connection error	Server connection error	OFF	<ul style="list-style-type: none"> Check the state of the recipient. Check the network settings for the machine. Ask the network administrator to ensure that the network is running successfully.
N11	Connection error	Connection refused	OFF	Reception refused. Check the state of the recipient.
N12	Connection error	Line disconnected	ON	Verify that the cables and cords are securely connected and that there is no network failure.
N13	Connection error	No network response	OFF	<ul style="list-style-type: none"> Check the state of the recipient. Check the network settings for the machine. Ask the network administrator to ensure that the network is running successfully.
N14	Connection error	Mail distribution error	OFF	Check the recipient's state and then resend the fax.
N15	Recipient resetting	Recipient connection reset	ON	Check the recipient's state and then resend the fax.
N16	Recipient busy	Recipient busy	ON	Check the recipient's state and then resend the fax.
N17	LAN connection	Connection timeout	OFF	Check the recipient's state and then resend the fax.
N18	Network error	Network error	OFF	<ul style="list-style-type: none"> Check that the network fax settings are correct. Verify that the cables and cords are securely connected and that there is no network failure. Turn the Main Power Switch off and back on and then resend the fax. <p>For details on how to turn the Main Power Switch off or on, refer to "User's Guide[Introduction]/[Turning the Power On or Off]".</p>

Code	Type	Description	Redial ON or OFF	Corrective Actions
N20	Memory error	Memory error	OFF	Memory is full. <ul style="list-style-type: none"> Check that there are no other jobs being processed. Reduce the number of pages to be sent or reduce the scanning resolution to resend the fax.
N21	Storage error	Storage error	OFF	The storage is full. <ul style="list-style-type: none"> Delete unnecessary files. Reduce the number of pages to be sent or reduce the scanning resolution to resend the fax.
N22	Conversion error	Conversion error	OFF	Turn the Main Power Switch off and back on and then resend the fax. For details on how to turn the Main Power Switch off or on, refer to "User's Guide[Introduction]/[Turning the Power On or Off]".
N25	Memory overflow	Memory full	OFF	Memory is full. <ul style="list-style-type: none"> Check that there are no other jobs being processed. Reduce the number of pages to be sent or reduce the scanning resolution to resend the fax.
N30	Sequence error	A request for send initiation has come from an upper node while the machine is disconnected from the LAN.	OFF	<ul style="list-style-type: none"> Delete the send job and turn the Main Power Switch off and on. For details on how to turn the Main Power Switch off or on, refer to "User's Guide[Introduction]/[Turning the Power On or Off]". Check that the destination address is correct and that the cable is connected, or that any other network error is not occurring, then retry sending.
N31	Sequence error	A request for send initiation has come from an upper node before SDK initialization is completed.	OFF	Retry sending after a while.

Reception system error code

If the machine encounters a problem while receiving a network fax, an error dialog will appear and error codes will be displayed in Nxx format. Take corrective actions by referring to the table below.

Code	Type	Description	Corrective Actions
N50	SMTP reception	SMTP reception error	If SMTP reception does not start 60 minutes later after an incoming call was connected, this error occurs. Ask the sender to resend the fax.
N51	Decoding	Original too long error	Ask the sender to shorten the length of original to be sent before resending the fax.
N52	Decoding	Received page too long error	Ask the sender to reduce the number of pages to be sent before resending the fax.
N53	Decoding	File error	Ask the sender to resend the fax in a correct format shown below. Internet fax: TIFF IP Address Fax: PDF or TIFF
N54	Decoding	Decode error	Fax received contains data in an invalid format. Ask the sender to resend the fax in a correct format.

7.3 SMB Transmission Errors

About SMB transmission errors

There are the following types of SMB transmission errors.

Error	Description	Main Cause and Remedy
Server connection error	Cannot connect to the destination's shared folder.	For details, refer to page 7-6.
Login error	Cannot log in to the destination's shared folder.	For details, refer to page 7-7.
No specified folder	The destination's shared folder is not found.	For details, refer to page 7-8.

Server connection error

Error code	Cause	Remedy
107 16711703	The SMB port is not permitted in the firewall.	Permit the following port in the PC's firewall. <ul style="list-style-type: none"> TCP 445 (File and Printer Sharing (SMB RX))
	"File and Printer Sharing" is disabled.	Enable "File and Printer Sharing" in the Windows settings. For details, refer to "User's Guide[Scan Operations]/[Sending a File to a Shared Folder of a Computer (SMB Send)]".
	The IP Address for the address book is incorrect.	Correctly enter the IP address of the PC, which contains the shared folder, in the Address Book setting. For details, refer to "User's Guide[Descriptions of Functions/Utility Keys]/[Utility]".

Error code	Cause	Remedy
4099 16712685	The appropriate access rights are not assigned to the shared folder.	Configure the following settings to allow an access to the shared folder. <ul style="list-style-type: none"> • Allow Public Access: Allows a higher access right than "Change" to everyone. Otherwise, this option allows a higher access right than "Change" to an account specified in the address book. • Allow NTFS Access: Allows a higher access right than "Change" to everyone. Otherwise, this option allows a higher access right than "Change" to an account specified in the address book.
	An account without password is used.	Set [SMB Server Common Settings] - [SMB Authentication Protocol] of the device to [SMB1.0]. Disable "Password Protection Sharing" in the Windows settings. (However, in the domain environment, "Password Protection Sharing" is enabled necessarily, so transmission is not possible using an account without password.) In "Allow NTFS Access" of the shared folder, set a higher access right than "Change" to everyone.
	The SMB authentication protocol is incorrect.	Configure [SMB Authentication Setting] of the device as shown below. <ul style="list-style-type: none"> • In workgroup environment: [NTLM v1/v2] • In domain environment: [Kerberos] ([NTLM v1/v2] when Kerberos authentication fails) For details, refer to "User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]".
	A setting for requesting the SMB signature is configured in the PC side.	Change [SMB security Signature Setting] of the device to [Required] or [When requested]. For details, refer to "User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]".

Login error

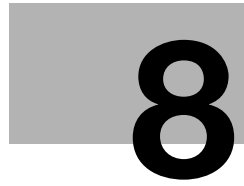
Error code	Cause	Remedy
4097	The user name or password of the address book is incorrect.	Correctly enter the name and password of the user, who has the privilege to access the shared folder, in the Address Book setting. For details, refer to "User's Guide[Descriptions of Functions/Utility Keys]/[Utility]".
	The IP Address of a different PC is specified in the address book.	Correctly enter the IP address of the PC, which contains the shared folder, in the Address Book setting. For details, refer to "User's Guide[Descriptions of Functions/Utility Keys]/[Utility]".

Tips

- If you are operating as a domain user, create a domain user name that is different from the local user name. If your domain user name is the same as the local user name, use the same password for both.

No specified folder

Error code	Cause	Remedy
4098 16712712	An incorrect shared folder name is specified in the address book.	Check the shared folder name of the PC, and enter the correct folder name in the Address Book setting. For details, refer to "User's Guide[Descriptions of Functions/Utility Keys]/[Utility]".
	The folder is not shared.	Configure the setting to share the folder, and set the appropriate access right.



Fax Problems

8 Fax Problems

8.1 How to Take an Action for Fax Transmission Failure

Description of problem	Check points	Remedy
Cannot send data.	Was the transmission procedure carried out correctly?	Check the transmission procedure and then resend the data.
	Is the fax number you entered for the destination correct? Were the address book destination and program destination registered correctly?	If you are using a destination in the Address Book or Program, the fax number registered may be incorrect. Print the list of address book destinations to check that the numbers are registered correctly. For the procedure for printing the list of destinations, refer to "User's Guide[Introduction]/[Registering and Managing Destinations]".
	Is the telephone line setting correct?	Does the setting in [Dialing Method] match the telephone line being used? Check the setting and correct it if an error is found. For the dialing method setting, refer to "User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]".
	Is the modular cable connected correctly?	Is the modular cable connected? Check the modular cable connection and, if unplugged, plug it in securely. Are TEL and LINE connected inversely? Check the modular cable connection and, if unplugged, plug it in securely.
	Is there a problem with the receiving machine?	Is the power of the receiving machine turned off, is it out of paper or is there another problem? Call the recipient to determine whether there is a problem.
	If it is a password TX job, have you sent the correct password?	Check the recipient's password then resend the fax using a correct password.
	Was the sender's fax number correctly registered with "Check Dest. & Send"?	Check that the fax number registered with the recipient is correct. Or set [Check Dest. & Send] to OFF, and then send a fax. For details on the setting of [Check Dest. & Send], refer to "User's Guide[Fax Operations]/[Using Fax Functions in Classic Style]".
	Is [PBX Connection Setting] ("User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]") set correctly when you are using this machine in the PBX environment?	When dialing the recipient for which [E-] is registered at the head of a fax number, check that the outside line number is correctly registered in [PBX Connection Setting]. In PBX environment, enter the outside line number using the [Out-line] key, and type the recipient fax number.

8.2 How to Take an Action for Fax Receiving Failure

Description of problem	Check points	Remedy
Cannot receive faxes.	Is the power turned on?	Check the Main Power Switch of this machine. If a hub is used, also check the hub power.
	Has the machine been placed in the ErP Auto Power Off mode?	If the machine is placed into the ErP Auto Power Off mode, it cannot receive any jobs. Press the Power key to release the ErP Auto Power Off mode. For the ErP Auto Power Off mode, refer to "User's Guide[Introduction]/[Turning the Power On or Off]".
	Is [Receive Mode] ("User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]") set to Manual RX?	Change the [Receive Mode] to [Auto RX]. When [Receive Mode] is set to [Manual RX], receive faxes manually. When receiving from a telephone, contact your service representative.
	Is the modular cable connected correctly?	Is the modular cable connected? Check the modular cable connection and, if unplugged, plug it in securely.
	Is [Closed Network RX] ("User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]") enabled?	If [Closed Network RX] is enabled, the machine accepts faxes sent from specific recipients. For details, contact your administrator.
	Has a wrong SUB address been sent in F-code from the sender side?	If a wrong SUB address is received with the Confidential or Relay User Box set, a communication error may occur, causing failed reception. Check the sender side to see if the SUB address is set.
No printout produced.	Is PC-Fax RX set in [RX Data Operation Settings] ("User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]")?	Check the User Box used by the PC-Fax RX function to save data.
	Is TSI Routing set in [RX Data Operation Settings] ("User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]")?	Check the User Box used by the TSI Distribution function to save data.
	Is Memory RX set in [RX Data Operation Settings] ("User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]")?	If Memory RX is enabled, print the fax from the [Memory RX] User Box. For details on Memory RX, refer to "User's Guide[Box Operations]/[Printing the Fax Received in Memory (Memory RX)]".
	Is Forward TX set in [RX Data Operation Settings] ("User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]")?	Cancel the Forward TX setting.
	Is paper in the machine?	Replenish paper.
	Is paper jammed in the machine?	Clear the jammed paper.
	Is the machine out of toner?	No fax can be received if the toner is exhausted. Replace the Toner Cartridge . For details on how to replace a Toner Cartridge , refer to "User's Guide[Maintenance]/[Replacing Consumables]".

8.3 G3 Fax Error Code

Transmission system error code

If the machine encounters a problem while sending a G3 fax, an error dialog will appear and error codes will be displayed in Txx format. Take corrective actions by referring to the table below.

If a communication error recurs, contact the telecommunications carrier or your service representative.

Code	Description or action
T00	<ul style="list-style-type: none"> • Check to see if the destination is correct. • Check that the recipient telephone number is for fax. • Check the state of the recipient.
T01	Send data again without using a mixed original.
T02	If a communication error recurs, try the manual sending.
T03	An invalid protocol has been received from the receiver. Check the state of the recipient.
T05	After an enough time lapsed, send data again. Otherwise, check the state of the recipient.
T06	There may be a problem with the line quality.
T08	There may be a problem with the line quality.
T09	There may be a problem with the line quality.
T11	Could not check the normal reception from the receiver side. Send a fax again.
T12	Could not check the normal reception from the receiver side. Send a fax again.
T13	Could not check the normal reception from the receiver side. Send a fax again.
T18	A reception has been rejected from the receiver side. Check the state of the recipient.
T28	An error occurred in the receiver side. Send a fax again.
T32	There may be a problem with the line quality.
T35	An error occurred in the receiver side. Send a fax again.
T36	An error occurred in the receiver side. Send a fax again.
T38	An invalid protocol has been received from the receiver.
T40	An error occurred on this machine. Send a fax again.
T42	This code may be displayed because an error occurs during image transfer for fax TX/RX. Check that ECM of this machine is set to ON. To register a fax destination, set the ECM to ON. By carrying out this action, you may be able to send a fax properly. For details, refer to "User's Guide[Introduction]/[Registering and Managing Destinations]". In some cases, you need to change the ECM setting in the receiver side.
T43	There may be a problem with the line quality.
T44	Turn the main power OFF and then ON, and send a fax again. By carrying out this action, you may be able to send a fax properly.
T48	Could not check number matching by the Check Dest. & Send function. <ul style="list-style-type: none"> • Check to see if the destination is correct. • Check that the fax number registered with the recipient is correct. • Set Check Dest. and Send to OFF; you may be able to send a fax.
T50	A problem occurred during a communication from the remote diagnosis system. Contact your service representative.
T51	Turn the main power OFF and then ON, and send a fax again. By carrying out this action, you may be able to send a fax properly.

Code	Description or action
T52	Turn the main power OFF and then ON, and send a fax again. By carrying out this action, you may be able to send a fax properly.
T58	The document to be sent by polling is not registered in the sender's machine. Ask the sender to set the document.
T60	Register the document that is sent to the recipient by polling. For details, refer to "User's Guide[Fax Operations]/[Using Fax Functions in Classic Style]".
T61	Check whether the document to be sent by polling from the bulletin board is registered. For details, refer to "User's Guide[Fax Operations]/[Using Fax Functions in Classic Style]".
T62	Inform the recipient of the correct bulletin board number.
T68	This error occurs when the selected polling (SEP) function is not provided in the recipient for polling RX. Check the settings.
T73	There may be a problem with the line quality. Set V34 to OFF to perform sending/receiving. For details, refer to "User's Guide[Fax Operations]/[Sending Options]". To register a fax destination, set V34 to OFF. For details, refer to "User's Guide[Introduction]/[Registering and Managing Destinations]".
T74	There may be a problem with the line quality. Set V34 to OFF to perform sending/receiving. For details, refer to "User's Guide[Fax Operations]/[Sending Options]". To register a fax destination, set V34 to OFF. For details, refer to "User's Guide[Introduction]/[Registering and Managing Destinations]".
T75	There may be a problem with the line quality. Set V34 to OFF to perform sending/receiving. For details, refer to "User's Guide[Fax Operations]/[Sending Options]". To register a fax destination, set V34 to OFF. For details, refer to "User's Guide[Introduction]/[Registering and Managing Destinations]".
T76	There may be a problem with the line quality. Set V34 to OFF to perform sending/receiving. For details, refer to "User's Guide[Fax Operations]/[Sending Options]". To register a fax destination, set V34 to OFF. For details, refer to "User's Guide[Introduction]/[Registering and Managing Destinations]".
T77	There may be a problem with the line quality. Set V34 to OFF to perform sending/receiving. For details, refer to "User's Guide[Fax Operations]/[Sending Options]". To register a fax destination, set V34 to OFF. For details, refer to "User's Guide[Introduction]/[Registering and Managing Destinations]".
T78	Turn the main power OFF and then ON, and send a fax again. By carrying out this action, you may be able to send a fax properly.
T79	Send a fax again.
T80	This error occurs when the machine is not connect to an analog line while the line is in off-hook mode. Make sure that the machine is correctly connected to an analog line.
T81	Could not detect any dial tone. Check that the machine is connected to the correct telephone line, and send a fax again. When the machine is connected to the PBX, check whether the [PBX Connection Setting] ("User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]") is correctly configured (if a line sound is output intermittently, the machine may be connected to the PBX). By carrying out this action, you may be able to send a fax properly.
T82	The recipient returned no response after dialing. <ul style="list-style-type: none"> • Check to see if the destination is correct. • Check that the recipient telephone number is for fax. • Check the state of the recipient.
T83	A busy tone was detected. <ul style="list-style-type: none"> • The recipient may be busy, so send a fax again after a while. • Check whether the recipient telephone number is correct. • Try the manual sending.

Code	Description or action
T84	An incorrect outside line may be specified in the PBX environment. Enter only the recipient telephone number following the Outline key. To display the Outline key, select [PBX Connection Setting] ("User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]") to configure the appropriate setting. This error may be resolved by turning the main power OFF and ON. If this error recurs, contact your service representative.
T85	A contact failure may occur on a telephone line. Check to see if the line is disconnected.
T86	A dial tone error was detected. Check the line status.
T89	Check the balance in the billing management device.
T95	A contact failure may occur on a telephone line. Check to see if the line is disconnected.

Reception system error code

If the machine encounters a problem while receiving a G3 fax, an error dialog will appear and error codes will be displayed in Rxx format. Take corrective actions by referring to the table below.

If a communication error recurs, contact the telecommunications carrier or your service representative.

Code	Description or action
R00	The recipient may be dialed erroneously from a general telephone, or the line may be disconnected after dial connection. An incoming error may occur due to line noises. The recipient fax number may not be detected.
R01	When this error occurs in a specific recipient, request the recipient not to send a mixed original or specify a different resolution for transmission. By carrying out this action, you may be able to receive a fax properly.
R02	There may be a problem with the line quality.
R03	An invalid protocol has been received from the sender machine.
R04	Check the state of the recipient.
R06*	An image data receiving failure was not cleared. There may be a problem with the line quality.
R07*	There may be a problem with the line quality. Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R08*	There may be a problem with the line quality. Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R09*	There may be a problem with the line quality. Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R10*	There may be a problem with the line quality. Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R11*	There may be a problem with the line quality. Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R12*	There may be a problem with the line quality. Check that ECM of this machine is set to ON. In some cases, you need to change the ECM setting in the sender machine side.
R18	This error occurs when a fax cannot be received because the User Box space is insufficient. Delete unnecessary documents in each User Box. The erroneous User Box is displayed with a warning message.
R21	Turn the [Closed Network RX] ("User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]") function off, or inform the recipient of the correct password.
R22	This error occurs when the password receiving is not specified in [Closed Network RX] ("User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]"). Set Closed Network RX to OFF, or check the Closed Network RX settings.

Code	Description or action
R24*	There may be a problem with the line quality. Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R25*	There may be a problem with the line quality. Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R26*	There may be a problem with the line quality. Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R27*	There may be a problem with the line quality. Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R28*	An invalid command has been received. There may be a problem with the line quality. Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R29*	There may be a problem with the line quality. Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R33	Request the recipient to set password information to SID, not PWD.
R34	A protocol error occurred during F-Code (confidential or relay) communication. Request the sender machine side to enter password information to SID.
R37*	There may be a problem with the line quality. Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender machine side to set V34 to OFF and resend a fax.
R38*	There may be a problem with the line quality. Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender machine side to set V34 to OFF and resend a fax.
R40*	An error occurred on this machine. Turn the main power OFF and then ON, wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R45*	There may be a problem with the line quality. Check that ECM of this machine is set to ON. In some cases, you need to change the ECM setting in the sender machine side.
R49	There may be a problem with the line quality. Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R50*	There may be a problem with the line quality. Check that ECM of this machine is set to ON. In some cases, you need to change the ECM setting in the sender machine side.
R51	Turn the main power OFF and then ON, and receive a fax again. By carrying out this action, you may be able to receive a fax properly.
R52	Turn the main power OFF and then ON, wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R60*	There may be a problem with the line quality. Check that ECM of this machine is set to ON. In some cases, you need to change the ECM setting in the sender machine side.
R63	There may be a problem with the line quality.
R67	An invalid protocol has been received from the sender machine side. Request the sender machine side not to set SUB of F-Code.
R69*	There may be a problem with the line quality.
R70*	Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R71*	There may be a problem with the line quality. Check that ECM of this machine is set to ON. In some cases, you need to change the ECM setting in the sender machine side.
R72	Request to the sender to shorten the length of original to be sent before resending the fax.

Code	Description or action
R73*	There may be a problem with the line quality.
R74*	There may be a problem with the line quality. Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R75*	There may be a problem with the line quality. Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender machine side to set V34 to OFF and resend a fax.
R76*	There may be a problem with the line quality. Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender machine side to set V34 to OFF and resend a fax.
R77*	Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R78*	Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R79*	Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.
R80	A problem occurred during a communication from the remote diagnosis system. Contact your service representative.
R81	A problem occurred during a communication from the remote diagnosis system. Contact your service representative.
R82	A problem occurred during a communication from the remote diagnosis system. Contact your service representative.
R83	A problem occurred during a communication from the remote diagnosis system. Contact your service representative.
R84	A problem occurred during a communication from the remote diagnosis system. Contact your service representative.
R93	This error occurs when a receiving instruction is received via the Confidential User Box, but the password does not match. Inform the recipient of the correct password to resend a fax. Check that the Confidential RX User Box is registered properly.
R94	An error occurred during Relay RX. Check that the relay destination (Group) of the Relay User Box is registered properly. Otherwise, inform the recipient of the correct password to resend a fax. For details on Relay RX, refer to "User's Guide[Box Operations]/[Using as Fax Relay Machine (Relay User Box)]".
R96	An error occurred during Confidential, Relay, or PC-FAX RX. Check that the Confidential, Relay, or PC-FAX RX User Box is registered properly. Otherwise, check whether [Relay RX] ("User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]") is set to OFF in [Function ON/OFF Setting]. Inform the sender machine side of the correct User Box number.
R97	An error occurred during PC-FAX RX. Select [RX Data Operation Settings] - [PC-Fax RX Setting] ("User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]"), and check the communication password specified in the PC-FAX RX setting. Then, inform the recipient of the correct password to resend a fax.
R99	Wait until a fax is resent from the sender machine side. If a fax is not resent, ask the sender to resend the fax.

* You may receive the page with a communication error detected again. The same original may be output, so be careful not to get an incorrect one. This is a redial control in the sender machine side, which is a normal operation.

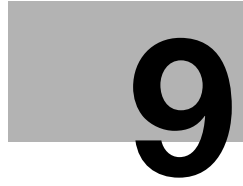
8.4 Main Messages and Remedies

Message	Cause	Remedy
[Job was not successfully executed. An Error occurred while dialing. Please check Job History.]	Redial was attempted the number of times specified, however, transmission failed because the recipient was busy or due to other reasons.	Check the recipient's state and then resend the fax. Using the Off-Hook key, you can check the sender status before sending. For details, refer to "User's Guide[Fax Operations]/[Using Fax Functions in Classic Style]".
[Unable to check sender.]	The machine failed to verify the recipient with Check Dest. & Send set to ON.	Check whether the fax number of the originating machine is registered in the destination machine.
[Not enough memory to continue scanning. Send as much as scanned by pressing the [Send] key or press the [Delete] key.]	All the available space in the memory has been used up by document scanning.	Tap [Start] to send document pages that have already been, then tap [Stop] to abort the job.
[Transmission failed. Please check line connection.]	The modular cable may be disconnected.	Check the modular cable connection and, if unplugged, plug it in securely.
[Server connection error.]	The network cable is not connected correctly.	Make sure that the network cable is correctly connected.
	Under Administrator Settings, [Network] is not set correctly.	Under Administrator Settings, check whether [Network] ("User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]") is set correctly.
[Cannot select address for TX. Exceeded the maximum number of addresses allowed for broadcasting.]	The number of destinations specified exceeds the number possible for a broadcast transmission.	Reduce the number of broadcast destinations, or send the transmission in multiple batches.
[Document could not be saved in User Box. Insufficient Storage memory. Please check Job History.]	The storage is full.	Delete unnecessary data, then try saving the data again.
[The number of registered boxes has reached the maximum limit. No additional boxes can be created.]	The number of User Box that can be registered has reached the maximum number possible.	Delete unnecessary User Boxes then retry registration. You can select [Delete Unused User Box] ("User's Guide[Descriptions of Functions/Utility Keys]/[Administrator]") to delete a User Box that contains no files.
[The number of documents in the box has reached the maximum limit. No additional documents can be stored.]	The number of documents that can be saved in a User Box has reached the maximum number possible.	Delete unnecessary documents then retry registration.
[The number of programmed jobs has reached the maximum allowance. Please wait until a programmed job has been completed.]	The number of jobs that can be programmed has reached the maximum number possible.	Wait until a job has been completed, or delete a current job.

8.5 Warning Messages and Remedies

When a sending/receiving error may occur, a warning message may be displayed to prompt the user to clear its cause. If multiple warning messages occur, they are displayed in sequence at the specified intervals. If receiving is continued while warning messages remain displayed, a receiving error (R18) occurs.

Warning message	Description	Remedy
[Check the fax connection and turn main power OFF and ON.]	Cannot establish a communication because any fax board is disconnected.	Check that all the fax boards are connected, and turn the main power OFF and then ON again. By carrying out this action, you may be able to correctly establish a communication. If this error recurs, contact your service representative.
[Remove paper jam or replace consumables.]	You will not be able to receive data soon because received data reached the maximum number and it cannot be printed.	Immediately clear paper jams and problems related to the printer being out of paper, out of toner, etc. When received data is printed, receiving can be restarted.
[Delete unnecessary documents from Memory RX User Box.]	You will not be able to receive data soon because the number of documents in the Memory RX User Box reached the maximum number.	Immediately print documents in the Memory RX User Box. When documents in the User Box are printed, receiving can be restarted.
[Delete unnecessary documents from the confidential Rx user box.]	You will not be able to receive data soon because the number of documents in the Confidential RX User Box reached the maximum number.	Immediately print documents in the Confidential RX User Box. When documents in the User Box are printed, receiving can be restarted. When multiple Confidential RX User Boxes are registered, check all of them.
[Del. unnecessary Doc. in the PC-FAX Rx user box.]	You will not be able to receive data soon because the number of documents in the PC-FAX RX User Box reached the maximum number.	Immediately print documents in the PC-FAX RX User Box. When documents in the User Box are printed, receiving can be restarted. When multiple PC-FAX RX User Boxes are registered, check all of them.
[Delete unnecessary print jobs with errors.]	You will not be able to receive data soon because the number of report printing wait jobs reached the maximum number.	Immediately clear paper jams and problems related to the printer being out of paper, out of toner, etc. Then, make prints or delete the report printing wait jobs. When report jobs are printed or deleted, receiving can be restarted.
[Delete unnecessary user boxes.]	A User Box will not be able to be generated automatically soon because the number of User Boxes reaches the maximum number when Auto Create User Box is specified while no User Box with SUB specified is provided in PC-FAX RX. As a result, receiving may be impossible.	Immediately delete unnecessary User Boxes that are not used. When such User Boxes are deleted, receiving can be restarted.
[Del. Doc. in unused user box.]	You will not be able to receive data soon because the total number of documents in the entire system reached the maximum number.	Immediately delete unnecessary documents in each User Box as well as unnecessary User Boxes that are not used. When such documents are deleted, receiving can be restarted.



Copy Problems

9 Copy Problems

9.1 How to Take an Action for Copy Failure

Description of problem	Check points	Remedy
Copying does not start.	Are the doors of the machine securely closed?	Close the doors of the machine securely.
	Has paper of the correct size for the original been loaded into the paper tray?	Load paper of the appropriate size into the paper tray.
	Did you remember to return the Fusing Adjustment Lever to the normal printing position after moving it to the envelope printing position?	Open the Right Door , then return the Fusing Adjustment Lever to the normal printing position (bottom). For details, refer to "User's Guide[Introduction]/[Loading Paper]".
The original does not feed.	Is the ADF slightly open?	Securely close the ADF .
	Is the original one that does not meet the specifications?	Check that the original is one that can be loaded into the ADF .
	Has the original been positioned correctly?	Position the original correctly.
The image is light.	Is [Light] specified for the density setting?	Tap [Density] on the copy main screen to adjust density.
	Is the paper damp?	Replace with new/dry paper.
The image is dark.	Is [Dark] specified for the density setting?	Tap [Density] on the copy main screen to adjust density.
	Was the original not pressed close enough against the Original Glass ?	Position the original so that it is pressed closely against the Original Glass .
The image is partially obscured or blurry.	Is the paper damp?	Replace with new/dry paper.
	Was the original not pressed close enough against the Original Glass ?	Position the original so that it is pressed closely against the Original Glass .
The entire area of a copy gets smudged. Thread-like smudges appear on a copy.	Is the Original Glass dirty?	Wipe the Original Glass with a soft, dry cloth.
	Is the Slit Scan Glass dirty?	Wipe the Slit Scan Glass with a soft, dry cloth.
	Is the Original Pad dirty?	Clean the Original Pad with a soft cloth dampened with a mild detergent.
	Was the original printed on highly translucent material, such as diazo photosensitive paper or OHP transparencies?	Place a blank sheet of paper on top of the original.
	Is a 2-sided original being copied?	If a thin 2-sided original is being copied, the print on the back side may be reproduced on the front side of the copy. In the Background Removal screen, select a lighter background density. For details on the background removal, refer to "User's Guide[Descriptions of Functions/Utility Keys]/[Copy]".

Description of problem	Check points	Remedy
Images are tipped.	Is the original positioned correctly?	When you are using the Original Glass , align the original with the Original Scale , then correctly load the original. When you are using the ADF , correctly align the Lateral Guide with the size of the original.
	Is the original incorrectly positioned in the ADF ?	If the original cannot be fed correctly through the ADF , make copies by positioning the original on the Original Glass .
	Is the Slit Scan Glass dirty? (When the ADF is in use)	Wipe the Slit Scan Glass with a soft, dry cloth.
	Is the lateral guide of the paper tray correctly aligned with the paper?	Align the Lateral Guide with the edges of the paper.
	Has curled paper been loaded into the paper tray?	Manually flatten the paper and re-load it into the paper tray.
An output copy is curled.	Curls may appear depending on the paper type (recycled paper, for example).	Remove the paper from the paper tray, turn it over, and then load it again.
		Replace with new dry paper.
The area around an image gets smudged.	Is the Original Pad dirty?	Clean the Original Pad with a soft cloth dampened with a mild detergent.
	Is the paper selected of a size larger than the original size? (When copying at full size or 100.0% zoom ratio)	Select a paper size that is the same size as the original. Otherwise, tap [Zoom] on the copy main screen to select [Auto], and perform enlarged copying at a zoom ratio matching the paper.
	Is the size or orientation of the original different from that of the paper? (When copying at full size or 100.0% zoom ratio)	Select a paper size that is the same size as the original. Otherwise, re-load paper in the same orientation as the original.
	Have you selected the zoom ratio for reduced copying that is suited for the paper size? (When the reduced copying zoom ratio has been selected manually)	Select the zoom ratio that matches the paper size. Otherwise, tap [Zoom] on the copy main screen to select [Auto], and perform reduced copying at a zoom ratio matching the paper.
Cannot switch to the 2-Sided > 1-Sided or 2-Sided > 2-Sided function.	Have settings been selected that cannot be combined?	Check the combinations of the selected settings.
On a device with account track enabled, copying would not start even after entering the password.	Did the message [The counter for the account has reached its maximum allowance.] appear?	Contact your administrator.
The staple position deviates by 90 degrees.	Has the staple position been correctly specified?	Specify the staple position correctly. For information on how to configure the staple settings, refer to "User's Guide[Copy Operations]/[Copy Option Settings]".
Ejected paper is not get stacked evenly; punch holes or staple positions do not line up.	Is the paper curled?	Remove the paper from the paper tray, turn it over, and then load it again.
	Is there a gap between the Lateral Guide in the paper tray and the sides of the paper?	Slide the Lateral Guide in the paper tray against the sides of the paper so that there is no gap.
	Is the paper type configured correctly?	Configure the paper type of the selected tray correctly.

9.2 Main Messages and Remedies

Message	Cause	Remedy
[Original left on glass.]	The original has been left on the Original Glass .	Remove the original from the Original Glass .
[Paper of matching size is not available. Select the paper size.]	Paper of a suitable size is not loaded in a paper tray.	Either select paper of a different size or load paper of a suitable size.
[Load paper into the Bypass Tray.]	Paper of a suitable size is not loaded in the Bypass Tray .	Load paper of the appropriate size into the Bypass Tray .
[The original size cannot be detected. Select the paper size.]	The original is not loaded correctly.	Position the original correctly.
	The original is a custom size or a small size that cannot be detected. A dark (black) original may not be detected correctly.	Select the paper size and start copying.
[The image will not fit on selected paper. Change the direction of the original.]	The image will be cut off with the current orientation of the original.	Rotate the original by 90 degrees to load it correctly.
[Please remove paper in the Output Tray as indicated by the arrow(s). To continue the job, press the [Continue] key. To delete the job, press the [Delete] key.]	Copying failed as the tray marked with → has reached its capacity.	Remove all paper from the tray marked with →.
[Enter a login User Name and Password, and then touch [Login] or press the [Access] key.]	User authentication is enabled. You must enter your user name and correct password to perform copying.	Enter your user name and correct password.
[Enter Account Name and Password, and then touch [Login] or press the [Access] key.]	Account track settings have been configured. You must enter your account name and correct password to perform copying.	Enter the account name and correct password.
[The counter for the account has reached its maximum allowance.]	There is a limit to the number of pages that can be printed by account.	Contact the administrator of the machine.
[The part indicated by → is open. Ensure that it is properly closed.]	Copying failed as the door or cover of this machine is open or the optional device is not securely closed.	Be sure to securely close the door or cover of this machine that is marked with →, and the door or cover of the optional device.
[Install toner cartridge.]	The Toner Cartridge is not installed correctly.	Reinstall each consumable and replaceable part. Otherwise, contact your service representative.
[Replenish Paper.]	The indicated tray has run out of paper.	Add paper into the indicated tray.
[Toner is low. Replace when indicated.]	The toner is about to run out.	According to the maintenance agreement, prepare a spare Toner Cartridge .
[The Toner Cartridge needs to be replaced.]	The toner is about to run out.	According to the maintenance agreement, replace the indicated Toner Cartridge .
[Toner is depleted. Replace the Toner Cartridge according to the instructions.]	Toner is depleted.	According to the maintenance agreement, replace the indicated Toner Cartridge .
[No more staples. Replace the Staple Cartridge or cancel stapling.]	The staples have run out.	Replace the Staple Cartridge .

Message	Cause	Remedy
[Misfeed detected. Remove paper according to the Guidance image or Animation that appears after pressing the Start Guidance key.]	Copying cannot be performed due to a paper jam.	Follow the guidance (instructions) to remove jammed paper.
[Hole-Punch scrap box is full. Empty hole-punch scrap.]	The waste box has become full of punch hole scraps.	Dispose punch hole scraps stored in the Punch Scrap Box .
	The Punch Scrap Box is not loaded.	Load the Punch Scrap Box .
[Reset the following number of originals.] XX	After removing a paper jam, you need to restore the original pages ejected from the ADF .	Re-load the indicated number of original pages into the ADF .
[An internal error has occurred. Open and then close the front door. If the trouble code appears again, contact your Service Representative.]	The machine malfunctioned and is unable to make copies.	Take the appropriate action according to the message displayed on the screen. If the problem is not resolved or released, inform your service representative of the malfunction code displayed on the screen.
[An internal error has occurred. Turn the main switch OFF and ON. If the trouble code appears again, contact your Service Representative.]		
[An internal error has occurred. Please contact your Service Representative.]	The machine malfunctioned and is unable to make copies.	Inform your service representative of the malfunction code displayed on the screen.
[Clean the slit scan glass located to the far left of the ADF with a dry cloth. If you continue to use the device in its current condition, lines may appear on the printed output.]	The Slit Scan Glass is dirty.	Wipe the Slit Scan Glass with a soft, dry cloth.
[The authentication information entered is invalid due to failed access attempts. Contact your Administrator.]	The authentication information has become invalid since the authentication attempts have failed the specified number of times.	Contact the administrator of the machine.
[The job log has reached the maximum allowed. Contact the System Administrator.]	The write area of the job log has reached the maximum allowed.	Obtain job logs via Web Connection .
[No Animation Guide available. Contact your service rep.]	Animation guide data is not installed.	For details on installing animation guide data, contact your service representative.

10

User Box Problems

User Box Problems

10 User Box Problems

10.1 How to Take an Action for User Box Saving Failure

Description of problem	Check points	Remedy
Files cannot be saved in a User Box.	Are the network settings and connection correct?	To save files in a User Box from a computer, the network settings must be configured correctly. Check the network settings and connection. For information on how to configure the network settings, refer to "User's Guide[Introduction]/[Connecting to the Network]".
	Is the User Box full?	If the User Box is full, remove unnecessary files then carry out the saving operation again. For the procedure for deleting unnecessary files from a User Box, refer to "User's Guide[Box Operations]/[Operations and Settings Common to each User Box]".
	Has the maximum allowance for saving files been exceeded?	If the maximum number of files one User Box can save has already been reached, delete unnecessary files and then carry out the saving operation again. For the procedure for deleting unnecessary files from a User Box, refer to "User's Guide[Box Operations]/[Operations and Settings Common to each User Box]".

10.2 Main Messages and Remedies

Message	Cause	Remedy
[Server connection error.]	The network cable is not connected correctly.	Make sure that the network cable is correctly connected.
	Under Administrator Settings, [Network] is not set correctly.	Under Administrator Settings, check that [Network] is set correctly.
[Cannot select address for TX. Exceeded the maximum number of addresses allowed for broadcasting]	The number of destinations specified exceeds the number possible for a broadcast transmission.	Reduce the number of broadcast destinations, or send the transmission in multiple batches.
[Document could not be saved in User Box. Insufficient Storage memory. Please check Job History.]	The storage is full.	Delete unnecessary data, then try saving the data again.
[The number of registered boxes has reached the maximum limit. No additional boxes can be created.]	The number of User Box that can be registered has reached the maximum number possible.	Delete unnecessary User Boxes then retry registration.
[The number of documents in the box has reached the maximum limit. No additional documents can be stored.]	The number of documents that can be saved in a User Box has reached the maximum number possible.	Delete unnecessary documents then retry registration.
[The maximum number of pages that can be registered in the User Box has been reached.]	The registered document pages have reached the maximum that can be registered in one User Box.	Delete unnecessary documents then retry registration.
[The number of programmed jobs has reached the maximum allowance. Please wait until a programmed job has been completed.]	The number of jobs that can be programmed has reached the maximum number possible.	Wait until a job has been completed, or delete a current job.

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User Authentication Problems

11 User Authentication Problems

11.1 How to Take an Action for Server Authentication Failure

Description of problem	Check points	Remedy
Cannot perform external server authentication.	Do the date and time specified on the server match those in this machine?	Match the date and time on the server and in this machine. For details on how to set the date and time of this machine, refer to "User's Guide[Web Management Tool]/[Configuring Basic Information Settings of this Machine]".
	Can you perform name resolution with the host name?	Enter the DNS server address. For details, refer to "User's Guide[Web Management Tool]/[Configuring Network Environment Settings]". Enter the DNS domain name. For details, refer to "User's Guide[Web Management Tool]/[Configuring Network Environment Settings]".
Cannot perform enhanced server authentication.	Is the administrator password specified?	Specify the administrator password. For details, refer to "User's Guide[Web Management Tool]/[Reinforcing Security]".
	Is the device certificate installed on the machine?	Self-create a device certificate. For details, refer to "User's Guide[Web Management Tool]/[Reinforcing Security]".
	Is SSL communication enabled?	In [OpenAPI Settings], set [Use SSL/TLS] to [SSL Only]. For details, refer to "User's Guide[Web Management Tool]/[Associating with External Application]". In [TCP Socket Settings], set [Use SSL/TLS] to enable (select the check box), then restart this machine. For details, refer to "User's Guide[Web Management Tool]/[Associating with External Application]".

12 Network Error Codes

12 Network Error Codes

12.1 Displaying Network Error Codes

Network Error Codes are displayed when an error occurs in the network. You can check the action to take as well as a description of the error by referring to the code in the error code list.

Use **Web Connection** to configure so that network error codes are displayed. For details, refer to "User's Guide[Web Management Tool]/[Configuring Network Environment Settings]".

 **Tips**

- Depending on the sending or receiving conditions, an error dialog may not appear. If you cannot successfully send or receive data, select [Job List] - [Details] to check the network error code.

12.2 Error Code List

LAN (IEEE802.1X)

Code	Description
1	Connection has already been established.
2	Setting error.
3	Unable to find the destination AP (SSID).
5	Negotiation of the EAP method failed.
6	The EAP authentication failed (user ID, password, certificate, etc.).
10	Verification error of the server certificate (EAP-TLS/EAP-TTLS/PEAP).
14	Negotiation of the phase 2 method failed (PEAP).
15	Response from the server has timed out.
17	Failed to start the supplicant task.
19	The server certificate has expired (EAP-TLS/EAP-TTLS/PEAP).
20	CA verification error of the server certificate (EAP-TLS/EAP-TTLS/PEAP).
21	Server ID verification error of the server certificate (EAP-TLS/EAP-TTLS/PEAP).
24	Settings are combined normally.
25	Connection and authentication are complete.
31	Incorrect format of the server certificate (EAP-TLS/EAP-TTLS/PEAP).
33	The storage path is not specified for the certificate verification (PKI) function (EAP-TLS/EAP-TTLS/PEAP).
34	The certificate verification (PKI) function is in the excessive multiplex processing status (EAP-TLS/EAP-TTLS/PEAP).
35	Parameter error of the certificate (EAP-TLS/EAP-TTLS/PEAP).
36	Internal error of the certificate verification (PKI) function (EAP-TLS/EAP-TTLS/PEAP).

LDAP

Code	Description
1	An invalid operation occurred.
2	A protocol error occurred.
3	The time limit has been exceeded.
4	The number of search results has exceeded the maximum number of items allowed.
5	The comparison result is FALSE.
6	The comparison result is TRUE.
7	The LDAP server does not support SASL.
8	Strong authentication is required.
10	Unable to trace the link although Referral is specified.
11	Administration limit on the server has been exceeded.
12	Critical extension is unavailable.
13	Confidentiality is required.
14	Intermediary bind result for multi-stage binds.
15	Requested attribute does not exist.
16	The type is not defined.
17	An inappropriate matching occurred.
18	A constraint violation occurred.

Code	Description
19	The attribute exists or the value has been assigned.
20	The syntax is invalid.
32	Cannot find the search route.
33	The alias is invalid.
34	The syntax of DN is invalid.
35	This object is a terminal (leaf).
36	Cannot de-reference the alias.
48	Authentication is not appropriate.
49	Failed to log in to the LDAP server.
50	The user has insufficient access rights.
51	The server is busy.
52	The server is not available.
53	The server does not handle directory requests.
54	The chain of referrals has looped back to a referring server.
64	There was a naming violation.
65	There was an object class violation.
66	Operation is not allowed on a non-leaf object.
67	Operation is not allowed on RDN.
68	The object already exists.
69	Cannot modify object class.
70	Results returned are too large.
71	Multiple directory service agents (DSA) are affected.
80	An unexpected error occurred.
81	Unable to connect to the LDAP server.
82	An internal error occurred.
83	An encode error occurred.
84	A decode error occurred.
85	The connection has timed out.
86	The supported SASL does not match the LDAP server side.
87	The searching filter is invalid.
88	Canceled by the user.
89	An internal parameter error occurred.
90	Failed to allocate memory.
91	Unable to connect to the LDAP server.
92	The supported LDAP version does not match the LDAP server side.
93	The LDAP function did not find the specified control.
94	The result is not included in the message.
95	Additional results are to be returned.
96	Client loop was detected.
97	The referral limit was exceeded.
128	Failed to resolve the LDAP server name using the DNS server.
129	The certificate of the LDAP server has expired.
130	Mutual authentication using GSS-SPNEGO (Kerberos v5) failed.
131	The search result remains.

Code	Description
132	The process is canceled by a device reset.
2238	The CN field of the LDAP server certificate does not match the server address.
2239	The LDAP server certificate does not have the expected usage for a server.
2240	The LDAP server certificate is not trusted. To trust the certificate, the certificate must be registered to the system.
2241	The LDAP server certificate has expired.
2242	The CA server rejected the connection.
2243	The connection to the server that checks for expiration of the certificate has timed out.
2244	Unable to check for expiration because the CRL size exceeds the maximum capacity that can be retained (1MB).
2261	The format of the LDAP server certificate is invalid.
2263	The storage has not been set.
2264	Unable to perform verification because there are too many certificates to be verified (the maximum number of certificates that can be verified at a time is 20).
2266	Internal error of the certificate verification/management module.
2267	The device certificate does not exist.
2268	No certificate is sent from the communications peer.
10000	Failed in authentication using a PKI card (PKI token).
12236	The ticket certificate has expired.
12239	The ticket certificate does not have the expected usage for a server.
12240	The ticket certificate is not trusted. To trust the certificate, the certificate must be registered to the system.
12241	The ticket certificate has expired.
12242	The CA server rejected the connection.
12243	The connection to the server that checks for expiration of the certificate has timed out.
12244	Unable to check for expiration because the CRL size exceeds the maximum capacity that can be retained (1MB).
12261	The format of the ticket certificate is invalid.
12263	The storage has not been set.
12264	Unable to perform verification because there are too many certificates to be verified (the maximum number of certificates that can be verified at a time is 20).
12266	Internal error of the certificate verification/management module.

Reception (E-mail/Internet FAX)

Code	Description
-1	Failed to receive message.
-2	A receiving request has been blocked because E-mails are currently being received.
1	Failed to log in to the E-mail server.
2	An internal error occurred.
3	Failed to connect to the server.
4	The connection has timed out.
5	Decoding failed due to invalid MIME format or S/MIME format.
6	Failed to allocate memory.
7	Job ID is invalid.
9	Failed to delete an E-mail message.
10	The mail box is full.

Code	Description
11	Failed to search the certificate.
12	Failed to retrieve the device certificate or private key.
13	An I/O error occurred. A storage operation error has occurred, or memory capacity of the computer may be insufficient.
14	The S/MIME function is disabled.
15	The storage is invalid.
16	The format of the certificate from the E-mail sender is invalid.
2236	The certificate has expired, or the validity period has not yet started.
2238	The CN field of the certificate does not match the server address.
2239	The certificate does not have the expected usage.
2240	The certificate is not trusted. To trust the certificate, the certificate must be registered to the system.
2241	The certificate has expired.
2242	The CA server rejected the connection.
2243	The connection to the server that checks for expiration of the certificate has timed out.
2244	Unable to check for expiration because the CRL size exceeds the maximum capacity that can be retained (1MB).
2261	The format of the certificate is invalid.
2263	Failed to initialize the certificate verification.
2264	Unable to perform verification because there are too many certificates to be verified (the maximum number of certificates that can be verified at a time is 20).
2266	Internal error of the certificate verification.
2267	The device certificate does not exist.
2268	No certificate is sent from the server.

FTP Send

Code	Description
11	The network connection is busy.
22	Parameter error (e.g. the file name is NULL).
27	Parameter is invalid.
92	The specified protocol is unavailable.
100	The device is not connected to the network.
102	The process is canceled by a device reset.
105	Failed to allocate memory.
106	The FTP connection is already open.
107	Failed to connect to the server.
110	The connection has timed out.
111	The connection has been interrupted.
450	The file has not been deleted.
451	The file transfer failed (e.g. due to insufficient server capacity).
452	The file transfer failed (e.g. due to insufficient server capacity).
530	Incorrect login name or password.
550	The specified folder does not exist.
552	The file operation failed (e.g. due to insufficient server capacity).

Code	Description
1001	Failed to create a folder.

SMB Send

Code	Description
-2	Operation failed because a connection is closed.
11	The network connection is busy.
92	The protocol is not initialized.
100	The device is not connected to the network. The connection has been interrupted.
102	The network is reset during forwarding.
105	An I/O buffer capacity shortage occurred.
107	Failed to connect to the server.
4096	The host name is not specified. The specified host name does not exist on the network.
4097	The user name is not specified. Unable to log in with the specified user name and password. The user does not have write permission to the folder. Failed to log in due to an SMB protocol error.
4098	The folder name is not specified. The specified folder does not exist.
4099	The user name is not specified. Unable to log in with the specified user name and password. The user does not have write permission to the folder. Failed to log in due to an SMB protocol error.
4100	The specified file name is invalid.
4101	The specified file already exists and is write-protected. The folder or disk are write-protected.
4102	The specified media to be written is not formatted. The file system of the specified media to be written is faulty.
4103	The server capacity is full.
4104	The server capacity has become full while writing data.
4105	Other errors to which an error code is not assigned.
4106	The specified file does not exist.
4107	The specified directory is not found.
4108	Failed to create the specified directory.
10000	Failed in authentication using a PKI card (PKI token).
12236	The certificate has expired, or the validity period has not yet started.
12239	The purpose of the certificate is not right.
12240	CA that cannot be trusted or is not registered.
12241	The certificate has expired.
12242	The CA server rejected the connection.
12243	The connection to the server that checks for expiration of the certificate has timed out.
12244	The size of the expiration list is too large.
12263	Failed in initialization of the certificate verification.
12264	Too many certificates were sent.
12266	Internal error of the certificate verification.
12267	The device certificate does not exist.
12268	No certificate is sent from the server.

Code	Description
1671168 3	Library internal error (Parameter error)
1671170 1	SMB signature verification error
1671170 3	Failed to connect to the server.
1671170 7	DFS resolution error
1671258 1	Failed due to a library internal error (insufficient memory).
1671268 3	The folder path is invalid. Host name resolution error
1671268 5	The user name is not specified. Could not log in using the specified user name and password. The user failed to log in because an error has occurred in the SMB protocol that has no write permissions to the folder.
1671268 8	Failed due to a library internal error (insufficient memory).
1671269 1	Packet format error
1671269 2	The user does not have write permission to the folder. The access is rejected.
1671271 2	The shared path for the destination is incorrect.
1671271 3	The file is locked.
1671274 7	Non-existing share required.
1671291 3	Not connected to the server.
1671376 8	Operation timeout error
1671467 9	You have requested an unsupported function. Otherwise, an unsupported function has been requested.
1671469 9	No write attributes are assigned to the file.
1671471 9	The server capacity is full.
1671569 0	Library internal error (Parameter error)
1671368 6	An invalid server name is specified.

Transmission (E-mail/Internet FAX/IP Address FAX)

Code	Description
11	The network connection is busy.
22	Invalid argument.
27	The file size is too large.
28	Insufficient memory of the device.
32	The pipe is broken.
92	The specified protocol is unavailable.
100	The device is not connected to the network.

Code	Description
101	Unable to reach the destination network.
102	The connection aborted by the network.
105	A buffer shortage occurred.
107	The socket is not connected.
108	The connection has been interrupted.
110	The operation has timed out.
111	The connection is rejected.
112	The host is shut down.
421	SMTP server error. Since the service is unavailable, the transfer channel is closed.
432	SMTP server error. The password must be changed.
450	SMTP server error. Unable to access to the mail box.
451	SMTP server error. The requested action has been canceled because an error occurred while processing a job.
452	SMTP server error. Shortage of the system storage capacity.
453	SMTP server error. No E-mail message.
454	SMTP server error. Temporary authentication failure.
458	SMTP server error. Unable to queue a message to the node.
459	SMTP server error. The node is not permitted.
499	SMTP server error. An unsupported SMTP error code of 400s is received from the SMTP server.
500	SMTP server error. Syntax error (command unrecognized).
501	SMTP server error. Syntax error in parameters or arguments.
502	SMTP server error. The command is not implemented.
503	SMTP server error. Bad sequence of commands.
504	SMTP server error. The command parameter is not implemented.
521	SMTP server error. The server does not receive mail.
530	SMTP server error. The access is rejected.
534	SMTP server error. The authentication mechanism is too weak.
535	SMTP server error. Authentication error.
538	SMTP server error. The requested authentication mechanism requires encryption.
550	SMTP server error. The requested action is not executed.
551	SMTP server error. The user is not connected locally.

Code	Description
552	SMTP server error. The requested E-mail action is canceled.
553	SMTP server error. The requested action is not accepted.
554	An SMTP server error, or an internal error when sending data. The transaction failed.
555	SMTP server error. MAIL/RCPT parameter error.
599	SMTP server error. An unsupported SMTP error code of 500s is received from the SMTP server.
2236	The certificate has expired, or the validity period has not yet started.
2238	The CN field of the certificate does not match the server address.
2239	The certificate does not have the expected usage.
2240	The certificate is not trusted. To trust the certificate, the certificate must be registered to the system.
2241	The certificate has expired.
2242	The CA server rejected the connection.
2243	The connection to the server that checks for expiration of the certificate has timed out.
2244	Unable to check for expiration because the CRL size exceeds the maximum capacity that can be retained (1MB).
2261	The format of the certificate is invalid.
2263	Failed to initialize the certificate verification.
2264	Unable to perform verification because there are too many certificates to be verified (the maximum number of certificates that can be verified at a time is 20).
2266	Internal error of the certificate verification.
2267	The device certificate does not exist.
2268	No certificate is sent from the server.
3000	An unexpected error occurred.
3001	An unexpected error occurred within the library being used.
3002	An invalid channel is specified.
3003	SMTP server address is invalid.
3004	Parameter error (MIMEBodyHeader).
3005	Parameter error (DisplayName).
3006	Parameter error (character set).
3007	Parameter error (From address).
3008	Parameter error (To address).
3009	Parameter error (CC address).
3010	Parameter error (BCC address).
3011	Parameter error (EmailSet is NULL).
3012	Parameter error (destination certificate is NULL).
3013	Parameter error (E-mail body).
3014	The storage is invalid.
3015	The S/MIME function is disabled.
3016	Self-certificate error. The device certificate cannot be used in the S/MIME function. One possibility, among others, is that the type of encryption key is not RSA.
3018	An invalid encryption algorithm is specified.
3019	An invalid signature algorithm is specified.

Code	Description
3020	The E-mail address included in the destination certificate does not match the destination address (To/Cc/Bcc).
3021	The E-mail address included in the certificate does not match the sender (From) address.
3022	Format error of the certificate.
3023	Parameter error (Disposition-Notification-To).
3024	Message syntax error of the receiver side.
3025	The SMTP server does not support the STARTTLS command.
3026	PKI card access error.
3027	Parameter error (SMTP authentication method)
3028	Parameter error (PIN code)
3029	Failed to retrieve a ticket.
10000	Failed in authentication using a PKI card (PKI token).
12236	The validity period of the server certificate is invalid.
12239	The certificate does not have the usage expected as a server.
12240	The certificate is not trusted. To trust the certificate, the certificate must be registered to the system.
12241	The certificate has expired.
12242	The CA server rejected the connection.
12243	The connection to the server that checks for expiration of the certificate has timed out.
12244	Unable to check for expiration because the CRL size exceeds the maximum capacity that can be retained (1MB).
12261	The format of the certificate is invalid.
12263	Although the environment is configured to use the storage, it is unable to perform verification because the storage path has not been specified.
12264	Unable to perform verification because there are too many certificates to be verified (the maximum number of certificates that can be verified at a time is 20).
12266	Internal error of the certificate verification/management module.

WebDAV Transmission

Code	Description
11	The network connection is busy.
22	The format of the URL of the target resource is invalid. Parameter error.
27	Attempted to send data that exceeds the maximum transferrable size for transfer coding.
92	WebDAV send is disabled.
100	The device is not connected to the network.
102	The process is canceled by a device reset.
105	A buffer shortage occurred.
106	The connection has already been established.
107	The connection to the WebDAV server failed (including connection time out).
125	The connection has been interrupted with the condition that is insufficient to the specified size.
401	Authentication error.
407	Proxy authentication error.
1001	The server does not support WebDAV. Unable to upload data to the server.

Code	Description
1002	The intermediate resource is not a collection (directory) (e.g. the specified folder does not exist).
1003	The target resource is a collection (directory).
1012	Although "https" is specified for the resource URL, the connection is interrupted because the WebDAV server certificate has expired.
1013	The CONNECT method is issued to the proxy server to establish an SSL connection via a proxy, but it is rejected.
1017	A communication error occurred while sending a request.
1018	A communication error occurred while receiving a response.
1027	The transfer size exceeds the maximum allowance.
1030	Although use of a proxy has been specified, the proxy setting information is unavailable.
1031	The connection to the proxy server failed (including connection time out).
1040	Failed to retrieve a ticket.
1098	Failed in chunk TX to SharePoint Server.
1099	Another internal error occurred (e.g. memory shortage).
2236	The certificate has expired, or the validity period has not yet started.
2238	The CN field of the certificate does not match the server address.
2239	The certificate does not have the expected usage.
2240	The certificate is not trusted. To trust the certificate, the certificate must be registered to the system.
2241	The certificate has expired.
2242	The CA server rejected the connection.
2243	Time out occurred at the time of the certificate verification.
2244	Unable to check for expiration because the CRL size exceeds the maximum capacity that can be retained (1MB).
2261	The format of the certificate is invalid.
2263	Failed to initialize the certificate verification.
2264	Unable to perform verification because there are too many certificates to be verified (the maximum number of certificates that can be verified at a time is 20).
2265	Parameter error.
2266	Internal error of the certificate verification.
2267	The device certificate does not exist.
2268	No certificate is sent from the server.
10000	Failed in authentication using a PKI card (PKI token).
12236	The validity period of the server certificate is invalid.
12239	The certificate does not have the usage expected as a server.
12240	The certificate is not trusted. To trust the certificate, the certificate must be registered to the system.
12241	The certificate has expired.
12242	The CA server rejected the connection.
12243	The connection to the server that checks for expiration of the certificate has timed out.
12244	Unable to check for expiration because the CRL size exceeds the maximum capacity that can be retained (1MB).
12261	The format of the certificate is invalid.
12263	Although the environment is configured to use the storage, it is unable to perform verification because the storage path has not been specified.
12264	Unable to perform verification because there are too many certificates to be verified (the maximum number of certificates that can be verified at a time is 20).

Code	Description
12266	Internal error of the certificate verification/management module.

SMB Browsing

Code	Description
-2	Operation failed because a connection is closed.
32	The connection has been interrupted.
92	The protocol is not initialized.
100	The device is not connected to the network. The internal channel detected an error immediately before establishing communication.
107	Failed to connect to the server.
4096	The group name/host name is not specified. The specified group name/host name does not exist on the network.
4097	The user name is not specified. Could not log in using the specified user name and password. Failed to log in due to an SMB protocol error.
4098	Administrative shares do not exist. The shared resource name is not specified. The shared resource does not exist.
4099	The user name is not specified. Could not log in using the specified user name and password. Failed to log in due to an SMB protocol error.
4102	The specified media to be written is not formatted. The file system of the specified media to be written is faulty.
4105	Other errors to which an error code is not assigned.
4352	The browser machine (master browser/backup browser) is not found.
4353	Unable to log in to the browser machine (master browser/backup browser).
4354	The sub folder does not exist.
4355	The request is not accepted due to an invalid call sequence etc.
4368	The number of groups is too large.
4369	The number of host PCs is too large.
4370	The number of shared resources is too large.
4371	The group list is to be continued (specific to SMB browsing group search). The host list is to be continued (specific to SMB browsing host search).
10000	Failed in authentication using a PKI card (PKI token).
12236	The certificate has expired, or the validity period has not yet started.
12239	The purpose of the certificate is not right.
12240	CA that cannot be trusted or is not registered.
12241	The certificate has expired.
12242	The CA server rejected the connection.
12243	The connection to the server that checks for expiration of the certificate has timed out.
12244	The size of the expiration list is too large.
12263	Failed in initialization of certificate verification (the path of the storage for saving certificates is not specified).
12264	Too many certificates were sent.
12266	Internal error of the certificate verification.
12267	The device certificate does not exist.
12268	No certificate is sent from the server.

Code	Description
16711683	Library internal error (Parameter error)
16711701	SMB signature verification error
16711703	Failed to connect to the server.
16711707	DFS resolution error
16712581	Failed due to a library internal error (insufficient memory).
16712683	The folder path is invalid. Host name resolution error
16712685	The user name is not specified. Could not log in using the specified user name and password. The user failed to log in because an error has occurred in the SMB protocol that has no write permissions to the folder.
16712688	Failed due to a library internal error (insufficient memory).
16712691	Packet format error
16712712	The shared path for the destination is incorrect.
16712713	The file is locked.
16712747	Non-existing share required.
16712913	Not connected to the server.
16713768	Operation timeout error
16714679	You have requested an unsupported function. Otherwise, an unsupported function has been requested.
16714699	No write attributes are assigned to the file.
16715690	Library internal error (Parameter error)

User Authentication

Code	Description
1	Invalid parameter (e.g. the number of characters exceeds the limit, blank). The authentication function setting is disabled.
2	Failed to resolve the name using the DNS server.
3	Unable to find the authentication server.
4	Failed to authenticate.
5	Failed to allocate memory. An unexpected error occurred.
6	An authentication request is received while an internal task of the user authentication client is being performed.
7	The network was reset during user authentication.
8	Failed to allocate memory.
9	Time out occurred.
10000	Failed in authentication using a PKI card (PKI token).

Code	Description
12236	The SSL certificate has expired.
12239	The certificate does not have the expected usage.
12240	The certificate is not trusted. To trust the certificate, the certificate must be registered to the system.
12241	The certificate has expired.
12242	The CA server rejected the connection.
12243	The connection to the server that checks for expiration of the certificate has timed out.
12244	Unable to check for expiration because the CRL size exceeds the maximum capacity that can be retained (1MB).
12261	The format of the certificate is invalid.
12263	The storage has not been set.
12264	Unable to perform verification because there are too many certificates to be verified (the maximum number of certificates that can be verified at a time is 20).
12266	Internal error of the certificate verification/management module.

WebDAV Client/Remote Panel

Code	Description
2	The ID of a client that is not active is specified.
3	(Response reception) Receive time out occurred.
	(Request transmission) An invalid request method is specified.
4	(Response reception) A receive error occurred. Or an invalid request URL is specified.
	(Request transmission) An invalid request URL is specified.
5	(Response reception) The size of the content length or the receive size exceeds the maximum transferable size. Or the size of the message body is too large.
	(Request transmission) The size of the message body is too large.
6	(Response reception) The process is canceled by a device reset. Or the size of the message body exceeds the maximum transferable size.
	(Request transmission) The size of the message body exceeds the maximum transferable size.
7	(Response reception) An internal error occurred. Or the process is canceled by an internal reset.
	(Request transmission) The process is canceled by an internal reset.
8	Failed to connect to the WebDAV server.
9	An error occurred while sending data to the WebDAV server.
10	A timeout occurred while sending data to the WebDAV server.
11	Failed to connect to the proxy server.
12	The proxy server rejected the connection request.
13	While the proxy server specification is valid, the host of the proxy server is not specified.
14	Failed to authenticate the proxy server.
15	Other error was returned from the proxy server.
16	An internal error occurred.
17	The process is canceled because MIO_REQBODY_ERROR is specified by the device application.
18	An invalid PIN code is specified.
19	Failed to retrieve a ticket.
20	The internally specified parameter is invalid.

Code	Description
2236	The certificate has expired, or the validity period has not yet started.
2238	The CN field of the certificate does not match the server address.
2239	The certificate does not have the expected usage.
2240	The certificate is not trusted. To trust the certificate, the certificate must be registered to the system.
2241	The certificate has expired.
2242	The CA server rejected the connection.
2243	The connection to the server that checks for expiration of the certificate has timed out.
2244	Unable to check for expiration because the CRL size exceeds the maximum capacity that can be retained (1MB).
2261	The format of the certificate is invalid.
2263	Failed to initialize the certificate verification.
2264	Unable to perform verification because there are too many certificates to be verified (the maximum number of certificates that can be verified at a time is 20).
2266	Internal error of the certificate verification.
2267	The device certificate does not exist.
2268	No certificate is sent from the server.
10000	Failed in authentication using a PKI card (PKI token).
12236	The validity period of the server certificate is invalid.
12239	The certificate does not have the usage expected as a server.
12240	The certificate is not trusted. To trust the certificate, the certificate must be registered to the system.
12241	The certificate has expired.
12242	The CA server rejected the connection.
12243	The connection to the server that checks for expiration of the certificate has timed out.
12244	Unable to check for expiration because the CRL size exceeds the maximum capacity that can be retained (1MB).
12261	The format of the certificate is invalid.
12263	Although the environment is configured to use the storage, it is unable to perform verification because the storage path has not been specified.
12264	Unable to perform verification because there are too many certificates to be verified (the maximum number of certificates that can be verified at a time is 20).
12266	Internal error of the certificate verification/management module.

WebService Scan

Code	Description
1	The specified client is not registered.
2	Parameter is invalid.
3	The Web service or WS scan function is disabled.
4	The device is not connected to the network.
5	Waiting for connection from CP.
6	The SSL certificate of the destination computer is not valid when the validity period of an SSL certificate is checked.
11	The network connection is busy.
22	Invalid argument.
92	The Web service or WS scan function is disabled.

Code	Description
102	The network connection is canceled by a device reset.
103	The connection has been interrupted.
105	Failed to allocate memory.
107	No connection exists with the client.
110	The operation has timed out.
125	The RetrievalImage waiting period has timed out.
2236	The SSL certificate has expired.
2238	The CN field of the certificate does not match the server address.
2239	The certificate does not have the expected usage.
2240	The certificate is not trusted. To trust the certificate, the certificate must be registered to the system.
2241	The certificate has expired.
2242	Cannot connect to the CA server upon certificate verification.
2243	Time out occurred at the time of the certificate verification.
2244	The size of the expiration list is too large.
2261	The format of the certificate is invalid.
2263	No verification can be performed as the storage path has not yet been specified.
2264	Unable to perform verification because there are too many certificates to be verified (the maximum number of certificates that can be verified at a time is 20).
2265	Parameter of the certificate verification is invalid.
2266	Internal error of the certificate verification/management module.
2267	The device certificate does not exist.
2268	No certificate is sent from the communications peer.

Distributed Scan

Code	Description
1	The action is not supported.
2	The specified parameter is invalid.
3	The operation failed.
4	A temporary error occurred on the scan server.
5	An internal error occurred on the scan server.
6	The scan server returned an error due to operation by an unauthorized user.
7	The scan server returned an error due to invalid request.
8	Addresses for secondary distribution are not supported.
9	The destination address is not included in the scan process.
10	The scan server returned an error due to access by an unauthorized user.
11	The scan server returned an error due to a request for invalid action.
12	The scan server returned an error due to transmission of unregistered scan process to the scan server.
13	The scan server returned an error due to a request for invalid action.
14	The scan server returned an error due to use of a format that is not supported.
2236	The SSL certificate has expired.
2238	The CN field of the certificate does not match the server address.
2239	The certificate does not have the expected usage.

Code	Description
2240	The certificate could not be trusted. To trust the certificate, the certificate must be registered to the system.
2241	The certificate has expired.
2242	Cannot connect to the CA server upon certificate verification.
2243	Time out occurred at the time of the certificate verification.
2244	The size of the expiration list is too large.
2261	The format of the certificate is invalid.
2263	No verification can be performed as the storage path has not yet been specified.
2264	Unable to perform verification because there are too many certificates to be verified (the maximum number of certificates that can be verified at a time is 20).
2265	Parameter of the certificate verification is invalid.
2266	Internal error of the certificate verification/management module.
2267	The device certificate does not exist.
2268	No certificate is sent from the communications peer.

Single Sign-On

Code	Description
513	Insufficient memory.
514	Parameter error.
515	Already been used.
516	The number of registered services has exceeded the maximum limit.
517	The service name is invalid.
518	The number of security contexts has exceeded the maximum limit.
519	The security context ID is invalid.
520	Message size range error.
1025	It needs to be continued (not an error).
1026	The certificate has expired.
1027	The context has expired.
1028	The security system is not supported.
1029	The signature is invalid.
1030	The token is invalid.
1031	Duplicated detection of token.
1032	The token is too old.
1033	Token sequence error.
2049	Failed to connect Active Directory or authenticate.
2050	Failed to create an account.
2051	Failed to set a password.
2052	Failed to set a service principle.
4097	Can not find the service key.
4098	File type error.
4099	The specified Key tab does not exist.
10000	Failed in authentication using a PKI card (PKI token).
12236	The validity period of the server certificate is invalid.
12239	The certificate does not have the usage expected as a server.

Code	Description
12240	The certificate is not trusted. To trust the certificate, the certificate must be registered to the system.
12241	The certificate has expired.
12242	The CA server rejected the connection.
12243	The connection to the server that checks for expiration of the certificate has timed out.
12244	Unable to check for expiration because the CRL size exceeds the maximum capacity that can be retained (1MB).
12261	The format of the certificate is invalid.
12263	Although the environment is configured to use the storage, it is unable to perform verification because the storage path has not been specified.
12264	Unable to perform verification because there are too many certificates to be verified (the maximum number of certificates that can be verified at a time is 20).
12266	Internal error of the certificate verification/management module.

Wireless LAN (WPS)

Code	Description
1	Time out occurred.
2	Canceled by the user.
3	Other errors occurred.

Notice to users

Type	Notice
<ul style="list-style-type: none">• Class A items (Broadcast communications unit for business use)	This class A product is registered in Electromagnetic Compatibility, and User may be required to take adequate measures for other purposes than household use.
<ul style="list-style-type: none">• Class B items (Broadcast communications unit for household use)	This class B product is registered in Electromagnetic compatibility and is for domestic environment and also for general use.

※ This device is in the Class A items in the North America.

※ This device is in the Class B items.

