

7. NETWORK ERROR CODE

7.1 Display procedure

- It displays the error code when a network error occurred.
- Network error code is displayed only when the following setting is in "Display."
[Administrator Settings] -> [Network Settings] -> [Detail Settings] -> [Error Code Display Setting]

7.2 IEEE802.1X

Code	Description
1	• Connection has already been established.
2	• Parameter error.
3	• Unable to find the destination AP (SSID).
4	• The authentication mode does not match the AP (IEEE802.1X/WPA-EAP/WPA-PSK/NONE).
5	• Negotiation of the EAP method failed.
6	• The EAP authentication failed (user ID, password, certificate, etc.)
7	• Encryption negotiation with the AP failed (TKIP/CCMP).
8	• Failed to retrieve the client certificate.
9	• The client certificate has expired.
10	• Verification error of the server certificate (EAP-TLS/EAP-TTLS/PEAP).
11	• Although the WPA-PSK mode is selected, the Pre-Shared Key is not specified.
12	• An authentication error occurred in the WPA-PSK mode (un-matched Pre-Shared Key).
13	• The phase 2 method is not specified (PEAP).
14	• Negotiation of the phase 2 method failed (PEAP).
15	• Response from the server has timed out.
16	• Failed to allocate memory.
17	• Failed to start the supplicant task.
18	• The driver does not work.
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).
22	• The CA certificate is not specified (EAP-TLS/EAP-TTLS/PEAP).
23	• The server ID is not specified (EAP-TLS/EAP-TTLS/PEAP).
24	• The setting combination is correct.
25	• Connection and authentication are complete.
26	• The server certificate does not have the expected usage (EAP-TLS/EAP-TTLS/PEAP).
27	• The server certificate has expired (EAP-TLS/EAP-TTLS/PEAP).
28	• Access to the server to check for expiration of the server certificate is rejected (EAP-TLS/EAP-TTLS/PEAP).
29	• Access to the server to check for expiration of the server certificate has timed out (EAP-TLS/EAP-TTLS/PEAP).
30	• Unable to check for expiration because the CRL size that has been retrieved to check for the expiration of the server certificate exceeds the maximum capacity that can be retained (1MB) (EAP-TLS/EAP-TTLS/PEAP).
31	• Incorrect format of the server certificate (EAP-TLS/EAP-TTLS/PEAP).
32	• Verification of the server certificate is invalid (EAP-TLS/EAP-TTLS/PEAP).
33	• Although the environment is configured to use the HDD, it is unable to perform verification because the HDD path has not been specified (EAP-TLS/EAP-TTLS/PEAP).
34	• 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) (EAP-TLS/EAP-TTLS/PEAP).
35	• Parameter error of the certificate (EAP-TLS/EAP-TTLS/PEAP).
36	• Internal error of the certificate verification (EAP-TLS/EAP-TTLS/PEAP).

7.3 LDAP

Code	Description
1	• An invalid operation occurred.
2	• A protocol error occurred.
3	• The time limit is 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.

Code	Description
11	• Administration limit on the server has 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.
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 inappropriate.
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 unavailable.
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	• Cancelled by the user.
90	• A memory shortage occurred.
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.
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.

Code	Description
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	• Although the environment is configured to use the HDD, it is unable to perform verification because the HDD path has not 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).
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 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	• Although the environment is configured to use the HDD, it is unable to perform verification because the HDD 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.

7.4 E-Mail/Internet Fax

Code	Description
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	• Available free memory is insufficient. Reception is not possible.
7	• Job ID is invalid.
9	• Failed to delete an E-mail message.
10	• The mail box is full.
11	• Failed to search the certificate.
12	• Failed to retrieve the device certificate or private key.
13	• An I/O error occurred. • An HDD operation error occurred, or memory capacity of the computer may be insufficient.
14	• The S/MIME function is disabled.
15	• The HDD is disabled.
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.

7.5 FTP transmission

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 cancelled by a device reset.
105	• A memory shortage has occurred.
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).
501	• Syntax error in parameters or arguments.
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).

7.6 SMB transmission

Code	Description
11	• MIO is busy.
92	• The protocol is not initialized.
100	• The device is not connected to the network. • The connection has been interrupted.
102	• MIO 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 and the 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.
10000	• Failed in authentication using a PKI card.
12236	• The certificate has expired, or the validity period has not yet started.
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).
12263	• Although the environment is configured to use the HDD, it is unable to perform verification because the HDD path has not been specified.

Code	Description
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.
12267	• The device certificate does not exist.
12268	• No certificate is sent from the server.

7.7 SMTP transmission

Code	Description
11	• The operation is expected to be blocked.
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.
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 cancelled 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 E-mail messages.
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.
552	• SMTP server error. The requested E-mail action is cancelled.
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.

Code	Description
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 (pEmailSet is NULL).
3012	• Parameter error (destination certificate is NULL).
3013	• Parameter error (E-mail body).
3014	• The HDD is disabled.
3015	• The S/MIME function is disabled.
3016	• The device certificate cannot be used in S/MIME (e.g. self-signed certificate error, the private key type is not RSA).
3018	• An invalid encryption algorithm is specified.
3019	• An invalid signature algorithm is specified.
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.

7.8 WebDAV transmission

Code	Description
11	• MII/O 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 transmission is disabled.
100	• The device is not connected to the network.
102	• The process is cancelled 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.
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).
1011	• Although "https" is specified for the resource URL, it is unavailable because the SSL library is not included for the modularity.
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.

Code	Description
1018	• A communication error occurred while receiving a response.
1027	• nContentLength exceeds the maximum transferable size.
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).
1098	• Failed in chunk TX to SharePoint Server.
1099	• Other 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	• 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).
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.

7.9 SMB browsing

Code	Description
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.
112	• The host PC is shut down.
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. • Unable to log in with 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. • Unable to log in with 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.
10000	• Failed in authentication using a PKI card.
12236	• The certificate has expired, or the validity period has not yet started.
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.

Code	Description
12244	• Unable to check for expiration because the CRL size exceeds the maximum capacity that can be retained (1MB).
12263	• Although the environment is configured to use the HDD, it is unable to perform verification because the HDD 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.
12267	• The device certificate does not exist.
12268	• No certificate is sent from the server.

7.10 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 (which does not occur under normal usage conditions).
6	• An authentication request is received while an internal task of the user authentication client is being performed.
7	• The connection was interrupted while the user authentication was being performed.
10000	• Failed in authentication using a PKI card.
12236	• The certificate has expired, or the validity period has not yet started.
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	• Although the environment is configured to use the HDD, it is unable to perform verification because the HDD 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.

7.11 WebDAV client

Code	Description
2	• The ID of the client that is not opened is specified.
3	• The reception has timed out.
4	• A reception error occurred. • An invalid request URL is specified.
5	• Content-Length or the received data size exceeds the maximum transferable size. • The size of the message body is too large.
6	• The process is cancelled by a device reset. • The size of the message body exceeds the maximum transferable size.
7	• An internal error occurred. • The process is cancelled 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	• Although use of a proxy has been specified, the proxy setting information is unavailable.
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 cancelled because MIO_REQBODY_ERROR is specified by the device application.
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.

Code	Description
2240	<ul style="list-style-type: none"> The certificate is not trusted. To trust the certificate, the certificate must be registered to the system.
2241	<ul style="list-style-type: none"> The certificate has expired.
2242	<ul style="list-style-type: none"> The CA server rejected the connection.
2243	<ul style="list-style-type: none"> The connection to the server that checks for expiration of the certificate has timed out.
2244	<ul style="list-style-type: none"> Unable to check for expiration because the CRL size exceeds the maximum capacity that can be retained (1MB).
2261	<ul style="list-style-type: none"> The format of the certificate is invalid.
2263	<ul style="list-style-type: none"> Failed to initialize the certificate verification.
2264	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Internal error of the certificate verification.
2267	<ul style="list-style-type: none"> The device certificate does not exist.
2268	<ul style="list-style-type: none"> No certificate is sent from the server.

7.12 WS scan

Code	Description
1	<ul style="list-style-type: none"> The specified client is not registered.
2	<ul style="list-style-type: none"> Parameter is invalid.
3	<ul style="list-style-type: none"> The Web service or WS scan function is disabled.
4	<ul style="list-style-type: none"> The device is not connected to the network.
5	<ul style="list-style-type: none"> Waiting for connection from CP.
6	<ul style="list-style-type: none"> The certificate of the destination computer is not valid when the validity period of a certificate is checked.
11	<ul style="list-style-type: none"> The operation is expected to be blocked.
22	<ul style="list-style-type: none"> Invalid argument.
92	<ul style="list-style-type: none"> The specified protocol is unavailable.
102	<ul style="list-style-type: none"> The connection aborted by the network.
103	<ul style="list-style-type: none"> The connection has been interrupted.
105	<ul style="list-style-type: none"> A buffer shortage occurred.
107	<ul style="list-style-type: none"> The socket is not connected.
110	<ul style="list-style-type: none"> The operation has timed out.
125	<ul style="list-style-type: none"> The RetrievalImage waiting period has timed out.
2236	<ul style="list-style-type: none"> The certificate has expired, or the validity period has not yet started.
2238	<ul style="list-style-type: none"> The CN field of the certificate does not match the server address.
2239	<ul style="list-style-type: none"> The certificate does not have the expected usage.
2240	<ul style="list-style-type: none"> The certificate is not trusted. To trust the certificate, the certificate must be registered to the system.
2241	<ul style="list-style-type: none"> The certificate has expired.
2242	<ul style="list-style-type: none"> The CA server rejected the connection.
2243	<ul style="list-style-type: none"> The connection to the server that checks for expiration of the certificate has timed out.
2244	<ul style="list-style-type: none"> Unable to check for expiration because the CRL size exceeds the maximum capacity that can be retained (1MB).
2261	<ul style="list-style-type: none"> The format of the certificate is invalid.
2263	<ul style="list-style-type: none"> Although the environment is configured to use the HDD, it is unable to perform verification because the HDD path has not been specified.
2264	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Parameter of the certificate verification is invalid.
2266	<ul style="list-style-type: none"> Internal error of the certificate verification.
2267	<ul style="list-style-type: none"> The device certificate does not exist.
2268	<ul style="list-style-type: none"> No certificate is sent from the server.

8. FAX TROUBLE CODE

The error in the transmission/reception system

- The error in the Txx/Rxx system may be caused under the effect of line noise, etc. even in usual operating condition.
- If the error arises often, output the activity report, fax setting list, protocol trace list, parameter list, address book list, group address list and program list and obtain detailed information on the error status, conditions which may cause the error, etc. from the user and contact the support center.

8.1 B0-**

Code No.	Category	Contents of error	How to correct
B0-01	FAX board error	FAX board error 1 (FAX ROM check sum error)	<ul style="list-style-type: none"> • Pull out and insert the connector of FAX board to check its installation. • If the trouble is not yet corrected, hardware of the FAX board may be defective. Replace the FAX board in such a case.
B0-02		FAX board error 2 (DPRAM check error)	
B0-03		FAX board error 3 (FAX initialization NG)	
B0-51		FAX board installation error (Line 1).	<ul style="list-style-type: none"> • Pull out and insert the connector of FAX board to check its installation. • If the trouble is not yet corrected, check if the fax (main) is set to [Unset] on the [System 2] -> [Option board Status] screen in the service mode. • If it is set to [Unset], set to [Set].
B0-52		FAX board installation error (Line 2).	

8.2 B1-1*

Code No.	Category	Contents of error	How to correct
B1-10	FAX driver error	Instance generation error or observer registration error	Turn OFF/ON the main power switch.
B1-11		Configuration space initialization NG	
B1-12		Semaphore acquisition, release error	
B1-13		Sequence error among main body tasks	
B1-14		Message queue control error	
B1-15		Main body - sequence error among FAX boards	Pull out and insert the connector of FAX board to check its installation.
B1-16		FAX board nonresponse (Nonresponse after initialization)	
B1-17		ACK waiting timeout error	
B1-18		Receiving undefined frame	
B1-19		DMA transfer error	

8.3 B1-2*

Code No.	Category	Contents of error	How to correct
B1-20	JC	Soft error (FAX board side)	Turn OFF/ON the main power switch.
B1-22		Device error (GA LOCAL SRAM)	<ul style="list-style-type: none"> • Turn OFF/ON the main power switch. • If the trouble is not yet corrected, hardware of the FAX board may be defective. Replace the FAX board in such a case.
B1-23		Device error (DRAM)	
B1-25		Device error (GA)	
B1-26		Timeout error due to nonresponse from codec control during suspension process	Turn OFF/ON the main power switch.
B1-27		Timeout error due to nonresponse from communication control during suspension process	
B1-28		Timeout error due to nonresponse from LINE control during suspension process	

8.4 B1-3*

Code No.	Category	Contents of error	How to correct
B1-30	Driver error (FAX board side)	Driver soft error	Turn OFF/ON the main power switch.
B1-31		Reception frame length error from main	
B1-32		Reception frame header error from main	
B1-33		232C i/f sequence error	
B1-34		DPRAM i/f sequence error	

Code No.	Category	Contents of error	How to correct
B1-35		DPRAM CTL/STS register error	
B1-36		ACK waiting timeout	
B1-37		DPRAM RESET reception	

8.5 B1-4*

Code No.	Category	Contents of error	How to correct
B1-40	Soft error (FAX board side)	MSG I/F error with job control	Turn OFF/ON the main power switch.
B1-41	Soft error	I/F error with driver	
B1-42	I/F error with main	Undefined command reception	
B1-43		Command frame length error	
B1-44		Command parameter length error	
B1-45		Undefined parameter	
B1-46		Command/response sequence error	

8.6 B1-5*

Code No.	Category	Contents of error	How to correct
B1-50	Line control	External class instance acquisition error	Turn OFF/ON the main power switch.
B1-51		Job start error (starting job parameter error/child job generation error)	
B1-52		Doc access error (report buf access error)	
B1-53		Response wait timeout from external task	
B1-54		Internal que table control error (create/enque/deque)	

8.7 B1-6*

Code No.	Category	Contents of error	How to correct
B1-60	1 destination control	Instance generation error	Turn OFF/ON the main power switch.
B1-61		Timeout error	
B1-62		Interface error	
B1-63		Message que control error	
B1-64		Semaphore acquisition release error	
B1-65		Observer registration error	
B1-66		Reception resource check error	
B1-67		Deployment error of sending image information	
B1-68		Serialization error of receiving image	
B1-69		Access error to quick memory data	

8.8 B1-7*

Code No.	Category	Contents of error	How to correct
B1-70	Page control	Internal que table control error (create/enque/deque)	Turn OFF/ON the main power switch.
B1-71		Instance generation error	
B1-72		Timeout error	
B1-73		Interface error	
B1-74		Semaphore acquisition release error	
B1-75		Observer registration error	
B1-76		Unable to secure TTI domain	
B1-77		Error return from TTI rasterizer	
B1-78		Receiving job generation error	

8.9 B1-8*

Code No.	Category	Contents of error	How to correct
B1-80	Page control	Access error to quick sending memory data	Turn OFF/ON the main power switch.

Code No.	Category	Contents of error	How to correct
B1-81		BlockBuf acquisition error	
B1-82		Sending block image error (Req, restore)	
B1-83		Receiving block image error (Req, store)	
B1-84		Storage error of receiving image information	
B1-85		Receiving data size logic error (Receiving data are not multiples of dotline)	
B1-86		ImageBuf acquisition (alloc) error	
B1-87		Error return from compressor	
B1-88		BandBuf control error (newInstance/get/free)	

8.10 B1-9*

Code No.	Category	Contents of error	How to correct
B1-90	USB	USB IF error (OS notifies an error during configuration setting after recovery from the sleep or attach.)	Turn OFF the main power switch, then check the connection of USB, turn ON the main power switch.
B1-91		USB IF error (EndPoint1: Bulk Out (command, transmitted image data)) (error retry 1 min. timeout)	
B1-92		USB IF error (EndPoint2: Bulk In (response, received image data)) (error retry 5 sec. timeout)	
B1-93		USB IF error (EndPoint3: Interrupt In (fax board status)) (error retry 1 min. timeout)	
B1-94		USB IF error (EndPoint4: Bulk Out (main body status)) (error retry 3 sec. timeout)	
B1-95		USB IF error (Attach not detected for 1 min. after recovery from sleep)	
B1-96		USB IF error (Detach not detected for 1 min. after recovery from sleep)	

8.11 T0*

Code No.	Category	Contents of error	How to correct
T00	Sending	T1 timeout. no response obtained from the machine on the other end of the line. (35 second)	Check that the address number is correct.
T01		T1 over after the mode has been changed (35 seconds)	-
T02		DCN reception in DIS waiting	The remote station may not receive the data due to paper shortage, full memory, etc.
T03		Unexpected command reception in DIS waiting	-
T04	Not used		
T05	Sending	FIF not matching with the remote station (remote station without the function).	-
T06		DCN reception in CFR/FTT waiting	-
T07	Not used		
T08	Sending	Training failure at 2400 bps	The line may be in trouble. Check the line noise.
T09		No response to DCS	The line may be disabled because the user on the remote station disconnected it.

8.12 T1*

Code No.	Category	Contents of error	How to correct
T10	Not used		
T11	Sending	DCN reception while waiting for post message responses	The remote station may not receive the data due to paper shortage, full memory, etc.
T12		Unexpected command reception while waiting for post message responses	-
T13		No response while waiting for post message responses	The remote station may not receive the data due to paper shortage, full memory, etc.
T14	Not used		
T15	Not used		

Code No.	Category	Contents of error	How to correct
T16	Not used		
T17	Not used		
T18	Sending	No reception ability in a remote station	The remote station may not receive the data due to paper shortage, full memory, etc.
T19	Not used		

8.13 T2*

Code No.	Category	Contents of error	How to correct
T20	Not used		
T21	Not used		
T22	Not used		
T23	Not used		
T24	Not used		
T25	Not used		
T26	Not used		
T27	Not used		
T28	ECM sending	Timeout by RR/RNR (60 seconds)	-
T29	Not used		

8.14 T3*

Code No.	Category	Contents of error	How to correct
T30	Not used		
T31	Not used		
T32	ECM sending	Fall back over by CTC	The line may be in trouble. Check the line noise.
T33	Not used		
T34	Not used		
T35	ECM	No responses to RR	-
T36	transmission	DCN reception to RR	-
T37	Not used		
T38	F code polling TX	SID is received when SEP is received	-
T39	Not used		

8.15 T4*

Code No.	Category	Contents of error	How to correct
T40	Calling	Software error at calling	-
T41	Not used		
T42	Sending	RTN/PIN reception	-
T43		Three continuous CRP signal reception	-
T44		Time error between frames at transmission	-
T45	Not used		
T46	Not used		
T47	Not used		
T48	Check Destination	Line disconnected due to no match as a result of CSI check.	Telephone number may not be set on the remote station. Check the CSI signal of the remote station in the protocol trace list.
T49	Not used		

8.16 T5*

Code No.	Category	Contents of error	How to correct
T50	FAX-CSRC	Host terminal ID inconsistency	-
T51	Not used		
T52	Not used		
T53	Not used		
T54	Not used		
T55	Not used		
T56	Not used		
T57	Not used		

Code No.	Category	Contents of error	How to correct
T58	Polling reception	Calling by polling reception, but a remote station does not have polling transmission documents	Polling original may not be set on the remote station.
T59	Not used		

8.17 T6*

Code No.	Category	Contents of error	How to correct
T60	Polling transmission	Received the polling transmission request (DTC), but there are no polling transmission documents	Polling original may not be set on your machine. Polling TX is enabled only when the polling transmission original is registered.
T61	F-code polling transmission	Unsatisfactory conditions for receive polling TX request.	Bulletin board original may not be set. Bulletin board TX is enabled only when the bulletin board transmission original is registered.
T62	F-code polling transmission	Box number specified by SEP is not valid.	Bulletin board box number from the remote station may be incorrect.
T63	Not used		
T64	Not used		
T65	Not used		
T66	Not used		
T67	Not used		
T68	Not used		
T69	Not used		

8.18 T7*

Code No.	Category	Contents of error	How to correct
T70	Not used		
T71	Not used		
T72	Not used		
T73	Transmission	Modem response waiting T.0 (60 seconds)	-
T74	V34	No changes in the V34 modem status	-
T75		V34 signal sending error	-
T76		CS2 is not turned to ON	-
T77	Not used		
T78	Transmission	Codec control software error	-
T79		Job control software error at transmission	-

8.19 T8*

Code No.	Category	Contents of error	How to correct
T80	Call control	LOOP current detection NG when CML is turned ON at calling	<ul style="list-style-type: none"> The line may not be connected. Check the line connection status.
T81		Dial Tone detection NG when CML is turned ON at calling	
T82		Answer tone (CED/DIS) waiting timeout after dialing at calling	-
T83		Busy tone detection at calling	-
T84		Line control dial error	-
T85		Short disconnection was detected after LOOP current detection at calling	-
T86		Dial tone continues after dialing	-
T87	Not used		
T88	Not used		
T89	Control unit	When the control unit is connected, a communication error is caused due to capacity shortage and communication is finished.	-

8.20 T9*

Code No.	Category	Contents of error	How to correct
T90	Not used		
T91	Not used		

Code No.	Category	Contents of error	How to correct
T92	Not used		
T93	Not used		
T94	Not used		
T95	Call control	When called, short disconnection of LOOP current was detected during a call	-
T96	Not used		
T97	Transfer	Transmission request was received with no FAX board installed. *	-
T98		Transmission request of images that cannot be transmitted were received. (Color images) *	-
T99	Call control	Remote stations number is deleted while waiting for abbreviated or one-touch redialing (redial / transmission / polling reception) *	-

- *: The corresponding error code is not displayed on the control panel even if the error occurs.

8.21 R0*

Code No.	Category	Contents of error	How to correct
R00	Reception	DCS was not received within 35 seconds (T1 over)	The dialed telephone number may be incorrect.
R01		T1 timeout after EOM sending	-
R02		DCN reception in DCS waiting	The line may be disabled because the user on the remote station disconnected it.
R03		Unexpected command reception in DCS waiting	-
R04		FIF error of DCS	-
R05	Not used		
R06	Not used		
R07	Reception	Image information does not come in image information waiting	The line may be disabled because the user on the remote station disconnected it.
R08		CD OFF while receiving image information	
R09		DCN reception in post message waiting	

8.22 R1*

Code No.	Category	Contents of error	How to correct
R10	Reception	Unexpected command reception in post message waiting	-
R11		Command was not received which waiting for post message	The line may be disabled because the user on the remote station disconnected it.
R12		Timeout during EOL-EOL	-
R13	Not used		
R14	Not used		
R15	Not used		
R16	Not used		
R17	Not used		
R18	Reception	Resource check error (line disconnected due to ongoing communication)	Space in the hard disk may become short. Unnecessary data should be deleted to secure the space in the hard disk.
R19	Not used		

8.23 R2*

Code No.	Category	Contents of error	How to correct
R20	Reception	Line disconnection by receive reject function	Call was received from a user who is in the register of addresses to be rejected.
R21	CUG reception	No match of password in the closed network RX setting	Check the password.
R22		No password received in the closed network RX setting	Check the setting of closed network RX.
R23	Not used		
R24	ECM reception	RR-RNR repeats for 2 minutes	-

Code No.	Category	Contents of error	How to correct
R25		Command was not received while waiting for responses to RNR	-
R26		Unexpected command was received while waiting for responses to RNR	-
R27		DCN reception while waiting for responses to RNR	-
R28		The counter is abnormal of the post messages received (PC/BC).	-
R29		Timeout (35 seconds) between frames occurred	-

8.24 R3*

Code No.	Category	Contents of error	How to correct
R30	Not used		
R31	Not used		
R32	Reception	Line disconnected because there is no appropriate confidential user box while automatic user box generation is inhibited.	Confidential box No. received from the remote station may be incorrect.
R33		DIS reception to DTC (German specifications only)	-
R34	F code confidential reception	PWD was received when SUB was received.	-
R35	Not used		
R36	Not used		
R37	V34	CS2 is not turned to ON.	-
R38		No change in V34 modem and status	-
R39	Not used		

8.25 R4*

Code No.	Category	Contents of error	How to correct
R40	When called	Soft error when called	-
R41	Not used		
R42	Not used		
R43	Not used		
R44	Not used		
R45	Reception	Phase C timeout (NonECM reception only)	-
R46	Not used		
R47	Not used		
R48	Not used		
R49	Reception	DCN reception while waiting for image information	The line may be disabled because the user on the remote station disconnected it.

8.26 R5*

Code No.	Category	Contents of error	How to correct
R50	Reception	No. of error lines exceeds.	<ul style="list-style-type: none"> • The line may be in trouble. • Check the line noise.
R51	Not used		
R52	Not used		
R53	Not used		
R54	Not used		
R55	Not used		
R56	Not used		
R57	Not used		
R58	Not used		
R59	Not used		

8.27 R6*

Code No.	Category	Contents of error	How to correct
R60	Reception	Reception image error (RTN/PIN sending)	<ul style="list-style-type: none"> The line may be in trouble. Check the line noise.
R61	Not used		
R62	Not used		
R63	Reception	Three continuous CRP signal reception	-
R64	Not used		
R65	Not used		
R66	SEP polling	SEP polling transmission request was received without SEP polling transmission ability	-
R67	SUB reception	SUB was directed without SUB reception ability	-
R68	Not used		
R69	ECM reception	Communications are cut when EOR is received.	<ul style="list-style-type: none"> The line may be in trouble. Check the line noise.

8.28 R7*

Code No.	Category	Contents of error	How to correct
R70	ECM reception	Decode error occurred in ECM	-
R71	Reception	RTC detection error (No. of EOL is smaller than FP.)	-
R72		Long original larger than the allowable value is received.	Longer original than specified is received from the remote station.
R73		Modem response waiting T.0 (60 seconds)	-
R74		Reception byte size error	-
R75	V34	V34 signal sending error	-
R76		Unexpected command was received in V34 mode phase C reception	-
R77	Reception	Codec control middle ware error	-
R78		Codec control software error	-
R79		Job control soft error during reception	-

8.29 R8*

Code No.	Category	Contents of error	How to correct
R80	Not used		
R81	Not used		
R82	Not used		
R83	Not used		
R84	Not used		
R85	-	R-ISW request received when a machine is running in case of either reserved job exists, image exists in memory, or jam happened.	-
R86	Not used		
R87	Not used		
R88	Not used		
R89	Not used		

8.30 R9*

Code No.	Category	Contents of error	How to correct
R90	Not used		
R91	Not used		
R92	Turnaround	When the turnaround function is not provided, the line is disconnected if a turnaround order (DTC) is received.	-
R93	F-code reception	Unsatisfactory conditions for confidential RX request	Check the Confidential password.

Code No.	Category	Contents of error	How to correct
R94		Unsatisfactory conditions for relay request	Check the Relay password.
R95		Unsatisfactory conditions for forwarding request	-
R96		Confidential box number specified by SUB is not valid.	Confidential box No. received from the remote station may be incorrect.
R97		Unsatisfactory conditions for PC-FAX RX request (Function, PW unmatching)	-
R98	Not used		
R99	Others	Reception command was received from the whole control side before reception signals were detected.	-

8.31 Others

Code No.	Category	Contents of error	How to correct
-	Others	Despite the FAX board is installed in line 2, FAX (circuit2) of [Service Mode] -> [System 2] -> [Option Board Status] is "Unset", if it is set to When the main body is in the sleep mode, line 1 can not receive faxes.	<ul style="list-style-type: none"> When using the line 2, make sure that the FAX (system) for line 2 is set up correctly. When not using the line 2, remove all wirings of the FAX board for line 2.
-		When the main body recovers from the sleep mode while receiving a fax, the ring tone is generated more than the set number of times. (2 to 3 times)	<p>This error is avoidable with any one of the following settings.</p> <ul style="list-style-type: none"> Set [Administrator Settings] -> [System Settings] -> [Power Supply/Power Save Settings] -> [Power Consumption in Sleep Mode] to "Disabled". Set [Administrator Settings] -> [Fax Settings] -> [Line Parameter Setting] -> [Number of RX Call Rings] to "0 x".