TOSHIBA

MULTIFUNCTIONAL DIGITAL COLOR SYSTEMS /
MULTIFUNCTIONAL DIGITAL SYSTEMS

Software Troubleshooting Guide

e-STUDIO2010AC/2510AC
e-STUDIO2515AC/3015AC/3515AC/4515AC/5015AC
e-STUDIO2018A/2518A/3018A/3518A/4518A/5018A
e-STUDIO5516AC/6516AC/7516AC
e-STUDIO5518A/6518A/7518A/8518A

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Preface

Thank you for purchasing TOSHIBA Multifunctional Digital Systems or Multifunctional Digital Color Systems.
This manual describes how to troubleshoot the problems that could occur while you are using the equipment.

Note

Some models provide the scanning/printing function as an option.

■ How to read this manual

❑ Symbols in this manual

In this manual, some important items are described with the symbols shown below. Be sure to read these items before using this equipment.

⚠ WARNING	Indicates a potentially hazardous situation which, if not avoided, could result in death, serious injury, or serious damage, or fire in the equipment or surrounding objects.
⚠ CAUTION	Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury, partial damage to the equipment or surrounding objects, or loss of data.
Note	Indicates information to which you should pay attention when operating the equipment.
Tip	Describes handy information that is useful to know when operating the equipment.
🕮	Pages describing items related to what you are currently doing. See these pages as required.

❑ Target audience for this manual

This is a manual that is aimed at general users and administrators.

❑ Model and series names in this manual

In this manual, each model name is replaced with a series name as shown below:

Model name	Series name
e-STUDIO2010AC/2510AC	e-STUDIO5015AC Series
e-STUDIO2515AC/3015AC/3515AC/4515AC/5015AC	
e-STUDIO2018A/2518A/3018A/3518A/4518A/5018A	e-STUDIO5018A Series
e-STUDIO5516AC/6516AC/7516AC	e-STUDIO7516AC Series
e-STUDIO5518A/6518A/7518A/8518A	e-STUDIO8518A Series

❑ Optional equipment

For the available options, refer to the ***Quick Start Guide***.

❑ Screens in this manual

- The details on the screens may differ depending on how the equipment is used, such as the status of the installed options, the OS version and the applications.
- The illustration screens used in this manual are for paper in the A/B format. If you use paper in the LT format, the display or the order of buttons in the illustrations may differ from that of your equipment.

❑ Abbreviations in this manual

In this manual, “Dual Scan Document Feeder” (DSDF) and “Reversing Automatic Document Feeder” (RADF) are collectively referred to as “Automatic Document Feeder” (ADF).

❑ Trademarks

For trademarks, refer to the ***Safety Information***.

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1

CONFIRMING JOB STATUS ON THE TOUCH PANEL

This chapter describes how to confirm the processing status and the history of jobs performed, and the amount of toner remaining in the toner cartridges.

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Confirming Job Statuses of Printing/Copying/Scanning/Faxing

You can confirm print/copy/scan/fax jobs in progress or ones in waiting on the touch panel. Also, you can delete, pause or resume jobs in waiting, and change their order.
You can also confirm the history of jobs performed, the status of drawers and the amount of toner remaining in the toner cartridges.

Note

- When this equipment is managed with the user management function or the department management function, you can only check jobs or the status of this equipment if you are not logging into this equipment.
- When this equipment is managed with the user management function, jobs in waiting only for a user who has logged in can be deleted, paused or their order changed, and the job history only for such a user is displayed on the print log list.
  However, if the user has an administrator privilege, all jobs in waiting can be deleted, paused or their order changed, and the entire job history is displayed on the print log list.

■ Icons displayed on the job list

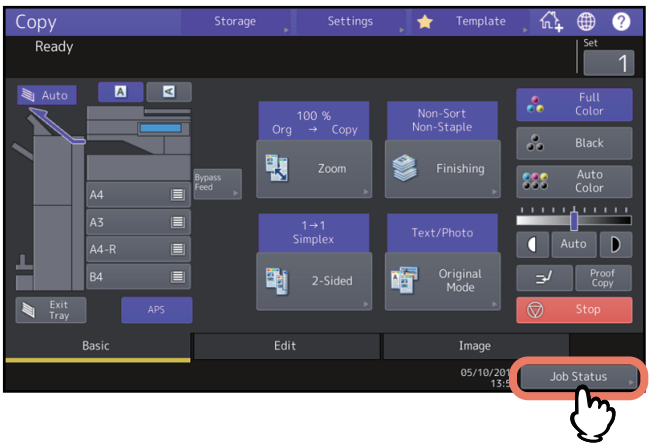
The type of the jobs are displayed by the icon on the print job list and the print log list.

Icon	Icon displayed situation
	Print jobs or print logs using the copying function
	Print jobs or print logs using the fax function
	Print jobs or print logs using the e-mail function
	Print jobs or print logs using the printing function
	Print jobs or print logs using the e-Filing function
	Print jobs or print logs of list or report printing

■ Confirming jobs in progress or ones in waiting

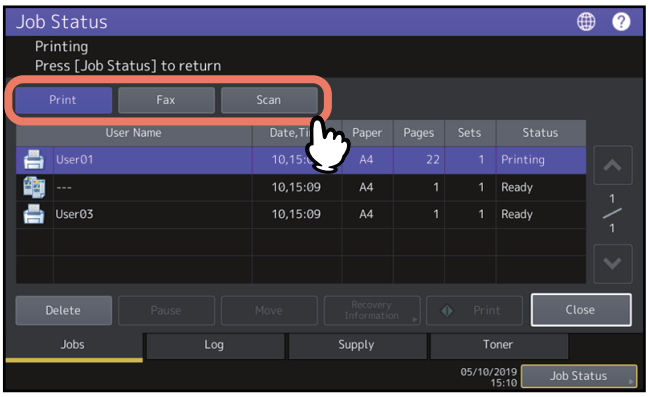
You can confirm the jobs in progress or the ones in waiting on the touch panel.

1 To view them, press [Job Status].



2 Press the job type you want to check on the [Jobs] tab.

The job list appears. Copy jobs appear on the print job list as well as print jobs.



- [Print] : The print job list appears. On the print job list, you can confirm the icon of the job type, the name of the user who sent the job, the date and time the job was sent, the paper size, the number of pages and copy/print sets and the processing status. In the [Status] column for the scheduled print job, “Scheduled” is displayed.
- [Fax] : The fax job list appears. In the list, you can view the file No., destination, date and time, number of pages and current status.
- [Scan] : The scan job list appears. In the list, you can view the destination/file name of each job, agent (scan function), date and time, number of pages, and current status.

You can view up to 1000 jobs. Press [Close]. The menu returns to the one shown before you pressed [Job Status].

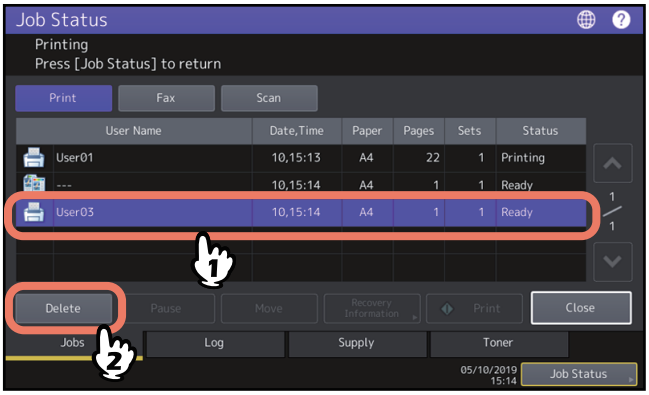
Note

Depending on your login status or job setting, the list above may not display the jobs that require authentication, including private print or fax Secure Receive.
To view these jobs, go to the [Print Mode] screen.
For more instruction, refer to the ***Printing Guide*** or the ***GD-1370 Fax Guide***.
For job authentication setting, refer to the ***TopAccess Guide***.

❑ Deleting jobs

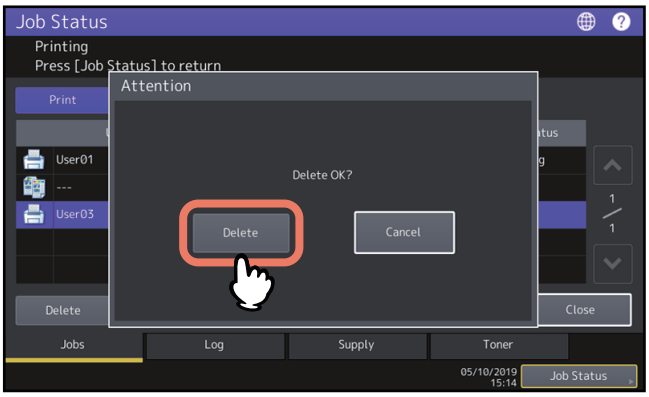
You can delete jobs that you no longer need.

1 Select the desired job on the job list, and then press [Delete].



You can select more than one job.

2 Press [Delete].



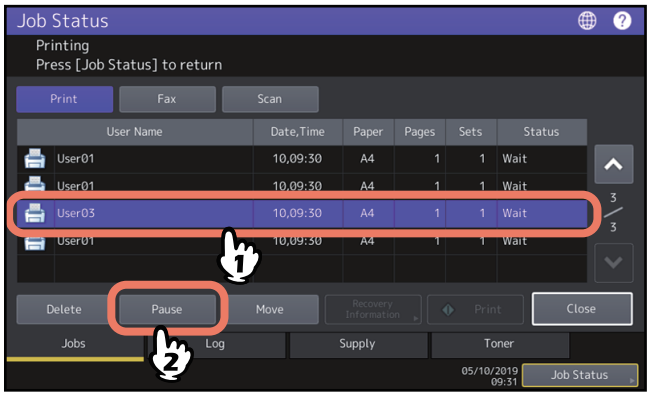
The job is now deleted.

❑ Pausing jobs

Jobs whose status is “Wait” can be held in the queue (Pausing).
Select the desired job on the job list, and then press [Pause].

Note

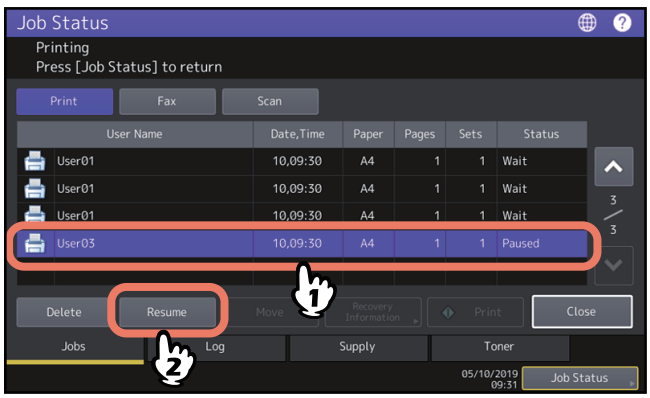
You can pause a job which is positioned at the eleventh or later place from the running job and whose status is “Wait”.



The job is now paused. The paused job is not printed even when its turn comes. Printing of the next job starts.

Resuming the paused job

Select the desired job, and then press [Resume].



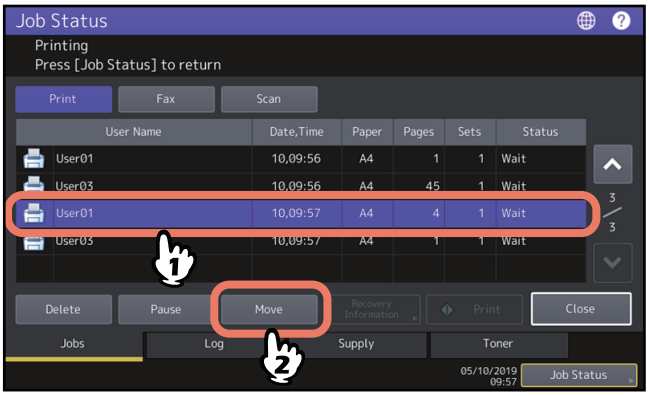
❑ Moving jobs

You can change the order of the jobs in waiting by moving them within the list.

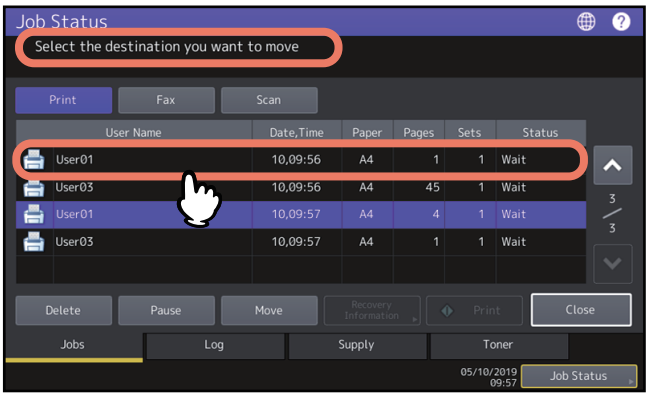
Note

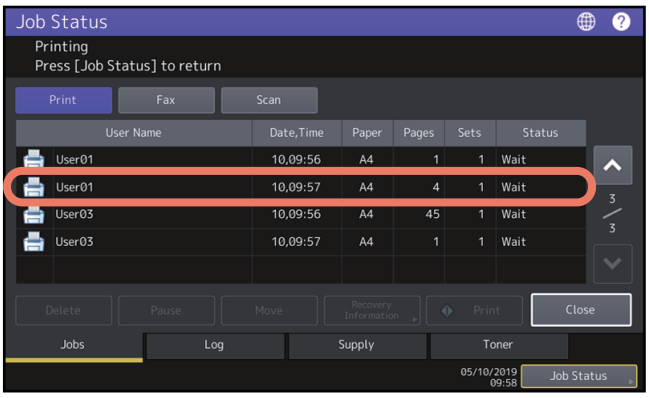
You can move a job which is positioned at the eleventh or later place from the running job and whose status is “Wait”. The destination position should be also at the eleventh or later place from the running job.

1 Select the desired job on the job list, and then press [Move].



2 Select the position that you want the job to move to.



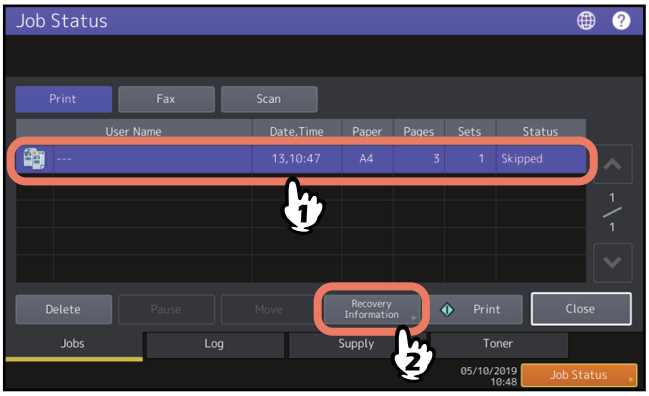


The moved job will come under the selected job.

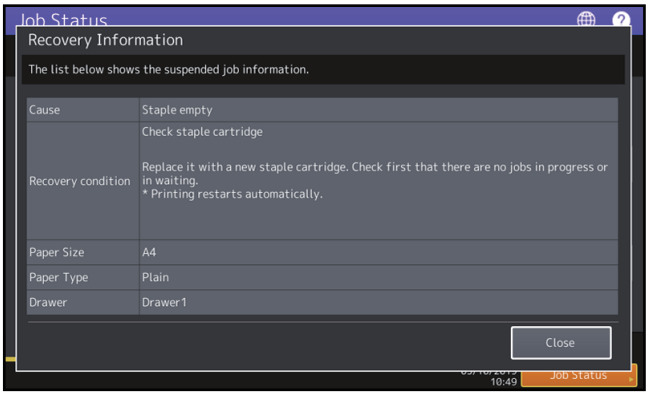
❑ Confirming the information of a skipped job

Jobs may not be performed for the reason including the shortage of specified paper or staples. These will be automatically skipped and the next job will be performed (Job Skip function). Check on the touch panel how you can recover the suspended jobs. For how to set the Job Skip function, refer to the ***MFP Management Guide***.

1 Select the skipped job in the job list, and press [Recovery Information].



2 Resolve the cause of the skip following the instructions on the screen.



Note

If multiple causes exist, the second cause is displayed after you resolve the first one. Resolve all causes accordingly.

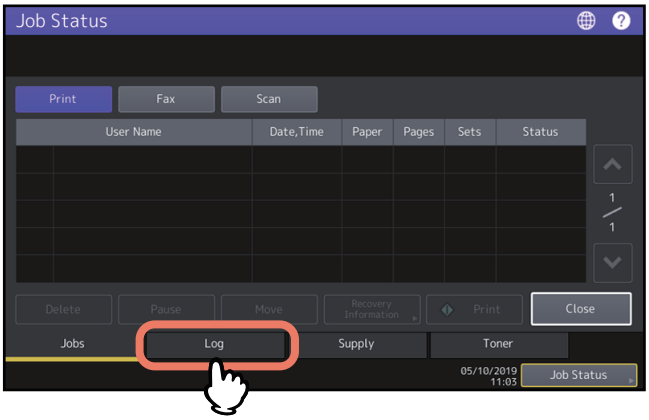
Tip

In addition to the Job Skip function, the equipment provides you with some settings to avoid frequent job suspends. For example, the Automatic Change of Paper Source function (Feeding the same size of paper from a different drawer even if the specified drawer from which paper is being fed is empty) makes printing continue even when paper runs out. Moreover, if staples run out or the punch waste tray becomes full, you can continue printing without stapling or hole punching. For more details, refer to the ***MFP Management Guide***.

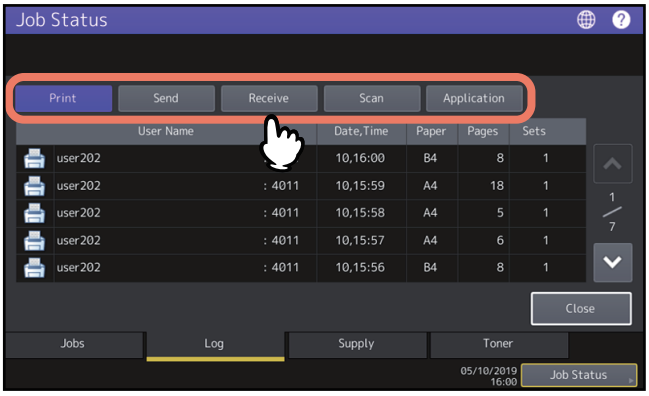
■ Confirming job history

You can confirm the history of jobs performed on the touch panel.

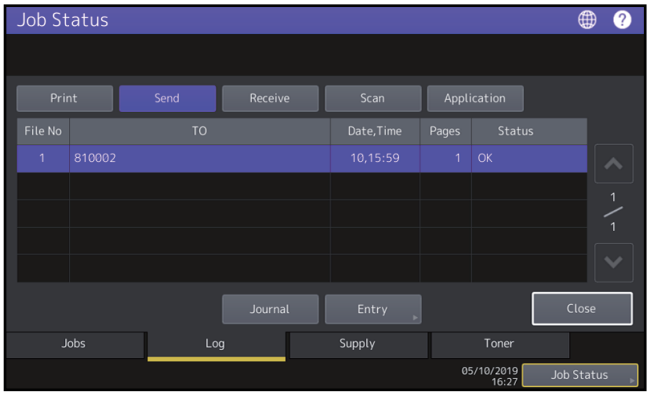
1 Press [Job Status] > the [Log] tab.



2 Select the type of job you want to confirm.



The log list appears. Copy jobs appear on the print log list as well as print jobs. Concerning fax and internet fax, Send and Receive are displayed individually.



On the log list, you can confirm the icon of the job type, the name of the user who performed the job, the date and time the job was printed, the paper size and the number of pages or copy/print sets. To print the history displayed on [Send Log] or [Receive Log], press [Journal].
To add the information to the address book including the phone number or E-mail address displayed on [Send Log], [Receive Log] or [Scan Log], press [Entry]. For more instructions, refer to the ***MFP Management Guide***.
On the application log list, a message from the application and the log recorded date are displayed.

When you finish the confirmation, press [Close] so that the menu returns to the one in step 2, and then press [Close]. The menu returns to the one shown before you pressed [Job Status].

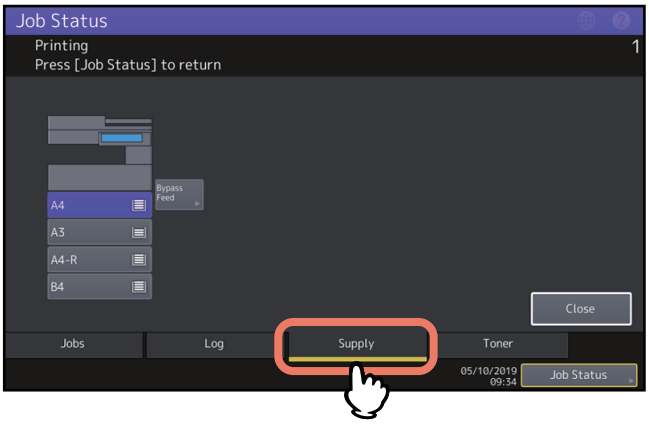
Tip

- For details on the job history displayed on the log screen, refer to the ***TopAccess Guide***.
- For details on the error codes displayed in [Status], see the following section:
  P.62 “Error Codes”
- You can export the job history to USB. For more details, refer to the ***MFP Management Guide***.

■ Confirming the status of drawers

You can confirm the size and type-setting of the paper or the amount remaining in the drawers. During printing you can confirm which drawer is feeding paper.

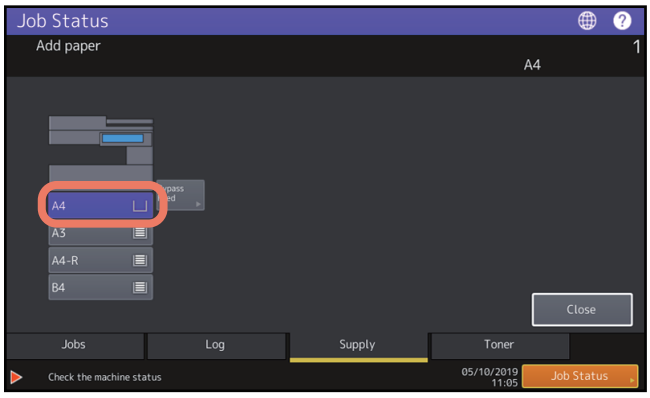
1 Press [Job Status] > the [Supply] tab.



During printing, the button for the drawer from which the paper is fed is highlighted.
Press [Close] when you finish the confirmation. The menu returns to the one shown before you pressed [Job Status].

When [Job Status] blinks

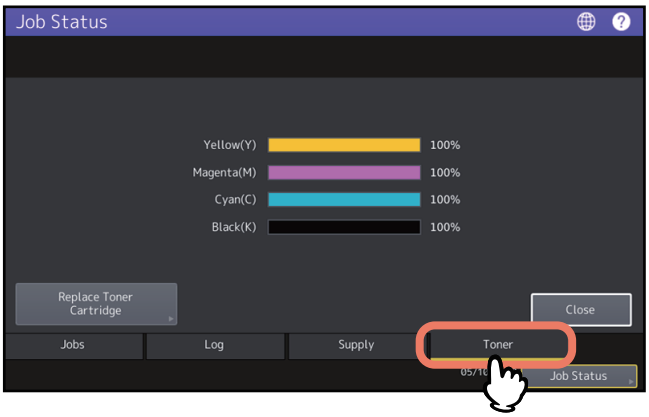
When the paper in the drawer has run out during printing, [Job Status] on the touch panel blinks. In this case, press [Job Status] so that the menu for displaying the printing status will appear and the button for the drawer whose paper has run out will blink on this menu. Printing resumes when you add paper to this drawer.



■ Confirming amount of toner remaining

You can confirm the approximate amount of toner remaining in the toner cartridge.

1 Press [Job Status] > the [Toner] tab.



Press [Close] when you finish the confirmation. The menu returns to the one shown before you pressed [Job Status].

2

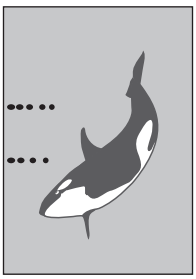
TROUBLESHOOTING FOR COPYING

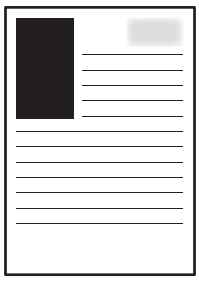
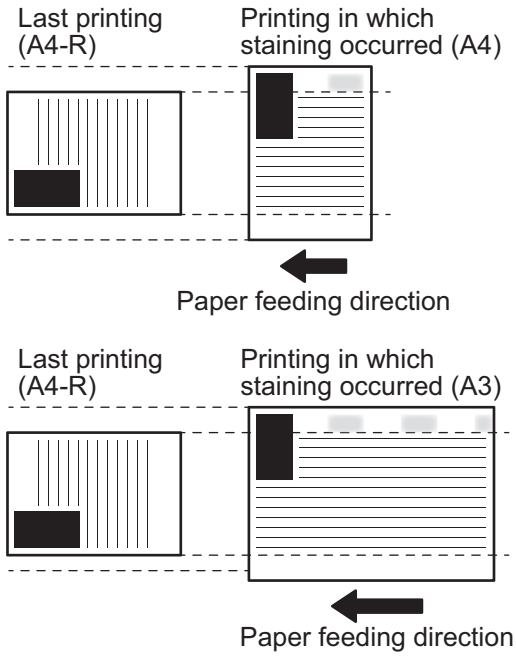
This chapter describes how to troubleshoot copying and copy output problems.

Copying Problems 18

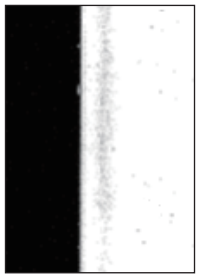
Copying Problems

See the table below when you have a problem in operating copy function or have an unexpected copy output.

Problem Description	Cause	Corrective Action
Functions cannot be set.	Another function that is unavailable for the combination has already been set.	Some functions cannot be combined.
Copying stops during scanning of the originals. (The message “The number of originals exceeds the limits. Will you print out stored originals?” appears.)	The number of scanned pages has reached the maximum.	To copy the scanned images, press [Yes]. To cancel, press [No].
Copying stops during scanning of the originals. (The message “Not enough Work Space to store originals. Will you print out stored originals?” appears.)	No available internal memory remains.	To copy the scanned images, press [Yes]. To cancel, press [No].
Copied image is too light.	No toner is left.	When no toner is left, the message “Install new *** toner cartridge” is displayed. (For color models, “***” indicates the applicable color.) Replace the toner cartridge with a new one. To learn how to replace the toner cartridge, refer to the ***Hardware Troubleshooting Guide***.
	Copy density is set too light.	Darken the density manually or try the automatic density mode.
Copied image is too dark.	Copy density is set too dark.	Lighten the density manually or try the automatic density mode.
Copied image has stains.	The Original Cover or the ADF is not fully lowered.	Lower it fully to block outside light.
	The original glass, platen sheet, scanning area and guide are stained.	Clean them. To learn how to clean the original glass, platen sheet, scanning area and guide, refer to the ***Hardware Troubleshooting Guide***.
	The copy density is set too dark.	Lighten the density manually or try the automatic density mode.
	A transparent original such as a transparency or tracing paper is being used.	To copy a transparent original clearly, put a sheet of blank, white paper behind the original. Make sure that the paper is large enough to cover the original.
Copied image has stains. 	The separation fingers in the fuser unit are dirty.	The fuser need to be cleaned. Contact your service representative. Stains may be avoided by setting the paper size when making the bypass copying.

Problem Description	Cause	Corrective Action
Copied image has stains. 	This occurred due to an operation in which the paper size in a subsequent printing was wider than the previous one.	If the paper size of the subsequent printing is wider than the previous one (e.g.: printing an A4, A3, LT or LD size paper after an A4-R or LT-R size one), the edges of the paper have sometimes become stained. In this case, the staining can be reduced by the resetting the time interval to print. For more details, contact your service technician. Example: Occurrence of staining on the edges of the paper 
Copy image is skewed.	The original is sent from the ADF at a skew.	Replace the original while aligning the side guides of the ADF to its width so that it will be placed straight.
	The gap between the paper and the side guides in the drawer or the bypass tray is too large.	Adjust the gap between the paper and the side guides so that it becomes appropriate. For details, refer to the ***Paper Preparation Guide***.
Copied image is partially missing.	The size or orientation of the copy paper and that of the original are not consistent. The reduction ratio is not properly set.	Fit the copy paper size to the original or set the reduction ratio for the copy paper.
	The binding margin is too wide.	Set the binding margin width to fully cover the original. For details, refer to the ***Copying Guide***.
	The original is larger than the printable area.	The outside part of the printable area cannot be copied. The Full Image function enables you to copy the whole image of the original in the 95 - 99% reduction ratio.

Problem Description	Cause	Corrective Action
Copied image is blurred. 	There is a gap between the original glass and the original.	Lower the Original Cover or the ADF fully so that the original fully contacts the platen glass.
	The copy paper is damp.	Replace it with dry copy paper.
Copied image has unevenness in the horizontal direction. 	The main charger is stained.	Clean the main charger. To learn how to clean the main charger, refer to the ***Hardware Troubleshooting Guide***.
Copied image has black streaks in the horizontal direction. 	The scanning area or guides are stained.	Clean them. To learn how to clean the scanning area or guides, refer to the ***Hardware Troubleshooting Guide***.
	Fine dust can cause conspicuous scan noise on images while scanning originals with the ADF at copying.	Set ADF Noise Reduction to reduce scan noise which can be caused while scanning originals. For details, refer to the ***Copying Guide*** and the ***MFP Management Guide***.
Copied image has white streaks or color streaks in the horizontal direction. 	The main charger, LED print head or slit glass is stained.	Clean the main charger, LED print head or slit glass. To learn how to clean them, refer to the ***Hardware Troubleshooting Guide***.

Problem Description	Cause	Corrective Action
When copying from the bypass tray, the area around a solid color image is slightly stained in images located on the back side of a 2-sided copy. 	A misalignment occurred in the output of the back side because of dry sheet as a result of low humidity.	For thick paper, copy the back side by selecting "(BACK)" for paper type. For plain paper, make 2-sided copy using the automatic duplexing unit. For details on the paper types when copying from the bypass tray, refer to the ***Copying Guide***.
A color original is copied in black and white even if [Auto Color] is selected for the color mode.	Some color originals may be copied in black and white: • Originals with very little colored part • Overall blackish originals • Originals in light color	Set the color mode to [Full Color].
		You can change the criterion for determining whether an original is black and white or color. For further information, refer to the ***MFP Management Guide***.
A black-and-white original is copied in color even if [Auto Color] is selected for the color mode.	Some black and white originals may be copied in color: • Yellowed originals • Originals with background color	Set the color mode to [Black].
		You can change the criterion for determining whether an original is black and white or color. For further information, refer to the ***MFP Management Guide***.
Copied images are skewed against the paper.	The paper in the drawer is fed on the skew.	Check and adjust the space between the paper and the side guides not to take much space.
Copied paper is wrinkled.	The paper in the drawer is fed on the skew.	Check and adjust the space between the paper and the side guides not to take much space.
	The paper in the drawer is damp.	Place paper newly opened from the wrapping. Note the following points in storing the excess paper. • Wrap the paper in its wrapping to keep it free from dust. • Avoid direct sunlight. • Store in a damp-free space. • To prevent paper from being folded or bent, store it in a flat place.

3

TROUBLESHOOTING FOR PRINTING

This chapter describes how to troubleshoot printing problems.

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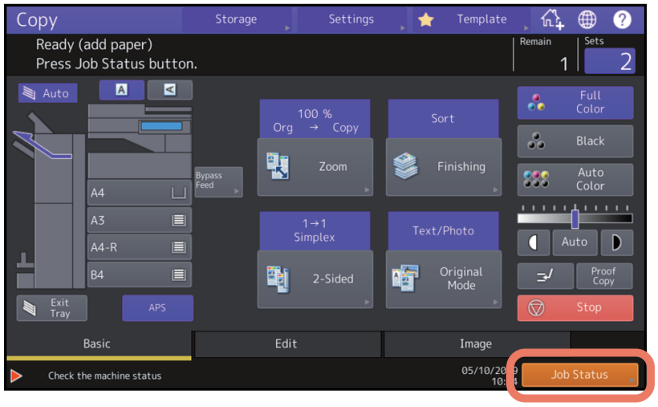
Print Job Problems

This section describes how to clear the print jobs errors.

■ Clearing print job errors

Problem Description
A print job error occurs and [Job Status] blinks when the paper specified by the computer is not set in the drawers of the equipment.



Corrective Action
Clear the error following the procedure below.

To print by placing paper on the bypass tray

1 Press the [Job Status] which is blinking.

2 Place paper of the size specified with the computer on the bypass tray, and press the [START] button.
Printing is performed. Press [Job Status] when printing has been completed.

Printing by selecting a paper size already placed in another drawer
You can perform printing with the paper already placed in the drawers. Some part of the image may not be printed, however, if the paper size in the drawer is smaller than the one you have specified.

1 Press the drawer button you intend to use on the touch panel.

2 Press the [START] button.

■ Cannot remember the document password for a Private Print job

Problem Description
I cannot remember the document password for my Private Print job.

Corrective Action
The document password for a Private Print job is never shown, once the job has been sent to the equipment.
To print the failed Private Print job, submit the document again as a new Private Print job.

The failed Private Print job remains unprinted in the job queue. To delete it, either way below is required. Contact the administrator of the equipment.

- Enter the administrator's password in the Private Print job list on the touch panel and delete the job.
  For details, refer to the ***Printing Guide***.
- Log in to TopAccess with the administrator's password and delete the job in the Print Job list.
  For details, refer to the ***TopAccess Guide***.

■ Printing a document including many graphics takes time

Problem Description
It takes time to print a document including many graphics from a Universal Printer Driver (PCL6).

Corrective Action
Since this may happen occasionally, clear the [JPEG Compression] check box of the [PDL Settings] tab in [Customization] of the [Device Settings] tab before printing such documents.

■ Does not output even when you enter your department code on Mac OS

Problem Description
Print jobs are not output even when you enter your department code and print it on Mac OS.

Corrective Action
The entered department code may not be correct. Confirm your department code.
If the department code is not correct, print jobs are processed according to the settings ([Department Setting] - [Invalid Department Code Print Job] from TopAccess). For details, refer to the ***TopAccess Guide***.

Printer Driver Problems

This section describes the troubleshooting for the printer drivers.

Tip

For the error messages that appear during the installation of the printer drivers, refer to the ***Software Installation Guide***.

■ Cannot print (port setting problems)

Problem Description
I cannot perform printing with the equipment.

Corrective Action
If the printer driver on the client computer points to a wrong network port, jobs neither appear in the current jobs queue nor are printed. Fix the problem following the procedure below:

1 Open the Printers folder from the Control Panel.

2 Right-click the printer driver icon.

3 Select Printer properties from the shortcut menu.

4 Select the [Ports] tab, and then check the port is properly configured.

5 Click the [General] tab and click [Print Test Page] to confirm that the settings are correct.

■ Cannot print (SNMP Community Name problems)

Problem Description
I cannot perform printing with the equipment.

Corrective Action
Check if the SNMP community names are the same in the following 3 settings.

- Equipment
- TCP/IP port of the [Ports] tab in the printer driver
- [SNMP Settings] dialog box of the [Others] tab in the printer driver

■ Command line options not processed

Problem Description
All the print options are sent to the equipment at the beginning of the print job. If the print file already contains print commands, they overwrite the command line options you set. For example, if the print file specifies A4 paper, and you specify A3 paper with the lp command, the document is printed on A4 paper.

Corrective Action
Change the properties of the document you intend to print to create another print file. Submit the print job using the lp command without setting additional parameters.

■ Retrieval of printer configuration failed

Problem Description
When accessing the printer properties, the message “Retrieval of printer configuration failed” is displayed.

Corrective Action
The printer driver cannot communicate with the equipment. Try the steps in the checklist below.

No.	Check...	Yes	No	Corrective Action
1	Is the equipment turned on?	Next Step ⇓	⇒	Turn on the equipment.
2	Can you connect the computer to the equipment via TopAccess?	Next Step ⇓	⇒	Restart the equipment.
3	Does the same message appear again when you access the property of the printer driver?	⇒	**End**	1. Press [Refresh] on the [Device Settings] tab to search the printer. 2. If the printer is not found, check the printer driver port assignment and make sure that it is correct.

■ Cannot change settings on the [Device Settings] tab

Problem Description
The [Device Settings] tab is grayed out and their settings cannot be changed.

Corrective Action
Users who do not have the privilege to change the printer driver setting cannot change the options in the [Device Settings] tab. Please log in with the Administrator.

Network Connection Problems

This section describes the troubleshooting for printing in the network connection environment.

Tip

See also the checklists by types of printing and operating systems on 📖 P.44 “Printing Problems (Network Related)”

■ Cannot print with the equipment (network connection problems)

Problem Description
I cannot perform printing with the equipment.

Corrective Action
See the checklist below to determine if the cause of the problem is related to a network.
If it is, see 📖 P.44 “Printing Problems (Network Related)”. In that section, several OS- and printing method-based check lists are provided to help you find the appropriate action to take.

No.	Check...	Yes	No	Corrective Action
1	Have you set the protocol settings so they are compatible with your network and client protocol settings?	Next Step ⇓	⇒	Set up the proper protocol.
2	Have you set up the appropriate type(s) of print services that should be supported?	Next Step ⇓	⇒	Check the settings required for your printing environment.
3	Have you checked the gateway and subnet settings to make sure that the equipment is part of the same network gateway as the client from which you are trying to print?	Next Step ⇓	⇒	Set up the TCP/IP correctly.
4	Are other services and communications performed over the network behaving in the normal and expected manner?	**End**	⇒	See 📖 P.44 “Printing Problems (Network Related)” or refer to your network documentation. Use a network diagnostic utility to identify the network problem.

■ Cannot print with SMB print

Problem Description
When an attempt is made to print a document using an SMB connection, the job cannot be printed and such messages continuously appear as “No more connections can be made to this remote computer” or “Your file could not be printed due to an error”.

Corrective Action
SMB print is supposed to be utilized in a small network. If you can use Windows 7, Windows 10, or Windows Server 2008 or later as a print server, printing via the Windows Print Server is recommended.
If you cannot use the Windows Print Server in your network, use LPR print instead.

Client Problems

This section describes how to identify and correct the problems caused by the clients* connected to the equipment.

* One of the common examples of clients is a computer that sends a print job to the equipment and makes it perform printing.

■ Checking the client status

The printing problems are caused by the printer driver settings, network settings, errors in the network connections, and so forth. First, contact the administrator of the equipment to see if there is one of these kinds of problems, or see the following sections:

📖 P.26 “Printer Driver Problems”
📖 P.28 “Network Connection Problems”
📖 P.44 “Printing Problems (Network Related)”

Another possible cause is one related to a client. If the print jobs sent from a specific client within a network fail, the problem may be caused by the client.

Problem Description

The jobs sent from a client cannot be printed.

Corrective Action

The checklist below will help you identify the cause of the error and direct you to information resolving the problem. If the problem persists after you have followed all of the steps, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Does the equipment work properly? Are copy jobs output properly?	Next Step ⇓	⇒	Check the device status displayed in the Device page of TopAccess. 📖 P.58 “Hardware Status Icons on TopAccess [Device] Tab”
2	See the Device page of TopAccess. Are the options specified for the job supported by the hardware configuration?	Next Step ⇓	⇒	If not, delete the job, install the required components, and try again. Contact your service representative for further information.
3	Can you print the jobs from other clients?	Next Step ⇓	⇒	See the following section to fix the problem. 📖 P.28 “Cannot print with the equipment (network connection problems)”
4	Have you ever printed successfully from this client?	Next Step ⇓	⇒	See the following section to fix the problem. 📖 P.26 “Cannot print (port setting problems)”
5	Did you set up the printer driver other than by an SMB connection?	Next Step ⇓	⇒	See the following section to fix the problem. 📖 P.28 “Cannot print with SMB print”
6	(For Mac OS only) Is the equipment displayed in Printers & Scanners?	Next Step ⇓	⇒	Refer to the ***Software Installation Guide***.
7	The problem is most likely to be related to a client-side error. Refer to the ***Printing Guide*** to fix the problem.			

Hardware Problems

This section describes troubles caused by the hardware device (the equipment).

If an icon or a message indicating an error is not displayed, or the problems in the printer drivers or the network connection cannot be specified, a hardware problem is a possible cause of the trouble.

The following are common factors involved in the hardware problems:

- System board, cables, and connectors
- The equipment, and its components such as the duplexing unit or the Finisher
- System software or firmware of the equipment

For more details, refer to the ***Hardware Troubleshooting Guide***.

■ Print jobs not output

Problem Description
All the clients within a network fail to make the equipment output the print jobs.

Corrective Action
There remains a possibility that improper settings of the software such as printer drivers caused the problem. However, a hardware error is possible, if none of the clients can print the jobs. Try the steps on the checklist below. If the problem persists after you have followed all of the steps, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Is printing prohibited from all connected client computers?	Next Step ⇓	⇒	See the following section to fix the problem: 📖 P.28 “Network Connection Problems”
2	Can you see the job from TopAccess or another print monitoring utility, such as PCONSOLE or Print Manager?	Next Step ⇓	⇒	See the following section to fix the problem: 📖 P.40 “Locating the Equipment in the Network”
3	Can you identify the problem with the error message or the error code and resolve it?	**End**	⇒	See the following sections to fix the problem: 📖 P.60 “Error Messages” 📖 P.62 “Error Codes”

Also refer to the ***Printing Guide*** for more information on resolving output errors caused by printer driver settings.

4

TROUBLESHOOTING FOR SCANNING

This chapter describes how to troubleshoot scanning problems.

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Cannot find the data saved in the shared folder 32
Cannot perform scanning from a PC with Office 2013 or later 32
OCR does not work well 33

Scanning Problems

This section describes troubleshooting for using scan data.

■ Cannot E-mail my scans

Problem Description
I have scanned a document and sent the copy as an E-mail attachment, but the E-mail does not reach the specified e-mail address.

Corrective Action
Check the following points:

- The correct E-mail addresses are specified.
- The equipment is correctly configured for and connected to the network.
- For the SMTP Client settings, the SMTP server address is correctly set.
- For the SMTP Client settings, the Port Number is correctly set.
- For the SMTP Client settings, the settings for SSL/TLS and/or authentication are correctly set.
- The data size of the attached file is smaller than/equal to the maximum data size receivable on the recipient's side.

For details on the network settings, refer to the ***TopAccess Guide***.
For details on E-mailing the scanned image, refer to the ***Scanning Guide***.

■ Cannot find the data saved in the shared folder

Problem Description
I have scanned a document and saved the copy in the shared folder of the equipment, but cannot locate the saved file.

Corrective Action

- For Windows OS, search the network for the equipment using the search function of Explorer. The data are stored in the equipment's shared folder named "FILE_SHARE."
- For Mac OS, make sure that the OS version is Mac OS X 10.6.8 or later.
- If you cannot find the equipment on the network, make sure that the SMB Server Protocol setting is enabled on TopAccess.

For details on the network settings, refer to the ***TopAccess Guide***.
For details on storing the scanned image, refer to the ***Scanning Guide***.

■ Cannot perform scanning from a PC with Office 2013 or later

Problem Description
I cannot perform scanning from a PC with Office 2013 or later.

Corrective Action
Install an addin to invoke a scan driver for the equipment.

For details on how to install the addin, refer to the ***Software Installation Guide***.
If the addin is not included in your DVD, contact your service technician.

■ OCR does not work well

Problem Description
OCR does not work after scanning an original.

Corrective Action
Check the following points:

- The OCR option is installed in the equipment.
- The OCR setting is enabled.

Fix the OCR settings as follows:

- Set the language setting for OCR to fit the original language.
- Enable auto rotation for OCR.
- Increase the scanning resolution.
- When scanning documents using the ADF, set the scanning density to be lower than the middle.

For the OCR option, contact your service representative.
To learn how to enable OCR or set the scanning resolution/density, refer to the ***Scanning Guide***.

Tip

OCR results may be incorrect depending on the conditions of your originals or scanning conditions regardless of the settings on this equipment.

5

TROUBLESHOOTING FOR e-Filing

This chapter describes how to troubleshoot e-Filing problems.

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Numerous sub windows repeatedly appear 36
Displaying the items in the Contents Frame takes a long time 36
Error messages 37

e-Filing Web Utility Problems

This section describes troubleshooting for the web browser-based e-Filing web utility. You will also find the error messages and the corrective actions for each message.

■ e-Filing Web Utility terminates the session

Problem Description
The message “This operation will end your e-Filing session.” appears and e-Filing Web Utility returns to its top page.

Corrective Action 1
Clicking the [Return], [Refresh], and [home] button or [login] link leads to this message and e-Filing Web Utility returns to its top page. In this case, try again to do the operation you intended.

Corrective Action 2
Closing the window by clicking the [x] button of the browser leads to the message “This operation will end your e-Filing session.” and the e-Filing session ends.
Finish your current operation before you close the window.

Corrective Action 3
Operating the main window while the sub window is displayed leads to the message “This operation will end your e-Filing session.” and the processing displayed on the sub window ends.
Do not operate the main window until the processing on the sub window has been completed.

■ Numerous sub windows repeatedly appear

Problem Description
Numerous sub windows repeatedly appear and e-Filing becomes uncontrollable.

Corrective Action
Close all the windows and exit from the web browser. Then restart the browser and clear the cookie files from “Internet Option” (for Internet Explorer).

■ Displaying the items in the Contents Frame takes a long time

Problem Description
Displaying the items in the Contents Frame takes a long time.

Corrective Action
Displaying more than 100 items in the Contents Frame may take a long time. A smaller number of items shortens the time for displaying.

■ Error messages

See the table below to troubleshoot the problem if a message appears.

Message	Corrective Action
Internal error occurred. Please restart e-Filing.	Turn the power of the equipment OFF and then ON and then try again. If the error message is still displayed, contact your system administrator or contact your dealer for support.
Your e-Filing Session has Timed Out. Please Restart.	Exit from e-Filing and change the session timer setting to be longer on the Setup page of the TopAccess Administrator mode. Then restart it.
The items have been modified.	The items are currently being modified by another user. Try again after the other user has finished.
Cannot start e-Filing Session. The Disk is Full.	Erase unnecessary data. For instructions, refer to the ***e-Filing Guide***.
Cannot create a Box. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making internal storage device space.
Cannot create a Folder. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making internal storage device space.
Cannot edit the Document. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making internal storage device space.
Cannot insert Page. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making internal storage device space.
Cannot archive Documents. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making internal storage device space.
Cannot upload archived file. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making internal storage device space.
Cut failed. Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making internal storage device space.
Copy failed. Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making internal storage device space.
Paste failed. Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making internal storage device space.
Save failed. Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making internal storage device space.
Cannot create a Folder. Maximum number of folders has been reached.	Delete unnecessary folders and create a new folder. You can create up to 100 folders in each box.
Cannot create a Document. Maximum number of documents has been reached.	Delete unnecessary documents and create a new document. You can create up to 400 documents in each box and folder.

Message	Corrective Action
Cannot insert Page. Maximum number of pages has been reached.	Delete unnecessary pages and insert a new page. A document can contain up to 200 pages.
Paste failed. Maximum number of page range is reached.	Delete unnecessary pages and paste pages in the document. A document can contain up to 200 pages.
Cut failed. The items have been deleted or modified.	Refresh the page and make sure that the item was deleted or is currently being modified.
Copy failed. The items have been deleted or modified.	Refresh the page and make sure that the item was deleted or is currently being modified.
Paste failed. The items have been deleted or modified.	Refresh the page and make sure that the item was deleted or is currently being modified.
Delete failed. The items have been deleted or modified.	Refresh the page and make sure that the item was deleted or is currently being modified.
Please enter valid password.	Enter the correct password.
A folder with the name you specified already exists. Please try again.	Use a name that does not exist in the box.
Another user is archiving or uploading. Please try again later.	The document is being archived or uploaded by another user. Try again after the other user has finished.
The Maximum Possible Archive Size exceeded. Archiving is not Possible.	An archive file larger than 2 GB cannot be created. Make sure that the archive file will be less than 2 GB by archiving smaller groups of files instead of a large one.
The Box cannot be erased. A document contained in Box is being used.	A document contained in the box is being used by another user. Try again after the other user has finished.
The document is being used. Please try again later.	The selected document is being used by another user. Try again after the other user has finished.
File format doesn’t correspond. Please contact Administrator.	Contact your administrator to convert the archive file and try again.
e-Filing is not ready. Please try again later.	e-Filing has not yet been activated. Try again later.

6

TROUBLESHOOTING FOR NETWORK CONNECTIONS

This chapter describes how to troubleshoot the problems on network connections.

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■ Cannot locate the equipment in the network

Problem Description
I cannot locate the equipment in the network.

Corrective Action
Improper settings may cause problems in locating the equipment in the network. Try the checklist below to detect the cause of the problem. If the problem remains unsolved, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Check the protocol settings by printing out the NIC Configuration Page from the Home screen > [User Functions -User-] > [Admin] tab > [List/Report] > [List] > [NIC Configuration Page]. Are the protocol settings correct?	Next Step ⇓	⇒	Set up the proper protocols.
2	Print out the Function List from the Home screen > [User Functions -User-] > [Admin] tab > [List/Report] > [List] > [Function]. Make sure that there are not any discrepancies or inconsistencies between the current network settings and your network environment. Change the network settings, if necessary. Use the Find Computer utility from your Windows computer to locate the printer name of the equipment. Can you find the equipment?	Next Step ⇓	⇒	Set up the proper protocol if required. Once you have located the equipment, configure the port that it is mapped correctly to the device.
3	Can you locate other computers connected to the same network?	Next Step ⇓	⇒	Check the network settings on the client computer to make sure that they are compatible with the network settings on the equipment.
4	Check the link LED activity on the hub and/or NIC of the equipment and the client machine. Do the hardware components appear to be functioning properly?	Next Step ⇓	⇒	Contact your service representative.
5	Confirm whether the Ethernet cable is normal. Does the current Ethernet speed appear on the Ethernet setting screen ([User Functions -User-] - [Admin] tab - [Network] - [Ethernet])?	Next Step ⇓	⇒	If “Link not detected” is displayed on the Ethernet setting screen, a contact failure or disconnection may be occurred in the cable. In this case, check the cable, and replace it with a new one, if required.
6	Make sure that the printer name for the equipment is unique and verify that the WINS and/or DNS server database are not causing potential naming conflicts with the network settings on the equipment. If necessary, change the network settings on the equipment. After the communication comes back online, can you see the equipment in the network?	Next Step ⇓	⇒	Set up the NetBIOS name of the device correctly.
7	If the network environment is using complex subnet or supernet structures, is the IP address used by the equipment within the network structures range of valid addresses?	**End**	⇒	Contact your local network support specialist for further assistance.

■ Cannot locate the equipment with Local Discovery

Problem Description
Local Discovery cannot detect the equipment.

Corrective Action
The equipment is normally located automatically by SNMP. When the TWAIN driver, File Downloader, Address Book Viewer, Backup/Restore Utility, Remote Scan driver, N/W-Fax driver or printer driver cannot automatically discover the equipment over the network, the most likely cause is limitations of the protocols supported by the computer. In some cases, you need to add or update network components; however, first see the checklist below to fix the problem.

No.	Check...	Yes	No	Corrective Action
1	Is SNMP enabled on the equipment?	Next Step ⇓	⇒	Enable the SNMP (MIB).
2	Are the SNMP setting of the equipment and that of the software the same?	Next Step ⇓	⇒	SNMP V1/V2: Check if the community names of the equipment and the software are the same. SNMP V3: Check if each item of the SNMP setting of the equipment and the software is the same.
3	Confirm that the protocol suite installed on the client computer has been updated with the latest software for the given operating system. If your network only supports the IPX/SPX protocol, make sure that the most current version of Novell Client software is installed.	Next Step ⇓	⇒	See the vendor's website for information about product updates and technical supports.
4	Print out the NIC Configuration Page from the Home screen > [User Functions -User-] > [Admin] tab > [List/Report] > [List] > [NIC Configuration Page]. Does the equipment support the same protocol as the network?	Next Step ⇓	⇒	Configure the proper protocol.
5	Change the protocol settings from TopAccess, if necessary, and reboot the equipment for the changes to take effect. Repeat step 2. Was the device discovered?	**End**	Next Step ⇒	
6	Check the NIC Configuration Page. Are the IP address and subnet mask settings correct?	Next Step ⇓	⇒	Setup the TCP/IP settings correctly.
7	Check the router to make sure that it is not filtering out the equipment packets. Is the router processing equipment packets correctly?	Next Step ⇓	⇒	Adjust the router settings.
8	Can another computer within the same network segment discover the equipment?	Next Step ⇓	⇒	See the following section to fix the problem: 🕮 P.40 "Locating the Equipment in the Network"
9	Check link activities on the port being used by the equipment and the integrity of the network cable, hub, or switch that connects the equipment to the network. Replace any network components that you can tell or suspect are faulty.	**End**	⇒	Contact your service representative.

■ Equipment does not respond to ping command

Problem Description
The equipment does not respond to a ping command.

Corrective Action
Check the network settings following the checklist below.

No.	Check...	Yes	No	Corrective Action
1	Confirm that the TCP/IP protocol suite is installed on the client computer.	Next Step ⇓	⇒	Refer to the networking section of your operating system documentation.
2	Look at the NIC configuration page and confirm that the TCP/IP settings are correct. Is the IP address entered and valid? Are the Gateway and Subnet settings correct?	Next Step ⇓	⇒	Enter the correct TCP/IP settings.
3	Reboot the equipment and print out the NIC Configuration Page. Are the TCP/IP settings correct?	Next Step ⇓	⇒	The settings are not binding, contact your service representative.
4	Try to ping command the equipment again. Did the equipment respond to the ping?	**End**	Next Step ⇒	
5	Can you ping command the equipment from any other computer within the same network? If not, the equipment might have an IP address that is out of range or invalid.	Next Step ⇓	⇒	Contact your network specialist for a valid IP address for the equipment.
6	Can you ping command to another computer within the same network?	Next Step ⇓	⇒	Check the computer's protocol settings to make sure the gateway and subnet settings are correct.
7	If you have customized the printer name, you can check if the NIC is functional by restoring the default settings. Reboot the equipment and print out the NIC Configuration Page. Does the printer name include the serial number of the NIC?	Next Step ⇓	⇒	The NIC is faulty or improperly installed. Contact your service representative.
8	Check link activities on the port being used by the equipment and also the integrity of the network cable, hub, or switch that is connecting the equipment to the network. Replace any network components that you suspect are faulty. Can you ping command the equipment now?	**End**	⇒	Contact your service representative.

LDAP Search and Authentication Problems

■ Network shutdown occurs or touch panel disabled after LDAP search

Problem Description
After performing the LDAP search, the network shutdown occurs or the touch panel is disabled.

Corrective Action
Try the checklist below. If the problem remains unsolved, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Is the LDAP server correctly running?	Next Step ⇓	⇒	Confirm that the LDAP server is correctly running.
2	Is the LDAP server setting correctly set?	**End**	⇒	Enter the correct LDAP setting. Re-enter the correct password carefully because it is displayed by asterisks.

■ LDAP authentication takes a long time

Problem Description
It takes a long time to perform LDAP authentication on the touch panel.

Corrective Action
Try the checklist below. If the problem remains unsolved, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Is the LDAP server correctly running?	Next Step ⇓	⇒	Confirm that LDAP server is correctly running.
2	Is the LDAP server setting correctly set?	**End**	⇒	Enter the correct LDAP setting. Reenter the correct password carefully because it is displayed by asterisks.

Printing Problems (Network Related)

Among the several ways to use the equipment in the network, the simplest one is to set the equipment in the TCP/IP environment using a DHCP server to assign IP addresses dynamically to devices. Using the default settings also assures an easier network implementation, although you may be required to customize the settings to accommodate them in your particular environment.

Some common network configurations are shown below, along with the steps required to configure the equipment. If you perform all the steps in the applicable checklist and still cannot print satisfactorily with the equipment, contact your service representative.

Tip

- You can change the network protocol settings on the touch panel of the equipment or with TopAccess (the Administration page).
- For the error messages that appear during the installation of the printer drivers, refer to the ***Software Installation Guide***.

■ SMB print in a Windows operating system environment

No.	Check...	Yes	No	Corrective Action
1	Are the IP address properties correctly set?	Next Step ⇓	⇒	Set up the IP address correctly.
2	Is the Microsoft computer name (device name) unique?	Next Step ⇓	⇒	Set up the device name correctly.
3	Is the workgroup name valid and correctly entered?	Next Step ⇓	⇒	Set up the workgroup correctly.
4	Is LLMNR enabled?	Next Step ⇓	⇒	Enable LLMNR referring to the ***TopAccess Guide***.
5	When IPv4 is supported: Is the WINS server address correctly set?	Next Step ⇓	⇒	When IPv4 is supported: Set up the WINS server address correctly, or enter “0.0.0.0” for the WINS server address to disable the WINS service.
6	When IPv4 is supported: If the client computers are located in different segments, is the WINS service correctly provided?	Next Step ⇓	⇒	When IPv4 is supported: Set up the WINS server and enable it on the equipment to allow users access from a different segment.
7	Can you see the equipment in Windows Network Neighborhood?	Next Step ⇓	⇒	See the following section to fix the problem: 📖 P.40 “Cannot locate the equipment in the network”
8	Were the proper printer drivers installed?	Next Step ⇓	⇒	Refer to the ***Software Installation Guide*** to install the proper printer drivers.
9	Is the driver’s port name valid?	Next Step ⇓	⇒	Refer to the ***Software Installation Guide*** to configure the proper port.
10	Can you print with the equipment?	**End**	⇒	See the following section to fix the problem: 📖 P.28 “Cannot print with the equipment (network connection problems)”

■ Raw TCP or LPR print in a Windows operating system environment

No.	Check...	Yes	No	Corrective Action
1	Are the IP Address properties correctly set?	Next Step ⇓	⇒	Set up the IP address correctly.
2	Is Raw TCP print correctly set?	Next Step ⇓	⇒	Set up the Raw TCP print service correctly.
3	Is LPR/LPD print correctly set?	Next Step ⇓	⇒	Set up the LPD print service correctly.
4	Were the proper printer drivers installed?	Next Step ⇓	⇒	Refer to the ***Software Installation Guide*** to install the proper printer drivers.
5	Is the Raw TCP or LPR port configured with the correct IP address?	Next Step ⇓	⇒	Refer to the ***Software Installation Guide*** to configure the proper port.
6	Can you print to the equipment?	**End**	⇒	See the following section to fix the problem: 📖 P.28 “Cannot print with the equipment (network connection problems)”

■ IPP print in a Windows operating system environment

No.	Check...	Yes	No	Corrective Action
1	Are the IP address properties correctly set?	Next Step ⇓	⇒	Set up the IP address correctly.
2	Is the HTTP server on the equipment enabled?	Next Step ⇓	⇒	Enable the HTTP server in the HTTP Network Service.
3	Is the IPP print correctly set?	Next Step ⇓	⇒	Set up the IPP print service correctly.
4	Were the proper printer drivers installed?	Next Step ⇓	⇒	Refer to the ***Software Installation Guide*** to install the proper printer drivers.
5	Is the IPP port configured with the correct URL?	Next Step ⇓	⇒	Refer to the ***Software Installation Guide*** to configure the proper port.
6	Can you print to the equipment?	**End**	⇒	See the following section to fix the problem: 📖 P.28 “Cannot print with the equipment (network connection problems)”

■ Novell print in a NetWare environment

No.	Check...	Yes	No	Corrective Action
1	Did you configure the equipment for a NetWare connection?	Next Step ⇓	⇒	Set up the NetWare network settings correctly.
2	Is a printer driver for the Novell iPrint printing installed properly?	Next Step ⇓	⇒	Refer to the ***Software Installation Guide*** to install the proper printer driver.
3	Are the settings of the IP address and the port for the printers created by a server correct?	Next Step ⇓	⇒	Refer to the ***Software Installation Guide*** to configure the proper IP address and the port.
4	Can you print to the equipment?	**End**	⇒	See the following section to fix the problem. 📖 P.28 “Cannot print with the equipment (network connection problems)”

■ Mac OS environment

No.	Check...	Yes	No	Corrective Action
1	Are the IP address properties correctly set?	Next Step ⇓	⇒	Set up the IP address correctly.
2	Can you access any other network device from the Mac OS computer?	Next Step ⇓	⇒	Refer to your Mac OS networking documentation or contact Apple support.
3	Can another Mac OS computer on the network print to the equipment? If so, compare the settings to determine which need to be changed to support print from this equipment.	**End**	⇒	Refer to your Mac OS networking documentation or contact Apple support.

■ UNIX/Linux environment

No.	Check...	Yes	No	Corrective Action
1	Are the IP address properties correctly set?	Next Step ⇓	⇒	Set up the IP address correctly.
2	Is the LPR/LPD print correctly set?	Next Step ⇓	⇒	Set up the LPD print service correctly.
3	Did you successfully install the UNIX/Linux filters?	Next Step ⇓	⇒	Refer to the ***Software Installation Guide*** to install UNIX/Linux filters.
4	Did you successfully create and set up a print queue?	Next Step ⇓	⇒	Refer to the ***Software Installation Guide*** to configure the print queue.
5	Can you print to the equipment using LPD as the root?	Next Step ⇓	⇒	Set up UNIX/Linux access for the equipment to enable other users to print from the Bourne shell. Refer to your UNIX/Linux documentation for more information.
6	Can you ping command the equipment from your computer?	Next Step ⇓	⇒	Try a remote ping from another server. If you can reach the equipment from that server, check for conflicts between the equipment and your current network segment.
7	Is the LP Daemon functioning?	Next Step ⇓	⇒	Reload Daemon or restart the system.
8	Can you print to the equipment?	**End**	⇒	Contact your service representative.

Network Fax (N/W-Fax) Driver Problems

This section describes the troubleshooting for the Network Fax (N/W-Fax) driver.

■ N/W-Fax driver installation error messages

Note

Replace “Printer” with “N/W-Fax” as required in the troubleshooting description.
For information on the installation of the N/W-Fax driver, refer to the ***Software Installation Guide***.

❑ Setup needs to copy Windows NT files

Problem description
The wrong port type was selected from the Printer Ports dialog.

Corrective action

1. **Click Cancel until the Add Printer Wizard terminates.**
2. **Select [Add Printer] from the [File] menu in the Printers folder to start the Add Printer Wizard, and then perform the installation again.**
3. **When the screen for selecting a port is displayed, select [Local port] to add a printer.**

❑ Client software DVD now required

Problem description
When adding a new printer driver, the end user did not choose the Have Disk option; instead, the user selected the printer name from the Add Printer list.

Corrective action

1. **Cancel the Add Printer Wizard.**
2. **Select [Add Printer] from the [File] menu in the printer folder to start the Add Printer Wizard, and perform the installation again.**
3. **When the screen for selecting a printer is displayed, select [Have Disk].**
4. **Select [Use Existing Driver] to add another copy of an existing driver or browse to the subdirectory that contains the appropriate *.inf file.**

❑ File *.DRV on client DVD could not be found

Problem description
When adding a new printer driver, the user did not choose the Have Disk option but selected the printer name from the Add Printer list.

Corrective action

1. **Cancel the Add Printer Wizard.**
2. **Select [Add Printer] from the [File] menu in the printer folder to start the Add Printer Wizard, and perform the installation again.**
3. **When the screen for selecting a printer is displayed, select [Have Disk].**
4. **Browse to the subdirectory that contains the appropriate *.inf file.**

❑ Location does not contain information about your hardware

Problem description
The path to the *.inf file selected during driver installation is too far away. In other words, there are too many characters in the directory path.

Corrective action
Copy the directory containing the *.inf file to the local drive and resume installation.

❑ This port is currently in use

Problem description
The driver was either opened, printing a job, or in use by another printer or application, when you attempted to delete it.

Corrective action
Make sure all print jobs have been completed before deleting a port. If there are still problems, exit all applications and try again. Check each driver to see if another driver is using the same port. If so, first change the driver's port setting and delete the port.

❑ Problem with the current printer setup

Problem description
The driver was not set up properly, possibly because the installation procedure was not completed.

Corrective action
Delete the driver and either reinstall it from the Client Utilities/User Documentation DVD or download it from this equipment.

■ N/W-Fax driver general errors

❑ "Could not connect to the MFP device" appears

Problem description
When users are trying to access to the properties of the N/W-Fax driver, an error message "Could not connect to the MFP device" appears.

Corrective action
Communication between the N/W-Fax driver and this equipment failed. Make sure that this equipment is operating. If not, turn its power ON.
Connect the N/W-Fax driver with this equipment through the TopAccess. If the connection fails, reboot the computer and this equipment.

❑ The fax jobs are not listed on the "Logs - Transmission" screen in TopAccess

Problem description
When confirming the fax job logs on the "Logs - Transmission" screen in TopAccess, the fax jobs that are sent are not displayed.

Corrective action
If the relevant fax job is not included in the Log list, your transmission job may not have been performed. In this case, search for jobs without the department code in the "Job Status-Fax" on the control panel. Then select the relevant fax job and press [Send] to resend it.

❑ Fax transmission cannot be performed with a cover sheet

Problem description
In a N/W-Fax driver which is set to the IPP port, no cover sheet is output and an XL error occurs in the fax transmission when a printer driver whose file name consists of 54 letters or more is specified for the default printer and a Fax is sent with a cover sheet added from Microsoft Excel.

Corrective action
Set the file name of the printer driver in 30 letters or less.

Client Software Authentication Problems

■ Cannot log in using client software

Problem Description
I cannot log into the equipment using client software.

Corrective Action
If you cannot log into the equipment using client software, contact the administrator of the equipment. Since the user name and password registered in the client software are used for authentication in the case of automatic login, the log-in screen may not be displayed.

■ Printing can be made even with incorrect user name and password

Problem Description
Even when an incorrect user name and password are entered in the log-in screen of the client software, printing can be made.

Corrective Action
If the client software version is earlier than the system one in the equipment, printing may be performed even when an incorrect user name and password are entered.
Install the latest client software.

Wireless LAN Connection Problems

■ Cannot connect to the MFP

If you cannot establish a connection to the equipment, restart it*. If the problem still persists, check the following points:

- Is your user certificate (client certificate and CA certificate) valid?
- Are the access point and network settings correct?
- Select [WEP] or [None] from [Security] in infrastructure mode, and confirm that the touch panel indicates the status of wireless LAN connection as “connected”. If you still cannot establish the wireless LAN connection, the SSID or WEP encryption key entered may be incorrect. Check the wireless LAN connection settings.
- When the encryption mode of the access point you are connecting is a TKIP mode, set the encryption mode of the equipment to TKIP+AES.
- When the encryption mode of the access point you are connecting is a WPA mode, set the encryption mode of the equipment to WPA/WPA2.
- When the encryption mode of the access point you are connecting is a WPAPSK mode, set the encryption mode of the equipment to WPA/WPA2PSK.
- When you use both an infrastructure mode and a Wi-Fi Direct, set the same channel for both the wireless access point as the connection destination in the infrastructure mode and the group owner in the Wi-Fi Direct.
- Is your wireless LAN disabled? The wired LAN and the infrastructure mode of wireless LAN cannot be used at the same time.

* Press the [POWER] button to shut down the equipment, and then press the [POWER] button again.

7

TROUBLESHOOTING FOR FAXING

This chapter describes how to troubleshoot faxing problems.

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Faxing Problems

■ Error codes

To learn the meanings of the error codes described in the lists or reports, see the following section:
📖 P.65 “Error codes on transmission and reception”

■ Error messages

Below is a list of error messages that might appear on the touch panel. When any message in the list appears on the touch panel, press [FUNCTION CLEAR] on the control panel to clear it, and then take action suggested in the “Corrective Action” column.

Message	Cause	Corrective Action
Memory overflow	Memory overflowed when scanning documents to the memory.	Either wait for memory to be cleared, or check the jobs and delete reserved jobs on the [Job Status] screen.
Communication error	Communication error occurred during direct TX.	Retry communications.
Job reservation full	The number of reserved jobs exceeded the maximum.	Either wait for job reservations to be completed, or check the jobs and delete reserved jobs on the [Job Status] screen.
Job memory full	The total number of destinations for reserved jobs exceeded the maximum.	Either wait for job reservations to be completed, or check the jobs and delete reserved jobs on the [Job Status] screen.
Sorry not possible	On-hook or direct TX was attempted during communications.	Wait for communications to end and retry communications.
Not allowed now	Further polling transmission reservation was attempted even though polling transmission was already reserved.	Either wait for polling transmission jobs to be completed, or check the jobs and delete reserved jobs on the [Job Status] screen.
Too Many Tel # Digits	128 digits or more were registered for a chain dial communication.	Confirm the number of digits dialed and register the numbers again.
Fax line1 is out of order. Reboot the machine./Fax line2 is out of order. Reboot the machine.	An error occurred with the Fax unit.	Press the [POWER] button and then [Restart] on the touch panel. If the error still persists, contact your service representative.

⚠ CAUTION

Never attempt to repair, disassemble or modify the equipment by yourself.
You could cause a fire or get an electric shock. Always contact your service representative for maintenance or repair of the internal parts of the equipment.

■ Transmission/reception trouble

Below is a list of trouble you might encounter during the transmission/reception.

Transmission troubles

Trouble	Check Point
Transmit is not displayed even if the [START] button is pressed.	• Did you replace the handset before you pressed the [START] button? When you are making a call on the handset to send a fax, do not replace the handset until you press the [START] button. • Is the modular cord disconnected? • Is the power plug unplugged from the power outlet? • Can you receive telephone calls? • Is there any problem at the remote fax? Check this with the party trying to receive the original.
Originals are fed diagonally.	• Are the side guides of the ADF adjusted to the width of the original that you are sending? • Does the original that you are sending match the conditions of the original that is available for sending?
2 originals are fed together.	• Have you placed more than the maximum number of originals that can be placed at one time? • Does the original that you are sending match the conditions of the original that is available for sending? • Have you pushed the originals into the ADF too hard?
The original is not being printed on the paper of the remote fax even though it has been sent.	Are the direction of the placed originals correct? When placing the original on the original glass, specify the original size.
Black lines are shown in the image that was sent.	Is the scanning area of the ADF clean? Clean it with a soft cloth.
Originals are not sent even if operations are carried out normally.	Is the remote fax compatible with your system? This system supports G3 communications but not G2 or G4 communications.
Originals cannot be sent overseas.	Specify Quality TX and resend. For more details, refer to the ***GD-1370 Fax Guide***.

Reception troubles

Trouble	Check Point
Originals cannot be received even if “Receive” is displayed and the [START] button is pressed.	• Did you replace the handset before you pressed the [START] button? When you answer a call on the handset to receive a fax, do not replace the handset until you press the [START] button. • Is the modular cord disconnected? • Is there a problem at the remote fax? Check this with the party trying to send the original.
Paper is not output.	Is the equipment out of paper?
The received original is printed dark and is illegible or black stripes are printed on the original.	• Make a local copy and confirm proper printing. • Is the original being sent a dirty copy? Check this with the party trying to send the original. • Is the trouble due to a problem or operation error at the remote fax? Check this with the party trying to send the original.
Paper is output but not printed.	• Is there enough toner? • Is the original placed correctly on the remote fax? Check this with the party trying to send the original.
Paper often misfeeds.	• Is the paper drawer size setting correct? • Is the paper drawer properly inserted? • Is the specified paper type being use?

Tip

If the suggested action does not solve the trouble or you encounter trouble not listed above, contact your service technician or service representative.

8

CHECKING THE EQUIPMENT STATUS WITH TopAccess

This chapter describes how to check the status of the equipment with TopAccess.

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Hardware Status Icons on TopAccess [Device] Tab

When the equipment requires maintenance or when an error occurs with the equipment, the icons indicating the status information appear near the graphic image of the equipment on the TopAccess [Device] tab. The following are the icons displayed and their descriptions.

For details of the [Device] tab of TopAccess, refer to the ***TopAccess Guide***.

Printer Error 1



This icon indicates a non-recommended toner cartridge is used and that the equipment has stopped printing.
To learn how to replace the toner cartridge, refer to the ***Hardware Troubleshooting Guide***.

Printer Error 2



This icon indicates:

- You need to remove paper from the exit tray of the equipment.
- You need to remove paper from the receiving tray of the Finisher.
- You need to remove the staples jammed in the Finisher.
  To learn how to remove the jammed staples, refer to the ***Hardware Troubleshooting Guide***.
- You need to remove the staples jammed in the Saddle Stitch unit.
  To learn how to remove the jammed staples, refer to the ***Hardware Troubleshooting Guide***.
- You need to clear the hole punch paper bits from the Hole Punch Unit.
  To learn how to clear the hole punch paper bits, refer to the ***Hardware Troubleshooting Guide***.
- The recommended toner cartridge is not being used.
  To learn how to replace the toner cartridge, refer to the ***Hardware Troubleshooting Guide***.
- You tried to perform saddle stitching for a printing on mixed paper sizes.
- The equipment cannot load paper from the drawer of the External Large Capacity Feeder.
- The equipment cannot eject the paper to the exit tray of the equipment.

Cover Open



This icon indicates the front cover is open.

Toner Empty



This icon indicates no toner is left. It also indicates which color is empty:
To learn how to replace the toner cartridge, refer to the ***Hardware Troubleshooting Guide***.

Waste Toner Full



This icon indicates the waste toner box is full and requires replacing.
To learn how to replace the waste toner box, refer to the ***Hardware Troubleshooting Guide***.

Paper Empty



This icon indicates no paper is left in a drawer.
Refer to the ***Paper Preparation Guide***.

Paper Misfeed



This icon indicates a paper misfeed occurred. It also indicates the location of the paper misfeed.
Refer to the ***Hardware Troubleshooting Guide***.

Staples Empty



This icon indicates no staples are left in the Finisher.
Refer to the ***Hardware Troubleshooting Guide***.

Call for Service



Contact your service representative to have the equipment inspected.

Error Messages

When a message appears on the [Device] Tab of TopAccess, see the table below for the corrective action.

TopAccess Message	Corrective Action
Cover Open - Please Close Cover.	Close the front cover.
Paper Feeding Cover Open - Please Close Cover.	Close the paper feeder cover.
Transfer/Transport unit Cover Open - Please Close Cover.	Close the transfer/transport unit.
Bypass Cover Open - Please Close Cover.	Close the bypass cover.
Exit Cover Open - Please Close Cover.	Close the exit cover.
Toner Cover Open - Please Close Cover.	Close the toner cover.
Platen Cover Open - Please Close Cover.	Close the platen cover.
Lower Tray Transport Cover Open - Please Close Cover	Close the lower tray transport cover.
Inserter Cover Open - Please Close Cover.	Close the Inserter cover.
External Large Capacity Feeder Disconnect - Please Joint it to Copier.	Connect the External Large Capacity Feeder to the equipment.
LCF Cover Open - Please Close LCF Cover.	Close the Large Capacity Feeder cover.
Drawer 1 Open - Please Close Drawer 1.	Close the drawer.
Drawer 2 Open - Please Close Drawer 2.	Close the drawer.
Drawer 3 Open - Please Close Drawer 3.	Close the drawer.
Drawer 4 Open - Please Close Drawer 4.	Close the drawer.
Automatic Duplexing Unit Cover Open - Please Close Cover.	Close the automatic duplexing unit cover.
Relay Unit Cover Open - Please Close Cover.	Close the Bridge Unit cover.
Finisher Joint Cover Open - Please Close Cover.	Close the Finisher joint cover.
Finisher Door Open - Please Close Door.	Close the Finisher door.
Lower Tray Delivery Cover Open - Please Close Cover	Close the lower tray delivery cover.
Lower Tray Front Cover Open - Please Close Cover	Close the lower tray front cover.
Punch Unit Front Cover Open - Please Close Cover	Close the Punch unit front cover.
Standard Output Tray Paper Full - Please Remove Paper.	Remove the paper from the tray.
Upper Tray Paper Full - Please Remove Paper.	Remove the paper from the tray.
Lower Tray Paper Full - Please Remove Paper.	Remove the paper from the tray.
Saddle Tray Full - Please Remove Paper.	Remove the paper from the tray.
Job Separator 1 Full - Please Remove Paper.	Remove the paper from the tray.
Job Separator 2 Full - Please Remove Paper.	Remove the paper from the tray.
Paper Empty in Drawer 1 - Please Add Paper.	Set the paper in the drawer.
Paper Empty in Drawer 2 - Please Add Paper.	Set the paper in the drawer.
Paper Empty in Drawer 3 - Please Add Paper.	Set the paper in the drawer.
Paper Empty in Drawer 4 - Please Add Paper.	Set the paper in the drawer.
Paper Empty in Large Capacity Feeder - Please Add Paper.	Set the paper in the Large Capacity Feeder.
Paper Misfeed in Job Separator - Please Clear Paper Path.	Refer to the guidance on the touch panel to remove misfed paper.

TopAccess Message	Corrective Action
Paper Misfeed in Automatic Duplexing Unit - Please Clear Paper Path.	Refer to the guidance on the touch panel to remove misfed paper.
Paper Insertion Misfeed - Please Clear Paper Path.	Refer to the guidance on the touch panel to remove misfed paper.
Paper Misfeed in Printer - Please Clear Paper Path.	Refer to the guidance on the touch panel to remove misfed paper.
Paper Misfeed in Finisher - Please Clear Paper Path.	Refer to the ***Hardware Troubleshooting Guide*** to remove the paper.
Waste Toner Box Full - Please Replace.	Refer to the ***Hardware Troubleshooting Guide*** to replace the waste toner box.
Staple Empty - Please Set Staple Cartridge	Refer to the ***Hardware Troubleshooting Guide*** to refill with staples.
Open the front cover, and clean the slit glass and main charger.	Clean the slit glass and the main chargers.
Toner Not Recognized - Please Check Toner.	Check and adjust the toner cartridge.
Black Toner Empty - Please Install New Toner Cartridge.	Refer to the ***Hardware Troubleshooting Guide*** to replace the black toner cartridge.
Cyan Toner Empty - Please Install New Toner Cartridge.	Refer to the ***Hardware Troubleshooting Guide*** to replace the cyan toner cartridge.
Magenta Toner Empty - Please Install New Toner Cartridge.	Refer to the ***Hardware Troubleshooting Guide*** to replace the magenta toner cartridge.
Yellow Toner Empty - Please Install New Toner Cartridge.	Refer to the ***Hardware Troubleshooting Guide*** to replace the yellow toner cartridge.
Black Toner Near Empty - Please Prepare New Toner Cartridge.	Prepare the new toner cartridge.
Cyan Toner Near Empty - Please Prepare New Toner Cartridge.	Prepare the new toner cartridge.
Magenta Toner Near Empty - Please Prepare New Toner Cartridge.	Prepare the new toner cartridge.
Yellow Toner Near Empty - Please Prepare New Toner Cartridge.	Prepare the new toner cartridge.
Close duplexing unit cover	Close the duplexing unit cover.
Close receiving tray low cover	Close the low cover of the receiving tray.
Prepare new waste toner box	Prepare a new waste toner box.
Fatal Error - Please Contact Service Technician.	Contact your service representative.
Main Motor Error - Please Contact Service Technician.	Contact your service representative.
Printer Input Error.	Contact your service representative.
Scanner Error - Please Contact Service Technician.	Contact your service representative.
Fuser Error - Please Contact Service Technician.	Contact your service representative.

Error Codes

TopAccess has the pages for the job lists; print, transmission, reception, and scan jobs. The following error codes are shown on these pages in the [Logs] tab (successful jobs have no codes). These codes help you specify the cause of an error you might encounter.

Tip

The error codes are also shown on the [Log] screen of the touch panel. See the following lists when you find an error code on the touch panel. If the error code displayed is not in the following tables, contact your service representative.

■ Error codes on print jobs

Error Code	Problem Description	Corrective Action
4011	Job canceled	The job was canceled.
4021	Power failure	Check whether the power cable is connected properly and is inserted securely.
4031	Internal storage device full error	Delete unnecessary private print jobs and invalid department print jobs.
4032	Too many jobs registered	The number of registered jobs for Multi Station Print has exceeded the upper limit. Reduce the jobs.
4033	Network setting error	The Multi Station Print job cannot be registered due to a network setting error. Fix the settings for Multi Station Print.
4041	User authentication error	The user performing the printing has not been authenticated or registered. Perform user authentication or user registration.
4042	Department code authentication error	Check the information about the department code registered in this equipment.
4043	Project code authentication error	Check the information about the project code registered in the equipment.
4045	There is something wrong with the connection with the LDAP server or its authority setting.	Ask your LDAP server administrator about it.
4111	The number of prints has become “0”	The number of prints specified in department and user management has become “0” at the same time. Set the number again or perform initialization.
4112	The number of prints has become “0”	The number of prints specified in user management has become “0”. Set the number again or perform initialization.
4113	The number of prints has become “0”	The number of prints specified in department management has become “0”. Perform initialization.
4121	Job cancellation due to the external counter error	1. Put in a coin, or insert a card and perform printing again, or contact your administrator. 2. Connect the Key Counter and perform printing again. 3. Clear the Schedule Print setting and perform printing again.
4211	Printing data storing limitation error	Printing with the data being stored to the internal storage device temporarily (Proof print, Private print, Scheduled print, etc.) cannot be performed. Use normal printing.
4212	e-Filing storing limitation error	Printing with the data being stored to the internal storage device (print and e-Filing, print to e-Filing, etc.) cannot be performed. Use normal printing.
4213	File storing limitation error	The file storing function is set to “disabled”. Check the setting of the equipment.
4214	Fax/iFax transmission failure	The Fax/iFax transmission or N/W-Fax/iFax function is set to “disabled”. Check the setting of the equipment.

Error Code	Problem Description	Corrective Action
4221	Private-print-only error	The setting has been set so that printing other than Private printing is not available. Perform Private printing. Email direct printing cannot be performed since Private printing is not selectable for it.
4222	Hold-printing-only error	Email direct printing cannot be performed since Hold printing is not selectable for it.
4223	Private-print-only/Hold-print-only error	Email direct printing cannot be performed since Private printing and Hold printing are not selectable for it.
4243	No license error	Install the license for Multi Station Print.
4244	Function disabled error	Enable the Multi Station Print function with TopAccess.
4245	OCR function is not enabled	Install the OCR license.
4311	No authority to execute a job	The user has not been authorized to perform this operation. Ask your administrator.
4312	Not authorized to store a file	The user has not been authorized to perform this operation. Ask your administrator.
4313	Not authorized to store in e-Filing	The user has not been authorized to perform this operation. Ask your administrator.
4314	Not authorized to send a Fax/iFax	The user has not been authorized to perform this operation. Ask your administrator.
4321	Not authorized to perform printing in the specified setting	The user has not been authorized to perform this operation. Ask your administrator.
4411	Image data generation failure	Perform printing again or use another printer driver (PS3, Universal). In case of Direct printing, check if the file to be printed is broken (e.g.: The file can be opened on a client PC), or check if the file format is supported.
4412	Double-sign encoding error	A double-sign encoding error occurred because the PDF file is encrypted in unsupported script. Printing the file in this function is impossible.
4511	Connection timeout	Printing might fail since the transmission of the print data stopped during the communication with a client computer or the connection from a client PC has not been cut. Check if the Ethernet cable is connected properly. In addition, check that the Ethernet settings in the equipment are the same as those for the hub connected to the equipment. Then reattempt the communication.
4521	Reach the max number of connections	Printing has failed since the numbers of the connection have reached the maximum. Wait for a while and reattempt the communication. If the error still persists, contact your service representative.
4522	Registered print job number reached to limit at data reception	Since the printing jobs under processing have become full, the job reception is limited. 1. Wait until the printing of jobs under processing and waiting is finished and then reattempt the communication. 2. Delete unnecessary private printing jobs and those with no department codes and then reattempt the communication.

Error Code	Problem Description	Corrective Action
4523	Internal storage device full at data reception	Since there is not enough space in the internal storage device, the job reception is limited. Delete unnecessary private printing jobs and those with no department codes in the internal storage device and then perform the job.
4611	Font download failure	Since the available number of fonts is exceeded, the font cannot be registered. Delete at least one font.
4612	Font download failure	Since there is no space in internal storage device, the font cannot be registered. Delete at least one font.
4613	Font download failure	Since an error has occurred, the font cannot be registered. Perform downloading again or regenerate the font data first.
4621	Downloaded font deletion failure	Check if the font to be deleted is registered.
4721	Connection error of Multi Station Print (Invalid combination of the ROM version)	Contact your service representative.
4F10	Print failure	Perform the printing again. If the error still persists, turn the power OFF and then back ON, and perform the printing again. If the error still persists, contact your service representative.

■ Error codes on transmission and reception

Error Code	Problem Description	Corrective Action
0012	Original misfeed	Remove the misfed original.
0013	Door open	Firmly close the open door.
0020	Power interruption	Check the power interruption report.
0030	Transmission is canceled. (The transmission was terminated due to a job cancellation requested by a user or a paper jam during the Direct Transmission.)	Remove the misfed paper and reattempt the transmission.
0033	Polling Error	Check polling options setup (Security Code, etc.), and check whether the polling document exists.
0042	Memory full	Make sure that there is sufficient memory before making the call again.
0050	Line busy	Reattempt the communications.
0051	Fax line cable disconnected	Check if the fax line cable is connected. To clear the message, press the [FUNCTION CLEAR] button twice.
0040, 0052, 00B0-00B7 00C0-00C4 00C6, 00C7, 00D0-00DA	Signal Error or Line Condition Error	Reattempt the communications.
00C5	Oversized original reception error	The original received exceeds the length limit. Ask the transmitter to send a shorter one.
00E8	Internal storage device error	Reattempt the communications. If the error still persists, contact your service representative.
00F0-00F4	Hardware/Software failure	Reattempt the communications. If the error still persists, contact your service representative.
1C10	System access abnormality	Turn the power OFF and then back ON. Perform the problem job again. Check if the SSL/TLS and authentication settings are set properly in the SMTP Client Setting. For details of the SMTP Client Setting, refer to the ***TopAccess Guide***. If the error still persists, contact your service representative.
1C11	Insufficient memory	Complete any running jobs first before performing the job in error. If the error still persists, turn the power OFF and then back ON, and try again.
1C12	Message reception error	Turn the power OFF and then back ON. Perform the job in error again.
1C13	Message transmission error	Turn the power OFF and then back ON. Perform the job in error again.
1C14	Invalid parameter	If a template is being used, create it again. If the error still persists, turn the power OFF and then back ON, and try again.
1C15	Exceeding file capacity	Ask your administrator to change the “Fragment Page Size” setting for the Internet Fax setting, or reduce the number of pages and try again.

Error Code	Problem Description	Corrective Action
1C30-1C33	Storage device access error	Complete any running jobs first before performing the job in error. If the error still persists, turn the power OFF and then back ON, and try again.
1C40	Image conversion abnormality	Turn the power OFF and then back ON. Perform the job in error again. If the error still persists, contact your service representative.
1C60	Failed to process your job. Insufficient Storage space.	Reduce the number of pages of the job in error and perform it again. Check whether the server or local storage device has sufficient space in its storage capacity.
1C61	Address Book reading failure	Turn the power OFF and then back ON. Perform the job in error again. Reset the data in the Address Book and perform the job again. If the error still persists, contact your service representative.
1C63	Terminal IP address unset	Ask your administrator to set the IP address of the equipment.
1C64	Terminal mail address unset	Ask your administrator to set the Email address of the equipment.
1C65	SMTP address unset	Ask your administrator to set the SMTP server address.
1C66	Server time-out error	Check whether the SMTP server is operating properly.
1C69	SMTP server connection error	Ask your administrator to set the login name or password of the SMTP server and try again. Check whether the SMTP server is operating properly.
1C6B	Terminal mail address error	Ask your administrator to check the SMTP Authentication method or if there is an unpermitted character in the Terminal mail address. Set the correct SMTP Authentication method or delete the unpermitted character in the Terminal mail address.
1C6C	Destination mail address error	Check if there is an unpermitted character in the Destination Email address. Delete the unpermitted character and reset the appropriate Destination Email address, then try again.
1C6D	System error	Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, contact your service representative.
1C70	SMTP client OFF	Ask your administrator to enable the SMTP Client and perform the job again.
1C71	SMTP authentication error	Confirm that the login name and password are correct. If SSL/TLS is enabled, make sure that SSL/TLS port number is correctly set.
1C72	POP Before SMTP error	Confirm that the POP Before SMTP settings and POP3 settings are correct.
1CC0	Job canceled	The job was canceled.
1CC1	Power failure	Check whether the power cable is connected properly and is inserted securely. Check whether the power voltage is stable.
3A10	MIME format error	Ask the sender to resend the Email in the MIME1.0 format.
3A20	Email process error	Ask the sender to resend the Email.
3A30	Partial Email timeout error	Ask the sender to resend the Email, or change the Partial Wait time setting.
3A40	Invalid partial Email received	Ask the sender to resend the partial Email in the RFC2046 format.
3A50	Internal storage device full error	Ask the sender to resend the Email by separating it into several Emails. If this error occurs due to running out of paper and too many waiting jobs being stored in the internal storage device, add paper to activate the other jobs.

Error Code	Problem Description	Corrective Action
3A70	Interrupt partial Email reception	Ask your administrator to enable the Enable Partial Email setting and ask the sender to resend the Email.
3A80	Partial Email disabled	Ask your administrator to enable the Enable Partial Email setting and ask the sender to resend the Email.
3B10	Email format error	Ask the sender to resend the Email.
3B20	Content-Type error	Ask the sender to resend the Email with any of the following conditions.- By attaching only a TIFF-FX format file- By attaching a PDF, JPEG or XPS format file (multiple files attachment allowed)- By attaching a file whose format is supported by this equipment.
3B40	Email decode error	Ask the sender to resend the Email.
3C10, 3C13	TIFF analysis error	Ask the sender to resend the Email with attached files that are TIFF format.
3C20	TIFF compression error	Ask the sender to resend the Email with attached TIFF files in the MH, MR, MMR, or JBIG compression.
3C30	TIFF resolution error	Ask the sender to resend the Email with attached TIFF files whose resolution is either 200 x 100, 200 x 200, 200 x 400, 300 x 300, or 400 x 400 dpi.
3C40	TIFF paper size error	Ask the sender to resend the Email with attached TIFF files that can be printed on paper permitted for the equipment.
3C50	Offramp transmission error	Ask the sender to specify the correct fax numbers and resend the Email.
3C60	Offramp security error	Confirm that the specified fax numbers are registered in the address book of the equipment. If not, register the fax numbers in the address book and ask the sender to resend the Email with the correct fax numbers.
3C70	Power failure	Confirm that the job is recovered or not. If not, ask the sender to resend the Email.
3C90	Offramp Fax transmission disable error	Confirm if the Fax Send Function of MFP setting is disable or not.
3D10	Destination address error	Ask your administrator whether the DNS and mail server settings are correctly set. If they are, ask the sender to confirm that the destination address is correct.
3D20	Exceeding maximum offramp destinations	Ask the sender to specify up to 40 destinations for one offramp gateway job. The equipment cannot perform offramp gateway transmission for more than 40 destinations.
3D30	Fax unit is not installed	Make sure that the Fax unit is installed, or connected correctly.
3E10	POP3 server communication error	Ask your administrator whether the POP3 server address is correctly set, and whether the POP3 server works properly. If SSL/TLS is enabled, make sure that SSL/TLS port number is correctly set.
3E20	POP3 server communication timeout	Ask your administrator whether the POP3 server works properly and the LAN cable is connected to the server.
3E30	POP3 login error	Ask your administrator whether the POP3 user name and password are set correctly.
3E40	POP3 login type error	Ask your administrator whether the POP3 login type (Auto, POP3, APOP) is set correctly.
3F10, 3F20	File I/O error	Ask the sender to resend the Email. If the error still occurs, contact your service representative.

■ Error codes on scan jobs

Tip

The error indications on scan jobs are as follows:

- On the log list of TopAccess, messages indicating the status are displayed.
- On the log list of the touch panel, error codes are displayed. See the listings below for the details of the error code.

Error Code	Problem Description	Corrective Action
Email		
2C10, 2C12, 2C13, 2C20-2C22	Wrong Job status	A system error has occurred during the sending of an Email. Try it again. Check if the SSL/TLS and authentication settings are set properly in the SMTP Client Setting. For details of the SMTP Client Setting, refer to the ***TopAccess Guide***. If the error still persists, contact your service representative. If the error still persists, contact your service representative.
2C11, 2C62	Not enough memory	Complete any running jobs first before reperforming the job in error. If the error still persists, turn the power OFF and then back ON, and then try again.
2C14	Invalid parameter specified	If you are using a template, create it again. If the error still persists, turn the power OFF and then back ON, and then try again.
2C15	Mail size exceeded limit or maximum size	You are sending too many documents at a time. Send them separately.
2C30-2C33	Storage device access error	Complete any running jobs first before reperforming the job in error. If the error still persists, turn the power OFF and then back ON, and then try again.
2C40	Failed to convert image file format	This error occurs when conversion to a highly compressed PDF format fails. Do the scanning again. If the error still persists, use the normal PDF format. When this error occurs in conversion other than to a highly compressed PDF format, turn the power OFF and then back ON. Then try to scan again. If the error still persists, contact your service representative.
2C43	Encryption error. Failure to create a file	If the error still persists after reattempting, turn the power OFF and then back ON, and try again.
2C44	Creating a file was not allowed	Creating an unencrypted file was not allowed. Configure the encryption settings and try again. To create an unencrypted file, consult the administrator.
2C45	Failure in making meta data	Make sure that the template setting is correct, and do the scanning again. If the error still persists, turn the power OFF and then back ON, and then try again.

Error Code	Problem Description	Corrective Action
2C50	Executed Email sending without logging in being done by a user or department in the setting which requires authentication	Have a user or a department log in and retry sending.
2C60	Internal storage device full failure during processing	Reduce the number of pages of the problem job and try again. Check whether the server or local storage device has sufficient space in its capacity.
2C61	Failure to read Address Book	Turn the power OFF and then back ON. Try the problem job again. Reset the data in the Address Book and reattempt it. If the error still persists, contact your service representative.
2C63	Terminal IP address unset	Ask your administrator to set the IP address of the equipment.
2C64	Terminal mail address unset	Ask your administrator to set the Email address of the equipment.
2C65, 2C66, 2C69	Failure to connect to SMTP server	Make sure that the SMTP server is correctly working or the SMTP server address has been set correctly.
2C6A	Failure to send Email message	Turn the power OFF and then back ON. Try scanning again. If the error still persists, contact your service representative.
2C6B	Invalid address specified in From: field	Ask your administrator to check the SMTP Authentication method or if there is an unpermitted character in the Terminal mail address. Set the correct SMTP Authentication method or delete the unpermitted character in the Terminal mail address.
2C6C	Invalid address specified in To: field	Make sure that there is no unpermitted character in the Destination mail address. Delete any unpermitted character and reset the appropriate Destination mail address, then try again.
2C70	SMTP service is not available	Ask your administrator whether the SMTP service is enabled.
2C71	SMTP authentication error	Confirm that the login name and password are correct. If SSL/TLS is enabled, make sure that the SSL/TLS port number is correctly set.
2C72	POP Before SMTP error	Confirm that the POP Before SMTP settings and POP3 settings are correct.
2CC0	Job canceled	The job was canceled.
2CC1	Power failure occurred	Make sure that the power cable is connected properly and is inserted securely. Resend the job.
Save as File		
2D10, 2D12, 2D13	Wrong Job status	Turn the power OFF and then back ON. Try it again. If the error still persists, contact your service representative.
2D11	Not enough memory	Wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.

Error Code	Problem Description	Corrective Action
2D14	Invalid parameter specified	If you are using a template, create it again. If the error still persists, turn the power OFF and then back ON, and then try again.
2D15	Exceeding maximum file capacity	Divide the file into several files, or try again in a single-page format.
2D30	Failure to create directory	Make sure that the access privilege to the storage directory is writable and also that the disk in the directory has enough space, and then try again. If more than one job is performed simultaneously, the error may occur because the storage device temporarily runs out of space. In this case, wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and try again.
2D31, 2D33	Failure to create file	Make sure that the access privilege to the storage directory is writable and also that the disk in the directory has enough space, and then try again. If more than one job is performed simultaneously, the error may occur because the storage device temporarily runs out of space. In this case, wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and try again.
2D32	Failure to delete file	Make sure that the access privilege to the storage directory is writable and then try the job again. If the error still persists, turn the power OFF and then back ON, and then try again.
2D40	Failure to convert image file format	This error occurs when conversion to a highly compressed PDF format fails. Do the scanning again. If the error still persists, Use the normal PDF format. When this error occurs in conversion other than to a highly compressed PDF format, turn the power OFF and then back ON. Then try to scan again. If the error still persists, contact your service representative.
2D43	Encryption error. Failure to create a file	If the error still persists after reattempting, turn the power OFF and then back ON. Then try again.
2D44	Creating a file was not allowed.	Creating an unencrypted file was not allowed. Configure the encryption settings and try again. To create an unencrypted file, consult the administrator.
2D45	Failure in making meta data	Make sure that the template setting is correct, and do the scanning again. If the error still persists, turn the power OFF and then back ON, and then try again.
2D50	Executed [Save as File] without logging in being done by a user or department in the setting which requires authentication	Have a user or a department log in and retry [Save as File].

Error Code	Problem Description	Corrective Action
2D62	Failure to connect to network destination Check destination path.	Make sure that the network folder is shared in your network and try scanning again. If the error still persists, ask your administrator to check whether the IP address or path of the server is correct. Also make sure that the server is operating properly.
2D63	Specified network path is invalid. Check destination path.	Make sure that you specify the correct network folder and try scanning again.
2D64	Log on to file server failed. Check user name and password.	Make sure that you specify the correct user name and password to log on the file server, or you specify the correct file server. Then try scanning again.
2D65	There are too many documents in the folder. Failure in creating a new document	Delete the data in the local storage folder in the equipment and try scanning again.
2D66	Failed to process your job. Insufficient Storage space.	Reduce the number of pages of the problem job and try again. Check whether the server or local storage device has sufficient space in its capacity.
2D67	FTP service is not available	Ask your administrator whether the FTP service is configured correctly.
2D68	File Sharing service is not available	Ask your administrator whether the SMB protocol is enabled.
2D69	NetWare service is not available	Ask your administrator whether the NetWare protocol is enabled.
2DA6	Failure to delete file	Delete the files in the shared folder with Explorer, turn the power OFF and then back ON, and reattempt the problem job. If the error still persists, contact your service representative.
2DA7	Failure to acquire resource	Turn the power OFF and then back ON. Perform the job again. If the error still persists, contact your service representative.
2DC0	Job canceled	The job was canceled.
2DC1	Power failure occurred	Make sure that the power cable is connected properly and is inserted securely. Resend the job.
Store to USB		
2E10, 2E12, 2E13	Wrong Job status	Turn the power OFF and then back ON. Perform the job again. If the error still persists, contact your service representative.
2E11	Not enough memory	Wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and try again.
2E14	Invalid parameter specified	If you are using a template, create it again. If the error still persists, turn the power OFF and then back ON, and then try again.
2E15	Document size exceeded limit or maximum size	Divide the file into several files, or reattempt in a single-page format.

Error Code	Problem Description	Corrective Action
2E30	Failure to create directory	Make sure that the access privilege to the storage directory is writable and also that the storage device in the directory has enough space, and then try again. If more than one job is performed simultaneously, the error may occur because the disk temporarily runs out of space. In this case, wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and try again.
2E31, 2E33	Failure to create file	Make sure that the access privilege to the storage directory is writable and also that the disk in the directory has enough space, and then try again. If more than one job is performed simultaneously, the error may occur because the storage device temporarily runs out of space. In this case, wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and try again.
2E32	Failure to delete file	Turn the power OFF and then back ON. Perform the job again. If the error still persists, contact your service representative.
2E40	Failure to convert image file format	This error occurs when conversion to a highly compressed PDF format fails. Do the scanning again. If the error still persists, Use the normal PDF format. When this error occurs in conversion other than to a highly compressed PDF format, turn the power OFF and then back ON. Then try to scan again. If the error still persists, contact your service representative.
2E43	Encryption error Failure to create a file	If the error still persists after reattempting, turn the power OFF and then back ON. Then try again.
2E44	Creating a file was not allowed	Creating an unencrypted file was not allowed. Configure the encryption settings and try again. To create an unencrypted file, consult the administrator.
2E45	Failure in making meta data	Make sure that the template setting is correct, and do the scanning again. If the error still persists, turn the power OFF and then back ON, and then try again.
2E50	Executed [Store to USB] without logging in being done by a user or department in the setting which requires authentication	Have a user or a department log in and retry [Store to USB].
2E65	There are too many documents in the folder. Failure in creating a new document	Delete the data in the local storage folder in the equipment and try scanning again.
2E66	Failed to process your job. Insufficient Storage space.	Reduce the number of pages of the problem job and try again. Check whether the server or local storage device has sufficient space in its capacity.
2EC0	Job canceled	The job was canceled.
2EC1	Power failure occurred	Make sure that the power cable is connected properly and is inserted securely. Resend the job.

Error Code	Problem Description	Corrective Action
Remote Scan, WS Scan, File Downloader		
2A20	Failure to acquire resource	Reattempt the problem job. If the error still persists, turn the power OFF and then back ON, and try again.
2A31	WS Scan function is not available	Check if the WS Scan function is enabled. If not, change it to “enabled”.
2A40	System fatal error	Turn the power OFF and then back ON. Try scanning again.
2A50	Job canceled.	The job was canceled.
2A51	Power failure occurred	Make sure that the power cable is connected properly and is inserted securely. Resend the job.
2A60	Authentication for WS Scan failed	When Fax & Scan of Windows is used with the WIA driver, check if the user name for the login is registered. When the control panel or EWB of the equipment is used, check if the user name for the login is registered.
2A70	Insufficient permission to execute Remote Scan	Check if the user is authorized to perform this job.
2A71	Insufficient permission to execute WS Scan	Check if the user is authorized to perform this job.
2A72	Insufficient permission to access e-Filing box using scan utility	Check if the user is authorized to perform this job.
2A73	The user who attempted to export or import the address book has no permission	Check if the user is authorized to perform the operation.
Store to e-Filing		
2B11	Job status failed	Turn the power OFF and then back ON. Perform the job again. If the error still persists, contact your service representative.
2B20	Failure to access file	Turn the power OFF and then back ON. Perform the job again. If the error still persists, contact your service representative.
2B30	Insufficient disk space	Delete unnecessary documents in e-Filing and try again.
2B31	Failure to access Electronic Filing	Turn the power OFF and then back ON. Retry the job in error. A folder with the same name as an already existing document in the box cannot be created. Retry by changing the folder name. Delete the specified e-Filing or folder and reset them. If the specified e-Filing or folder cannot be deleted, contact your service representative.
2B50	Failure to process image	Turn the power OFF and then back ON. Try scanning again. If the error still persists, contact your service representative.
2B51	Failure to process print image	Check that the Function List can be outputted from the Home screen > [User Functions -User-] > [Admin] tab > [List/Report] > [List] > [Function]. Try printing again. If the error still persists, contact your service representative.

Error Code	Problem Description	Corrective Action
2B71	The storage period of e-Filing documents will expire	Check whether any necessary documents are stored in e-Filing. The documents will be deleted in a few days.
2B80	The internal storage device for storing e-Filing data is running out of space.	Delete all unnecessary documents in e-Filing.
2B90	Insufficient memory	Turn the power OFF and then back ON. Try scanning again. If the error still persists, contact your service representative.
2BA0	Invalid box password specified	Make sure that the password is correct and try scanning again, or first reset the password and then reattempt the scan. When this error occurs in the printing of the data in e-Filing, do this with the administrator's password. If recovery is still not completed or in case of an invalid password for the operation of other printing (opening the file, etc.), contact your service representative.
2BA1	Incorrect paper size, color mode or resolution	This size, color mode or resolution is not supported by e-Filing. Please check the paper size, color mode or resolution.
2BB0	Job canceled	The job was canceled.
2BB1	Power failure occurred	Make sure that the power cable is connected properly and is inserted securely. Resend the job.
2BC0	System fatal error	Turn the power OFF and then back ON. Try scanning again. If the error still persists, contact your service representative.
2BD0	Power failure occurred during e-Filing restore	Make sure that the power cable is connected properly and is inserted securely. Resend the job.
2BE0	Failure to obtain the machine parameters	Turn the power OFF and then back ON. Try scanning again.
2BF0	Reached the maximum number of pages	Reduce the number of pages of the job in error and perform the job again.
2BF1	Reached the maximum number of documents	Delete the documents from the boxes or folders.
2BF2	Reached the maximum number of folders	Delete the folders from the boxes.
Network Settings		
2500	Syntax error, command unrecognized	Check whether the Terminal mail address and Destination mail address are correct. Check whether the mail server is operating properly. Turn the power OFF and then back ON. Perform the job again.
2501	Syntax error in parameters or arguments	Check whether the Terminal mail address and Destination mail address are correct. Check whether the mail server is operating properly. Turn the power OFF and then back ON. Perform the job again.

Error Code	Problem Description	Corrective Action
2503	Bad sequence of commands	Check whether the mail server is operating properly. Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.
2504	Command parameter not implemented	Check whether the mail server is operating properly. Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.
2550	Mailbox unavailable	Confirm that the destination Email addresses are correct. Check the access privilege for the mailbox in the mail server.
2551	User not local	Confirm that the destination Email addresses are correct. Check whether the mail server is operating properly.
2552	Insufficient system storage	The file is too large for the mailbox. Confirm the mailbox size on the mail server. Transmit again in text mode or with a lower resolution. If the error still persists, divide the document and transmit again.
2553	Mailbox name not allowed	Check if there is an unpermitted character in the mailbox name in the mail server.

9

WHEN SOMETHING IS WRONG WITH THE EQUIPMENT

Try the troubleshooting tips in this chapter when you think there is something wrong with the equipment.
This chapter also describes the daily care for the equipment.

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General operations 78

When You Think Something Is Wrong With the Equipment

If you think there is something wrong with the equipment, check the following items.

Tip

- To see the functions of the equipment such as copy or print, refer to their operator's manuals (***Copying Guide*** and ***Printing Guide*** respectively).
- Checking the operations or procedures may help you solve the problems. When something is unclear in the operation of the equipment or you think something is wrong with it, the operator's manual for the function you are using will be helpful.

■ General operations

Problem Description	Cause	Corrective Action
The equipment does not work at all.	The power cord is not securely inserted into the outlet.	Insert the power cord into the outlet until it comes to a stop.
	The main power switch is turned OFF.	Turn ON the main power switch.
No icons or signs are displayed on the touch panel. (The MAIN POWER lamp and the [ENERGY SAVER] button light.)	The equipment is in the Sleep mode.	Press the [ENERGY SAVER] button to clear the Sleep mode. Refer to Chapter 1 of the ***Quick Start Guide***.
	The equipment is in the Super Sleep mode.	Press the [ENERGY SAVER] button to clear the Super Sleep mode. Refer to Chapter 1 of the ***Quick Start Guide***.
No icons or signs are displayed on the touch panel. (Only the MAIN POWER lamp lights.)	The power of the equipment is not turned ON.	Press the [POWER] button.
The touch panel is dim.	The contrast of the touch panel is adjusted lower.	Adjust the contrast lighter. Refer to Chapter 1 of the ***MFP Management Guide***.
The button on the control panel does not work. ("Saving energy - press Energy Saver button." appears on the touch panel.)	The equipment is in the energy saving mode.	Press the [ENERGY SAVER] button to clear the energy saving mode. Refer to Chapter 1 of the ***Quick Start Guide***.
The button on the control panel does not work. (The MAIN POWER lamp and the [ENERGY SAVER] button light.)	The equipment is in the Sleep mode.	Press the [ENERGY SAVER] button to clear the Sleep mode. Refer to Chapter 1 of the ***Quick Start Guide***.
	The equipment is in the Super Sleep mode.	Press the [ENERGY SAVER] button to clear the Super Sleep mode. Refer to Chapter 1 of the ***Quick Start Guide***.
The button on the control panel does not work. (Only the MAIN POWER lamp lights.)	The power of the equipment is not turned ON.	Press the [POWER] button.
The button on the control panel or the icon on the touch panel does not work.	A system-related trouble has occurred.	Press the [POWER] button for at least 5 seconds to shut down the equipment.
The window "Enter Department Code" appears.	The equipment is managed under the department management function.	Enter your department code. If you do not know it, contact the administrator of the equipment.

Problem Description	Cause	Corrective Action
The window “Enter the user name and Password” appears.	The equipment is managed under the user management function.	Enter your user name and password. If you do not know them, contact the administrator of the equipment.
A message is displayed on the touch panel.	Some trouble occurred in the equipment (or the message is displayed just for an ordinary operation).	See the meaning of the message referring to the listing below. To learn more about the messages displayed on the touch panel, refer to the ***Hardware Troubleshooting Guide.***
The equipment reboots automatically.	The auto-recovery function works because a memory or operation abnormality has been detected.	Due to rebooting, the equipment has been recovered to the normal condition. You can operate the equipment as usual.

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Software Troubleshooting Guide

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