

E-Mail Transmission Error Codes and Suggestions

Document ID:SO6867

07%2F19%2F12

Lexmark 4600 MFP	Lexmark 5500 MFP Option	Lexmark 6500e MFP Option	
Lexmark X203n	Lexmark X204n	Lexmark X215 MFP	Lexmark X264
Lexmark X340	Lexmark X342n	Lexmark X363	Lexmark X364
Lexmark X422 MFP	Lexmark X443	Lexmark X4500	Lexmark X463
Lexmark X464	Lexmark X466	Lexmark X520	Lexmark X522
Lexmark X522s	Lexmark X543	Lexmark X544	Lexmark X546
Lexmark X548	Lexmark X620e	Lexmark X630	Lexmark X632
Lexmark X634dte	Lexmark X634e	Lexmark X642e	Lexmark X644e
Lexmark X646e	Lexmark X651de	Lexmark X652de	Lexmark X654de
Lexmark X656de	Lexmark X658de	Lexmark X734de	Lexmark X736de
Lexmark X738de	Lexmark X746	Lexmark X748	Lexmark X750e
Lexmark X752e MFP	Lexmark X762e MFP	Lexmark X772e MFP	Lexmark X782e
Lexmark X792	Lexmark X820e	Lexmark X830e MFP	Lexmark X832e MFP
Lexmark X850e MFP	Lexmark X852e	Lexmark X854e	Lexmark X860
Lexmark X862	Lexmark X864	Lexmark X925	Lexmark X940e
Lexmark X945e	Lexmark X950	Lexmark X952	Lexmark X954

Problem

E-Mail Transmission Failure

Solution

Overview (July 2012)

You receive an **E-mail Transmission Failure** displayed on the printer, followed by the printing of a Scan Log.

This article will share some of the possible causes for the error codes depicted on the Scan Log.

NOTE: Not all All-In-One or Multifunction printers support e-mail authentication. If your printer does not, contact your e-mail service provider to see what other options are available. You may have to perform a scan-to-pc if this is the case.

Common "Scan Log" Error Codes

Your E-mail Service Provider (ESP) should assist with any of these values in **red** below.

Error code	Possible Incorrect E-mail Configuration Settings	Possible remedies
Connection Failure: <-7>		
Connection	Incorrect Port	Enter a different port number and test again. Common ports include 465, 587 and 25 .

Error		
Connection Failure: <-10> E-mail Server Not Set up.	<ol style="list-style-type: none"> 1. Validate CA is turned On when it should be turned Off or vice versa. 2. Username entered incorrectly. 	<ol style="list-style-type: none"> 1. Try the opposing setting and test again. 2. Try both the fullname; e.g., test@gmail.com, and then just the username; e.g., test, and test again.
Connection Failure: <-11> Cannot resolve server address.	<ol style="list-style-type: none"> 1. Incorrect SMTP Server Address 2. Network communication problem 3. Printer communication problem 	<ol style="list-style-type: none"> 1. Enter the SMTP server address, and test again. 2. Contact your ISP internet service provider to identify problem with the wide area network (WAN). Can you access the Web? 3. Test network-printer communication by opening the printer's web page and printing a page or scanning a document to a printer.
Connection Failure: <-19>	Incorrect Port or SSL/TLS setting	Contact your ESP and verify SSL/TLS and Port combination; and test again.
Connection Failure <504>	SMTP Server Authentication set to "NTLM"	Unrecognized Authentication Type . Change Authentication to applicable Plain/Login or None .
Connection Failure: <530>	<ol style="list-style-type: none"> 1. Enable SSL/TLS is turned Off when it's actually required. 2. SMTP Server Authentication is set to No Authentication Required "None". 	<ol style="list-style-type: none"> 1. Set to Negotiate or Required and test again. 2. Set Authentication to applicable setting and test again. (Plain/Login, or NTLM)
Connection Failure <535>	Username and Password not accepted.	<p>Change Username and Password and test again.</p> <p>Again, some ESPs require full e-mail address (hello@yahoo.com) others require only the beginning Userid (hello) portion of the e-mail address.</p> <p>Passwords are sensitive to spelling, capitalization, and the use of symbols and characters.</p>

Printer to E-mail Server Communication Flow & E-mail Error Triggers

The printer initiates communication (Step 1) and closes the connection (Step 16).

need your **printer model/machine type** and **serial number (SN)**.

Please be near the products described in this article to expedite the support process and reduce call-back situations.

Solution

Audience: Lexmark and Support Partners only (July '12)

Laser MFP NOTE: E-mail service provider settings are not pre-configured for MFPs, however, the SMTP values required to configure these devices are identical.

Common ESP values

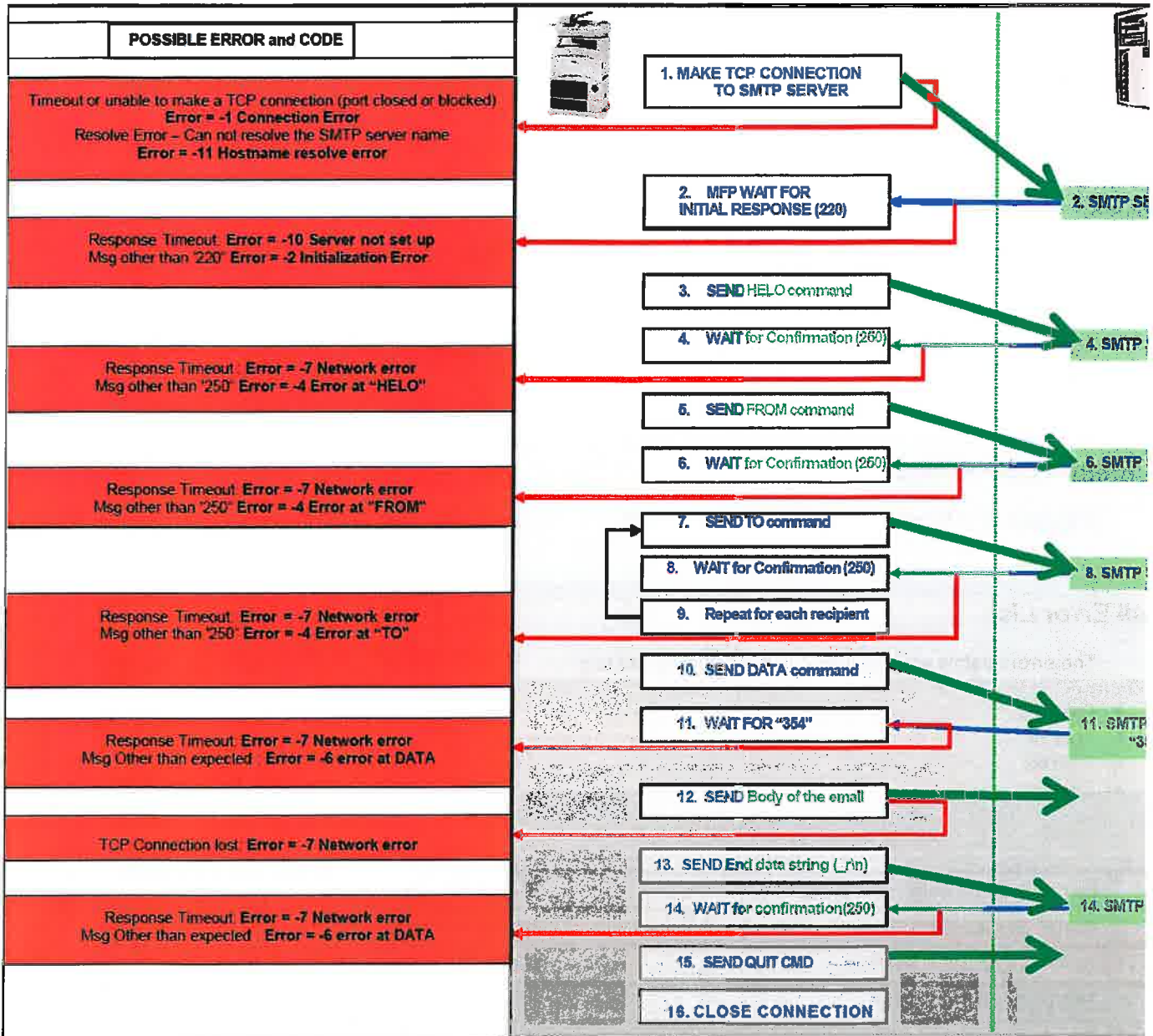
[Click here](#) for a list of common e-mail server values.

Full Error List

The errors below are applicable to the following printers:

- Pro715
- Pro915
- Pro5xxx
- Pro4xxx

	Host Sent Error Code	E-mail API Error Code
0	eSMTP_SUCCESS	EMAIL_CANCELLED
-1	eSMTP_CONNECT_ERR	SERVER_CONNECT_ERROR
-1	eSMTP_CONNECT_ERR	SERVER_RESOLVE_ERROR
-1	eSMTP_CONNECT_ERR	SOCKET_CONNECT_ERROR
-3	eSMTP_HELO_ERR	EHLO_CMD_ERROR
-4	eSMTP_FROM_ERR	MAIL_CMD_ERROR
-5	eSMTP_RCPT_ERR	RCPT_CMD_ERROR
-5	eSMTP_RCPT_ERR	HEADER_TOO_BIG_ERROR
-6	eSMTP_DATA_ERR	DATA_CMD_ERROR
-6	eSMTP_DATA_ERR	DOT_CMD_ERROR
-7	eSMTP_NET_ERR	INVALID_STATE
-7	eSMTP_NET_ERR	SOCKET_TIMEOUT_ERROR
-7	eSMTP_NET_ERR	SOCKET_WRITE_ERROR
-7	eSMTP_NET_ERR	SOCKET_SIG_ERROR
-7	eSMTP_NET_ERR	SOCKET_READ_ERROR
-7	eSMTP_NET_ERR	SOCKET_EOF_ERROR
-10	eSMTP_SERVER_NOT_SETUP	SERVER_NOT_SPECIFIED



Possible Related Articles

[Click here](#) for an example of an inkjet All-In-One printer's E-mail configuration settings.

[Click here](#) to find out more about the E-mail Setup Wizard's "Incomplete E-mail Configuration" message as seen with inkjet printers.

[Click here](#) for a list a sample list of laser MFPs that do not support e-mail authentication.

Still Need Help?

If you require additional assistance, please see **Contact** information. **NOTE:** When calling for support, you will

Network error list

When an error occurs such as during a scan transmission, error codes are displayed on the job list screen and in a report. When an error code is displayed, troubleshoot the problem as described below.

Bizhub 200, 250,350

Internet fax transmission/Scan to E-Mail

Error code	Cause	Action
E4DXXX	Since the SMTP server address is not specified, connection to the e-mail server is not possible.	Specify the SMTP server address.
E5AXXX	Since the DNS settings are incorrect, transmission is not possible.	Check the DNS settings.
E5DXXX	Since the e-mail address or the destination e-mail address is not specified or is incorrect, transmission is not possible.	Check the settings and the destination e-mail address.
E6FXXX	The data is too large to be sent.	Even when scanning is complete, transmission may not be possible depending on the original document. Change the quality to fine or standard, and then send the data again.
E7XXXX	SMTP authentication failed.	Check the SMTP authentication account and password.
EAXXXX	The LAN cable is not connected, communication to the SMTP server failed, or transmission was attempted to an incorrect destination address.	Check that the LAN cable is properly connected, that the SMTP server can communicate, that the network settings such as the subnet mask are correct, and that the destination e-mail

		address is correct.
EAX212	SMTP authentication is requested.	Enable the SMTP authentication settings.
EABXXX	POP3 before SMTP authentication failed.	Check the POP3 account and password.

Internet fax reception

Error code	Cause	Action
E40XXX	Since the POP3 server address is not specified, connection to the e-mail server is not possible, or connection to the server is not possible due to an error in the server.	Check the POP3 server address. Check that the POP3 server is operating properly.
E50XXX E51XXX E52XXX	Since the POP3 user name or password is not specified or is incorrect, reception is not possible.	Check the user name and password settings.
E60XXX E61XXX	Data incompatible with POP3 reception was received. An email with a file attachment of a format other than TIFF-F, or text that exceeds 1,000 characters per line, or large data, or an e-mail message containing no data was received.	Check with the sender.
E7XXXX	APOP authentication failed.	Check the POP3 account and password.
ECXXXX	The LAN cable is not connected, communication to the POP3 server failed, or the user name and password are not registered in the server and differ from the settings on this machine.	Check that the LAN cable is properly connected and that the POP3 server settings are correct.

Scan to FTP

Error code	Cause	Action
ED09C6	The LAN cable is not connected, or the destination address is incorrect.	Check that the LAN cable is correctly connected. Also, check that the settings for the FTP server address, port number, and proxy server are correctly specified.
ED09C7	The user name or password is incorrect.	Check the user name and password.
ED09C8	The specified folder does not exist.	Check that the save destination folder exists and check the folder name.
ED09C9	The FTP server capacity is full.	Free up disk space on the FTP server.
ED09CA	An error occurred when data was being transferred.	Check that the FTP server is operating properly, or check that the LAN cable is not broken.
EF09CF	The protocol is incorrect.	Ask the administrator to deactivate the protocol usage restrictions, or look for other delivery methods.
ED09CC	The FTP server is malfunctioning if other than the above.	Check the status of the FTP server.
EF09CD	Available memory is not sufficient.	Expand the memory of this machine.
EF09D0	Characters that cannot be used have been entered.	Change the file name.

Scan to SMB

Error code	Cause	Action
ED09C6	The LAN cable is not connected, or the destination address is incorrect.	Check that the LAN cable is correctly connected. Also, check that the settings for the destination address and port number are correctly specified.
ED09C7	The user name or password is incorrect.	Check the user name and password.
ED09C8	The specified folder does not exist.	Check that the save destination folder exists and check the folder name.
ED09C9	The disk capacity is full.	Free up the disk space on the corresponding disk.
ED09CF	The protocol is incorrect.	Ask the administrator to deactivate the protocol usage restrictions, or look for other delivery methods, or look for other delivery methods.
ED09CC	SMB transmission malfunctions other than the above	Check the status of the destination device.
EF09CD	Available memory is not sufficient.	Expand the memory of this machine.
EF09D0	Characters that cannot be used have been entered.	Change the file name.

-11	eSMTP_RESOLVE_ERR	QUIT_CMD_ERROR
-13	eEMAIL_AUTH_FAILED	AUTH_FAILED
-14	eEMAIL_BASE64_ERROR	BASE64_ERROR
-15	eEMAIL_AUTH_CMD_ERROR	AUTH_CMD_ERROR
-16	eEMAIL_AUTH_CHALLENGE_TOO_BIG	AUTH_CHALLENGE_TOO_BIG
-17	eEMAIL_AUTH_PARSE_ERROR	AUTH_PARSE_ERROR
-18	eEMAIL_AUTH_PARAM_NOTSUPPORTED	AUTH_PARAM_NOTSUPPORTED
-19	eEMAIL_TLS_NOTSUPPORTED	TLS_NOTSUPPORTED
-20	eEMAIL_SSL_CONNECT_ERROR	SSL_CONNECT_ERROR
-21	eEMAIL_SSL_NO_CERT_ERROR	SSL_NO_CERT_ERROR
-22	eEMAIL_SSL_CERT_NOT_YET_VALID	SSL_CERT_NOT_YET_VALID
-23	eEMAIL_SSL_CERT_HAS_EXPIRED	SSL_CERT_HAS_EXPIRED
-24	eEMAIL_SSL_CERT_OTHER_ERRORS	SSL_CERT_OTHER_ERRORS
-25	eEMAIL_SSL_NEGOTIATE_ERROR	SSL_NEGOTIATE_ERROR
-26	eEMAIL_SSL_WRITE_ERROR	SSL_WRITE_ERROR
-27	eEMAIL_SSL_READ_ERROR	SSL_READ_ERROR
-28	eEMAIL_SSL_RENEGOTIATE_ERROR	SSL_RENEGOTIATE_ERROR
-38	eEMAIL_BASE64_BUFFER_INSUFFICIENT	BASE64_BUFFER_INSUFFICIENT
-51	eEMAIL_SSL_CERT_GET_ISSUER_ERROR	SSL_CERT_GET_ISSUER_ERROR
-52	eEMAIL_SSL_CERT_SELFSIGNED_ERROR	SSL_CERT_SELFSIGNED_ERROR
-53	eEMAIL_SSL_CERT_LEAF_ERROR	SSL_CERT_LEAF_ERROR
-54	eEMAIL_SSL_CERT_INVALID_CA	SSL_CERT_INVALID_CA
-55	eEMAIL_SSL_CERT_PUBLIC_KEY_ERROR	SSL_CERT_PUBLIC_KEY_ERROR
-56	eEMAIL_SSL_CERT_SIGNATURE_ERROR	SSL_CERT_SIGNATURE_ERROR
-57	eEMAIL_SSL_CERT_ISSUER_MISMATCH	SSL_CERT_ISSUER_MISMATCH
-58	eEMAIL_SSL_CERT_SIGNING_NOT_INC	SSL_CERT_SIGNING_NOT_INC

Summarized Error list

- eSMTP_SUCCESS = 0
- eSMTP_CONNECT_ERR = -1
- eSMTP_HELO_ERR = -3
- eSMTP_FROM_ERR = -4
- eSMTP_RCPT_ERR = -5
- eSMTP_DATA_ERR = -6
- eSMTP_NET_ERR = -7
- eSMTP_SERVER_NOT_SETUP = -10
- eSMTP_RESOLVE_ERR = -11
- eSMTP_AUTHENTICATION_FAILED = -12
- eEMAIL_AUTH_FAILED = -13
- eEMAIL_BASE64_ERROR = -14
- eEMAIL_AUTH_CMD_ERROR = -15
- eEMAIL_AUTH_CHALLENGE_TOO_BIG = -16
- eEMAIL_AUTH_PARSE_ERROR = -17
- eEMAIL_AUTH_PARAM_NOTSUPPORTED = -18
- eEMAIL_TLS_NOTSUPPORTED = -19
- eEMAIL_SSL_CONNECT_ERROR = 20

- eEMAIL_SSL_NO_CERT_ERROR = 21
- eEMAIL_SSL_CERT_NOT_YET_VALID = -22
- eEMAIL_SSL_CERT_HAS_EXPIRED = -23
- eEMAIL_SSL_CERT_OTHER_ERRORS = -24
- eEMAIL_SSL_NEGOTIATE_ERROR = -25
- eEMAIL_SSL_WRITE_ERROR = -26
- eEMAIL_SSL_READ_ERROR = -27
- eEMAIL_SSL_RENEGOTIATE_ERROR = -28
- eEMAIL_BASE64_BUFFER_INSUFFICIENT = -38
- eEMAIL_SSL_CERT_GET_ISSUER_ERROR = -51
- eEMAIL_SSL_CERT_SELF_SIGNED_ERROR = -52
- eEMAIL_SSL_CERT_LEAF_ERROR = -53
- eEMAIL_SSL_CERT_INVALID_CA = -54
- eEMAIL_SSL_CERT_PUBLIC_KEY_ERROR = -55
- eEMAIL_SSL_CERT_SIGNATURE_ERROR = -56
- eEMAIL_SSL_CERT_ISSUER_MISMATCH = -57
- eEMAIL_SSL_CERT_SIGNING_NOT_INC = -58



Item No.	Error Code	Possible Cause	Action to be Taken
1	EAXXXX	The ImageReceiver is not operating normally.	Restart your PC. Install IP Scanner again. Check the TCP/IP settings of the PC.
		A LAN cable is not connected.	Check that the LAN cable is connected correctly.
		The network of the network multi-function machine and the PC with the IP address of the destination mismatch.	Confirm whether the network settings of the PC and the network settings of the network multi-function machine pose a network-type problem.
		The network settings in the PC have not been set correctly.	Check the TCP/IP settings of the PC.
		The network board of the PC with the IP address of the destination has failed.	Replace the network board or the PC.
		Power is not being supplied to the HUB.	Supply power to the HUB.
		A cross-type network cable is not being used for Peer-to-Peer connection.	Use a cross-type cable.
		The network cable is disconnected.	Replace the network cable.
		Network load in the destination PC is too high.	Check whether a mail with large size data is received in the destination PC, or a large file is downloaded from the Web.
		There is too much transmission data.	If the scan resolution is set high, scan fewer pages.
		The access is limited by the firewall (Windows Firewall) of the network connection in the PC.	Consult with the network administrator, and change the firewall (Windows Firewall) settings of the network connection.



Code	Description	Cause	Re	Li	Lo	Remedy
B7	• System failure (Examples; image data conversion failure, error in sequence timing)	Warm restart switch was pressed			○	None.
		Failure in FAX board			○	Replace FAX board
		Failure in MFBS board/MFBS2 board			○	Replace MFBS board/MFBS2 board
		Line failure		○		Check line noise and reception level.

12.2.6 Internet Fax (E-mail) Transmission / Scan to E-mail

Item No.	Error Code	Possible Cause	Action to be Taken
1	E4DXXX	The machine cannot connect to a mail server as the SMTP server address has not been set.	Set an SMTP server address.
2	E5AXXX	The machine cannot transmit the document as the DNS settings are incorrect.	Check the DNS settings.
3	E5DXXX	The machine cannot transmit the document with the E-mail address or the destination E-mail address because it has not been specified or is incorrect.	Check the settings and the destination E-mail address.
4	E6FXXX	Transmission attempted and data was too large to be transmitted.	The document may not be transmitted even if the loading of data is successful. Set the quality to Fine or Standard and try again.
5	E7XXXX	SMTP authentication failed.	Confirm SMTP authentication account and password.
6	EAXXXX	A LAN cable has not been connected, or failed to communicate with the SMTP server. You tried to transmit the document to an incorrect destination address.	Check if the LAN cable has been correctly connected, if the SMTP server is ready for communication, if the network settings such as sub-net mask setting are correct, or if the E-mail address of the destination is correct.
7	EAX212	SMTP authentication required.	Enable SMTP authentication settings.
8	EABF4F	The machine has invalid settings for POP3 before SMTP.	Check the POP server settings for administrator maintenance.
9	EABF50	The machine failed to authenticate POP3 before SMTP.	Check the account and the password of POP3.



12.2.6 Internet Fax (E-mail) Transmission / Scan to E-mail

Item No.	Error Code	Possible Cause	Action to be Taken
1	E4DXXX	The machine cannot connect to a mail server as the SMTP server address has not been set.	Set an SMTP server address.
2	E5AXXX	The machine cannot transmit the document as the DNS settings are incorrect.	Check the DNS settings.
3	E5DXXX	The machine cannot transmit the document with the E-mail address or the destination E-mail address because it has not been specified or is incorrect.	Check the settings and the destination E-mail address.
4	E6FXXX	Transmission attempted and data was too large to be transmitted.	The document may not be transmitted even if the loading of data is successful. Set the quality to Fine or Standard and try again.
5	E7XXXX	SMTP authentication failed.	Confirm SMTP authentication account and password.
6	EAXXXX	A LAN cable has not been connected, or failed to communicate with the SMTP server. You tried to transmit the document to an incorrect destination address.	Check if the LAN cable has been correctly connected, if the SMTP server is ready for communication, if the network settings such as sub-net mask setting are correct, or if the E-mail address of the destination is correct.
7	EAX212	SMTP authentication required.	Enable SMTP authentication settings.
8	EABF4F	The machine has invalid settings for POP3 before SMTP.	Check the POP server settings for administrator maintenance.
9	EABF50	The machine failed to authenticate POP3 before SMTP.	Check the account and the password of POP3.

12.2.7 Internet Fax (E-mail) Reception



Item No.	Error Code	Possible Cause	Action to be Taken
1	E40XXX	The machine cannot connect to a mail server as the POP3 server address has not been set correctly. The machine cannot connect to a mail server as the server has failed.	Check the POP3 server address. Check that the POP3 server is operating normally.
2	E50XXX E51XXX E52XXX	The machine cannot receive a document as the POP3 User Name or Password has not been set or is incorrect.	Check the settings.
3	E60XXX E61XXX	The data received in POP3 cannot be printed. A mail with an attached file whose format is not TIFF-F, a mail whose text contains a line exceeding 1000 characters, or mail of large data size is received. A mail with no data is received.	Confirm with the sender.

Item No.	Error Code	Possible Cause	Action to be Taken
4	E7XXXX	APOP authentication failed.	Confirm POP3 account and password.
5	ECXXXX	A LAN cable has not been connected, or failed to communicate with the POP3 server. The User Name or Password has not been registered in the server. They are different from the settings in the machine.	Check if the LAN cable has been correctly connected. Check if the POP3 server settings are correct.

12.2.8 Scan to FTP

Item No.	Error Code	Possible Cause	Action to be Taken
1	ED09C6	The LAN cable is not connected, or the destination address is incorrect.	Check that the LAN cable is correctly connected. Also, check that the settings for the FTP server address, port number, and proxy server are correctly specified.
2	ED09C7	The user name or password is incorrect.	Check the user name and password.
3	ED09C8	The specified folder does not exist.	Check that the save destination folder exists and check the folder name.
4	ED09C9	The FTP server capacity is full.	Free up disk space on the FTP server.
5	ED09CA	An error occurred when data was being transferred.	Check that the FTP server is operating properly, or check that the LAN cable is not broken.
6	EF09CF	The protocol is incorrect.	Ask the administrator to deactivate the protocol usage restrictions, or look for other delivery methods.
7	ED09CC	The FTP server is malfunctioning if other than the above.	Check the status of the FTP server.
8	EF09CD	Available memory is not sufficient.	Expand the memory of this machine.
9	EF09D0	Characters that cannot be used have been entered.	Change the file name.

FK-503

TROUBLESHOOTING



12.2.9 Scan to SMB

Item No.	Error Code	Possible Cause	Action to be Taken
1	ED09C6	The LAN cable is not connected, or the destination address is incorrect.	Check that the LAN cable is correctly connected. Also, check that the settings for the destination address and port number are correctly specified.
2	ED09C7	The user name or password is incorrect.	Check the user name and password.
3	ED09C8	The specified folder does not exist.	Check that the save destination folder exists and check the folder name.
4	ED09C9	The disk capacity is full.	Free up the disk space on the corresponding disk.
5	ED09CF	The protocol is incorrect.	Ask the administrator to deactivate the protocol usage restrictions, or look for other delivery methods, or look for other delivery methods.
6	ED09CC	The protocol is incorrect.	Ask the administrator to deactivate the protocol usage restrictions, or look for other delivery methods.
7	EF09CD	Available memory is not sufficient.	Expand the memory of this machine.
8	EF09D0	Characters that cannot be used have been entered.	Change the file name.

12.2.10 Scan to PC

Item No.	Error Code	Possible Cause	Action to be Taken
1	EAXXXX	The IP address specified for the destination is wrong.	Set the IP address of the destination PC again.
		The power of the PC with the destination IP address is not turned ON.	Confirm that the power of the PC is turned ON and that ImageReceiver is running.
		ImageReceiver is not running.	Start up ImageReceiver.
		The PC is receiving from another scanner.	Try transmission again after reception is completed.
		An IP address of a network multi-function machine other than that of the sender is set with the ImageReceiver settings of the PC with the destination IP address.	The network multi-function machine that is the destination is fixed. To send from the current network multi-function machine anyway, delete the IP address in the ImageReceiver setting and reboot ImageReceiver.
		The IP address of the destination is not correctly set in the ImageReceiver setting.	Delete the IP address in the ImageReceiver setting and reboot ImageReceiver.
		The IP address of the sender is not set correctly in [Receive Settings] - [Connection Filter].	Set the IP address correctly in [Receive Settings] - [Connection Filter] setting, and reboot ImageReceiver.
		The ImageReceiver is not operating normally.	Restart your PC. Install IP Scanner again. Check the TCP/IP settings of the PC.



Item No.	Error Code	Possible Cause	Action to be Taken
1	EAXXXX	A LAN cable is not connected.	Check that the LAN cable is connected correctly.
		The network of the network multi-function machine and the PC with the IP address of the destination mismatch.	Confirm whether the network settings of the PC and the network settings of the network multi-function machine pose a network-type problem.
		The network settings in the PC have not been set correctly.	Check the TCP/IP settings of the PC.
		The network board of the PC with the IP address of the destination has failed.	Replace the network board or the PC.
		Power is not being supplied to the HUB.	Supply power to the HUB.
		A cross-type network cable is not being used for Peer-to-Peer connection.	Use a cross-type cable.
		The network cable is disconnected.	Replace the network cable.
		Network load in the destination PC is too high.	Check whether a mail with large size data is received in the destination PC, or a large file is downloaded from the Web.
		There is too much transmission data.	If the scan resolution is set high, scan fewer pages.
		The access is limited by the firewall (Windows Firewall) of the network connection in the PC.	Consult with the network administrator, and change the firewall (Windows Firewall) settings of the network connection.

12.2.11 IP Scanner

Item No.	Error Code	Possible Cause	Action to be Taken
1	EAXXXX	The power of the PC with the destination IP address is not turned ON.	Confirm that the power of the PC is turned ON and that ImageReceiver is running.
		The ImageReceiver is not running.	Start up ImageReceiver.
		The IP address specified for the destination is wrong.	Set the IP address of the destination PC again.
		The PC is receiving from another scanner.	Try transmission again after reception is completed.
		An IP address of a network multi-function machine other than that of the sender is set with the ImageReceiver settings of the PC with the destination IP address.	The network multi-function machine that is the destination is fixed. To send from the current network multi-function machine anyway, delete the IP address in the ImageReceiver setting and reboot ImageReceiver.
		The IP address of the destination is not correctly set in the ImageReceiver setting.	Delete the IP address in the ImageReceiver setting and reboot ImageReceiver.
		The IP address of the sender is not set correctly in [Receive Settings] - [Connection Filter].	Set the IP address correctly in [Receive Settings] - [Connection Filter] setting, and reboot ImageReceiver.

12.2.6 Internet Fax (E-mail) Transmission / Scan to E-mail

Item No.	Error Code	Possible Cause	Action to be Taken
1	E4DXXX	The machine cannot connect to a mail server as the SMTP server address has not been set.	Set an SMTP server address.
2	E5AXXX	The machine cannot transmit the document as the DNS settings are incorrect.	Check the DNS settings.
3	E5DXXX	The machine cannot transmit the document with the E-mail address or the destination E-mail address because it has not been specified or is incorrect.	Check the settings and the destination E-mail address.
4	E6FXXX	Transmission attempted and data was too large to be transmitted.	The document may not be transmitted even if the loading of data is successful. Set the quality to Fine or Standard and try again.
5	E7XXXX	SMTP authentication failed.	Confirm SMTP authentication account and password.
6	EAXXXX	A LAN cable has not been connected, or failed to communicate with the SMTP server. You tried to transmit the document to an incorrect destination address.	Check if the LAN cable has been correctly connected, if the SMTP server is ready for communication, if the network settings such as sub-net mask setting are correct, or if the E-mail address of the destination is correct.
7	EAX212	SMTP authentication required.	Enable SMTP authentication settings.
8	EABF4F	The machine has invalid settings for POP3 before SMTP.	Check the POP server settings for administrator maintenance.
9	EABF50	The machine failed to authenticate POP3 before SMTP.	Check the account and the password of POP3.

12.2.7 Internet Fax (E-mail) Reception

Item No.	Error Code	Possible Cause	Action to be Taken
1	E40XXX	The machine cannot connect to a mail server as the POP3 server address has not been set correctly. The machine cannot connect to a mail server as the server has failed.	Check the POP3 server address. Check that the POP3 server is operating normally.
2	E50XXX E51XXX E52XXX	The machine cannot receive a document as the POP3 User Name or Password has not been set or is incorrect.	Check the settings.
3	E60XXX E61XXX	The data received in POP3 cannot be printed. A mail with an attached file whose format is not TIFF-F, a mail whose text contains a line exceeding 1000 characters, or mail of large data size is received. A mail with no data is received.	Confirm with the sender.

Item No.	Error Code	Possible Cause	Action to be Taken
4	E7XXXX	APOP authentication failed.	Confirm POP3 account and password.
5	ECXXXX	A LAN cable has not been connected, or failed to communicate with the POP3 server. The User Name or Password has not been registered in the server. They are different from the settings in the machine.	Check if the LAN cable has been correctly connected. Check if the POP3 server settings are correct.

12.2.8 Scan to FTP

Item No.	Error Code	Possible Cause	Action to be Taken
1	ED09C6	The LAN cable is not connected, or the destination address is incorrect.	Check that the LAN cable is correctly connected. Also, check that the settings for the FTP server address, port number, and proxy server are correctly specified.
2	ED09C7	The user name or password is incorrect.	Check the user name and password.
3	ED09C8	The specified folder does not exist.	Check that the save destination folder exists and check the folder name.
4	ED09C9	The FTP server capacity is full.	Free up disk space on the FTP server.
5	ED09CA	An error occurred when data was being transferred.	Check that the FTP server is operating properly, or check that the LAN cable is not broken.
6	EF09CF	The protocol is incorrect.	Ask the administrator to deactivate the protocol usage restrictions, or look for other delivery methods.
7	ED09CC	The FTP server is malfunctioning if other than the above.	Check the status of the FTP server.
8	EF09CD	Available memory is not sufficient.	Expand the memory of this machine.
9	EF09D0	Characters that cannot be used have been entered.	Change the file name.

 **12.2.9 Scan to SMB**

Item No.	Error Code	Possible Cause	Action to be Taken
1	ED09C6	The LAN cable is not connected, or the destination address is incorrect.	Check that the LAN cable is correctly connected. Also, check that the settings for the destination address and port number are correctly specified.
2	ED09C7	The user name or password is incorrect.	Check the user name and password.
3	ED09C8	The specified folder does not exist.	Check that the save destination folder exists and check the folder name.
4	ED09C9	The disk capacity is full.	Free up the disk space on the corresponding disk.
5	ED09CF	The protocol is incorrect.	Ask the administrator to deactivate the protocol usage restrictions, or look for other delivery methods, or look for other delivery methods.
6	ED09CC	The protocol is incorrect.	Ask the administrator to deactivate the protocol usage restrictions, or look for other delivery methods.
7	EF09CD	Available memory is not sufficient.	Expand the memory of this machine.
8	EF09D0	Characters that cannot be used have been entered.	Change the file name.

 **12.2.10 Scan to PC**

Item No.	Error Code	Possible Cause	Action to be Taken
1	EAXXXX	The IP address specified for the destination is wrong.	Set the IP address of the destination PC again.
		The power of the PC with the destination IP address is not turned ON.	Confirm that the power of the PC is turned ON and that ImageReceiver is running.
		ImageReceiver is not running.	Start up ImageReceiver.
		The PC is receiving from another scanner.	Try transmission again after reception is completed.
		An IP address of a network multi-function machine other than that of the sender is set with the ImageReceiver settings of the PC with the destination IP address.	The network multi-function machine that is the destination is fixed. To send from the current network multi-function machine anyway, delete the IP address in the ImageReceiver setting and reboot ImageReceiver.
		The IP address of the destination is not correctly set in the ImageReceiver setting.	Delete the IP address in the ImageReceiver setting and reboot ImageReceiver.
		The IP address of the sender is not set correctly in [Receive Settings] - [Connection Filter].	Set the IP address correctly in [Receive Settings] - [Connection Filter] setting, and reboot ImageReceiver.
		The ImageReceiver is not operating normally.	Restart your PC. Install IP Scanner again. Check the TCP/IP settings of the PC.

Item No.	Error Code	Possible Cause	Action to be Taken
1	EAXXXX	A LAN cable is not connected:	Check that the LAN cable is connected correctly.
		The network of the network multi-function machine and the PC with the IP address of the destination mismatch.	Confirm whether the network settings of the PC and the network settings of the network multi-function machine pose a network-type problem.
		The network settings in the PC have not been set correctly.	Check the TCP/IP settings of the PC.
		The network board of the PC with the IP address of the destination has failed.	Replace the network board or the PC.
		Power is not being supplied to the HUB.	Supply power to the HUB.
		A cross-type network cable is not being used for Peer-to-Peer connection.	Use a cross-type cable.
		The network cable is disconnected.	Replace the network cable.
		Network load in the destination PC is too high.	Check whether a mail with large size data is received in the destination PC, or a large file is downloaded from the Web.
		There is too much transmission data.	If the scan resolution is set high, scan fewer pages.
		The access is limited by the firewall (Windows Firewall) of the network connection in the PC.	Consult with the network administrator, and change the firewall (Windows Firewall) settings of the network connection.

12.2.11 IP Scanner

Item No.	Error Code	Possible Cause	Action to be Taken
1	EAXXXX	The power of the PC with the destination IP address is not turned ON.	Confirm that the power of the PC is turned ON and that ImageReceiver is running.
		The ImageReceiver is not running.	Start up ImageReceiver.
		The IP address specified for the destination is wrong.	Set the IP address of the destination PC again.
		The PC is receiving from another scanner.	Try transmission again after reception is completed.
		An IP address of a network multi-function machine other than that of the sender is set with the ImageReceiver settings of the PC with the destination IP address.	The network multi-function machine that is the destination is fixed. To send from the current network multi-function machine anyway, delete the IP address in the ImageReceiver setting and reboot ImageReceiver.
		The IP address of the destination is not correctly set in the ImageReceiver setting.	Delete the IP address in the ImageReceiver setting and reboot ImageReceiver.
		The IP address of the sender is not set correctly in [Receive Settings] - [Connection Filter].	Set the IP address correctly in [Receive Settings] - [Connection Filter] setting, and reboot ImageReceiver.



FK-503

Item No.	Error Code	Possible Cause	Action to be Taken
1	EAXXXX	The ImageReceiver is not operating normally.	Restart your PC. Install IP Scanner again. Check the TCP/IP settings of the PC.
		A LAN cable is not connected.	Check that the LAN cable is connected correctly.
		The network of the network multi-function machine and the PC with the IP address of the destination mismatch.	Confirm whether the network settings of the PC and the network settings of the network multi-function machine pose a network-type problem.
		The network settings in the PC have not been set correctly.	Check the TCP/IP settings of the PC.
		The network board of the PC with the IP address of the destination has failed.	Replace the network board or the PC.
		Power is not being supplied to the HUB.	Supply power to the HUB.
		A cross-type network cable is not being used for Peer-to-Peer connection.	Use a cross-type cable.
		The network cable is disconnected.	Replace the network cable.
		Network load in the destination PC is too high.	Check whether a mail with large size data is received in the destination PC, or a large file is downloaded from the Web.
		There is too much transmission data.	If the scan resolution is set high, scan fewer pages.
The access is limited by the firewall (Windows Firewall) of the network connection in the PC.	Consult with the network administrator, and change the firewall (Windows Firewall) settings of the network connection.		

Troubleshooting

12.2.12 Gateway TX / IP Relay

Item No.	Error Code	Possible Cause	Action to be Taken
1	E4FFFE	The fixed time passed without confirmation of transmission by the relay machine. (Result notification was not received from the IP relay machine within the fixed time.)	Confirm whether the other party received.
2	E53XXX	The machine cannot transmit the document by gateway transmission because the destination E-mail address is incorrect.	Confirm with the sender.
3	E65XXX	The data that could not be sent by gateway transmission was going to be sent. A mail with an attached file whose format is not TIFF-F, a mail whose text contains a line exceeding 1000 characters, or mail of large data size was going to be sent.	Confirm with the sender.
4	EBXXXX	The machine could not receive the transmitted data for the gateway transmission.	Check whether the mail server is in the state that it can communicate. Check the network settings.
5	FFF003	Awaiting result notification of IP relay.	Wait until the IP relay machine completes transmission.

12.2.13 Full Mode Communication

Item No.	Error Code	Possible Cause	Action to be Taken
1	E4FFFC	The fixed time passed without confirmation of reception by the destination machine. (MDN response was not received within the fixed time.)	Confirm whether the other party received.
2	E4FFFD	The administrative quantity for awaiting result has been exceeded.	Confirm whether the other party received.
3	E4FFFF	An abnormality was notified by the MDN/DSN response.	Resend the document.
4	FFF001	The destination machine correctly received.	Unnecessary

12.2.14 SIP-FAX Function

NOTE

- Confirm Item "SIP-FAX Adaptor Troubleshooting" simultaneously with <SIP-FAX Function>.

See P.223

Item No.	Error Code	Error Details	Analysis Method	Possible Cause	Action to be Taken	Subject
1	E30XXX	Destination error for SIP connection	Confirm the settings of the machine receiving.	Destination number is incorrect.	Correctly set the destination number with the destination.	MFP2
				SIP-FAX adaptor 2 failure (LAN failure, power disconnection, setting error)	Correctly set SIP-FAX adaptor 2 with the destination.	Adaptor 2
		Destination machine busy for SIP connection	If you can successfully send to another machine, take the actions described here.	Destination terminal is being used.	Wait awhile and send again.	MFP2
				Response is not received from destination terminal.	Confirm with the destination: <ul style="list-style-type: none"> • Power is ON, • SIP-FAX setting, • LAN5 connection, • Correct operation. 	MFP2
				IP address of MFP2 registered for SIP-FAX adaptor 2 is incorrect.	Confirm the IP address setting of SIP-FAX adaptor 2 with the destination.	Adaptor 2 / MFP2
				Port number of SIP-FAX function setting of MFP2 differs from port number of SIP-FAX adaptor 2.	Confirm the port number setting of SIP-FAX adaptor 2 with the destination.	Adaptor 2 / MFP2
				SIP-FAX adaptor 2 failure (LAN failure, power disconnection, setting error)	Correctly connect SIP-FAX adaptor 2 with the destination and confirm.	Adaptor 2
SIP connection error	Confirm the communication operation.	You attempted to communicate with SIP-FAX during FAX over IP communication.	Wait awhile and send again.	MFP1 / Adaptor 1		
2	E31XXX	Temporary error for SIP connection	Confirm the communication operation.	A SIP web was called simultaneously.	Wait awhile and send again.	MFP1 / Adaptor 1
				A SIP disconnection occurred during communication.		

Item No.	Error Code	Error Details	Analysis Method	Possible Cause	Action to be Taken	Subject
3	E38XXX	Global error / Server error / Status code error / Protocol error for SIP connection	-	Server setting of SIP-FAX adaptor 1 is incorrect.	Confirm the LED status of SIP-FAX adaptor 1, refer to item <SIP-FAX Adaptor>, and take action.	Adaptor 1
				SIP server is operating incorrectly.	Confirm the SIP server connection and operation status with the network administrator.	SIP server
4	E39XXX	SIP-FAX adaptor connection error for SIP connection	-	SIP-FAX adaptor 1 is not operating.	Confirm the LED status of SIP-FAX adaptor 1, refer to item <SIP-FAX Adaptor>, and take action.	Adaptor 1
				SIP-FAX setting of MFP1 is set to "Not use".	Set the SIP-FAX setting of MFP1 to "Use".	MFP1
5	EA422A	SMTP transmission error	-	Cannot send because documents reserved for transmission have accumulated in MFP2.	Confirm with the destination.	MFP2
6	EAXXXX	SMTP transmission error	-	(Same cause as for IP address FAX)	(Same action as for IP address FAX)	

12.2.15 FAX over IP Communication Error (Sending)

Error Code	Error Details	Possible Cause	Action to be Taken			
			Dest.	Line	Self	
33	Protocol error during V.34 sequence	V.34 failure			○	Set V.34 to OFF and the signal transmission level to -16dBm, and send again.
		Destination machine failure	○			Change the destination machine and send again.
		Line failure (packet loss, delay, etc.)		○		Confirm the status of the network (HUB connection, etc.)

FK-503

Troubleshooting

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