

CIP Training

MP CW2201SP

Troubleshooting

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






Troubleshooting

9. Troubleshooting

This chapter describes basic troubleshooting procedures.

When a Status Icon Is Displayed

This section describes the status icons displayed when the machine requires the user to remove misfed paper, to add paper, or to perform other procedures.

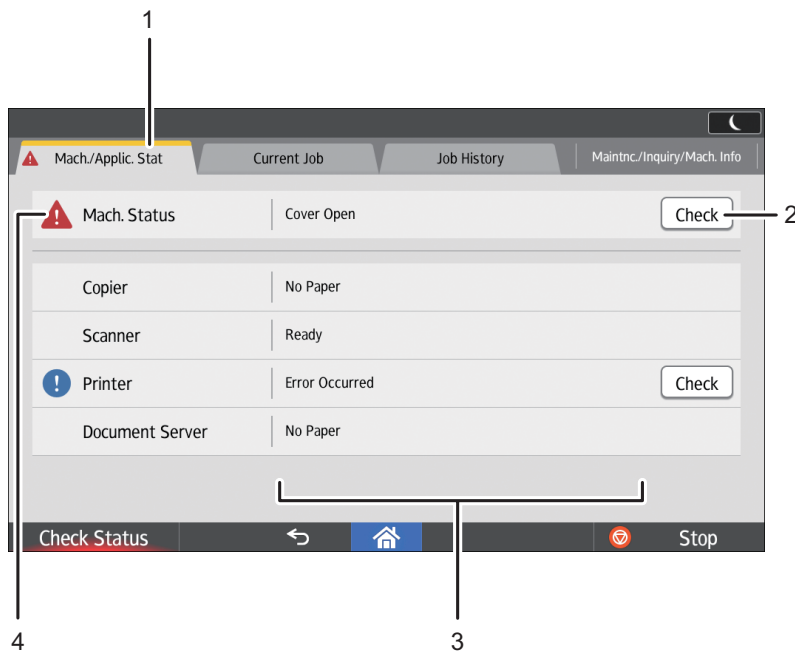
Status Icon	Status
 : Paper Misfeed icon	Appears when a paper misfeed occurs. For details about removing jammed paper, see "Removing Jammed Paper", Troubleshooting.
 : Original Misfeed icon	Appears when an original misfeed occurs. For details about removing jammed paper, see "Removing Jammed Paper", Troubleshooting.
 : Load Paper icon	Appears when paper runs out. For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper.
 : Add Ink icon	Appears when ink runs out. For details about adding ink, see "Adding Ink", Maintenance and Specifications.
 : Waste Ink Full icon	Appears when the ink collector unit is full. For details about replacing the ink collector unit, see "Replacing an Ink Collector Unit", Maintenance and Specifications.
 : Service Call icon	Appears when the machine is malfunctioning or requires maintenance.
 : Open Cover icon	Appears when one or more covers of the machine are open.

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When the Indicator Lamp for [Check Status] Is Lit or Flashing

If the indicator lamp for [Check Status] lights up or flashes, press [Check Status] to display the [Check Status] screen. Check the status of each function in the [Check Status] screen.

[Check Status] screen



DNK006

1. [Mach./Applic. Stat] tab

Indicates the status of the machine and each function.

2. [Check]

If an error occurs in the machine or a function, press [Check] to view details.

Pressing [Check] displays an error message or the corresponding function screen. Check the error message displayed on the function screen and take the appropriate action. For details about how to resolve the problems described in error messages, see "When Messages Appear", Troubleshooting.

3. Messages

Displays a message that indicates the status of the machine and each function.

4. Status icons

The status icons that can be displayed are described below:

The function is performing a job.

An error has occurred on the machine.

The function cannot be used because an error has occurred in the function or machine. This icon may also appear if the ink is running low.

The following table explains problems that cause the indicator lamp for [Check Status] to light or flash.

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Problem	Cause	Solution
Documents and reports do not print out.	There is no paper left.	Load paper. For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper.
An error has occurred.	A function which has the status "Error Occurred" in the [Check Status] screen is defective.	<p>Press [Check] in the function which the error has occurred. Then check the displayed message, and take appropriate action. For details about error messages and their solutions, see "When Messages Appear", Troubleshooting.</p> <p>You can use other functions normally.</p>
The machine is unable to connect to the network.	A network error has occurred.	<ul style="list-style-type: none"> • Check that the machine is correctly connected to the network and that the machine is correctly set. For details about how to connect the network, see "Interface Settings", Connecting the Machine/ System Settings. • For details about connecting to the network, contact your administrator. • If the indicator lamp is still lit even after you try to solve the problem as described here, contact your service representative.

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When the Machine Makes a Beeping Sound

The following table describes the meaning of the various beep patterns that the machine produces to alert users about left originals and other machine conditions.

Beep pattern	Meaning	Cause
Single short beep	Panel/screen input accepted.	A screen key was pressed.
Short, then long beep	Panel/screen input rejected.	An invalid key was pressed on the control panel or screen, or the entered password was incorrect.
Single long beep	Job completed successfully.	A Copier/Document Server Features job has finished.
2 long beeps	Machine has warmed up.	When the power is turned on or the machine exits Sleep mode, the machine has fully warmed up and is ready for use.
5 long beeps	Soft alert	An auto reset was performed through the simple screen of the Copier/Document Server function or the Scanner function.
5 long beeps repeated four times.	Soft alert	Paper is empty.
5 short beeps repeated five times.	Strong alert	The machine requires user attention because paper has jammed, the ink needs replenishing, or other problems have occurred.

Note

- Users cannot mute the machine's beep alerts. When the machine beeps to alert users of a paper jam or ink request, if the machine's covers are opened and closed repeatedly within a short space of time, the beep alert might continue, even after normal status has resumed.
- You can enable or disable beep alerts. For details about Panel Key Sound, see "General Features", Connecting the Machine/ System Settings.

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When You Have Problems Operating the Machine

Problem	Cause	Solution
When the machine is turned on, the only icon that appears on the home screen is the [Copy] icon.	Functions other than the copier function are not yet ready.	Wait a little longer.
The machine has just been turned on and the User Tools screen is displayed, but the User Tools menu has items missing.	Functions other than the copier function are not yet ready. Time required varies by function. Functions appear in the User Tools menu when they become ready for use.	Wait a little longer.
Can only use the scanner function and scan originals.	The machine is performing maintenance operations.	Wait until the maintenance operations are finished.
The machine does not enter Sleep mode even though it has finished printing.	There is still cut paper in the paper output location.	Remove the remaining paper from the paper output location.
The indicator lamp remains lit and the machine does not enter Sleep mode even though [Energy Saver] was pressed.	In some cases, the machine does not enter Sleep mode when [Energy Saver] is pressed.	Before you press [Energy Saver], check that Sleep mode can be enabled. For details about enabling Sleep mode, see "Saving Energy", Getting Started.
The display is turned off.	The machine is in Low Power Mode.	Touch the display panel.
The display is turned off.	The machine is in Sleep Mode.	Touch the display panel.
Nothing happens when the display panel is touched.	The power is turned off.	Make sure the main power indicator is off, and then turn on the power.
The power turns off automatically.	The Weekly Timer setting is set to [Main Power Off].	Change the Weekly Timer setting. For details about the Weekly Timer setting, see "Timer Settings", Connecting the Machine/ System Settings.

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Problem	Cause	Solution
The user code entry screen is displayed.	Users are restricted by User Code Authentication.	For details about how to log in when User Code Authentication is enabled, see "When the Authentication Screen is Displayed", Getting Started.
The Authentication screen appears.	Basic Authentication, Windows Authentication, or LDAP Authentication is set.	Enter your login user name and user password. For details about the Authentication screen, see "When the Authentication Screen is Displayed", Getting Started.
The edge of the paper roll cannot be fed back into the machine automatically.	The paper roll is set at an angle.	Insert the edge of the paper roll squarely under the rollers of the paper feeding slit. For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper.
The edge of the paper roll cannot be fed back into the machine automatically when it is set in Paper Input Location 2 in Low Power mode.	The paper input location cover is not raised when the paper roll is set in Paper Input Location 2.	<ul style="list-style-type: none"> • Raise the paper input location cover before setting the paper roll. For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper. • Exit Low Power mode. For details about exiting Low Power mode, see "Saving Energy", Getting Started.
The paper cannot be easily loaded into the paper bypass location.	The paper is curled excessively.	Before loading the paper, flatten out the paper to remove the curl. For details about loading paper into the paper bypass location, see "Loading Paper into the Paper Bypass Location", Paper Specifications and Adding Paper.
Cannot specify the paper type and thickness when loading paper.	The [User Tools] screen is currently displayed.	Switch to the copier screen, the Document Server screen, or the printer screen before loading paper. For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper.

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Problem	Cause	Solution
An error message is still displayed, even if misfed paper is removed.	<ul style="list-style-type: none"> When a misfeed message appears, it remains until you open and close the front cover as required. Paper is still jammed in the paper input location. 	After removing misfed paper, fully open the front cover, and then close it. For details about removing jammed paper, see "Removing Jammed Paper", Troubleshooting.
"Cover Open" remains displayed.	The paper input location cover is not fully lowered.	Press down on the paper input location cover.
An error message is still displayed, even if the indicated cover is closed.	One or more covers that are not indicated are still open.	Close all the covers of the machine.
The paper input location cover is held down by its own weight and cannot stay open.	The magnet that holds the paper input location cover in place is covered with dust.	Wipe the magnet with a soft dry cloth.
Images are printed on the reverse side of the paper.	You may have loaded the paper incorrectly.	Load paper into the paper bypass location with the print side up. For details about loading paper into the paper bypass location, see "Loading Paper into the Paper Bypass Location", Paper Specifications and Adding Paper.
Print is disabled.	Ink has run out.	Both Black & White and Color print are disabled if only one of the four ink colors runs out. Replace the print cartridge before this happens. For the replacement procedure, see "Adding Ink", Maintenance and Specifications.
Print is disabled.	The ink collector unit is full.	Contact your sales or service representative.

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Problem	Cause	Solution
Misfeeds occur frequently.	Using curled cut paper often causes misfeeds or soiled paper edges.	<ul style="list-style-type: none">• Flatten the paper with your hands to straighten out the curl.• Load the paper up side down so that the curled edges face downward. For details about recommended paper, see "Recommended Paper", Paper Specifications and Adding Paper.• Place the cut paper on a flat surface to prevent paper from curling, and do not lean it against the wall. For details about the proper way to store paper, see "Paper Storage", Paper Specifications and Adding Paper.
Misfeeds occur frequently.	The paper is wrinkled or has been folded/creased.	<ul style="list-style-type: none">• Cut folded or wrinkled areas off the paper roll using the Cut Paper function. For details about how to cut a paper roll, see "Cut Paper", Troubleshooting.• Replace cut paper that is folded or wrinkled.• Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", Paper Specifications and Adding Paper.• Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see "Paper Storage", Paper Specifications and Adding Paper.

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Problem	Cause	Solution
Misfeeds occur frequently.	You may have loaded paper of a size different from the paper size settings.	<ul style="list-style-type: none"> Remove misfed paper. For details about removing jammed paper, see "Removing Jammed Paper", Troubleshooting. Select a proper paper size.
Misfeeds occur frequently.	Paper of undetectable size has been loaded.	<ul style="list-style-type: none"> Remove the misfed paper. For details about removing jammed paper, see "Removing Jammed Paper", Troubleshooting. If you load a paper size that is not selected automatically, you need to specify the paper size with the control panel.
Misfeeds occur frequently.	Jammed or torn paper is inside the machine.	Remove the misfed paper. For details about removing jammed paper, see "Removing Jammed Paper", Troubleshooting.
The machine does not turn off in 3 minutes after the main power is turned off.	The machine cannot perform the shutdown procedure.	Repeat the shutdown procedure. If the machine does not turn off, disconnect the machine's power cord from the wall outlet.
The machine makes a loud clicking sound shortly after the main power switch is turned off.	The main power switch makes a loud clicking sound inside the machine when the main power is turned off automatically.	You will hear a loud clicking sound inside the machine when it shuts down. This is not a malfunction.
An error has occurred when the Address Book is changed from the display panel or Web Image Monitor.	The Address Book cannot be changed while you delete the multiple stored documents.	Wait a while, and then retry the operation.

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Problem	Cause	Solution
The function does not run or cannot be used.	If you cannot carry out your job, it may be that the machine is being used by another function.	Wait until the current job is completed before trying again. For details about Function Compatibility, see "When Multiple Functions Cannot Be Executed Simultaneously", Troubleshooting.
Performing an adjustment fails.	An error occurred while an adjustment was being performed.	Check why the error occurred, and then perform the adjustment again. For details about possible error causes, see "Adjusting the Print Quality", Troubleshooting.

Note

- If you cannot make copies as you want because of paper type or paper size problems, use the recommended paper. For details about recommended paper, see page 159 "Recommended Paper Sizes and Types".

When Multiple Functions Cannot Be Executed Simultaneously

If you cannot carry out your job, it may be that the machine is being used by another function.

Wait until the current job is completed before trying again. In certain cases, you can carry out another job using a different function while the current job is being performed.

For details about Function Compatibility, see "Function Compatibility", Troubleshooting.

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Messages Displayed When You Use the Copy/ Document Server Function

★ Important

- If you cannot make copies as you want because of the paper type, paper size or paper capacity problems, use recommended paper. For details about recommended paper, see page 159 "Recommended Paper Sizes and Types".

Message	Cause	Solution
"Cannot delete the folder because it contains files with passwords. Delete the files with passwords, or please contact the file administrator."	The folder cannot be deleted because it contains a locked original.	Unlock the locked original to delete it. For details about locked files, see "Managing Stored Files", Security Guide.
"Cannot detect original size."	The machine cannot detect the size of the original.	Specify the size manually. Do not use Auto Paper Select mode or the Auto Reduce / Enlarge function.
"Cannot display preview of this page."	The image data may have been corrupted.	Press [Exit] to display the preview screen without a thumbnail. If the selected document contains several pages, press [Switch] on the "Display Page" area to change the page, and then a preview of the next page will appear.
"Check paper size."	An irregular paper size is set.	<ul style="list-style-type: none"> • Check the settings for [Reduce / Enlarge], etc., and then try again. • If you press [Start], the copy will start using the selected paper.
"Exceeded max. number of pages per file. Do you want to store the scanned pages as 1 file?"	The number of scanned pages exceeds the capacity per file of the Document Server.	<ul style="list-style-type: none"> • If you want to store the scanned pages as a file in the Document Server, press [Yes]. • If you do not want to store scanned pages, press [No]. Scanned data is deleted.

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Message	Cause	Solution
"Exceeded the maximum number of sheets that can be used. Copying will be stopped."	The number of pages the user is permitted to copy has been exceeded.	For details about how to check the number of copies available per user, see "Managing Print Volume per User", Security Guide.
"File being stored exceeded max. number of pages per file. Copying will be stopped."	The scanned originals have too many pages to store as one document.	Press [Exit], and then store again with an appropriate number of pages.
"Maximum number of sets is n." ("n" is replaced by a variable.)	The number of copies exceeds the maximum copy quantity.	You can change the maximum copy quantity from [Max. Copy Quantity] in [General Features] under [Copier / Document Server Features]. For details about Max. Copy Quantity, see "General Features", Copy/ Document Server.
"Memory is full. nn originals have been scanned. Press [Print] to copy scanned originals. Do not remove remaining originals." ("n" is replaced by a variable.)	The number of scanned originals exceed the number of pages that can be stored in memory.	Press [Print] to copy scanned originals and cancel the scanning data. Press [Clear Memory] to cancel the scanning data and not copy.
"Press [Continue] to scan and copy remaining originals."	The machine checked if the remaining originals should be copied, after the scanned originals were printed.	<ul style="list-style-type: none"> Remove all copies, and then press [Continue] to continue copying. Press [Stop] to stop copying.
"Rotate Sort is not available with this paper size."	A size of paper for which Rotate Sort is not available is selected.	Select an appropriate paper size. For details about paper sizes, see "Sort", Copy/ Document Server.
"The selected folder is locked. Please contact the file administrator."	An attempt was made to edit or use a locked folder.	For details about locked folders, see "Managing Folders", Security Guide.

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Messages Displayed When You Use the Printer Function

This section describes the principal messages that appear on the display panel, error logs or reports. If other messages appear, follow their instructions.

Messages Displayed on the Control Panel When You Use the Printer Function

★ Important

- Before turning off the power, see page 55 "Turning On/Off the Power".

Message	Cause	Solution
"Hardware Problem: Ethernet"	An error has occurred in the Ethernet interface.	Turn off the power, and then back on again. If the message appears again, contact your service representative.
"Hardware Problem: HDD"	An error has occurred in the hard disk.	Turn off the power, and then back on again. If the message appears again, contact your service representative.
"Hardware Problem: USB"	An error has occurred in the USB interface.	Turn off the power, and then back on again. If the message appears again, contact your service representative.
"Hardware Problem: Wireless Card" (A "wireless LAN board" is referred to as a "wireless card".)	<ul style="list-style-type: none"> • The wireless LAN board has malfunctioned. • The wireless LAN board you are using is not compatible with this machine. 	Turn off the power, and then confirm the wireless LAN board is inserted correctly. And then, turn on the power again. If the message appears again, contact your service representative.

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Message	Cause	Solution
<p>"Load following paper in n. To cancel job, press [Job Reset]."</p> <p>(A figure is placed at n.)</p>	<ul style="list-style-type: none"> • The printer driver settings are incorrect. • The paper input location does not contain paper of the size selected in the printer driver. 	<p>Check that the printer driver settings are correct, and then load paper of the size selected in the printer driver into the paper input location. For details about how to change the paper size, see "Changing the Paper Size", Paper Specifications and Adding Paper.</p>
<p>"Paper size and type are mismatched. Select another tray from the following and press [Continue]. To cancel job, press [Job Reset]. Paper size and type can also be changed in User Tools."</p>	<ul style="list-style-type: none"> • The printer driver settings are incorrect. • The paper input location does not contain paper of the size or type selected in the printer driver. 	<ul style="list-style-type: none"> • Check that the printer driver settings are correct, and then load paper of the size selected in the printer driver into the paper input location. For details about how to change the paper size, see "Changing the Paper Size", Paper Specifications and Adding Paper. • Select the paper input location manually to continue printing, or cancel a print job. For details about how to select the paper input location manually, or cancel a print job, see "If an Error Occurs with the Specified Paper Size and Type", Print.
<p>"Paper size of n is mismatched. Select another tray from the following and press [Continue]. Paper type can also be changed in User Tools."</p>	<p>The size of the paper in the paper input location does not match the paper size specified in the printer driver.</p>	<p>Select a paper input location containing paper that is the same size as the specified paper size.</p>
<p>"Printer font error."</p>	<p>An error has occurred in the font settings.</p>	<p>Contact your service representative.</p>

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When using direct print from a memory storage device

Message	Cause	Solution
"Cannot display files from the selected memory device."	The memory device used cannot be recognized.	For details about the recommended memory devices for the Direct printing function from removable memory devices, contact your service representative. The USB flash memory that features password protection or other security features may not work normally.
"Exceeded the limit value for total data size of the selected files. Cannot select more files."	<ul style="list-style-type: none">• The size of the selected file exceeds 1 GB.• The total size of the selected files exceeds 1 GB.	<p>Files or groups of files larger than 1 GB cannot be printed.</p> <ul style="list-style-type: none">• When the total size of the multiple files that are selected exceeds 1 GB, select files separately.• When the size of the selected file exceeds 1 GB, print from a memory storage device using a function other than the Direct printing function. <p>You cannot select files of different formats at the same time.</p>
"Unable to access the specified memory storage device."	<ul style="list-style-type: none">• An error occurred when the machine accessed the memory storage device or a file stored on the memory storage device.• An error occurred when the user used the Direct printing function to print from a memory storage device.	Save the file to a different memory storage device, and then print again.

Troubleshooting

Messages Printed on the Error Logs or Reports When You Use the Printer Function

This section describes likely causes of and possible solutions for the error messages that are printed on the error logs or reports.

When print jobs are canceled

Message	Cause	Solution
"91: Error"	Printing was canceled by the auto job cancel function due to a command error.	Check that the data is valid.
"Error occurred, not printed job via network exists. It is stored as job not printed."	Jobs with errors were stored because an error occurred with a print job via the network while the error job storing function was enabled.	Contact your administrator to check whether the machine is connected correctly to the network. For details about how to check and print jobs stored when print configuration errors occur, see "Printing of Documents Stored When Print Configuration Errors Occur", Print.
"Error occurred while processing an Unauthorized Copy Prevention job. Job cancelled."	You tried to store a file in the Document Server when the [Unauthorized Copy Prevention] was specified.	Only when using PostScript 3 On the printer driver, select a job type other than [Document Server] in "Job Type:" or deselect [Unauthorized Copy Prevention].
"Error occurred while processing an Unauthorized Copy Prevention job. Job cancelled."	The [Enter User Text:] field on the [Unauthorized Copy Prevention for Pattern Details] screen is blank.	Only when using PostScript 3 On the printer driver's [Detailed Settings] tab, click [Effects] in "Menu:". Select [Unauthorized Copy Prevention], and then click [Details...] to display [Unauthorized Copy Prevention for Pattern Details]. Enter text in [Enter User Text:].

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Message	Cause	Solution
"Error occurred while processing an Unauthorized Copy Prevention job. Job cancelled."	The resolution is set to a value less than 600 dpi when [Unauthorized Copy Prevention] is specified.	Only when using PostScript 3 On the printer driver, set the resolution to 600 dpi or higher, or cancel [Unauthorized Copy Prevention].
"Error occurred while processing an Unauthorized Copy Prevention job. Job cancelled."	In [Administrator Tools] under [System Settings], priority was specified to be given to Unauthorized Copy Prevention Printing set on this machine.	Only when using PostScript 3 Cancel Unauthorized Copy Prevention Printing for the printer driver. For details about how to cancel the settings, see the printer driver Help.
"Collate Cancelled"	Collate was canceled.	Turn off the power, and then back on again. If the message appears again, contact your service representative.
"Receiving data failed."	Data reception was aborted.	Resend the data.
"Sending data failed."	The machine received a command to stop transmission from the printer driver.	Check if the computer is working correctly.
"The selected paper size is not supported. This job has been cancelled."	Job reset is automatically performed if the specified paper size is incorrect.	Specify the correct paper size, and then print the file again.
"The selected paper type is not supported. This job has been cancelled."	Job reset is automatically performed if the specified paper type is incorrect.	Specify the correct paper type, and then print the file again.

When there is a problem with the print settings

Message	Cause	Solution
"Exceeded Max. Pages (Collate)"	The number of pages exceeds the maximum number of sheets that you can use Collate with.	Reduce the number of pages to print.

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Message	Cause	Solution
"Print Overrun"	Images were discarded while printing.	<p>Only when using PostScript 3</p> <p>Select a lower resolution on the printer driver. For details about how to change the resolution setting, see the printer driver Help.</p>

When documents cannot be stored in the Document Server

Message	Cause	Solution
"Document Server is not available to use. Cannot store."	You cannot use the Document Server function.	<p>For details about using Document Server function, contact your administrator.</p> <p>For details about how to set permissions, see "Limiting Available Functions", Security Guide.</p>
"Exceeded max. capacity of document server. Cannot store."	The hard disk became full after a file was stored.	Delete some of the files stored in the Document Server or reduce the size that you want to send.
"Exceeded max. number of files of document server. Cannot store."	The maximum file capacity of the Document Server was exceeded.	Delete some of the files stored in the Document Server.
"Exceeded max. number of files. (Auto)"	While you were using the error job store function to store Normal Print jobs as Hold Print files, the maximum file capacity for file storage or Hold Print file management (automatic) was exceeded.	Delete Hold Print files (automatic) or unneeded files stored on the machine.
"Exceeded max. number of pages of document server. Cannot store."	The maximum page capacity of the Document Server was exceeded.	Delete some of the files stored in the Document Server or reduce the number of pages that you want to send.

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Message	Cause	Solution
"Exceeded max. number of pages. (Auto)"	While you were using the error job store function to store Normal Print jobs as Hold Print files, the maximum page capacity was exceeded.	Delete unneeded files stored on the machine. Reduce the number of pages to print.
"Job cancelled because capture file could not be stored: Exceeded max. memory."	The hard disk became full after a file was stored.	Delete the files stored in the Document Server or reduce the file size to be sent.
"Job cancelled because capture file could not be stored: Exceeded max. files."	The maximum file capacity of the Document Server was exceeded.	Delete the files stored in the Document Server.
"Job cancelled because capture file could not be stored: Exceeded max pages per file."	The maximum page capacity of the Document Server was exceeded.	Delete some of the files stored in the Document Server or reduce the number of pages that you want to send.
"The specified folder in document server is locked. Cannot store."	The specified folder is locked.	Unlock the folder or specify another folder number that can be used. For details about locked folders, see "Managing Folders", Security Guide.

When there is not enough free hard disk space

Message	Cause	Solution
"HDD Full"	When you were printing with the PostScript 3 printer driver, the hard disk capacity for fonts and forms was exceeded.	Delete unneeded forms or fonts registered on the machine.
"HDD Full"	The hard disk became full while you were printing a Sample Print, Locked Print, Hold Print, or Stored Print file.	Delete unneeded files stored on the machine. Alternatively, reduce the data size of the Sample Print, Locked Print, Hold Print, or Stored Print file.

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Message	Cause	Solution
"HDD is full. (Auto)"	The hard disk became full while you were using the error job store function to store Normal Print jobs as Hold Print files.	Delete unneeded files stored on the machine. Alternatively, reduce the data size of the Temporary Print file and/or the Stored Print file.

When there is not enough memory

Message	Cause	Solution
"84: Error"	There is no work area available for image processing.	Decrease the number of files sent to the machine.

When there is a problem with a parameter

Message	Cause	Solution
"86: Error"	Parameters of the control code are invalid.	Check the print settings.

When the user lacks privileges to perform an operation

Message	Cause	Solution
"No response from the server. Authentication has failed."	A timeout occurred while connection to the server was being established for LDAP authentication or Windows Authentication.	Check the status of the server.
"You do not have a privilege to print this PDF file."	You have no privileges to print the PDF document you tried to print.	Contact the owner of the document.
"You do not have a privilege to use this function. This job has been cancelled."	The entered login user name or login password is not correct.	Check that the user name and password are correct.

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Message	Cause	Solution
"You do not have a privilege to use this function. This job has been cancelled."	The logged in user is not allowed to use the selected function.	For details about how to set permissions, see "Configuring User Authentication", Security Guide.
"You do not have a privilege to use this function. This operation has been cancelled."	The logged in user does not have the privileges to register programs or change the paper tray settings.	For details about how to set permissions, see "Configuring User Authentication", Security Guide.

When a user cannot be registered

Message	Cause	Solution
"Auto-registration of user information has failed."	Automatic registration of information for LDAP Authentication or Windows Authentication failed because the Address Book is full.	For details about automatic registration of user information, see "Auto Registration to the Address Book", Security Guide.
"Information for user authentication is already registered for another user."	The user name for LDAP authentication was already registered in a different server with a different ID, and a duplication of the user name occurred due to a switching of domains (servers), and so on.	For details about user authentication, see "Configuring User Authentication", Security Guide.

When other errors occur

Message	Cause	Solution
"85: Error"	The specified graphics library is unavailable.	Check that the data is valid.
"98: Error"	The machine could not access the hard disk correctly.	Turn off the power, and then back on again. If the message appears frequently, contact your service representative.

Troubleshooting

Message	Cause	Solution
"99: Error"	This data cannot be printed. The specified data is either corrupt or it cannot be printed from a memory storage device using the Direct printing function.	Check that the data is valid. For details about the kinds of data that can be printed from a memory storage device using the Direct printing function, see "Direct Printing from a Memory Storage Device", Print.
"Address Book is currently in use by another function. Authentication has failed."	The machine currently cannot perform authentication because the Address Book is being used by another function.	Wait a while, and then retry the operation.
"Command Error"	An RPCS command error occurred.	Check using the following procedure: <ul style="list-style-type: none"> • Check if the communication between the computer and the machine is working correctly. • Check if the correct printer driver is being used. • Check if the machine's memory size is set correctly in the printer driver. • Check that the printer driver is the most up-to-date version available.
"Compressed Data Error"	The printer detected corrupt compressed data.	<ul style="list-style-type: none"> • Check the connection between the computer and the printer. • Check that the program you used to compress the data is functioning correctly.
"Data Storage Error"	You tried to print a Sample Print, Locked Print, Hold Print, or Stored Print file, or to store a file in the Document Server when the hard disk was malfunctioning.	Contact your service representative.
"Error has occurred."	A syntax error, etc., occurred.	Check that the PDF file is valid.

Troubleshooting

Message	Cause	Solution
"Exceeded Max. Stored Files"	While printing a Sample Print, Locked Print, Hold Print, or Stored Print file, the maximum file capacity was exceeded.	Delete unneeded files stored on the machine.
"Exceeded Max. Stored Pages"	While printing a Sample Print, Locked Print, Hold Print, or Stored Print file, the maximum page capacity was exceeded.	Delete unneeded files stored on the machine. Reduce the number of pages to print.
"File system error. Cannot print PDF file(s)."	PDF direct printing could not be performed because the file system could not be obtained.	Turn off the power, and then back on again. If the message appears again, contact your service representative.
"File system is full."	PDF file does not print out because the capacity of the file system is full.	Delete all unnecessary files from the hard disk, or decrease the file size sent to the machine.
"I/O Buffer Overflow"	An input buffer overflow occurred.	<ul style="list-style-type: none"> In [Printer Features], under [Host Interface], select [I/O Buffer], and then set the maximum buffer size to a larger value. Reduce the number of files being sent to the machine.
"Insufficient Memory"	A memory allocation error occurred.	Only when using PostScript 3 Select a lower resolution on the printer driver. For details about how to change the resolution setting, see the printer driver Help.
"Memory Retrieval Error"	A memory allocation error occurred.	Turn off the power and then back on again. If the message appears again, replace the RAM. For details about replacing the RAM, contact your service representative.

If printing does not start, contact your service representative.

Troubleshooting

Note

- The contents of errors may be printed on the Configuration Page. Check the Configuration Page in conjunction with the error log. For details about how to print the Configuration Page, see "List / Test Print", Print.

Troubleshooting

Messages Displayed When You Use the Scanner Function

Messages Displayed on the Control Panel When You Use the Scanner Function

This section describes likely causes of and possible solutions for the error messages that appear on the control panel. If a message not described here appears, act according to the message.

Message	Cause	Solution
"Cannot find the specified path. Please check the settings."	The destination computer name or folder name is invalid.	Check whether the computer name and the folder name for the destination are correct.
"Cannot find the specified path. Please check the settings."	An antivirus program or a firewall is preventing the machine from connecting to your computer.	<ul style="list-style-type: none"> • Antivirus programs and firewalls can prevent client computers from establishing connection with this machine. • If you are using antivirus software, add the program to the exclusion list in the application settings. For details about how to add programs to the exclusion list, see the antivirus software Help. • To prevent a firewall from blocking the connection, register the machine's IP address in the firewall's IP address exclusion settings. For details about the procedure for excluding an IP address, see your operating system's Help.
"Entered user code is not correct. Please re-enter."	You have entered an incorrect user code.	Check the authentication settings, and then enter a correct user code.

Troubleshooting

Message	Cause	Solution
"Exceeded max. number of alphanumeric characters for the path."	The maximum number of specifiable alphanumeric characters in a path has been exceeded.	Check the maximum number of characters which can be entered, and then enter it again. For details about the maximum enterable number of characters, see "Values of Various Set Items for Transmission/Storage Function", Scan.
"Exceeded max. number of alphanumeric characters."	The maximum enterable number of alphanumeric characters has been exceeded.	Check the maximum number of characters which can be entered, and then enter it again. For details about the maximum enterable number of characters, see "Values of Various Set Items for Transmission/Storage Function", Scan.
"File types have been automatically set for some files because multiple files were selected."	If there are selected stored documents which cannot be converted to a specified file format, those documents are automatically converted to a convertible format before they are transmitted.	For details about the file formats used to transmit stored documents, see "Sending a Stored File", Scan.
"Scanner journal is full." "Cannot send the scanned data."	"Print & Delete Scanner Journal" in [Scanner Features] is set to [Do not Print: Disable Send], and Scanner Journal is full.	Print or delete Scanner Journal. For details about Scanner Features, see "General Settings", Scan.

Troubleshooting

Message	Cause	Solution
"The entered file name contains invalid character(s). Enter the file name again using any of the following 1 byte characters. "0 to 9", "A to Z", "a to z", ". - _"	The file name contains a character that cannot be used.	<ul style="list-style-type: none"> Check the file name set at the time of scanning. For details about characters that can be used in file names, see "Specifying the File Name", Scan. Check the file name specified at the time of scanning. The file name specified in the Sending Scan Files to Folders function cannot contain the following characters: <code>\ / : * ? " < > </code> The file name cannot start or end with a period ".".
"The program is recalled. Cannot recall the destination(s) for which access privileges are required."	The currently logged-in user does not have permission to view the destination that was registered in the program.	For details about how to set permissions, see "Limiting Available Functions", Security Guide.
"The program is recalled. Cannot recall the destination(s) that is deleted from the address book."	The destination stored in the program could not be recalled because it was deleted from the address book.	Enter the destination directly to send data separately.
"The program is recalled. Cannot recall the folder destination(s) with protection code(s)."	The folder destinations for which the protection code was set were registered in the program.	A destination for which the protection code is set cannot be recalled by the program. Cancel the protection code setting or send scanned files to the destination separately.

Troubleshooting

When documents cannot be scanned properly

Message	Cause	Solution
"All the pages are detected as blank. No file was created."	No PDF file was created because all the pages of the scanned original were detected as blank when [On] is specified for [Delete Blank Page] in [OCR Settings].	Check whether the original is set upside down. Change [OCR Scanned PDF: Blank Page Sensitivity] in [Scanner Features] to "Sensitivity Level 1".
"Check original's orientation."	Originals may sometimes not be scanned depending on a combination of items such as the specified scaling factor and document size.	Change the orientation of the original, and then scan the original again.
"Exceeded max. No. of results to display. Max.: n" (A figure is placed at n.)	Search results have exceeded the max. displayable number.	Search again after changing the search conditions.
"Exceeded max. data capacity. Check scanning resolution, then press Start key again."	The scanned data exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. For details about the settings for the scanner function, see "Relationship between Resolution and Scan Size", Scan.
"Exceeded max. data capacity." "Check the scanning resolution, then reset n original(s)." ("n" in the message represents a variable.)	The scanned original exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. For details about the settings for the scanner function, see "Relationship between Resolution and Scan Size", Scan.
"Exceeded max. data capacity." "Check the resolution and the ratio and then press the Start key again."	The data being scanned is too large for the scale ratio specified in [Specify Size].	Reduce the resolution or [Specify Size] value, and then scan the original again.

Troubleshooting

Message	Cause	Solution
"Exceeded max. data capacity. Set Original Orientation to "R" then press the Start key again."	The scanned original was too large, or its orientation was not correct.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. Re-loading the original in a different orientation may enable the machine to scan large originals. For details about the settings for scan function, see "Relationship between Resolution and Scan Size", Scan.
"Exceeded max. number of files which can be used in Document Server at the same time."	The maximum number of files that can be stored in the Document Server has been exceeded.	Check the files stored by the other functions, and then delete unneeded files. For details about how to delete files, see "Deleting Stored Documents", Copy/ Document Server.
"Exceeded max. data capacity." "Change Scan Size, then press the Start key again."	The scanned data exceeded maximum data capacity.	Specify a small size, and then scan the original again.
"Not all of the image will be scanned."	If the scaling factor specified in "Specify Reproduction Ratio" is too large, part of the image may be lost.	Reduce the scaling factor in "Specify Reproduction Ratio", and then try to scan the original again. If displaying the entire image is not necessary, press [Start] to start scanning with the current scaling factor.
"Not all of the image will be scanned." "Check the ratio and then press the Start key again."	Using "Specify Reproduction Ratio" to scale down a large document may cause part of the image to be lost.	Specify a large size in [Specify Size], and then scan the original again. If displaying the entire image is not necessary, press [Start] to start scanning with the current scaling factor.
"Some page(s) are near blank. To cancel, press the Stop key."	The first page of the document is almost blank.	The original's blank side might have been scanned. Be sure to place your originals correctly.

Troubleshooting

Message	Cause	Solution
<p>"The size of the scanned data is too small."</p> <p>"Check the resolution and the ratio and then press the Start key again."</p>	<p>The data being scanned is too small for the scale ratio specified in [Specify Size].</p>	<p>Specify a higher resolution or a large size in [Specify Size], and then scan the original again.</p>

When documents cannot be scanned because the memory is full

Message	Cause	Solution
<p>"Memory is full. Cannot scan. The scanned data will be deleted."</p>	<p>Because of insufficient hard disk space, the first page could not be scanned.</p>	<p>Try one of the following measures:</p> <ul style="list-style-type: none"> • Wait for a while, and then retry the scan operation. • Reduce the scan area or scanning resolution. For details about changing scan area and scanning resolution, see "Scan Settings" of Various Scan Settings, Scan. • Delete unneeded stored files. For details about how to delete stored files, see "Deleting a Stored File", Scan.
<p>"Memory is full. Do you want to store scanned file?"</p>	<p>Because there is not enough free hard disk space in the machine for storing in the Document Server, only some of the pages could be scanned.</p>	<p>Specify whether or not to use the data.</p>
<p>"Memory is full. Scanning has been cancelled. Press [Send] to send the scanned data, or press [Cancel] to delete."</p>	<p>Because there is not enough free hard disk space in the machine for sending by e-mail while data is being stored in the Document Server, only some of the pages could be scanned.</p>	<p>Specify whether or not to use the data.</p>

Troubleshooting

When data transmission fails

Message	Cause	Solution
"Authentication with the destination has failed. Check settings. To check the current status, press [Scanned Files Status]."	The entered user name or password was invalid.	<ul style="list-style-type: none"> • Check that the user name and password are correct. • Check that the ID and password for the destination folder are correct. • A password of 128 or more characters may not be recognized.
"Exceeded max. email size. Sending email has been cancelled. Check [Max. Email Size] in Scanner Features."	The file size per page has reached the maximum e-mail size specified in [Scanner Features].	<p>Change the scanner features settings as follows:</p> <ul style="list-style-type: none"> • Increase the e-mail size limit in [Max. Email Size]. • Change the [Divide & Send Email] setting to [Yes (per Page)] or [Yes (per Max. Size)]. For details about these settings, see "Send Settings", Scan.
"Sending the data has failed. The data will be resent later."	A network error has occurred and a file was not sent correctly.	Wait until sending is retried automatically after the preset interval. If sending fails again, contact your administrator.
"Transmission has failed. Insufficient memory in the destination hard disk. To check the current status, press [Scanned Files Status]."	Transmission has failed. There was not enough free space on the hard disk of the SMTP server, FTP server, or client computer at the destination.	Allocate sufficient space.
"Transmission has failed. To check the current status, press [Scanned Files Status]."	While a file was being sent, a network error occurred and the file could not be sent correctly.	If the same message appears again after scanning again, the cause could be a mixed network. For details about network error, contact your administrator.

Troubleshooting

When data cannot be sent because a currently used file is selected

Message	Cause	Solution
"Selected file is currently in use. File name cannot be changed."	You cannot change the name of a file whose status is "Waiting...".	Cancel transmission ("Waiting..." status cleared), and then change the file name.
"Selected file is currently in use. Password cannot be changed."	You cannot change the password of a file whose status is "Waiting...".	Cancel transmission ("Waiting..." status cleared), and then change the password.
"Selected file is currently in use. User name cannot be changed."	You cannot change the sender's name whose status is "Waiting...".	Cancel transmission ("Waiting..." status cleared), and then change the user name.
"Some of selected files are currently in use. They could not be deleted."	You cannot delete a file which is waiting to be transmitted ("Waiting..." status displayed).	Cancel transmission ("Waiting..." status cleared), and then delete the file.

When data cannot be sent because there are too many documents or pages

Message	Cause	Solution
"Exceeded max. number of pages per file. Do you want to store the scanned pages as 1 file?"	The file being stored has exceeded the maximum number of pages for one file.	Specify whether to store the data or not. Scan the pages that were not scanned, and then store them as a new file. For details about storing files, see "Storing and Saving the Scanned Documents", Scan.
"Exceeded max. number of stored files. Cannot send the scanned data as capturing files is unavailable."	Too many files are waiting to be sent.	Try again after they have been sent.
"Exceeded max. page capacity per file. Press [Send] to send the scanned data, or press [Cancel] to delete."	The number of scanned pages exceeded the maximum page capacity.	Specify whether to send the data that has already been scanned.

Troubleshooting

Message	Cause	Solution
"Exceeded maximum number of file to store. Delete all unnecessary files."	Too many files are waiting to be sent.	Try again after they have been sent.

When documents cannot be stored on a memory storage device

Message	Cause	Solution
"Cannot write on the memory storage device because remaining free space is insufficient."	The memory storage device is full and scan data cannot be saved. Even if the memory storage device appears to have sufficient free space, data might not be saved if the maximum number of files that can be saved is exceeded.	<ul style="list-style-type: none"> • Replace the memory storage device. • If the document is scanned as single-page or divided into multiple pages, data already written to the memory storage device is saved as is. Replace the memory storage device, and then press [Retry] to save the remaining data, or press [Cancel] to redo the scan.
"Cannot write on the memory storage device because the device is write-protected."	The memory storage device is write-protected.	Unlock the write-protection on the memory storage device.
"Cannot write on the memory storage device. Check the memory storage device and machine settings."	The memory storage device is faulty, or the file name contains a character that cannot be used.	<ul style="list-style-type: none"> • Check to see if the memory storage device is defective. • Check the memory storage device. It might be unformatted, or its format might be incompatible with this machine. • Check the file name set at the time of scanning. For details about the characters that can be used in file names, see "Specifying the File Name", Scan.

Troubleshooting

Message	Cause	Solution
"Exceeded max. page capacity per file. Press [Write] to write the scanned data to the memory storage device, or press [Cancel] to delete."	The scan could not be completed because the maximum number of pages that can be scanned by this machine was exceeded during the scanned data was written to the memory storage device.	Reduce the number of documents to be written to the memory storage device, and then try again.
"Memory is full. Press [Write] to write the current scanned data to the memory storage device, or press [Cancel] to delete."	The scan could not be completed because there was insufficient hard disk memory when the scanned data was saved to the memory storage device.	Specify whether or not to save the scanned document to the memory storage device.

Messages Displayed on the Client Computer

This section describes likely causes of and possible solutions for the main error messages displayed on the client computer when you use the TWAIN driver. If a message not described here appears, follow the instruction.

Message	Cause	Solution
"Any of Login User Name, Login Password or Driver Encryption Key is incorrect."	The entered login user name, password, or driver encryption key was invalid.	Check your login user name, login password, or driver encryption key, and then enter them correctly. For details about login user name, login password, and driver encryption key, see "Encrypting Transmitted Passwords", Security Guide.
"Authentication succeeded. However, the access privileges for scanner function has been denied."	The logged in user name does not have permissions for scanner function.	For details about how to set permissions, see "Limiting Available Functions", Security Guide.
"Call Service" "Please call service."	An unrecoverable error has occurred in the machine.	Contact your service representative.

Troubleshooting

Message	Cause	Solution
"Exceeded the maximum number of scan modes to save. Reenter after deleting."	The maximum number of registrable scan modes has been exceeded.	The maximum number of modes that can be stored is 100. Delete unneeded modes.
"Cannot connect to the scanner. Check the network Access Mask settings in User Tools."	An access mask is set.	For details about an access mask, contact your administrator.
"Cannot detect the paper size of the original. Specify the scanning size."	The set original was misaligned.	<ul style="list-style-type: none"> Place the original correctly. Specify the scan size.
"Cannot specify any more scanning area."	The maximum number of registerable scan areas has been exceeded.	The maximum number of scanning areas that can be stored is 100. Delete unneeded scanning areas.
"Communication error has occurred on the network."	A communication error has occurred on the network.	Check whether the client computer can use the TCP/IP protocol.
"Error has occurred in the scanner driver."	An error has occurred in the driver.	<ul style="list-style-type: none"> Check whether the network cable is connected correctly to the client computer. Check whether the Ethernet board of the client computer is recognized correctly by Windows. Check whether the client computer can use the TCP/IP protocol.
"Error has occurred in the scanner."	The application-specified scan conditions have exceeded the setting range of the machine.	Check whether the scanning settings made with the application exceed the setting range of the machine.
"Fatal error has occurred in the scanner."	An unrecoverable machine error has occurred.	An unrecoverable machine error has occurred. Contact your service representative.

Troubleshooting

Message	Cause	Solution
"Insufficient memory. Close all other applications, then restart scanning."	Memory is insufficient.	<ul style="list-style-type: none"> • Close all the unnecessary applications running on the client computer. • Uninstall the TWAIN driver, and then reinstall it after restarting the computer.
"Insufficient memory. Reduce the scanning area."	Scanner memory is insufficient.	<ul style="list-style-type: none"> • Reset the scan size. • Lower the resolution. • Set with no compression. For details about the settings, see TWAIN driver Help. <p>The problem may be due to the following:</p> <ul style="list-style-type: none"> • Scanning cannot be performed if large values are set for brightness when halftone or high resolution is used. For details about the relationship between scan settings, see "Relationship between Resolution and Scan Size", Scan. • If a misfeed occurs, you might not scan an original. Remove the misfeed, and then scan the original again.
"Invalid Winsock version. Please use version 1.1 or higher."	You are using an invalid version of Winsock.	Install the operating system of the computer or copy Winsock from the operating system CD-ROM.
"No User Code is registered. Consult your system administrator."	Access is restricted with user codes.	For details about User Code Authentication, see "User Code Authentication", Security Guide.

Troubleshooting

Message	Cause	Solution
"No response from the scanner."	The machine or client computer is not connected to the network correctly.	<ul style="list-style-type: none"> • Check whether the machine or client computer is connected to the network correctly. • Disable the client computer's own firewall. For details about firewall, see Windows Help.
"No response from the scanner."	The network is crowded.	Wait for a while, and then connect to the network again.
"Scanner is in use for other function. Please wait."	A function of the machine other than the Scanner function is being used such as the Copier function.	<ul style="list-style-type: none"> • Wait for a while, and then connect to the network again. • Cancel the job that is being processed. Press [Stop]. Follow the instructions in the message that appears and exit the function that is running.
"Scanner is not available on the specified device."	The TWAIN scanner function cannot be used on this machine.	Contact your service representative.
"Scanner is not ready. Check the scanner and the options."	The original cover is open.	Check whether the original cover is closed.
"The name is already in use. Check the registered names."	You tried to register a name that is already in use.	Use another name.

When there is a problem connecting to the scanner

Message	Cause	Solution
"Cannot connect to the scanner. Check the network Access Mask settings in User Tools."	An access mask is set.	For details about an access mask, contact your administrator.

Troubleshooting

Message	Cause	Solution
"Cannot find "XXX" scanner used for the previous scan. "YYY" will be used instead." ("XXX" and "YYY" indicate scanner names.)	The main power of the previously used scanner is not set to "On".	Check whether the main power of the scanner used for the previous scan is turned on.
"Cannot find "XXX" scanner used for the previous scan. "YYY" will be used instead." ("XXX" and "YYY" indicate scanner names.)	The machine is not connected to the network correctly.	<ul style="list-style-type: none"> • Check that the previously used scanner is connected to the network correctly. • Cancel the personal firewall of the client computer. For details about firewall, see Windows Help. • Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. For details about how to check this, see "Remote Maintenance Using telnet", Connecting the Machine/ System Settings. • Select the scanner used for the previous scan.
"Communication error has occurred on the network."	A communication error has occurred on the network.	Check whether the client computer can use the TCP/IP protocol.
"Scanner is not available. Check the scanner connection status."	The machine's power is off.	Turn on the power.

Troubleshooting

Message	Cause	Solution
"Scanner is not available. Check the scanner connection status."	The machine is not connected to the network correctly.	<ul style="list-style-type: none">• Check whether the machine is connected to the network correctly.• Cancel the personal firewall function of the client computer. For details about firewall, see Windows Help.• Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. For details about how to check this, see "Remote Maintenance Using telnet", Connecting the Machine/ System Settings.
"Scanner is not available. Check the scanner connection status."	Network communication is not available because the machine's IP address could not be obtained from the host name. If only "IPv6" is set to [Active], the IPv6 address might not be obtained.	<ul style="list-style-type: none">• Check whether the machine's host name is specified in the Network Connection Tool.• Use Web Image Monitor to set "LLMNR" of "IPv6" to [Active].

Troubleshooting

When Other Messages Appear

Message	Cause	Solution
"Cannot connect with the wireless card. Turn the main power switch off, then check the card."	<ul style="list-style-type: none"> • The wireless LAN board was not inserted when the machine was turned on. • The wireless LAN board was pulled out after the machine was turned on. • The settings are not updated although the unit is detected. 	Turn off the power, and then check the wireless LAN board is inserted correctly. After this, turn on the power again. If the message appears again, contact your service representative.
"Failed to read the PDF file."	There is a possibility that the PDF version is not supported by the browser's PDF viewer or an unsupported encryption level is specified.	<p>With this machine's browser PDF files other than those whose versions and encryption levels are specified below cannot be viewed.</p> <ul style="list-style-type: none"> • PDF version: 1.3–1.7 • PDF encryption level: 128Bit AES or 256Bit AES
"Following output tray is full. Remove paper."	The output tray is full.	Remove paper from the output tray to resume printing.
"Internal cooling fan is active."	The internal cooling fan may start running to cool the interior of the machine.	<p>The fan will emit noise, but this is normal and the machine will be operable while the fan is running.</p> <p>The amount of paper that can be printed and the total operation time until the fan starts running depends on the temperature of the location at which the machine is installed.</p>

Troubleshooting

Message	Cause	Solution
"Self checking..."	<ul style="list-style-type: none"> The machine is performing image adjustment operations. The machine is cleaning its print-head. 	The machine may perform periodic maintenance during operations. The frequency and duration of maintenance depends on the humidity, temperature, and printing factors such as number of prints, paper size, and paper type. Wait for the machine to resume operation.

When There Is a Problem Scanning or Storing Originals

Message	Cause	Solution
"Cannot detect original size." "Select scan size."	The machine failed to detect the size of the original.	<ul style="list-style-type: none"> Place the original correctly. Specify the scan size, and then place the originals again.
"Cannot display preview of this page."	The size of the image you want to preview is larger than 914.4 × 1219.2 mm (36 × 48 inches).	Images larger than 914.4 × 1219.2 mm (36 × 48 inches) cannot be previewed. Specify 914.4 × 1219.2 mm (36 × 48 inches) or a smaller image, or scan again at 914.4 × 1219.2 mm (36 × 48 inches) or smaller.
"Captured file exceeded max. number of pages per file. Cannot send the scanned data."	The maximum number of pages per file has been exceeded.	Reduce the number of pages in the transmitted file, and then resend the file. For details about the maximum number of pages per file, see "Storage Function", Scan.
"Original is being scanned by another function. Please wait."	Another function of the machine is being used.	Cancel the job in progress. Press [Exit], and then press [Stop]. Follow the instructions in the message that appears and exit the function that is running.

Troubleshooting

When the Address Book Is Updated

Message	Cause	Solution
"Updating the destination list has failed. Try again?"	A network error has occurred.	<ul style="list-style-type: none"> • Check whether the server is connected. • Antivirus programs and firewalls can prevent client computers from establishing connection with this machine. • If you are using antivirus software, add the program to the exclusion list in the application settings. For details about how to add programs to the exclusion list, see the antivirus software Help. • To prevent a firewall from blocking the connection, register the machine's IP address in the firewall's IP address exclusion settings. For details about the procedure for excluding an IP address, see your operating system's Help.
"Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared."	The destination list is being updated from the network using Web Image Monitor.	Wait until the message disappears. Do not turn off the power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before operation is resumed. Operation is not possible while this message is displayed.
"Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared."	A specified destination or sender's name was cleared when the destination list in the delivery server was updated.	Specify the destination or sender's name again.

Troubleshooting

When Data Cannot Be Sent Due to a Problem with the Destination

Message	Cause	Solution
"Some invalid destination(s) contained. Do you want to select only valid destination(s)?"	The specified group contains e-mail destinations, and/or folder destination that is not supported by the specified transmission method.	In the message that appears at each transmission, press [Select].
"SMTP authentication email address and administrator email address mismatch."	The SMTP authentication e-mail address and the administrator's e-mail address do not match.	For details about how to set SMTP authentication, see "File Transfer", Connecting the Machine/ System Settings.

When the Machine Cannot Be Operated Due to a Problem with the User Certificate

Message	Cause	Solution
"The destination cannot be selected because its encryption certificate is not currently valid."	The user certificate (destination certificate) has expired.	A new user certificate must be installed. For details about the user certificate (destination certificate), see "Configuring S/MIME", Security Guide.
"The group destination cannot be selected because it contains a destination with a encryption certificate that is not currently valid."	The user certificate (destination certificate) has expired.	A new user certificate must be installed. For details about the user certificate (destination certificate), see "Configuring S/MIME", Security Guide.
"Transmission cannot be performed because the encryption certificate is not currently valid."	The user certificate (destination certificate) has expired.	A new user certificate must be installed. For details about the user certificate (destination certificate), see "Configuring S/MIME", Security Guide.

Troubleshooting

Message	Cause	Solution
"XXX cannot be YYY because the device certificate used for the S/MIME signature is not currently valid." (XXX and YYY indicate the user action.)	The device certificate (S/MIME) has expired.	A new device certificate (S/MIME) must be installed. For details about how to install a device certificate (S/MIME), see "Communication Paths via a Device Certificate", Security Guide.
"XXX cannot be YYY because there is a problem with the device certificate used for the S/MIME signature. Check the device certificate." (XXX and YYY indicate the user action.)	There is no device certificate (S/MIME), or the certificate is invalid.	For details about the device certificate (S/MIME), see "Protecting Communication Paths via a Device Certificate", Security Guide.
"XXX cannot be YYY because the Digital Signature's device certificate is not currently valid." (XXX and YYY indicate the user action.)	The device certificate (PDF with digital signature or PDF/A with digital signature) has expired.	A new device certificate (PDF with digital signature or PDF/A with digital signature) must be installed. For details about how to install a device certificate (PDF with digital signature or PDF/A with digital signature), see "Configuring PDFs with Electronic Signatures", Security Guide.
"XXX cannot be YYY because there is a problem with the Digital Signature's device certificate. Check the device certificate." (XXX and YYY indicate the user action.)	There is no device certificate (PDF with digital signature or PDF/A with digital signature), or the certificate is invalid.	A new device certificate (PDF with digital signature or PDF/A with digital signature) must be installed. For details about how to install a device certificate (PDF with digital signature or PDF/A with digital signature), see "Configuring PDFs with Electronic Signatures", Security Guide.

↓ Note

- If an e-mail cannot be sent and a message appears which states that there is a problem with the device certificate or user certificate, a new certificate must be installed. For details about how to install a new certificate, see "Configuring S/MIME" or "Protecting Communication Paths via a Device Certificate", Security Guide.

Troubleshooting

When Problems Occur While Logging In

Message	Cause	Solution
"Authentication has failed."	The entered login user name or login password is not correct.	For details about the correct login user name and login password, see "Basic Authentication", Security Guide.
"Authentication has failed."	The machine cannot perform authentication.	For details about authentication, see "Configuring User Authentication", Security Guide.

When the User Lacks Privileges to Perform an Operation

Message	Cause	Solution
"You do not have the privileges to use this function."	The logged in user name does not have permissions for the selected function.	For details about how to set permissions, see "Limiting Available Functions", Security Guide.
"The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted."	You have tried to delete files without the permission to do so.	To check your access permission for stored documents, or to delete a document you do not have permission to delete, see "Managing Stored Files", Security Guide.

When the LDAP Server Cannot Be Used

Message	Cause	Solution
"Connection with LDAP server has failed. Check the server status."	A network error has occurred and connection has failed.	Try the operation again. If the message is still displayed, the network may be busy. Check the settings for LDAP server in [System Settings]. For details about settings for LDAP server, see "Programming the LDAP Server", Connecting the Machine/ System Settings.

Troubleshooting

Message	Cause	Solution
"Exceeded time limit for LDAP server search. Check the server status."	A network error has occurred and connection has failed.	<ul style="list-style-type: none">• Try the operation again. If the message is still displayed, the network may be busy.• Check that the correct settings for LDAP server are listed in [Administrator Tools] of [System Settings]. For details about LDAP server, see "Programming the LDAP Server", Connecting the Machine/ System Settings.
"LDAP server authentication has failed. Check the settings."	A network error has occurred and connection has failed.	Configure settings correctly for the user name and the password for LDAP server authentication.

Troubleshooting

When Print Results Are Not Satisfactory

If there is a problem with the quality of the printing such as dirty or faint and patchy prints, first check the condition of the machine.

Checking Whether the Print-heads Scratch the Paper

Set Prevent Paper Abrasion mode if the prints have smeared ink.

★ Important

- **Setting Prevent Paper Abrasion mode may result in lower print quality and speed.**

Depending on the type of paper, images to be printed, or the print quality, the print-heads may scratch the paper, causing the ink to smear. If this occurs, set Prevent Paper Abrasion mode, and then try printing again.

Prevent Paper Abrasion mode raises the print-heads to prevent smeared ink on the prints.

↓ Note

- If you specify [Film (Matte)] for Paper Type, the machine specifies Prevent Paper Abrasion mode automatically.
- For details about setting Prevent Paper Abrasion mode, see "General Features", Connecting the Machine/ System Settings.

Checking Whether a Nozzle Is Clogged

Print the nozzle check test pattern to check whether the print-head nozzles are all ejecting ink properly, and, if necessary, carry out head cleaning or flushing.

1. **Print the nozzle check test pattern.**
2. **If the pattern is patchy, clean the print-heads, then print the test pattern and check the result.**
3. **Do not use the machine for at least 10 minutes, then print the test pattern again and check the result.**
4. **Clean the print-heads, and then print the test pattern. Then, clean and print a second time, and then check the result.**
5. **If the pattern is still patchy, flush the print-heads, then print the test pattern again and check the result.**
6. **Do not use the machine for at least 10 minutes, then print the test pattern again and check the result.**

Troubleshooting

7. If the pattern is still patchy, leave the machine for about eight hours. Then, print the test pattern and check the result.

This should resolve the problem. If the test pattern is still patchy, contact your service representative.

↓ Note

- For details about printing the test pattern, see page 229 "Print Nozzle Check Pattern".
- For details about head cleaning, see page 230 "Clean Print-heads".
- For details about head flushing, see page 232 "Flush Print-heads".

If the Printout Is Smeared with Dots of Ink That Are 1 to 2 mm in Diameter

If your printouts are smeared by unwanted spots of ink that are about 1 to 2 mm in diameter, you need to clean the print-heads.

Clean the print-head when you use the ink that is the same color as the spots.

If you cannot identify the color, clean all the print-heads.

↓ Note

- For details about head cleaning, see page 230 "Clean Print-heads".

Troubleshooting

Adjusting the Print Quality

Repeated printing may dirty or clog parts of the machine's interior, reducing printing quality. This can be corrected using [Maintenance].



Print Nozzle Check Pattern

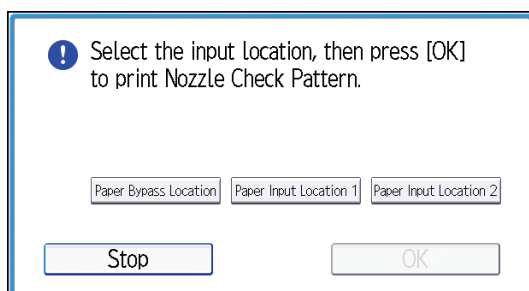
Print the test pattern to check for non-firing nozzles.

To check the print results of the test pattern, proceed to Step 7.

★ Important

- Printing the test pattern consumes ink. Perform this function only when necessary.
- Adjustment results vary depending on the Prevent Paper Abrasion mode's status. If you perform an adjustment while Prevent Paper Abrasion mode is enabled and do not want to print using this mode, cancel Prevent Paper Abrasion mode, and then perform the adjustment again.
- During printing the test pattern, do not conduct any other operations.
- An error will occur and test patterns will not print if:
 - There is a misfeed.
 - One of the machine's covers is open.
 - The machine is performing maintenance operations.
 - The machine has run out of ink.
 - The machine has run out of paper.

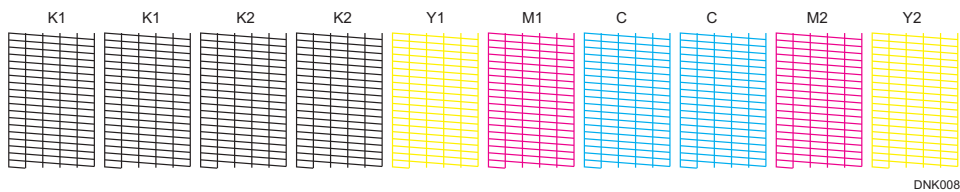
1. Press [Home] () at the bottom of the screen in the center.
2. Flick the screen to the left, and then press the [User Tools] icon ()
3. Press [Machine Features].
4. Press [Maintenance].
5. Press [Print Nozzle Check Pattern].
6. Select the paper input location from which you want to print out the test pattern, and then press [OK].



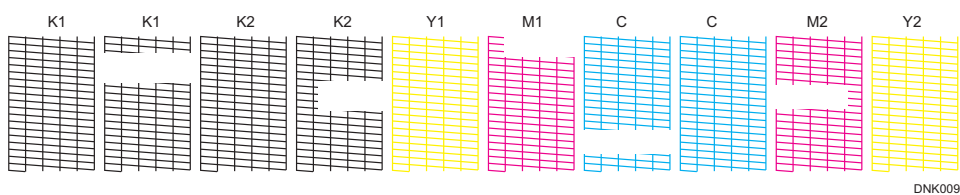
Troubleshooting

7. Check the print results of the test pattern.

- Normal print results:



- If a nozzle is not firing:



The print results of the test pattern correspond to, from left to right, [Black (K1)], [Black (K2)], [Yellow (Y1) Magenta (M1)], [Cyan (C)], and [Magenta (M2) Yellow (Y2)] for the [Clean Print-heads] and [Flush Print-heads] functions in [Maintenance]. Text, such as K1, K2, Y1, C, and M1, are printed on the print results of the test pattern.

For example, if a print result indicates that the test pattern of K1 is not firing, select [Black (K1)] for [Clean Print-heads] or [Flush Print-heads] to reactivate the nozzle.

8. Press [Exit].

If a nozzle is not firing, perform head cleaning.

9. Press [User Tools] (⚙️) on the top right of the screen.

10. Press [Home] (🏠) at the bottom of the screen in the center.

⚠️ Note

- For details about Prevent Paper Abrasion mode, see page 227 "Checking Whether the Print-heads Scratch the Paper".
- If the temperature changes suddenly from low to high, print-head nozzles may occasionally clog and not fire. If cleaning print-heads twice cannot reactivate the nozzle, flush the print-heads. For details about how to reactivate the nozzle, see page 227 "Checking Whether a Nozzle Is Clogged".
- For details about head cleaning, see page 230 "Clean Print-heads".

Clean Print-heads



Use this function to clean the print-heads if a specific color is not printing or prints out unclearly.

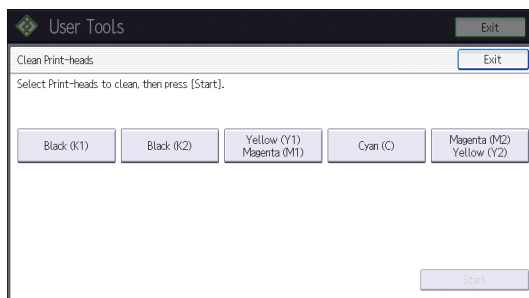
Perform this function on a color basis.

Troubleshooting

★ Important



- Head cleaning consumes ink. Perform this function only when necessary.
- Perform no other operations during head cleaning.
- Cleaning may be incomplete if ink in a cartridge gets too low or runs out during cleaning.
- An error will occur and head cleaning will not be possible if:
 - There is a misfeed.
 - One of the machine's covers is open.
 - The machine is performing maintenance operations.
 - The machine has run out of ink.
 - The machine has run out of paper.

1. Press [Home] () at the bottom of the screen in the center.
2. Flick the screen to the left, and then press the [User Tools] icon ()
3. Press [Machine Features].
4. Press [Maintenance].
5. Press [Clean Print-heads].
6. Select the color of the head you want to clean, and then press [Start].



7. Press [Exit].

To check the results of head cleaning, print the test pattern.

8. Press [User Tools] () on the top right of the screen.
9. Press [Home] () at the bottom of the screen in the center.

↓ Note

- If a nozzle still fails to start firing, perform head cleaning again. For details about checking the condition of the print-heads, see page 227 "Checking Whether a Nozzle Is Clogged".
- For details about printing the test pattern, see page 229 "Print Nozzle Check Pattern".

Troubleshooting



Flush Print-heads

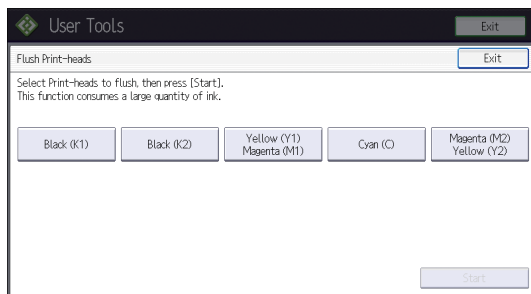
Use this function to clean the print-heads far more thoroughly. It consumes much more ink than head cleaning.

Use this function only if repeated head cleaning fails to reactivate a mis- or nonfiring nozzle. Perform this function on a color basis.

★ Important



- Flushing consumes ink. Perform this function only when necessary.
- Perform no other operations during flushing.
- Flushing is not possible if even one color has run out.
- Flushing may be incomplete if ink in a cartridge gets too low or runs out during flushing.
- An error will occur and flushing will not be possible if:
 - There is a misfeed.
 - One of the machine's covers is open.
 - The machine is performing maintenance operations.
 - The machine has run out of ink.
 - The machine has run out of paper.

1. Press [Home] () at the bottom of the screen in the center.
2. Flick the screen to the left, and then press the [User Tools] icon ()
3. Press [Machine Features].
4. Press [Maintenance].
5. Press [Flush Print-heads].
6. Select the color of the head you want to flush, and then press [Start].



7. Press [Exit].

To check the results of head flushing, print the test pattern.

8. Press [User Tools] () on the top right of the screen.
9. Press [Home] () at the bottom of the screen in the center.

Troubleshooting

Note

- For details about printing the test pattern, see page 229 "Print Nozzle Check Pattern".



Adjustment

Auto Adjust Head Position

If bidirectional printing produces misaligned verticals or blurred colors, printing the test pattern will recalibrate the machine. The test pattern differs depending on the print quality.

Important

- Printing the test pattern consumes ink. Perform this function only when necessary.
- Adjustment results vary depending on the Prevent Paper Abrasion mode's status. If you perform an adjustment while Prevent Paper Abrasion mode is enabled and do not want to print using this mode, cancel Prevent Paper Abrasion mode, and then perform the adjustment again.
- Perform no other operations while the test pattern is printing.
- An error will occur and test patterns will not print if:
 - There is a misfeed.
 - One of the machine's covers is open.
 - The machine is performing maintenance operations.
 - The machine has run out of ink.
 - The machine has run out of paper.
 - An adjustment sensor failure occurred while performing an adjustment.

1. Press [Home] () at the bottom of the screen in the center.
2. Flick the screen to the left, and then press the [User Tools] icon ()
3. Press [Machine Features].
4. Press [Maintenance].
5. Press [Auto Adjust Head Position].
6. Select the items of the head position you want to adjust, and then press [Adjustment].



Troubleshooting

The print quality you need to select differs depending on the write mode you want to adjust the head position for.

- Select [Stan./Speed Priority (Drawg.)] for normal printing.
- Select [Speed Priority] to prioritize the adjustment time.
- Select [Quality Priority] to prioritize the print quality.

7. Press [Exit].

If Auto Adjust Head Position has failed, perform Manual Adjust Head Position.

8. Press [User Tools] () on the top right of the screen.

9. Press [Home] () at the bottom of the screen in the center.

Note

- Auto Adjust Head Position cannot be performed when "Paper Type" is set to [Film (Matte)]. Perform Manual Adjust Head Position.
- Auto Adjust Head Position cannot be performed for the paper bypass location. Perform Manual Adjust Head Position.
- For details about Prevent Paper Abrasion mode, see page 227 "Checking Whether the Print-heads Scratch the Paper".
- For details about Manual Adjust Head Position, see page 234 "Manual Adjust Head Position".

Manual Adjust Head Position

If Auto Adjust Head Position has failed, perform Manual Adjust Head Position.

To check the print results of the test pattern, proceed to Step 7.

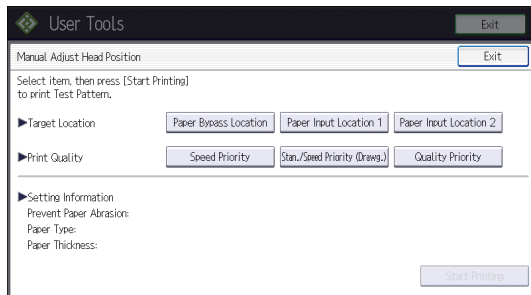
Important

- Printing the test pattern consumes ink. Perform this function only when necessary.
- Adjustment results vary depending on the Prevent Paper Abrasion mode's status. If you perform an adjustment while Prevent Paper Abrasion mode is enabled and do not want to print using this mode, cancel Prevent Paper Abrasion mode, and then perform the adjustment again.
- Perform no other operations while the test pattern is printing.
- An error will occur and test patterns will not print if:
 - There is a misfeed.
 - One of the machine's covers is open.
 - The machine is performing maintenance operations.
 - The machine has run out of ink.
 - The machine has run out of paper.

1. Press [Home] () at the bottom of the screen in the center.

Troubleshooting

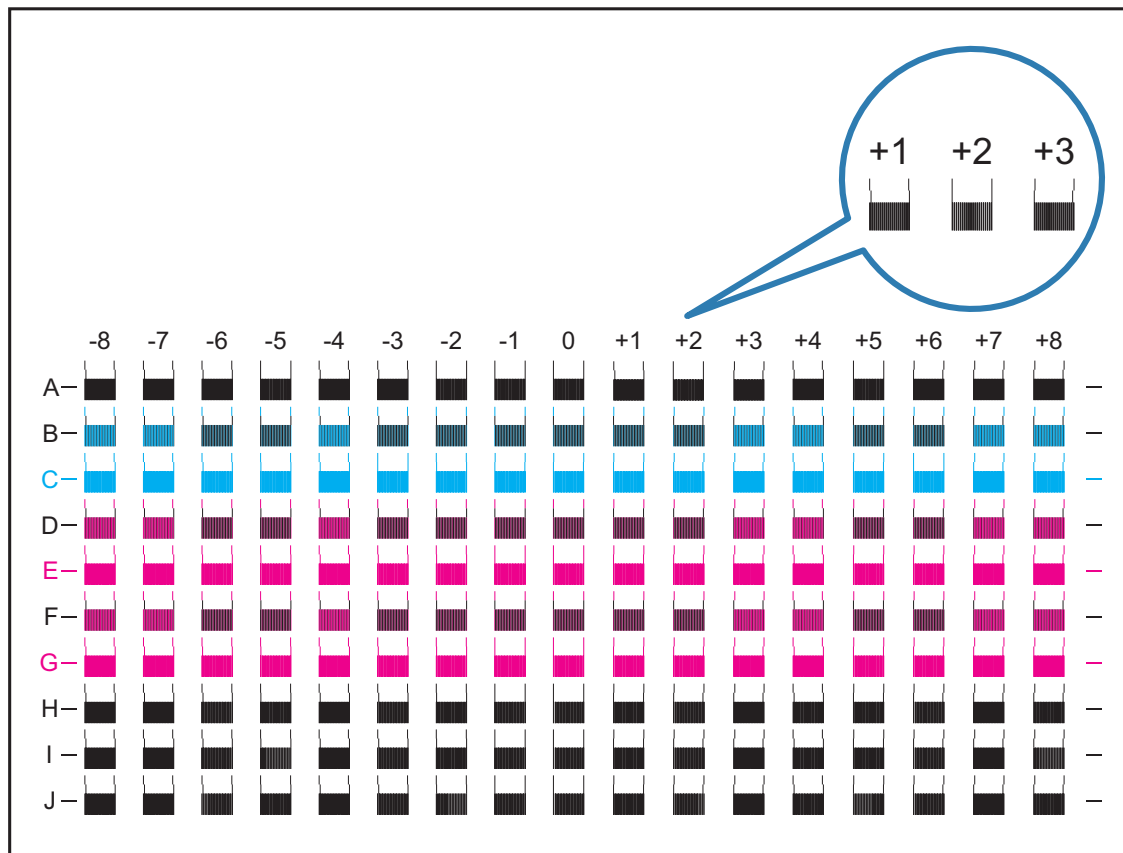
2. Flick the screen to the left, and then press the [User Tools] icon (⚙️).
3. Press [Machine Features].
4. Press [Maintenance].
5. Press [Manual Adjust Head Position].
6. Select the items of the head position you want to adjust, and then press [Start Printing].



The print quality you need to select differs depending on the write mode you want to adjust the head position for.

- Select [Stan./Speed Priority (Drawg.)] for normal printing.
 - Select [Speed Priority] to prioritize the adjustment time.
 - Select [Quality Priority] to prioritize the print quality.
7. Check the optimal adjustment value based on the print results of the test pattern.
- The optimal adjustment value is the number above the square pattern that has the faintest color closest to gray and aligned verticals on both sides. If the value in column "A" is "+2", the adjustment value of "A" is "+2".

Troubleshooting



DNK010

8. Press [Adjustment].
9. Enter the adjustment value with [+] [-], and then press [OK].
10. Press [Exit].

To check the results of adjustment, print the test pattern again.

11. Press [User Tools] (⚙️) on the top right of the screen.
12. Press [Home] (🏠) at the bottom of the screen in the center.

⬇️ Note

- For details about Prevent Paper Abrasion mode, see page 227 "Checking Whether the Print-heads Scratch the Paper".

Adjust Print Position

This function prints the test sheet for adjusting the print start position of paper on a paper input location basis.

To check the print results of the test sheet, proceed to Step 8.

★ Important

- Printing the test sheet consumes ink. Perform this function only when necessary.

Troubleshooting

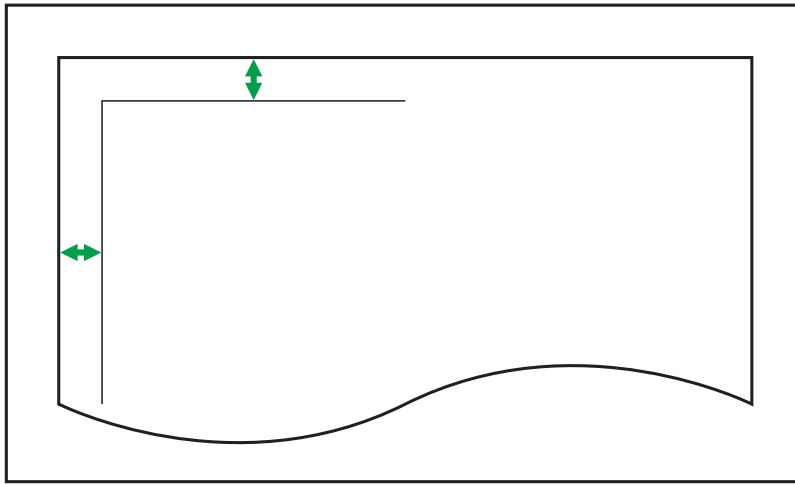
- Adjustment results vary depending on the Prevent Paper Abrasion mode's status. If you perform an adjustment while Prevent Paper Abrasion mode is enabled and do not want to print using this mode, cancel Prevent Paper Abrasion mode, and then perform the adjustment again.
- Perform no other operations while the test sheet is printing.
- An error will occur and test sheets will not print if:
 - There is a misfeed.
 - One of the machine's covers is open.
 - The machine is performing maintenance operations.
 - The machine has run out of ink.
 - The machine has run out of paper.

1. Press [Home] (🏠) at the bottom of the screen in the center.
2. Flick the screen to the left, and then press the [User Tools] icon (⚙️).
3. Press [Machine Features].
4. Press [Maintenance].
5. Press [Adjust Print Position].
6. Select the paper input location of the print position you want to adjust, and then press [Print Test Sheet].



7. Press [Start Printing].
8. Check the optimal adjustment value based on the print results of the test sheet.
 - Measure the margins between the center of the printed lines and the paper edges.

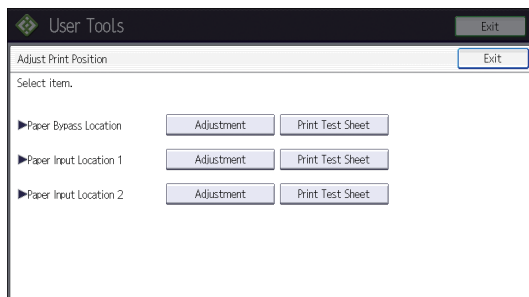
Troubleshooting



CQA006

- Adjust so that the margins are 5 mm (0.20 inches). For example, if the center of the horizontal line is printed 4 mm (0.16 inches) from the top edge of the sheet, the adjustment value of "Top Margin" is "1.0 mm (0.04 inches)".
- In the same manner, if the center of the vertical line is printed 8 mm (0.32 inches) from the left edge of the sheet, the adjustment value of "Left Margin" is "-3.0 mm (-0.12 inches)".

9. Select the paper input location of the print position you selected to adjust, and then press [Adjustment].



10. Enter the adjustment values, and then press [OK].

- Press [↑] and [↓] to enter the adjustment value of "Top Margin".
- Press [←] and [→] to enter the adjustment value of "Left Margin".

11. Press [Exit].

To check the results of adjustment, print the test sheet again.

12. Press [User Tools] (⚙️) on the top right of the screen.

13. Press [Home] (🏠) at the bottom of the screen in the center.

↓ Note

- For details about Prevent Paper Abrasion mode, see page 227 "Checking Whether the Print-heads Scratch the Paper".

Troubleshooting



Adjust Paper Feed

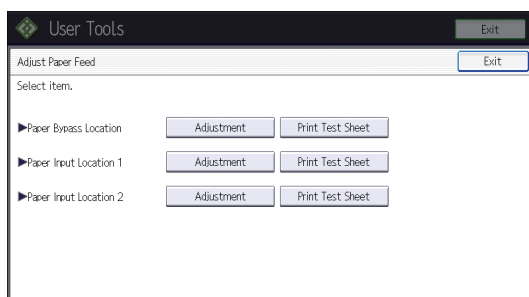
This function prints the test sheet for adjusting paper feed if misalignment of horizontals or image surface irregularities occurs.

To check the print results of the test sheet, proceed to Step 8.

★ Important

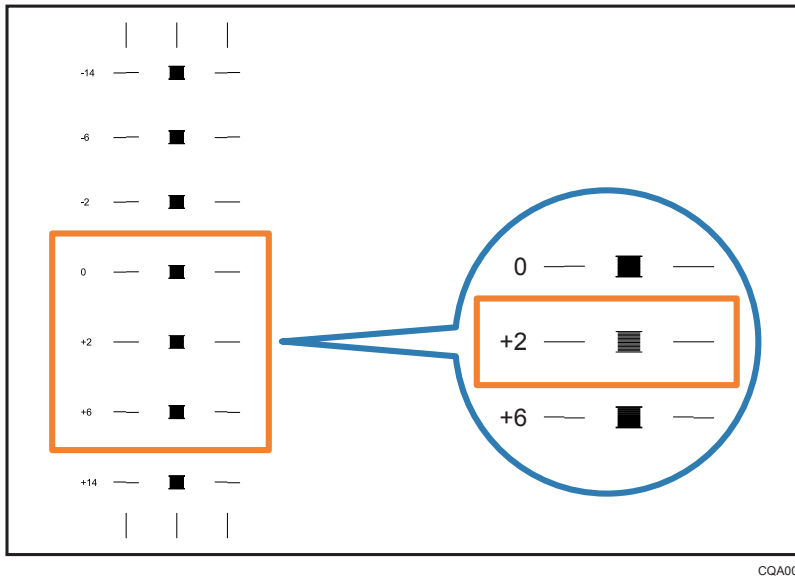
- Printing the test sheet consumes ink. Perform this function only when necessary.
- Adjustment results vary depending on the Prevent Paper Abrasion mode's status. If you perform an adjustment while Prevent Paper Abrasion mode is enabled and do not want to print using this mode, cancel Prevent Paper Abrasion mode, and then perform the adjustment again.
- Perform no other operations while the test sheet is printing.
- An error will occur and test sheets will not print if:
 - There is a misfeed.
 - One of the machine's covers is open.
 - The machine is performing maintenance operations.
 - The machine has run out of ink.
 - The machine has run out of paper.

1. Press [Home] () at the bottom of the screen in the center.
2. Flick the screen to the left, and then press the [User Tools] icon ()
3. Press [Machine Features].
4. Press [Maintenance].
5. Press [Adjust Paper Feed].
6. Select the paper input location of the paper feed you want to adjust, and then press [Print Test Sheet].



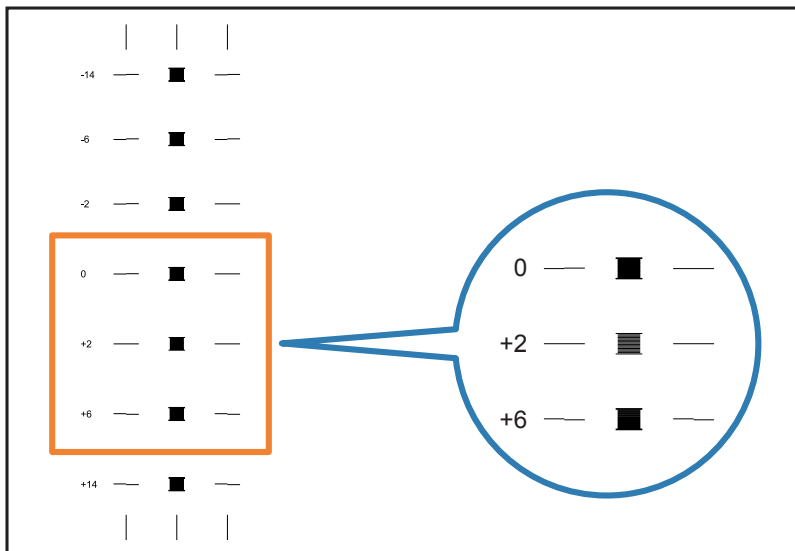
7. Press [Start Printing].
8. Check the optimal adjustment value based on the print results of the test sheet.
 - The optimal adjustment value is the number next to the square pattern that has the faintest color closest to gray and aligned horizontals on both sides. If the value on the left of the pattern is "+2", the adjustment value is "+2".

Troubleshooting



CQA008

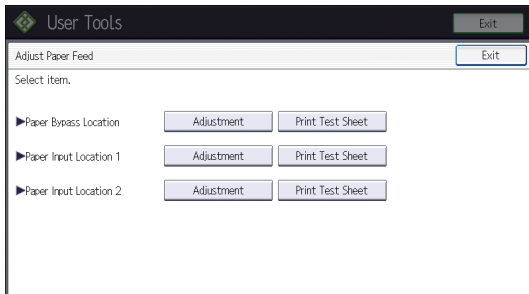
- If the horizontal lines on the both sides of the faintest square are misaligned, determine an adjustment value based on a pattern that is above or below, whose horizontals are misaligned in the opposite direction. For example, "+2" square is the faintest and the horizontals on both sides of "+6" are in the opposite direction to "+2", so the adjustment value is between "+3" and "+5" depending on the degree of misalignment. After completing the adjustment, adjust the paper feed again to check if the optimal adjustment value is set.



CQA009

Troubleshooting

9. Select the paper input location of the paper feed you selected to adjust, and then press [Adjustment].



10. Enter the adjustment value with [+] [-], and then press [OK].

11. Press [Exit].

To check the results of adjustment, print the test sheet again.

12. Press [User Tools] (⚙️) on the top right of the screen.
13. Press [Home] (🏠) at the bottom of the screen in the center.

⬇️ Note

- For details about Prevent Paper Abrasion mode, see page 227 "Checking Whether the Print-heads Scratch the Paper".

Cut Paper

This function cuts a paper roll at the specified length from the paper's leading edge.

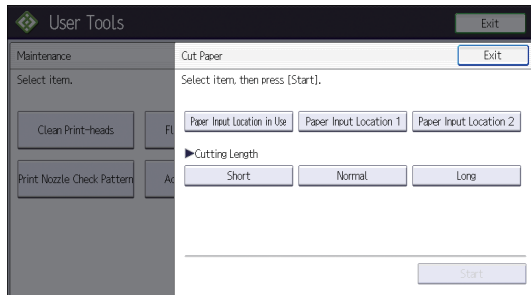
★ Important

- Perform no other operations while a paper roll is being cut.
- An error will occur and cutting paper will not be possible if:
 - One of the machine's covers is open.
 - The machine is performing maintenance operations.
 - The machine has run out of paper.

1. Press [Home] (🏠) at the bottom of the screen in the center.
2. Flick the screen to the left, and then press the [User Tools] icon (⚙️).
3. Press [Machine Features].
4. Press [Maintenance].
5. Press [Cut Paper].

Troubleshooting

6. Select the paper input location and length to cut paper, and then press [Start].



The cutting length is set to [Short] when you select [Paper Input Location in Use].

7. Press [Exit].
8. Press [User Tools] (⚙️) on the top right of the screen.
9. Press [Home] (🏠) at the bottom of the screen in the center.

⚠️ Note

- For details about how to cut a paper roll while removing jammed paper, see "Removing Jammed Paper", Troubleshooting.

RICOH
imagine. change.