

# Send Related Error

## Send Related Errors

No.	Contents
(1)	The sending error 2101 does not disappear even if changing the host name or the security software settings
(2)	Sending error 2203 does not disappear
(3)	When scanning the original loaded on the contact glass to send, the scanned data is automatically sent.

### Content of Send Related Errors

**The sending error 2101 does not disappear even if changing the host name or the security software settings**

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The incorrect port number has been set.	Change the SMB port number from '139' to '445'.	

### Sending error 2203 does not disappear

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The Windows Fire Wall is not properly set. (Windows Vista / 7 / 8)	Open [Control panel] > [System and Security] > Windows firewall] and select [Permit the program or function through Windows firewall]. Check [Share files and printers] and the check box on the right as well.	

**When scanning the original loaded on the contact glass to send, the scanned data is automatically sent.**

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	[Continuous Scan] is not set to [On].	Press [Send] key or [FAX] key, and select [On] in [Advanced setup] > [Continuous scan].	Continuous Scan (Operation Guide - Section 6)

<b>Step</b>	<b>Check description</b>	<b>Assumed cause</b>	<b>Measures</b>	<b>Reference</b>
2	Changing the setting	[Continuous Scan] is not set to [On].	Select [On] at [Functions] > [Continuous scan]	Continuous Scan (Operation Guide - Section 6)

## Sending Errors (Error Codes)

Scan to PC (SMB/FTP/Email) transmission error codes, contents, checkpoints and remedies are described.

The error code not listed here may be the software failure.

Turn the power switch off then on, and execute again.

## Scan to E-mail Error Codes

Error code	Contents
1101	SMTP/POP3 server does not exist on the network.
1102	Login to the SMTP/POP3 server has failed.
1104	Destination address domain is restricted and transmission is denied.
1105	SMTP protocol is invalid.
1106	The sender address is not set.
2101	Connection to the SMTP/POP3 server has failed.
2102	Connection to the SMTP/POP3 server has failed. (Connection timeout)
2103	The server cannot establish communication.
2201	Communication to the SMTP/POP3 server has failed.
2202	Communication to the SMTP/POP3 server has failed. (Connection timeout)
2204	The size of scanning exceeded its limit.
3101	SMTP/POP3 server responded with an error.
3201	No SMTP authentication is found.
4803	Failed to establish the SSL session.

## Content of Scan to E-mail Error Codes

### Scan to E-mail error code : 1101

SMTP/POP3 server does not exist on the network.

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	SMTP / POP3 server name is incorrect.	Correct the SMTP / POP3 server name at [Function Settings] > [E-mail] via the command center.	Command Center RX Operation Guide
2	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
3	Changing the setting	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)

### Scan to E-mail error code : 1102

Login to the SMTP/POP3 server has failed.

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The user name or the password is incorrect.	Correct the SMTP / POP3 user name or password at [Function Settings] > [E-mail] via the command center.	Command Center RX Operation Guide
2	Changing the setting	The SMTP/POP3 server settings are incorrect.	Correct the protocol in the Network Settings via the Command Center.	Command Center RX Operation Guide

### Scan to E-mail error code : 1104

Destination address domain is restricted and transmission is denied.

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	Destination address domain is restricted and transmission is denied.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide

### Scan to E-mail error code : 1105

SMTP protocol is invalid.

Step	Check description	Assumed cause	Measures	Reference
1	Checking the settings	SMTP protocol is invalid.	Correct the protocol in the Network Settings via the Command Center.	Command Center RX Operation Guide

### Scan to E-mail error code : 1106

The sender address is not set.

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The sender address is not set.	Correct the protocol in the Network Settings via the Command Center.	Command Center RX Operation Guide

### Scan to E-mail error code : 2101

Connection to the SMTP/POP3 server has failed.

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	SMTP / POP3 server name is incorrect.	Correct the SMTP / POP3 server name at [Function Settings] > [E-mail] via the command center.	Command Center RX Operation Guide

Step	Check description	Assumed cause	Measures	Reference
2	Connecting the LAN cable	The LAN cable is not connected to the main unit.	Connect the LAN cable to the main unit.	
3	Changing the setting	The port number is incorrect.	Correct the SMTP/POP3 port number.	
4	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
5	Changing the setting	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)
6	Changing the setting	The SMTP/POP3 server settings are incorrect.	Correct the protocol in the Network Settings via the Command Center.	Command Center RX Operation Guide

### Scan to E-mail error code : 2102

Connection to the SMTP/POP3 server has failed. (Connection timeout)

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	SMTP / POP3 server name is incorrect.	Correct the SMTP / POP3 server name at [Function Settings] > [E-mail] via the command center.	Command Center RX Operation Guide
2	Changing the setting	The port number is incorrect.	Correct the SMTP/POP3 port number.	
3	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
4	Changing the setting	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)
5	Changing the setting	The SMTP/POP3 server settings are incorrect.	Correct the protocol in the Network Settings via the Command Center.	Command Center RX Operation Guide

**Scan to E-mail error code : 2103**

The server cannot establish communication.

Step	Check description	Assumed cause	Measures	Reference
1	Checking the SMTP/POP3 server name	SMTP / POP3 server name is incorrect.	Correct the SMTP / POP3 server name at [Function Settings] > [E-mail] via the command center.	Command Center RX Operation Guide
2	Checking the SMTP/POP3 port No.	The port number is incorrect.	Correct the SMTP/POP3 port number.	
3	Checking the settings	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
4	Checking the settings	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)
5	Checking the settings	The SMTP/POP3 server settings are incorrect.	Correct the protocol in the Network Settings via the Command Center.	Command Center RX Operation Guide

**Scan to E-mail error code : 2201**

Communication to the SMTP/POP3 server has failed.

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
2	Changing the setting	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)

**Scan to E-mail error code : 2202**

Communication to the SMTP/POP3 server has failed. (Connection timeout)

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide

Step	Check description	Assumed cause	Measures	Reference
2	Changing the setting	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)

### Scan to E-mail error code : 2204

The size of scanning exceeded its limit.

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide

### Scan to E-mail error code : 3101

SMTP/POP3 server responded with an error.

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
2	Changing the setting	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)
3	Changing the setting	The SMTP/POP3 server settings are incorrect.	Correct the protocol in the Network Settings via the Command Center.	Command Center RX Operation Guide

### Scan to E-mail error code : 3201

No SMTP authentication is found.

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The SMTP server settings are incorrect.	Set the correct SMTP Authentication Protocol at [Function Settings] > [E-mail] via the command center.	Command Center RX Operation Guide

## Scan to E-mail error code : 4803

Failed to establish the SSL session.

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The self-signed certificate of the device is incorrect.	Correct the certificates in the Security Settings via the Command Center.	Command Center RX Operation Guide
2	Changing the setting	The service certificate settings are incorrect.	Correct the certificates in the Security Settings via the Command Center.	Command Center RX Operation Guide
3	Changing the setting	The SMTP/POP3 settings are incorrect.	Correct the protocol in the Network Settings via the Command Center.	Command Center RX Operation Guide



## Scan to FTP Error Codes

Error code	Contents
1101	FTP server does not exist on the network.
1102	Login to the FTP server has failed.
1105	FTP protocol is not enabled.
1131	Initializing TLS has failed.
1132	TLS negotiation has failed.
2101	Connection to the FTP server has failed.
2102	Connection to the FTP server has failed. (Timeout)
2103	The server cannot establish communication.
2201	Communication with the FTP server has failed.
2202	Communication with the FTP server has failed. (Timeout)
2203	No response from the server during a specific period of time.
2231	Communication with the FTP server has failed. (FTPS communication)
3101	FTP server responded with an error.

### Content of Scan to FTP Error Codes

#### Scan to FTP error code : 1101

FTP server does not exist on the network.

Step	Check description	Assumed cause	Measures	Reference
1	Correcting the FTP host name	The FTP host name is incorrect.	Correct the FTP host name via the Command Center.	Command Center RX Operation Guide
2	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
3	Changing the setting	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)

### Scan to FTP error code : 1102

Login to the FTP server has failed.

Step	Check description	Assumed cause	Measures	Reference
1	Correcting the user name or the password	The user name or the password is incorrect.	Correct the user name and the password.	
2	Changing the setting	FTP server is improper.	Correct the protocol in the Network Settings via the Command Center.	Command Center RX Operation Guide

### Scan to FTP error code : 1105

FTP protocol is not enabled.

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	FTP protocol is not enabled.	Correct the protocol in the Network Settings via the Command Center.	Command Center RX Operation Guide

### Scan to FTP error code : 1131

Initializing TLS has failed.

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The security settings of the device are incorrect.	Correct the settings in the Security Settings via the Command Center.	Command Center RX Operation Guide

### Scan to FTP error code : 1132

TLS negotiation has failed.

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The security settings of the device are incorrect.	Correct the settings in the Security Settings via the Command Center.	Command Center RX Operation Guide
2	Changing the setting	The FTP server settings are incorrect.	Correct the protocol in the Network Settings via the Command Center.	Command Center RX Operation Guide

## Scan to FTP error code : 2101

Connection to the FTP server has failed.

Step	Check description	Assumed cause	Measures	Reference
1	Correcting the FTP host name	The FTP host name is incorrect.	Correct the FTP host name via the Command Center.	Command Center RX Operation Guide
2	Checking the LAN cable	The LAN cable is not connected to the main unit.	Connect the LAN cable to the main unit.	
3	Correcting the FTP port no.	The port number is incorrect.	Correct the FTP port number.	
4	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
5	Changing the setting	The FTP server settings are incorrect.	Correct the protocol in the Network Settings via the Command Center.	Command Center RX Operation Guide

## Scan to FTP error code : 2102

Connection to the FTP server has failed. (Timeout)

Step	Check description	Assumed cause	Measures	Reference
1	Correcting the FTP host name	The FTP host name is incorrect.	Correct the FTP host name via the Command Center.	Command Center RX Operation Guide
2	Correcting the FTP port no.	The port number is incorrect.	Correct the FTP port number.	
3	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
4	Changing the setting	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)
5	Changing the setting	The FTP server settings are incorrect.	Correct the protocol in the Network Settings via the Command Center.	Command Center RX Operation Guide

### Scan to FTP error code : 2103

The server cannot establish communication.

Step	Check description	Assumed cause	Measures	Reference
1	Correcting the FTP host name	The FTP host name is incorrect.	Correct the FTP host name via the Command Center.	Command Center RX Operation Guide
2	Correcting the FTP port no.	The port number is incorrect.	Correct the FTP port number.	
3	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
4	Changing the setting	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)
5	Changing the setting	The FTP server settings are incorrect.	Correct the protocol in the Network Settings via the Command Center.	Command Center RX Operation Guide

### Scan to FTP error code : 2201

Communication with the FTP server has failed.

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
2	Changing the setting	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)
3	Correcting the destination folder name	The destination folder name is incorrect.	Set the correct destination folder.	
4	Changing the setting	The FTP server settings are incorrect.	Correct the protocol in the Network Settings via the Command Center.	Command Center RX Operation Guide

### Scan to FTP error code : 2202

Communication with the FTP server has failed. (Timeout)

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
2	Changing the setting	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)

### Scan to FTP error code : 2203

No response from the server during a specific period of time.

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
2	Changing the setting	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)

### Scan to FTP error code : 2231

Communication with the FTP server has failed. (FTPS communication)

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
2	Changing the setting	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)

## Scan to FTP error code : 3101

FTP server responded with an error.

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
2	Changing the setting	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)
3	Changing the setting	The FTP server settings are incorrect.	Correct the protocol in the Network Settings via the Command Center.	Command Center RX Operation Guide

## Scan to SMB Error Codes

Error code	Contents
1101	Destination host does not exist on the network.
1102	Login to the host has failed.
1103	Destination host, folder, and/or file names are invalid.
1105	SMB protocol is not enabled.
2101	Login to the host has failed.
2201	Writing scanned data has failed.
2203	No response from the host during a specific period of time.

### Content of Scan to SMB Error Codes

#### Scan to SMB error code : 1101

Destination host does not exist on the network.

Step	Check description	Assumed cause	Measures	Reference
1	Correcting the destination host name	The destination host name is incorrect.	Correct the destination host name.	
2	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
3	Changing the setting	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)

#### Scan to SMB error code : 1102

Login to the host has failed.

Step	Check description	Assumed cause	Measures	Reference
1	Correcting the user name and the password	The user name or the password is incorrect.	Correct the user name and the password.	
2	Firmware upgrade	The firmware is not the latest version.	Upgrade the main firmware to the latest version. Then, start up the Command Center and check if [Use Temporary File Name] at 'SMB' is [On] at [Network Settings] > [Send Protocols] (Default setting: [On]). If it is [Off], change it to [On].	Firmware Update Command Center RX Operation Guide

Step	Check description	Assumed cause	Measures	Reference
3	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
4	Changing the setting	The sharing settings of the destination host / folder are incorrect.	Correct the sharing settings of the destination host / folder.	

### Scan to SMB error code : 1103

Destination host, folder, and/or file names are invalid.

Step	Check description	Assumed cause	Measures	Reference
1	Checking the destination host name, destination folder name and the file name	The invalid character is included.	Correct the destination host name, folder name or the file name if the invalid characters are included.	
2	Correcting the destination folder name and the file name	The destination folder name or the file name is incorrect.	Revise the destination folder and file name according to the naming rules.	
3	Changing the setting of the destination host and folder.	The destination host or the destination folder is not set properly.	Revise the destination host and destination folder properly.	

### Scan to SMB error code : 1105

SMB protocol is not enabled.

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The settings of the SMP protocol are incorrect.	Correct the protocol in the Network Settings via the Command Center.	Command Center RX Operation Guide

### Scan to SMB error code : 2101

Login to the host has failed.

Step	Check description	Assumed cause	Measures	Reference
1	Correcting the destination host name	The destination host name is incorrect.	Correct the destination host name.	
2	Checking the LAN cable	The LAN cable is not connected to the main unit in the transmission (Scan to SMB).	Connect the LAN cable to the main unit.	
3	Correcting the SMB port no.	The port number is incorrect.	Correct the SMB port number.	SMB Transmission Settings



Step	Check description	Assumed cause	Measures	Reference
4	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
5	Changing the setting	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)

### Scan to SMB error code : 2201

Writing scanned data has failed.

Step	Check description	Assumed cause	Measures	Reference
1	Correcting the sending file name	The sending file name is incorrect.	Correct the scanning file name.	
2	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
3	Changing the setting	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)

### Scan to SMB error code : 2203

No response from the host during a specific period of time.

Step	Check description	Assumed cause	Measures	Reference
1	Changing the setting	The network settings are incorrect.	Correct the settings in the Network Settings via the Command Center.	Command Center RX Operation Guide
2	Changing the setting	The network settings that the main unit is connected to are incorrect.	Correct the network settings that the main unit is connected to.	System / Network (Operation Guide - Section 8)
3	Checking the LAN cable	The LAN cable is not connected to the main unit in the transmission (Scan to SMB).	Connect the LAN cable to the main unit.	