

SMB Scanning

1101 Host destination does not exist on the network.

- Confirm destination hostname.
- Confirm device's network parameters.

Confirm the network parameters the device is connected to.

1102 Login to the host has failed.

- Confirm user name and password.
- Confirm the network parameters the device is connected to.
- Check the host if the folder is properly shared.

1103 Destination hostname, folder, and/or file names are invalid.

- Check illegal characters are not contained within these names.
- Check the name of the folder and files conform with the naming syntax.
- Confirm destination hostname and folder.
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1105 SMB protocol is not enabled.

- Confirm device's SMB protocols.

2101 Login to the host has failed.

- Confirm destination hostname.
- Confirm that the LAN cable is properly connected to the device.
- Check the SMB port number.
- Confirm device's network parameters.
- Confirm the network parameters the device is connected to.
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2201 Writing scanned data has failed.

- Check the scanning file name.
- Confirm device's network parameters.
- Confirm the network parameters the device is connected to.
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2203 No response from the host during a certain period of time.

- Confirm the network parameters the device is connected to.
- Confirm that the LAN cable is properly connected to the device.

Scan to Email

- 1101** SMTP/POP3 server does not exist on the network.
- Check the SMTP/POP3 server name.
 - Confirm device's network parameters.
 - Confirm the network parameters the device is connected to.
- 1102** Login to the SMTP/POP3 server has failed.
- Confirm user name and password.
 - Check the SMTP/POP3 server.
- 1104** The domain the destined address belongs is prohibited by scanning restriction.
- Confirm device's SMTP parameters.
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- 1105** SMTP protocol is not enabled.
- Confirm device's SMTP protocols.
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- 1106** Sender's address is not specified.
- Confirm device's SMTP protocols.
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- 2101** Connection to the SMTP/POP3 server has failed.
- Check the SMTP/POP3 server name.
 - Confirm that the LAN cable is properly connected to the device.
 - Check the SMTP/POP3 port number.
 - Confirm device's network parameters.
 - Confirm the network parameters the device is connected to.
 - Check the SMTP/POP3 server.
- 2102** Connection to the SMTP/POP3 server has failed.
(Connection timeout)
- Check the SMTP/POP3 server name.
 - Check the SMTP/POP3 port number.
 - Confirm device's network parameters.
 - Confirm the network parameters the device is connected to.
 - Check the SMTP/POP3 server.

- 2103** The server cannot establish communication.
- Check the SMTP/POP3 server name.
 - Check the SMTP/POP3 port number.
 - Confirm device's network parameters.
 - Confirm the network parameters the device is connected to.
 - Check the SMTP/POP3 server.
- 2201** Connection to the SMTP/POP3 server has failed.
- Confirm device's network parameters.
 - Confirm the network parameters the device is connected to.
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- 2202** Connection to the SMTP/POP3 server has failed.(Timeout)
- Confirm device's network parameters.
 - Confirm the network parameters the device is connected to.
- 2204** The size of scanning exceeded its limit.
- Confirm device's network parameters.
- 3101** SMTP/POP3 server responded with an error.
- Confirm device's network parameters.
 - Confirm the network parameters the device is connected to.
 - Check the SMTP/POP3 server.
- 3102** Error: Server Response.
- Check the SMTP/POP3 server.
 - Wait a minute and try again.
- 3201** No SMTP authentication is found.
- Check the SMTP server.The device supports SMTP authentication services including CRAM-MD5, DIGEST-MD5, PLAIN and LOGIN.
- 4803** Failed to establish the SSL session.
- Verify the self certificate of the device.
 - Check the server certificate of the SMTP/POP3 server.
 - Check the SMTP/POP3 configuration of the device and the SMTP/POP3 server.

Scan to FTP

1101 FTP server does not exist on the network.

- Check the FTP server name.
- Confirm device's network parameters.
- Confirm the network parameters the device is connected to.

1102 Login to the FTP server has failed.

- Confirm user name and password.
- Check the FTP server name.

1103 Destined folder is invalid.

- Check illegal characters are not contained within these names.
- Check the FTP server name.

1105 FTP protocol is not enabled.

- Confirm device's FTP protocols.

1131 Initializing TLS has failed.

- Confirm device's security parameters.

1132 TLS negotiation has failed.

- Confirm device's security parameters.
- Check the FTP server name.

2101 Access to the FTP server has failed.

- Check the FTP server name.
- Confirm that the LAN cable is properly connected to the device.
- Check the FTP port number.
- Confirm device's network parameters.
- Confirm the network parameters the device is connected to.
- Check the FTP server name.

2102 Access to the FTP server has failed.(Connection timeout)

- Check the FTP server name.
- Check the FTP port number.
- Confirm device's network parameters.
- Confirm the network parameters the device is connected to.
- Check the FTP server name.

2103 The server cannot establish communication.

- Check the FTP server name.
- Check the FTP port number.
- Confirm device's network parameters.
- Confirm the network parameters the device is connected to.
- Check the FTP server name.

2201 Connection with the FTP server has failed.

- Confirm device's network parameters.
- Confirm the network parameters the device is connected to.
- Confirm destined folder.
- Check the FTP server name.

2202 Connection with the FTP server has failed.(Timeout)

- Confirm device's network parameters.
- Confirm the network parameters the device is connected to.

2203 No response from the server during a certain period of time.

- Confirm device's network parameters.
- Confirm the network parameters the device is connected to.

2231 Connection with the FTP server has failed.(FTPS communication)

- Confirm device's network parameters.
- Confirm the network parameters the device is connected to.

3101 FTP server responded with an error.

- Confirm device's network parameters.
- Confirm the network parameters the device is connected to.
- Check the FTP server.