

Is the machine malfunctioning? Find the solutions to your problems.

This category provides remedies for error messages that appear on the touch panel display due to paper jams and other causes.



Clearing Paper Jams

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Clearing Paper Jams

If a paper jam occurs, a screen indicating the location of the paper jam and how to clear the jam appears on the touch panel display. Follow the instructions on the screen to clear the paper jam. The screen is displayed repeatedly until the paper jam is cleared. If you press [Close], you can continue operations, such as setting modes or scanning originals, even if the jammed paper is not removed immediately.



WARNING

Some areas inside the machine are subject to high-voltages. When removing jammed paper or when inspecting the inside of the machine, do not allow necklaces, bracelets, or other metal objects to touch the inside of the machine, as this may result in burns or electrical shock.

CAUTION

When removing jammed originals or paper, take care not to cut your hands on the edges of the originals or paper. If you cannot remove the paper, contact your local authorized Canon dealer.

When removing paper which has become jammed inside the machine, take care not to allow the toner on the jammed paper to come into contact with your hands or clothing, as this will dirty your hands or clothing. If they become dirty, wash them immediately with cold water. Washing them with warm water will set the toner, and make it impossible to remove the toner stains.

When removing paper which has become jammed inside the machine, remove the jammed paper gently to prevent the toner on the paper from scattering and getting into your eyes or mouth. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.

The fixing assembly and its surroundings inside the machine may become hot during use. When removing jammed paper or when inspecting the inside of the machine, do not touch the fixing assembly and its surroundings, as doing so may result in burns or electrical shock.

After clearing all paper jams, remove your hands from the machine immediately. Even if the machine is not in operation, your hands, hair, or clothing may get caught in the feed rollers, which could result in personal injury or damage if the machine suddenly starts printing.

IMPORTANT

If a paper jam occurs in the feeder, you cannot continue operating the machine. Follow the directions on the touch panel display to clear the paper jam. (See "Feeder.")

Some areas that are shown to have paper jams may not actually have paper jams. However, always check all locations indicated on the touch panel display in the order that is given.

After you have cleared all the paper jams, make sure to return all the covers to their original positions. Once you have removed all of the jammed paper, printing resumes.

NOTE

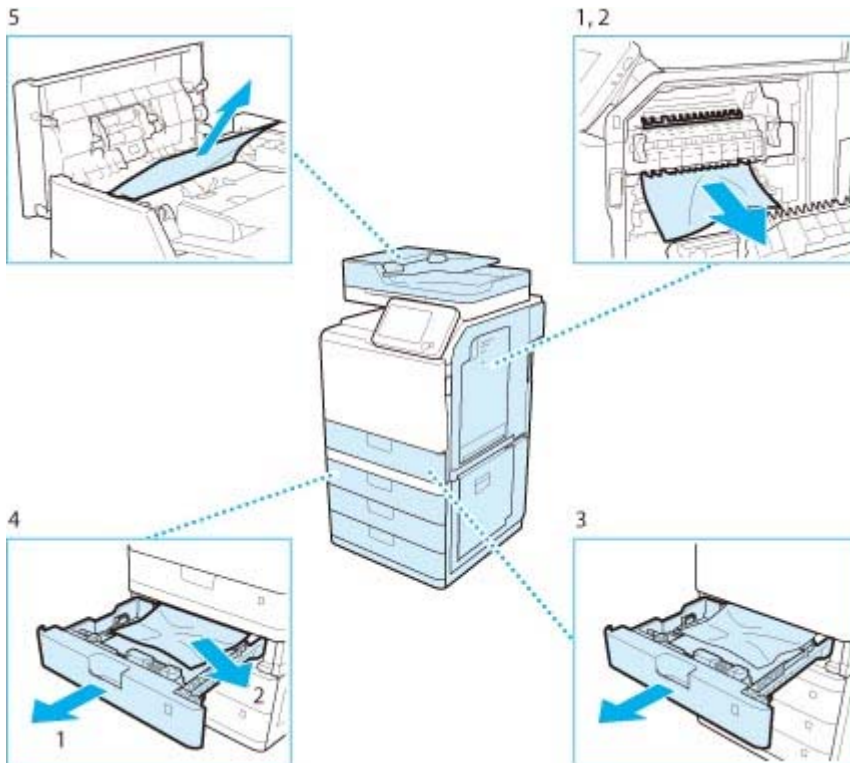
If paper is jammed in several locations, remove the jammed paper in the order indicated on the touch panel display.

NOTE

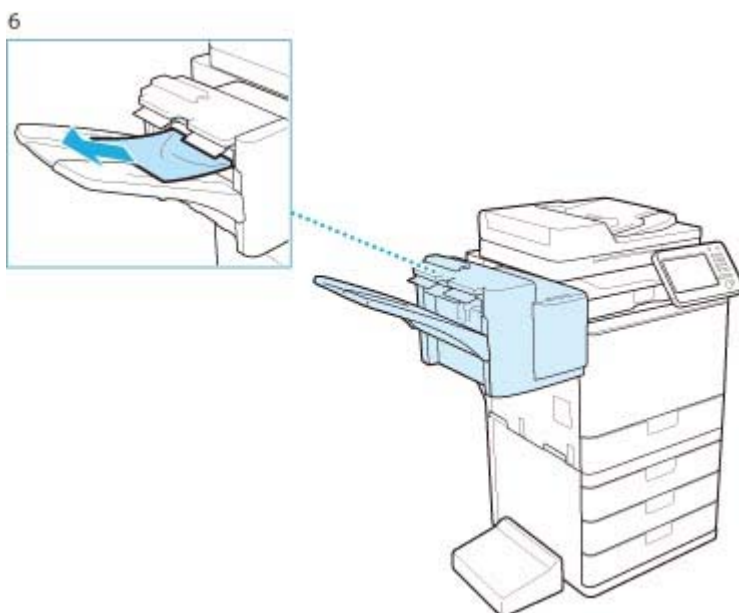
When all the paper jams are cleared, the machine automatically recalculates the number of copies or prints to make. You do not need to re-enter the number of copies or prints, even if you are printing multiple sets.

Locations of Paper Jams

Paper jams may occur in the following parts of the machine. See the applicable section to clear the paper jam.



1. Main Unit
2. Inside the Fixing Assembly
3. Paper Drawer 1
4. Paper Drawer 2, 3, and 4
5. Feeder



6. Staple Finisher-S1 (Optional)

Main Unit

Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.

NOTE

If paper is loaded in the multi-purpose tray, make sure to remove any paper from the multi-purpose tray first.

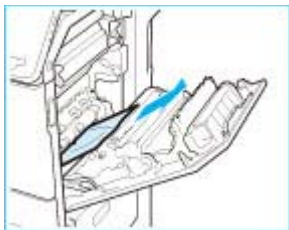
1.

Grip the handle, and open the right cover of the main unit.



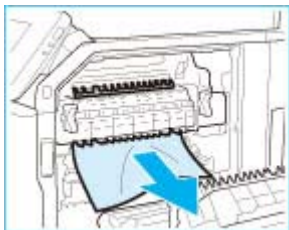
2.

Remove any jammed paper from the paper drawer.



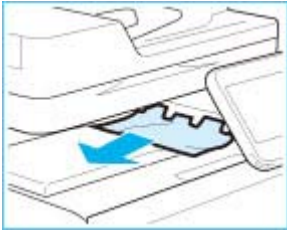
3.

Remove any jammed paper from below the fixing assembly.



4.

Remove any jammed paper from the output tray of the main unit.



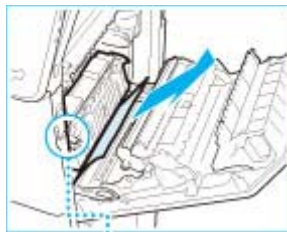
5.

Remove any jammed paper from the area near the feed roller.



6.

Remove any jammed paper from the duplexing unit.



1. Lift the duplexing unit.

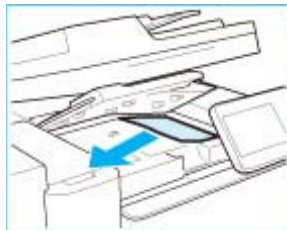
2. Remove any jammed paper.



3. Return the duplexing unit to its original position.

7.

Remove any jammed paper under the platen glass.



1. Lift the feeder and platen glass, and then lift the buffer pass unit.

2. Remove any jammed paper.

3. Close the buffer pass unit, and then close the platen glass.

If the machine does not have an optional finisher attached, proceed to step 8.

Step 7 is only required if the machine has an optional finisher attached.

 **WARNING**

When closing the platen glass, be careful not to get your fingers caught, as this may result in personal injury.

8.

Close the right cover of the main unit.

 **CAUTION**

When closing the right cover of the main unit, be careful not to get your fingers caught, as this may result in personal injury.

NOTE

Gently close the cover until it clicks into place in the closed position.

9.

Follow the instructions on the screen.

NOTE

The screen indicating the directions on how to clear the paper jam is displayed repeatedly until the paper jam is cleared.

Inside the Fixing Assembly

If a message indicating there is a paper jam inside the fixing assembly appears, follow the procedure described below to remove the jammed paper.

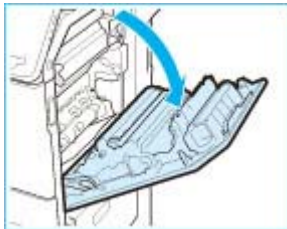
If the procedure cannot be completed because paper is entangled around the fixing assembly, contact your local authorized Canon dealer.

CAUTION

The fixing assembly and its surroundings inside the printer are hot during use. Make sure the fixing assembly is completely cool before removing the jammed paper. Touching the fixing assembly when it is still hot may result in burns.

1.

Grip the handle, and open the right cover of the main unit.



2.

Remove the fixing assembly.



1. Hold the fixing assembly by the parts indicated in blue.

2. Remove the fixing assembly by pulling it out horizontally.

CAUTION

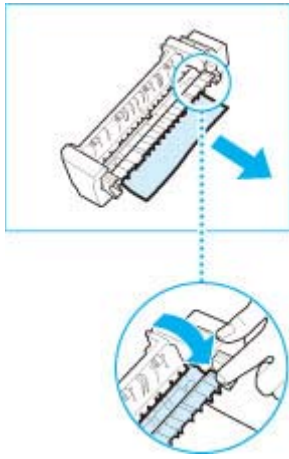
The fixing assembly and its surroundings inside the printer are hot during use. Make sure the fixing assembly is completely cool before removing the jammed paper. Touching the fixing assembly when it is still hot may result in burns.

3.

If jammed paper protrudes from the fixing assembly, remove it.

1. Place the fixing assembly on a flat surface.

2. Remove any jammed paper from the fixing assembly.

**NOTE**

In the following cases, contact your local authorized Canon dealer.

You cannot complete the procedure because paper is entangled around the fixing assembly and cannot be removed.

You can see the paper jammed inside the fixing assembly but it cannot be removed.

4.

Install the fixing assembly.



1. Hold the fixing assembly by the parts indicated in blue.

2. Align the fixing assembly with the frame and gently slide the fixing assembly back into place horizontally.

NOTE

Gently push the fixing assembly back into the machine until it clicks into place.

5.

Close the right cover of the main unit.

 **CAUTION**

When closing the right cover of the main unit, be careful not to get your fingers caught, as this may result in personal injury.

NOTE

Gently close the cover until it clicks into place in the closed position.

The screen indicating the location of the paper jam repeatedly appears on the touch panel display until the paper jam is entirely cleared.

Paper Sources

If a paper jam occurs in a paper drawer, a screen prompting you to remove the jammed paper appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, while referring to the directions that appear on the touch panel display, to remove the jammed paper.

[Paper Drawer 1](#)

[Paper Drawer 2, 3, and 4](#)

NOTE

If you are using the imageRUNNER ADVANCE C350i/C250i, Paper Drawers 2, 3, and 4 are optional products. ([See "Tillvalsprodukter som krävs för varje funktion."](#))

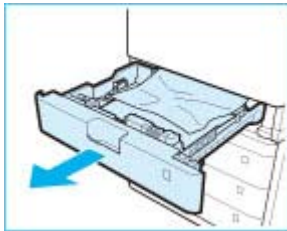
If paper is loaded in the multi-purpose tray, remove the loaded paper.

Paper Drawer 1

Check the location of the paper jam, and follow the procedure described below, while referring to the directions that appear on the touch panel display, to remove the jammed paper.

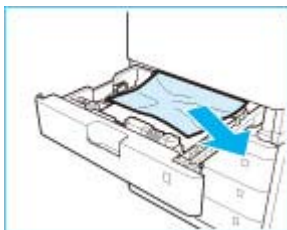
1.

Grip the handle, and pull out the paper drawer until it stops.



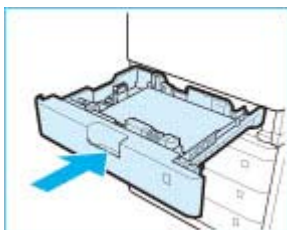
2.

Remove the jammed paper.



3.

Gently push the paper drawer back into the machine.



CAUTION

When returning the paper drawer to its original position, be careful not to get your fingers caught, as this may result in personal injury.

4.

Follow the instructions on the screen.

NOTE

NOTE

The screen indicating the directions on how to clear the paper jam is displayed repeatedly until the paper jam is cleared.

Paper Drawer 2, 3, and 4

Check the location of the paper jam, and follow the procedure described below, while referring to the directions that appear on the touch panel display, to remove the jammed paper.

NOTE

If you are using the imageRUNNER ADVANCE C350i/C250i, Paper Drawers 2, 3, and 4 are optional products. (See "Tillvalsprodukter som krävs för varje funktion.")

1.

Remove any paper jammed inside the right cover of the paper drawer.



1. Open the right cover of the paper drawer.

2. Remove any paper jammed inside the right cover of the paper drawer.

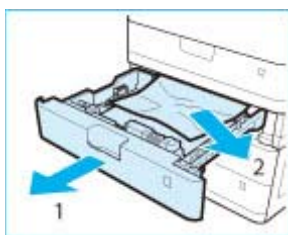
3. Close the right cover of the paper drawer.

CAUTION

When closing the right cover of the paper drawer, be careful not to get your fingers caught, as this may result in personal injury.

2.

Remove any jammed paper from the paper drawer.



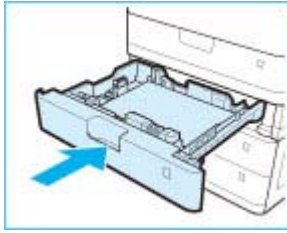
1. Pull out the paper drawer (2, 3, or 4).

2. Remove any jammed paper from the paper drawer.

Paper may be jammed in a location other than the paper drawer displayed on the touch panel display. Pull out each drawer and check whether there is any jammed paper.

3.

Gently push the paper drawer back into the machine.



⚠ CAUTION

When returning the paper drawer to its original position, be careful not to get your fingers caught, as this may result in personal injury.

4.

Follow the instructions on the screen.

NOTE

The screen indicating the directions on how to clear the paper jam is displayed repeatedly until the paper jam is cleared.

Feeder

Check the location of the paper jam, and follow the procedure described below, while referring to the directions that appear on the touch panel display, to remove the jammed original.

CAUTION

When removing jammed originals, take care not to cut your hands on the edges of the originals.

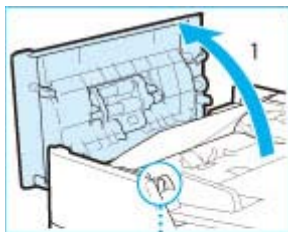
1.

Remove any originals from the original supply tray.



2.

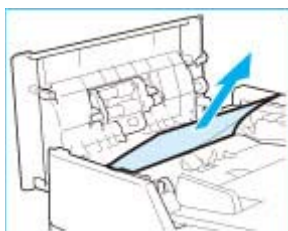
Remove any originals jammed inside the feeder cover.



1. Open the feeder cover.



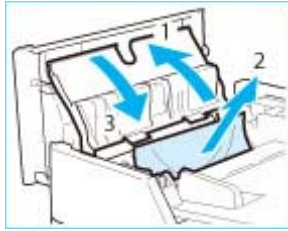
2. Lift the lever.



3. Remove any jammed paper.

3.

Remove any originals jammed inside the inner cover of the feeder.



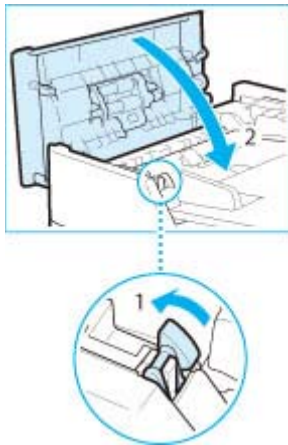
1. Open the inner cover of the feeder.
2. Remove any jammed paper.
3. Close the inner cover of the feeder.

CAUTION

When closing the inner cover of the feeder, be careful not to get your fingers caught, as this may result in personal injury.

4.

Close the feeder cover.



1. Return the lever to its original position.

2. Close the feeder cover.

CAUTION

When closing the feeder cover, be careful not to get your fingers caught, as this may result in personal injury.

5.

Remove any originals jammed in the underside of the feeder.



1. Open the feeder.
2. Remove any jammed originals.
3. Close the feeder.

CAUTION

Be aware that the light emitted from the platen glass may be very bright when closing the feeder.

6.

Follow the instructions on the screen.

NOTE

The screen indicating the directions on how to clear the paper jam is displayed repeatedly until the paper jam is cleared.

Staple Finisher-S1 (Optional)

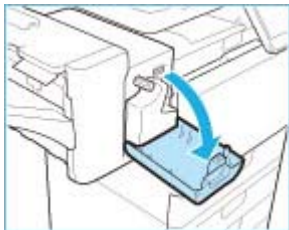
Check the location of the paper jam, and follow the procedure described below, while referring to the directions that appear on the touch panel display, to remove the jammed paper.

NOTE

The Staple Finisher-S1 is an optional product.
If there is paper in the output tray, remove the output paper before proceeding with this procedure.

1.

Open the front cover of the finisher.



2.

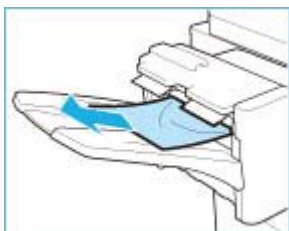
Turn the feed dial to deliver the jammed paper to the output tray.



If there is paper jammed in a location other than the output guide, follow the instructions in "[Main Unit](#)" to remove any jammed paper.

3.

Remove any jammed paper from the output tray of the finisher.



4.

Close the front cover of the finisher.

 **CAUTION**

When closing the front cover of the finisher, be careful not to get your fingers caught, as this may result in personal injury.

5.

Follow the instructions on the screen.

NOTE

The screen indicating the directions on how to clear the paper jam is displayed repeatedly until the paper jam is cleared.

After you have cleared all the paper jams, make sure to return all the covers to their original positions. Once you have removed all of the jammed paper, printing resumes.

Reducing the Frequency of Paper Jams

If paper jams occur frequently, even though there is no apparent problem with the machine, either one of the following two reasons may be the cause. Follow the instructions described below to reduce the frequency of paper jams.

There are torn pieces of paper left inside the machine.

Pulling jammed paper out of the machine by force may leave parts of the paper torn inside, leading to frequent paper jams.

If paper tears while you are trying to remove jammed paper from the machine, make sure that you remove all of the torn pieces.

The paper is not loaded correctly in the paper drawer.

Make sure that the paper size label of the paper drawer matches the size of the paper loaded in the paper drawer.

Clearing Staple Jams (Staple Finisher-S1)

If a staple jam occurs, a screen indicating the location of the staple jam and how to clear the jam appears on the touch panel display. Follow the instructions on the screen to clear the staple jam. The screen is displayed repeatedly until the staple jam is cleared. If you press [Close], you can continue operations, such as setting modes or scanning originals, even if the jammed staple is not removed immediately.



Check the location of the staple jam, and follow the procedure described below, while referring to the directions that appear on the touch panel display, to remove the jammed staple.

IMPORTANT

Make sure to close all covers and paper drawers of the machine before clearing any staple jams.

NOTE

The Staple Finisher-S1 is an optional product.

1.

Pull out the staple case.



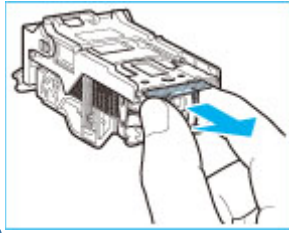
* Staple Case

1. Open the front cover of the finisher.

2. Grasp the staple case by the green tab and pull the staple case out from the stapler unit.

2.

Remove any jammed bent staples from the stapler unit.



1. Push down the tab on the staple case.
2. Remove all of the bent staples that slide from the staple cartridge.
3. Return the tab on the staple case to its original position.

3.

Attach the staple case.



1. Gently push the staple case back into the finisher and push down firmly until it is securely in place.

2. Close the front cover of the finisher.

 **CAUTION**

When closing the front cover of the finisher, be careful not to get your fingers caught, as this may result in personal injury.

IMPORTANT

As soon as the cover is closed, the stapler unit automatically conducts several dry fires to reposition the staples.

If Memory Becomes Full While Scanning

The machine's memory can store up to approximately 6,200 pages of scanned images. Approximately 6,000 pages of that total is shared by the various functions, including the Copy, Fax, Scan and Send, Fax/I-Fax Inbox, and Print functions. In addition, each function is guaranteed to be able to store the following number of pages:

Copy: 100 pages

Print from Computer: 100 pages (excluding secure print jobs)

For example, the Copy function can store up to approximately 6,100 pages of scanned images.

$6,000 + 100 = 6,100$ pages (approximate figures)

However, the number of pages that the machine's memory can store may differ, depending on the amount of memory required for files stored in the Fax/I-Fax Inbox, and jobs that are in the print queue.

If memory becomes full while scanning, a message will appear on the touch panel display.

NOTE

When using Fax/Scan and Send, you can send up to 999 pages at one time.
Delete any unnecessary files in the Fax/I-Fax Inbox to free up memory.

[For the Copy Function](#)

[For the Fax/Scan and Send Function](#)

For the Copy Function

1.

Follow the directions below based on the message that appears on the touch panel display.

If the message <Scanning will be canceled because the memory is full. Do you want to print the scanned pages?> appears:

Select [Yes] or [No].

[Yes]: The pages scanned into memory are printed. When printing is complete, scan the remaining originals.

[No]: The pages scanned into memory are not printed.

If the message <Scanning will be canceled because the memory is full. Wait a moment, then try again.> appears:

Select [OK].

[OK]: Returns to the Basic Features screen of the function you are using. Scan the job again when the current job is complete.

For the Fax/Scan and Send Function

1.

Follow the directions below based on the message that appears on the touch panel display.

If the message <Scanning will be canceled because the memory is full. Do you want to send the scanned pages?> appears:

Select [Yes] or [No].

[Yes]: The pages scanned into memory are sent. When sending is complete, scan the remaining originals.

[No]: The pages scanned into memory are not sent.

If OCR (Text Searchable) Performs Inadequately

This section explains how the OCR (Text Searchable) function works when creating searchable PDF/XPS/OOXML files, and about the adequate file format for the OCR (Text Searchable) function.

Refer to the following instructions if you cannot obtain the proper result of OCR (Text Searchable).

[OCR \(Text Searchable\)](#)

[Original Formats](#)

OCR (Text Searchable)

The characters that can be processed with OCR are listed in the following table. If OCR processing does not function properly, check the character type.

IMPORTANT	
Even if you perform OCR according to a language used in the originals, the proper result may not be obtained, depending on the text and file format of the originals.	
Item	Performance of OCR
Recognition Language	Characters are recognized as one of the following languages or language groups according to a language selected in [Language/Keyboard Switch] in [Preferences] (Settings/Registration). ^{*1 *2}
Asian Languages	Text in the following languages is recognized: Japanese, Chinese (Simplified), Chinese (Traditional), Korean
European Languages	Text in the following languages or language groups is recognized Languages English, French, Italian, German, Spanish, Dutch, Portuguese, Albanian, Catalan, Danish, Finnish, Icelandic, Norwegian, Swedish, Croatian, Czech, Hungarian, Polish, Slovak, Estonian, Latvian, Lithuanian, Russian, Greek, Turkish Language Groups Western European (ISO), Central European (ISO), Baltic (ISO) ^{*3}
Character Recognition for Asian Languages	
Recognition Character Type	Japanese: Alphanumeric characters, Kana characters, Kanji characters (JIS first level, JIS second level (partly)), Symbols Chinese (Simplified): Alphanumeric characters, Chinese characters, Symbols (GB2312-80) Chinese (Traditional): Alphanumeric characters, Chinese characters, Symbols (Big5) Korean: Alphanumeric characters, Kanji characters, Korean Hangul characters, Symbols (KSC5601)
Recognition Font	Multi font supported (Ming-cho type is recommended) Italic type cannot be recognized
Character Recognition for European Languages	
Recognition Character Type	Alphanumeric characters, Special characters of the recognized language ^{*4} , Symbols
Recognition Font	Multi font supported (Times, Century, and Arial are recommended)

Item	Performance of OCR
	Italic type can be recognized

*1 Displayed language in the language list in [Language/Keyboard Switch] in [Preferences] (Settings/Registration) may differ.

*2 If you select English, French, Italian, German, Spanish, Thai, or Vietnamese in [Language/Keyboard Switch] in [Preferences] (Settings/Registration), the language is recognized as Western European (ISO).

*3 Each language group consists of the following languages. If you select a language group, text written in languages of the language group is recognized.

Western European (ISO): English, French, Italian, German, Spanish, Dutch, Portuguese, Albanian, Catalan, Danish, Finnish, Icelandic, Norwegian, Swedish

Central European (ISO): Croatian, Czech, Hungarian, Polish, Slovak

Baltic (ISO): Estonian, Latvian, Lithuanian

*4 If you select Greek, the following special characters can be recognized. If you select other languages, special characters for each language can be recognized. Some special characters cannot be recognized, depending on the languages.

A, B, Γ, Δ, E, Z, H, Θ, I, K, Λ, M, N, Ξ, O, Π, P, Σ, T, Y, Φ, X, Ψ, Ω, α, β, γ, δ, ε, ζ, η, θ, ι, κ, λ, μ, ν, ξ, ο, π, ρ, σ, τ, υ, φ, χ, ψ, ω

Original Formats

By using a proper file format for OCR, you can improve the accuracy of the OCR result.

If you cannot obtain a proper OCR result, confirm that the file format of the scanned original is appropriate for OCR.

IMPORTANT

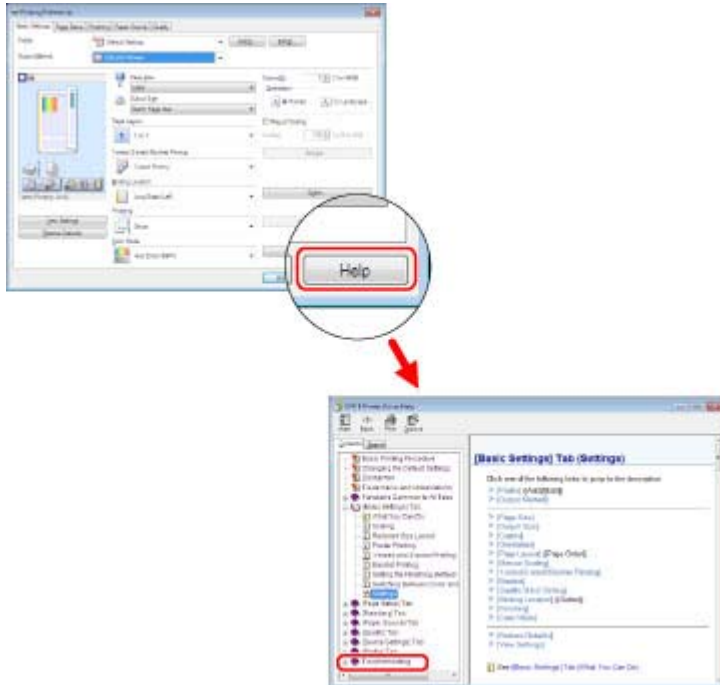
If you use originals which contain a large amount of text per page, OCR may not perform properly.

Item	Details
Format of Original	Printed documents, Text documents (a document which consists of text, figures, images, tables, and no character slant)
Format of Text	Horizontal writing, Vertical writing Documents which contain both horizontal and vertical writing can be recognized. Only horizontal writing can be recognized for European languages and Korean. Document without complex columns
Character Size	8 to 40 point

Printer/Fax Driver Troubleshooting

See "Troubleshooting" in the driver help to resolve problems when using the printer driver or fax driver for Windows.

In this section, screens for the printer driver are used.

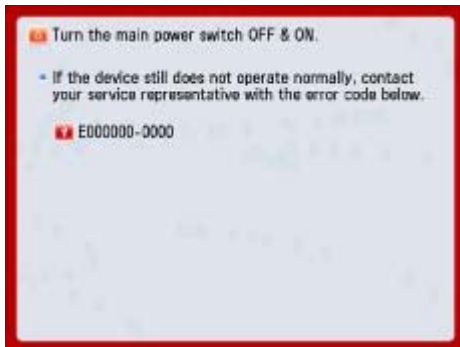


NOTE

The screens may differ, depending on the operating system, and the type and version of the printer driver you are using.

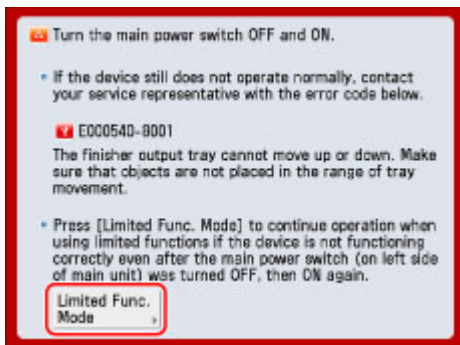
Service Call Message

If a malfunction occurs and the machine cannot operate normally, a screen prompting you to contact your local authorized Canon dealer is displayed.



If a screen such as the one above is displayed, contact your local authorized Canon dealer. (See ["Contacting Your Local Authorized Canon Dealer."](#))

When [Limited Func. Mode] is displayed:



If [Limited Func. Mode] is displayed, you can temporarily set the Limited Functions Mode to continue to use the machine until the cause of the malfunction is cleared. (See ["Setting the Limited Functions Mode from the Service Call Message Screen."](#))

If a screen such as the one below is displayed and the print or scan function does not operate normally, some functions may still be available.

When the Print or Scan function does not operate normally:

The selected function cannot be used. Press [Main Menu] to return to the Main Menu.



When a service call message is displayed on the bottom of the screen:



Even if a message prompting you to call your service representative appears on the bottom of the screen, some functions may still be available. (See ["Functions Available When the Printer/Scanner Cannot Be Used Due to an Error."](#))

[Contacting Your Local Authorized Canon Dealer](#)

[Setting the Limited Functions Mode from the Service Call Message Screen](#)

[Functions Available When the Printer/Scanner Cannot Be Used Due to an Error](#)

Contacting Your Local Authorized Canon Dealer

If a screen prompting you to contact your local authorized Canon dealer is displayed, follow the procedure described below.

1.

Turn the main power OFF and then ON.

IMPORTANT

For precautions to take when restarting the machine, see ["Knapp för huvudström och energisparläge."](#)

2.

If the operation still cannot be performed correctly, turn the main power switch OFF, remove the power plug from the outlet, and contact your local authorized Canon dealer.

WARNING

Do not connect or disconnect the power cord with wet hands, as this may result in electrical shock.

CAUTION

Always grasp the power plug when disconnecting the power cord. Pulling on the power cord may expose or snap the core wire, or otherwise damage the power cord. If the power cord is damaged, this could cause current to leak, resulting in a fire or electrical shock.

NOTE

When you contact your local authorized Canon dealer, have the following information available:

Product name

Details of the malfunction

The error code displayed on the touch panel display

Setting the Limited Functions Mode from the Service Call Message Screen

When [Limited Func. Mode] is displayed, follow the procedures below.

IMPORTANT

If you turn OFF the main power switch when there is a job waiting to print, that job is erased.

NOTE

If you set Limited Functions Mode to 'On' from the Service Call Message screen, [Limited Functions Mode] in [Management Settings] (Settings/Registration) is also set to 'On'. (See "[Begränsa funktioner.](#)")

1.

Press [Limited Func. Mode] → [Yes].

A message prompting you to restart the machine (turning the main power switch OFF, and then ON) appears.

2.

Turn the main power OFF and then ON.

IMPORTANT

For precautions to take when restarting the machine, see "[Knapp för huvudström och energisparläge.](#)"

Functions Available When the Printer/Scanner Cannot Be Used Due to an Error

You can use the following functions even when the Print and Scan functions are restricted.

Main Menu Screen

✓: Available

-: Unavailable

Available Functions	When the Print function is restricted:	When the Scan function is restricted:
Copy	-	-
Fax	✓*1	-
Scan and Send	✓	-
Scan and Store	✓	-
Access Stored Files	-	✓*2
Fax/I-Fax Inbox	-	✓
Secure Print	-	✓
Scanner	✓	-
Web Access	✓	✓
Shortcut to Settings/Registration	-	-
Tutorial	✓	✓
iW Function Flow	-	-

Available Functions	When the Print function is restricted:	When the Scan function is restricted:
Document Scan Code Analyzer ^{*3}	✓	✓
Other MEAP Applications ^{*4}	✓	✓

*1 Sending a fax from a computer is not available.

*2 [Add Files (Scan and Store)] on the Edit File screen is not available.

*3 Document Scan Code Analyzer for MEAP is included in the Document Scan Lock Kit. (See "[Tillvalsprodukter som krävs för varje funktion.](#)")

*4 Available by installing each MEAP application. May not be available depending on the restricted functions.

Touch Panel Display Left Side

✓: Available

-: Unavailable

Available Functions	When the Print function is restricted:	When the Scan function is restricted:
Quick Menu ^{*1}	✓	✓
The Status Monitor/Cancel Screen	✓ ^{*2}	✓

*1 The registered button may not be available depending on the restricted functions.

*2 [Print List] on the Job Log screen and [Register] on the Consumable screen are not available.

Control Panel

✓: Available

-: Unavailable

Available Functions	When the Print function is restricted:	When the Scan function is restricted:
Settings/Registration	-	-

Operation from a Computer

✓: Available

-: Unavailable

Available Functions	When the Print function is restricted:	When the Scan function is restricted:
Remote UI ^{*1}	✓	✓
MEAP Application ^{*2}	✓	✓

*1 Some of the menus may not be available depending on the restricted functions.

*2 Available by installing each MEAP application. May not be available depending on the restricted functions.

IMPORTANT

A print job is automatically cancelled when the Print function is restricted. A scan job is automatically cancelled when the Scan function is restricted.

The machine may not enter the Sleep mode completely when a function is restricted due to an error.

NOTE

NOTE

If the target function is restricted due to an error, the function is not available when you use the shortcut key on the left side of the touch panel display or when you use the Quick Menu.

List of Error Messages

This section explains the various messages that appear on the touch panel display and Web browser, along with possible causes and remedies.

Perform the necessary procedures according to the displayed self-diagnostic error message.

Self-diagnostic error messages appear in the following cases:

- When scanning or printing cannot be performed because of an operational error
- When you need to make a decision or take some action during scanning or printing
- When you need to make a decision or take some action while browsing the network

Error messages are categorized by function. Select the function that corresponds to the displayed error message, and see the possible causes and remedies.

- [General](#)
- [Fax](#)
- [Scan and Send](#)
- [Scan and Store/Access Stored Files](#)
- [Quick Menu](#)
- [Printer](#)
- [Network/Security](#)
- [MEAP](#)
- [User Setting Information Management](#)

General

This section describes general error messages, not related to a specific function.

Load paper.

The most proper size A4 is not available.

Set the paper guide indicated by arrows again, or check Paper Size Group for Auto Recognition in Drawer under Settings/Registration.

Return the originals to their correct order, then press the [Start] key.

Return the originals to their correct order, then press the [Start] key. (The data size of the scanned original exceeded the limit. Settings will be automatically corrected and the originals will be scanned again.)

Scanning was canceled because the data size of the scanned original exceeded the limit. Scanning may be possible if sharpness is reduced, or Original Type is set to Text.

Place the original on the platen glass.

Remove the original from the platen glass.

Remove the original from the feeder.

Original scanning area (thin glass strip) is dirty.

Replace toner cartridge. (Black)

Replace toner cartridge. (Black copying is possible.)

Insert the toner cartridge. (Black)

Check the remaining toner. Printing is possible while toner remains.

Black toner is low. Replacement not yet needed.

A toner cartridge of the wrong color may have been inserted. If this toner cartridge is used, a malfunction may occur. Check the inserted toner cartridge.

A toner cartridge with the wrong item number is inserted. If this toner cartridge is used, remaining toner information cannot be detected properly.

Adjusting gradation. Wait a moment...

Preparing for color printing. Please wait.

Performing multiple jobs...

Check that covers are closed.

Load staples into the stapler unit.

Remove the paper from the output tray.

The Dept. ID or PIN is incorrect.

The hard disk needs to be replaced. (Call service rep.)

Waste toner container full.

Check the waste toner container.

Replace the waste toner container.

Waste toner is near full. Replacement not yet needed.

Insert the waste toner container.

Insert drum cartridge. (Black)

Replace the drum unit. (Black)

Set the fixing assembly.

Stapler is jammed.

Load staples into the stapler unit.

Load paper.

Cause 1 Printing cannot be performed because the paper has run out.

Remedy Load paper. (See "Loading Paper into a Paper Drawer.")

Cause 2 The paper drawer is not correctly inserted into the machine.

Remedy Insert the paper drawer in all the way. (See "Loading Paper into a Paper Drawer.")


The most proper size A4 is not available.

- Cause 1 [Paper Drawer Auto Selection On/Off] is set to 'Off'.
- Remedy 1 Manually specify the paper drawer.
- Remedy 2 Set [Paper Drawer Auto Selection On/Off] to 'On' for the paper drawer in which the displayed paper size is loaded. (See "[Aktivera automatiskt val av papperslåda.](#)")
- Cause 2 A paper type not supported by automatic paper selection is loaded.
- Remedy 1 Manually specify the paper drawer.
- Remedy 2 Set [Consider Paper Type] in [Paper Drawer Auto Selection On/Off] to 'Off' when copying. (See "[Aktivera automatiskt val av papperslåda.](#)")

Set the paper guide indicated by arrows again, or check Paper Size Group for Auto Recognition in Drawer under Settings/Registration.

- Cause 1 The position of the paper drawer guides is incorrect for the loaded paper size.
- Remedy Adjust the position of the paper drawer guides in accordance with the loaded paper size.
- Cause 2 The actual size of the loaded paper does not match the paper size specified in [Paper Size Group for Auto Recog. in Drawer] in [Preferences] (Settings/Registration).
- Remedy Re-configure [Paper Size Group for Auto Recog. in Drawer] in accordance with the actual size of the loaded paper. (See "[Inställning av pappersformatsgrupp för auto.igenkänning i papperskälla.](#)")

Return the originals to their correct order, then press the [Start] key.

- Cause Scanning stopped because an unspecified problem occurred in the feeder.
- Remedy Return the originals to their correct order, place them in the original loading area of the feeder again, and press  (Start).

Return the originals to their correct order, then press the [Start] key. (The data size of the scanned original exceeded the limit. Settings will be automatically corrected and the originals will be scanned again.)

- Cause Scanning was cancelled because the data size of the scanned originals exceeded the maximum size that the machine can handle.
- Remedy Scan the originals again from the first page. If you still cannot scan the originals, you may be able to resolve the problem by decreasing the setting for [Sharpness] or setting the original type to [Text].

Scanning was canceled because the data size of the scanned original exceeded the limit. Scanning may be possible if sharpness is reduced, or Original Type is set to Text.

- Cause Scanning was cancelled because the data size of the scanned originals exceeded the maximum size that the machine can handle.
- Remedy You may be able to resolve the problem by decreasing the setting for [Sharpness] or setting the original type to [Text].

Place the original on the platen glass.

Cause	A mode requiring an original to be placed on the platen glass is set. There is no original on the platen glass.
Remedy	Place the original on the platen glass.

Remove the original from the platen glass.

Cause	An original remains on the platen glass.
Remedy	Remove the original remaining on the platen glass, and place the original again.

Remove the original from the feeder.

Cause	There is an original loaded in the feeder and on the platen glass when a mode that cannot scan originals loaded in the feeder is set.
Remedy	Remove the original from the feeder.

Original scanning area (thin glass strip) is dirty.

Cause	The original scanning area (thin glass strip) is dirty due to dust and grime.
Remedy	Clean the original scanning area of the feeder. (See "Scanned Originals Become Dirty (Manual Feeder Cleaning).")

Replace toner cartridge. (Black)

Cause 1	Printing cannot be performed because the displayed colour of toner runs out.
Remedy	Replace the toner cartridge of the displayed colour. (See "Replacing the Toner Cartridge.")
Cause 2	Printing cannot be performed because the toner of the displayed colour has not been mixed thoroughly.
Remedy	Take out the toner cartridge of the displayed colour, shake it well, and then insert it again.

Replace toner cartridge. (Black copying is possible.)

Cause	Colour copying is not possible because the displayed colour of toner is running low.
Remedy	Replace the toner cartridge of the displayed colour. (See "Replacing the Toner Cartridge.")

Insert the toner cartridge. (Black)

Cause	The toner cartridge of the displayed colour is not inserted correctly.
Remedy	Insert the toner cartridge correctly. (See "Maintenance.")

Check the remaining toner. Printing is possible while toner remains.

Cause	The remaining toner is running low.
Remedy	Press [Status Monitor/Cancel] → [Consumables] on the touch panel display → confirm which toner is running low in <Others>. Next, prepare the new toner cartridge. For instructions on viewing the remaining toner, see " Kontrollera status för förbrukningsmaterial och annan information ".

Black toner is low. Replacement not yet needed.

Cause	The displayed colour of toner is running low.
Remedy	Prepare to replace the toner cartridge of the displayed colour. Do not replace toner cartridges until the toner completely runs out.

A toner cartridge of the wrong color may have been inserted. If this toner cartridge is used, a malfunction may occur. Check the inserted toner cartridge.

Cause	The colour of one of the inserted toner cartridges may be incorrect.
Remedy	For instructions on resolving this problem, see " Replacing the Toner Cartridge ."

A toner cartridge with the wrong item number is inserted. If this toner cartridge is used, remaining toner information cannot be detected properly.

Cause	A toner cartridge with the wrong model number may be inserted, or the toner cartridge may have been damaged.
Remedy	For instructions on resolving this problem, see " Replacing the Toner Cartridge ." For instructions on checking the model number of the toner cartridge, see " Consumables ."

Adjusting gradation. Wait a moment...

Cause	The machine is performing automatic adjustment.
Remedy	Wait a few moments. When the adjustment is complete, printing will automatically resume.

Preparing for color printing. Please wait.

Cause	The machine is performing an automatic adjustment.
Remedy	Please wait for a moment. Colour printing resumes automatically when the adjustment is finished.

Performing multiple jobs...

Cause	Multiple jobs such as print jobs or scan jobs are being executed while performing the scan operation.
Remedy	Wait a few moments for the machine to resume the scan operation.

Check that covers are closed.

- Cause The cover of an optional equipment is open.
- Remedy Check whether the cover of the staple finisher is closed.

Load staples into the stapler unit.

- Cause There are no staples in the staple cartridge of the stapler unit in the staple finisher.
- Remedy Replace the staple cartridge of the staple finisher. (See "[Replacing the Staple Cartridge \(Staple Finisher-S1\)](#)".)

Remove the paper from the output tray.

- Cause Previous prints remain in the tray.
- Remedy Remove the paper that remains in the tray. Printing will start or resume automatically.

The Dept. ID or PIN is incorrect.

- Cause The entered Department ID or PIN is incorrect.
- Remedy Contact the System Manager for the department to find out the Department ID/PIN.

The hard disk needs to be replaced. (Call service rep.)

- Cause The hard disk is damaged or is not attached.
- Remedy Contact your local authorized Canon dealer.

Waste toner container full.

- Cause The waste toner container is almost full.
- Remedy Prepare a new waste toner container.

Check the waste toner container.

- Cause A problem occurred in the waste toner container.
- Remedy Check that there are no problems with the waste toner container.

Replace the waste toner container.

- Cause Printing cannot be performed because the waste toner container is full.
- Remedy Replace the waste toner container. (See "[Replacing the Waste Toner Container](#)".)

Waste toner is near full. Replacement not yet needed.

Cause The waste toner container is almost full.

Remedy Prepare a new waste toner container.

Insert the waste toner container.

Cause A waste toner container is not inserted into the machine.

Remedy Insert a waste toner container.

Insert drum cartridge. (Black)

Cause The drum unit of the displayed colour is not inserted correctly.

Remedy Insert the drum unit correctly. (See ["Replacing the Drum Unit."](#))

Replace the drum unit. (Black)

Cause The drum unit of the displayed colour has reached the end of its service life.

Remedy Replace the drum unit of the displayed colour. (See ["Replacing the Drum Unit."](#))

Set the fixing assembly.

Cause The fixing assembly is not attached correctly.

Remedy Attach the fixing assembly correctly. (See ["Inside the Fixing Assembly."](#))

Stapler is jammed.

Cause There is a staple jam in the stapler unit.

Remedy Open the front cover of the Staple Finisher-S1, and remove the jammed staples. (See ["Staple Finisher-S1 \(Optional\)."](#))

Load staples into the stapler unit.

Cause There are no staples in the staple cartridge of the stapler unit in the Staple Finisher-S1.

Remedy Replace the staple cartridge of the Staple Finisher-S1. (See ["Replacing the Staple Cartridge \(Staple Finisher-S1\)."](#))

Fax

This section describes the error messages related to the Fax function.

- Cannot send because the memory is full. Wait a moment, then try again.
- There are too many subdirectories.
- Cannot find the selected server. Check the settings.
- Cannot connect to the selected server. Check the settings.
- Check the user name, password, or settings.
- Cannot complete searching due to timeout. Check the settings.
- The number of search results exceeded the limit. Change search conditions, then try again.
- Search condition includes characters that cannot be used with the selected server.
- Cannot start searching because the version setting of the server is incorrect. Check the settings.

Cannot send because the memory is full. Wait a moment, then try again.

- | | |
|----------|--|
| Cause | The document could not be sent because there was insufficient memory available. |
| Remedy 1 | Lower the resolution or divide the document into two or more parts, and then try sending the document again. |
| Remedy 2 | Delete unnecessary documents to make more memory available. (See " Kontrollera detaljerad information för/ta bort en fil i inlådan för minnesmottagning " and " Kontrollera filinformation/lägga till och radera filer. ") |
| Remedy 3 | If this problem occurs frequently, contact your local authorized Canon dealer. |

There are too many subdirectories.

- | | |
|--------|---|
| Cause | You have exceeded the maximum number of subdirectory levels allowed. |
| Remedy | You cannot specify the current subdirectory. Specify another destination. |

Cannot find the selected server. Check the settings.

- | | |
|----------|--|
| Cause | If <Authentication Information> in Register LDAP Server is set to [Use (Security Auth.)] for the LDAP server, the machine will not be able to determine the host name. |
| Remedy 1 | Check [DNS Settings]. (See " Protocol Settings. ") |
| Remedy 2 | Check whether the DNS data settings are correct on the DNS server. |

Cannot connect to the selected server. Check the settings.

- | | |
|----------|--|
| Cause | The machine cannot connect to the specified IP address/port. |
| Remedy 1 | Check the Server Address and Port Number in Register LDAP Server. (See " Registrera en LDAP-server. ") |
| Remedy 2 | Check whether the LDAP server is operating normally. |
| Remedy 3 | If <Authentication Information> is set to [Use (Security Auth.)] for the LDAP server, check whether UDP (User Datagram Protocol) packages are blocked by the filter. |

Check the user name, password, or settings.

- | | |
|---------|--|
| Cause 1 | The user name or password is incorrect when setting Authentication Information for the LDAP server to [Use] or [Use (Security Auth.)]. |
| Remedy | Check the user name and password in Register LDAP Server. (See " Registrera en LDAP-server. ") |
| Cause 2 | The domain name is incorrect when setting Authentication Information for the LDAP server to [Use (Security Auth.)]. |
| Remedy | Check the domain name in Register LDAP Server. Check the user name and password. (See " Registrera en LDAP-server. ") |

Cannot complete searching due to timeout. Check the settings.

- | | |
|--------|--|
| Cause | The search could not be completed within the time specified under <Search Timeout>. |
| Remedy | Increase the time setting for Search Timeout in Register LDAP Server. (See " Registrera en LDAP-server. ") |

The number of search results exceeded the limit. Change search conditions, then try again.

- | | |
|----------|--|
| Cause | The number of addresses that meet the search criteria exceeds the specified maximum number of addresses to search. |
| Remedy 1 | Narrow down the search criteria, and then search again. |
| Remedy 2 | Increase the maximum number of addresses to search. (See " Registrera en LDAP-server. ") |

Search condition includes characters that cannot be used with the selected server.

- | | |
|---------|---|
| Cause 1 | "\" is used in the search criteria. |
| Remedy | Remove "\" from the search criteria, and then search again. |
| Cause 2 | The combination of characters used in the search do not constitute acceptable search criteria.
There is an unequal number of "(" and ")".
"*" is not placed within "()". |
| Remedy | Make sure that the characters for the search criteria form a legitimate combination, and then search again. |
| Cause 3 | Characters other than ASCII Code (0x20-0x7E) are being used, when [LDAP Server Version and Character Code] is set to [ver.2 (JIS)]. |
| Remedy | Omit characters that cannot be used, and then search again. |

Cannot start searching because the version setting of the server is incorrect. Check the settings.

Cause

Although version 3 is selected as the server LDAP version number in Register LDAP Server, the LDAP server is running on version 2.

Remedy Set the Server LDAP version and character code to version 2 in Register LDAP Server.
(See "[Registrera en LDAP-server.](#)")

Scan and Send

This section describes the error messages related to the Scan and Send function.

- Cannot send because the memory is full. Wait a moment, then try again.
- No response from the server. Check the settings.
- Out of resources. Wait a moment, then try again.
- Set the IP address.
- No response from the server. Check the settings.
- There are too many subdirectories.
- No response.
- Check the TCP/IP.
- Cannot find the selected server. Check the settings.
- Cannot connect to the selected server. Check the settings.
- Check the user name, password, or settings.
- Cannot complete searching due to timeout. Check the settings.
- The number of search results exceeded the limit. Change search conditions, then try again.
- Search condition includes characters that cannot be used with the selected server.
- Cannot start searching because the version setting of the server is incorrect. Check the settings.

Cannot send because the memory is full. Wait a moment, then try again.

- | | |
|----------|---|
| Cause | The document could not be sent because there was insufficient memory available. |
| Remedy 1 | Lower the resolution and then try sending the document again. |
| Remedy 2 | Check the TX Document and RX Document memory, and delete unnecessary documents and documents with errors from memory. (See " Kontrollera detaljerad information för/ta bort en fil i inlådan för minnesmottagning. ") |
| Remedy 3 | If this problem occurs frequently, contact your local authorized Canon dealer. |

No response from the server. Check the settings.

- | | |
|--------|--|
| Cause | The specified server settings are incorrect, or the server is not turned on. Alternatively, the machine's TCP/IP resources may be low. |
| Remedy | Wait for a while, and then try browsing again. If there is still no response from the server, try selecting another server. |

Out of resources. Wait a moment, then try again.

- | | |
|--------|--|
| Cause | You cannot browse the network. There is a lack of TCP/IP resources because a series of documents have just been sent, or are continuously being sent via FTP or Windows (SMB). |
| Remedy | Wait for a while, and then try browsing again. |

Set the IP address.

- | | |
|--------|--|
| Cause | This machine is not set with an IP address. |
| Remedy | Specify the IP Address Settings, turn the machine's main power OFF, and then back ON. (See " Protocol Settings. ") |

No response from the server. Check the settings.

Cause	The specified server settings are incorrect, or the server is not turned ON. Alternatively, the machine's TCP/IP resources may be low.
Remedy	Wait for a while, and then try browsing again. If there is still no response from the server, try selecting another server.

There are too many subdirectories.

Cause	You have exceeded the maximum number of subdirectory levels allowed.
Remedy	You cannot specify the current subdirectory. Specify another destination.

No response.

Cause 1	The server was not running when you tried to send.
Remedy	Make sure that the server is ON, and check the destination.
Cause 2	The network connection was lost when you tried to send. (The server may be unable to connect to the network, or it may have lost the connection.)
Remedy	Check the status of the network.
Cause 3	A TCP/IP error occurred when you tried to send an e-mail message or I-fax.
Remedy	Check that the network cables and connectors are properly connected.

Check the TCP/IP.

Cause	The machine's TCP/IP connection is not operating.
Remedy	Check the IP Address Settings (IP Address, DHCP, and Auto IP) in [TCP/IP Settings]. (See "Protocol Settings.")

Cannot find the selected server. Check the settings.

Cause 1	The IP address that the machine should connect to cannot be determined.
Remedy 1	Check the DNS settings. (See "Protocol Settings.")
Remedy 2	Check whether the DNS data settings are correct on the DNS server.
Cause 2	If <Authentication Information> in Register LDAP Server is set to [Use (Security Auth.)] for the LDAP server, the machine will not be able to determine the host name.
Remedy	Check the DNS settings for TCP/IP. (See "Protocol Settings.")

Cannot connect to the selected server. Check the settings.

Cause	The machine cannot connect to the specified IP address/port.
Remedy 1	Check the IP Gateway Address Settings in [TCP/IP Settings]. (See "Protocol Settings.")

- Remedy 2 Check the Server Address and Port Number in Register LDAP Server. (See "[LDAP-serverinställningar.](#)")
- Remedy 3 Check whether the LDAP server is operating normally.
- Remedy 4 If <Authentication Information> is set to [Use (Security Auth.)] for the LDAP server, check whether UDP (User Datagram Protocol) packages are blocked by the filter.

Check the user name, password, or settings.

- Cause 1 The user name or password is incorrect when setting Authentication Information for the LDAP server to [Use] or [Use (Security Auth.)].
- Remedy Check the user name and password in Register LDAP Server. (See "[LDAP-serverinställningar.](#)")
- Cause 2 The domain name is incorrect when setting Authentication Information for the LDAP server to [Use (Security Auth.)].
- Remedy Check the domain name in Register LDAP Server. (See "[LDAP-serverinställningar.](#)")

Cannot complete searching due to timeout. Check the settings.

- Cause The search could not be completed within the specified time.
- Remedy Increase the time setting for Search Timeout in Register LDAP Server. (See "[LDAP-serverinställningar.](#)")

The number of search results exceeded the limit. Change search conditions, then try again.

- Cause The number of addresses that meet the search criteria exceeds the specified maximum number of addresses to search.
- Remedy 1 Narrow down the search criteria, and then search again.
- Remedy 2 Increase the maximum number of addresses to search. (See "[LDAP-serverinställningar.](#)")

Search condition includes characters that cannot be used with the selected server.

- Cause 1 "\" is used in the search criteria.
- Remedy Remove "\" from the search criteria, and then search again.
- Cause 2 The combination of characters used in the search do not constitute acceptable search criteria.
There is an unequal number of "(" and ")".
""* is not placed within "()".
- Remedy Make sure that the characters for the search criteria form a legitimate combination, and then search again.
- Cause 3 Characters other than ASCII Code (0x20-0x7E) are being used, when [LDAP Server Version and Character Code] is set to [ver.2 (JIS)].

Remedy Omit characters that cannot be used, and then search again.

Cannot start searching because the version setting of the server is incorrect. Check the settings.

- Cause Although version 3 is selected as the server LDAP version number in Register LDAP Server, the LDAP server is running on version 2.
- Remedy Set the Server LDAP version and character code to version 2 in Register LDAP Server. (See "[LDAP-serverinställningar.](#)")

Scan and Store/Access Stored Files

This section describes the error messages related to the Scan and Store function and the Access Stored Files function.

General Messages

Cannot access the folder or file. It may have been deleted by another operation, or you may not have access rights to it.

Cannot find the store location. It may have been deleted by another operation, or the memory media may have been removed.

Could not obtain information because the folder path is too long.

An error occurred due to an unknown reason.

Cannot connect to the network.

Cannot perform this operation because of other operations. Wait a moment, then try again.

Could not perform because an error occurred on the network.

Cannot store the password because the number of passwords that can be stored for each user has reached the upper limit.

This folder name already exists. Rename the folder.

Current settings do not allow the folders to be written.

Could not perform because the memory is full. Wait a moment, then try again.

Cannot use one or more characters in the folder name or file name. Rename the folder or file.

The folder and file name is too long. Rename the folder/file.

You do not have access rights to this folder.

Cannot create any more folders because the number of folders that can be created in this location has reached the upper limit. Change the location to create the folder.

Selected files are being used for another operation. Wait a moment, then try again.

Cannot perform because the folder or file is read-only.

This file name already exists. Rename the file or change the location to store.

Cannot find the store location. It may have been deleted by another operation.

Cannot access the folder or file. It may have been deleted by another operation, or you may not have access rights to it.

Cause	You have no permission to access the folder/file, or the folder/file may be deleted in other operations.
Remedy	Set to permit access to the folder on the server machine. Otherwise, contact your server administrator.

Cannot find the store location. It may have been deleted by another operation, or the memory media may have been removed.

Cause	The store location could not be found due to one of the following possible causes: The Advanced Space of another machine on the network was deleted while it was being accessed. Memory media was removed while it was being accessed.
Remedy	Check that the memory media is inserted or that the Advanced Space of another machine on the network is available.

Could not obtain information because the folder path is too long.

Cause	When you tried to access the file, the full pathname (file/folder names indicating the store location) was too long.
-------	--

Remedy Shorten the folder and file names, or change the store location.

An error occurred due to an unknown reason.

Cause An unexpected system error occurred.

Remedy Contact your local authorized Canon dealer.

Cannot connect to the network.

Cause The network is not connected.

Remedy Check the status of the network.

Cannot perform this operation because of other operations. Wait a moment, then try again.

Cause This operation cannot be performed because another operation is running.

Remedy Wait until the other operation is finished, then try again.

Could not perform because an error occurred on the network.

Cause The network settings are incorrect.

Remedy Check the network settings. (See "[Nätverksinställningar](#).")

Cannot store the password because the number of passwords that can be stored for each user has reached the upper limit.

Cause The number of stored passwords for the login user exceeded the maximum number.

Remedy Erase unnecessary password information.

This folder name already exists. Rename the folder.

Cause There is a folder in the selected directory with the same name as the name you entered on the New Folder screen.

Remedy Assign a different name to the folder.

Current settings do not allow the folders to be written.

Cause 1 Memory media is write prohibited.

Remedy Cancel write prohibition on the memory media.

Cause 2 [Prohibit Writing from External] in the store location's [Function Settings] (Settings/Registration) is set to 'On'.

Remedy

Set [Prohibit Writing from External] in the store location's [Function Settings] (Settings/Registration) to 'Off'.

Could not perform because the memory is full. Wait a moment, then try again.

- | | |
|--------|--|
| Cause | You tried to store data that exceeded the store location memory capacity. |
| Remedy | Perform the operation again after deleting unwanted files from the store location, or change the store location. |

Cannot use one or more characters in the folder name or file name. Rename the folder or file.

- | | |
|--------|---|
| Cause | Invalid characters are included in the folder or file name. |
| Remedy | Enter the name again using valid characters. |

The folder and file name is too long. Rename the folder/file.

- | | |
|--------|--|
| Cause | When you tried to access the file, the full pathname (file/folder names indicating the store location) was too long. |
| Remedy | Shorten the folder and file names, or change the store location. |

You do not have access rights to this folder.

- | | |
|--------|---|
| Cause | You do not have permission to access the folder. |
| Remedy | Change the settings on the file server to enable access to the folder, or contact the server administrator. |

Cannot create any more folders because the number of folders that can be created in this location has reached the upper limit. Change the location to create the folder.

- | | |
|--------|---|
| Cause | You tried to store more than the capacity of the other machine's Advanced Space (100,000 files/ folders), or more than the capacity of the designated destination folder (1,000 files/folders). |
| Remedy | Perform the operation again after deleting unwanted files from the store location folder, or change the store location. |

Selected files are being used for another operation. Wait a moment, then try again.

- | | |
|--------|--|
| Cause | The file is being accessed by another user. |
| Remedy | Wait until the other user finishes accessing the file. |

Cannot perform because the folder or file is read-only.

- | | |
|--------|---|
| Cause | Writing failed because the folder is read-only. |
| Remedy | In the folder attributes, cancel "read-only." |

This file name already exists. Rename the file or change the location to store.

- Cause The file could not be saved because a file with the same name already exists.
- Remedy 1 Change the filename and save the file again.
- Remedy 2 Change the store location and save the file again.

Cannot find the store location. It may have been deleted by another operation.

- Cause The Network Place may be deleted.
- Remedy Check if the Network Place is deleted.

Error Messages Related to [Scan and Store]

The number of trials allowed for using the optional features of File Format has reached the upper limit. To continue to use the optional features, contact your local authorized Canon dealer.

Could not perform because the memory is full. Wait a moment, then try again.

Reached counter limit. The current scanning jobs will be canceled.

The job was canceled because the disk space for saving archive logs is full.

Scanning will be canceled because the memory is full. Do you want to store the scanned pages?

Scanning will be canceled because the number of scanned pages has reached the upper limit. Do you want to store the scanned pages?

The number of originals has changed. Return the originals to their correct order, then press the [Start] key.

The file size is too large for this device. Reduce the resolution or number of pages, then try again.

Cannot access the Certificate or Key for Digital Signatures. Check that the Certificate is not corrupted.

Certificate for Digital Signatures has expired. Check that Certificate or Date/Time settings are correct.

Cannot store because the number of files that can be stored in this location has reached the upper limit. Change the store location.

Cannot store because there are too many jobs waiting to be stored. Wait until the current job is stored, then try again.

Could not perform the operation because there are some settings that are incompatible with the following items. - Format PDF to PDF/A in Settings/Registration - Optimize PDF for Web in Settings/Registration - Time Stamp

The number of trials allowed for using the optional features of File Format has reached the upper limit. To continue to use the optional features, contact your local authorized Canon dealer.

- Cause The number of trials allowed for using the optional functions is reached the upper limit.
- Remedy If you wish to continue using these functions, contact your local authorized Canon dealer.

Could not perform because the memory is full. Wait a moment, then try again.

- Cause Since the available memory of the store location (memory media or folder) is full, the scanned data could not be saved.
- Remedy 1 Wait a while, and try performing the operation again.
- Remedy 2 Change the resolution and file format, then perform the operation again.
- Remedy 3 Delete unnecessary data from the store location to make more memory available, and then perform the operation again.

Reached counter limit. The current scanning jobs will be canceled.

Cause	Scanning could not be performed because the maximum number of prints set in Department ID Management was exceeded.
Remedy	Contact your System Manager.

The job was canceled because the disk space for saving archive logs is full.

Cause	The job was cancelled because the memory for saving temporary data became full.
Remedy	Contact your System Manager.

Scanning will be canceled because the memory is full. Do you want to store the scanned pages?

Cause	Since the available memory of the store location is full, the scanned data could not be saved.
Remedy 1	Wait a while, and try performing the operation again.
Remedy 2	Change the resolution and file format, then perform the operation again.

Scanning will be canceled because the number of scanned pages has reached the upper limit. Do you want to store the scanned pages?

Cause	When scanning, after the scanning limit of 999 pages was reached, further pages were added to the scan.
Remedy	Scanned pages are stored. To store more pages, load the pages that have not been stored again and then store them under a different name.

The number of originals has changed. Return the originals to their correct order, then press the [Start] key.

Cause	After a paper jam occurred in the feeder and the originals were once again loaded during scanning, the number of loaded pages that are detected is different from when the job was first loaded.
Remedy	Load the originals once more, then press the [Start] key.

The file size is too large for this device. Reduce the resolution or number of pages, then try again.

Cause	The size of the scanned data is too large.
Remedy 1	Change the resolution and file format, then perform the operation again.
Remedy 2	Reduce the number of pages to scan, then perform the operation again.

Cannot access the Certificate or Key for Digital Signatures. Check that the Certificate is not corrupted.

Cause	You tried to create a PDF file with a digital certificate using a corrupted certificate or key.
Remedy	Check if the certificate or key is corrupt.

Certificate for Digital Signatures has expired. Check that Certificate or Date/Time settings are correct.

Cause	The expiration date of the certificate has expired.
Remedy	Confirm the expiration date for the certificate, and the date/time set on the machine.

Cannot store because the number of files that can be stored in this location has reached the upper limit. Change the store location.

Cause	You tried to store more than the capacity of the other machine's Advanced Space (100,000 files/ folders), or more than the capacity of the designated destination folder (1,000 files/folders).
Remedy	Change the store location to save the file.

Cannot store because there are too many jobs waiting to be stored. Wait until the current job is stored, then try again.

Cause	Storing cannot be performed because there are too many jobs waiting to be stored.
Remedy	Perform the operation again when the other jobs are complete.

Could not perform the operation because there are some settings that are incompatible with the following items. - Format PDF to PDF/A in Settings/Registration - Optimize PDF for Web in Settings/Registration - Time Stamp

Cause 1	[Optimize PDF for Web] is set to 'On', and PDF modes that cannot be set are selected in forwarding settings. (See " Optimera PDF för webb. ")
Remedy	Set only one of the following: Device Signature, User Signature, or Reader Extensions. Alternatively, set [Optimize PDF for Web] to 'Off'.
Cause 2	[Format PDF to PDF/A] is set to 'On', and PDF modes that cannot be set are selected in forwarding settings. (See " Formatera PDF-filer till PDF/A. ")
Remedy	Cancel the Encrypt and Visible Signatures settings. Alternatively, set [Format PDF to PDF/A] to 'Off'.

Error Messages Related to [Access Stored Files]

Cannot perform because the file size exceeds the limit. Reduce the file size, then try again.
 Cannot print because job reservations are full or the printer is warming up. Wait a moment, then try again.
 Could not perform because the memory is full. Wait a moment, then try again.
 Reached counter limit. The printing/reserved jobs may be canceled. Check the print log.
 The job was canceled because the disk space for saving archive logs is full.
 Job will be canceled because the password is incorrect or the PDF file settings do not allow printing.
 Could not execute because the file contains unsupported data.
 An error occurred during printing.

Cannot perform because the file size exceeds the limit. Reduce the file size, then try again.

Cause	Printing was interrupted because the file size exceeded the upper limit for printing (2 GB).
Remedy	Reduce the file size, and perform the operation again.

Cannot print because job reservations are full or the printer is warming up. Wait a moment, then try again.

Cause	Printing could not be performed because the number of print jobs exceeded the upper limit.
Remedy	Perform the operation again when the other jobs are complete.

Could not perform because the memory is full. Wait a moment, then try again.

Cause	The memory required for printing is insufficient.
Remedy	After cancelling the print job, first reduce the amount of data and pages to be printed, and then try printing again.

Reached counter limit. The printing/reserved jobs may be canceled. Check the print log.

Cause	Printing could not be performed because the maximum number of prints set in Department ID Management was exceeded.
Remedy	Contact your System Manager.

The job was canceled because the disk space for saving archive logs is full.

Cause	The job was cancelled because the memory for saving temporary data became full.
Remedy	Contact your System Manager.

Job will be canceled because the password is incorrect or the PDF file settings do not allow printing.

Cause 1	An incorrect password was entered.
Remedy	Enter the correct password, and perform the job again.
Cause 2	The PDF file is set so that it cannot be printed.
Remedy	Check the PDF file settings.

Could not execute because the file contains unsupported data.

Cause	You tried to print data that is not supported by this machine.
Remedy	Use file formats that are supported by this machine.

An error occurred during printing.

Cause	An error occurred while processing the print data.
Remedy	To print the remaining pages, press [OK].

Quick Menu

This section describes the error messages related to the Quick Menu function.

[Error Messages Displayed on the Touch Panel Display](#)
[Error Messages Displayed on the Web Browser](#)

Error Messages Displayed on the Touch Panel Display

Cannot register new button because the number of registered buttons has reached the limit. Buttons already registered can be overwritten.

Cannot recall settings of the button because the function for the button does not exist.

Cannot recall settings of the button because other operations are in use.

Cannot recall settings of the button because the function for the button is disabled. Enable the function and try again.

Register to Quick Menu will be canceled and you will be returned to the function screen because you do not have permission to register buttons. Log in as an administrator, and then try again.

Register to Quick Menu will be canceled because you have not logged in. Log in as an administrator, then try again.

Cannot register new button because the number of registered buttons has reached the limit. Buttons already registered can be overwritten.

Cause	You tried to register more than the maximum number of Personal buttons/Shared buttons that can be registered.
Remedy	Delete any unnecessary buttons, and try registering again. (See " Redigera en personlig knapp/delad knapp. ")

Cannot recall settings of the button because the function for the button does not exist.

Cause	You tried to use the Personal button/Shared button imported from another imageRUNNER ADVANCE series machine that contains functions not supported by the machine.
Remedy	Create a Personal button/Shared button using the functions that are supported by your machine.

Cannot recall settings of the button because other operations are in use.

Cause	You tried to recall the settings registered in the Personal button/Shared button while the machine is processing another job.
Remedy	Wait a while, and try using the Personal button/Shared button again.

Cannot recall settings of the button because the function for the button is disabled. Enable the function and try again.

Cause	You tried to recall a button for a function that is stopped.
Remedy	Make the function that is stopped available for use, and try using the button again.

Register to Quick Menu will be canceled and you will be returned to the function screen because you do not have permission to register buttons. Log in as an administrator, and then try again.

Cause Registration of Personal buttons/Shared buttons is restricted.

Remedy Log in as the administrator to register a button.

Register to Quick Menu will be canceled because you have not logged in. Log in as an administrator, then try again.

Cause Registration of Shared buttons is restricted.

Remedy Log in as the administrator to register a button.

Error Messages Displayed on the Web Browser

You do not have privileges to access the Quick Menu page.

Cannot import because the number of buttons for registration has exceeded the upper limit.

The device is currently being used by another user. Wait a while, and then try to perform the operation again.

The contents of the specified file may be incorrect.

The function may be stopped. Buttons could not be imported.

You do not have privileges to access the Quick Menu page.

Cause You tried to log in with a user name that does not have privileges.

Remedy Try to log in with a user name that has privileges.

Cannot import because the number of buttons for registration has exceeded the upper limit.

Cause You tried to register more than the maximum number of Personal buttons/Shared buttons that can be registered when starting an import operation.

Remedy Delete any unnecessary buttons, and try importing again.

The device is currently being used by another user. Wait a while, and then try to perform the operation again.

Cause Other user is using the device.

Remedy Wait a while, and try again.

The contents of the specified file may be incorrect.

Cause You specified a file different from the Quick Menu file when importing.

Remedy Specify the correct file, and try importing again.

The function may be stopped. Buttons could not be imported.

Cause You imported a file containing buttons for functions that are not supported by your machine.

Remedy Check the function status of your machine.

Printer

If the machine is unable to print for some reason, the Error indicator lights up and a message indicating the cause of the problem is displayed on the touch panel display. When these messages are displayed, take the appropriate action to solve the problem.

- <PDL Reg. Access Error>
- <PDL Data Transfer Error>
- <PDL nn Rendering Error> (Where "nn" is a module name)
- <PDL Rendering Timeout>
- <PDL Image Comp. Error>
- <PDL GL Mem. Alloc. Err>
- <PDL GL Range Check>
- <PDL GL Coord.Result>
- <PDL Invalid GL Input>
- <PDL GL Orig. Pt Unknown>
- <PDL GL Memory Full>
- <FM FONT MEMORY FULL>
- <FM DL FONT MEMORY FULL>
- <FM FILE ACCESS ERROR>
- <FM WORK MEMORY ERROR>
- <FM FONT PARSE ERROR>
- <FM ALIGNMENT ERROR>
- <FM SC WORK MEM. ERROR n> (Where "n" is a one digit number.)
- <FM DL SIZE ERROR n> (Where "n" is a one digit number.)
- <FM DL SCALE ERROR n> (Where "n" is a one digit number.)
- <PDL DLG Mem. Alloc. Err>
- <PDL DLG Rendering Error>
- <PDL Invalid DLG Input>
- <PDL DLG Unknown Error>
- <PDL DLG Memory Full>
- <PDL RIP Process. Error>
- <PDL PCL Initial. Error>
- <PDL PCL Process Error>
- <PDL PCL Work Memory Full>
- <PDL PCL DL Memory Full>
- <PDL IMG Refer. Data Err>
- <PDL IMG Initial. Err>
- <PDL IMG Invalid Data>
- <PDL IMG Process. Error>
- <PDL IMG Work Memory Full>
- <PDL PDF Data Decode Err>
- <PDL PDF Error>
- <PDL PDF Memory Full>
- <PDL PDF Font Error>
- <PDL PDF Print Range Err>
- <PDL UFR II Version Err>
- <PDL UFR II Work Mem Full>
- <PDL UFR II Admin Error>
- <PDL UFR II Area Error>
- <PDL UFR II Work Mem Full>
- <XPS Memory Full>
- <XPS Spool Memory Full>
- <XPS Font Error>
- <XPS Print Range Error>
- <XPS Data Error>
- <XPS Unsupport Image Err>
- <XPS Page Data Error>
- <XPS Image Data Error>
- <PDL XPS Rendering Error>

NOTE

If a message indicating another problem occurs at the same time as the first error message, a warning message will not be displayed.

For instructions on performing [Skip Error] from the touch panel display, see "[Statusmonitor/Avbryt.](#)"

For instructions on cancelling a print job from the touch panel display, see "[Cancelling Print Jobs.](#)"

<PDL Reg. Access Error>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL Data Transfer Error>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL nn Rendering Error> (Where "nn" is a module name)

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL Rendering Timeout>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL Image Comp. Error>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL GL Mem. Alloc. Err>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL GL Range Check>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL GL Coord.Result>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL Invalid GL Input>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL GL Orig. Pt Unknown>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL GL Memory Full>

Cause	There is not enough work memory for system data processing (primarily figure processing and text processing).
Remedy	Perform [Skip Error] to continue processing. However, the output result of pages containing the relevant sections is not guaranteed.

<FM FONT MEMORY FULL>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<FM DL FONT MEMORY FULL>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<FM FILE ACCESS ERROR>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<FM WORK MEMORY ERROR>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<FM FONT PARSE ERROR>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<FM ALIGNMENT ERROR>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<FM SC WORK MEM. ERROR n> (Where "n" is a one digit number.)

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<FM DL SIZE ERROR n> (Where "n" is a one digit number.)

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<FM DL SCALE ERROR n> (Where "n" is a one digit number.)

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL DLG Mem. Alloc. Err>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL DLG Rendering Error>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL Invalid DLG Input>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL DLG Unknown Error>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL DLG Memory Full>

Cause	There is not enough work memory for system data processing (primarily figure processing and text processing).
Remedy	Perform [Skip Error] to continue processing. However, the output result of pages containing the relevant sections is not guaranteed.

<PDL RIP Process. Error>

Cause	A malfunction occurred and the printer cannot operate normally.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL PCL Initial. Error>

Cause	An error, such as not being able to obtain memory, occurred during initialization.
Remedy	Restart the machine and execute the job again. If this error persists, contact your local authorized Canon dealer.

<PDL PCL Process Error>

Cause	PCL processing failed.
Remedy	Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL PCL Work Memory Full>

Cause	There is not enough work memory available.
Remedy 1	After cancelling the print job, perform a printer reset to free up memory, then try printing again. (Note that all print data stored in memory, such as Secure Print jobs, and all print jobs being processed are deleted.)
Remedy 2	Perform [Skip Error] to continue printing. However, the data that is the source of the error will not be printed correctly.

<PDL PCL DL Memory Full>

Cause	There is not enough memory for downloading.
Remedy 1	After cancelling the print job, perform a printer reset to free up memory, then try printing again. (Note that all print data stored in memory, such as Secure Print jobs, and all print jobs being processed are deleted.)
Remedy 2	Perform [Skip Error] to continue printing. However, the data that is the source of the error will not be printed correctly.

<PDL IMG Refer. Data Err>

Cause	The TIFF or JPEG data contains data that cannot be processed by this machine.
Remedy	After cancelling the print job, perform a printer reset, then try printing again. (Note that all received data in the machine's memory is deleted.)

<PDL IMG Initial. Err>

Cause	An error occurred during the initialization of the function.
Remedy	Cancel the job and then perform a printer reset to initialize the function again. (See " Reset Printer. ") If this error persists, contact your local authorized Canon dealer.

<PDL IMG Invalid Data>

Cause	There is data in the TIFF or JPEG images that cannot be processed by the machine.
Remedy	Cancel the job and try printing the data again.

<PDL IMG Process. Error>

Cause	An error occurred while processing data.
Remedy	

Cancel the job and then perform a printer reset to initialize the function again. (See "[Reset Printer.](#)") If this error persists, contact your local authorized Canon dealer.

<PDL IMG Work Memory Full>

Cause There is not enough memory necessary to process TIFF or JPEG images.

Remedy Cancel the job and try printing the data again.

<PDL PDF Data Decode Err>

Cause 1 The password you entered to print the PDF file is incorrect.

Remedy Enter the correct password from the Remote UI and print the data again.

Cause 2 The Security settings in the PDF file do not allow printing.

Remedy Change the setting to allow printing.

<PDL PDF Error>

Cause PDF data that cannot be processed by the machine was sent.

Remedy Contact your local authorized Canon dealer.

<PDL PDF Memory Full>

Cause The machine's memory space allocated for PDF is full and printing cannot proceed.

Remedy 1 After cancelling the print job, optimize the PDF in Adobe Acrobat and reduce the size of the data you are going to print at one time, such as by resetting the resolution to an appropriate level, and try printing again. (See the Adobe Acrobat Help.)

Remedy 2 After cancelling the print job, reduce the number of pages to print at one time by dividing the PDF data you are going to print in Adobe Acrobat into several files, before trying to print again. (See the Adobe Acrobat Help.)

Remedy 3 After cancelling the print job, open the data in the application software and print again via the printer driver. (See the Adobe Acrobat Help.)

<PDL PDF Font Error>

Cause The PDF data contains a font that cannot be printed by this machine.

Remedy Cancel printing, and perform printing again using PDF data in a format compatible with this machine.

<PDL PDF Print Range Err>

Cause The range of the specified print pages is incorrect.

Remedy After cancelling the print job, check the number of pages in the PDF data, then specify the correct printing range and try printing again.

NOTE

This error will not be displayed if there are printable pages within the printing range you specified. For example, if a PDF data has five pages in it, and you specify a printing range from page 2 to 10, then page 2 to 5 will be printed without an error being displayed.

<PDL UFR II Version Err>

- Cause The machine received data from an incompatible UFR II version.
- Remedy 1 Install a UFR II printer driver for use with the imageRUNNER ADVANCE C351iF/C350i/C250i and print the data again.
- Remedy 2 Perform [Skip Error] and continue printing. However, the data will not be printed correctly.

<PDL UFR II Work Mem Full>

- Cause The work memory for the UFR II mode is full.
- Remedy 1 After cancelling the print job, reset the printer to increase the amount of available memory and print again. (Note that print data in memory such as secure print jobs and any jobs being processed will be deleted.) (See "[Reset Printer.](#)")
- Remedy 2 Perform [Skip Error] and continue printing. However, the data will not be printed correctly.

NOTE

If you set [Auto Error Skip] to [On], this error is skipped automatically. (See "[Auto Error Skip.](#)")

<PDL UFR II Admin Error>

- Cause A malfunction occurred and the printer cannot operate normally.
- Remedy Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL UFR II Area Error>

- Cause A malfunction occurred and the printer cannot operate normally.
- Remedy Restart the machine. If the message does not disappear after restarting the machine, write down the message displayed on the touch panel display and contact your local authorized Canon dealer.

<PDL UFR II Work Mem Full>

- Cause There is not enough work memory available.
- Remedy 1 After cancelling the print job, perform a printer reset to free up memory, then try printing again. (Note that all print data stored in memory, such as Secure Print jobs, and all print jobs being processed are deleted.)
- Remedy 2 Perform [Skip Error] to continue printing. However, the data that is the source of the error will not be printed correctly.

<XPS Memory Full>

Cause	There is not enough memory for processing XPS data.
Remedy	Perform [Skip Error] to continue processing. However, the output result of pages containing the relevant sections is not guaranteed.

<XPS Spool Memory Full>

Cause	There is not enough memory for processing XPS data.
Remedy	Restart the machine and execute the job again. If printing still cannot be performed, divide the data into several sections by setting page ranges etc., and print the sections separately.

<XPS Font Error>

Cause	Analysis of the font data failed.
Remedy	Replace the font data in the XPS file and try printing again.

<XPS Print Range Error>

Cause	There are no pages that can be processed within the specified print range.
Remedy	Specify the correct page range.

<XPS Data Error>

Cause	An unsupported data format is included.
Remedy	Change the format of the image data to TIFF or JPEG and try printing again.

<XPS Unsupport Image Err>

Cause	An unsupported data format is included.
Remedy	Change the format of the image data to TIFF or JPEG and try printing again.

<XPS Page Data Error>

Cause	The page could not be generated due to incorrect content.
Remedy	Try printing again using XPS data in a format compatible with the machine.

<XPS Image Data Error>

Cause	Expansion of the image data failed.
Remedy	Replace the image data in the XPS file and try printing again.

<PDL XPS Rendering Error>

Cause	An error occurred in the rendering system.
Remedy	Restart the machine and execute the job again. If this error persists, contact your local authorized Canon dealer.

Network/Security

This section describes the error messages related to the Network and Security functions.

Check the network connection.

TCP/IP Error

SSL Error

Could not send.

Check the server.

Cannot connect.

A competing IP address was found on the network.

The Default Key is not set. Check the Key and Certificate List settings in Certificate Settings.

Cannot delete the default key because it is in use by SSL or other settings. Check the settings.

Cannot change settings because the selected key is being used.

Cannot register because the algorithm of this key is not supported.

This certificate is invalid.

An error occurred during verification.

Certificate has expired.

Could not verify the certificate.

This certificate has expired.

This CRL is invalid.

This CRL has expired.

Could not verify CRL.

Certificate Exp. Date Error

Digital Sig. Cert. Access Err

IEEE 802.1X error. Set the correct auth. information.

IEEE 802.1X error. Change authentication password.

IEEE 802.1X error. Check authentication settings.

IEEE 802.1X error. The certificate has expired.

IEEE 802.1X error. The certificate is incorrect.

IEEE 802.1X error. Cannot analyze the certificate.

IEEE 802.1X error. No reply from the destination.

Check the network connection.

Cause 1	The machine and cable are not properly connected.
Remedy	Confirm that the machine is connected to the network using the correct cable, and then restart the machine. (See " Connecting the Machine to a Computer or Network. ")
Cause 2	[Confirm Network Connection Set. Changes] is set to 'On', although the machine is not connected to a network.
Remedy	Set [Confirm Network Connection Set. Changes] to 'Off'.

TCP/IP Error

Cause 1	Because the IP address cannot be obtained automatically via DHCP or Auto IP, [IP Address] in <IP Address Settings> (in the IPv4 Settings) is set to '0.0.0.0'.
Remedy	See " TCP/IPv4 Settings " to specify the correct IPv4 address.
Cause 2	'0.0.0.0' is set as a static IPv4 address in [IP Address] of <IP Address Settings> (in the IPv4 Settings).
Remedy	See " TCP/IPv4 Settings " to specify the correct IPv4 address.

Cause 3 The IPv6 addresses are not properly set up.

Check the following:

Confirm that the settings for the addresses (<Use Stateless Address>, <Use Manual Address>, or <Use DHCPv6>) are set to 'On'.

If you are using a stateless address or DHCPv6, confirm that addresses can be obtained.

Remedy

If addresses cannot be obtained, check the settings of the router or DHCPv6 server.

NOTE

It may take several minutes for a stateless address to be determined.

Cause 4 The IP address of the DNS server is not correct.

Remedy See "[TCP/IPv4 Settings](#)" or "[TCP/IPv6 Settings](#)" to check the IP address of the DNS server.

Cause 5 Sending could not be performed due to a lack of resources in the TCP/IP protocol stack.

Remedy See "[TCP/IPv4 Settings](#)" or "[TCP/IPv6 Settings](#)" to specify the correct IPv4/IPv6 address.

SSL Error

Cause 1 The WebDAV server does not support SSL encrypted communication.

Remedy Specify the SSL settings required for your environment on the WebDAV server.

Cause 2 The proxy server does not support SSL encrypted communication.

Remedy If the WebDAV client is connected to the Internet via a proxy server, set the proxy server to use SSL.

Could not send.

Cause 1 An error occurred in the WebDAV server or proxy server.

Check the following:

Remedy Check the settings for the WebDAV server.

Check the settings of the proxy server.

Cause 2 External access to the target files or directories was denied.

Check the following:

Remedy Check the settings for the WebDAV server.

See "[Ange mottagare](#)" to confirm the settings for a recipient address.

Cause 3 The WebDAV server is busy because of heavy access.

Remedy Try sending again later.

Cause 4 Sending files in chunks is not allowed.

Remedy Press [Off] for [Use Divided Chunk Send for WebDAV TX] in [Send] in [Function Settings] (Settings/Registration). (See "[Dela upp data vid sändning med WebDAV.](#)")

- Cause 5 The size of the sent data is too large.
- Remedy Confirm the size of the sent data.
- Cause 6 The specified URI (host name and folder path specified as the recipient address) is too long.
- Remedy See "[Ange mottagare](#)" to confirm the full path for the HTTP server entered in [Host Name] and the WebDAV folder path entered in [Folder Path] as the recipient address.

Check the server.

- Cause 1 The machine tried to access the destination without using a proxy server, but it was necessary to access via a proxy server.
- Remedy Check the following:
Check the settings for the WebDAV server.
Confirm the proxy server settings. (See step 12 in "[Settings Common to TCP/IPv4 and TCP/IPv6.](#)")
- Cause 2 Access to the destination was denied.
- Remedy Check the settings for the WebDAV server.
- Cause 3 The machine tried to access the destination via a proxy server without using SSL encrypted communication.
- Remedy Press [Off] for [Use Divided Chunk Send for WebDAV TX] in [Send] in [Function Settings] (Settings/Registration). (See "[Dela upp data vid sändning med WebDAV.](#)")
- Cause 4 The proxy server failed to communicate with the upstream server.
- Remedy Check the following:
Check the settings for the WebDAV server.
Check the settings of the proxy server.
- Cause 5 According to the request from the WebDAV client, the HTTP protocol version which is not supported by the WebDAV server is used.
- Remedy Check the settings for the WebDAV server.
- Cause 6 The disk space on the WebDAV server was insufficient to process the request from the WebDAV client.
- Remedy Free up sufficient disk space on the WebDAV server.

Cannot connect.

- Cause Proxy server authentication failed.
- Remedy See step 12 in "[Settings Common to TCP/IPv4 and TCP/IPv6](#)" to confirm the settings of the proxy server.

A competing IP address was found on the network.

- Cause The same IPv4 address that is set to this machine already exists on the same network.

- Remedy See ["TCP/IPv4 Settings"](#) to change the IP address of this machine not to be duplicated with the IP addresses which are set to the other devices.

The Default Key is not set. Check the Key and Certificate List settings in Certificate Settings.

- Cause The key pair or server certificate to use has not been registered.
- Remedy It is necessary to register a key pair and server certificate in order to perform encrypted SSL communication. See ["Generera ett nyckelpar och servercertifikat"](#) or ["Registrera en nyckelparsfil och servercertifikatsfil installerad från en dator"](#) to register a key pair.

Cannot delete the default key because it is in use by SSL or other settings. Check the settings.

- Cause The key you are trying to erase is currently being used for encrypted SSL communication or used for the Restrict Receiving for Each Function mode in the device information delivery.
- Remedy Cancel all SSL settings and encrypted SSL communication. Set all settings for [Restrict Receiving for Each Function] in Device Information Delivery Settings to 'On.' For details, see ["Ange inställningar för leverans av enhetsinformation."](#)

Cannot change settings because the selected key is being used.

- Cause The key you are trying to erase is currently being used for encrypted SSL communication or used for the Restrict Receiving for Each Function mode in the device information delivery.
- Remedy Cancel all SSL settings and encrypted SSL communication. Set all settings for [Restrict Receiving for Each Function] in Device Information Delivery Settings to 'On.' For details, see ["Ange inställningar för leverans av enhetsinformation."](#)

Cannot register because the algorithm of this key is not supported.

- Cause You are trying to register a key pair file which uses an unsupported encryption algorithm.
- Remedy Register key pair file which uses a supported encryption algorithm. (See ["Registrera en nyckelparsfil och servercertifikatsfil installerad från en dator."](#))

This certificate is invalid.

- Cause The certificate is invalid.
- Remedy Reinstall the valid certificate.

An error occurred during verification.

- Cause The certificate is invalid.
- Remedy Reinstall the valid certificate.

Certificate has expired.

- | | |
|---------|---|
| Cause 1 | The certificate has expired. |
| Remedy | Confirm the expiration date for the certificate. If it has expired, register a certificate which has not expired. |
| Cause 2 | The date and time of the machine is not set correctly. (It is set to a future date and time.) |
| Remedy | Confirm that the date and time of the machine is set correctly. |

Could not verify the certificate.

- | | |
|--------|---|
| Cause | The CA certificate which has issued the certificate could not be found. |
| Remedy | If you want to verify the certificate, register the CA certificate which issued it. |

This certificate has expired.

- | | |
|--------|--|
| Cause | The certificate is listed on the CRL (Certificate Revocation Lists). |
| Remedy | Install a new certificate. |

This CRL is invalid.

- | | |
|--------|---|
| Cause | The CRL (Certificate Revocation List) is corrupt, or uses an unsupported signature algorithm. |
| Remedy | Register a valid CRL. |

This CRL has expired.

- | | |
|---------|--|
| Cause 1 | The start date of validity for the CRL (Certificate Revocation List) is set to a future date. |
| Remedy | Confirm the start date of validity for the CRL. If it is set to a future date, use the CRL after it becomes valid. |
| Cause 2 | The date and time of this machine is not set correctly. (It is set to a future date and time.) |
| Remedy | Confirm that the date and time of the machine is set correctly. |

Could not verify CRL.

- | | |
|--------|---|
| Cause | The CRL (Certificate Revocation List) could not be verified on the machine. |
| Remedy | Register the CRL. |

Certificate Exp. Date Error

- | | |
|--------|--|
| Cause | The certificate has expired. |
| Remedy | Confirm the expiration date for the certificate. |

Digital Sig. Cert. Access Err

- | | |
|---------|---|
| Cause 1 | Access to the user certificate was denied when sending a PDF or XPS file with a user signature. |
| Remedy | See " Bekräfta ett nyckelpar och användarcertifikat " to confirm the user certificate settings. |
| Cause 2 | Access to the device certificate was denied when sending a PDF or XPS file with a device signature. |
| Remedy | See " Ställa in/bekräfta ett nyckelpar och enhetscertifikat " to confirm the device certificate settings. |

IEEE 802.1X error. Set the correct auth. information.

- | | |
|--------|--|
| Cause | The correct client authentication information (the key pair and certificate, user name and password, and the CA certificate) is not set. |
| Remedy | Confirm the set authentication method and authentication information (the key pair and certificate, user name and password, and CA certificate). |

IEEE 802.1X error. Change authentication password.

- | | |
|--------|---------------------------|
| Cause | The password has expired. |
| Remedy | Set a new password. |

IEEE 802.1X error. Check authentication settings.

- | | |
|--------|--|
| Cause | The specified authentication method of the machine does not match the authentication method of the RADIUS server. |
| Remedy | Confirm whether the authentication method specified for the machine and the authentication method specified for the RADIUS server match, and specify the correct authentication method if necessary. |

IEEE 802.1X error. The certificate has expired.

- | | |
|--------|--|
| Cause | The server certificate sent from the RADIUS server has expired. |
| Remedy | Confirm the expiration date for the server certificate of the RADIUS server. |

IEEE 802.1X error. The certificate is incorrect.

- | | |
|--------|---|
| Cause | An error occurred when verifying the server certificate sent from the RADIUS server using the CA certificate. |
| Remedy | Confirm the contents of the server certificate of the RADIUS server, as well as the CA certification registered on the machine. |

IEEE 802.1X error. Cannot analyze the certificate.

- | | |
|-------|---|
| Cause | The machine failed to analyze the server certificate sent from the RADIUS server. |
|-------|---|

Remedy Confirm the server certificate contents of the RADIUS server.

IEEE 802.1X error. No reply from the destination.

Cause An error occurred when communicating with the authenticator.

Remedy Confirm the authenticator (LAN switch) settings, as well as the RADIUS server settings.

MEAP

This section describes the error messages related to MEAP applications, in particular SMS and SSO-H.

[Error Messages Related to SMS](#)

[Error Messages Related to SSO-H](#)

Error Messages Related to SMS

[Login Page](#)

[MEAP Application Management Page](#)

[Install Page](#)

[Authentication Information Setting Page](#)

[License Management Page](#)

[Enhanced System Application Management Page](#)

[Check License and Change Password Pages](#)

[MEAP Application Setting Information Management Page](#)

[MEAP Application Log Management Page](#)

[Other Errors](#)

Login Page

<The specified file does not exist or the file path is incorrect. Try to specify the path again.>

<The contents of the specified file are incorrect or information is missing. Check the file.>

<The specified switch license file cannot be used for password initialization. Try to specify the file again.>

<Cannot initialize password because a used switch license file is specified. Try to specify the file again.>

<You do not have permissions to use Service Management Service. Log in with administrator rights.>

<Cannot login because another user is logged in or logout operations have not been successfully performed. Please wait a moment and then try this operation again.>

<Error: <Error Details>>

<The specified file does not exist or the file path is incorrect. Try to specify the path again.>

Cause The application file does not exist in the specified path, or the file path is incorrect.

Remedy Specify the file path correctly.

<The contents of the specified file are incorrect or information is missing. Check the file.>

Cause 1 The specified file is not a license switch file.

Remedy Check that the specified file is a license switch file for initializing the password.

Cause 2 There is insufficient information for the specified file.

Remedy The password cannot be initialized using the specified file. Confirm the contents of the file.

<The specified switch license file cannot be used for password initialization. Try to specify the file again.>

Cause The specified file is not a switch license file for initializing the password.

Remedy Specify a switch license file for initializing the password.

<Cannot initialize password because a used switch license file is specified. Try to specify the file again.>

- Cause The specified license file has already been installed. License files that have been installed once cannot be installed again.
- Remedy Since the specified license file cannot be installed, specify another file.

<You do not have permissions to use Service Management Service. Log in with administrator rights.>

- Cause Only a user with System Administrator (Administrator) privileges can log in to SMS with their user name and password. The user trying to log in cannot do so because they do not have administrator rights.
- Remedy Log in again with the user name and password of a user with System Administrator (Administrator) privileges.

<Cannot login because another user is logged in or logout operations have not been successfully performed. Please wait a moment and then try this operation again.>

- Cause Cannot log in for a specified period of time because another user is logged in or log out operations were not successfully performed.
- Remedy If another user is logged in, wait until the user has logged out. If no other user is logged in, wait until the lock is released.

<Error: <Error Details>>

- Cause An error has occurred for some reason. Refer to <Error Details> for details.
- Remedy If countermeasures for the error are still not clear from <Error Details>, contact your local authorized Canon dealer.

MEAP Application Management Page

<Cannot start this application because there is no Distributable Software in the application. Get a Distributable Software.>

<Cannot start this application because the number of bootable applets has exceeded the limit. Start this application after stopping other applications.>

<A license is needed to start this application. Try to start it again after installing a license.>

<Cannot start this application because system resources (memory, threads, sockets, file descriptors, disk space, or screen size) required to start the application may not be available. <Resources>>

<Cannot uninstall this application because the license file has not been deleted. Uninstall the application after deleting the license in the [License Management] page.>

<The name listed in the file for the application and the applet name to register with Applet Viewer Service are different. Check the file.>

Error: <Error Details>

<Cannot start this application because there is no Distributable Software in the application. Get a Distributable Software.>

- Cause The application cannot be started because there are no redistributable modules included in the application.
- Remedy Contact the developer of the application.

<Cannot start this application because the number of bootable applets has exceeded the limit. Start this application after stopping other applications.>

Cause The application cannot be started because it includes an applet, and the number of applets that can be started on the system would exceed the limit (nine applets) if the application was started.

Remedy Stop an application running on the system which includes an applet, in order to reduce the number of applets running on the system, and then restart the application.

<A license is needed to start this application. Try to start it again after installing a license.>

Cause A license file is necessary to start the application (the license file has not been installed).

Remedy Install the license file, and then restart the application.

<Cannot start this application because system resources (memory, threads, sockets, file descriptors, disk space, or screen size) required to start the application may not be available. <Resources>>

Cause The application cannot be started because system resources required to start the application are unable to be reserved.

Remedy Stop another application, and then restart this application. It may be able to start this time.

<Cannot uninstall this application because the license file has not been deleted. Uninstall the application after deleting the license in the [License Management] page.>

Cause The application cannot be uninstalled because the license file for the application still exists inside the machine.

Remedy Uninstall the application after deleting the license on the [License Management] page.

<The name listed in the file for the application and the applet name to register with Applet Viewer Service are different. Check the file.>

Cause The application cannot be started because the applet name the application is trying to register in the Applet Viewer Service differs from the applet name included in the application file.

Remedy Since it is necessary to make corrections to the application, contact the developer of the application.

Error: <Error Details>

Cause An error has occurred for some reason. Refer to <Error Details> for details.

Remedy If countermeasures for the error are still not clear from <Error Details>, contact your local authorized Canon dealer.

Install Page

<The file for the application to install does not exist or the file path is incorrect. Try to specify the path again.>

<The file for the license to install does not exist or the file path is incorrect. Try to specify the path again.>

<The manifest is not listed in the specified file. Check the file.>

<The contents of the file for the application to install are incorrect or information is missing. Check the file.>

<The contents of the file for the license to install are incorrect or information is missing. Check the file.>

<The following information is missing in file for the specified application. Check the file. <Missing information>>

<The following information in the specified application is incorrect. Check the file. <Inaccurate information>>

<Cannot install this application because a code signing has not been confirmed to be valid. Get a valid code signing.>

<Cannot install this license because the specified application and license do not correspond. Try to specify a path for the license file again.>

<The number of applications that can be installed has exceeded the limit. Try to install this application after uninstalling other applications.>

<Cannot install this license because the number of license file ID logs that can be saved has exceeded the limit. Contact your service representative.>

<Cannot install because a used license file is specified. Try to specify the file again.>

<To install the specified application, a license file must be installed at the same time. Specify a license file.>

<The specified file is a system application. Install the application from the [Enhanced System Application Management] page.>

<The specified application does not require a license.>

<The specified license does not match this device. Specify an installable license.>

<The specified application does not support this device.>

<Cannot install this application because an applet included in the specified application has exceeded the area that can be displayed in the device panel.>

<The specified file is an update file. Stop the application that you want update and then install the file.>

<Cannot install the application because the license requirement is different. Uninstall the specified application, and then try to install the application again.>

<Cannot install this application because storage space has been exceeded. Uninstall other applications and then try to install it again.>

<Could not cancel installation. Installation has been successfully completed.>

<This application does not support the MEAP version of the device. Contact your service representative after checking the application version.>

<The specified application cannot be installed on this device.>

<The process is canceled because the system has been shut down. Restart the system, and then perform the process again.>

<Error: <Error Details>>

<The file for the application to install does not exist or the file path is incorrect. Try to specify the path again.>

Cause	The application does not exist in the specified path, or the file path is incorrect.
Remedy	Specify the file path correctly.

<The file for the license to install does not exist or the file path is incorrect. Try to specify the path again.>

Cause	The license file does not exist in the specified path, or the file path is incorrect.
Remedy	Specify the file path correctly.

<The manifest is not listed in the specified file. Check the file.>

Cause	A manifest does not exist for the file specified as the application.
Remedy	This application cannot be installed. Contact the developer of the application.

<The contents of the file for the application to install are incorrect or information is missing. Check the file.>

Cause	The contents of the file specified as an application file are incorrect, or information is missing.
Remedy	This application cannot be installed. Check the file. If there are no problems, contact your local authorized Canon dealer.

<The contents of the file for the license to install are incorrect or information is missing. Check the file.>

Cause	The contents of the file specified as a license file are incorrect, or information is missing.
Remedy	This license file cannot be installed. Check the file. If there are no problems, contact your local authorized Canon dealer.

<The following information is missing in file for the specified application. Check the file. <Missing information>>

Cause	The application cannot be installed because required information is not included in the application.
Remedy	Check the file. If there are no problems, contact your local authorized Canon dealer to see if there is any <Missing information>.

<The following information in the specified application is incorrect. Check the file. <Inaccurate information>>

Cause 1	<Inaccurate information> in the application cannot be recognized as correct information.
Remedy	Contact your local authorized Canon dealer.
Cause 2	If the <Inaccurate information> is the MEAP Specifications, the MEAP specifications of the application and of the machine do not match.
Remedy	Contact your local authorized Canon dealer.

<Cannot install this application because a code signing has not been confirmed to be valid. Get a valid code signing.>

Cause 1	A valid code signature cannot be confirmed in the application.
Remedy	Perform the correct code signing for the application.
Cause 2	The file may have been modified.
Remedy	Contact the developer of the application.

<Cannot install this license because the specified application and license do not correspond. Try to specify a path for the license file again.>

Cause	The application cannot be installed because the specified license file does not correspond to the specified application.
Remedy	Specify a license file which corresponds to the application.

<The number of applications that can be installed has exceeded the limit. Try to install this application after uninstalling other applications.>

- Cause You can install up to 19 applications. You are trying to install more applications than this number.
- Remedy You can install the new application by first uninstalling other applications (apart from system applications).

<Cannot install this license because the number of license file ID logs that can be saved has exceeded the limit. Contact your service representative.>

- Cause The license file cannot be installed because the license file ID information log will exceed the maximum number of entries.
- Remedy Contact your local authorized Canon dealer.

<Cannot install because a used license file is specified. Try to specify the file again.>

- Cause A license file which is already installed cannot be installed again. The specified license file has already been installed.
- Remedy The specified license file cannot be installed. Specify another license file.

<To install the specified application, a license file must be installed at the same time. Specify a license file.>

- Cause You cannot install the application unless you specify a corresponding license file with the application.
- Remedy When specifying an application to install, also specify a corresponding license file.

<The specified file is a system application. Install the application from the [Enhanced System Application Management] page.>

- Cause The specified file is a system application. You cannot install it from this [Install] page.
- Remedy Install the application from the [Enhanced System Application Management] page.

<The specified application does not require a license.>

- Cause An application and license file were specified, but the specified application does not require a license file.
- Remedy Install the application without specifying a license file.

<The specified license does not match this device. Specify an installable license.>

- Cause In the license file, there is serial number information of machines in which the license file can be installed. The application you have specified cannot be installed, because your machine's serial number is not found in the serial number information in this license file.
- Remedy Specify a license file whose serial number information includes the serial number of your machine.

<The specified application does not support this device.>

- Cause The application can only be installed in certain machine models. It cannot be installed in this machine.
- Remedy Specify an application which supports the machine.

<Cannot install this application because an applet included in the specified application has exceeded the area that can be displayed in the device panel.>

- Cause The application cannot be installed because the display area of an applet included in the application exceeds the area that can be displayed on the panel of the machine.
- Remedy Install an application that includes only applets that fit within the maximum display area of the machine.

<The specified file is an update file. Stop the application that you want update and then install the file.>

- Cause The specified file is a file for updating an application which is already installed. It is necessary to stop the application which is to be updated before updating.
- Remedy Stop the application that you want to update, and then perform the update again.

<Cannot install the application because the license requirement is different. Uninstall the specified application, and then try to install the application again.>

- Cause You have tried to upgrade an application which is already installed using a version of the same application with different license requirements.
- Remedy Maintain the same license conditions, and then try upgrading the application.

<Cannot install this application because storage space has been exceeded. Uninstall other applications and then try to install it again.>

- Cause The application cannot be installed because there is not enough space left on the hard disk.
- Remedy Uninstall unnecessary applications to free up hard disk space.

<Could not cancel installation. Installation has been successfully completed.>

- Cause The cancel button was pressed when the installation could not be cancelled.
- Remedy Uninstall the application after disabling the license file and downloading it from the [License Management] page.

<This application does not support the MEAP version of the device. Contact your service representative after checking the application version.>

- Cause The installation could not be performed because the specified application does not correspond to the MEAP version of the machine.
- Remedy Contact the developer of the application.

<The specified application cannot be installed on this device.>

Cause	The installation could not be performed because the specified application is not an Enhanced System Application.
Remedy	Specify an application file for an Enhanced System Application.

<The process is canceled because the system has been shut down. Restart the system, and then perform the process again.>

Cause	The installation could not be completed because it conflicted with a system shutdown.
Remedy	Perform the installation again after the machine has restarted.

<Error: <Error Details>>

Cause	An error has occurred for some reason. Refer to <Error Details> for details.
Remedy	If countermeasures for the error are still not clear from <Error Details>, contact your local authorized Canon dealer.

Authentication Information Setting Page

The messages may differ, depending on the selected login service.

<Settings are incorrect>

- Check to see if the PIN is incorrect
- Enter Dept. ID within 7 digits.
- Check to see if the Department ID is registered with the device.

<The [Department ID] is incorrect. Enter an integer for the [Department ID].>

<The [Department ID] is not entered.>

<Could not set authentication information because an error occurred.>

<Could not delete authentication information because an error occurred.>

<Authentication Information Settings Could not set authentication information because an error occurred.>

<Authentication Information Settings Could not delete authentication information because an error occurred.>

<Settings are incorrect>

- Check to see if the PIN is incorrect
- Enter Dept. ID within 7 digits.
- Check to see if the Department ID is registered with the device.

Cause Authentication information cannot be set because the entered Dept. ID does not exist, or the PIN is incorrect.

Remedy Enter the correct Dept. ID and PIN registered for the machine.

<The [Department ID] is incorrect. Enter an integer for the [Department ID].>

Cause The Department ID that was entered is a positive integer, but the registered Department ID is not a positive integer.

Remedy Enter the correct password registered in the machine as the Department ID.

<The [Department ID] is not entered.>

Cause The Department ID is blank.

Remedy Specify the Department ID.

<Could not set authentication information because an error occurred.>

Cause The authentication information could not be set because an unspecified error occurred.

Remedy Contact your local authorized Canon dealer.

<Could not delete authentication information because an error occurred.>

Cause The authentication information could not be deleted because an unspecified error occurred.

Remedy Contact your local authorized Canon dealer.

<Authentication Information Settings Could not set authentication information because an error occurred.>

Cause The entered user name or password is incorrect, or an unspecified error occurred.

Remedy Set the authentication information again after entering the correct user name and password.

**<Authentication Information Settings
Could not delete authentication information because an error occurred.>**

Cause The authentication information could not be deleted because an unspecified error occurred.

Remedy Contact your local authorized Canon dealer.

License Management Page

The messages may differ, depending on the selected login service.

<The specified file does not exist or the file path is incorrect. Try to specify the path again.>

<The contents of the file for the license to install are incorrect or information is missing. Check the file.>

<Cannot install this license because the specified license does not correspond to this application. Try to specify a path for the license file again.>

<Cannot install this license because the number of license file ID logs that can be saved has exceeded the limit. Contact your service representative.>

<Cannot install because a used license file is specified. Try to specify the file again.>

<The specified license does not match this device. Specify an installable license.>

<Could not cancel installation. Installation has been successfully completed.>

<Cannot disable the license file because this application has been started. Disable the license file after stopping the application.>

<Error: <Error Details>>

<The specified file does not exist or the file path is incorrect. Try to specify the path again.>

Cause The specified file does not exist, or the file path is incorrect.

Remedy Specify the file path correctly.

<The contents of the file for the license to install are incorrect or information is missing. Check the file.>

- Cause The contents of the file are incorrect, or information is missing.
- Remedy This license file cannot be installed. Contact the developer of the application.

<Cannot install this license because the specified license does not correspond to this application. Try to specify a path for the license file again.>

- Cause The installation could not be performed because the specified license file does not correspond to the application.
- Remedy Specify a license file which corresponds to the application.
Check whether the manifest file specified inside the license file is accurate.

<Cannot install this license because the number of license file ID logs that can be saved has exceeded the limit. Contact your service representative.>

- Cause The license file cannot be installed because the license file ID information log will exceed the maximum number of entries.
- Remedy Contact your local authorized Canon dealer.

<Cannot install because a used license file is specified. Try to specify the file again.>

- Cause A license file which is already installed cannot be installed again. The specified license file has already been installed.
- Remedy Since the specified license file cannot be installed, specify another file.

<The specified license does not match this device. Specify an installable license.>

- Cause The machine you are using is stated in the license file, but the specified license file could not be installed in your machine.
- Remedy Specify a license file that is compatible with your machine.

<Could not cancel installation. Installation has been successfully completed.>

- Cause The cancel button was pressed when the installation could not be cancelled.
- Remedy Uninstall the application after disabling the license file and downloading it from the [License Management] page.

<Cannot disable the license file because this application has been started. Disable the license file after stopping the application.>

- Cause The license cannot be disabled because an application using the license is running.
- Remedy Close the application using the license before disabling the license.

<Error: <Error Details>>

Cause	An error has occurred for some reason. Refer to <Error Details> for details.
Remedy	If countermeasures against the error are still not clear from the <Error Details>, contact the developer of the application.

Enhanced System Application Management Page

<Cannot start this application because there is no Distributable Software in the application. Get a Distributable Software.>

<Cannot start this application because the number of bootable applets has exceeded the limit. Start this application after stopping other applications.>

<Cannot start this application because system resources (memory, threads, sockets, file descriptors, disk space, or screen size) required to start the application may not be available. <Resources>>

<The name listed in the file for the application and the applet name to register with Applet Viewer Service are different. Check the file.>

<The following login services cannot be uninstalled:>

The currently set login service

Login services that will be enabled after the device is restarted

Default Authentication login services

The currently set login service can be uninstalled after the device is restarted.

<The file for the application to install does not exist or the file path is incorrect. Try to specify the path again.>

<The manifest is not listed in the specified file. Check the file.>

<The file for the license to install does not exist or the file path is incorrect. Try to specify the path again.>

<The contents of the file for the application to install are incorrect or information is missing. Check the file.>

<The contents of the file for the license to install are incorrect or information is missing. Check the file.>

<Cannot install this application because a code signing has not been confirmed to be valid. Get a valid code signing.>

<Cannot install this license because the specified application and license do not correspond. Try to specify a path for the license file again.>

<The specified file is not system application. Check the file.>

<Cannot install this license because the number of license file ID logs that can be saved has exceeded the limit. Contact your service representative.>

<Cannot install because a used license file is specified. Try to specify the file again.>

<To install the specified application, a license file must be installed at the same time. Specify a license file.>

<The following information in the specified application is incorrect. Check the file. <Inaccurate information>>

<The following information is missing in file for the specified application. Check the file. <Missing information>>

<The specified application does not support this device.>

<The specified license does not match this device. Specify an installable license.>

<Cannot install this application because an applet included in the specified application has exceeded the area that can be displayed in the device panel.>

<The specified file is an update file. Stop the application that you want update and then install the file.>

<The specified file is an update file for a login service that is currently set. Switch to another login service, restart the device, and then install the file.>

<Cannot install this application because storage space has been exceeded. Uninstall other applications and then try to install it again.>

<Could not cancel installation. Installation has been successfully completed.>

<The process is canceled because the system has been shut down. Restart the system, and then perform the process again.>

<Error: <Error Details>>

<Cannot start this application because there is no Distributable Software in the application. Get a Distributable Software.>

- Cause The application cannot be started because there are no redistributable modules included in the application.
- Remedy Contact the developer of the application.

<Cannot start this application because the number of bootable applets has exceeded the limit. Start this application after stopping other applications.>

- Cause The application cannot be started because it includes an applet, and the number of applets that can be started on the system would exceed the limit (nine applets) if the application was started.
- Remedy Stop an application running on the system which includes an applet, in order to reduce the number of applets running on the system, and then restart the application.

<Cannot start this application because system resources (memory, threads, sockets, file descriptors, disk space, or screen size) required to start the application may not be available. <Resources>>

- Cause The application cannot be started because system resources required to start the application are unable to be reserved.
- Remedy Stop another application, and then restart this application. It may be able to start this time.

<The name listed in the file for the application and the applet name to register with Applet Viewer Service are different. Check the file.>

- Cause The application cannot be started because the applet name the application is trying to register in the Applet Viewer Service differs from the applet name included in the application file.
- Remedy Since it is necessary to make corrections to the application, contact the developer of the application.

<The following login services cannot be uninstalled:>

The currently set login service
Login services that will be enabled after the device is restarted
Default Authentication login services

The currently set login service can be uninstalled after the device is restarted.

- Cause The currently set login service, a login service that will be enabled after restarting the machine, and the Default Authentication login service cannot be uninstalled.
- Remedy Do not uninstall the currently set login service, a login service that will be enabled after restarting the machine, or the Default Authentication login service. To uninstall the currently set login service, uninstall it after restarting the machine.

<The file for the application to install does not exist or the file path is incorrect. Try to specify the path again.>

- Cause The application does not exist in the specified path, or the file path is incorrect.
- Remedy Specify the file path correctly.

<The manifest is not listed in the specified file. Check the file.>

Cause A manifest does not exist for the file specified as the application.

Remedy This application cannot be installed. Contact the developer of the application.

<The file for the license to install does not exist or the file path is incorrect. Try to specify the path again.>

Cause The application does not exist in the specified path, or the file path is incorrect.

Remedy Specify the file path correctly.

<The contents of the file for the application to install are incorrect or information is missing. Check the file.>

Cause The contents of the file specified as an application file are incorrect, or information is missing.

Remedy This application cannot be installed. Check the file. If there are no problems, contact your local authorized Canon dealer.

<The contents of the file for the license to install are incorrect or information is missing. Check the file.>

Cause The contents of the file specified as a license file are incorrect, or information is missing.

Remedy This license file cannot be installed. Check the file. If there are no problems, contact your local authorized Canon dealer.

<Cannot install this application because a code signing has not been confirmed to be valid. Get a valid code signing.>

Cause 1 A valid code signature cannot be confirmed in the application.

Remedy Perform the correct code signing for the application.

Cause 2 The file may have been modified.

Remedy Contact the developer of the application.

<Cannot install this license because the specified application and license do not correspond. Try to specify a path for the license file again.>

Cause The application cannot be installed because the specified license file does not correspond to the specified application.

Remedy Specify a license file which corresponds to the application.

<The specified file is not system application. Check the file.>

Cause The specified file is not a system application. This application cannot be installed from this [Enhanced System Application Management] page.

Remedy Install from the [Install] page.

<Cannot install this license because the number of license file ID logs that can be saved has exceeded the limit. Contact your service representative.>

- Cause The license file cannot be installed because the license file ID information log will exceed the maximum number of entries.
- Remedy Contact your local authorized Canon dealer.

<Cannot install because a used license file is specified. Try to specify the file again.>

- Cause A license file which is already installed cannot be installed again. The specified license file has already been installed.
- Remedy The specified license file cannot be installed. Specify another license file.

<To install the specified application, a license file must be installed at the same time. Specify a license file.>

- Cause You cannot install the application unless you specify a corresponding license file with the application.
- Remedy When specifying an application to install, also specify a corresponding license file.

<The following information in the specified application is incorrect. Check the file. <Inaccurate information>>

- Cause 1 <Inaccurate information> in the application file cannot be recognized as correct information.
- Remedy Contact your local authorized Canon dealer.
- Cause 2 If the <Inaccurate information> is the MEAP Specifications, the MEAP Specifications of the application and of the machine do not match.
- Remedy Contact your local authorized Canon dealer.

<The following information is missing in file for the specified application. Check the file. <Missing information>>

- Cause The application cannot be installed because required information is not included in the application.
- Remedy Check the file. If there are no problems, contact your local authorized Canon dealer to see if there is any <Missing information>.

<The specified application does not support this device.>

- Cause The application can only be installed in certain machine models. It cannot be installed in this machine.
- Remedy Specify an application which supports the machine.

<The specified license does not match this device. Specify an installable license.>

- Cause

In the license file, there is serial number information of machines in which the license file can be installed. The application you have specified cannot be installed, because your machine's serial number is not found in the serial number information in this license file.

Remedy Specify a license file whose serial number information includes the serial number of your machine.

<Cannot install this application because an applet included in the specified application has exceeded the area that can be displayed in the device panel.>

Cause The application cannot be installed because the display area of an applet included in the application exceeds the area that can be displayed on the panel of the machine.

Remedy Install an application that includes only applets that fit within the maximum display area of the machine.

<The specified file is an update file. Stop the application that you want update and then install the file.>

Cause The specified file is a file for updating an application which is already installed. It is necessary to stop the application which is to be updated before updating.

Remedy Stop the application that you want to update, and then perform the update again.

<The specified file is an update file for a login service that is currently set. Switch to another login service, restart the device, and then install the file.>

Cause Although the file is an update file for the login service that is currently set, it cannot update a login service that has already started.

Remedy To install the update file for the login service, start another login service, and then install the update file.

<Cannot install this application because storage space has been exceeded. Uninstall other applications and then try to install it again.>

Cause The application cannot be installed because there is not enough space left on the hard disk.

Remedy Uninstall unnecessary applications to free up hard disk space.

<Could not cancel installation. Installation has been successfully completed.>

Cause The cancel button was pressed when the installation could not be cancelled.

Remedy Uninstall the application after disabling the license file and downloading it from the [License Management] page.

<The process is canceled because the system has been shut down. Restart the system, and then perform the process again.>

Cause The installation could not be completed because it conflicted with a system shutdown.

Remedy Perform the installation again after the machine has restarted.

<Error: <Error Details>>

Cause	An error has occurred for some reason. Refer to <Error Details> for details.
Remedy	If countermeasures for the error are still not clear from <Error Details>, contact your local authorized Canon dealer.

Check License and Change Password Pages

<The specified file does not exist or the file path is incorrect. Try to specify the path again.>

<The contents of the specified file are incorrect or information is missing. Check the file.>

<The specified switch license file cannot be used to delete the license file ID log. Try to specify the path again.>

<The specified license is already installed. Installed license file information cannot be displayed.>

<The old password is incorrect.>

<The new password is incorrect. Enter the password with 8 to 32 single-byte alphanumeric characters.>

<The new password and password to confirm do not match.>

<Error: <Error Details>>

<The specified file does not exist or the file path is incorrect. Try to specify the path again.>

Cause	The specified file does not exist, or the file path is incorrect.
Remedy	Specify the file path correctly.

<The contents of the specified file are incorrect or information is missing. Check the file.>

Cause 1	The contents of the file are incorrect. (The specified file is not a license file.)
Remedy	Check that the specified file is a license file.
Cause 2	There is insufficient information for the specified file.
Remedy	Confirm the contents of the file.

<The specified switch license file cannot be used to delete the license file ID log. Try to specify the path again.>

Cause	The specified file is not a switch license file that can be used to delete a license file ID log.
Remedy	Specify the path for a switch license file that can be used to delete the license file ID log.

<The specified license is already installed. Installed license file information cannot be displayed.>

Cause	The information for a license file installed on the machine cannot be displayed.
Remedy	Select another license file.

<The old password is incorrect.>

Cause	The password differs from the current password.
Remedy	Enter the current password correctly.

<The new password is incorrect. Enter the password with 8 to 32 single-byte alphanumeric characters.>

- Cause The new password is shorter than 8 characters or longer than 32 characters, or has characters that cannot be used for a password.
- Remedy Enter a new password 8 to 32 alphanumeric characters (a-z, A-Z, 0-9) in length.

<The new password and password to confirm do not match.>

- Cause The password cannot be changed because the new password and the password you entered for confirmation do not match.
- Remedy Enter the same password as the new password in the password confirmation field.

<Error: <Error Details>>

- Cause An error has occurred for some reason. Refer to <Error Details> for details.
- Remedy If countermeasures for the error are still not clear from <Error Details>, contact your local authorized Canon dealer.

MEAP Application Setting Information Management Page**<Could not delete MEAP application setting information because an error occurred.>**

- Cause The setting information could not be deleted because an unspecified error occurred.
- Remedy Click [Back] to return to the original page of the specified operation.

MEAP Application Log Management Page

- [<Cannot download application logs because application logs do not exist.>](#)
- [<Could not download application logs because an error occurred.>](#)
- [<Could not delete application logs because an error occurred.>](#)

<Cannot download application logs because application logs do not exist.>

- Cause Application logs do not exist.
- Remedy Click [Back] to return to the original page of the specified operation.

<Could not download application logs because an error occurred.>

- Cause The logs could not be downloaded because an unspecified error occurred.
- Remedy Click [Back] to return to the original page of the specified operation.

<Could not delete application logs because an error occurred.>

- Cause The logs could not be deleted because an unspecified error occurred.
- Remedy Click [Back] to return to the original page of the specified operation.

Other Errors

<Cannot find the specified application. It may have been uninstalled by another user.>

Cause The application for specified operation does not exist in the machine.

Remedy Click [Back] to return to the original page of the specified operation.

Error Messages Related to SSO-H

Error Messages Displayed on the Touch Panel Display

Error Messages Displayed on the Web Browser

Error Messages Displayed on the Touch Panel Display

<Login failed. Check the user name and password.>

<Authentication server not found. Contact system manager.>

<The authentication server is not running. Contact system manager.>

<Login failed. Timer settings for this device and the auth. server may be skewed. Contact system manager, or check the user name and password. >

<Initialization is complete. Turn the main power OFF and ON.>

<The Active Directory site information is invalid. Contact system manager.>

<You cannot use this control card.>

<A password is not set on the authentication server side. Contact system manager.>

<The account expiration date has passed. Contact system manager.>

<The password expiration date has passed. Contact system manager.>

<Login failed due to an authentication error in Dept. ID Management. Contact system manager.>

<The machine will not operate normally because Dept. ID Management is set to On. Contact system manager.>

<Could not obtain log in information. Contact system manager.>

<The account is locked. You cannot log in to this account temporarily.>

<Cannot log in because the number of locked out users is over the limit. Wait a while, then try to log in again.>

<Login failed. The account information necessary to log in to the authentication server is invalid. Contact system manager.>

<Login failed. Anonymous access to the authentication server is not allowed. Contact system manager.>

<Login failed. Startup of the functions required to log in to the authentication server is not complete. Please wait a while and try again.>

<Login failed. Check the user name and password.>

Cause You cannot log in because the user name and password are incorrect.

Remedy Confirm the user name and password. Enter the correct user name and password.

<Authentication server not found. Contact system manager.>

Cause 1 The LAN cable is not connected.

Remedy Connect the LAN cable.

Cause 2 The primary/secondary DNS server settings in the machine are incorrect or not specified.

Remedy Confirm the DNS server settings of the machine, and specify the correct values.

Cause 3 The DNS server specified in the machine is not started, or the service has been stopped.

Remedy Follow the procedure below to confirm the settings.
 Confirm the DNS server specified on the machine, and start the server if it has not been started.
 Start the "Services" management tool on the DNS server.
 Confirm the status of the DNS Server. If 'Started' is not displayed under <Status>, right-click [DNS Server] → select [Start].

Cause 4 The host record is not on the DNS server.

Remedy Confirm that the host record exists on the DNS server.
 Confirm that the forwarding settings are correct.

<The authentication server is not running. Contact system manager.>

Cause 1 The LAN cable is not connected.

Remedy Connect the LAN cable.

Cause 2 The Active Directory server is not started.

Remedy Start the Active Directory server.

Cause 3 The KDC (Key Distribution Center) service of Active Directory is stopped.

Remedy Follow the procedure below to confirm the settings.
 Start the "Services" management tool on the Active Directory server.
 Check whether the Active Directory server is operating normally.

<Login failed. Timer settings for this device and the auth. server may be skewed. Contact system manager, or check the user name and password. >

Cause The difference between the time set on the machine and the Active Directory server is greater than the allowed difference.

Remedy Adjust the times of the machine and the Active Directory server so that they are within the allowed time difference.

<Initialization is complete. Turn the main power OFF and ON.>

Cause Default settings were initialized because the port settings were changed.

Remedy Restart the machine.

<The Active Directory site information is invalid. Contact system manager.>

Cause The site settings for Active Directory are incorrect.

Remedy Check the settings for <Retrieve Site Information> and <Site Access Range> in <Access Modes in Sites>.

<You cannot use this control card.>

Cause The card ID is incorrect.

Remedy Use a control card with an assigned ID.

<A password is not set on the authentication server side. Contact system manager.>

Cause The key required for Domain Authentication has not been generated for Active Directory.

Follow the procedure below to change the settings.

Start the Active Directory management tool, "Active Directory Users and Computers."

Remedy

Right-click the user that failed to be authenticated.

Select [Reset Password] from the pop-up menu that is displayed.

Enter a new password in the [Reset Password] dialog box → click [OK].

<The account expiration date has passed. Contact system manager.>

Cause 1 The expiration date of the authenticated user account has expired.

Follow the procedure below to confirm the settings.

Start the Active Directory management tool, "Active Directory Users and Computers."

Remedy

Right-click the user that failed to be authenticated.

Select [Properties] from the pop-up menu that is displayed.

Select the [Account] tab → confirm the values in [Expiration Date] in [Account Expires].

If the expiration date has passed, extend the expiration date, or set it to 'None'.

Cause 2 The account of the authenticated user is disabled.

Follow the procedure below to confirm the settings.

Start the Active Directory management tool, "Active Directory Users and Computers."

Remedy

Right-click the user that failed to be authenticated.

Select [Properties] from the pop-up menu that is displayed.

Select the [Account] tab → confirm the [Disable Account] setting in [Account Options].

If [Disable Account] is selected, deselect it → click [OK].

<The password expiration date has passed. Contact system manager.>

Cause 1 The expiration date of the password for the authenticated user account has expired.

Follow the procedure below to change the settings.

Start the Active Directory management tool, "Active Directory Users and Computers."

Remedy

Right-click the user that failed to be authenticated.

Select [Reset Password] from the pop-up menu that is displayed.

Enter a new password in the [Reset Password] dialog box → click [OK].

Cause 2 The account of the authenticated user is set to 'User must change password at next logon'.

Remedy

Follow the procedure below to confirm the settings.

Start the Active Directory management tool, "Active Directory Users and Computers."




Right-click the user that failed to be authenticated.

Select [Properties] from the pop-up menu that is displayed.

Select the [Account] tab → confirm the [User must change password at next logon] setting in [Account Options].

If [User must change password at next logon] is selected, deselect it → click [OK].

<Login failed due to an authentication error in Dept. ID Management. Contact system manager.>

Cause	<p>When SSO-H is set as the login service, no Department ID is specified for the SSO-H user, even when Department ID Management is set to 'On'.</p>
Remedy 1	<p>To set Department ID Management to 'Off' and use the SSO-H login service, follow the procedures below:</p> <p>Specify a login service other than SSO-H. For instructions on specifying login service settings, see "Login Service Selection."</p> <p>Set Department ID Management to 'Off' using the touch panel display. For instructions on setting Department ID Management to 'Off', see "Ange Hantering av avdelnings-ID."</p> <p>Restart the machine and then turn ON the main power again. For instructions on turning ON and OFF the main power of the machine, see "Knapp för huvudström och energisparläge."</p> <p>To use the SSO-H login service with Department ID Management, follow the procedures below:</p> <p>Remedy 2.1: Enable the Local Device Authentication administrator to login.</p> <p>Specify a login service other than SSO-H. For instructions on specifying login service settings, see "Login Service Selection."</p> <p>Set Department ID Management to 'Off' using the touch panel display. For instructions on setting Department ID Management to 'Off', see "Ange Hantering av avdelnings-ID."</p> <p>Set the login service to SSO-H, and log in to SSO-H as the Local Device Authentication administrator. For instructions on specifying login service settings, see "Login Service Selection." For instructions on logging in to SSO-H as the Local Device Authentication administrator, see "Logging In to SSO-H."</p> <p>Click [User Management] → click [Edit] for a user with System Administrator (Administrator) privileges.</p> <p>Enter the Department ID, PIN, and Confirm items → click [Update]. Enter the registered System Manager ID and System PIN for the Department ID and PIN items respectively. If no System Manager ID is registered, enter a Department ID.</p> <p>Set Department ID Management to 'On' using the touch panel display. For instructions on setting page limits for each Department ID, see "Ange Hantering av avdelnings-ID."</p> <p>Restart the machine and then turn ON the main power again. For instructions on turning ON and OFF the main power of the machine, see "Knapp för huvudström och energisparläge."</p> <p>Remedy 2.2: Enable a general user to login.</p> <p>Perform the procedures described in Remedy 2.1 to enable the Local Device Authentication administrator to login.</p> <p>Press  (Settings/Registration) on the control panel.</p> <p>Press [Management Settings] → [User Management] → [Department ID Management].</p> <p>Press [Register PIN] → [Register] → enter the Department ID and PIN to be assigned to the general user, using  -  (numeric keys) → press [OK].</p> <p>Press [OK].</p> <p>Log in to SSO-H as the Local Device Authentication administrator.</p> <p>Click [User Management] → click [Edit] for the user to whom you want to assign the Department ID.</p> <p>Enter the Department ID, PIN, and Confirm items → click [Update]. Enter the registered Department ID and PIN for the Department ID and PIN items respectively.</p>
Remedy 2	<p>Restart the machine and then turn ON the main power again. For instructions on turning ON and OFF the main power of the machine, see "Knapp för huvudström och energisparläge."</p>

<The machine will not operate normally because Dept. ID Management is set to On. Contact system manager.>

- Cause Even though the SSO-H login service is set, [Department ID Management] is set to 'On'.
- Remedy Follow the procedure below to change the settings.
Change the current login service to a login application other than SSO-H.
Set [Department ID Management] to 'Off'. For instructions on setting [Department ID Management] to 'Off', see "[Hantering av avdelnings-ID.](#)"
Restart the machine and then turn ON the main power again. For instructions on turning ON/OFF the machine, see "[Knapp för huvudström och energisparläge.](#)"

<Could not obtain log in information. Contact system manager.>

- Cause The port number specified in the '_ldap' SRV record (part of the DNS information of the domain specified as the login destination) is incorrect.
- Remedy Follow the procedure below to confirm the settings.
Start the DNS server management tool, "DNS."
Double-click [Forward Lookup Zones] → [domain specified as the login destination] → [_tcp] → right-click the '_ldap' SRV record.
Select [Properties] from the pop-up menu that is displayed.
Select the [Service Location (SRV)] tab → confirm the value in [Port Number].
If the port number is different from the port number of the LDAP service, enter the correct port number for the LDAP service → click [OK].

<The account is locked. You cannot log in to this account temporarily.>

- Cause Since you failed the user authentication, the login service for the failed user is temporarily stopped.
- Remedy Wait a while, and then try to log in again.

<Cannot log in because the number of locked out users is over the limit. Wait a while, then try to log in again.>

- Cause Since you have exceeded the lockout threshold, the login service for the user is temporarily stopped.
- Remedy Wait a while, and then try to log in again.

<Login failed. The account information necessary to log in to the authentication server is invalid. Contact system manager.>

- Cause The user name or password settings in the LDAP server information is incorrect.
- Remedy Specify the user name or password again so that it matches the settings specified on the LDAP server side. For instructions on how to specify the settings, see "[Registrering/Editing LDAP Server Information.](#)"

<Login failed. Anonymous access to the authentication server is not allowed. Contact system manager.>

- Cause Anonymous access is not allowed on the LDAP server.
- Remedy

See "[Registering/Editing LDAP Server Information](#)" to select [Use authentication information] check box and specify the user name or password again so that it matches the settings on the LDAP server side.

<Login failed. Startup of the functions required to log in to the authentication server is not complete. Please wait a while and try again.>

Cause The startup of the user preferences service (one of the MEAP system service) is not complete.

Remedy Wait a while, and then try to log in again.

Error Messages Displayed on the Web Browser

<The [Old Password] is incorrect. Enter the password again.>

Cause The password entered in [Old Password] is incorrect.

Remedy Confirm the password → enter the correct password.

User Setting Information Management

This section describes the error messages related to User Setting Information Management.

[Error Messages Related to the User Setting Information Management Service](#)

Error Messages Related to the User Setting Information Management Service

<You do not have permission to use User Setting Information Management Service.>

<Session timed out.>

<You do not have permission to use User Setting Information Management Service.>

Cause You do not have permission to use the specified function.

Remedy Log in as the administrator.

<Session timed out.>

Cause The session has timed out because specified time has elapsed.

Remedy Wait a while, and try accessing again. If the session continues to time out, restart the machine.

List of Error Codes without Messages

If a job or operation does not complete successfully, the error code is displayed on the Details screen for Log on the Status Monitor/Cancel screen. (See "Statusmonitor/Avbryt.")

If a send, receive, or fax job does not complete successfully, the error code is printed in the Results column of various reports such as the Communication Management Report. (See "Skriva ut rapporter.")

Perform the necessary procedures according to the error code.

#003 to 700

#701 to 800

#801 to 850

#851 to 995

#003 to 700

#003	#012	#025	#081	#401	#406	#411
#005	#018	#037	#099	#402	#407	
#009	#019	#040	#102	#403	#409	
#011	#022	#080	#107	#404	#410	

#701 to 800

#701	#706	#751	#755	#770
#702	#711	#752	#761	#771
#703	#712	#753	#762	#773
#704	#749	#754	#766	

#801 to 850

#801	#807	#819	#827	#832	#839	#845
#802	#810	#820	#828	#833	#841	#846
#803	#815	#821	#829	#834	#842	#849
#804	#816	#822	#830	#835	#843	#850
#806	#818	#825	#831	#837	#844	

#851 to 995

#851	#856	#861	#869	#874	#879	#884	#904
#852	#857	#862	#870	#875	#880	#885	#905
#853	#858	#863	#871	#876	#881	#886	#995
#854	#859	#865	#872	#877	#882	#889	
#855	#860	#868	#873	#878	#883	#899	

NOTE

If a send job is cancelled, <STOP> is printed in the Results column on the Send report.

#003

- Cause Communication took longer than the preset time (64 minutes), causing an error.
- Remedy 1 Reduce the resolution or divide the document into two or more parts, and then try sending the document again. (See "[Ställa in upplösning.](#)")
- Remedy 2 When receiving a document, ask the remote party to either reduce the resolution at which the document is scanned, or divide the document into two or more parts before sending it.

#005

- Cause 1 The recipient did not answer within 35 seconds.
- Remedy Confirm that the recipient's machine is able to communicate, and then try again.
- Cause 2 The receiving machine is not a G3 fax.
- Remedy Check the type of machine used by the recipient.

#009

- Cause 1 There is no paper.
- Remedy Load paper. (See "[Loading Paper.](#)")
- Cause 2 The paper drawer is not correctly inserted into the machine.
- Remedy Insert the paper drawer properly. (See "[Loading Paper into a Paper Drawer.](#)")

#011

- Cause The document that you are sending is not placed correctly.
- Remedy Place the document properly into the feeder or on the platen glass, and try sending again.

#012

- Cause The document could not be sent because the receiving fax machine was out of paper.
- Remedy Ask the recipient to load paper into their fax machine.

#018

- Cause 1 The recipient's machine did not respond when your machine redialed.
- Remedy Confirm that the recipient's machine is able to communicate, and then try again.
- Cause 2 The documents could not be sent because the recipient's machine was performing another task.
- Remedy Confirm that the recipient's machine is able to communicate, and then try again.

Cause 3 The settings on your machine do not match the settings on the recipient's machine.

Remedy Confirm that the recipient's machine is able to communicate, and then try again.

#019

Cause Sending could not be performed because the memory of the Remote Fax server machine became full when sending a fax from the Remote Fax client machine.

Remedy 1 Wait a few moments, and then try again after the other send jobs on the Remote Fax server machine are complete.

Remedy 2 Erase unnecessary documents and documents with errors from the Remote Fax server machine to increase the amount of available memory.

#022

Cause 1 Forwarding could not be performed because all of the addresses stored in the specified group destination have been deleted.

Remedy Try sending again.

Cause 2 When transmitting to a destination stored in the Address Book, transmission could not be performed because the specified destination stored in the Address Book was deleted while the documents were waiting to be sent.

Remedy Try sending again.

Cause 3 Transmission via fax driver is not allowed.

Remedy [Allow Fax Driver TX] is set to 'Off'. Set it to 'On'. (See "[Begränsa sändfunktionen.](#)")

#025

Cause A telephone line not connected to the Remote Fax server machine was specified when sending fax from the Remote Fax client machine.

Remedy First, check the telephone line number for the server machine. Then, set the correct telephone line number for the server machine in Remote Fax TX Settings on the client machine. (See "[Sändinställningar för fjärrfax.](#)")

#037

Cause 1 The document could not be received because there was insufficient memory available.

Remedy Delete unnecessary documents and documents with errors to make more memory available. (See "[Kontrollera detaljerad information för/ta bort en fil i inlådan för minnesmottagning.](#)")

Cause 2 Data that contains more than 1,000 pages was received.

Remedy This machine can print or store up to 999 pages of data in memory, but will delete any data that exceeds this limit. Ask the sender to resend the remaining pages.

Cause 3 The image data for the document to send was not found in memory when performing delayed sending or redialing.

- Remedy 1 Scan the original and perform sending again.
- Remedy 2 When resending the document, select the Direct Sending mode.
- Cause 4 Sending could not be performed when sending to multiple destinations because there was insufficient memory available.
- Remedy 1 Delete unnecessary documents and documents with errors to make more memory available.
- Remedy 2 Divide the sending operation into multiple batches instead of sending the document to all destinations at once.
- Remedy 3 Lower the resolution or divide the document into two or more parts, and then try sending the document again.

#040

- Cause Sending could not be performed because there was insufficient memory available in the Remote Fax server machine when sending a fax from the Remote Fax client machine.
- Remedy 1 Erase unnecessary documents and documents with errors from the Remote Fax server machine to increase the amount of available memory.
- Remedy 2 Divide the sending operation into multiple batches instead of sending the document to all destinations at once.
- Remedy 3 Lower the resolution or divide the document into two or more parts, and then try sending the document again.

#080

- Cause A subaddress is not set in the recipient's machine.
- Remedy Try sending the document without a subaddress, or request that the recipient set the same subaddress as the sender's subaddress.

#081

- Cause A password is not set in the recipient's machine.
- Remedy Try sending the document without a password, or request that the recipient set the same password as the sender's password.

#099

- Cause 1 The job was cancelled.
- Remedy Perform the job again.
- Cause 2 An error occurred because the main power switch was turned OFF while executing a job.
- Remedy Check whether the main power switch is turned ON, and perform the operation again, as necessary. (See "Knapp för huvudström och energisparläge.")

#102

- Cause The subaddress and/or password do not match.
- Remedy Check the subaddress and/or password for the recipient's machine. Make sure that the subaddress and password you are sending with the document matches the recipient's, and then try again.

#107

- Cause The document could not be sent because there was insufficient memory available.
- Remedy 1 Lower the resolution or divide the document into two or more parts, and then try sending the document again.
- Remedy 2 Delete unnecessary files to make more memory available. (See "[Kontrollera detaljerad information för/ta bort en fil i inlådan för minnesmottagning](#)" and "[Kontrollera filinformation/lägga till och radera filer.](#)")
- Remedy 3 If this problem occurs frequently, contact your local authorized Canon dealer.

#401

- Cause The memory media or file server is full, or the number of files that can be saved in the root directory (the top level folder inside the memory media) has been exceeded.
- Remedy Delete unnecessary files from the memory media or file server, or create a new folder and move existing files to that folder to create room in the root directory.

#402

- Cause The image transfer failed when transferring to the memory media because an invalid character (such as \) was included in the specified filename.
- Remedy Change the filename to the correct filename.

#403

- Cause The file could not be saved because a file with the same name already exists. Normally, automatic renaming is performed to append a number between 1 and 999 to the filename when a file with the same name exists, but the file could not be saved because files with the numbers 1 to 999 appended to them already exist.
- Remedy Change the filename and save the file again.

#404

- Cause Writing failed because the write protect switch of the memory media was enabled.
- Remedy Disable the write protect switch of the memory media.

#406

- Cause 1 Writing failed due to one of the following possible causes:
 Memory media was removed while the file was being written to it.

The Advanced Space of another machine on the network was deleted while the file was being written to it.

Remedy Check that the memory media is inserted or that the Advanced Space of another machine on the network is available, and read the file again.

Cause 2 The image transfer failed when transferring to the memory media because an unspecified error occurred. (The connected memory media may be formatted with an unsupported file system.)

Remedy Check the status of the memory media and confirm that it is formatted with a file system supported by the machine (FAT32). Then, try performing the procedure again.

Cause 3 The size of the file exceeded the upper limit.

Remedy Lower the resolution or reduce the number of pages, and perform the operation again.

#407

Cause The length of the full path to the specified file (or folder) exceeds the maximum supported length.

Remedy Change the filename so that the length of the full path is within 256 characters, or change the destination folder.

#409

Cause The file could not be saved because the maximum number of files that can be saved in the destination has been reached.

Remedy Change the destination to save the file.

#410

Cause Storing cannot be performed because there are too many jobs waiting to be stored.

Remedy Perform the operation again when the other jobs are complete.



#411

Cause The files are already locked by the other operations.

Remedy Wait a while, and perform the operation again.

#701

Cause 1 The specified Department ID does not exist, or the PIN has changed.

Remedy Enter the correct Department ID or PIN using  -  (numeric keys) on the control panel, and then try sending again.

Cause 2 The Department ID or PIN was changed during the job.

Remedy Try performing the job again with the new Department ID and PIN. If you do not know the PIN, contact your System Manager.

- Cause 3 Reception of print jobs with unknown IDs or remote scan jobs with unknown IDs is disabled.
- Remedy Set <Allow Printer Jobs with Unknown IDs> and <Allow Remote Scan Jobs with Unknown IDs> for [Department ID Management] to 'On'. (See "[Acceptera jobb med okänt avdelnings-ID.](#)")
- Cause 4 Sending could not be performed because authentication failed between the Remote Fax server machine and the Remote Fax client machine.
- Remedy If Department ID Management is set on the Remote Fax server machine, log in to the Remote Fax client machine using a Department ID and PIN registered in the Remote Fax server machine.

#702

- Cause The document could not be sent because the memory is full.
- Remedy 1 Wait a few moments, and then try again after the other send jobs are complete.
- Remedy 2 Do not send the document to too many recipients at the same time. Send the document to a smaller number of recipients.

#703

- Cause The memory for the image data is full.
- Remedy 1 Wait a few moments, and then try again after the other send jobs are complete.
- Remedy 2 Delete files stored in the Fax/I-Fax Inbox. If the machine still does not operate normally, turn the main power OFF, and then back ON. (See "[Knapp för huvudström och energisparläge.](#)")

#704

- Cause An error occurred when reading address information from the Address Book.
- Remedy Check the address settings. If the machine still does not operate normally, turn the main power OFF, and then back ON. (See "[Knapp för huvudström och energisparläge.](#)")

#706

- Cause The address book is currently being imported/exported from the Remote UI, or the machine is busy with other send related functions.
- Remedy Try sending again.

#711

- Cause The Fax/I-Fax Inbox memory is full.
- Remedy Delete files stored in the Fax/I-Fax Inbox. (See "[Kontrollera detaljerad information för/ta bort en fil i inlådan för minnesmottagning](#)" and "[Kontrollera filinformation/lägga till och radera filer.](#)")

#712

- Cause The maximum number of files is already stored in the Fax/I-Fax Inbox.
- Remedy Delete files stored in the Fax/I-Fax Inbox. (See "[Kontrollera detaljerad information för/ta bort en fil i inlådan för minnesmottagning](#)" and "[Kontrollera filinformation/lägga till och radera filer.](#)")

#749

- Cause The operation could not be performed because a service call message is displayed.
- Remedy Turn the main power OFF, and turn the main power ON again. If the operation still cannot be performed correctly, turn the main power switch OFF, remove the power plug from the outlet, and contact your local authorized Canon dealer. (See "[Knapp för huvudström och energisparläge.](#)")

#751

- Cause 1 The server is not functioning. The network is not connected. (The server may be unable to connect to the network, or it may have lost the connection.)
- Remedy 1 Make sure that the server is ON, and check the destination. Check the status of the network.
- Remedy 2 If WebDAV sending is based on the following conditions, enable Use Chunked Encoding with WebDAV Sending. (See "[Dela upp data vid sändning med WebDAV.](#)")
The destination uses IIS6.0 with Windows Server 2003.
The authentication method for the WebDAV server is Digest Access Authentication.
SSL communication is performed via a proxy.
- Cause 2 The IP address is not set.
- Remedy Check [TCP/IP Settings] in Network in [Preferences] (Settings/Registration). (See "[Protocol Settings.](#)")
- Cause 3 You were unable to send to an SMB server (including the Advanced Space of another imageRUNNER ADVANCE series machine made accessible by SMB), because Windows (SMB) is being used to browse file servers. (See "[Ange en filserver med hjälp av bläddringstangenten \(Windows \(SMB\)\).](#)")
- Remedy 1 If a delayed send error occurs, close the [Browse] screen → scan and send the original again.
- Remedy 2 If an error occurs when forwarding a document received by Fax/I-Fax to an SMB server, scan the printed document → send the file to the forwarding destination.
- Remedy 3 You can avoid errors by using FTP as the protocol for sending to servers.

#752

- Cause 1 The server is not functioning. The network is not connected.
- Remedy Check that the SMTP server is operating properly. Check the status of the network.
- Cause 2 The SMTP server name for the e-mail or I-fax is not correct. Alternatively, the domain name or e-mail address may not be set.

Remedy Check the SMTP Server Name, Domain Name, and E-Mail Address in Communication Settings. (See "[Gemensamma kommunikationsinställningar för e-post/l-fax.](#)")

#753

Cause A TCP/IP error (Socket or Select error, etc.) occurred when sending an e-mail or sending a fax from the Remote Fax client machine.

Remedy Check that the network cables and connectors are properly connected. If the machine still does not operate normally, turn the main power OFF, and then back ON. (See "[Knapp för huvudström och energisparläge.](#)")

#754

Cause The client machine is not functioning or the network is down when device information is being delivered. The destination setting is incorrect.

Remedy Check the client machine and network. Check the destination settings.

#755

Cause 1 The fax could not be sent from the Remote Fax client machine because TCP/IP is not operating normally.

Remedy Check [TCP/IP Settings] in [Preferences] (Settings/Registration).

Cause 2 The IP address is not set.

Remedy Check [TCP/IP Settings] in [Preferences] (Settings/Registration).

Cause 3 When the machine was turned ON, an IP address was not assigned to the machine by the DHCP or Auto IP server.

Remedy Check [TCP/IP Settings] in [Preferences] (Settings/Registration).

#761

Cause A PDF or XPS file with a digital signature could not be sent, because a digital certificate or key pair registered in the machine is corrupt or could not be accessed.

Remedy 1 If you want to send a PDF or XPS file with a user signature, confirm that the user certificate is not corrupt. If the user certificate is corrupt, re-install it. (See "[Digitala signaturer](#)" and "[Installing/Checking/Deleting a User Signature Certificate File and Key Pair File.](#)")

Remedy 2 If you want to send a PDF or XPS file with a device signature, confirm that the device certificate is not corrupt. If the device certificate is corrupt, generate it again. (See "[Digitala signaturer.](#)")

#762

Cause Could not send to a domain that is not registered as an allowed domain, because [Allow MDN Not via Server] is set to 'On'.

Remedy Set [Allow MDN Not via Server] to 'Off', or register the domain as an allowed domain, and try to send again. (See "[Begränsa domäner som e-post/l-faxdokument kan skickas till.](#)")

#766

- Cause The certificate used to send a PDF or XPS with a digital signature has expired.
- Remedy 1 Update the certificate, or use a certificate which has not expired.
- Remedy 2 Set the date and time of the machine to the correct date and time. (See "[Aktuellt datum och klockslag.](#)")

#770

- Cause 1 Data could not be sent with WebDAV, because the WebDAV server or proxy server does not support SSL communications.
- Remedy 1 Check the settings for the WebDAV server.
- Remedy 2 Check the proxy server, if you are communicating via a proxy server.
- Cause 2 Verification of the SSL server certificate was attempted when sending with WebDAV because [Confirm SSL Certificate for WebDAV TX] is set to 'On', but verification failed and sending could not be performed.
- Remedy 1 Using the Remote UI, confirm that the CA certificate which signed the SSL server certificate of the WebDAV server is installed on your machine.
- Remedy 2 Confirm that the SSL server certificate of the WebDAV server is valid.
- Remedy 3 Make sure that the SSL server certificate is not a self-signed certificate.
- Cause 3 Verification of the SSL server certificate was attempted when accessing the folders/files in the Advanced Space of another imageRUNNER ADVANCE machine opened as a WebDAV server because [Confirm SSL Certificate for Network Access] is set to 'On', but verification failed and the operation could not be completed.
- Remedy 1 Using the Remote UI, confirm that the CA certificate which signed the SSL server certificate of the Advanced Space of another imageRUNNER ADVANCE machine opened as a WebDAV server, is installed on your machine.
- Remedy 2 Confirm that the SSL server certificate of the Advanced Space of another imageRUNNER ADVANCE machine opened as a WebDAV server is valid.
- Remedy 3 Make sure that the SSL server certificate is not a self-signed certificate.

#771

- Cause 1 The setting for the Remote Fax Server Address is incorrect.
- Remedy Check [Remote Fax TX Settings]. (See "[Sändinställningar för fjärrfax.](#)")
- Cause 2 The Remote Fax Server has not been started.
- Remedy Check the Remote Fax Server.
- Cause 3 The network is not connected.
- Remedy Check the status of the network.

- Cause 4 The Remote Fax server could not be connected to because the machine could not connect to the DNS server.
- Remedy 1 Check the DNS server name in [Communication Settings]. (See "[Gemensamma kommunikationsinställningar för e-post/I-fax.](#)")
- Remedy 2 Check that the DNS server is functioning normally.

#773

- Cause 1 [Optimize PDF for Web] is set to 'On', and PDF modes that cannot be set are selected. (See "[Optimera PDF för webb.](#)")
- Remedy Set only one of the following: Device Signature, User Signature, or Reader Extensions. Alternatively, set [Optimize PDF for Web] to 'Off'.
- Cause 2 [Format PDF to PDF/A] is set to 'On', and PDF modes that cannot be set are selected. (See "[Formatera PDF-filer till PDF/A.](#)")
- Remedy Cancel the Reader Extensions, Encrypt, and Visible Signatures settings. Alternatively, set [Format PDF to PDF/A] to 'Off'.

#801

- Cause 1 A timeout error occurred while the machine was communicating with the SMTP server to send an e-mail message or send/receive an I-fax.
- Remedy Check that the SMTP server is functioning normally. Check the status of the network.
- Cause 2 The SMTP server returned an error while trying to connect. The destination is incorrect. An error occurred on the server side during transmission to a file server.
- Remedy Check that SMTP is operating normally. Check the status of the network and file server. Check the settings for the destination.
- Cause 3 You are trying to send a file to a destination for which you have no write permission.
- Remedy Check the address settings.
- Cause 4 When the machine tried to send a file to the server, a file with the same name already existed on the server, and that file could not be overwritten.
- Remedy Change the settings on the file server to enable the file to be overwritten, or contact the server administrator.
- Cause 5 When the machine tried to send a file to the server, either the folder name was incorrectly specified or the password was incorrect.
- Remedy Check the address settings.

#802

- Cause The SMTP server name specified in Communication Settings is incorrect. The DNS server name specified in DNS Settings is incorrect. Connection to the DNS server failed.
- Remedy Check the settings for the SMTP Server Name and DNS Server Name in Communication Settings. (See "[Gemensamma kommunikationsinställningar för e-post/I-fax.](#)")

Check that the DNS server is functioning normally.

#803

- Cause The connection was interrupted due to reasons on the recipient's side before all of the pages could be sent.
- Remedy Re-enter the group destination, and try sending again.

#804

- Cause 1 Unable to match the specified folder path when sending data to a file server.
- Remedy Check the destination.
- Cause 2 You have no permission to access the folder/file, or the folder/file may be deleted in other operations.
- Remedy Change the settings on the file server to enable access to the folder, or contact the server administrator.

#806

- Cause 1 An incorrect user name or password was specified for the sending of a file to a file server.
- Remedy Change the user name or password.
- Cause 2 An incorrect destination was specified for the sending of an e-mail message or I-fax.
- Remedy Check the e-mail or I-fax address.

#807

- Cause You do not have access privileges for the specified directory.
- Remedy Set access privileges for the server directory, or send to a directory that you have access privileges for. Alternatively, contact your System Manager.

#810

- Cause 1 A POP (Post Office Protocol) server connection error occurred when receiving an I-fax.
- Remedy Check the settings for the POP Server in Communication Settings. (See "[Gemensamma kommunikationsinställningar för e-post/I-fax.](#)")
Confirm that the POP server is functioning normally. Check the status of the network.
- Cause 2 The POP server returned an error during the connection.
- Remedy Check the settings for the POP Server in Communication Settings. (See "[Gemensamma kommunikationsinställningar för e-post/I-fax.](#)")
Confirm that the POP server is functioning normally. Check the status of the network.
- Cause 3 A timeout error occurred on the server while connecting to the POP server.
- Remedy

Check the settings for the POP Server in Communication Settings. (See "[Gemensamma kommunikationsinställningar för e-post/fax](#).")

Confirm that the POP server is functioning normally. Check the status of the network.

#815

- Cause You cannot log on to the file server because the machine is printing a document sent to that server. Simultaneous connections are not possible.
- Remedy Wait for a few moments before trying to send the data again. Alternatively, stop the PServer.

#816

- Cause Printing could not be performed because the maximum number of prints set in Department ID Management was exceeded.
- Remedy Contact your System Manager.

#818

- Cause The received data is not in a printable file format.
- Remedy Ask the sender to change the file format and resend the data.

#819

- Cause You have received data that cannot be processed (MIME information is incorrect).
- Remedy Check the settings, and ask the sender to resend the data.

#820

- Cause You have received data that cannot be processed (BASE 64 or uuencode is incorrect).
- Remedy Check the settings, and ask the sender to resend the data.

#821

- Cause You have received data that cannot be processed (TIFF analysis error).
- Remedy Check the settings, and ask the sender to resend the data.

#822

- Cause You have received data that cannot be processed (image data cannot be decoded).
- Remedy Check the settings, and ask the sender to resend the data.

#825

- Cause 1 Printing could not be performed because the Department ID and PIN for a reserved or executing printing job were deleted, or the PIN was changed.

- Remedy Try performing the job again with the new Department ID and PIN. Register the Department ID and PIN. If you do not know the PIN, contact your System Manager.
- Cause 2 Device information could not be delivered because the System Manager is registered on the destination client machine but not on the host machine.
Or device information could not be delivered because the System Manager ID and System PIN registered in the client machine differ from the System Manager ID and System PIN registered in the host machine.
- Remedy Register the same System Manager ID and System PIN in both the host machine and the destination client machine, and then try delivering the device information again.

#827

- Cause You have received data that cannot be processed (contains MIME information that is not supported).
- Remedy Check the settings, and ask the sender to resend the data.

#828

- Cause You have received HTML data.
- Remedy Ask the sender to use a file format other than HTML, and then resend the data.

#829

- Cause Data that contains more than 1,000 pages was received.
- Remedy This machine can print or store up to 999 pages of data in memory, but will delete any data that exceeds this limit. Ask the sender to resend the remaining pages.

#830

- Cause A DSN (Delivery Status Notification) error notification was received because of an incorrect I-fax address or destination setting, or because the data size of the sent documents exceeds the mail server capacity.
- Remedy 1 Check the I-fax address or destination setting.
- Remedy 2 Set Maximum Data Size for Sending so that it is less than the mail server capacity. (See ["Max. datastorlek vid sändning."](#))
- Remedy 3 Check the status of the mail server, DNS server, and network.

#831

- Cause An I-fax document could not be received using SMTP because of the Receive Filter setting in Firewall Settings.
- Remedy Reset the Receive Filter setting in Firewall Settings. (See ["Protocol Settings."](#))

#832

- Cause DSN (Delivery Status Notification) mail was not sent because TCP/IP Settings in Network or Communication Settings in E-Mail/I-Fax Settings have not been set. Alternatively, DSN mail was not sent due to a problem with the mail server.
- Remedy 1 Check the communication settings, DNS settings, and IP address settings. (See "[Gemensamma kommunikationsinställningar för e-post/I-fax](#)," "[TCP/IPv4 Settings](#)," and "[TCP/IPv6 Settings](#).")
- Remedy 2 Check the status of the mail server and DNS server.

#833

- Cause MDN (Mail Delivery Notification) mail was not sent because TCP/IP Settings have not been set, or due to a problem with the mail server.
- Remedy 1 Check the communication settings, DNS settings, and IP address settings. (See "[Gemensamma kommunikationsinställningar för e-post/I-fax](#)" and "[Protocol Settings](#).")
- Remedy 2 Check the status of the mail server and DNS server.

#834

- Cause An MDN (Mail Delivery Notification) error notification was received because of an incorrect I-fax address or destination setting, or because trouble occurred in the network or mail server. Alternatively, the memory of the receiving machine is full.
- Remedy Check the I-fax address or destination setting.

#835

- Cause The maximum number of text lines for receiving an I-fax has been exceeded.
- Remedy Ask the sender to reduce the amount of text data in the body of the document, and then resend the data.

#837

- Cause A connection request was received from a host whose connection is restricted by the Receive Filter settings in Firewall Settings.
- Remedy Check the Receive Filter settings in Firewall Settings. (See "[Protocol Settings](#).") This may also represent a hacking attempt via unauthorized access.

#839

- Cause The user name or password specified in Communication Settings is incorrect.
- Remedy Check the user name and password set for <SMTP Authentication (SMTP AUTH)> in Communication Settings. (See "[Gemensamma kommunikationsinställningar för e-post/I-fax](#).")

#841

- Cause An encryption algorithm that matches the mail server does not exist for sending e-mail or I-fax.

- Remedy 1 Set Allow SSL to 'Off' in Communication Settings. (See "[Gemensamma kommunikationsinställningar för e-post/I-fax.](#)")
- Remedy 2 Add the same encryption algorithm as the mail server in the mail server settings.

#842

- Cause 1 The mail server requested authentication using the client certificate for sending an e-mail or I-fax.
- Remedy 1 Set Allow SSL to 'Off' in Communication Settings. (See "[Gemensamma kommunikationsinställningar för e-post/I-fax.](#)")
- Remedy 2 Change the mail server settings so that a client certificate is not requested when sending.
- Cause 2 Verification of the SSL server certificate was attempted when sending with SMTP because [Confirm SSL Certificate for SMTP TX] is set to 'On', but verification failed and sending could not be performed.
- Remedy 1 Using the Remote UI, confirm that the CA certificate which signed the SSL server certificate of the SMTP server is installed on your machine.
- Remedy 2 Confirm that the SSL server certificate of the SMTP server is valid.
- Remedy 3 Make sure that the SSL server certificate is not a self-signed certificate.

#843

- Cause There is a large difference between the current time set in the KDC (Key Distribution Center) server and the time set in the machine.
- Remedy 1 Adjust the current date and time in Date/Time Settings. (See "[Aktuellt datum och klockslag.](#)")
- Remedy 2 Adjust the current time set in the KDC (Key Distribution Center) server.

#844

- Cause 1 When sending with POP before SMTP, SSL encrypted communication with the POP server failed.
- Remedy 1 Check the SSL encrypted communication setting of the POP server.
- Remedy 2 Set <Allow SSL (POP)> in [Communication Settings] to 'Off'. If the problem cannot be solved, set <POP Authentication Before Send> in [Communication Settings] to 'Off', and change the communication setting to the other except for the POP before SMTP. (See "[Gemensamma kommunikationsinställningar för e-post/I-fax.](#)")
- Cause 2 Verification of the SSL server certificate was attempted when receiving with POP because [Confirm SSL Certificate for POP RX] is set to 'On', but verification failed and receiving could not be performed.
- Remedy 1 Using the Remote UI, confirm that the CA certificate which signed the SSL server certificate of the POP server is installed on your machine.
- Remedy 2 Confirm that the SSL server certificate of the POP server is valid.

Remedy 3 Make sure that the SSL server certificate is not a self-signed certificate.

#845

Cause When sending with POP before SMTP, POP authentication (POP AUTH) failed.

Remedy 1 Check the settings of the POP address and POP password in [Communication Settings].
(See " [Gemensamma kommunikationsinställningar för e-post/I-fax.](#)")

Remedy 2 Check the POP authentication setting of the POP server.

Remedy 3 Select [Standard] or [APOP] for <POP AUTH Method> in [Communication Settings]. If the problem cannot be solved, set <POP Authentication Before Send> in [Communication Settings] to 'Off', and change the communication setting to the other except for the POP before SMTP. (See " [Gemensamma kommunikationsinställningar för e-post/I-fax.](#)")

#846

Cause When sending with POP before SMTP, POP authentication (APOP) failed.

Remedy 1 Check the settings of the POP address and POP password in [Communication Settings].
(See " [Gemensamma kommunikationsinställningar för e-post/I-fax.](#)")

Remedy 2 Check the APOP setting of the POP server.

Remedy 3 Select [Standard] or [POP AUTH] for <POP AUTH Method> in [Communication Settings]. If the problem cannot be solved, set <POP Authentication Before Send> in [Communication Settings] to 'Off', and change the communication setting to the other except for the POP before SMTP. (See " [Gemensamma kommunikationsinställningar för e-post/I-fax.](#)")

#849

Cause Device information could not be delivered because the destination client machine is executing a job.

Remedy Deliver the device information again after the destination client machine has finished executing its job.

#850

Cause Device information could not be delivered because the destination client machine is operating a screen related to the device information.

Remedy Check the device information that was not delivered, and then deliver the device information again. (See "[Kontrollera kommunikationsloggen.](#)")

#851

Cause 1 There is insufficient memory remaining in the system.

Remedy Check the memory of the machine, and delete unnecessary files in the Fax/I-Fax Inbox.
(See "[Inläda för fax/I-fax.](#)")

Cause 2 The memory for image data is full.

- Remedy Delete unnecessary files and files with errors to make more memory available. (See ["Inlåda för fax/I-fax."](#))
- Cause 3 The scanned file cannot be stored because the number of files stored in the Fax/I-Fax Inbox has exceeded the upper limit.
- Remedy Delete files stored in the Fax/I-Fax Inbox. (See ["Inlåda för fax/I-fax."](#))

#852

- Cause An error occurred because the main power was turned OFF due to an unspecified cause while a job was being processed.
- Remedy Check that the power plug is firmly inserted into the power outlet, and that it is not in a state where the power can easily be turned OFF. Try processing the job again, if necessary. (See ["Knapp för huvudström och energisparläge."](#))

#853

- Cause 1 The job could not be executed when you tried to print a large number of pages on the printer, due to insufficient resources.
- Remedy Reduce the number of pages to print, or execute the job again when there are no other reserved print jobs.
- Cause 2 When sending print data to the machine from a computer, the job could not be executed because it was cancelled from the printer driver.
- Remedy Perform the operation again.
- Cause 3 The spool region for the received data became full and all the data from the host could not be spooled with [Use Spool Function] set to 'On' in [Network Settings] in [Preferences] (Settings/Registration).
- Remedy Set [Use Spool Function] to 'Off' in [Network Settings] in [Preferences] (Settings/Registration), and perform the operation again. (See ["Communication Environment Setup."](#))
- Cause 4 The maximum received data size was exceeded when processing the received data.
- Remedy Perform printing again when all the jobs are complete. If you still cannot perform printing, check the sent data.
- Cause 5 The maximum number of secure print jobs that can be received at the same time was exceeded.
- Remedy Execute or erase secure print jobs stored in the machine, and perform the operation again.

#854

- Cause Device information was delivered from a machine of a different model group with [Restrict Receiving Device Information] set to 'On' in [Device Information Delivery Settings] in [Management Settings] (Settings/Registration) on the destination client machine.
- Remedy Set [Restrict Receiving Device Information] to 'Off' in [Device Information Delivery Settings] in [Management Settings] (Settings/Registration), and deliver the device information again. (See ["Begränsa mottagning av enhetsinformation."](#))

#855

- Cause Device information could not be delivered because it included a language that cannot be handled by the destination client machine.
- Remedy Contact your local authorized Canon dealer.

#856

- Cause The job was cancelled because the hard disk region for saving temporary data became full.
- Remedy Contact your System Manager.

#857

- Cause Data reception timed out or the job was cancelled on the host.
- Remedy Check the network status, and perform printing again.

#858

- Cause 1 A problem occurred in the print data.
- Remedy Change the print data or print settings, and perform printing again.
- Cause 2 Printing was executed using a protocol that is not supported by the machine.
- Remedy Confirm the protocols supported by the machine with your System Manager, and use the appropriate protocol to print.

#859

- Cause A compression error occurred with the image data.
- Remedy Check the original and the settings, and then try scanning again.

#860

- Cause 1 A paper jam occurred during printing.
- Remedy Remove the jammed paper, reload the paper, and perform printing again.
- Cause 2 Transparencies not made for the machine were used.
- Remedy Perform printing again using transparencies made for the machine.
- Cause 3 A print job was sent using a PDL that is not supported by the machine.
- Remedy Confirm the PDLs supported by the machine with your System Manager, and use the appropriate printer driver.
- Cause 4 An unsupported combination of functions was specified.

Remedy Change the print data resolution or other print settings, and perform printing again.

#861

Cause An error occurred while processing the print data or image data.

Remedy Change the print data or print settings, and perform printing again.

#862

Cause 1 An unsupported combination of functions was specified.

Remedy Change the print data or print settings, and perform printing again.

Cause 2 Data not guaranteed to be compatible was printed.

Remedy Change the print data or print settings, and perform printing again.

#863

Cause An error occurred while processing the print data or image data.

Remedy Check the settings, and then try the operation again.

#865

Cause 1 The functions related to job execution are restricted.

Remedy Contact your System Manager.

Cause 2 The maximum number of secure print jobs that can be received at the same time was exceeded.

Remedy Execute or erase secure print jobs stored in the machine, and perform the operation again. (See "[Secure Print](#)" and "[Cancelling Print Jobs.](#)")

#868

Cause Failed to communicate with the destination when sending with WebDAV, because access via a proxy server was requested (received HTTP Error 305: Use Proxy).

Remedy 1 Check the settings for the WebDAV server.

Remedy 2 Check the proxy settings. (See "[Protocol Settings.](#)")

#869

Cause Received a response from the destination stating that authentication failed when sending with WebDAV (received HTTP Error 401: Unauthorized).

Remedy 1 Check the user name and password for the destination.

Remedy 2 Check the security settings of the WebDAV server.

#870

- Cause Received a response from the destination stating that the request was denied when sending with WebDAV (received HTTP Error 403: Forbidden).
- Remedy 1 Wait a few moments, and then try again.
- Remedy 2 Check the address settings.
- Remedy 3 Check the settings for the WebDAV server.

#871

- Cause Received a response from the destination stating that the specified folder could not be found when sending with WebDAV (received HTTP Error 404: Not Found/409: Conflict/410: Gone).
- Remedy Check the address settings.

#872

- Cause Received a response from the destination stating that access is denied when sending with WebDAV (received HTTP Error 405: Method Not Allowed).
- Remedy Check the settings for the WebDAV server.

#873

- Cause Received a response from the destination stating that proxy authentication failed when sending with WebDAV (received HTTP Error 407: Proxy Authentication Required).
- Remedy Check the proxy settings. ([See "Protocol Settings."](#))

#874

- Cause Received a response from the destination stating that the connection timed out when sending with WebDAV (received HTTP Error 408: Request Timeout).
- Remedy 1 Wait a few moments, and then try again.
- Remedy 2 Check the settings for the WebDAV server.

#875

- Cause Received a response from the destination stating that chunked encoding was denied when sending with WebDAV (received HTTP Error 411: Length Required).
- Remedy 1 Set Use Chunked Encoding with WebDAV Sending to 'Off'. ([See "Dela upp data vid sändning med WebDAV."](#))
- Remedy 2 Check the settings for the WebDAV server.

#876

- Cause Received a response from the destination stating that the size of the data was too large when sending with WebDAV (received HTTP Error 413: Request Entity Too Large).
- Remedy Check the settings for the WebDAV server.

#877

- Cause Received a response from the destination stating that the URI (host name + folder path) was too long when sending with WebDAV (received HTTP Error 414: Request-URI Too Long).
- Remedy Check the settings for the WebDAV server.

#878

- Cause Received a response from the destination stating that the server encountered an unexpected condition that prevented it from executing the request when sending with WebDAV (received HTTP Error 500: Internal Server Error).
- Remedy Check the settings for the WebDAV server.

#879

- Cause Received a response from the destination stating that the server does not support the necessary functions to execute the request when sending with WebDAV (received HTTP Error 501: Not Implemented).
- Remedy 1 Check the settings for the WebDAV server.
- Remedy 2 If you are sending via a proxy server without using SSL communication, set Use Chunked Encoding with WebDAV Sending to 'Off'. ([See "Dela upp data vid sändning med WebDAV."](#))

#880

- Cause Received a response from the destination stating that the proxy server failed to communicate with the server above it when sending with WebDAV (received HTTP Error 502: Bad Gateway).
- Remedy 1 Check the settings for the WebDAV server.
- Remedy 2 Check the settings of the proxy server.

#881

- Cause Received a response from the destination stating that the server could not handle the current request when sending with WebDAV (received HTTP Error 503: Service Unavailable).
- Remedy Check the settings for the WebDAV server.

#882

- Cause

Received a response from the destination stating that the proxy server failed to communicate with the server above it when sending with WebDAV (received HTTP Error 504: Gateway Timeout).

Remedy 1 Check the settings for the WebDAV server.

Remedy 2 Check the settings of the proxy server.

#883

Cause Received a response from the destination stating that the server does not support the necessary functions to execute the request when sending with WebDAV (received HTTP Error 505: HTTP Version Not Supported).

Remedy Check the settings for the WebDAV server.

#884

Cause Received a response from the destination stating that the server lacks sufficient free disk space to execute the request when sending with WebDAV (received HTTP Error 507: Insufficient Storage).

Remedy Check the settings for the WebDAV server.

#885

Cause An unexpected error occurred when sending with WebDAV.

Remedy 1 Check the settings for the WebDAV server.

Remedy 2 Check the settings of the proxy server.

#886

Cause Received a response from the destination stating that the request was invalid when sending with WebDAV (received HTTP Error 400: Bad Request).

Remedy If you are sending via a proxy server without using SSL communication, Set Use Chunked Encoding with WebDAV Sending to 'Off'. ([See "Dela upp data vid sändning med WebDAV."](#))

#889

Cause The original cannot be scanned or printed because it is embedded with job restriction information.

Remedy Check the job restriction information, or contact your System Manager.

#899

Cause The e-mail message or I-fax has been successfully sent, but reception may be incomplete because the transmission was relayed via multiple servers.
Check the following, as necessary.

Remedy 1

If you are using POP RX, press [Check I-Fax RX] on the Status Monitor/Cancel screen to check whether the machine has received an error notification. (See "[Åtgärder från skärmen Ta emot.](#)")

Remedy 2 If you are using POP RX and you set something other than '0 min' for [POP Interval] or set to receive error notification via SMTP, the error notification received by the machine is automatically printed. (See "[Gemensamma kommunikationsinställningar för e-post/I-fax.](#)")

Remedy 3 Contact the other party.

#904

Cause Destinations registered in [Favorite Settings] are not updated when the Address Book is retrieved using device information delivery from an iR/imagePRESS series machine connected to the network.

Remedy Register [Favorite Settings] again from the touch panel display of the machine.

#905

Cause The job could not be executed because a network error occurred.

Remedy Check the path length and access privileges of the server, and whether the file or folder is in use.

#995

Cause Reserved communication jobs were cleared.

Remedy Reserve the jobs again, if necessary.