



## Notes for Users

This supplement provides corrections and additional information for the manuals provided with this machine.

### ◆ Troubleshooting

When the Machine Does Not Operate As Wanted > Maintenance > Adjustment > Auto Adjust Head Position

### ◆ User Guide

Troubleshooting > Maintenance > Adjustment > Auto Adjust Head Position

#### Additional information

##### Note

- If paper jams occur after the position of the print heads is adjusted automatically, use paper whose horizontal length is 420 mm (16.6 inches) or longer, or select [Manual Adjust Head Position] to adjust the position of the print heads manually.

### ◆ Troubleshooting

Troubleshooting When Using the Copy/Document Server Function > When You Cannot Make Clear Copies

#### Additional information

The following item does not apply to this model:

Problem	Causes	Solutions
Parts of images are not copied.	The original is not set correctly.	Set originals correctly. For details about how to set originals, see "Placing Originals", Paper Specifications and Adding Paper.

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### ◆ Security Guide

Enhanced Network Security > Kerberos Authentication Encryption Setting

#### Replacement

Replace the table of the encryption algorithm with the following one:

KDC server	Supported encryption algorithms
Windows Server 2003 Active Directory	• DES-CBC-MD5
Windows Server 2008	• AES256-CTS-HMAC-SHA1-96 • AES128-CTS-HMAC-SHA1-96 • DES-CBC-MD5
Windows Server 2008 R2	• AES256-CTS-HMAC-SHA1-96 • AES128-CTS-HMAC-SHA1-96 • DES-CBC-MD5
Heimdal	• AES256-CTS-HMAC-SHA1-96 • AES128-CTS-HMAC-SHA1-96 • DES3-CBC-SHA1 • RC4-HMAC (ARCFOUR-HMAC-MD5) • DES-CBC-MD5

### ◆ Security Guide

Managing the Machine > Managing Device Information

#### Data that can be imported and exported

Error	Correction
Extended Feature Settings	Browser Features

#### Additional information

- @Remote-related data
  - Counters
  - Settings that can be specified using Web Image Monitor or Web Service only (such as Bonjour or SSDP settings)
  - Some System Settings\*1 \*2
- \*1 The setting for the date, those settings that require the device certificate, and those settings that need to be adjusted for each machine (for example, image adjustment settings) cannot be imported or exported.
- \*2 Extended Feature Settings and settings only for viewing cannot be imported or exported.

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### ◆ Troubleshooting

Troubleshooting When Using the Copy/Document Server Function > When You Cannot Make Copies As Wanted > When the Memory Becomes Full While Using the Copy/Document Server Function

#### Additional information

The following item does not apply to this model:

##### Note

- If you set [Memory Full Auto Scan Restart] in [Input / Output] of User Tools to [On], even if the memory becomes full, the memory overflow message will not be displayed. The machine will make copies of the scanned originals first, and then automatically proceed to scan and to copy the remaining originals. In this case, the resulting sorted pages will not be sequential. For details about Memory Full Auto Scan Restart, see "Input / Output", Copy/ Document Server.

### ◆ Paper Specifications and Adding Paper

Loading Paper > Loading Paper into the Paper Input Location

### ◆ User Guide

Adding Paper and Ink > Loading Paper into the Paper Input Location

#### Additional information

##### Important

- To cut paper edges with scissors, cut the paper vertically to the feed direction, so that the paper edges can be pulled into the machine.

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#### Additional information

If an error occurs, check the log's result code first. Values other than 0 indicate that an error occurred.

The result code will appear in the circled area illustrated below.

#### Example of a log file

```
"1.0.0"
"ExecType", "Date", "SerialNo", "PnP", "Model", "Destination", "IP", "Host", "Storage", "FileName", "FileID", "TotalItem", "NumOfOkItem", "ResultCode", "ResultName", "Identifier"
"IMPORT"
"2012-07-05T15:29:16+09:00"
"3C35-7M0014"
"Brand Name"
"Product Name"
"0"
"10"
"10.250.155.125"
"RNP00267332582D"
"SD"
"201207051519563C35-710220.csv"
"201207051519563C35-710220"
" 0"
" 2"
"INVALID REQUEST"
"TargetID", "ModuleID", "PrefID", "Item", "NgCode", "NgName"
```

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If you cannot solve the problem or do not know how to solve it after checking the code, note down the error log entry, and then contact your service representative.

ResultCode	Cause	Solutions
2 (INVALID REQUEST)	A file import was attempted between different models or machines with different device configurations.	Import files exported from the same model with the same device configurations.
4 (INVALID OUTPUT DIR)	Failed to write the device information to the destination device.	Check whether the destination device is operating normally.
7 (MODULE ERROR)	An unexpected error occurred during import or export.	Switch the power off and then back on, and then try the operation again. If the error persists, contact your service representative.
8 (DISK FULL)	The available storage space on the external medium is insufficient.	Execute the operation again after making sure there is enough storage space.

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ResultCode	Cause	Solutions
9 (DEVICE ERROR)	Failed to write or read the log file.	Check whether the path to the folder for storing the file or the folder in which the file is stored is missing.
10 (LOG ERROR)	The hard disk is faulty.	Contact your service representative.
20 (PART FAILED)	Failed to import some settings.	The reason for the failure is logged in "NgCode". Check the code. ◆ Reason for the Error (Ng-Name) 2 INVALID VALUE The specified value exceeds the allowable range. 3 PERMISSION ERROR The permission to edit the setting is missing. 4 NOT EXIST The setting does not exist in the system. 5 INTERLOCK ERROR The setting cannot be changed because of the system status or interlocking with other specified settings. 6 OTHER ERROR The setting cannot be changed for some other reason.
21 (INVALID FILE)	Failed to import the file because it is in the wrong format in the external medium.	Check whether the file format is correct. The log is in the form of a CSV file.
22 (INVALID KEY)	The encryption key is not valid.	Use the correct encryption key.

**Note**

- Import/export is possible between machines only if their models, region of use, and the following device configuration match.
  - Paper input location
- The log is stored in the same location as the exported device setting information file.

◆ **Security Guide**

Troubleshooting > If Authentication Fails > If an Error Code is Displayed

**Replacement**

Replace "W0400-107" in the "Error Code" column with "W0406-107".

◆ **Security Guide**

Checking Operation Privileges > System Settings

■ Administrator Tools

**Error**

Settings	User	Mach	N/W	File	Unset	Set
Program / Change / Delete Realm	—	R/W	—	—	—	R

**Correction**

Settings	User	Mach	N/W	File	Unset	Set
Program / Change / Delete Realm	<b>R/W</b>	R/W	—	—	—	R

**Error**

Settings	User	Mach	N/W	File	Unset	Set
PDF File Type: PDF/A Fixed	R	R/W	R	R	R	R

**Correction**

Settings	User	Mach	N/W	File	Unset	Set
PDF File Type: PDF/A Fixed	<b>R/W</b>	R/W	R	R	R	R

◆ **Security Guide**

Checking Operation Privileges > Printer Functions

**Error**

Settings	User	Mach	N/W	File	Lv.1	Lv.2
Print Jobs	R/W	R/W	R/W	R/W	R/W	R/W

**Correction**

Settings	User	Mach	N/W	File	Lv.1	Lv.2
Print Jobs	<b>R</b>	<b>R</b>	<b>R</b>	R/W	R/W	R/W