Service Manual

Canon Color
Color Universal Send Kit-C1P

Canon

Application

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Use of this manual should be strictly supervised to avoid disclosure of confidential information.

Symbols Used

This documentation uses the following symbols to indicate special information:

Symbol	Description
	Indicates an item of a non-specific nature, possibly classified as Note, Caution, or Warning.
	Indicates an item requiring care to avoid electric shocks.
	Indicates an item requiring care to avoid combustion (fire).
	Indicates an item prohibiting disassembly to avoid electric shocks or problems.
	Indicates an item requiring disconnection of the power plug from the electric outlet.
Memo	Indicates an item intended to provide notes assisting the understanding of the topic in question.
REF.	Indicates an item of reference assisting the understanding of the topic in question.
	Provides a description of a service mode.
Error	Provides a description of the nature of an error indication.

The following rules apply throughout this Service Manual:

1. Each chapter contains sections explaining the purpose of specific functions and the relationship between electrical and mechanical systems with reference to the timing of operation.

   In the diagrams, � represents the path of mechanical drive; where a signal name accompanies the symbol , the arrow ⟶ indicates the direction of the electric signal.

   The expression "turn on the power" means flipping on the power switch, closing the front door, and closing the delivery unit door, which results in supplying the machine with power.

2. In the digital circuits, '1'is used to indicate that the voltage level of a given signal is "High", while '0' is used to indicate "Low".(The voltage value, however, differs from circuit to circuit.) In addition, the asterisk (*) as in "DRMD*" indicates that the DRMD signal goes on when '0'.

   In practically all cases, the internal mechanisms of a microprocessor cannot be checked in the field. Therefore, the operations of the microprocessors used in the machines are not discussed: they are explained in terms of from sensors to the input of the DC controller PCB and from the output of the DC controller PCB to the loads.

The descriptions in this Service Manual are subject to change without notice for product improvement or other purposes, and major changes will be communicated in the form of Service Information bulletins.

All service persons are expected to have a good understanding of the contents of this Service Manual and all relevant Service Information bulletins and be able to identify and isolate faults in the machine."

Contents

Chapter 1   Specifications

Contents

1.1 Product composition

1.1.1 Product configuration

0006-2488

The product configuration of the kit is as described below.

- USB dongle (Color Universal Send Kit-C1U only)

- Parallel dongle (Color Universal Send Kit-C1P only)

- Setup tool CD-ROM

- Serial number label

1.2 Specifications

1.2.1 Specifications

\<Send Setup Tool enabled OS\>

Windows 95/98/NT/2000/XP (C1P)

Windows 98/2000/XP (C1U)

\<SEND function basic specifications\>

This device provides the same specification of SEND function as the ones iR C3100 provides.

E-mail transmission

- Transmission protocol: SMTP, POP3

- Transmission authentication: SMTP AUTH, POP before SMTP

- Encoded transmission: For SMTP AUTH, SSL transmission enabled by STARTTLS command.

- Supported formats: TIFF (monochrome), MTIFF (monochrome), JPEG (colour, grayscale), PDF (colour, grayscale), PDF (high compression: colour/ grayscale9

- PDF files can be split and sent page by page.

- Resolution: 100 X 100, 150 X 150, 200 X 100, 200 X 200, 200 X 400, 300 X 300, 400 X 400, 600 X 600 (dpi)

- Compression rate: High, mid, low (transmission image file format can be specified from data compression rate. Default can be programmed in the user mode in the transmission function standard setting.)

- Document size: A3 to A5

A3, B4, A4 (I-Fax Tx/Rx, A3/B4 transmission possible by setting other party's reception conditions)

- Addresses available from LDAP server (e-mail address and FAX telephone number)

- No E-mail reception. Error mails can be printed out.

I-Fax Tx/ Rx function

- Transmission protocol: SMTP (Tx/ Rx), POP3 (Rx), I-Fax (Simple mode, Full mode)

- Transmission authentication: SMTP AUTH, POP before SMTP

- Encoded transmission: For SMTP AUTH, SSL transmission enabled by STARTTLS command (does not operate with sever-less transmission).

- Supported formats: TIFF (monochrome: MH, MR, MMR), colour Tx/ Rx not supported.

- Resolution: 100 X 100, 150 X 150, 200 X 100, 200 X 200, 200 X 400, 300 X 300, 400 X 400, 600 X 600(dpi)

- Document size: A3 to A5

- Reception sizes: A3, B4, A4

- Server-less transmission supported

- Addresses available from LDAP server (e-mail address and FAX telephone number)

File transmission function

- Transmission protocol: SMB (NetBios over TCP/IP), FTP(TCP/IP), NCP(IPX)

- Supported formats: TIFF (monochrome), MTIFF (monochrome), JPEG (colour, grayscale), PDF (colour, grayscale), PDF (high compression: colour/ grayscale)

- PDF files can be split and sent page by page.
- Resolution: 100 X 100, 150 X 150, 200 X 100, 200 X 200, 200 X 400, 300 X 300, 400 X 400, 600 X 600 (dpi)
- With colour/ grayscale settings (JPEG/PDF), compression rate settings are: High, mid, low (transmission image file format can be specified from data compression rate. Default can be programmed in the user mode in the transmission function standard setting.)
- PDF (high compression) image level can set for either "Text/photo", "Photo" or "Text".
- Document sizes: A3, B, A4 (A3/B4 transmission possible by setting other party's reception conditions)
- Addresses available from LDAP server (e-mail address and FAX telephone number)
- CanonFTP automatically distinguishes responses from the server and switches operation accordingly.

E-mail/I-fax operation confirmed server applications

SMTP server
Sendmail 8.93 or later
Exchange Server 5.5+SP1 or later
Exchange 2000
Domino R4.6 or later

SMTP AUTH-enabled SMTP server
Sendmail 8.12.5 or later + Cyrus SASL API 1.5.28 combination
Exchange Server 5.5+SP1 or later
Exchange 2000

POP server
Qpopper 2.53 or later
Exchange Server 5.5+SP1 or later
Domino R4.6 or later
Exchange 2000

POP before SMTP
Sendmail 8.12.5 or later +DRAC 1.11 or later +Qpopper 2.53 or later combinations

File transmission operation confirmed operating environments

SMB
Windows 95(OSR2.5)/98/ME
Windows NT 4.0 Workstation/Server
Windows 2000 Professional/Server
Windows XP Home/Professional

FTP
Windows NT 4.0 Server +IIS4.0
Windows 2000 Professional/Server +IIS5.0

Windows XP Professional +IIS5.1

Mac OS 10.x.x

Sun Solaris (SPARC) 2.6 or later

NCP

NetWare 3.20

NetWare 4.1,4.11,4.2

NetWare 5 +SP1a

NetWare 5.1

1.2.2 Monochrome transmission (E-mail, file transmission) data flow   0006-2490

When image data are sent via E-Mail or file transmission, the data follow the path illustrated below and are transmitted to the network via an Ethernet board. MMR compression is used in transmission.
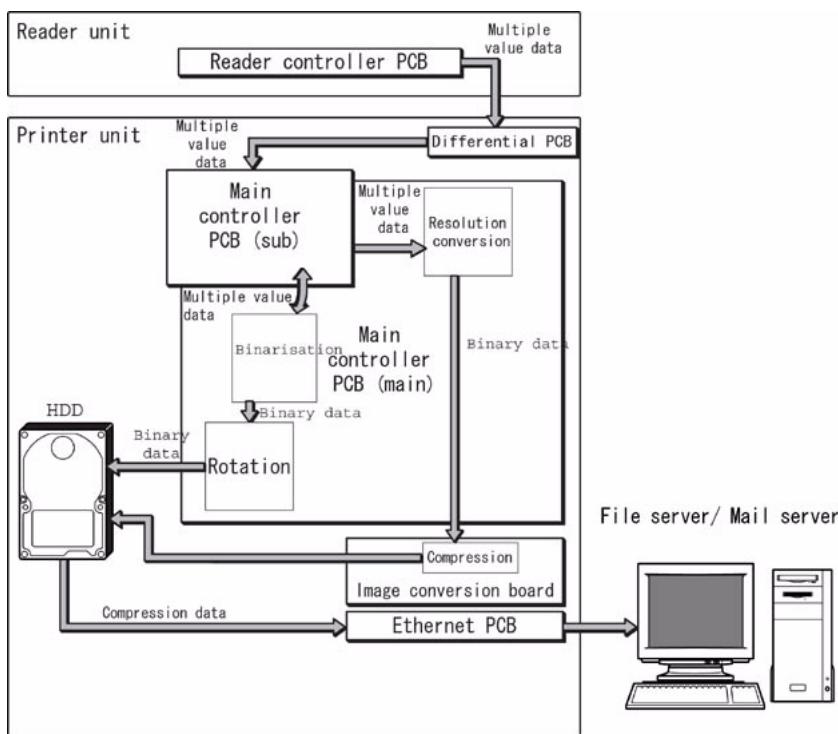
F-1-1

1.2.3 Colour transmission (E-mail, file transmission) data flow   0006-2491

When image data are sent via E-Mail or file transmission, the data follow the path illustrated below and are transmitted to the network via an Ethernet board. JPEG compression is used in transmission.

Colour transmission requires the processing of multiple value data, so the image conversion board is not used.
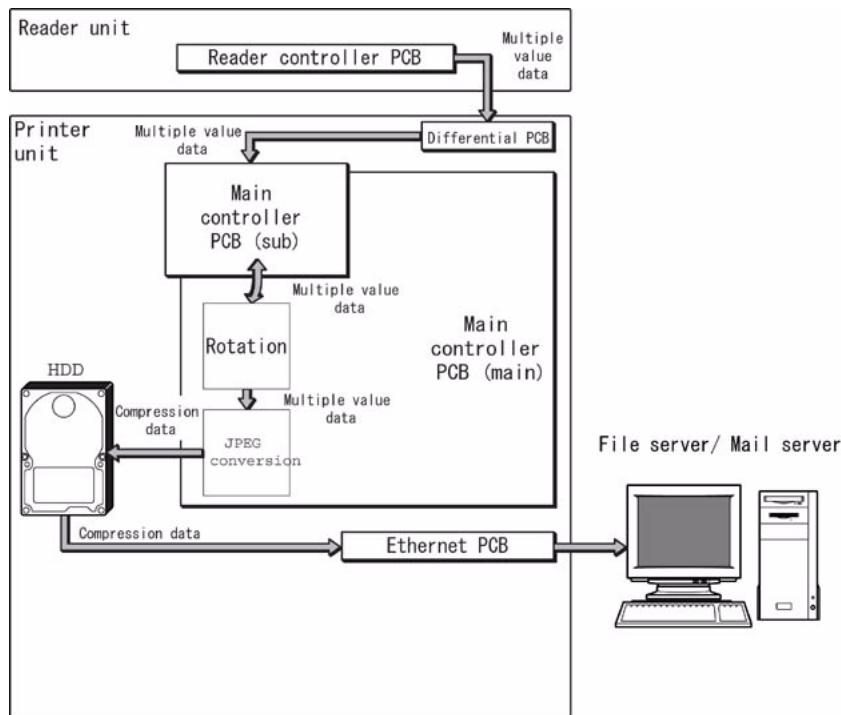
F-1-2

1.2.4 I-FAX transmission

When image data are sent via I-FAX transmission, the data follow the path illustrated below and are transmitted to the network via an Ethernet board. Either MH, MR or MMR compression is used in transmission, selected by the user from the control panel.

Colour transmission requires the processing of multiple value data, so the image conversion board is not used. In the case of stacked transmission, the image flow is as follows.
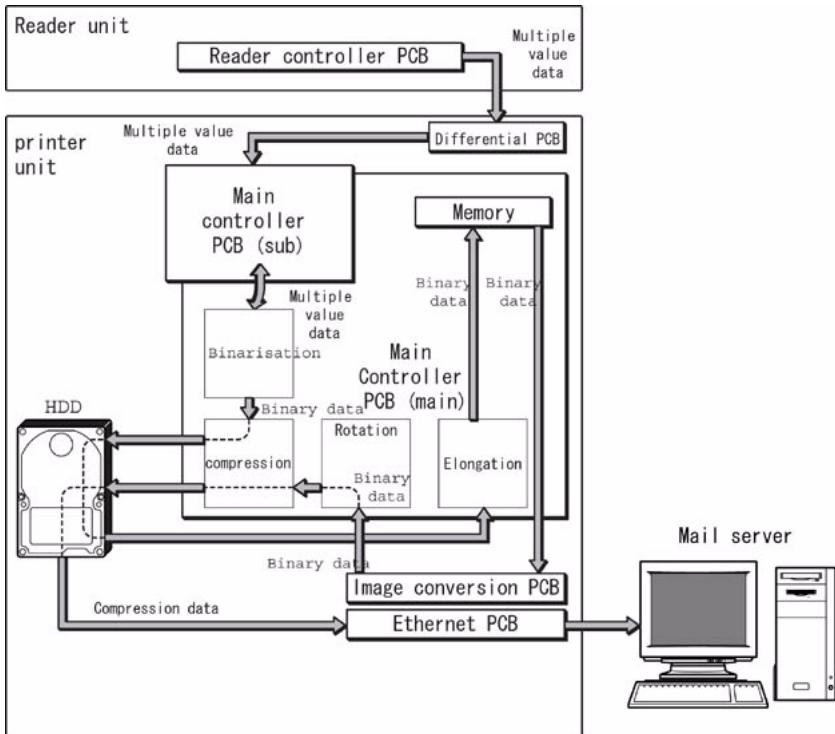
F-1-3

In direct transmission, the data flow is as described below.
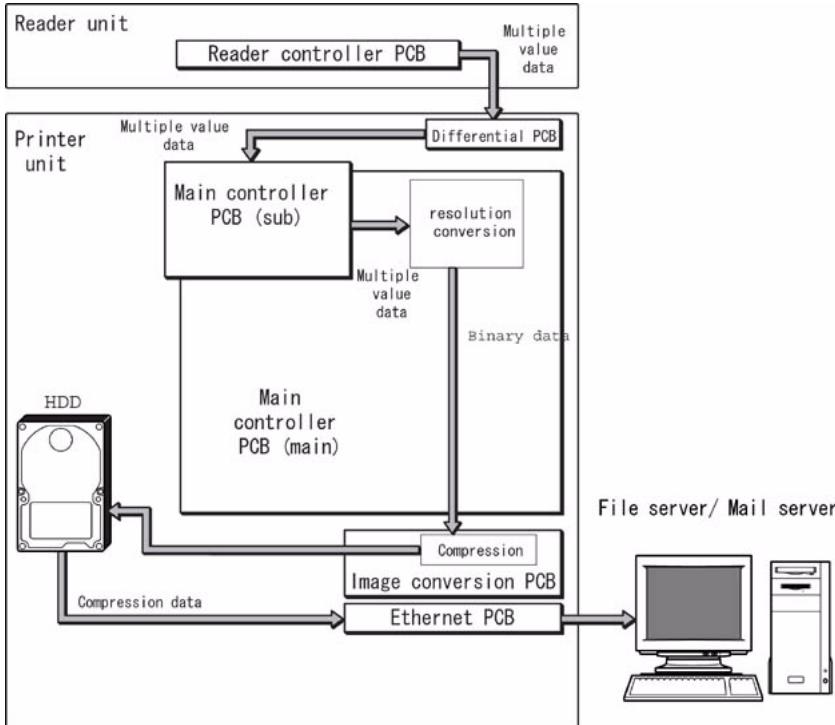
F-1-4

Chapter 2   Functions

Contents

2.1 Changed Function

2.1.1 Changes from iR C3200

Functions in this machine that have different specifications from iR C3200 (System Ver.8.04, or earlier) are as shown below.

Memo:
When iR C3200 was upgraded to System Ver.9.05, Send function related specifications were added. Items marked with an asterisk (*) can be used with iR C3200 also, after upgrading to System Ver.9.05.

- SMTP AUTH (SMTP authentication) support*
In response to requests from the field, SMTP AUTH is now supported. This function enables E-Mail/ i-fax communication with SMTP servers that require user authentication. For details, refer to the section on transmission authentication and encoded transmission.

- POP before SMTP support*
POP before SMTP, which is a transmission authentication similar to SMTP AUTH, is now supported. For details, refer to the section on transmission authentication.

- SinglePage-PDF creation function*
This function was added from iR 2220i/2820i/3320i and iR 5020i/6020i. A 'split by page' button has been added and not only TIFF but also PDF documents can be split into single pages. By combining 'split by page' and the file format (TIFF/ PDF), the user can select either SinglePage or MultiPage

- Dedicated window for form job key *
This function was added from iR 2250i/2850i/3350i and iR 5020i/6020i.
This function shows the form job key area in enlarged display. Up to 9 form jobs can be programmed.

- Compression rate setting
Transmission screen file format > can be specified from the data compression rate. There are three levels, high, mid, low, and the default can be programmed in the user mode in the transmission function standard setting. This item displayed the JPEG compression rate in iR C3200

<Memo>
iR C3100 is different from iR C3200 in that, when using DF, the stream reading construction enables performance during scanning. This means that, while the first page is being read in, the second page can be fed in preparation. As a result of compressing the scanned image, if the data volume per page allocated to the work area causes the area to overflow, the following message appears and prompts the user to carry out recovery procedures.
'Scanning has stopped because the scanned document data have exceeded the maximum limit capable by this model. Scanning may be possible by using a high compression rate, low resolution and by reducing image sharpness.'
In order to make the compression rate easy for the user to set, the data compression rate setting has been added to the file format. If the error message continues to appear even after the data compression rate has been increased, enter

service mode and change COPIER>OPTION>USER>SND-RATE. This often allows the compression rate to be set higher. If DF is not being used, the recovery procedure is not generated, because the compression rate is changed automatically and scanning repeated.

- Saving the job history csv format*
This function was added from iR 2250i/2850i/3350i and iR 5020i/6020i.
Job histories can now be saved in csv format from Remote UI.

- Mixed length documents

- Long length document scanning note that transmission to box has been removed from the universal send function)

- Completion stamp function (note that this does not apply to mixed length documents)

2.2 New Function

2.2.1 Transmission authentication

0006-2494

When setting up a mail server on the Internet, it is necessary to have protection against Third Party Mail Relay using false names. Third Party Mail Relay refers to the practice of using other people's mail servers for illicit purposes, such as sending large volumes of spam mail. Failure to put adequate countermeasures into place will not only result in resources such as servers and network circuits being tied up but may also result in complaints from users who are inundated with spam mail. An SMTP transmission authentication setup has been provided as a countermeasure.

In the case of an internal network (LAN), Third Party Mail Relay can be prevented by restricting IP addresses and domain names. However, when using regularly used mail addresses to transmit from external domains, and in order to use a provider's Internet mail server safely, some kind of transmission authentication is necessary. In this model two authentication systems, POP Before SMTP and SMTP AUTH, are used to enable i-Fax/ E-Mail transmission to an SMTP server that requires sender authentication.

POP before SMTP

With this method, before SMTP transmission is performed, the POP server is logged into. SMTP transmission can only be continued once the POP server has confirmed the IP address of the connected client as authorized within a specific period of time. After user authentication is carried out at the POP server, the authenticated client IP address is relayed to the SMTP server, where it is processed. The process requires a certain amount of time. Taking this processing time into consideration, there is an idle period of 300msec, from POP authentication to the start of SMTP transmission. If a POP before SMTP transmission is generated during POP reception, POP authentication is made to wait until the reception is finished and then POP authentication and SMTP transmission are performed. Errors occurring while the POP server is connected are treated as transmission errors.

With regard to the actual programming, all that is necessary is for **system administration settings > network settings > E-Mail/ I-Fax settings > authentication/ encoding settings > pre-transmission POP authentication** to be set to ON.

Related new user error codes are #810 and #813. For details, refer to Troubleshooting.

SMTP AUTH

In SMTP AUTH, user authentication is performed when the SMTP server is connected, so that mail can only be received from registered users. This method was standardized in March, 1999, as RFC2554. SMTP AUTH uses ESMTP protocol, which is an extension of SMTP, and uses the SASL (Simple Authentication and Security Layer) authentication mechanism, standardized as RFC2222, to authenticate the user by sending the user name and password information in response to the server challenge data.

<Authentication mechanisms>

The SMTP server can have multiple authentication mechanisms and the most suitable authentication mechanism is programmed in accordance with the security policy decided by the SMTP server administrator. The client E-Mail client application selects the authentication algorithm from among the available authentication mechanisms and performs authentication upon transmission.

This model supports the following five types of authentication mechanism.

CRAM-MD5

Challenge-Response Authentication Mechanism, computed by using the key-protected MD5 algorithm by HMAC-MD5 (RFC2104)

NTLM

Windows NT authentication method

User name must be set in the form 'username@NTdomainname'

E.g.:

Windows2000 or earlier: username\\CANON (domain name may be omitted, depending on the environment)

Windows2000: username@canon.co.jp (domain name may be omitted, depending on the environment)

GSSAPI

Authentication system using Kerberos Version 5 (RFC1510)

User name must be set in the form 'username@realmname'.

username@CANON.CO.JP

(In Exchange2000, realm name = domain name)

PLAIN

Assumes that user name and password are sent as plain text (BASE64 encoded) and the communication packet is encoded. (RFC2595) Allows secure authentication when used in combination with the encoded transmission described later.

LOGIN

Sends the user name and password as plain text (BASE64 encoded). Actual transaction is the same as with PLAIN. Similarly, allows secure authentication when used in combination with encoded transmission.

<SMTP AUTH transmission operation>

Even if the unit is programmed for transmission with SMTP AUTH, if the mail server does not support SMTP AUTH and the encoding system supported by the server does not match that supported by this model, SMTP AUTH transmission will not be possible. In that case, even if SMTP AUTH is programmed, transmission will be by normal SMTP and there will be no transmission error generated. If an unauthenticated mail transmission is attempted to a server that will not allow such transmission, subsequent SMTP protocols will generate an error in the mail server. Unauthenticated mail can be transmitted to a server that will accept such transmission. These security policies are determined by the server so, even if SMTP AUTH is not programmed, it is impossible to tell whether transmission is possible without checking with the customer's server administrator.

<Authentication protocol>

Examples of transmission protocol using SMTP AUTH are given below.

The EHLO response from the client tells whether SMTP AUTH is supported by the server and the authentication algorithm being used at that time is described. In the event that there are multiple authentication algorithms, multiple algorithm names are described. The client selects one of the relayed authentication algorithms and then relays it on to the server. Server challenge data come from the server and coded data made up from the server challenge data, user name and password are returned in response for authentication. In general, the authentication algorithm to be

used can be selected on the server side and PLAIN and LOGIN authentication and others which are undesirable from the perspective of security can be blocked by the server setting. (Security policy is determined by the server.)

Server:220 smtp.example.com ESMTP server ready

Client(iR):EHLO ifax.example.com

S: 250-smtp.example.com

S: 250-DSN

S: 250-EXPN

S: 250 AUTH CRAM-MD5 DIGEST-MD5 : <- server declares authentication algorithm

C: AUTH CRAM-MD5 : <- client selects CRAM-MD5

S: 334 : <- server response (subsequently, authentication begins with CRAM-MD5.)

S: PENCeUxFREJoU0NnbmhNWitOMjNGNndAZWx3b29kLmlubm9zb2Z0LmNvbT4=

C: ZnJlZCA5ZTk1YWVlMDljNDBhZjJiODRhMGMyYjNiNiYmFlNzg2ZQ==

S: 235 Authentication successful.

<Authorisation algorithm selection>

Where the SMTP has multiple authentication mechanisms, selection is made in the order of the priority list given below.

1) CRAM-MD5

2) NTLM

3) GSSAPI

4) STARTTLS operation PLAIN

5) STARTTLS operation LOGIN

6) STARTTLS non-operation LOGIN

7) STARTTLS non-operation PLAIN

Authentication methods can be disabled in service mode. When the service mode value is set to '1', the encoding system can be disabled. (The default setting is all enabled.)

Ordinarily, the default setting is used, but if the server administrator wants to disable a particular encoding system, the settings need to be changed by the service mode settings.

<SMTP AUTH related user modes>

For the actual SMTP AUTH settings, system administrator settings > network settings > E-Mail/ I-Fax settings > authentication/ encoding settings > **SMTP** authentication (**SMTP AUTH**) should be set ON and the required user names and passwords for SMTP AUTH need to be entered. If SSL permission, which is the encoded transmission setting, described later, is ON, with PLAIN and LOGIN authentication, the authentication encoded by the STARTTLS command can be used.

<Outlook Express example>

For reference, this section describes what happens to the Outlook Express settings when using an SMTP server that supports SMTP AUTH. Outlook Express PLAIN authentication only.

1) From the Outlook Express tools menu, select Account. In the example, pop3.canon.com is selected.

2) From Internet Account, select the desired account and click on Properties. In the example, the pop3.canon.com sub-tab has been selected from the Properties window.

3) Put a check in the 'this server requires authentication' box against the transmission mail server.
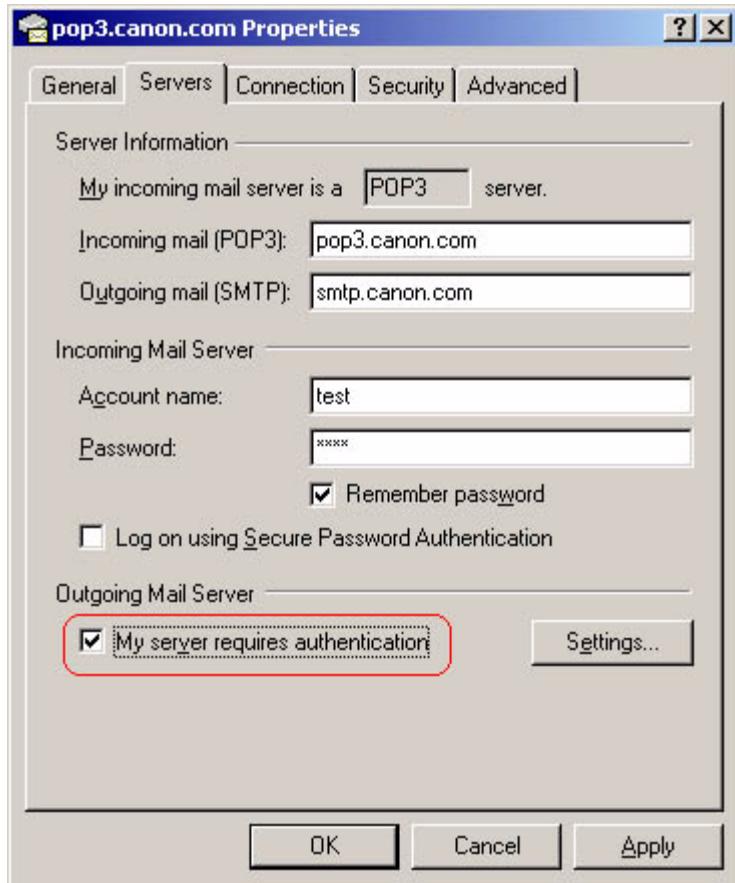
F-2-1

4) Press the settings button that has been made active.

5) Programme the transmission mail server window's logon information. In the default, 'use same settings as reception mail server' is selected. This setting uses the POP3 authentication account name and password entered against the reception mail server in the previous window and performs SMTP AUTH operation.

F-2-2

If 'Logon with this account and password' is selected, the account and password to be used with SMTP AUTH can be specified individually. In that case, if 'Logon with security-protected password authentication' is selected, encoding is carried out by TSL(SSL), using the STARTTTLS command.

<SMTP AUTH related user error codes>

The related new user error codes are #839 and #843. For details, refer to the section on Troubleshooting.

2.2.2 Encoded transmission

0006-2495

Transmission packet encoding (SSL)

When user mode - E-Mail/ I-Fax 'allow SSL' is set to ON, and the mail server supports the SMTP protocol's STARTTLS command, SSL (TLS) is used for transmission packet encoding. Not only the user name and password are encoded, but also all of the mail transmission data. Therefore, the transmission speed is slower.

If 'allow SSL' is set to OFF, or the mail server does not support the SMTP protocol's STARTTLS command, the transmission packet is not encoded.

<STARTTLS command>

STARTTLS is an SMTP command that tells the server that encoded transmission (SSL/ TLS) is about to start. The command is standardized in RFC2487. Following is an example of the protocol flow during STARTTLS.

The EHLO response from the client declares that STARTTLS is supported from the server. When the client generates the STARTTLS command, the operation is reprocessed from the starts and negotiation is initiated and the packet data are encoded.

S: 220 mail.imc.org SMTP service ready

C: EHLO mail.example.com

S: 250-mail.imc.org offers a warm hug of welcome

S: 250-8BITMIME

S: 250-STARTTLS : <- Shows that the server supports STARTTLS.

S: 250 DSN

C: STARTTLS : <- Declares to server that SSL/TLS are to be performed.

S: 220 Go ahead

-- All subsequent transmission packets will be encoded.

C: <starts TLS negotiation>

C&S: <negotiate a TLS session>

C&S: <check result of negotiation>

C: EHLO mail.example.com

S: 250-mail.imc.org touches your hand gently for a moment

S: 250-8BITMIME

S: 250 DSN

<User error>

Related new user errors are #841 and #842. For details, refer to the section on Troubleshooting.

Chapter 3　Installation

Contents

3.1 Points to Note About Installation

3.1.1 Installation notes

- Check that the resolution conversion board has been installed.
- Check that the image memory (SDRAM) is 768MB.

Chapter 4　Maintenance

Contents

4.1 Notes when service

4.1.1 Points to Note

0006-2497

If it becomes necessary to perform memory clear (MMI CLEAR) during service, then in order to save the user's network settings and address settings, etc., always make sure that you print out the user data list (network) and address lists, etc., from user mode. And, before printing out any address lists, make sure that you explain the need for this to the user and obtain the user's consent. Further, if it is possible to use a remote UI, exporting and backing up address lists, transfer setting and other user mode contents will assist in recovery in the event of any problems.

4.2 Troubleshooting

4.2.1 Troubleshooting

<u>0006-2498</u>

<Troubleshooting procedures>

Basic troubleshooting procedures related to the SEND function are described below.

Where an error message or error code is displayed, refer to the appended error list and check the appropriate countermeasure. The error list is divided by function, as per the following.

E-mail transmission/ I-Fax transmission/ I-Fax reception/ transmission/FTP transmission/NCP transmission.

When a problem occurs, the first step is to identify with which function the problem occurred and then check the error list for the appropriate countermeasure.

If the location of the problem cannot be identified form the error message or the error code, the following information may be of help in determining whether the cause is in the network, server or iR.

<Network causes>

Check the following items.

- Use the Ping command to check whether the appropriate IP address (an address that can be used to check whether the DNS server, SMTP server, POP server, etc, are operating properly) responds.

- If there is a response, move on to check whether the cause is in the server. If there is no response, check the network cable connection, the network board status and the network hub status. If a PC can be used, take the cable that is connected to the iR and connect it to the PC and try connecting to the network from the PC. If connection fails, it may be assumed that there is a problem on the network side.

- With SMB transmission, it is sometimes the case that transmission on the PC to the network is possible but reference is not. In that case, it is necessary to gather information about the user's operating environment. The following is an example of the user's operating environment and possible cause and countermeasure, when it is not possible to reference.

Reference information:

Operating environment when SMB browsing (reference) is not possible

When transmitting files with SMB with the following operating environment, it is sometimes the case that the addressee's browsing (reference) function does not work well.

- Around 50 PCs (Windows XP/Windows 2000/Windows 98/Mac OS) all obtain IP addresses via DHCP. There is no domain controller or other server and the network is made up of 10 work groups.

Problems likely to occur with this kind of set up include, with regard to SMB browsing (reference) from iR,

- even if referencing is performed, there is absolutely no display,

- the function extends as far as the work groups, but some work groups are excluded.

How this problem is caused

The Windows network automatically assigns one machine in each work group as the master browser. However, in the above environment (each PC gets its IP address from DHCP and there is no server) the assignation of the master

browser may become unstable. The IP addresses obtained from DHCP sometimes change and there are periods where the master browser cannot be assigned because PCs are being switched off and on, so the information being held by the master browsers gets mixed up, leading to the problems described above. In this environment, even if a WINS server is programmed, in work group browsing there is no query made to the WINS server. This is because the WINS server does not return work group related lists or computer lists.

Workaround

There is no complete workaround, but the following measures may help to enable slightly more stable SMB browsing. If possible, the user's network administrator should be requested to perform these measures.

1) In the user mode, set the 'work group name' in the network settings 'SMB printing' window. This means that iR will always query the master browser of the programmed work group.

2) In the Windows 98 network properties in the work group, set the master browser 'invalid'.
This setting will stop Windows 98 from becoming the master browser. However, each work group will need to have Windows XP/Windows present and they must always be in operating condition.

3) Make Windows NT server and Windows 2000 server the domain controller, or as a stand alone server, run with a static IP address.
There may be difficulties, depending on the user's operating conditions, but these measures will help to make the SMB browser most stable.

SMB FAQs

Q1. Where does the work group name and domain name information come from?
A1. The work group name and domain name information comes from the master browser. Before the information is obtained, the master browser on the network needs to be retrieved. This search and retrieval sequence is as described below.

With no work group set in iR
1) Search (broadcast) for the master browser without specifying the work group.
2) Any work group master browser that exists within the scope of the broadcast will respond.
3) Select the first master browser that responds as the query address.

With a work group name specified in iR
1) Specify the work group name and search (broadcast) for the master browser.
2) Only the master browser in the specified work group will respond.
3) Set this master browser as the query address.

Q2. How is the computer name decided?
A2. The answer depends on whether you are talking about B-Node (Broadcast Node) or H-Node(Hybrid Node :when WINS is programmed).

For B-Node

1) A query is made in the broadcast.

2) If there is no response to step 1), a query is made to the DNS server (assuming that the DNS server has been programmed).

For H-Node

1) A query is made directly to the WINS server.

2) If an error is returned by the WINS server, a query is made in the broadcast.

3) If there is no query made in the broadcast, an attempt is made to verify whether the address server is designated in the IP address. If the IP address is thus identified, direct communication begins.

4) If the IP address is not identified in step 3), a query is made to the DNS server (assuming that the DNS server has been programmed).

<Server causes>

Check the following items.

- Launch the PC's mail client application (Outlook Express, etc.) and use the POP account being used in iR to check whether mail can be sent and received.

- If mail can be sent and received, assume that the server is working properly and check for likely iR problems. If mail cannot be sent, there is a problem with the SMTP and DNS server. If mail cannot be received, the problem is with the POP server. Note that, if SMTP reception is performed, there is a problem in the SMTP server and the DNS server.

- Attempt to access the folder to be transmitted by SMB from the PC. If access is not possible, check the common settings of the folder. To transmit files with iR, write privileges for the folder are required.

- When the WindowsXP firewall function is active or some application restricting port access has been installed, the port used in SMB can be made available.

- Settings in the user mode can enable 2 byte code to be used in the FTP server. However, if this is not supported on the server side, it will not operate. Therefore, check that the server side has been programmed to allow 2 byte code.

Following are descriptions of some of the kinds of problems that may be expected with the servers.

- Check that the SMTP server, DNS server is working properly. If using POP before SMTP, also check the POP server operation.

- If the server itself is working, there may be errors in the settings. Check whether mail transmission/ reception is possible from another mail account. If mail transmission/ reception is possible from another mail account, reset the POP authentication or SMTP authentication account. In the case of SMTP reception, if the iR host name is not recorded in the DNS server as an MX record, mail cannot be sent to iR, so it is necessary to check that DNS registration has been made.

<Likely problems with iR>

- If transmission from the PC is normal, check again whether those settings match the iR settings.

- If the registration contents of the primary DNS server do not match those of the secondary DNS server, in some cases operation with the PC will be normal while operation with the iR will not. This is appears to be because, if the PC is not registered in the primary DNS, the secondary DNS is then referenced. However, if iR is not found in the primary, the search ends at that point.

- When the SMTP server and the POP server are used with the host name (FQDN) entered, it may be possible that a

problem has arisen with the DNS not being able to solve the name. In that case, when registering on the server, try entering the IP address directly, instead of the host name (FQDN).

- If the network connection Ethernet driver settings are on automatic, it may be that problems of affinity with the hub may cause improper operation. In that case, using manual settings to change the network connection speed and semi-duplex/ full duplex settings may restore normal operation. On the other hand, if the settings are manual, it may be that they do not match the network environment and communication is, therefore, disabled.

- If the problem still cannot be resolved, it may be possible to resolve the problem by capturing the iR communication packets. In that case, it will be necessary to get the approval of the user. When the packets are being filtered, it is the MAC address that is used for filtering, not the IP address. If the IP address is used, some packets, such as broadcast, etc., cannot be captured.

4.3 Related Error code

4.3.1 E-mail Transmission errors

<E-mail transmission error message and error codes>
#810, #813, #839, #841, #842, #843 are new error codes.

T-4-1

Message	Error code	Cause	Remedy
No message	#022	Address deleted or invalidated during transmission reservation.	- Retransmit deleted address. - Check that a group address is specified as the transfer destination and that it contains a valid address. - Check that a group address is specified as the transfer destination and whether it contains local print or fax box only. - Check whether the specified transfer destination address has been deleted.
The number of transmission standby documents must be reduced.	#702	HD full (work area)	- Wait a while then retry. - Stop broadcast transmission with other protocols. This sometimes helps to avoid this problem.
The number of transmission standby documents and BOX documents must be reduced.	#703	HD full (work area)	- Wait a while then retry. - Delete documents from the BOX to free up HD space.
The address is not in the address list.	#704	Address book search error.	- Check the address book settings.
Data size too big.	#705	Transmission data size too big.	- Reduce number of pages for transmission or lower resolution. - Reset user mode transmission upper limit.

Address table not available.	#706	Address book locked.	- Address book cannot be referenced as it is being used by remote UI. - Address book cannot be referenced as it is being used by other transmission components.
No connection	#752	DNS/SMTP server setting error (SMTP connection error)	Reprogramme the user mode settings. (domain name, E-Mail address, DNS, mail server)
No response	#753	Network error(Socket Write,Selecterror, etc.)	- Check cable and connectors.
Check TCP/IP	#755	- IP address set to 0.0.0.0. In the following two situations, the IP address is 0.0.0.0. 1) Address could not be obtained from DHCP, BOOTP, RARP. 2) Unit launched in IP fixed mode(keys 1+7 to enter FIXIPmode). - TCP/IP protocol stack resources insufficient. Even with internal retry (5 times), transmission failed.	- Set the IP address correctly or set DHCP, RARP, BOOTP environments to operate properly. - Turn power OFF/ON.
Check server	#801	SMTP protocol error/ command timeout	Check mail server
Cannot find server	#802	DNS/SMTP setting error(DNS error)	Reprogramme the user mode settings. (domain name, E-Mail address, DNS, mail server)
Check address	#806	Incorrect address (address wrongly searched on SMTP protocol)	Check address
POP server connection error	#810	Cannot connect to POP server when attempting POP Before SMTP transmission.	- Reprogramme user mode settings (POP, DNS server name) - Check POP server operation. - Check DNS server operation.
POP server address error	#813	Password, user account error when attempting POP Before SMTP transmission.	- Check POP user name, password. - Check POP server account.

No display	#830	DSN error notification received. The DSN error notification is sent to the transmission source by the SMTP server and the iR machine programmed for SMTP reception during an ESMTP-enabled transfer path whenever the destination address and the other party's conditions settings are wrong, or when the transmitted document's data size exceeds the permitted SMTP server range.	- Check the destination address. - Set the transmission data size so that it does not exceed the SMTP server's limit. - Programme the transmission other party's conditions so that they can be processed by the receiver.
No display	#834	MDN error notification received. The MDN error notification is sent to the transmission source as a transmission result in the mail header when the final processing of a mail sent in I-Fax Full mode fails in the iR reception machine.	- Programme the transmission other party conditions so that they can be processed by the receiver. - Check that the receiver memory is not full. - Correct the cause of reception image decoding failure.
SMTP server authentication error	#839	Error occurred with password, user name and/or account when attempting SMTP AUTH transmission.	- Check SMTP authentication user name, password. - Check SMTP server account.
SSL encoding error	#841	Because there is no encoding algorithm in common with the mail server, error occurred when attempting SSL encoded transmission.	- Stop SSL encoded transmission. - Change mail server settings and add encoding algorithm.
SSL encoding error	#842	The mail server has requested client authentication, which is an unsupported function, and an error was generated when SSL transmission was attempted.	- Change the mail server settings so that client authentication is not requested. - Stop using SSL encoded transmissions.

SMTP authentication error	#843	In SMTP authentication using GSSAPI, there is a significant difference (more than 5 minutes) in the time set in the KDC (Key DistributionCenter) server and that set in the iR, causing SMTP authentication, using GSSAPI, to fail.	- Correct the time settings on the machine. - Check the time zone and summer time settings. - Correct the KDC server time settings.
No display	#899	Operation completed normally.	This error code indicates that transmission as far as the SMTP server was completed normally, but delivery cannot be confirmed. Except when delivery confirmation is performed in I-Fax Full mode, confirmation is displayed on the I-Fax/E-Mail transmission side. The only way to judge whether transmission has been completed normally is to see whether there has been an error mail reception printout.
Cancelled.	#995	Transmission cancelled	- Retransmit as necessary.

<Memo>

This model does not have an E-Mail reception function, only an error mail reception function. Therefore, it can only print out text and i-Fax compliant TIFF attachments. PDF and JPEG files cannot be printed out.

4.3.2 I-Fax Transmission errors

0006-2501

<I-Fax transmission error message and error codes>
#810, #813, #839, #841, #842, #843 are new error codes.

T-4-2

Message	Error code	Cause	Remedy

No display	#022	Address deleted or invalidated during transmission reservation.	- Retransmit deleted address. - Check that a group address is specified as the transfer destination and that it contains a valid address. - Check that a group address is specified as the transfer destination and whether it contains local print or fax box only. - Check whether the specified transfer destination address has been deleted.
The number of transmission standby documents must be reduced.	#702	HD full (work area)	- Wait a while then retry. - Stop broadcast transmission with other protocols.
The number of The number of transmission standby documents and BOX documents must be reduced.	#703	HD full (work area)	- Wait a while then retry. - Stop broadcast transmission with other protocols. - Delete documents from the BOX to free up HD space.
The address is not in the address list.	#704	Address book search error.	- Check the address book settings.
Data size too big.	#705	Transmission data size too big.	- Reduce number of pages for transmission or lower resolution. - Image data size for one page has exceeded the user mode setting. - Reset user mode transmission upper limit.
Address table not available.	#706	Remote UI or other transmission components using address book, so it cannot be referenced.	- Wait a while then retry.
No connection	#752	DNS/SMTP server setting error (SMTP connection error)	- Reprogramme the user mode settings. (domain name, E-Mail address, DNS, mail server) - Check that the SMTP server is operating properly.

No response	#753	Network error(Socket Write,Selecterror,etc.)	Check cable and connectors.
Check TCP/IP	#755	- IP address set to 0.0.0.0. In the following two situations, the IP address is 0.0.0.0. 1) Address could not be obtained from DHCP, BOOTP, RARP. 2) Unit launched in IP fixed mode(keys 1+7 to enter FIXIPmode). - TCP/IP protocol stack resources insufficient. Even with internal retry (5 times), transmission failed.	- Set the IP address correctly or set DHCP, RARP, BOOTP environments to operate properly. - Turn power OFF/ON.
Check server	#801	Error returned from SMTP server during SMTP session. Or, command timeout error generated.	Check mail server
Cannot find server	#802	DNS/SMTP setting error(DNS server connection error)	Reprogramme the user mode settings. (domain name, E-Mail address, DNS, mail server)Check that the DNS server is operating normally.
Check address	#806	Address wrongly searched on SMTP protocol.	Check address
POP server connection error	#810	Cannot connect to POP server when attempting POP Before SMTP transmission.	- Reprogramme user mode settings (POP, DNS server name) - Check POP server operation. - Check DNS server operation.
POP server address error	#813	Password, user account error when attempting POP Before SMTP transmission.	- Check POP user name, password. - Check POP server account.

No display	#830	DSN error notification received. The DSN error notification is sent to the transmission source by the SMTP server and the iR machine programmed for SMTP reception during an ESMTP-enabled transfer path whenever the destination address and the other party's conditions settings are wrong, or when the transmitted document's data size exceeds the permitted SMTP server range.	- Check the destination address. - Set the transmission data size so that it does not exceed the SMTP server's limit. - Programme the transmission other party's conditions so that they can be processed by the receiver.
No display	#834	MDN error notification received. The MDN error notification is sent to the transmission source as a transmission result in the mail header when the final processing of a mail sent in I-Fax Full mode fails in the iR reception machine.	- Programme the transmission other party conditions so that they can be processed by the receiver. - Check that the receiver memory is not full. - Correct the cause of reception image decoding failure.
SMTP server authentication error	#839	Error occurred with password, user name and/or account when attempting SMTP AUTH transmission.	- Check SMTP authentication user name, password. - Check SMTP server account.
SSL encoding error	#841	Because there is no encoding algorithm in common with the mail server, error occurred when attempting SSL encoded transmission.	- Stop SSL encoded transmission. - Change mail server settings and add encoding algorithm.
SSL encoding error	#842	The mail server has requested client authentication, which is an unsupported function, and an error was generated when SSL transmission was attempted.	- Change the mail server settings so that client authentication is not requested. - Stop using SSL encoded transmissions.

SMTP authentication error	#843	In SMTP authentication using GSSAPI, there is a significant difference (more than 5 minutes) in the time set in the KDC (Key DistributionCenter) server and that set in the iR, causing SMTP authentication, using GSSAPI, to fail.	- Correct the time settings on the machine. - Check the time zone and summer time settings. - Correct the KDC server time settings.
No display	#899	Operation completed normally.	This error code indicates that transmission as far as the SMTP server was completed normally, but delivery cannot be confirmed. Except when delivery confirmation is performed in I-Fax Full mode, confirmation is displayed on the I-Fax/E-Mail transmission side. The only way to judge whether transmission has been completed normally is to see whether there has been an error mail reception printout.
Cancelled.	#995	Transmission cancelled	- Retransmit as necessary.

4.3.3 I-Fax Reception errors

0006-2502

<I-Fax reception error message and error code list>

T-4-3

Message	Error code	Cause	Remedy
POP server UIDL error		POP server UIDL commands not supported	- Change POP server.
POP server address error		POP server error (account)	- Reprogramme user mode settings (account). - Check POP server account.
POP server address error		POP server error (password)	- Reprogramme user mode settings (password). - Check POP server account.

POP server connection error		Cannot connect to POP server.	- Reprogramme user mode settings (POP, DNS server name) - Check POP server operation. - Check DNS server operation.
Check TCP/IP.		Incorrect IP address.	- Reprogramme IP address and turn power OFF/ON. - Check DHCP, RARP, BOOTP server operations and turn power OFF/ON.
Connect cable.		SMTP initialisation error	- Check network and network card. - Turn power OFF/ON.
Domain name not set		Domain name not set	- Register user mode SMTP account settings/ domain name.
No response		Mail server error	- Check mail server operation.
Cannot receive		Reception refused	- Clear any operator call error, such as no paper, etc. - Receive reception JOBs into memory reception BOX. - Delete transmitting JOBs.
The number of transmission standby documents must be reduced.	#702	HD full(work area)	- Stop all jobs operating simultaneously. Or, wait a while until the HD area is freed up.
The number of transmission standby documents and BOX documents must be reduced.	#703	HD full(work area)	- Delete documents from the BOX to free up HD space and decrease number of transmission standby documents in the BOX.
Check server	#801	Timeout (1KByte/ 10 sec.) during SMTP data reception.	- Check SMTP server operation. - Check network traffic conditions.
POP server connection error	#810	Timeout (1KByte/ 10 sec.) during POP data reception.	- Check user mode POP server settings. - Check POP server operation. - Check network traffic conditions.

No message. Error reason given on reception error report.	#818	File attachment is in unprintable format.	- Contact sender and arrange for them not to transmit image data that is not supported by I-Fax.
No message. Error reason given on reception error report.	#819	MIME information error	- Nothing in particular.Contact the sender and have them output the error information and error dump.
No message. Error reason given on reception error report.	#820	BASE64 or uuencode error	- Nothing in particular.Contact the sender and have them output the error information and error dump.
No message. Error reason given on reception error report.	#821	TIFF analysis error	- Nothing in particular.Contact the sender and have them output the error information and error dump.
No message. Error reason given on reception error report.	#822	Image decode error	- Nothing in particular.Contact the sender and have them output the error information and error dump.
No message. Error reason given on reception error report.	#827	Unsupported MIME	- Contact sender and ask them not to transmit data that cannot be received.
No message. Error reason given on reception error report.	#828	HTML format file attachment	- Contact sender and ask them not to transmit data that cannot be received.
No message. Error reason given on reception error report.	#829	Reception document exceeds 1000 pages.	- Contact the sender and have them limit the number of pages in a single transmission to 999.
No message.	#831	SMTP connection cut by IP block function.	- Reprogramme the IP address of the IP block function that allows SMTP connection.

No message.	#832	Problem with receiving unit's transmission settings. DSN transmission failed.	- Check the SMTP/DNS server, domain name, host name, E-Mail address, IP address, netmask and default gateway settings in user mode. - Check mail server/ DNS server operation.
No message.	#833	Problem with receiving unit's transmission settings. MDN transmission failed.	- Check the SMTP/DNS server, domain name, host name, E-Mail address, IP address, netmask and default gateway settings in user mode. - Check mail server/ DNS server operation.
No message.	#835	Text reception line count error.	- Have the sender reduce the number of lines in the text.

4.3.4 SMB Reception errors

0006-2503

<SMB reception error message and error code list>

T-4-4

Message	Error code	Cause	Remedy
Transmission cancelled	#099/ #995	- Transmission cancelled by user.	Resend.
Address does not appear in address list.	#022/ #704	- An error occurred when address information was being obtained from the address list. (Address deleted from list after scanning, etc.)	- Check address list settings. Or, turn unit OFF/ON.
HD full	#702	Operation stopped because HD full (work area).	- Wait a while then retry. - Stop broadcast transmission with other protocols. This sometimes helps to avoid this problem.
HD full	#703	Operation stopped because HD full (image area).	- Wait a while then retry. - Stop broadcast transmission with other protocols. This sometimes helps to avoid this problem.

Address table not available	#706	- Address table being imported/ exported from RUI. - Address book usage doubled up with other transmission component (Fax, etc.).	- Quit access from RUI. - Wait a while and then retry
No response	#751	- Server has not booted up. - Network disconnected. (If connection cannot be made with transmission destination, connection is sometimes cut mid-way.) - Reset caused by internal error. Processing interrupted.	- Check transmission destination and network settings. - Transmission jobs whose processing has stopped for some reason or other are forced to quit by assigning an internal error code (#751). As a result, after rebooting, the job is not run.
TCP/IP error	#755	- IP address set to 0.0.0.0. In the following two situations, the IP address is 0.0.0.0. 1) Address could not be obtained from DHCP, BOOTP, RARP. 2) Unit launched in IP fixed mode(keys 1+7 to enter FIXIPmode). - TCP/IP protocol stack resources insufficient. Even with internal retry (5 times),transmission failed.	- Set the IP address correctly or set DHCP, RARP, BOOTP environments to operate properly. - Turn power OFF/ON.
Check server	#801	- Error generated due to cause on server side. - SMB server side file capacity not sufficient. - In WindowsNT/2000 server, password was incorrect. - In WindowsNT SMB, common file name did not match. - In SMB, a user exists but no write privileges. - SMB transmission made to write-prohibited file of the same name.	- Reset server. - Check server status and settings.

Check address	#804	- No match for specified directory name. - In SMB, a user exists but no write privileges.	- Check that the destination directory name is correct. - Set directory access privileges in the server.
Check address.	#806	- Wrongly specified user name. - Wrongly specified password. (Excl. Windows NT.)	- Change address book user name or password.

\<Memo\>

From iR C3200 onward, including this model, NTLM authentication (NTLM 0.12) is supported.

In SMB transmission, in place of plain text authentication, NTLM encoded authentication is supported. This means that by specifying the user name as "domain name\user name" in file transmission, the transmission can be carried out with the user privileges of the specified domain. Also, transmission can be made to access mode common folders at user level in Win9x OS.

Note: With this function, NAS (Network Attached Stage) and Linux SAMBA folders can now be transmitted. However, this is not guaranteed for all environments, so it is essential to check transmission in the user's operating environment, before delivery.

4.3.5 FTP Transmission errors

0006-2504

\<FTP transmission error message and error code list\>

T-4-5

Message	Error code	Cause	Remedy
Transmission cancelled	#099/ #995	- Transmission cancelled by user.	Resend.
Address does not appear in address list.	#022/ #704	- An error occurred when address information was being obtained from the address list. (Address deleted from list after scanning, etc.)	- Check address list settings. Or, turn unit OFF/ON.
HD full	#702	Operation stopped because HD full (work area).	- Wait a while then retry. Stop broadcast transmission with other protocols. This sometimes helps to avoid this problem.

HD full	#703	Operation stopped because HD full (image area).	- Wait a while then retry. Stop broadcast transmission with other protocols. This sometimes helps to avoid this problem.
Address table not available	#706	- Address table being imported/ exported from RUI. - Address book usage doubled up with other transmission component (Fax, etc.).	- Quit access from RUI. - Wait a while and then retry
No response	#751	- Server has not booted up. - Network disconnected. (If connection cannot be made with transmission destination, connection is sometimes cut mid-way.) - No Tree name entered. - Reset caused by internal error. Processing interrupted.	- Check transmission destination and network settings. - Enter Tree name. - Transmission jobs whose processing has stopped for some reason or other are forced to quit by assigning an internal error code (#751). As a result, after rebooting, the job is not run.
TCP/IP error	#755	- IP address set to 0.0.0.0. In the following two situations, the IP address is 0.0.0.0. 1) Address could not be obtained from DHCP, BOOTP, RARP. 2) Unit launched in IP fixed mode(keys 1+7 to enter FIXIPmode). - TCP/IP protocol stack resources insufficient. Even with internal retry (5 times), transmission failed.	- Set the IP address correctly or set DHCP, RARP, BOOTP environments to operate properly. - Turn power OFF/ON.
Check server	#801	- Error generated due to cause on server side. - In NetWare,a user exists but no read or write privileges. - Transmission made to write-prohibited file of the same name.	- Reset server. - Check server status and settings.

Check address	#804	- No match for specified directory name. - No access privileges for that directory.	- Check that the destination directory name is correct. - Set directory access privileges in the server. - Send to different directory with access privileges.
Check address.	#806	- Wrongly specified user name. - Wrongly specified password. - In NetWare, the host name is incorrect.	- Change address book user name or password.
No connection	#815	- Login is made from this unit in NetWare's Pserver mode (NDS/ Bindery common) and login is attempted again for NCP, while the server is printing.	- Wait a while and try again. - Change the destination NetWare server. - Stop Pserver.

4.3.6 NCP Transmission errors

0006-2506

<NCP transmission error message and error code list>

T-4-6

Message	Error code	Cause	Remedy
Transmission cancelled	#099/ #995	- Transmission cancelled by user.	Resend.
Address does not appear in address list.	#022/ #704	- An error occurred when address information was being obtained from the address list. (Address deleted from list after scanning, etc.)	- Check address list settings. Or, turn unit OFF/ON.
HD full	#702	Operation stopped because HD full (work area).	- Wait a while then retry. Stop broadcast transmission with other protocols. This sometimes helps to avoid this problem.
HD full	#703	Operation stopped because HD full (image area).	- Wait a while then retry. Stop broadcast transmission with other protocols. This sometimes helps to avoid this problem.

Address table not available.	#706	- Address table being imported/ exported from RUI. - Address book usage doubled up with other transmission component (Fax, etc.).	- Quit access from RUI. - Wait a while and then retry
No response	#751	- Server has not booted up. - Network disconnected. (If connection cannot be made with transmission destination, connection is sometimes cut mid-way.) - No Tree name entered. - Reset caused by internal error. Processing interrupted.	- Check transmission destination and network settings. - Enter Tree name. - Transmission jobs whose processing has stopped for some reason or other are forced to quit by assigning an internal error code (#751). As a result, after rebooting, the job is not run.
TCP/IP error	#755	- SRAM IP address set to 0.0.0.0. In the following two situations, the IP address is 0.0.0.0. 1) Address could not be obtained from DHCP, BOOTP, RARP. 2) Unit launched in IP fixed mode. - TCP/IP protocol stack resources insufficient. Even with internal retry (5 times), transmission failed.	- Set the IP address correctly. - Turn power OFF/ON.
Check server	#801	- Error generated due to cause on server side. - In NetWare, a user exists but no read or write privileges. - Transmission made to write-prohibited file of the same name.	- Reset server. - Check server status and settings.

Check address	#804	- No match for specified directory name. - No access privileges to the directory.	- Check that the destination directory name is correct. - Set directory access privileges in the server. - Send to different directory with access privileges.
Check address.	#806	- Wrongly specified user name. - Wrongly specified password. - In NetWare, the host name is incorrect.	- Change address book user name or password.
No connection	#815	- Login is made from this unit in NetWare's Pserver mode (NDS/ Bindery common) and login is attempted again for NCP, while the server is printing.	- Wait a while and try again. - Change the destination NetWare server. - Stop Pserver.

4.4 Related Service Mode

4.4.1 Related Service Modes List

Following is an overview of the service modes related to the SEND function.

Preconditions:

- Other than SND-RATE, these service modes are found in COPIER>OPTION>BODY.

- SND-RATE only is in COPIER>OPTION>USER.

- All are Level 2 service modes.

- Service modes marked with an asterisk (*) are new service modes.

T-4-7

Item	Setting name	Description
I-Fax reception raw data print	RAW-DATA	0: Ordinary reception mode(default) 1: Received I-Fax content printed out as is (in order to judge whether data are correct).
I-Fax reception output line count limit	IFAX-LIM	When large volume data (error mail, etc.) are received via I-Fax, the output line count is restricted (default: 500). NB: If the setting is 0, there is no restriction.
SMTP transmission port number	SMTPTXPN	TCP port number used by SMTP transmission (default:25)
SMTP reception port number	SMTPRXPN	TCP port number used by SMTP reception (default:25)
POP3 port number	POP3N	TCP port number used by POP (default:110)
FTP transmission port number	FTPTXPN	TCP port number used by FTP transmission (default:25)
CRAM-MD5 authentication restrictions with SMTP	NS-CMD5*	0: Permit CRAM-MD5 authentication when performing SMTP authentication. (Default) 1: Prohibit CRAM-MD5 authentication when performing SMTP authentication.
NTLM authentication restrictions with SMTP authentication	NS-NTLM5*	0: Permit NTLM authentication when performing SMTP authentication. (Default) 1: Prohibit NTLM authentication when performing SMTP authentication.
GSSAPI authentication restrictions with SMTP authentication	NS-GSAPI*	0: Permit GSSAPI authentication when performing SMTP authentication. (Default) 1: Prohibit GSSAPI authentication when performing SMTP authentication.

PLAIN, LOGIN authentication restrictions with SMTP authentication when communication packets are encoded	NS-PLNWS*	When communication packets are encoded, 0: Permit PLAIN, LOGIN authentication when performing SMTP authentication. (Default) 1: Prohibit PLAIN, LOGIN authentication when performing SMTP authentication.
LOGIN authentication restrictions with SMTP authentication	NS-LGN*	0: Permit LOGIN authentication when performing SMTP authentication. (Default) 1: Prohibit LOGIN authentication when performing SMTP authentication.
PLAIN, LOGIN authentication restrictions with SMTP authentication when communication packets are not encoded	NS-PLN*	When communication packets are not encoded, 0: Permit PLAIN, LOGIN authentication when performing SMTP authentication. (Default) 1: Prohibit PLAIN, LOGIN authentication when performing SMTP authentication.
Compression rate setting when compression rate in Send is set to 'High'	SND-RATE*	Sets the compression rate when compression rate in Send is set to 'High'. Change this value when transmission fails when the compression rate is set to 'High'. 0: Compression rate 1/16(default) 1: Compression rate 1/20 2: Compression rate 1/24 NB: The higher the compression rate, the poorer the image quality.

<Memo>
With regard to the new SMTP authentication-related user modes, usually there is no need to change these settings. These settings should be changed only when a particular authentication system is to be prohibited, depending on the server administrator's security policy.

Mar 18 2004

Canon