

Scanning Issues and Codes

11-7-18

Send SMB Error 1101	Error: Confirm destination host and network parameters. Reboot PC. Turn off any firewalls or add exceptions. Try using full PC name in address book i.e. tedpc.bmc1.local. Uncheck "SNMP" in port settings. Try IP instead of host name. Under Control Panel; Network and Sharing Center; Advanced Sharing Settings- turn on network discovery and file and printer sharing for all profiles.
Send SMB Error 1102	Error: Username/Password. Use username from- Ctrl. Alt. Del. "Change Password" top. Is folder properly shared? Domain name is not properly entered i.e. (domain\user) FIRST, domain/user, domain@user, user@domain,. For Server 2008 use port 445 SMB. Multiple PC's have same host name. Host name error. Remove DNS. MS Windows does not have SMB protocol installed. Windows update may have turned it off. <i>If not on a domain- make sure that in "network and sharing center" "advanced sharing settings" Home or Work – "Password Protected Sharing" is turned ON. (may require reboot) OR in properties of shared folder- sharing tab- advanced sharing- permissions- the user is on the list with "Full Control". Also under security tab.</i>
Send SMB Error 1103	Error: Pathname or File Name. Host, folder or filenames are invalid. Illegal characters in names. Does not conform to naming syntax. Add "Everyone" to sharing list(no PC password required).
Send SMB Error 1105	Error: Not Supported Protocol. SMB protocol is set to OFF.
Send SMB Error 2101	Error: Can Not Connect. Network is not connected. Assign the wrong port number- try port 445. Try to use IP address instead of host name then ":" port # (445). Try removing DNS address. When you cannot scan to host name but you can scan to IP address- Try \ in front of host name. Firewall blocking.
Send SMB Error 2201	Error: Network Transfer. Writing scanned data has failed. Scanning file name.
Send SMB Error 2203	Error: Response Wait With Timeout. Response is not returned from the server, in time. Is the device on the network? DNS or WORKGROUP (Domain) not entered in device. Use username from "net config workstation". Allow a program or feature thru Windows Firewall. File and Print Sharing should be checked. Password is wrong.
720F	PC hard disk may be full.

Send email Error 1101	Error: Host Name. SMTP server name is not set. Error SMTP server name.
Send email Error 1102	Error: Username/Password (spelled wrong). User ID for the authentication is not entered or entered wrongly. Wrong authentication password is entered. <i>If G-Mail then check "Allow Less Secure" in email link. - (Gear, settings, accounts and import, change account settings, other google account settings, apps with account access, allow less secure.)</i>
Send email Error 1104	Error: No Recipient Address. The destination address is not specified. Domain is restricted. SMTP parameters.
Send email Error 1105	Error: Not Supported Protocol. SMTP protocol is set to OFF.
Send email Error 1106	Error: No Sender Info. Sender address is not entered.
Send email Error 2101	Error: Can Not Connect. Check the SMTP server name, LAN cable or port #. Network is not connected.
Send email Error 2102	Error: Cannot Connect With Timeout. The server is unable to communicate. Check server name or port #. (25 or 587)
Send email Error 2103	Error: Can Not Connect. Response Wait With Timeout. Response is not returned from the server, above specified time.
Send email Error 2201	Error: Network Transfer. Error occurs on the network.
Send email Error 2202	Error: Network Transfer With Timeout. Error occurs on the network. Sender address should be authentic address. Raise SMTP server timeout to 60 or 90 seconds. Try Gmail. Try port 587.
Send email Error 2204	Error: Email Size Limit. The size of the email attachment exceeds its limit.
Send email Error 3101	Error: Server Response. Server setting is not authenticated normally. Try port 587 or 25. Machine must be set up as a relay agent. Sender address has to be the same as authentication address. (The entire email address).
Send email Error 3201	Error: Not Found Authentication Mechanism. Unsupported SMTP Authentication Mechanism is not found.
Send email Error 4803	Failed to establish the SSL session.

To use GMAIL to send email on newer (TaskAlfa era) devices- in SMTP settings page in Command Center, SMTP Server= smtp.gmail.com (74.125.157.109 or 64.233.177.168), Authentication On, Other, use SSL with port 465 or STARTTLS with port 587, (Sender must be same as authentication. "Sender Address" further down the page) (Google's DNS address- 8.8.8.8 or 8.8.4.4) May need to "Allow less secure..."

Scan to email when using 2007, 2008 or 2010 Exchange Server- Machine must be set up as a relay agent by IT staff.

To get SMTP server IP address- Ping SMTP server (example; ping smtp.nuvox.net)

Windows 7 cannot SMB scan without password on current logon.

Pinpoint Scanning icon- yellow is version 2. Blue is version 3.

If can't access Command Center with browser- SSL may be off in copier.

When setting up scan to email with Office 365- Use STARTLS port 587 and DNS-8.8.8.8. SMTP server- outlook.office365.com. Sender must be same as authentication