

Engine SC Code Descriptions

No. Definition		Symptom	Possible Cause
101	B	Exposure Lamp Error	
		The scanner has scanned the white plate, but cannot detect the white level.	<ul style="list-style-type: none"> • Defective exposure lamp • Defective exposure lamp stabilizer • Defective exposure lamp connector • Unclean scanner mirror • Scanner mirror out of position • Defective SBU board • Defective SBU connector • Lens block out of position • Incorrect position or width of white plate scanning (● SP4-015)
120	B	Scanner home position error 1	
		The scanner home position sensor does not detect the scanner leaving the home position.	<ul style="list-style-type: none"> • Defective scanner home position sensor • Defective scanner drive motor • Defective scanner home position sensor connector • Defective scanner drive motor connector • Defective BICU board
121	B	Scanner home position error 2	
		The scanner home position sensor does not detect the scanner coming back to the home position.	<ul style="list-style-type: none"> • Defective scanner home position sensor • Defective scanner drive motor • Defective scanner home position sensor connector • Defective scanner drive motor connector • Defective BICU board

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No. Definition		Symptom	Possible Cause
141	B	SBU black level correction error	
		<ul style="list-style-type: none"> The automatic SBU adjustment has failed to correct the black level three times at the pre-offset adjustment. The automatic SBU adjustment has failed to correct the black level ten times at the PGA adjustment. The automatic SBU adjustment has failed to correct the black level ten times at the offset adjustment. 	<ul style="list-style-type: none"> Defective SBU board
142	B	SBU white/black level correction error	
		The automatic SBU adjustment has failed to correct the white level ten times at the PGA adjustment.	<ul style="list-style-type: none"> Defective exposure lamp Unclean white plate Incorrect position or width of white plate scanning (☛ SP4-015) Defective SBU board
144	B	Communication Error between BICU and SBU	
		The BICU cannot correctly establish communication with the SBU.	<ul style="list-style-type: none"> Loose connection of the flat cable between the BICU and the SBU Defective flat cable between the BICU and the SBU Defective BICU Defective SBU
145	D	Automatic SBU adjustment error	
		The white levels of the white plate and the white paper are extraordinarily different during the Scan Auto Adjustment (☛ SP4-428-001).	<ul style="list-style-type: none"> Defective exposure lamp Unclean white plate Incorrect position or width of white plate scanning (☛ SP4-015) Defective BICU board Defective SBU board

No. Definition		Symptom	Possible Cause
193	B	Image transfer error	
		Scanned images are not transferred to the controller memory within one minute.	<ul style="list-style-type: none"> • Defective BICU board • Defective controller board
198	B	Memory address error	
		The BICU does not receive the memory address report from the controller within one minute.	<ul style="list-style-type: none"> • Inconsistency between the BICU firmware and the controller firmware • Defective BICU • Defective controller
302	B	Charge roller current leak	
		The polling module detects a current leak of the charge roller.	<ul style="list-style-type: none"> • Defective charge roller • Defective high voltage supply board • Loose connection of the PCU
320	B	Polygonal mirror motor error	
		The polygon mirror motor does not reach the operating speed within 10 seconds. Or, the polygon mirror motor remains out of the operating speed for 0.2 second after reaching the operating speed.	<ul style="list-style-type: none"> • Defective polygon mirror motor • Loose connection between the polygonal mirror motor and the BICU • Defective cable between the BICU and the polygon mirror motor • Defective BICU
321	B	No laser writing signal (F-GATE) error	
		The polling module does not detect the laser writing signal (F-GATE) asserting after the laser crosses 5 mm from the start point on the drum surface.	<ul style="list-style-type: none"> • Defective BICU • Loose connection on the fax controller or the printer controller • Defective fax controller or printer controller

No. Definition		Symptom	Possible Cause
322	B	Laser synchronization error	
		The main scan synchronization detector does not detect the laser signal for 0.5 second.	<ul style="list-style-type: none"> • Toner bottle not installed • Loose connection between the LD unit and the BICU • Defective cable between the BICU and LD unit • LD unit out of position • Defective LD unit • Defective BICU
390	B	TD sensor error	
		The BICU detects the TD sensor outputting extraordinary voltage (less than 0.2 V or more than 4.0 V) 10 times consecutively.	<ul style="list-style-type: none"> • Defective TD sensor • Loose connection of the PCU
391	B	Development bias leak	
		The polling module detects a current leak of the development bias.	<ul style="list-style-type: none"> • Loose connection of the PCU • Defective high voltage supply board
392	B	Developer initialization error	
		The ID sensor does not detect a correct pattern during developer initialization (● 2-214-001).	<ul style="list-style-type: none"> • Defective ID sensor • Insufficient developer • Defective drum operation • Defective development roller operation • Loose connection of the PCU • Insufficient voltage for the charge roller

No. Definition		Symptom	Possible Cause
401	B	Transfer roller leak error (positive electrode)	
		The feedback voltage of the transfer roller is insufficient.	<ul style="list-style-type: none"> Defective high voltage supply board Loose connection of the PCU Incorrect installation of the transfer unit or the separation unit Defective transfer roller
402	B	Transfer roller leak error (negative electrode)	
		The feedback voltage of the transfer roller is insufficient.	<ul style="list-style-type: none"> Defective high voltage supply board Loose connection of the PCU Incorrect installation of the transfer unit or the separation unit Defective transfer roller
500	B	Main motor error	
		The main motor does not reach its operation speed within 0.7 second. Or, the main motor remains out of its operation speed for 0.7 second after reaching the operation speed.	<ul style="list-style-type: none"> Overload Defective main motor
541	A	Fusing thermistor open error	
		The fusing temperature remains lower than the specified temperature by 20 degrees Celsius.	<ul style="list-style-type: none"> Defective thermistor Incorrect installation of the thermistor Defective power supply unit Loose connectors
542	A	Fusing temperature warm-up error	
		The fusing temperature rises 7 degrees or less in two seconds; and this continues 5 times consecutively. Or, the fusing temperature is not detected within 25 or 35 seconds.	<ul style="list-style-type: none"> Defective thermistor Incorrect installation of the thermistor Defective fusing lamp Defective power supply unit

No. Definition		Symptom	Possible Cause
543	A	Fusing overheat error 1	
		The fusing temperature detected by the thermistor is 230°C or higher for one second.	<ul style="list-style-type: none"> Defective thermistor Defective power supply unit
544	A	Fusing overheat error 2	
		The fusing temperature detected by the monitor circuit is 250°C or higher for one second.	<ul style="list-style-type: none"> Defective thermistor Defective power supply unit
545	A	Fusing lamp overheat error	
		After the fusing temperature reaches the target, the fusing lamp remains on for 12 seconds.	<ul style="list-style-type: none"> Defective thermistor Incorrect installation of the thermistor Defective power supply unit
546	A	Unstable fusing temperature	
		While the fusing lamp is on, the fusing temperature varies 50°C or more within one second; and this occurs two consecutive times.	<ul style="list-style-type: none"> Defective thermistor Incorrect installation of the thermistor Defective power supply unit
547	B	Zero cross signal malfunction	
		The zero cross signal is not detected within five seconds after the main power switch is turned on. Or, the zero cross signal is not detected within one second after operation begins.	<ul style="list-style-type: none"> Defective power supply unit Defective BICU
559	A	Consecutive fusing jam	
		The paper jam counter for the fusing unit reaches 3 times. The paper jam counter is cleared if the paper is fed correctly. This SC is activated only when SP1159-001 is set to "1" (default "0").	<ul style="list-style-type: none"> Paper jam in the fusing unit.

No. Definition		Symptom	Possible Cause
590	B	Exhaust fan motor error	
		The exhaust fan motor is locked for five seconds.	<ul style="list-style-type: none"> • Loose connection of the exhaust fan motor • Overload
760	B	ADF gate error 1	
		The ADF sends the FGATE signal before it is requested to scan originals.	<ul style="list-style-type: none"> • Defective ADF board • Defective input/output board • Loose connection
761	B	ADF gate abnormal 2	
		The ADF does not send the FGATE signal within 30 seconds after the ADF starts scanning.	<ul style="list-style-type: none"> • Defective ADF connector • Defective SBU board
762	B	ADF gate abnormal 3	
		The ADF continues to send the FGATE signal for more than 60 seconds after the ADF starts scanning.	<ul style="list-style-type: none"> • Defective ADF connector • Defective SBU board
901	B	Mechanical total counter error	
		The polling module does not detect the mechanical total counter.	<ul style="list-style-type: none"> • Defective mechanical total counter • Defective BICU • Loose connection
903	B	Engine total counter error	
		The checksum of the total counter is not correct.	<ul style="list-style-type: none"> • Defective NVRAM on the BICU
954	B	Printer application program error	
		The printer application program does not become ready when the printer application program is necessary.	<ul style="list-style-type: none"> • Defective application program

No. Definition		Symptom	Possible Cause
955	B	Image transfer error	
		The BICU requests the controller to transfer image data; but the controller does not become ready.	<ul style="list-style-type: none"> Defective application program
964	B	Status error (laser optics housing unit)	
		The optics-housing unit does not become ready within 17 seconds after a request.	<ul style="list-style-type: none"> Defective software
980	B	Controller-engine inconsistency	
		The controller is incompatible with the engine.	<p>One of the following controllers is installed to the basic model:</p> <ul style="list-style-type: none"> The controller of the MFP model The controller of the copier/facsimile model The controller of the printer/scanner/copier model <p>The controller of the optional printer/scanner is installed to one of the following models:</p> <ul style="list-style-type: none"> The MFP model The copier/facsimile model The printer/scanner/copier model
981	B	NVRAM error	
		An error occurs during engine NVRAM check.	<ul style="list-style-type: none"> Defective NVRAM Loose connection between the BICU and the NVRAM Incorrect installation of the NVRAM Defective BICU

No. Definition		Symptom	Possible Cause
982	B	Localization error	
		The localization information in the nonvolatile ROM and in the NVRAM is different (● SP5-807-001).	<ul style="list-style-type: none"> • Localization setting not specified (The main power switch is turned on for the first time after the NVRAM is replaced.) • Incorrect localization setting • Defective NVRAM
984	B	Print image transfer error	
		Print images are not transferred.	<ul style="list-style-type: none"> • Defective controller • Defective BICU • Loose connection between the controller and the BICU

GW SC Code Descriptions

SC6xx

No. Definition		Symptom	Possible Cause/Countermeasure
632	C	MF accounting device error 1	
		The machine sends a data frame. → No normal end signal returns. → This symptom happens three times.	<ul style="list-style-type: none"> • Defective or broken line between machine and device
633	C	MF accounting device error 2	
		The machine is communicating with the accounting device. → The break signal returns.	<ul style="list-style-type: none"> • Defective or broken line between machine and device

No. Definition		Symptom	Possible Cause/Countermeasure
634	C	MF accounting device error 3	
		A backup RAM error is reported from the accounting device.	<ul style="list-style-type: none"> Defective accounting device controller Defective battery in the accounting device
635	C	MF accounting device error 4	
		A battery voltage error is reported from the accounting device.	<ul style="list-style-type: none"> Defective accounting device controller Defective battery in the accounting device
636		SD Card Error	
-001	B	Expanded authentication module error	
		<p>There is no expanded authentication module in the machine.</p> <p>The SD card or the file of the expanded authentication module is broken.</p> <p>There is no DESS module in the machine.</p>	<ol style="list-style-type: none"> Install the correct SD card or the file of the expanded authentication module. Install the DESS module.
-002	B	Version error	
		The version of the expanded authentication module is not correct.	<ol style="list-style-type: none"> Install the correct file of the expanded authentication module.
650		Communication error of the remote service modem (Cumin-M)	
-001	C	Authentication error	
		The authentication for the Embedded RCG-M fails at a dial up connection.	<ol style="list-style-type: none"> Check and set the correct user name (SP5816-156) and password (SP5816-157).
-004	C	Incorrect modem setting	
		Dial up fails due to the incorrect modem setting.	<ol style="list-style-type: none"> Check and set the correct AT command (SP5819-160).

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No. Definition		Symptom	Possible Cause/Countermeasure
-005	C	Communication line error	1. Consult with the user's local telephone company.
		The supplied voltage is not sufficient due to the defective communication line or defective connection.	
651		Incorrect dial up connection	An unexpected error occurs when the modem (RCG-M) tries to call the center with a dial up connection.
-001	D	Program parameter error	<ul style="list-style-type: none"> • Software bug.
-002	D	Program execution error	1. No action required because this SC does not interfere with operation of the machine.
670	B	Engine startup error	<ul style="list-style-type: none"> • Poor connection between the BICU and controller board • Defective BICU • Defective controller board
		<p>Just after the main power is turned on or the machine is recovering from auto off mode, the engine ready signal assertion fails.</p> <p>Just after the main power is turned on, the engine does not respond.</p>	
672	B	Controller-to-operation panel communication error at startup	<ul style="list-style-type: none"> • Controller stalled • Controller board installed incorrectly • Defective controller board • Operation panel connector loose or defective • Poor connection of DIMM and optional boards on the controller board <p>1. Check the setting of SP5875-001. If the setting is set to "1 (OFF)", change it to "0 (ON)".</p>
		After powering on the machine, communication between the controller and operation panel does not begin, or the communication is interrupted after a normal startup.	

SC8xx

No. Definition	Symptom	Possible Cause/Countermeasure
817	Monitor Error	
	B This is a file detection and electronic file signature check error when the boot loader attempts to read the self-diagnostic module, system kernel, or root system files from the OS Flash ROM, or the items on the SD card in the controller slot are false or corrupted.	<ul style="list-style-type: none"> OS Flash ROM data defective; change the controller firmware SD card data defective; use another SD card
819	Kernel stop	
	Due to a control error, a RAM overflow occurred during system processing. One of the following messages was displayed on the operation panel.	
[5032]	B HAIC-P2 error	<ul style="list-style-type: none"> System program defective Controller board defective Optional board defective <ol style="list-style-type: none"> Replace controller firmware
[6261]	B init died	
[0696e]	B Process error	
[0766d]	B VM full error	
[554C]	B USB error	
[----]	B The others	
820	Self-Diagnostic Error: CPU	
B	<ul style="list-style-type: none"> [0001-0015] [000A-000D]: Detailed error code 	
	During the boot monitor program and self-diagnostic, any exception or cut-in are not supposed to happen. If these happen, it is defined as SC.	<ul style="list-style-type: none"> Defective CPU device Defective boot monitor program or self-diagnostic program <ol style="list-style-type: none"> Replace the controller board. Reinstall the system firmware.

		[00FF]: Detailed error code	
	B	Cache access error in the CPU	<ul style="list-style-type: none"> Defective CPU Defective local bus <ol style="list-style-type: none"> Turn the main power switch off and on. Reinstall the system program. Replace the controller board.
		[0601, 0602, 0605, 0606, 0607, 0609]: Detailed error code	
	B	Exceptional command does not operate even though it is executed on purpose.	<ul style="list-style-type: none"> Defective CPU devices <ol style="list-style-type: none"> Replace the controller board.
		[060A-060E]: Detailed error code	
	B	Cut-in command does not operate when it is executed.	<ul style="list-style-type: none"> Defective CPU devices Defective ASIC devices <ol style="list-style-type: none"> Replace the controller board.
		[0610]: Detailed error code	
	B	Timer cut-in does not operate even though it is set.	<ul style="list-style-type: none"> Defective CPU devices <ol style="list-style-type: none"> Replace the controller board.
		[0612]: Detailed error code	
	B	Cut-in in ASIC occurs.	<ul style="list-style-type: none"> Defective ASIC Defective devices in which ASIC detects cut-in. <ol style="list-style-type: none"> Replace the controller board.
		[06FF]: Detailed error code	
	B	The pipeline clock frequency rate is different from the prescribed value.	<ul style="list-style-type: none"> Defective CPU devices Mode bit data error, which is used for initializing CPU. <ol style="list-style-type: none"> Replace the controller board.

		[0702]: Detailed error code	
	B	The result when the program is executed in the command cache is different from desirable value.	<ul style="list-style-type: none"> Insufficient CPU cache Insufficient memory process speed <ol style="list-style-type: none"> Replace the controller board. Replace the RAM DIMM.
		[0709, 070A]: Detailed error code	
	B	Even you write the data in the only cache of memory, the data is actually written in another area (not cache) of memory.	<ul style="list-style-type: none"> Defective CPU devices Incorrect SPD Boot mode setting error <ol style="list-style-type: none"> Replace the controller board. Replace the RAM DIMM.
		[0801, 0804, 0807, 0808, 0809, 80A]: Detailed error code	
	B	An error occurs when checking the TLB.	<ul style="list-style-type: none"> Defective CPU devices <ol style="list-style-type: none"> Replace the controller board.
		[4002-4005]: Detailed error code	
	B	The calculation error in the CPU occurs.	<ul style="list-style-type: none"> Defective CPU <ol style="list-style-type: none"> Replace the CPU.
821		Self-Diagnostic Error: ASIC	
		ASIC error	
[0B00]	B	The write-&-verify check error has occurred in the ASIC.	<ul style="list-style-type: none"> Defective controller board <ol style="list-style-type: none"> Replace the controller.
		ASIC not detected	
[0B06]	B	The ASIC of the I/O is not detected.	<ul style="list-style-type: none"> ASIC (controller board defective) Poor connection between North Bridge and PCI I/F. <ol style="list-style-type: none"> Replace controller board.

[0D05]	B	Timer error between ASIC and CPU	
		The CPU checks if the ASIC timer works properly compared with the CPU timer. If the ASIC timer does not function in the specified range, this SC code is displayed.	<ul style="list-style-type: none"> System firmware problem Defective RAM-DIMM Defective controller Reinstall the controller system firmware. <ol style="list-style-type: none"> Replace the RAM-DIMM. Replace the controller board.
[50A1]	B	Video bridge device (ASIC) error 1	
		The CPU does not detect the video bridge device.	<ul style="list-style-type: none"> Defective I/F between the video bridge device and i-controller <ol style="list-style-type: none"> Replace the i-controller.
[50A2]	B	Video bridge device (ASIC) register error 1	
		The CPU detects the video bridge device, but detects error data from the video bridge device.	<ul style="list-style-type: none"> Defective I/F between the video bridge device and i-controller <ol style="list-style-type: none"> Replace the i-controller.
822	Self-diagnostic error: HDD (Hard Disk Drive)		
	[XXXX]: Detailed error code		
When the main switch is turned on or starting the self-diagnostic, the HDD stays busy for the specified time or more.			
[3003]	C	Timeout error	<ul style="list-style-type: none"> Loose connection Defective HDD Defective controller <ol style="list-style-type: none"> Check that the HDD is correctly connected to the controller. Replace the HDD. <ul style="list-style-type: none"> Replace the controller.
[3004]	C	Command error	
823	Self-diagnostic Error: NIB		
[6101]	C	MAC address check sum error	
		The result of the MAC address check sum does not match the check sum stored in ROM.	<ul style="list-style-type: none"> Defective controller <ol style="list-style-type: none"> Replace the controller.

[6104]	C	PHY IC error	
		The PHY IC on the controller cannot be correctly recognized.	Same as SC823-[6101]
[6105]	C	PHY IC loop-back error	
		An error occurred during the loop-back test for the PHY IC on the controller.	Same as SC823-[6101]
824 [1401]	B	Self-diagnostic Error: NVRAM	
		The controller cannot recognize the standard NVRAM installed or detects that the NVRAM is defective.	<ul style="list-style-type: none"> • Loose connection • Defective standard NVRAM • Defective controller <ol style="list-style-type: none"> 1. Check the standard NVRAM is firmly inserted into the socket. 2. Replace the NVRAM. 3. Replace the controller
826	B	Self-diagnostic Error: RTC/Optional NVRAM	
		[1501]: Clock error	
	<ul style="list-style-type: none"> • An RTC device is recognized, and the difference between the RTC device and the CPU exceeds the defined limit. • No RTC device is recognized. 	<ul style="list-style-type: none"> • RTC defective <ol style="list-style-type: none"> 1. Replace the RTC device. 	
	B	[15FF]: RTC not detected	
The RTC device is not detected.		<ul style="list-style-type: none"> • NVRAM without RTC installed • Backup battery discharged <ol style="list-style-type: none"> 1. Replace the NVRAM with another NVRAM with an RTC device. 	
827	Self-diagnostic Error: RAM		

[0201]	B	Verification error	
		Error is detected during a write/verify check for the standard RAM (SDRAM DIMM).	<ul style="list-style-type: none"> Loose connection Defective SDRAM DIMM Defective controller <ol style="list-style-type: none"> Replace the SDRAM DIMM. Replace the controller.
[0202]	B	Resident memory error	
		The SPD values in all RAM DIMM are incorrect or unreadable.	<ul style="list-style-type: none"> Defective RAM DIMM Defective SPD ROM on RAM DIMM Defective 12C bus <ol style="list-style-type: none"> Replace the RAM DIMM.
828	Self-diagnostic Error: ROM		
[0101]	B	Boost lap code error	
		The boot monitor and OS program stored in the ROM DIMM is checked. If the check sum of the program is incorrect, this SC code is displayed.	<ul style="list-style-type: none"> Defective ROM DIMM Defective controller <ol style="list-style-type: none"> Replace the ROM DIMM. Replace the controller.
829	B	Self-diagnostic Error: Optional RAM	
		Verify error for optional RAM.	
		[0301] Verification error (Slot 1)	<ul style="list-style-type: none"> Make sure that the resident RAM is installed in the correct slot. Make sure the optional RAM is installed in the correct slot (Slot 0)
		[0302] Composition error (Slot 1)	
835	Self-diagnostic error: Centronic device		
[1102]	C	Loopback connector is connected but check results in an error.	<ul style="list-style-type: none"> IEEE1284 connector error Centronic loopback connector defective <ol style="list-style-type: none"> Replace the controller board.

[110C]	C	Loopback connector is connected but check results in an error.	<ul style="list-style-type: none"> • ASIC device error • IEEE1284 connector error • Centronic loopback connector defective <ol style="list-style-type: none"> 1. Replace the controller board.
[1120]	C	Centronic loopback connector is not connected for detailed self-diagnostic test.	<ul style="list-style-type: none"> • Centronic loopback connector not connected correctly • Centronic loopback connector defective • ASIC device defective <ol style="list-style-type: none"> 1. Replace the controller board.
838 [2701]	B	Self-diagnostic Error: Clock Generator	
		A verify error occurred when setting data was read from the clock generator via the I2C bus.	<ul style="list-style-type: none"> • Defective clock generator • Defective I2C bus • Defective I2C port on the CPU <ol style="list-style-type: none"> 1. Replace the controller board.
839	USB NAND Flash ROM error		
[9101]	B	The ID of the USB NAND Flash ROM cannot be read.	<ul style="list-style-type: none"> • Defective i-controller board <ol style="list-style-type: none"> 1. Replace the i-controller board.
[9110]	B	The USB NAND Flash ROM is disconnected.	
853	C	Wireless card startup error	
		The machine starts up. → The IEEE802.11b card connection board is recognized. → The wireless LAN card or bluetooth card is not recognized.	<ul style="list-style-type: none"> • Loose connection between the wireless card and the connection board
854	C	Wireless card access error	
		The machine has been reading the data from the card. → The machine loses access to the card; the wireless LAN card or bluetooth card connection board is still recognized.	<ul style="list-style-type: none"> • Loose connection between the wireless card and the connection board

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855	C	Wireless card error	
		Some illegal data is found in the card.	<ul style="list-style-type: none"> Defective wireless card
856	C	Wireless card connection board error	
		An error is detected in the wireless LAN card or bluetooth card connection board.	<ul style="list-style-type: none"> Defective wireless card connection board
857	C	USB I/F Error	
		USB interface error is detected.	<ul style="list-style-type: none"> Defective controller <ol style="list-style-type: none"> Check the USB connections, and make sure that they are securely connected. Replace the controller board.
858	HDD Encryption unit error 1		
	A serious error occurs when data is encrypted to update an encryption key with the HDD encryption unit.		
[0]	A	Encryption key acquisition error: The controller fails to get a new encryption key.	<ul style="list-style-type: none"> Defective controller board <ol style="list-style-type: none"> Replace the controller board.
[1]		Encryption key setting for HDD error: The controller fails to copy a new encryption key to the HDD.	<ul style="list-style-type: none"> Defective SATA chip on the controller board <ol style="list-style-type: none"> Replace the controller board.
[2]		NVRAM data encryption error 1: An error occurs while the NVRAM data is encrypted.	<ul style="list-style-type: none"> Defective NVRAM on the controller board <ol style="list-style-type: none"> Replace the NVRAM.
[30]		NVRAM data encryption error 2: An error occurs before the NVRAM data is encrypted.	<ul style="list-style-type: none"> Defective controller board <ol style="list-style-type: none"> Replace the controller board.
[31]		Other error: A serious error occurs while the data is encrypted.	<ul style="list-style-type: none"> Same as SC991

859	HDD Encryption unit error 2		
	A serious error occurs when the HDD data is encrypted to update an encryption key with the HDD encryption unit.		
[8]	C	HDD check error: The HDD is not correctly installed.	<ul style="list-style-type: none"> No HDD installed Unformatted HDD The encryption key on the controller is different from the one on the HDD <ol style="list-style-type: none"> 1. Install the HDD correctly. 2. Initialize the HDD.
[9]		Power failure during the data encryption: The data encryption (NVRAM and HDD) has not been completed.	<ul style="list-style-type: none"> Power failure during the data encryption <ol style="list-style-type: none"> 1. Initialize the HDD.
[10]		Data read/write error: The DMAC error is detected twice or more.	<ul style="list-style-type: none"> Same as SC863
860	HDD: Initialization error		
	B	The controller detects that the hard disk fails.	<ul style="list-style-type: none"> HDD not initialized Defective HDD <ol style="list-style-type: none"> 1. Reformat the HDD. 1. Replace the HDD.
862	Bad sector number error		
	B	The number of bad sectors in the HDD (image data area) goes over 101.	<ul style="list-style-type: none"> Defective HDD <ol style="list-style-type: none"> 1. Format the HDD with SP5-832-002. 2. Replace the HDD.
863	HDD: Read error		
	C	The data stored in the HDD cannot be read correctly.	<ul style="list-style-type: none"> Defective HDD Defective controller <ol style="list-style-type: none"> 1. Replace the HDD. 2. Replace the controller.

864	HDD: CRC error		
	C	While reading data from the HDD or storing data in the HDD, data transmission fails.	<ul style="list-style-type: none"> Defective HDD <ol style="list-style-type: none"> Replace the HDD.
865	HDD: Access error		
	C	An error is detected while operating the HDD.	<ul style="list-style-type: none"> Defective HDD <ol style="list-style-type: none"> Replace the HDD.
866	SD card authentication error		
	C	A digital license error of an SD card application is detected.	<ul style="list-style-type: none"> SD card data has corrupted. <ol style="list-style-type: none"> Store correct data in the SD card.
867	SD card error		
	B	An application SD card is removed from the boot slot while an application is activated.	<ul style="list-style-type: none"> An application SD card is ejected.
868	SD card access error (-13 to -3: File system error, other number: Device error)		
	B	An error report is sent from the SD card reader.	<ul style="list-style-type: none"> SD card not inserted correctly SD card defective Controller board defective <ol style="list-style-type: none"> For a file system error, format the SD card on PC. For a device error, turn the main switch off and on. Remove and re-install the SD card. Replace the SD card. Replace the controller.

870	C	Address book data error	
		<p>The address book in the hard disk is accessed. → An error is detected in the address book data; address book data is not read; or data is not written into the address book.</p> <p>Note</p> <ul style="list-style-type: none"> To recover from the error, do any of the following countermeasures: Format the address book by using SP5-846-050 (all data in the address book—including the user codes and counters—is initialized). 	<ul style="list-style-type: none"> Data corruption Defective hard disk Defective controller software <ol style="list-style-type: none"> Replace the hard disk (the user codes and counters are recovered when the main switch is turned on if those data are stored in Smart Device Monitor for Admin).
876	Log Data Error		
	An error was detected in the handling of the log data at power on or during machine operation. This can be caused by switching the machine off while it is operating.		
-001	C	Log Data Error 1	<ul style="list-style-type: none"> Damaged log data file in the HDD <ol style="list-style-type: none"> Initialize the HDD with SP5832-004.
-002	C	Log Data Error 2	<ul style="list-style-type: none"> An encryption module not installed <ol style="list-style-type: none"> Disable the log encryption setting with SP9730-004 ("0" is off.) Install the DESS module.
-003	C	Log Data Error 3	<ul style="list-style-type: none"> Invalid log encryption key due to defective NVRAM data <ol style="list-style-type: none"> Initialize the HDD with SP5832-004. Disable the log encryption setting with SP9730-004 ("0" is off.)
-004	C	Log Data Error 4	<ul style="list-style-type: none"> Unusual log encryption function due to defective NVRAM data <ol style="list-style-type: none"> Initialize the HDD with SP5832-004.

-005	C	Log Data Error 5	<ul style="list-style-type: none"> Installed NVRAM or HDD which is used in another machine <ol style="list-style-type: none"> Reinstall the previous NVRAM or HDD. Initialize the HDD with SP5832-004.
-099	C	Log Data Error 99	<ul style="list-style-type: none"> Other than the above causes <ol style="list-style-type: none"> Ask your supervisor.
878	TPM system authentication error		
	C	The system firmware is not authenticated by TPM (security chip).	<ul style="list-style-type: none"> Incorrect updating for the system firmware Defective flash ROM on the controller board <ol style="list-style-type: none"> Replace the controller board.
880	File Format Converter (MLB) error		
	B	A request to get access to the MLB was not answered within the specified time.	<ul style="list-style-type: none"> MLB defective

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900	B	Electronic total counter error	
		The value of the total counter is out of the normal range.	<ul style="list-style-type: none"> Defective NVRAM
920	C	Printer error	
		An application error that stops the machine operation is detected.	<ul style="list-style-type: none"> Defective software <ol style="list-style-type: none"> Unexpected hardware resource (e.g., memory shortage)

921	C	Printer font error	
		A necessary font is not found in the SD card when the printer application starts.	<ul style="list-style-type: none"> A necessary font is not found in the SD card. The SD card data is corrupted. <ol style="list-style-type: none"> Check that the SD card stores correct data.
925	C	Net file error	
		<p>The management file for net files is corrupted; net files are not normally read.</p> <p>Netfiles: Jobs to be printed from the document server using a PC and the DeskTopBinder software</p>	<ul style="list-style-type: none"> Defective hardware Data corruption Defective software
990	B	Software performance error	
		<p>The software attempted to perform an unexpected operation.</p> <p>Note</p> <ul style="list-style-type: none"> When this error occurs, the file name, address, and data will be stored in NVRAM. This information can be checked by using SP7-403. See the data and the situation in which this SC occurs. Then report the data and conditions to your technical control center. 	<ul style="list-style-type: none"> Software defective Internal parameter incorrect Insufficient working memory
991	D	Software continuity error	
		<p>The software attempted to perform an unexpected operation. However, unlike SC990, the process can keep on running.</p>	<ul style="list-style-type: none"> Logged only; the machine can continue to operate
992	B	Undefined error	
		<p>An error not controlled by the system occurred (the error does not come under any other SC code).</p>	<ul style="list-style-type: none"> Defective software program



997	C	Application function selection error	
		The application selected by a key press on the operation panel does not start or ends abnormally.	<ul style="list-style-type: none"> • Software for that application is defective • An option required by the application (RAM, DIMM, board) is not installed. • Too complicated nest of the fax group address <ol style="list-style-type: none"> 1. As for the fax operation problem, simplify the nest of the fax group address.
998	B	Application start error	
		After switching the machine on, the application does not start within 60 s. (No applications start or end normally.)	<ul style="list-style-type: none"> • Software for that application is defective • An option required by the application (RAM, DIMM, board) is not installed. <ol style="list-style-type: none"> 1. Check the setting of SP5875-001. If the setting is set to "1 (OFF)", change it to "0 (OFF)".