

MULTIFUNCTIONAL DIGITAL SYSTEMS

Network Administration Guide for Scanning Functions

GA-1201

Preface

Thank you for purchasing the Toshiba multifunctional digital system e-STUDIO165/205, e-STUDIO167/207/237 or e-STUDIO182/212/242.

This **Network Administration Guide for Scanning Functions** is a manual for the e-STUDIO165/205, e-STUDIO167/207/237 or e-STUDIO182/212/242 when the following options are installed:

- Network Printer Kit
- Scanner Upgrade Kit
- Fax Kit
- External Keyboard

This **Network Administration Guide for Scanning Functions** describes how to set up the equipment for administrators to enable the scanning function. Setup procedures for network servers to enable various network services are also provided.

The following manuals are introduced in this manual as references at the setup:

- **Setup Guide for Scanning Functions**
- **Scanning Guide**
- **Setup Guide for Printing Functions**
- **Operator's Manual for Facsimile Function**

For general descriptions of your computer, application software and networks, see the manual attached to each product.

Be sure to read this manual before starting the setups. Keep this manual handy and retain it for future reference.

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Before Reading This Manual

Lineup of our manuals

These manuals are provided for the operation of the e-STUDIO165/205, e-STUDIO167/207/237 or e-STUDIO182/212/242. Select and read the manual best suited to your needs. This manual is the ***Network Administration Guide for Scanning Functions***.

Basic functions

Operator's Manual for Copying Functions (Booklet)

This manual describes the basic operations, mainly copying functions, of this equipment. It also describes safety precautions to ensure correct and safe use of this equipment. Be sure to read this before you use the equipment.

Facsimile functions

The Fax Kit GD-1221 (optional) is necessary for using the Fax functions.

Operator's Manual for Facsimile Function (Booklet)

This manual describes how to use the Fax functions. Various functions both basic and advanced regarding Fax transmission/reception are available.

Printing functions

The Network Printer Kit GA-1191 (optional) is necessary for using the printing functions.

Quick Start Guide for Printing Functions (Booklet)

This manual gives basic information regarding the printing functions, such as the GA-1191 accessories, necessary environmental conditions and outline of network connections as well as troubleshooting. Be sure to read this before using the printing functions.

Network Administration Guide for Printing Functions (PDF file)

This manual describes the operation necessary for configuring a network and using the printing functions, such as connecting to a network and setting components.

Setup Guide for Printing Functions (PDF file)

This manual consists of the following two parts.

Control panel: This part describes how to configure the printer-related settings using the control panel of the equipment.

TopAccess: This part describes how to use the co-packed utility "TopAccess". The settings and management of the equipment can be done using a Web browser.

Printing Guide (PDF file)

This manual describes the operation necessary for printing data from a computer, such as the installation of the client software and the use of the printer driver.

Network Fax Guide (PDF file)

This manual describes the operation necessary for sending a Fax from a computer via a network, such as the installation of the client software, use of the N/W-Fax driver and the co-packed application software "AddressBook Viewer".

Scanning functions

The Scanner Upgrade Kit GA-1201 (optional) is necessary for using the scanning functions.

Quick Start Guide for Scanning Functions (PDF file)

This manual gives the basic information regarding the scanning functions, such as the GA-1201 accessories, necessary environmental conditions and outline of network connections as well as troubleshooting. Be sure to read this before using the scanning functions.

Network Administration Guide for Scanning Functions (PDF file, This manual)

This manual describes the operation necessary for configuring a network and using the scanning functions, such as connecting to a network and setting components.

Setup Guide for Scanning Functions (PDF file)

This manual consists of the following two parts.

Control panel: This part describes how to configure the scanner-related settings using the control panel of the equipment.

TopAccess: This part describes how to use the co-packed utility "TopAccess". The settings and management of the equipment can be done using a Web browser.

Scanning Guide (PDF file)

This manual describes the operation necessary for using the scanning functions, such as the installation and the use of the TWAIN driver.

To read manuals in the PDF file format

The operator's manual in the PDF (Portable Document Format) can be displayed/printed using Adobe Reader or Adobe Acrobat Reader. If neither is installed in your computer, download one of them. This can be done via the website of Adobe Systems Incorporated.

How to read this manual

Symbols in this manual

In this manual, some important items are described with the symbols shown below. Be sure to read these items before using this equipment.

Note

Indicates information to which you should pay attention when operating the equipment.

Tip

Describes handy information that is useful to know when operating the equipment.



Pages describing items related to what you are currently doing. See these pages as required.

Trademarks

- The official name of Windows 2000 is Microsoft Windows 2000 Operating System.
- The official name of Windows XP is Microsoft Windows XP Operating System.
- The official name of Windows Vista is Microsoft Windows Vista Operating System.
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EASY SETUP FLOW

This section describes the setup flow for enabling the e-STUDIO165/205 or e-STUDIO167/207/237 network features.

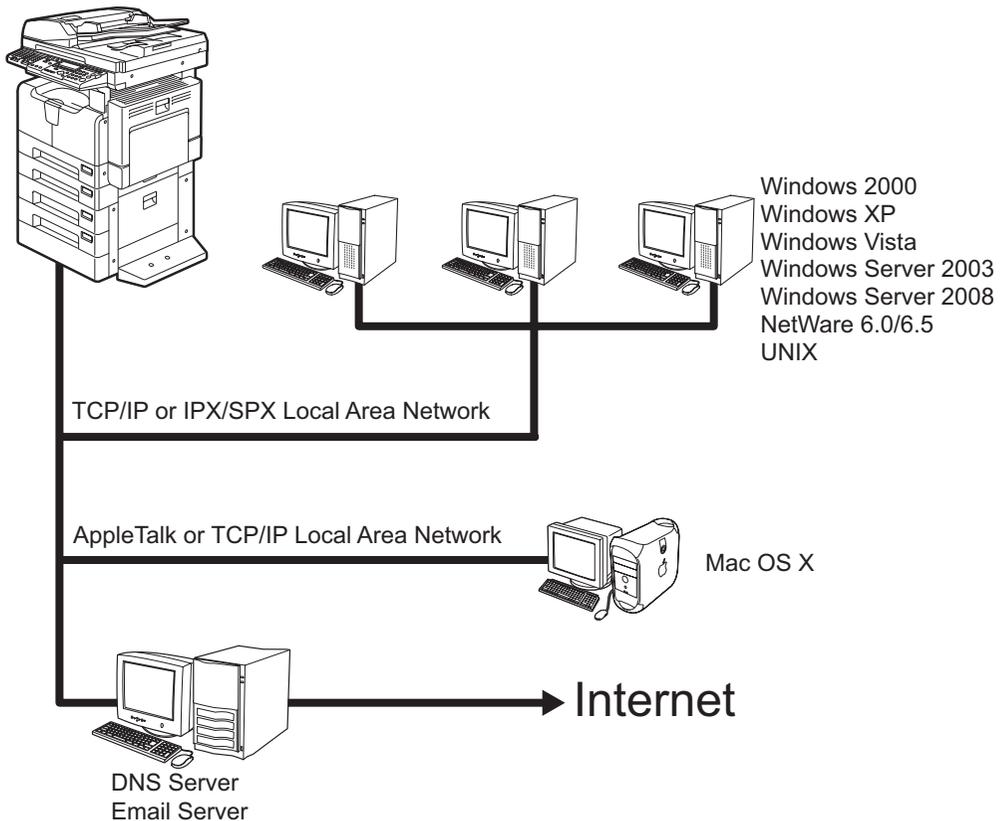
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Overview for Network Configuration

When the Scanner Upgrade Kit is installed in this equipment, functions such as scanning and Email transmission are enabled. When the Fax Kit is added as well as the Scanner Upgrade Kit, a function such as InternetFax transmission is also enabled.

To enable these functions, an administrator has to configure the proper network settings with client computers, servers, and this equipment.

The following diagram illustrates the common network configurations for this equipment.



Notes

- When you want to perform scanning from Windows 98/Windows Me/Windows NT using e-STUDIO165/205 or e-STUDIO167/207/237, contact your service technician or representative.
- When you want to perform scanning from Mac OS 8.6/9.x or Mac OS X 10.1/10.2 Classic Mode using e-STUDIO165/205 or e-STUDIO167/207/237, contact your service technician or representative.

Local area network connection over TCP/IP

The following functions are available when this equipment is connected to a local area network over TCP/IP with which Windows computers, Macintosh computers or UNIX workstations are connected:

TopAccess

- Managing and configuring this equipment by client computers using the TopAccess

Scanning functions

- File storage of scanned image data (Storing data in a specified folder on a network)
📖 P.12 “Setup flow for file storage”
- TWAIN data storage of scanned images (Storing data in the memory of equipment and obtaining them with a Windows computer)
See the **Scanning Guide** for this function.

Note

In Macintosh computers and UNIX workstations, the storing function of TWAIN data cannot be used.

Local area network connection over IPX/SPX

The following features are available when this equipment is connected to a local area network over IPX/SPX where NetWare file servers are connected.

Scanning function

- Storing scanned image data in a file (Storing data in a specified folder on a network)
📖 P.12 “Setup flow for file storage”

Internet connection

The following functions are available when this equipment is connected to a network where this equipment can access the Internet:

Scanning function

- Email transmission of scanned image data
📖 P.13 “Setup flow for Email transmission”

InternetFax function

- Transmission/reception of an InternetFax
📖 P.15 “Setup flow for InternetFax”
- Printing of TIFF files (TIFF-FX Profile S/F/J) attached to Emails
📖 P.17 “Setup flow for Email printing”
- Onramp gateway
📖 P.18 “Setup flow for onramp gateway”
- Offramp gateway
📖 P.20 “Setup flow for offramp gateway”

Note

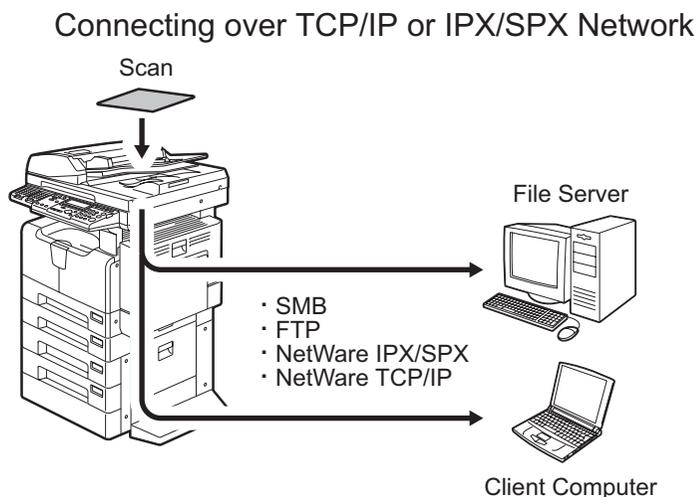
The InternetFax functions are enabled only when the Fax Kit (optional) is installed.

Setup Flow for Scanning Features

This section describes the basic setting procedure of how to use the scanning function in the equipment. For further details of each procedure, see the pages in the given manuals.

Setup flow for file storage

This is a setup procedure for storing scanned images as a file. The scanned images can be stored in a folder previously specified on the network. You can set this folder regardless of the platform in your computer (e.g. Windows, Macintosh) as long as it can be accessed from a protocol (SMB, FTP, NetWare IPX/SPX, NetWare TCP/IP) which this equipment supports.



Setup procedure

1 Set up the TCP/IP and the HTTP Network Service to enable TopAccess.

Set up the TCP/IP and HTTP Network Service from the control panel. TopAccess is enabled by this setup.

- **Setup Guide for Printing Functions**

Chapter 5 "CONFIGURING NETWORKS (EQUIPMENT)"

TCP/IP Configuration

HTTP Configuration

Chapter 10 "TopAccess ADMINISTRATION TAB PAGE - SETUP MENU (Printing Function)"

Setting up Network Settings (Printing Function)

Setting up the TCP/IP

Setting up the HTTP network service

The setup for the network environment has been completed. Use the TopAccess to make settings for the equipment in the following procedure.

2 Set up the network folder.

Set up the folder where scanned images are to be stored. When the SMB protocol is selected in this setup procedure, it is necessary to specify a client computer that uses a fixed IP address as the save destination.

- **Setup Guide for Scanning Functions**

Chapter 8 "TopAccess ADMINISTRATION TAB PAGE-SETUP MENU (Scanning Function)"

📖 Setting up Save As File Settings

3 Set up the network items as required.

According to the protocol selected in step 2, set the network items such as "SMB" and "FTP Client".

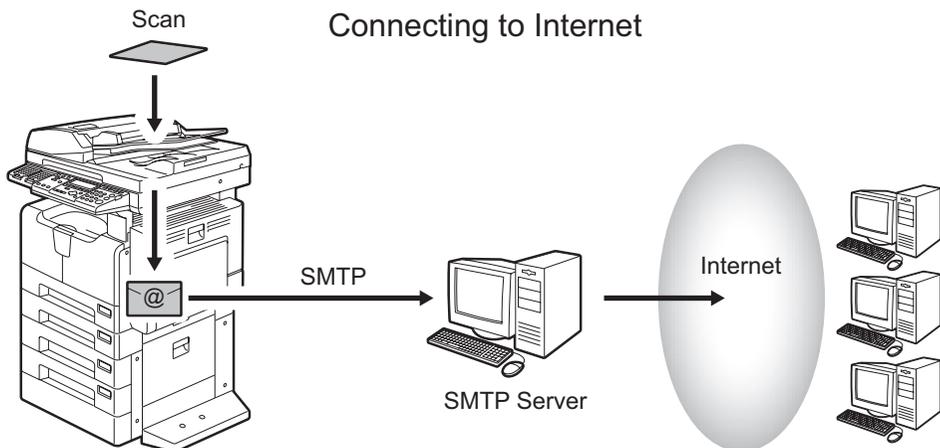
- **Setup Guide for Scanning Functions**

According to the protocol selected in step 2, set the network items such as "SMB" and "FTP Client".

📖 Setting up Network Settings (Scanning Function)

Setup flow for Email transmission

This is the setup procedure for sending scanned images as an Email over the Internet. An Email can be sent from equipment to a specified address.



Setup procedure

1 Set up the DNS server and SMTP server.

Set up the DNS server and SMTP server on the network to send an Email.

📖 P.24 "Setting up DNS Server and Mail Server"

2 Set up the TCP/IP and the HTTP Network Service to enable TopAccess.

Set up the TCP/IP and HTTP Network Service from the control panel. TopAccess is enabled by this setup.

- **Setup Guide for Printing Functions**

Chapter 5 "CONFIGURING NETWORKS (EQUIPMENT)"

 TCP/IP Configuration

 HTTP Configuration

Chapter 10 "TopAccess ADMINISTRATION TAB PAGE - SETUP MENU (Printing Function)"

Setting up Network Settings (Printing Function)

 Setting up the TCP/IP

 Setting up the HTTP network service

The setup for the network environment has been completed. Use the TopAccess to make settings for the equipment in the following procedure.

3 Set up the SMTP client.

Set up the SMTP client to send Emails by the SMTP.

- **Setup Guide for Scanning Functions**

Chapter 8 "TopAccess ADMINISTRATION TAB PAGE-SETUP MENU (Scanning Function)"

Set up Network Settings (Scanning Function)

 Setting up the SMTP Client

4 Set up the Email settings.

Set up the Email settings to enable Email transmission.

- **Setup Guide for Scanning Functions**

Chapter 8 "TopAccess ADMINISTRATION TAB PAGE-SETUP MENU (Scanning Function)"

 Setting up Email Settings

Setup Flow for InternetFax Features

This section describes the basic setting procedure of how to use the InternetFax function in the equipment. For further details of each procedure, see the pages in the given manuals.

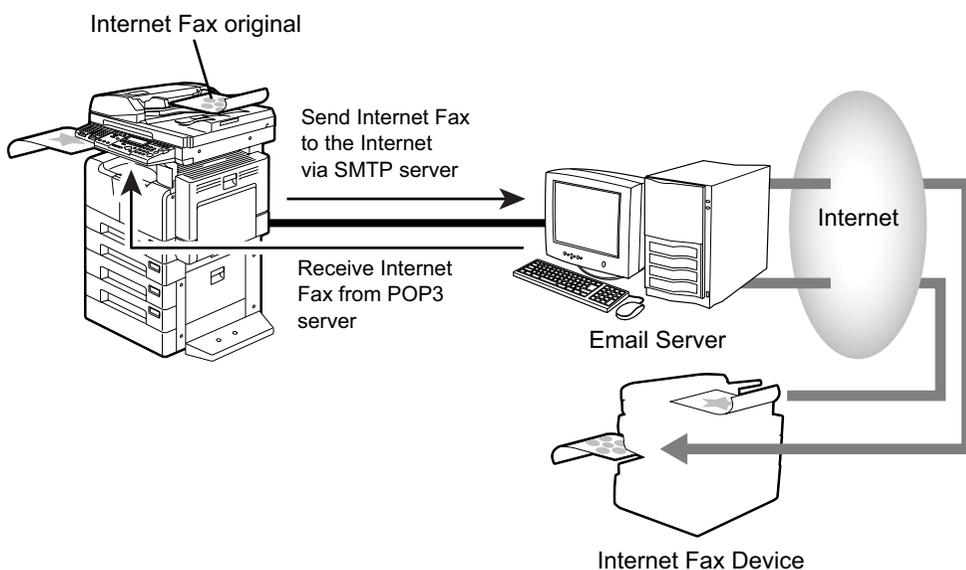
Note

The InternetFax functions are enabled only when the Fax Kit (optional) is installed.

Setup flow for InternetFax

This is the setup procedure for using the InternetFax function. InternetFaxes can be transmitted/received between the equipment and other machines in which the InternetFax function is supported. Since InternetFaxes are transmitted/received in the Email format, they can be transmitted from this equipment to client computers.

Connecting to Internet



Setup procedure

1 Set up the DNS server and mail server.

Set up the DNS server and mail server (the SMTP server for transmission and the POP3 server for reception) on the network to send and receive an InternetFax.

📖 P.24 "Setting up DNS Server and Mail Server"

2 Set up the TCP/IP and the HTTP Network Service to enable TopAccess.

Set up the TCP/IP and HTTP Network Service from the control panel. TopAccess is enabled by this setup.

- **Setup Guide for Printing Functions**
Chapter 5 "CONFIGURING NETWORKS (EQUIPMENT)"

 TCP/IP Configuration

 HTTP Configuration

Chapter 10 "TopAccess ADMINISTRATION TAB PAGE - SETUP MENU (Printing Function)"

Setting up Network Settings (Printing Function)

 Setting up the TCP/IP

 Setting up the HTTP network service

The setup for the network environment has been completed. Use the TopAccess to make settings for the equipment in the following procedure.

3 Set up the SMTP client.

Set up the SMTP client to enable InternetFax transmission.

- **Setup Guide for Scanning Functions**
Chapter 8 "TopAccess ADMINISTRATION TAB PAGE-SETUP MENU (Scanning Function)"

Setting up Network Settings (Scanning Function)

 Setting up the SMTP Client

4 Set up the POP3 network services.

Set up the POP3 network services to enable the InternetFax reception.

- **Setup Guide for Scanning Functions**
Chapter 8 "TopAccess ADMINISTRATION TAB PAGE-SETUP MENU (Scanning Function)"

Setting up Network Settings (Scanning Function)

 Setting up the POP3 Network Service

5 Set up the InternetFax settings.

Set up the InternetFax settings to enable InternetFax.

- **Setup Guide for Scanning Functions**
Chapter 8 "TopAccess ADMINISTRATION TAB PAGE-SETUP MENU (Scanning Function)"

 Setting up InternetFax Settings

6 Set up Email printing.

Set up the Email printing to print out an InternetFax.

- **Setup Guide for Scanning Functions**
Chapter 8 "TopAccess ADMINISTRATION TAB PAGE-SETUP MENU (Scanning Function)"

Setting up Print Service Settings (Scanning Function)

 Setting up the Email Print

Setup flow for Email printing

This is the setup procedure for printing a TIFF file* attached to an Email. When an Email with a file to be printed is sent from a client computer to an Email address in the equipment via the Internet, the attached file received in the equipment can be printed.

In addition, it is not necessary to configure these settings when they have already been made in  P.15 "Setup flow for InternetFax". In this case, you can use the Email printing function immediately.

* The equipment can print out following three types of TIFF-file formats: TIFF-FX Profile S, TIFF-FX Profile F and TIFF-FX Profile J

Setup procedure

1 Set up the POP3 server.

Set up the POP3 server on the network to receive an Email.

 P.24 "Setting up DNS Server and Mail Server"

2 Set up the TCP/IP and the HTTP Network Service to enable TopAccess.

Set up the TCP/IP and HTTP Network Service from the control panel. TopAccess is enabled by this setup.

- **Setup Guide for Printing Functions**

Chapter 5 "CONFIGURING NETWORKS (EQUIPMENT)"

 TCP/IP Configuration

 HTTP Configuration

Chapter 10 "TopAccess ADMINISTRATION TAB PAGE - SETUP MENU (Printing Function)"

Setting up Network Settings (Printing Function)

 Setting up the TCP/IP

 Setting up the HTTP network service

The setup for the network environment has been completed. Use the TopAccess to make settings for the equipment in the following procedure.

3 Set up the POP3 network services.

Set up the POP3 network services to enable Email reception.

- **Setup Guide for Scanning Functions**

Chapter 8 "TopAccess ADMINISTRATION TAB PAGE-SETUP MENU (Scanning Function)"

Setting up Network Settings (Scanning Function)

 Setting up the POP3 Network Service

4 Set up Email printing.

Set up the Email printing to print a file attached to an Email.

- **Setup Guide for Scanning Functions**

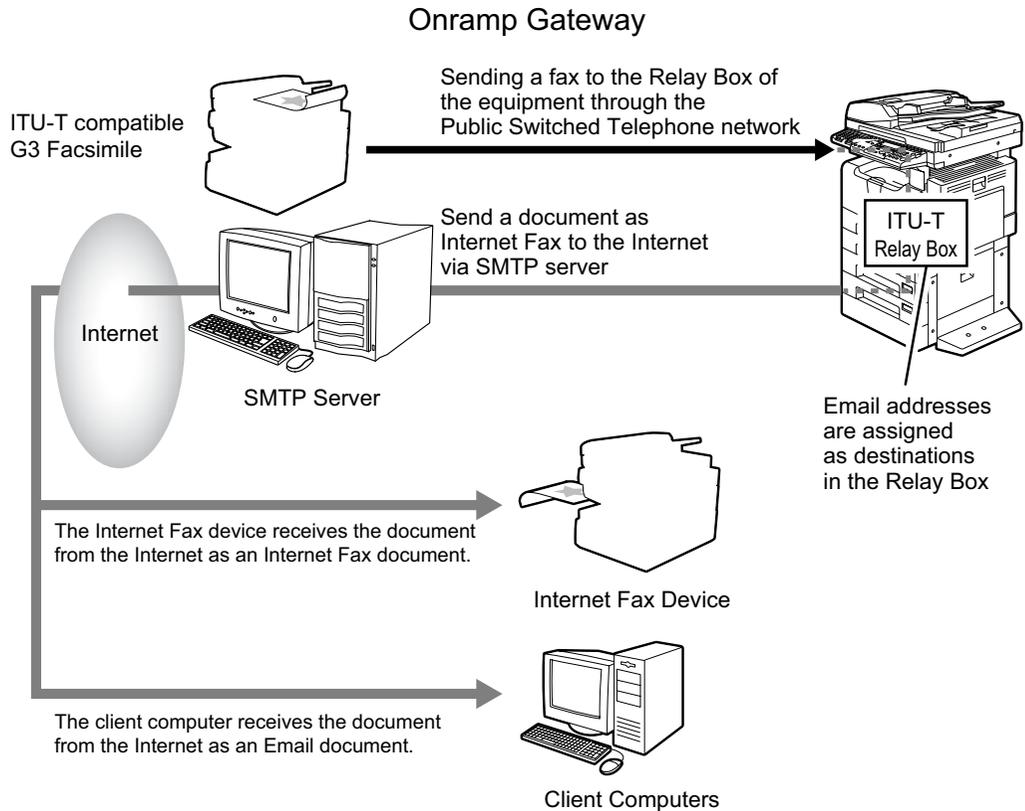
Chapter 8 "TopAccess ADMINISTRATION TAB PAGE-SETUP MENU (Scanning Function)"

Setting up Print Service Settings (Scanning Function)

 Setting up the Email Print

Setup flow for onramp gateway

This is the setup procedure for using onramp gateway. A Fax received from G3 facsimile can be sent as an InternetFax/Email via a relay box to an Email address registered in the relay box.



Setup procedure

1 Set up the DNS server and SMTP server.

Set up the DNS server and SMTP server on the network to send an InternetFax/Email.

📖 P.24 "Setting up DNS Server and Mail Server"

2 Set up the TCP/IP and the HTTP Network Service to enable TopAccess.

Set up the TCP/IP and HTTP Network Service from the control panel. TopAccess is enabled by this setup.

- **Setup Guide for Printing Functions**

Chapter 5 "CONFIGURING NETWORKS (EQUIPMENT)"

 TCP/IP Configuration

 HTTP Configuration

Chapter 10 "TopAccess ADMINISTRATION TAB PAGE - SETUP MENU (Printing Function)"

Setting up Network Settings (Printing Function)

 Setting up the TCP/IP

 Setting up the HTTP network service

The setup for the network environment has been completed. Use the TopAccess to make settings for the equipment in the following procedure.

3 Set up the SMTP client.

Set up the SMTP client to send an InternetFax/Email by the SMTP.

- **Setup Guide for Scanning Functions**

Chapter 8 "TopAccess ADMINISTRATION TAB PAGE-SETUP MENU (Scanning Function)"

Setting up Network Settings (Scanning Function)

 Setting up the SMTP Client

4 Set up the InternetFax settings.

Set up the InternetFax settings to enable the transmission of an InternetFax/Email.

- **Setup Guide for Scanning Functions**

Chapter 8 "TopAccess ADMINISTRATION TAB PAGE-SETUP MENU (Scanning Function)"

 Setting up InternetFax Settings

5 Set up the Fax settings.

Set up the Fax settings to enable the Fax function. In addition, you can make the settings either from the TopAccess or the control panel of the equipment.

- **Operator's Manual for Facsimile Function**

Chapter 5 "ENTERING & SETTING ITEMS"

 Default Setting for Fax Function

 Registering the Terminal ID

- **Setup Guide for Printing Functions**

Chapter 10 "TopAccess ADMINISTRATION TAB PAGE - SETUP MENU (Printing Function)"

Setting up Fax Settings

 Setting up the Fax settings

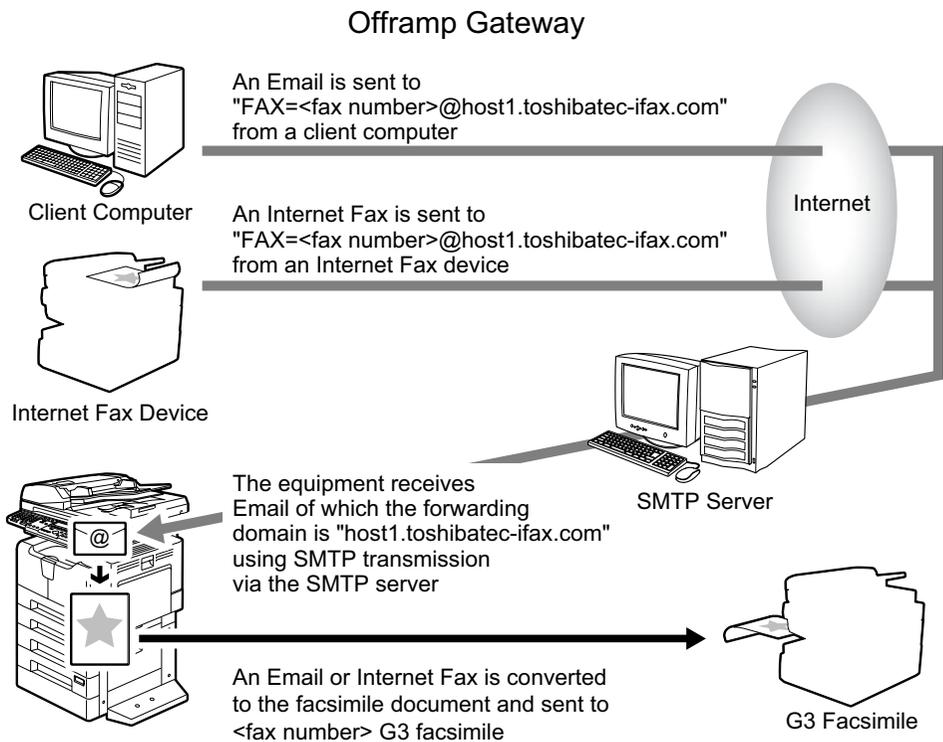
6 Create a mailbox and register the Email address.

Create a mailbox (relay box) and register the Email address to enable onramp gateway. In addition, you can make the settings either from the TopAccess or the control panel of the equipment.

- **Operator's Manual for Facsimile Function**
Chapter 4 "SYSTEM FUNCTIONS"
Mailbox Communication
📖 Setting up relay mailbox
- **Setup Guide for Scanning Functions**
Chapter 6 TopAccess REGISTRATION TAB PAGE
Managing Mailboxes
📖 Setting up an Open Mailbox

Setup flow for offramp gateway

This setup procedure is for using offramp gateway. A received InternetFax/Email can be sent automatically to other Facsimiles as a Fax via a public telephone line.



Setup procedure

1 Set up the DNS server and SMTP server.

Set up the DNS server and SMTP server to enable Internet connection and InternetFax/Email transfer. To enable SMTP transfer to the equipment, you also need to set the host name (domain name) and MX record of the equipment in the DNS server.

 P.24 “Setting up DNS Server and Mail Server”

2 Set up the TCP/IP and the HTTP Network Service to enable TopAccess.

Set up the TCP/IP and HTTP Network Service from the control panel. TopAccess is enabled by this setup.

- **Setup Guide for Printing Functions**

Chapter 5 “CONFIGURING NETWORKS (EQUIPMENT)”

 TCP/IP Configuration

 HTTP Configuration

Chapter 10 “TopAccess ADMINISTRATION TAB PAGE - SETUP MENU (Printing Function)”

Setting up Network Settings (Printing Function)

 Setting up the TCP/IP

 Setting up the HTTP Network service

The setup for the network environment has been completed. Use the TopAccess to make settings for the equipment in the following procedure.

3 Set up the DNS session.

To enable the DNS server, specify the DNS server to which the host name (domain name) and MX record of the equipment have been set.

- **Setup Guide for Printing Functions**

Chapter 10 “TopAccess ADMINISTRATION TAB PAGE - SETUP MENU (Printing Function)”

Setting up Network Settings (Printing Function)

 Setting up the DNS session

4 Set up the DDNS session if required.

If the DNS server supports the dynamic DNS, set up the DDNS session.

- **Setup Guide for Printing Functions**

Chapter 10 “TopAccess ADMINISTRATION TAB PAGE - SETUP MENU (Printing Function)”

Setting up Network Settings (Printing Function)

 Setting up the DDNS session

5 Set up the SMTP server.

Set up the SMTP server of this equipment to enable offramp gateway.

- **Setup Guide for Scanning Functions**

Chapter 8 "TopAccess ADMINISTRATION TAB PAGE-SETUP MENU (Scanning Function)"

Setting up Network Settings (Scanning Function)

 Setting up the SMTP Server

6 Set up the Fax settings.

Set up the Fax settings to enable the Fax function. In addition, you can make the settings either from the TopAccess or the control panel of the equipment.

- **Operator's Manual for Facsimile Function**

Chapter 5 "ENTERING & SETTING ITEMS"

 Default Setting for Fax Function

 Registering the Terminal ID

- **Setup Guide for Printing Functions**

Chapter 10 "TopAccess ADMINISTRATION TAB PAGE - SETUP MENU (Printing Function)"

Setting up Fax Settings

 Setting up the Fax settings

2

SETTING UP NETWORK SERVER

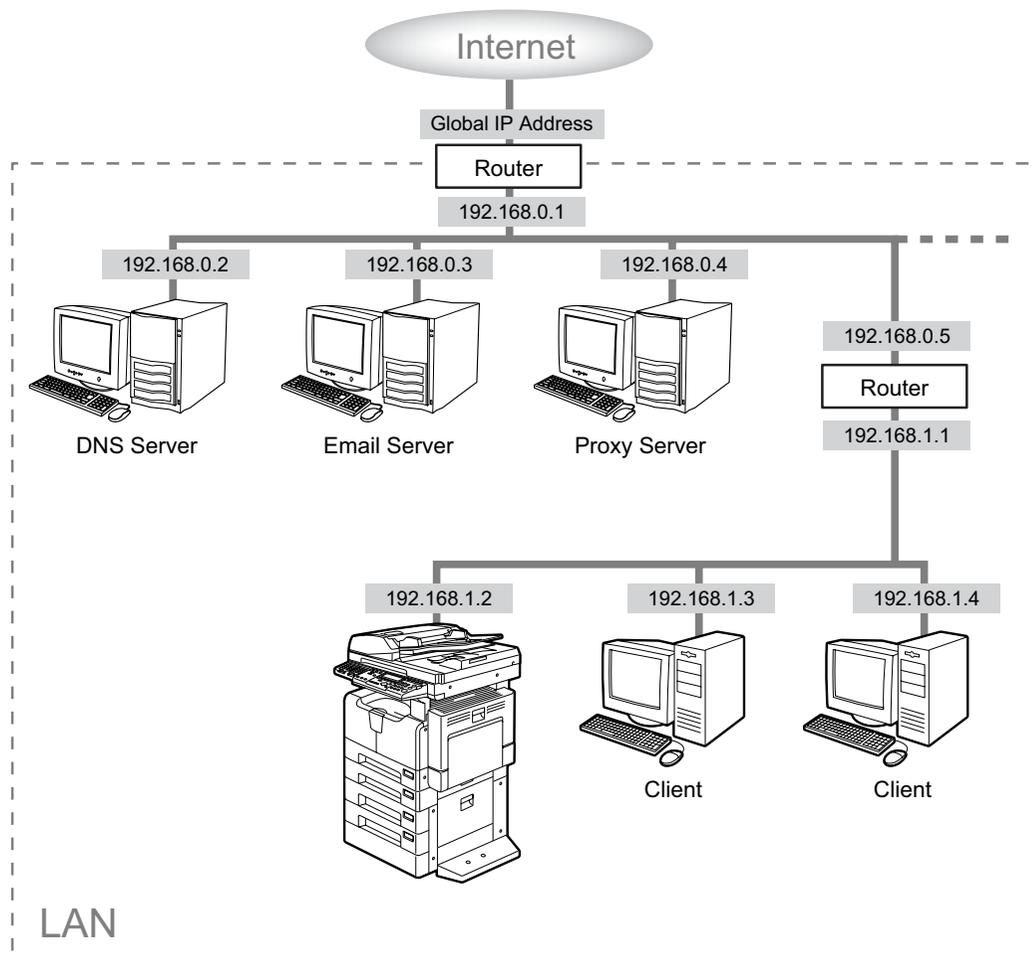
This section describes the instructions on how to set up the network servers.

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Setting up DNS Server and Mail Server

This section describes the procedure of how to set up the DNS server and mail server in order to connect to the Internet.

The following diagram illustrates the common network environment for Internet connection from the local area network.



As shown in the above example, the local area network is composed of segments. One is directly connected to a router to which a global IP address is assigned, and others are for the client computers.

To enable Internet access from the local area network, assign a global IP address, which is an IP address used on the Internet, to a router, and share it with other machines. In the above example, a private IP address is assigned to all the machines in the local area network, and a global IP address can be shared in each machine by the router using NAT (Network Address Translation). Therefore, client computers and servers can connect to the Internet via the router. It is recommended to set up the equipment to a segment other than those for routers connecting to the Internet for security's sake.

Correct setup of the DNS server and mail server is required for sending/receiving an InternetFax or an Email using the Internet. When setting the DNS server and mail server to enable the functions provided in this equipment, refer to the following information.

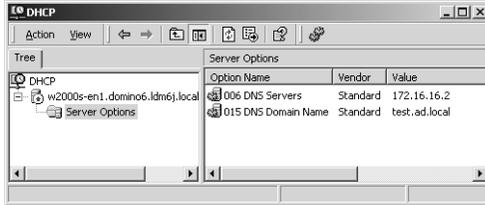
📖 P.26 "Setting up the DNS server and mail server (Email transmission)"

📖 P.26 "Setting up the DNS server and mail server (InternetFax)"

📖 P.26 "Setting up the DNS server and mail server (Offramp gateway)"

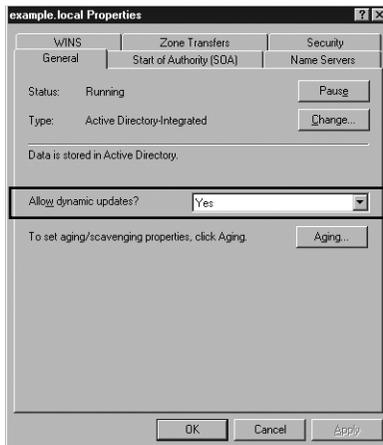
Notes

- If the IP address of the equipment is assigned using DHCP in the DDNS (Dynamic DNS) environment, enable "006 DNS Servers" and "015 DNS Domain Name" in the "DHCP Server's Scope Options" or "Server Option".

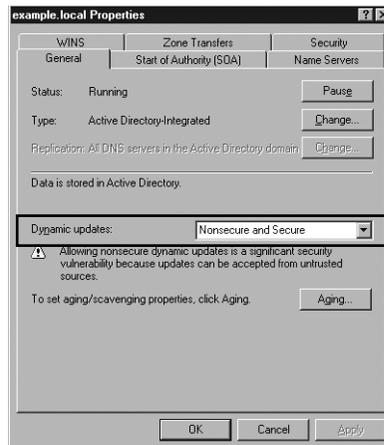


- When using DDNS (Dynamic DNS), be sure that the "Allow dynamic updates?" option is set to "Yes" (for Windows 2000 Server) or "Nonsecure and Secure" (for Windows Server 2003 / Windows Server 2008) for the "Forward Lookup Zones" and "Reverse Lookup Zones". If "Secure" mode or "None" is selected in Windows Server 2003 / Windows Server 2008, be sure to add the host name of the equipment to "Forward Lookup Zones" and "Reverse Lookup Zones".

Windows 2000 Server (Forward Lookup Zone)



Windows Server 2003 (Forward Lookup Zone)



Setting up the DNS server and mail server (Email transmission)

Operation of the Email transmission from the equipment and that from client computers are the same. Set the DNS server so that Internet access is made possible by the DNS service, and set up the SMTP server as a mail server to enable this function. (Only the SMTP server is required for Email transmission since it is a one-way transmission to the Internet.)

Setting up the DNS server and mail server (InternetFax)

InternetFax is a function to send/receive an InternetFax between the equipment and other machines which support the InternetFax function. Operations of the transmission/reception of the InternetFax and that of the Email are the same. Therefore this function can be enabled if the Email system is set up on the network.

To set up the Email system, the SMTP server and POP3 server are needed as mail servers as well as the DNS server. Set the MX record (E.g.: mxhost.toshibatec-ifax.com) and host name (E.g.: mxhost) of the SMTP server in the DNS server. Then an InternetFax or Email sent to "@toshibatec-ifax.com" will be transferred to the SMTP server and stored in the mailbox, and the equipment can retain it by the POP server.

Setting up the DNS server and mail server (Offramp gateway)

To enable offramp gateway, configuration is required so that an InternetFax and Email can be received by the SMTP protocol. However, the equipment does not support all the functions of an SMTP server, InternetFax and Email collection.

To enable InternetFax and Email reception by the SMTP protocol over the Internet, an InternetFax and an Email received in another SMTP server need to be transferred to this equipment. Set up the following in each server. An InternetFax and an Email can be received from the SMTP server by the SMTP protocol.

- Set the MX record (mxhost.toshibatec-ifax.com) for the SMTP server and the one (mfp00c67861.toshibatec-ifax.com) for the equipment in the DNS server. Configure the setting so that the MX record will transfer the received InternetFaxes and Emails to the SMTP server.
- Set the host name (E.g.: mxhost) of the SMTP server and the one (E.g.:mfp00c67861) of the equipment in the DNS server.
- Configure the settings in the SMTP server so that an Email or InternetFax sent from the machine with a host name "mfp00c67861.toshibatec-ifax.com" will be transferred to the equipment.

TROUBLESHOOTING

This section describes the troubleshooting for the network settings.

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Troubleshooting Overview

When a network-related error has occurred while you are using functions introduced in this manual, troubleshoot it by referring to items shown below.

Network Setting Checklists

Check if the settings are correctly made according to “Chapter 1. EASY SETUP FLOW” by referring to checklists, and then specify the cause of the error and take an appropriate countermeasure. The checklists are introduced by functions. Look for a function you are using and refer to the corresponding item in the list.

 P.29 “Network Setting Checklists”

Error code list

This is the list of error codes printed on the Transmission/Reception Journal. The cause and countermeasure of the error are shown next to each code. Refer to this list as required.

 P.35 “Error code list”

Note

Troubleshooting in this section is only a reference for solving errors, and it does not cover countermeasures for every error because the network system of this equipment is configured with various components (e.g. hardware, software). Therefore select and refer to the most appropriate manual for each error according to the status.

Tip

Troubleshooting for errors other than the network-related ones in the scanning functions is described in the following manuals:

- **Quick Start Guide for Scanning Functions:**
Excerpts parts of troubleshooting described in other manuals.
- **Scanning Guide:**
Introduces troubleshooting for errors on TWAIN driver operation.

Network Setting Checklists

Check if the settings are correctly made according to “Chapter 1. EASY SETUP FLOW” by referring to checklists, and then specify the cause of the error and take an appropriate countermeasure. The checklists are introduced by functions. Look for a function you are using and refer to the corresponding item in the list.

Note

When this equipment cannot be detected over the network, check if the network cable is correctly connected, and then refer to the following manuals:

- **Network Administration Guide for Printing Functions**
Chapter 3 “TROUBLESHOOTING”
 Equipment Detection and Printing Check

File storage

When an error has occurred in the file storage function, check the setting by referring to the list below.

No.	Check Item	Yes	No	Countermeasure
1	Is the IP address of this equipment correctly set?	Next Step ↓	⇒	Refer to the Setup Guide for Printing Functions and set the TCP/IP correctly.
2	Can you utilize the TopAccess?	Next Step ↓	⇒	Refer to the Setup Guide for Printing Functions and set the HTTP correctly.
3	Is a folder where the file is stored set correctly?	Next Step ↓	⇒	Refer to “Configuring Save as file Settings” in the Setup Guide for Scanning Functions and set the folder correctly. According to the protocol selected in this step, setting the related items in the “Setup” - “Network” menu may be required.
4	Can the file be stored?	End	⇒	An error code is printed in the Transmission/Reception Journal. Refer to the following page:  P.35 “Error code list”

Email transmission

When an error has occurred in the Email transmission function, check the setting by referring to the list below.

No.	Check Item	Yes	No	Countermeasure
1	Are servers for sending Emails correctly set?	Next Step ↓	⇒	Refer to an appropriate manual and set the DNS server and SMTP server correctly. 📖 P.24 "Setting up DNS Server and Mail Server" (Ref.)
2	Is the IP address of this equipment correctly set?	Next Step ↓	⇒	Refer to the Setup Guide for Printing Functions and set the TCP/IP correctly.
3	Can you utilize the TopAccess?	Next Step ↓	⇒	Refer to the Setup Guide for Printing Functions and set the HTTP correctly.
4	Is the setting for SMTP transmission of Emails enabled?	Next Step ↓	⇒	Refer to the Setup Guide for Scanning Functions and set the SMTP client correctly.
5	Is the setting for sending Emails enabled?	Next Step ↓	⇒	Refer to the Setup Guide for Scanning Functions and perform a correct Email transmission setting.
6	Can you send Emails?	End	⇒	An error code is printed in the Transmission/Reception Journal. Refer to the following page: 📖 P.35 "Error code list"

Email printing

When an error has occurred in the Email printing function, check the setting by referring to the list below.

No.	Check Item	Yes	No	Countermeasure
1	Is a server for receiving Emails correctly set?	Next Step ↓	⇒	Refer to an appropriate manual and set the POP3 server correctly. 📖 P.24 "Setting up DNS Server and Mail Server" (Ref.)
2	Is the IP address of this equipment correctly set?	Next Step ↓	⇒	Refer to the Setup Guide for Printing Functions and set the TCP/IP correctly.
3	Can you utilize the TopAccess?	Next Step ↓	⇒	Refer to the Setup Guide for Printing Functions and set the HTTP correctly.
4	Is the setting for receiving Emails enabled?	Next Step ↓	⇒	Refer to the Setup Guide for Scanning Functions and set the POP3 correctly.
5	Is a setting for printing attachment files of the received Email enabled?	Next Step ↓	⇒	Refer to the Setup Guide for Scanning Functions and perform a correct Email print setting.
6	Can you receive Emails and print their attachment files?	End	⇒	An error code is printed in the Transmission/Reception Journal. Refer to the following page: 📖 P.35 "Error code list"

InternetFax

When an error has occurred in the InternetFax function, check the setting by referring to the list below.

No.	Check Item	Yes	No	Countermeasure
1	Are servers for sending or receiving the Internet Faxes set correctly?	Next Step ↓	⇒	Refer to an appropriate manual and set the DNS server and SMTP server correctly. 📖 P.24 "Setting up DNS Server and Mail Server" (Ref.)
2	Is the IP address of this equipment correctly set?	Next Step ↓	⇒	Refer to the Setup Guide for Printing Functions and set the TCP/IP correctly.
3	Can you utilize the TopAccess?	Next Step ↓	⇒	Refer to the Setup Guide for Printing Functions and set the HTTP correctly.
4	Are settings for sending or receiving Internet Faxes enabled?	Next Step ↓	⇒	Refer to the Setup Guide for Scanning Functions and perform the correct settings of an SMTP client computer, a POP3 server and the Internet Fax.
5	Is a setting for printing the received InternetFax enabled?	Next Step ↓	⇒	Refer to the Setup Guide for Scanning Functions and perform a correct Email print setting.
6	Can you send and receive the InternetFaxes and print the attachment files of the received one?	End	⇒	An error code is printed in the Transmission/Reception Journal. Refer to the following page: 📖 P.35 "Error code list"

Onramp gateway

When an error has occurred in the onramp gateway function, check the setting by referring to the list below.

No.	Check Item	Yes	No	Countermeasure
1	Are servers for sending an InternetFax/Email set correctly?	Next Step ↓	⇒	Refer to an appropriate manual and set the DNS server and SMTP server correctly. 📖 P.24 "Setting up DNS Server and Mail Server" (Ref.)
2	Is the IP address of this equipment correctly set?	Next Step ↓	⇒	Refer to the Setup Guide for Printing Functions and set the TCP/IP correctly.
3	Can you utilize the TopAccess?	Next Step ↓	⇒	Refer to the Setup Guide for Printing Functions and set the HTTP correctly.
4	Is the setting for SMTP transmission of an Internet-Fax/Email enabled?	Next Step ↓	⇒	Refer to the Setup Guide for Scanning Functions and set the SMTP client correctly.
5	Are settings for sending an InternetFax/Email enabled?	Next Step ↓	⇒	Refer to the Setup Guide for Scanning Functions and perform a correct InternetFax setting.
6	Is a setting for the Fax functions enabled?	Next Step ↓	⇒	Refer to the Setup Guide for Printing Functions or the Operator's Manual for Facsimile Function and perform a correct Fax setting.
7	Is a setting for the onramp gateway functions enabled?	Next Step ↓	⇒	Refer to the Setup Guide for Scanning Functions or the Operator's Manual for Facsimile Function and set the mailboxes and the Email address of the destination correctly.
8	Can you send a Fax document received from a G3 facsimile as an InternetFax/Email?	End	⇒	An error code is printed in the Transmission/Reception Journal. Refer to the following page: 📖 P.35 "Error code list"

Offramp gateway

When an error has occurred in the offramp gateway function, check the setting by referring to the list below.

No.	Check Item	Yes	No	Countermeasure
1	Are servers for forwarding an InternetFax/Email to this equipment set correctly?	Next Step ↓	⇒	Refer to an appropriate manual and set the DNS server and SMTP server correctly. 📖 P.24 "Setting up DNS Server and Mail Server" (Ref.)
2	Is the IP address of this equipment correctly set?	Next Step ↓	⇒	Refer to the Setup Guide for Printing Functions and set the TCP/IP correctly.
3	Can you utilize the TopAccess?	Next Step ↓	⇒	Refer to the Setup Guide for Printing Functions and set the HTTP correctly.
4	Are the settings for the DNS session and DDNS session enabled?	Next Step ↓	⇒	Refer to the Setup Guide for Scanning Functions and set the DNS session correctly. If the DNS server supports dynamic DNS, a setting for DDNS session is also required.
5	Is a setting for the offramp gateway functions enabled?	Next Step ↓	⇒	Refer to the Setup Guide for Scanning Functions and set the SMTP server of this equipment correctly. If "OffRamp Security" is set "Enable", the Fax number of a destination (to which the Fax is forwarded) must be registered into the address book of this equipment.
6	Is a setting for the Fax functions enabled?	Next Step ↓	⇒	Refer to the Setup Guide for Printing Functions or the Operator's Manual for Facsimile Function and perform a correct Fax setting.
7	Can you fax an InternetFax/Email received from other equipments to a G3 facsimile?	End	⇒	An error code is printed in the Transmission/Reception Journal. Refer to the following page: 📖 P.35 "Error code list"

Error code list

The list below shows error codes printed on the Transmission/Reception Journal. Refer to the cause and the countermeasure of an error indicated next to each error code as required.

Checking error code

When a communication error has occurred, “NG” (transmission result) and a two-digit error code are indicated on the STATUS field of the Transmission/Reception Journal. Refer to the following manuals to print out the Transmission/Reception Journal:

- **Operator's Manual for Facsimile Function**
Chapter 5 “ENTERING & SETTING ITEMS”
 - 📖 Default Settings for List & Report Output
 - 📖 Printing List
- **Scanning Guide**
Chapter 13 “Appendix”
 - 📖 Printing a communication journal

Transmission errors

Error code	Cause	Countermeasure
60	An error occurred during image data processing.	Turn the power of this equipment OFF and then back ON. If the error still occurs, contact your service technician or service representative.
61	An error occurred during text data processing.	
62	Access to the network interface card was denied.	
63	A sequence error occurred on the USB interface.	
71	A time-out error occurred during communication with an SMTP server.	Check if the network cable is connected correctly and also the SMTP server is running correctly. Refer to the Setup Guide for Scanning Functions and set the SMTP client correctly.
72	The destination machine responded that the transmission was an error because the host name of this equipment (device name) was invalid.	Refer to the Setup Guide for Printing Functions and set the host name of this equipment correctly.
73	The Email address of this equipment ("From Address") is not assigned or includes an invalid character.	Refer to the Setup Guide for Scanning Functions and set the Email address of this equipment correctly.
74	The SMTP server address is not assigned.	Refer to the Setup Guide for Scanning Functions and assign the SMTP server address correctly.
75	The IP address of this equipment is not assigned.	Refer to the Setup Guide for Printing Functions and assign the IP address of this equipment correctly.
76	The size of data being sent is over the maximum transmission size.	Refer to the Setup Guide for Scanning Functions and set the value of "Maximum Email / InternetFax Size" larger. Or reduce the size of the data by reducing the number of pages or such.
7C	For sending Emails: The Email address of the destination is invalid.	Refer to "Selecting destinations from address book" in the Setup Guide for Scanning Functions or "Direct Entry with Digital Keys" in the Scanning Guide and enter the Email address correctly.
	For saving as files: Invalid entry is found for any of the "Network Path", "Server Name", "Login User Name" and "Password".	Refer to "Configuring Save as file Settings" in the Setup Guide for Scanning Functions and set a folder to which the data are to be saved correctly.
7D	Data transmission failed due to insufficient memory space.	Wait until a job in process is completed, and then ensure sufficient space in the memory. If the error still occurs, turn the power of this equipment OFF and then back ON.

Error code	Cause	Countermeasure
A0	A system error is detected. If a template is being used, it is incorrect.	Refer to the Setup Guide for Scanning Functions and set the corresponding template correctly. If the error still occurs, turn the power of this equipment OFF and then back ON.
A1	The address book data could not be retrieved.	Turn the power of this equipment OFF and then back ON. If the error still occurs, refer to the Setup Guide for Scanning Functions or the Operator's Manual for Facsimile Function and set the address book correctly.
A2	An SMTP authentication error occurred.	Refer to the Setup Guide for Scanning Functions and set the SMTP client correctly. Or check if the SMTP server is running correctly.
A4	A file could not be saved in a certain folder.	Check if the property of the folder is writable or it has sufficient space.
A5	The protocol for saving files is invalid.	Refer to "Setting up Save as file Settings" in the Setup Guide for Scanning Functions and set the protocol correctly.
A6	<p>The data scanned with TWAIN driver could not be saved for any of the following reasons:</p> <ul style="list-style-type: none"> • The memory space is insufficient. • Any of the number of pages, documents or folders has reached the maximum value for saving. 	Reduce the size of the data by reducing the number of pages or such. Or refer to the Scanning Guide and delete unnecessary TWAIN data currently saved to ensure sufficient space in the memory.
AF	A system error is detected.	Turn the power of this equipment OFF and then back ON. If the error still occurs, contact your service technician or service representative.

Reception errors

Error code	Cause	Countermeasure
80	A sequence error occurred on the USB interface.	Turn the power of this equipment OFF and then back ON. If the error still occurs, contact your service technician or service representative.
90	The InternetFax or Email could not be received properly for any of the following reasons and thus it was forwarded to a designated address as an error: <ul style="list-style-type: none"> The data are corrupted. Any of the format, compression method, resolution and paper size of the data is not supported by this equipment. 	Check the forwarded data. Or refer to the Scanning Guide and check the data specifications which this equipment can receive. Then ask the sender to retry the transmission in an acceptable format.
91	The InternetFax or Email could not be received properly for any of the following reasons: <ul style="list-style-type: none"> The data are corrupted. Any of the format, compression method, resolution and paper size of the data is not supported by this equipment. 	Refer to the Scanning Guide and check the data specifications which this equipment can receive. Then ask the sender to retry the transmission in an acceptable format.
92	The InternetFax or Email could not be received properly for any of the following reasons and thus it was forwarded to a designated address as an error: <ul style="list-style-type: none"> The data are corrupted. Any of the format, attachment file format and character set of the data is not supported by this equipment. 	Check the forwarded data. Or refer to the Scanning Guide and check the data specifications which this equipment can receive. Then ask the sender to retry the transmission in an acceptable format.
93	The InternetFax or Email could not be received properly for any of the following reasons: <ul style="list-style-type: none"> The data are corrupted. Any of the format, attachment file format and character set of the data is not supported by this equipment. 	Refer to the Scanning Guide and check the data specifications which this equipment can receive. Then ask the sender to retry the transmission in an acceptable format.
94	The InternetFax or Email could not be received properly due to the insufficient memory space and thus it was forwarded to a designated address as an error.	Check the forwarded data. Or wait until a job in process is completed, and then ensure sufficient space in the memory. Then ask the sender to retry the transmission.
95	The InternetFax or Email could not be received properly due to the insufficient memory space.	Wait until a job in process is completed, and then ensure sufficient space in the memory. Then ask the sender to retry the transmission.
9A	In the offramp gateway function, the forwarding of the InternetFax or Email was stopped by the offramp security setting because the Fax number of the destination was not registered in the address book.	Check the Fax number in the RECEPTION JOURNAL, and then notify the sender that the forwarding was stopped. If necessary, refer to the Setup Guide for Scanning Functions or the Operator's Manual for Facsimile Function and register the Fax number into the address book.

Error code	Cause	Countermeasure
9B	In the offramp gateway function, the forwarding of the InternetFax or Email was stopped by the offramp security setting and forwarded to a designated address as an error because the Fax number of the destination was not registered in the address book.	Check the Fax number in the RECEPTION JOURNAL or on the forwarded data, and then notify the sender that the forwarding was stopped. If necessary, refer to the Setup Guide for Scanning Functions or the Operator's Manual for Facsimile Function and register the Fax number into the address book.
9C	In the offramp gateway function, the forwarding of the InternetFax or Email was stopped and forwarded to a designated address as an error because the Fax number of the destination includes an invalid character or 41 or more destinations are specified.	Check the Fax number in the RECEPTION JOURNAL or on the forwarded data, and then correct it (if 41 or more destinations are specified, set them within 40). Then ask the sender to retry the transmission.
9D	In the offramp gateway function, the forwarding of the InternetFax or Email was stopped because the Fax number the destination includes an invalid character or 41 or more destinations are specified.	Check the Fax number in the RECEPTION JOURNAL, and then correct it (if 41 or more destinations are specified, set them within 40).
9E	The divided InternetFax/Email could not be received properly for any of the following reasons: <ul style="list-style-type: none"> • The reception was not completed within the waiting period specified for receiving divided data. • A setting for receiving divided data turned disabled during the reception. • The divided data were sent in a format which this equipment does not support. 	Refer to the Setup Guide for Scanning Functions and set "Enable Partial Email" correctly. Then ask the sender to retry the transmission. If the divided data were sent in a format which this equipment does not support, contact your system administrator.
9F	Connection to a POP3 server failed.	Check if the network cable is connected correctly and also the POP3 server is running correctly. Or refer to the Setup Guide for Scanning Functions and set the POP3 correctly.

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MULTIFUNCTIONAL DIGITAL SYSTEMS
Network Administration Guide for Scanning Functions

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