

Model: General		Date: 14-Mar-22	No.: RGene131
Subject: Error Code List of Firmware Update		Prepared by: S. Kuramoto	
From: OC Technical Support Sect., Service Planning Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

The firmware update error code lists are currently categorized by machine part and the part of Smart Operation Panel.

Also, some error codes are not included on any list.

The following list is the integrated version showing the error codes.

Note:

- **Confirm if the error disappears by restarting the machine after each step.**
- The added or revised descriptions are written in *italic*.

Code	Contents	Solutions
20	Physical address mapping cannot be performed.	1. Turn the main power OFF/ON. 2. Replace the controller board.
21	Insufficient memory for the download	1. Turn the main power OFF/ON. 2. Replace RAM-DIMM. 3. Replace the controller board.
22	Decompression of compressed data failed.	1. Turn the main power OFF/ON. 2. Replace the removable media used for the update. 3. Replace the controller board.
23	<i>"Selfupdate" cannot start</i>	1. <i>Turn the main power OFF.</i> 2. <i>Replace the controller board.</i>
24	Removable media access error	1. Re-insert the removable media. 2. Turn the main power OFF/ON. 3. Replace the removable media used for the update. 4. Replace the controller board.
29	<i>Setting of period for update is too short.</i>	- <i>Execute firmware update again with the correct setting of period.</i>
31	<i>Download Error</i>	1. <i>Turn the main power OFF/ON with the same removable media.</i> 2. <i>Replace the controller board.</i>
32	The removable media used after download suspension is incorrect. Removable media is different between the one which was inserted before power interruption and the	1. Insert the removable media containing the same program as when the firmware update was suspended, and then Turn the main power OFF/ON. 2. There is a possibility that the removable media is damaged if the update cannot be done after the correct removable media has

Model: General		Date: 14-Mar-22	No.: RGene131
Code	Contents	Solutions	
	one which was inserted after the power interruption.	<p>been inserted. In this case, try again with a different removable media.</p> <p>3. Replace the controller board. Replace all relevant boards if the update is done for the BICU and FCU.</p> <p>Replace the operation panel unit if the update is done for the operation panel.</p> <p>4. After replacing the unit, update it using the same removable media. If the update is successful, this error code disappears.</p>	
33	Removable media version error. The wrong removable media version is downloaded.	<p>- Install the correct ROM update data for each version in the removable media.</p>	
34	Destination error. A removable media for the wrong destination is inserted.	<p>- Install the correct ROM update data for each destination (JPN/ EXP/ OEM) in the removable media.</p>	
35	Model error. A removable media for the wrong model is inserted.	<p>- Install the correct ROM update data for each model in the removable media.</p>	
36	Module error. The program to be downloaded does not exist on the main machine. The download destination specified by the removable media does not match up to the destination for the main machine's program.	<p>1. Install the program to be updated in advance.</p> <p>2. There is a possibility that the removable media containing the program to be updated has not been mounted. Check to confirm that the removable media has been correctly mounted.</p> <p>3. The removable media is incorrect if the program to be updated has been correctly installed. In this case, insert the correct removable media.</p>	
37	<i>Edit option card error</i>	<p>- <i>Make sure the card has not been used before.</i></p>	
38	The version of the downloaded program has not been authorized for the update.	<p>- Make sure that the program to be overwritten is the specified version.</p>	
40	Engine download fails.	<p>1. Turn the main power OFF/ON.</p> <p>2. If this error occurs while using the media slot on the left side of the operation panel, perform a retry using the media slot on the back of the machine.</p> <p>3. If the download fails again, replace the controller board and the BICU.</p>	

Model: General		Date: 14-Mar-22	No.: RGene131
Code	Contents	Solutions	
		4. After replacing the unit, update it using the same removable media. If the update is successful, this error code disappears.	
41	Fax download fails.	1. Turn the main power OFF/ON. 2. If the download fails again, replace the controller board and the FCU board. 3. After replacing the unit, update it using the same removable media. If the update is successful, this error code disappears.	
42	Control panel/language download fails.	1. Turn the main power OFF/ON. 2. If the download fails again, replace the controller board and the operation panel unit. 3. After replacing the unit, update it using the same removable media. If the update is successful, this error code disappears.	
43	Printing download fails.	1. Turn the main power OFF/ON. 2. The removable media is damaged if the update fails again. Replace the removable media.	
44	The data to be overwritten cannot be accessed when controller-related programs are downloaded.	1. Turn the main power OFF/ON. 2. Install the correct ROM update data in the removable media. 3. Replace the controller board if the data to be overwritten is contained on the controller board.	
49	Firmware updates are currently prohibited.	1. The setting of Update Firmware in the Administrator Tools has been set to [Prohibit] by an administrator. Amend the setting to [Do not Prohibit] and try again.	
50	The results of the electronic authorization check have rejected the update data.	1. Install the correct ROM update data in the removable media.	
51	<i>An SC occurred because the machine was in operation, so the received ROM update data was discarded.</i>	- <i>Retry when the machine is not in operation, so the SC does not occur.</i> * <i>This error code is not displayed on SOP but displayed on the tool for remote update. (ex. Web Image Monitor)</i>	
52	Received ROM update data was discarded because the sum value and data length are abnormal.	- <i>Retry with the correct data.</i> * <i>This error code is not displayed on SOP but displayed on the tool for remote update. (ex. Web Image Monitor)</i>	
53	Previous download was interrupted.	- <i>Retry with the correct data.</i> * <i>This error code is not displayed on SOP but displayed on the tool for remote update. (ex. Web Image Monitor)</i>	

Model: General		Date: 14-Mar-22	No.: RGene131
Code	Contents	Solutions	
54	Header for the update does not exist.	<ul style="list-style-type: none"> - Retry with the correct data. <i>*This error code is not displayed on SOP but displayed on the tool for remote update. (ex. Web Image Monitor)</i>	
57	@Remote is not connected at the date/time reserved for receiving the package firmware update from the network.	<ul style="list-style-type: none"> - Check the @Remote connection. <i>*This error will occur only for the machine using @Remote.</i>	
58	Update cannot be done due to a reception route problem.	<ul style="list-style-type: none"> - Check the @Remote connection. <i>*This error will occur only for the machine using @Remote.</i>	
59	HDD is not mounted.	<ul style="list-style-type: none"> - Check the HDD connection. 	
60	HDD could not be used during the package firmware update.	<ol style="list-style-type: none"> 1. Try again. 2. Replace the HDD. 	
61	The module ID for the package firmware update is incorrect.	<ul style="list-style-type: none"> - Prepare the correct package files. 	
62	The configuration of the package firmware update files is incorrect.	<ul style="list-style-type: none"> - Prepare the correct package files. 	
63	Reception fails due to the power off at the reserved date/time of the remote firmware update from the network.	<ul style="list-style-type: none"> - Update is to be done automatically when the next reception time has elapsed. 	
64	Reception fails due to the power off at the reserved date/time of the package firmware update from the network.	<ul style="list-style-type: none"> - Reset the reservation date/time for the remote update. 	
65	Reception fails due to the status error of the machine at the reserved date/time of the remote firmware update from the network.	<ul style="list-style-type: none"> - Update is to be done automatically when the next reception time has elapsed. 	
66	Reception failed due to the status error of the machine at the reserved date/time of the package firmware update from the network.	<ul style="list-style-type: none"> - Reset the reservation date/time for the remote update. 	

Model: General		Date: 14-Mar-22	No.: RGene131
Code	Contents	Solutions	
67	Acquisition of the latest version information from the Gateway fails at the reserved date/time of the remote firmware update from the network.	- Check that the network is connected correctly.	
68	Acquisition of the latest version information from the Gateway fails.	- Check that the network is connected correctly.	
69	Download fails at the reserved date/time of the remote firmware update from the network.	- Check that the network is connected correctly.	
70	Package firmware download from the network fails.	- Check that the network is connected correctly.	
71	Network communication error occurs at the reserved date/time of the package firmware update from the network.	- Check that the network is connected correctly.	
72	The setting of @Remote is invalid at the reserved date/time of the package firmware update from the network.	- Set the setting of @Remote Service in the Administrator Tools to [Do not Prohibit].	
73	<i>The operation of the engine could not be stopped, so the received ROM update was discarded, and the machine rebooted.</i>	- <i>Download the update when the machine is not in operation.</i>	
74	Package file decompression has failed.	<ol style="list-style-type: none"> 1. If this occurred during the update by the removable media, check that the removable media is not defective, download the package again, and retry the update. 2. If this occurred during the remote firmware update (WIM and utility) in the local environment, replace the package file in the local environment with the correct one and retry the update. 3. If this has occurred on other occasions or keeps occurring even on the abovementioned occasions, replace the DIMM of the controller board. If it persists, replace the hard disk. 	

Model: General		Date: 14-Mar-22	No.: RGene131
Code	Contents	Solutions	
75	The amount of update data has exceeded the limit. There is too much data in the removable media.	- Move "fwu" in the "/romdata" directory out of that directory so that the same modules are not located in the same directory.	
83	Package RFU reception has been canceled by the user.	- Package RFU reception has been canceled by the user.	
84	Package RFU reception timeout. The reception time has exceeded the limit (100 minutes).	- Check the network connection.	
85	<i>The package does not satisfy the specification of package or data of pkg is broken or failure of DIMM or failure of HDD.</i>	<ol style="list-style-type: none"> 1. <i>Retry with the correct data.</i> 2. <i>If firmware update by SD card fails, check the status of SD card and the data installed in SD card and retry with correct data.</i> 3. <i>If firmware update by SD card fails again, execute firmware update by Web Image Monitor.</i> 4. <i>Replace DIMM on the controller board.</i> 5. <i>Replace HDD.</i> 	
86	<i>The package is not allowed to update the temporary firmware.</i>	<ol style="list-style-type: none"> 1. <i>Enter the SP mode and change SP5-886-101 (Firm Update Setting: Skip LR Check) to "1".</i> 2. <i>Execute the firmware update with "package_01".</i> <p><i>If "Package(ALL)" is used to overwrite temporary firmware, E86 is displayed again and the update does not start.</i></p> <p><i>*For details, please refer to RTB "RGene126".</i></p>	
215-01	<p><i>Attempted to install an application that cannot be used according to the system configuration.</i></p> <p><i>(For example, this occurs when installing an application with the copier, scanner, and fax functions on a non-MFP printer. However, if any of these functions can be used, an application with multiple functions can be installed.)</i></p>	- Confirm that the function of the application to install can be carried out on the model	
215-02	<i>The hard disk cannot be used.</i>	- Confirm that the machine is equipped with a HDD. If the machine has an HDD, make sure it is connected.	

Model: General		Date: 14-Mar-22	No.: RGene131
Code	Contents	Solutions	
215-03	<i>An application that does not match the type (LP/MFP) or model has been installed. *</i>	- <i>Confirm that the application matches the type or model.</i>	
215-04	<i>Attempted to install an application that cannot be installed on the Basic model.</i>	- <i>The application to install is for Solution models. Retry with the appropriate application for Basic models.</i>	
221	<i>The system cannot stop the application for updating or uninstalling.</i>	<ol style="list-style-type: none"> <i>If a job is being executed in the target application, retry updating or uninstalling after completing the job.</i> <i>Retry updating or uninstalling after turning the main power OFF/ON.</i> 	
222	<i>The signature could not be verified.</i>	- <i>Retry with the correct data.</i>	
224	<i>Insufficient storage space</i>	<ol style="list-style-type: none"> <i>Reduce the number of applications to install.</i> <i>Uninstall unnecessary apps.</i> 	
235	<i>Installation failure</i>	- <i>Retry with the correct data.</i>	
236	<i>Version not supported</i>	- <i>Confirm that the application to install supports the smart operation panel for this model.</i>	
238	<i>Error regarding security</i>	- <i>Confirm that the application to install does not have problems regarding security.</i>	