Fault Code 017-714
Scan to Email

FUJi XErOX

Preface

Some customers may experience Fault Code 017-714 when using the Scan to Email function of a Fuji Xerox multifunction printer. If experiencing this Fault Code, please first confirm all Email server details with your Email service provider.

Cause

The 017-714 Fault Code is triggered when the encrypted SSL communication between a Fuji Xerox multifunction printer and the mail server has failed. If the mail server settings require SSL encryption and this communication fails, then the email transmission will also fail.

The most common form of Email SSL encryption is TLS. SSL TLS encryption standards are improved over time as reflected by the TLS version number. Some Email servers will also update the TLS version that is required to make a connection. The current version of TLS is v1.2, and is supported by recent Fuji Xerox multifunction printers.

Products that support SSL TLS v1.2			
ApeosPort-IV 6080	ApeosPort-IV C4475	DocuCentre-IV C2263N	DocuCentre-IV C4470
ApeosPort-IV 7080	ApeosPort-IV C5570	DocuCentre-IV C2265	DocuCentre-IV C4475
ApeosPort-IV C2270	ApeosPort-IV C5575	DocuCentre-IV C2265N	DocuCentre-IV C5570
ApeosPort-IV C2275	ApeosPort-IV C5580	DocuCentre-IV C2270	DocuCentre-IV C5575
ApeosPort-IV C3370	ApeosPort-IV C6680	DocuCentre-IV C2275	DocuCentre-IV C5580
ApeosPort-IV C3371	ApeosPort-IV C7780	DocuCentre-IV C3370	DocuCentre-IV C6680
ApeosPort-IV C3373	ApeosPort-V (all)	DocuCentre-IV C3371	DocuCentre-IV C7780
ApeosPort-IV C3375	DocuCentre-IV 6080	DocuCentre-IV C3373	DocuCentre-V (all)
ApeosPort-IV C4430	DocuCentre-IV 7080	DocuCentre-IV C3375	DocuPrint CM505 da
ApeosPort-IV C4470	DocuCentre-IV C2263	DocuCentre-IV C4430	

Solution

After confirming all Email server details with your Email service provider, check that your Fuji Xerox multifunction printer is configured correctly and supports SSL TLS v1.2. For information about configuring your Fuji Xerox multifunction printer for Scan to Email please refer to the Administrator Guide, or <u>Fuji Xerox Online Support</u>. If your Fuji Xerox multifunction printer does support SSL TLS v1.2 and is configured correctly but still displays error 017-714, a firmware update may be required. Please contact your local Fuji Xerox Support Centre for assistance.

If your Fuji Xerox multifunction printer is not listed in this document, it is recommended that customers configure the Fuji Xerox multifunction printer to use the Scan to PC function instead. For information about configuring your Fuji Xerox multifunction printer for Scan to PC please refer to the Administrator Guide, or <u>Fuji Xerox Online Support</u>.

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