

SB Number:	SB 2GR-008	Creation Date: 05/07/2007
Subject:	Definition of various undocumented error codes	
Model:	KM-3050/4050/5050	

Falcon3, the information of Error Codes

Basically CF codes should disappear after turns power switch OFF/ON.

Below is a list of error codes you might encounter when using the KM-3050/4050/5050. All the codes mentioned in this list have been resolved in past firmware upgrades. Therefore, should you encounter any machines/reports with one of these codes, please FIRST upgrade the firmware to the latest version. In some cases an alternative solution is provided so please read the below carefully.

1. CF620, CFB2C = Software error due to unspecified causes

This is a software error due to unspecified causes, so we can not narrow down the cause of the problem specifically. When an old version of firmware is used, "CF620" may appear on the Event log even though there wasn't actually an error on the machine. It was a software bug, and the bug has been resolved by firmware version V2.02B and V2.03B. This error is not related to any defects of PCBs.

MEASURES:

- Please check F/W version. If it's not the most recent, please upgrade it to the latest version.
- Error "CF620" should disappear after turning the power switch OFF/ON.

2. CF46F = HDD data access error

Most likely the following situation will have caused this code:

The machine power has been turned off while the machine is accessing the HDD, and subsequently data-destruction has occurred on the HDD. At that moment "CF46F" error is not displayed after the machine was turned back ON, however (for example 2 or 3 days later) whilst the machine is accessing the HDD, it hits the destruction point on the HDD after which "CF46F" occurs.

Auto recovery system; when the machine found the destruction point on HDD, it would try to scan and recover the error automatically. However depending from case to case, not 100% are guaranteed for automatic-recovering, so still formatting DHH (U024) might be required in those cases that couldn't be recovered.

MEASURES:

- Please check F/W version. Please upgrade it to the latest version.
- Format HDD using U024. (Note: Performing U024 will delete all of the registered data)

3. CF040 = Communication error between Main PCB and Engine PCB.

Poor contact of connector between Main PCB and Engine PCB or electric noise causes the error. There was a case that the cable running from the DF to the machine caused "CF040". The error code should be disappearing after turning the power switch OFF/ON. This error code is not resolved by replacing the Main DIMM.

MEASURES:

- Check the connectors on the Main PCB and Engine PCB.
- Error "CF040" should disappear after turning the power switch OFF/ON.
- Also please check the cable between Main PCB and Engine PCB, and the other relating cable or wiring, which could be causing the communication error.

4. CFB30, CFB31, CFB32 = Communication error between Main PCB and Panel PCB.

This error may show up when there is poor contact between the Panel DIMM and it's socket, or failing to upgrade the firmware. There was a case of defective Main Memory DIMM (SDRAM), so this might also be a possible cause.

MEASURES:

- Check the contact between panel DIMM / socket. (Reseat DIMM)
- Upgrade the firmware or replace Panel DIMM. (Be sure to check FW combinations)
- Upgrade the firmware or replace Main DIMM. (Be sure to check FW combinations)
- Replace Main Memory DIMM (SDRAM).

5. C0180, C0060 = Occurred after replacing (swapping) Main/ Engine PCBs

There are commonly used Main PCB between 30 cpm and 40/50 cpm models. The data in the EEP-ROM is configured to each machine. The service engineer should always check the FW combinations when replacing the PCBs. If this is not done and errors appear it is because a mismatch occurred and these codes appear when replacing the PCBs.

MEASURES:

- Please check if the above code occurred after replacing PCBs or not.
- EEP-ROM has been configured to each individual machine. Therefore: the EEP-ROM should NEVER be swapped with the EEP-ROM from other machines.
- Please keep the FW combinations as they are (main, engine and language). If you are not sure, please upgrade the FW to the latest first and proceed with any further activity after that..

Spare part item number for the DIMM on PANEL/ MAIN PWB

- 302GR94181: PARTS, PWB PANEL CODE DIMM ASS'Y, SP
- 302GR94200 or 302GR94201: PARTS, PWB MAIN CODE DIMM ASS'Y, SP

On the following page is a list of error codes you might encounter when using the KM-3050/4050/5050. All the codes mentioned in this list have been resolved in past firmware upgrades. If not resolved through firmware upgrades, the below list will indicate where a service engineer can find the source of the error. Please make sure that you bring this document when visiting the end-user.

Should you encounter a CF**** error code that is not on the list, please make sure to send us detailed information on this code, in addition to a copy of the event log that mentions it.

System Call No.	Component	Category	Reason for the occurrence	Supplement
CF000			Undefined communication error between Panel and controller Basically, this error is defined CFB33, CFB34, CFB37	Check DIMMs on the panel PCB and controller If CF000 is still appear, try to change the controller
CF14F	OS_	OS	Primary supply voltage dropped off temporarily and recovery operation was not stable	If the input power supply voltage is not stable or Main SW is turned OFF and ON quickly (about within 1 second), this problem occurs
CF256	LFM	FaxSys	IOBL Error (Not in use at present)	There is the possibility that it might occur by the installation failure of the option FAX PCB
CF257	LFM	FaxSys	KUIOLIB Error	
CF433	NetClient	ImageProcess	Entity Error	<p>There is a possibility that the data related to JOB in HDD is damaged.</p> <p>Mainly, this occurs when pressing the start key to make copy or send scanner or calling the JOB stored in BOX</p> <p>How to take care if this phenomenon is reproduced:</p> <ol style="list-style-type: none"> 1. Turn the power OFF and ON, and try same operation that the problem occurred. And check if the problem reproduces. 2. If the problem is reproduced, perform HDD initialize through System menu System Menu-Adjustment/Maintenance-System Initialization Turn the power OFF and ON, and try same operation that the problem occurred. And check if the problem reproduces. 3. If the problem is reproduced, perform HDD format by the maintenance mode - Execute U024; Turn the power OFF and ON, and try same operation that the problem occurred. And check if the problem reproduces. 4. If the problem is reproduced, replace HDD
CF434	NetClient	ImageProcess	Entity Data Invalid	
CF437	NetClient	ImageProcess	Other Library Error (ImageLibrary, PageData, EventManager)	
CF43F	NetClient	ImageProcess	Crucial (no memory, invalid parameter, etc.)	
CF441	CreateScan	ImageProcess	Initialize Error	
CF444	CreateScan	ImageProcess	Entity Data Invalid	
CF445	CreateScan	ImageProcess	Middleware Error (LioScanner error)	
CF451	CreatePrint	ImageProcess	Initialization error	
CF453	CreatePrint	ImageProcess	Entity error	
CF454	CreatePrint	ImageProcess	Entity data mismatch	
CF45F	CreatePrint	ImageProcess	Other error	
CF460	CreateBox (Memory TX)	ImageProcess	Unrecoverable Error	
CF463	CreateBox (Memory TX)	ImageProcess	Entity Error	
CF46F	CreateBox	ImageProcess	Crucial (no memory, invalid parameter, etc.)	
CF470	CreateFax	ImageProcess	Unrecoverable Error	
CF473	CreateFax	ImageProcess	Entity Error	
CF47F	CreateFax	ImageProcess	Crucial (no memory, invalid parameter, etc.)	
CF484	Edit	ImageProcess	Data Invalid(PageData)	
CF487	Edit	ImageProcess	Other Library Error (ImageLibrary)	
CF48F	Edit	ImageProcess	Crucial	
CF490	Output(Fax)	ImageProcess	Unrecoverable Error	
CF493	Output(Fax)	ImageProcess	Entity Error	
CF494	Output(Fax)	ImageProcess	Entity Data Invalid	
OxPB33	Panel	KI-Panel	Cut off of the communication with the controller is detected - waiting to receive: select () OK return, recv() RX data length 0	<p>Blue back screen. Can not go into the maintenance mode. Contorller PCB got out of control</p> <p>This occurs if the communication with controller is cut off, there is a possibility of the problem with contorller PCB, Panel PCB, Harness</p> <p>There is a possibility that System file on HDD is damaged</p>