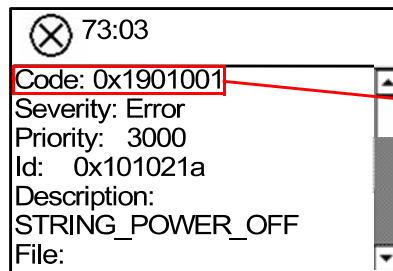# System Error Codes

Introduction

System error codes are hexa-decimal based numbers generally caused by internal system errors. The following pages contain a list of system error codes and their respective descriptions and recommended corrective actions. Only try one recommended action at a time and check if the error code has disappeared.

Note: SE codes included here are from firmware level GW_9.2.1.2 onwards

If you have an error code which is not documented in this Service Manual or you have an error which you cannot resolve, then report the error to the HP Response Center or the nearest HP Support Office. When reporting the error, have the following information ready:

■ Model and Serial Number of the printer.
■ Which firmware revision the printer is using (See Note below). Check firmware in *Setup Menu / Information Menu / Show Printer Information*.
■ The complete error number (See Note below).
■ The Service Configuration Print.
■ The Current configuration sheet.
■ Which software application the customer is using (name, version, etc.).

When reporting the System Error Code, make sure that you supply the full Internal Error Code and the firmware version. Without this information, HP Support Personnel cannot help you. To view the Internal Error Code, hold the DOWN key and press the CANCEL key at the same when the System Error Code is displayed on the Front Panel.

⊗ 73:03

Code: 0x1901001
Severity: Error
Priority: 3000
Id: 0x101021a
Description:
STRING_POWER_OFF
File:

This is the Code that is required when escalating a problem

Continuable and Non-Continuable Error Codes

Some of the Error Codes are continuable, which means you can press **Enter** on the front-panel and continue. Non-Continuable Error Codes do not allow you to continue with the Printer, in this case turn OFFand ON and see if the System Error disappears. If the Error reappears the Printer requires an on-site visit to resolve the problem.

An visit should still be planned to troubleshoot the problem.

Printer System Error Codes

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 01.0:03

Problem Description: Error impact I2C channel.

Corrective Action: Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- If the System Error continues, replace the Gamut PCI PCA ⇒ Page *8-105*.

System Error: 01.0:10

Problem Description: Problem with the Gamut PCI PCA.

Corrective Action: Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Replace the Gamut PCI PCA ⇒ Page *8-105*.
- If the System Error continues, replace the Main PCA ⇒ Page *8-112*.

System Error: 01.3:01

Problem Description: Roll 2 Drawer does not seem to be connected.

Corrective Action: Try the following:
- Check the cable between the Roll 2 Module and the Printer is not damaged and is correctly connected.
- Replace the Roll 2 Module Interconnect PCA ⇒ Page *8-264*.
- Replace the Printer Interconnect PCA ⇒ Page *8-100*.
- If the System Error continues, replace the Gamut PCI PCA ⇒ Page *8-105*.

System Error: 01.1:03

Problem Description: Problem with the PrintMech PCA.

Corrective Action: Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the cables between the PrintMech PCA and the Gamut PCI

PCA are not damaged and are correctly connected.
- Replace the PrintMech PCA ⇒ Page *8-126*.
- If the System Error continues, replace the Gamut PCI PCA ⇒ Page *8-105*.

System Error:	01.1:10
Problem Description:	Problem with the PrintMech PCA.
Corrective Action:	Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the cables between the PrintMech PCA and the Gamut PCI PCA are not damaged and are correctly connected.
- Replace the PrintMech PCA ⇒ Page *8-126*.
- If the System Error continues, replace the Gamut PCI PCA ⇒ Page *8-105*.

System Error:	01.2:10
Problem Description:	ISS PCA faulty - Humidity sensor out of scale or NVM backup failure.
Corrective Action:	Try the following:

- Upgrade the printer's firmware level to 11.1.1.2 or later.

System Error:	02:10
Problem Description:	Encoder seems to be wrong.
Corrective Action:	Try the following:

- Check that the Carriage Stopper is correctly installed (Refer to Carriage Disassembly Instructions ⇒ Page *8-89*, Step *16*.).
- Replace the Carriage Assembly ⇒ Page *8-89*.
- If the System Error continues, replace the Encoder Strip and Encoder Sensor ⇒ Page *8-79*.

System Error:	02.1:10
Problem Description:	Problem with the Carriage PCA.
Corrective Action:	Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Trailing Cable is not damaged.
- Check that the Trailing Cable is correctly connected to the Carriage PCA, Interconnect PCA and to the Gamut PCI PCA.

■ Replace the Carriage PCA ⇒ Page *8-82*.
■ Replace the Gamut PCI PCA ⇒ Page *8-105*.
■ Replace the Trailing Cable ⇒ Page *8-40*

System Error: 03:10

Problem Description: Problem with the Power Supply Unit.

Corrective Action: Try the following:
■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
■ Perform the Electronics Modules Test (⇒ Page *4-32*) to troubleshoot the problem further.
■ If the System Error continues, replace the Power Supply Unit ⇒ Page *8-120*.

System Error: 05.1:10

Problem Description: CPU Fan is stopped or burnt.

Corrective Action: Try the following:
■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
■ Replace the CPU Fan ⇒ Page *8-114*.
■ If the System Error continues, replace the Main PCA ⇒ Page *8-112*.

System Error: 05.3:10

Problem Description: Main memory size failure.

Corrective Action: Try the following:
■ Check that the minimum amount of memory is intalled correctly:
  – 256MB for the HP Designjetjet 4000.
  – 512MB for the HP Designjet 4020.
■ Try installing the Memory Module in the other Memory slot and check if the System Error appears.
■ If the System Error reappears, replace the Memory Module ⇒ Page *8-110*.
■ If the System Error does NOT reappear, then the original slot could be faulty. In this case, replace the Main PCA ⇒ Page *8-112*.

System Error: 06:03

Problem Description: NVM file has bad CRC.

Corrective Action: Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- If the System Error continues, replace the Hard Disk Drive ⇒ Page *8-114*.

System Error: 06:10

Problem Description: Main NVM failure - not detected, read/write failed or readback error.

Corrective Action: Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- If the System Error continues, replace the Hard Disk Drive ⇒ Page *8-114*.

System Error: 07:10

Problem Description: Aerosol Fan driver burnt.

Corrective Action: Try the following:
- Replace the Printer Interconnect PCA ⇒ Page *8-100*.
- If the System Error continues, replace the Gamut PCI PCA ⇒ Page *8-105*.

System Error: 08:11

Problem Description: Problem with the Front Panel.

Corrective Action: Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- If the printer emits one or multiple 'beeps' as the printer turns On, perform the procedure 'Using the buzzer at Power-up to Troubleshoot ⇒Page *1-9*.
- Check that the Front Panel cable is not damaged and is correctly connected to the Front Panel and to the Interconnect PCA.
- Check that the Memory Module is installed correctly.
- Check that the cables between the Interconnect PCA and the Main PCA are not damaged and are correctly connected.
- Check that the cables between the Hard Disk Drive and the Power Supply Unit and the Main PCA are not damaged and are correctly connected.
- Check that the cable between the Power Supply Unit and the Main PCA is not damaged and is correctly connected.
- Replace the Interconnect PCA ⇒Page *8-93*.

■ Replace the Gamut PCA ⇒Page *8-98*.

System Error: 11:10

Problem Description: Trailing Cable does not seem to be detected.

Corrective Action: Try the following:
■ Check that the Trailing Cable is not damaged.
■ Check that the Trailing Cable is correctly connected to the Carriage PCA, Interconnect PCA and to the Gamut PCI PCA.
■ Replace the Gamut PCI PCA ⇒ Page *8-105*.
■ Replace the Trailing Cable ⇒ Page *8-40*.
■ Replace the Carriage PCA ⇒ Page *8-82*.

System Error: 13.n:10

Problem Description: Problem starting acumen supplies.

Corrective Action: Try the following:
■ Remove ALL Ink Cartridges and reinstall them in the Printer.
■ Check that the ISS to Cartridge cables are not damaged and are correctly connected to the Ink Supply Tubes PCA.
■ Replace the ISS to Cartridge cables ⇒ Page *8-65*
■ Replace the Ink Supply Tubes ⇒ Page *8-53*.

System Error: 21:03

Problem Description: Service Station servo shutdown.

Corrective Action: Try the following:
■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
■ If the System Error continues, replace the Service Station ⇒ Page *8-30*.
■ Replace the PrintMech PCA ⇒ Page *8-126*.
■ Replace the Printer Interconnect PCA ⇒ Page *8-100*.

System Error: 21:12

Problem Description: Fail moving Service Station.

Corrective Action: Try the following:
■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
■ If the System Error continues, replace the Service Station ⇒ Page *8-30*.

System Error: 21:13

Problem Description: Problem with the Service Station.

Corrective Action:
Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Make sure that the Service Station path is clear. Remove any visible obstacles (e.g. screws, plastic parts, etc...) restricting the movement of the Service Station.
- If the System Error continues, replace the Service Station ⇒ Page *8-30*.

System Error: 23:10

Problem Description: Problem with the APS.

Corrective Action:
Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the APS cable is not damaged and is correctly connected to the PrintMech PCA.
- Replace the APS Assembly ⇒ Page *8-69*.
- Replace the PrintMech PCA ⇒ Page *8-126*.
- If the System Error continues, replace the Gamut PCI PCA ⇒ Page *8-105*.

System Error: 24:03

Problem Description: Ink Setup failure (Ink Supply Tubes purge failed).

Corrective Action:
Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Try purging the Ink Supply Tubes again once the Printer has been rebooted.
- Install new Ink Cartridges in to the Printer and try purging the Printer again.

System Error: 24:10

Problem Description: Broken bag detected in Ink Cartridge.

Corrective Action:
Try the following:
- Remove the Ink Cartridges and check for ink leakage in the ISS area.
- Perform the "Bag Broken Recovery" Diagnostic (⇒ Page *4-56*) to further troubleshoot the error code.

System Error: 26:01

Problem Description: Floater Error

Corrective Action:
Try the following:
- Reseat all Cartridges

System Error: 26.0:01

Problem Description: Bad contact detected in ISS slot0 floater.

Corrective Action:
Try the following:
- Remove the Yellow Ink Cartridge and reinstall it in to the Printer.
- Replace the Yellow Ink Cartridge.
- Check that the ISS to Cartridge cable (Yellow Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.
- Replace the ISS to Cartridge cable (Yellow Ink Cartridge) ⇒ Page *8-65*.
- Replace the Ink Supply Tubes ⇒ Page *8-53*.

System Error: 26.1:01

Problem Description: Bad contact detected in ISS slot1 floater.

Corrective Action:
Try the following:
- Remove the Magenta Ink Cartridge and reinstall it in to the Printer.
- Replace the Magenta Ink Cartridge.
- Check that the ISS to Cartridge cable (Magenta Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.
- Replace the ISS to Cartridge cable (Magenta Ink Cartridge) ⇒ Page *8-65*.
- Replace the Ink Supply Tubes ⇒ Page *8-53*.

System Error: 26.2:01

Problem Description: Bad contact detected in ISS slot2 floater.

Corrective Action:
Try the following:
- Remove the Black Ink Cartridge and reinstall it in to the Printer.
- Replace the Black Ink Cartridge.
- Check that the ISS to Cartridge cable (Black Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.
- Replace the ISS to Cartridge cable (Black Ink Cartridge) ⇒ Page *8-65*.
- Replace the Ink Supply Tubes ⇒ Page *8-53*.

System Error: 26.3:01

Problem Description: Bad contact detected in ISS slot3 floater.

Corrective Action: Try the following:
- Remove the Cyan Ink Cartridge and reinstall it in to the Printer.
- Replace the Cyan Ink Cartridge.
- Check that the ISS to Cartridge cable (Cyan Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.
- Replace the ISS to Cartridge cable (Cyan Ink Cartridge) ⇒ Page *8-65*.
- Replace the Ink Supply Tubes ⇒ Page *8-53*.

System Error: 26.n:10

Problem Description: Order of Ink Supplies incorrect.

Corrective Action: Try the following:
- Remove the Ink Cartridges and check that they are the correct ones for this Printer and that they are inserted in the correct position.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 26:14

Problem Description: A wrong Ink Cartridge has been detected.

Corrective Action: Try the following:
- Remove the Ink Cartridges and check that they are the correct ones for this Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.
- Replace the Ink Cartridges.

System Error: 27:03

Problem Description: An error has occurred in Printhead detection.

Corrective Action: Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Remove the Printheads from the Carriage and reinsert them.
- Replace the Printheads.
- Replace the Carriage Flex Cables ⇒ Page *8-87*.

System Error: 27:14

Problem Description: A wrong Printhead has been detected.

Corrective Action:
Try the following:
- Remove the Printheads and check that they are the correct ones for this Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.
- Replace the Printheads.

System Error: 29.0:01

Problem Description: Printhead Cleaner not inserted correctly in slot 1.

Corrective Action:
Try the following:
- Open the Printhead Cleaner Access Door and check that the Yellow Printhead Cleaner is correctly seated in slot 1 of the Service Station and then close the Printhead Cleaner Access Door.
- Replace the Yellow Printhead Cleaner in slot 1 of the Service Station.

System Error: 29.1:01

Problem Description: Printhead Cleaner not inserted correctly in slot 2.

Corrective Action:
Try the following:
- Open the Printhead Cleaner Access Door and check that the Yellow Printhead Cleaner is correctly seated in slot 2 of the Service Station and then close the Printhead Cleaner Access Door.
- Replace the Yellow Printhead Cleaner in slot 2 of the Service Station.

System Error: 29.2:01

Problem Description: Printhead Cleaner not inserted correctly in slot 3.

Corrective Action:
Try the following:
- Open the Printhead Cleaner Access Door and check that the Magenta Printhead Cleaner is correctly seated in slot 3 of the Service Station and then close the Printhead Cleaner Access Door.
- Replace the Magenta Printhead Cleaner in slot 3 of the Service Station.

System Error: 29.3:01

Problem Description: Printhead Cleaner not inserted correctly in slot 4.

Corrective Action:
Try the following:
- Open the Printhead Cleaner Access Door and check that the Magenta Printhead Cleaner is correctly seated in slot 4 of the Service Station and then close the Printhead Cleaner Access Door.
- Replace the Magenta Printhead Cleaner in slot 4 of the Service Station.

System Error: 29.4:01

Problem Description: Printhead Cleaner not inserted correctly in slot 5.

Corrective Action:
Try the following:
- Open the Printhead Cleaner Access Door and check that the Black Printhead Cleaner is correctly seated in slot 5 of the Service Station and then close the Printhead Cleaner Access Door.
- Replace the Black Printhead Cleaner in slot 5 of the Service Station.

System Error: 29.5:01

Problem Description: Printhead Cleaner not inserted correctly in slot 6.

Corrective Action:
Try the following:
- Open the Printhead Cleaner Access Door and check that the Black Printhead Cleaner is correctly seated in slot 6 of the Service Station and then close the Printhead Cleaner Access Door.
- Replace the Black Printhead Cleaner in slot 6 of the Service Station.

System Error: 29.6:01

Problem Description: Printhead Cleaner not inserted correctly in slot 7.

Corrective Action:
Try the following:
- Open the Printhead Cleaner Access Door and check that the Cyan Printhead Cleaner is correctly seated in slot 7 of the Service Station and then close the Printhead Cleaner Access Door.
- Replace the Cyan Printhead Cleaner in slot 7 of the Service Station.

System Error: 29.7:01

Problem Description: Printhead Cleaner not inserted correctly in slot 8.

Corrective Action: Try the following:
- Open the Printhead Cleaner Access Door and check that the Cyan Printhead Cleaner is correctly seated in slot 8 of the Service Station and then close the Printhead Cleaner Access Door.
- Replace the Cyan Printhead Cleaner in slot 8 of the Service Station.

System Error: 38:01

Problem Description: Generic accessory communication error.

Corrective Action: Try the following:
- Restart the printer.

System Error: 38:03

Problem Description: Generic Stacker communication error.

Corrective Action: Try the following:
- Restart the printer.
- Perform the Stacker Test ⇒ Page *4-65*.
- Check that the cable between the Stacker and the Printer is not damaged and is correctly connected.
- Upgrade the firmware of the Stacker.
- Replace the Stacker Electronics PCA ⇒ Page *8-308*.

System Error: 38.1:01

Problem Description: Media jam in between the printer and the accessory.

Corrective Action: Try the following:
- Remove any media jammed in the Printer or Stacker and restart the printer.
- Perform the Stacker Test ⇒ Page *4-65*.
- Perform the Media Drive Test ⇒ Page *4-12*

System Error: 41.1:03

Problem Description: A current limit in the Roll 1 Media Feed Motor has been detected.

Corrective Action: Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the

Power cord. Reconnect the power cord and power On the Printer.

- Perform the Media Drive Test ⇒ Page *4-12*
- Open the Roll 1 Drawer and check for any visible obstacles restricting the movement of the Feed Roller. If there is a wrinkled mass of media inside the paper path, lift the Pinchwheels (using the Roll 1 Paper Load Lever) and clear the obstruction.
- Replace the Roll 1 Media Feed Motor ⇒ Page *8-190*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *8-126*.

System Error:	41.1:10
Problem Description:	A fault has been detected in the Roll 1 Media Feed Motor.
Corrective Action:	Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Media Drive Test ⇒ Page *4-12*
- Check that the Roll 1 Media Feed Motor cable is not damaged and is correctly connected to the PrintMech PCA.
- Replace the Roll 1 Media Feed Motor ⇒ Page *8-190*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *8-126*.

System Error:	41.2:03
Problem Description:	A current limit has been detected in the Roll 2 Media Feed Motor.
Corrective Action:	Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Media Drive Test ⇒ Page *4-12*
- Open the Roll 2 Drawer and check for any visible obstacles restricting the movement of the Feed Roller. If there is a wrinkled mass of media inside the paper path, lift the Pinchwheels (using the Roll 2 Paper Load Lever) and clear the obstruction.
- Replace the Roll 2 Media Feed Motor ⇒ Page *8-244*.
- If the System Error continues, replace the Roll 2 interconnect PCA ⇒ Page *8-264*.

System Error:	41.2:10
Problem Description:	A fault has been detected in the Roll 2 Media Feed Motor.
Corrective Action:	Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.

■ Perform the Media Drive Test ⇒ Page *4-12*.
■ Check that the Roll 2 Media Feed Motor cable is not damaged and is correctly connected to the Roll 2 Interconnect PCA.
■ Replace the Roll 2 Media Feed Motor ⇒ Page *8-244*.
■ If the System Error continues, replace the Roll 2 Interconnect PCA ⇒ Page *8-264*.

System Error:	41:03
Problem Description:	Electrical current limit in Media-Axis Motor.
Corrective Action:	Try the following:

■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
■ Perform the Media Drive Test ⇒ Page *4-12*.
■ Open the Window and check for any visible obstacles restricting the movement of the Drive Roller. If there is a wrinkled mass of media inside the paper path, lift the Pinchwheels (using the black Driver Pinch Lever) and clear the obstruction.
■ Replace the Media-Axis Motor ⇒ Page *8-98*.
■ If the System Error continues, replace the PrintMech PCA ⇒ Page *8-126*.

System Error:	41:10
Problem Description:	Electrical fault in Media-Axis Motor.
Corrective Action:	Try the following:

■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
■ Perform the Media Drive Test ⇒ Page *4-12*.
■ Check that the Media-Axis Motor cable is not damaged and is correctly connected to the PrintMech PCA.
■ Replace the Media-Axis Motor ⇒ Page *8-98*.
■ If the System Error continues, replace the PrintMech PCA ⇒ Page *8-126*.

System Error:	42:03
Problem Description:	Electrical current limit in Scan-Axis Motor.
Corrective Action:	Try the following:

■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
■ Perform the Media Drive Test ⇒ Page *4-12*.
■ Open the Window and check for any visible obstacles restricting the movement of the Carriage Assembly. If there is a wrinkled mass of media

blocking the Carriage Assembly, then clear the obstruction.
- Replace the Scan-Axis Motor ⇒ Page *8-95*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *8-126*.

System Error: 42:10

Problem Description: Electrical fault in Scan-Axis Motor.

Corrective Action:
Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Media Drive Test ⇒ Page *4-12*.
- Check that the Scan-Axis Motor cable is not damaged and is correctly connected to the PrintMech PCA.
- Replace the Scan-Axis Motor ⇒ Page *8-95*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *8-126*.

System Error: 43:10

Problem Description: Vacuum Fan has stopped functioning.

Corrective Action:
Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Vacuum Fan cables are not damaged and are correctly connected to the Interconnect PCA.
- Also check that the cables between the Interconnect PCA and the PrintMech PCA are not damaged and are correctly connected.
- Replace the Vacuum Fan ⇒ Page *8-34*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *8-126*.

System Error: 44:10

Problem Description: Problem with the Aerosol Fan.

Corrective Action:
Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Aerosol Fan cable is not damaged and is correctly connected to the Interconnect PCA.
- Replace the Aerosol Fan ⇒ Page *8-36*.
- If the System Error continues, replace the Interconnect PCA ⇒ Page *8-100*.

System Error: 44:11

Problem Description: Aerosol Fan not connected.

Corrective Action: Try the following:
- Check that the Aerosol Fan cable is not damaged and is correctly connected to the Interconnect PCA.
- Replace the Aerosol Fan ⇒ Page *8-36*.

System Error: 51:10

Problem Description: Window Sensor failure.

Corrective Action: Try the following:
- Check that the Window Sensor cable is not damaged and is correctly connected to the Interconnect PCA.
- Perform the Sensors Test ⇒ Page *4-43*.
- Replace the Window Sensor.

System Error: 51.1:10

Problem Description: PHC Access Door Sensor failure.

Corrective Action: Try the following:
- Check that the PHC Access Door Sensor cable is not damaged and is correctly connected to the Interconnect PCA.
- Replace the PHC Access Door Sensor.

System Error: 51.2:10

Problem Description: Stacker Detector sensor error.

Corrective Action: Try the following:
- Check that the Stacker Detector Sensor cable is not damaged and is correctly connected to the PrintMech PCA.
- Replace the Left Deflector ⇒ Page *8-190*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *8-126*.

System Error: 51.3:10

Problem Description: An error with the Roll 1 Left Drawer Sensor has been detected.

Corrective Action: Try the following:
- Check that the Roll 1 Left Drawer Sensor cable is not damaged and is correctly connected to the Interconnect PCA.

■ Replace the Roll 1 Left Drawer Sensor ⇒ Page *8-209*.

System Error:	51.4:10
Problem Description:	An error with the Roll 2 Left Drawer Sensor has been detected
Corrective Action:	Try the following: ■ Check that the Roll 2 Left Drawer Sensor cable is not damaged and is correctly connected to the Interconnect PCA. ■ Replace the Roll 2 Left Drawer Sensor ⇒ Page *8-249*.

System Error:	51.5:10
Problem Description:	An error with the Roll 1 Drawer Right Sensor has been detected.
Corrective Action:	Try the following: ■ Check that the Roll 1 Right Drawer Sensor cable is not damaged and is correctly connected to the Interconnect PCA. ■ Replace the Roll 1 Drawer Right Sensor ⇒ Page *8-209*.

System Error:	51.6:10
Problem Description:	An error with the Roll 2 Right Drawer Sensor has been detected.
Corrective Action:	Try the following: ■ Check that the Roll 2 Right Drawer Sensor cable is not damaged and is correctly connected to the Interconnect PCA. ■ Replace the Roll 2 Right Drawer Sensor ⇒Page *8-251*

System Error:	53.3:10
Problem Description:	An error with the Roll 1 Sensor has been detected.
Corrective Action:	Try the following: ■ Check that the Roll 1 Sensor cable is not damaged and is correctly connected to the Interconnect PCA. ■ Replace the Roll 1 Media Sensor ⇒ Page *8-207*.

System Error:	53.4:10
Problem Description:	An error with the Roll 2 Media Sensor has been detected.
Corrective Action:	Try the following: ■ Check that the Roll 2 Sensor cable is not damaged and is correctly

connected to the Roll 2 Interconnect PCA.
- Replace the Roll 2 Media Sensor ⇒ Page *8-266*.

System Error: 52:10

Problem Description: Drop Detector switch On/Off failure.

Corrective Action:
Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Drop Detector cable is not damaged and is correctly connected to the Service Station cable.
- Check that the Service Station cable is not damaged and is correctly connected to the Interconnect PCA.
- Replace the Drop Detector ⇒ Page *8-38*.
- Replace the Gamut PCI PCA ⇒ Page *8-105*.
- If the System Error continues, replace the Interconnect PCA ⇒ Page *8-100*.

System Error: 53:10

Problem Description: An error with the Main Media Sensor has been detected.

Corrective Action:
Try the following:
- Check that the Main Media Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- Perform the Sensors Test ⇒ Page *4-43*.
- Replace the Main Media Sensor ⇒ Page *8-147*.

System Error: 54:10

Problem Description: An error with the Drive Pinch Lever sensor has been detected.

Corrective Action:
Try the following:
- Check that the Drive Pinch Lever sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- Perform the Sensors Test ⇒ Page *4-43*.
- Replace the Drive Pinch Lever sensor ⇒ Page *8-155*.

System Error: 54.1:10

Problem Description: An error with the Roll 1 Media Load Lever Sensor has been detected.

Corrective Action:
Try the following:
- Check that the Roll 1 Media Load Lever Sensor cable is not damaged and

is connected correctly to the Interconnect PCA.
- Perform the Sensors Test ⇒ Page *4-43*.
- Replace the Roll 1 Paper Load Lever Sensor ⇒ Page *8-204*.

System Error:	54.2:10
Problem Description:	An error with the Roll 2 Media Load Lever Sensor has been detected.
Corrective Action:	Try the following: ■ Check that the Roll 2 Media Load Lever Sensor cable is not damaged and is connected correctly to the Interconnect PCA. ■ Perform the Sensors Test ⇒ Page *4-43*. ■ Replace the Roll 2 Media Load Lever Sensor ⇒ Page *8-204*.

System Error:	55:10
Problem Description:	Problem with the Line Sensor.
Corrective Action:	Try the following: ■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer. ■ Replace the Line Sensor ⇒ Page *8-38*. ■ If the System Error continues, replace the Carriage PCA ⇒ Page *8-82*.

System Error:	56:01
Problem Description:	Analog Encoder calibration failed.
Corrective Action:	Try the following: ■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer. ■ Replace the Encoder Disc and Sensor ⇒ Page *8-149*. ■ If the System Error continues, replace the PrintMech PCA ⇒ Page *8-126*

System Error:	56:03
Problem Description:	Analog Encoder calibration failed.
Corrective Action:	Try the following: ■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer. ■ Replace the Encoder Disc and Sensor ⇒ Page *8-149*. ■ If the System Error continues, replace the PrintMech PCA ⇒ Page *8-126*.

System Error: 56:10

Problem Description: Drive Roller Encoder sensor failed.

Corrective Action: Try the following:
- Replace the Encoder Disc and Sensor ⇒ Page *8-149*.

System Error: 56.1:10

Problem Description: Roll 1 BT Arm encoder.

Corrective Action: Try the following:
- Replace the Encoder Disc and Sensor ⇒ Page *8-199* and Page *8-200*.

System Error: 56.2:10

Problem Description: Roll 2 BT Arm encoder.

Corrective Action: Try the following:
- Replace the Encoder Disc and Sensor ⇒ Page *8-257*.

System Error: 61:01

Problem Description: The file format is incorrect and the Printer cannot process the job.

Corrective Action: Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check the graphic language setting of the Printer (Refer to the User's Guide).
- Resend the file to the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 61:04.1

Problem Description: The Postscript fonts are missing. Upgrading the Firmware will re-install the fonts.

Corrective Action: Perform a full firmware upgrade that includes package 'B'.

System Error:	61:08.1
Problem Description:	The file cannot be printed because it is password protected.
Corrective Action:	Resend the file without password protection.

System Error:	63:04
Problem Description:	Input/Output problem through the Network Card.
Corrective Action:	Try the following:

- Check that the Network cable is correctly connected to the Network Card.
- If a Gigabit Ethernet Card is being used, make sure it is correctly installed. If necessary, replace the Gigabit Ethernet Card.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.
- If the System Error continues, replace the Main PCA ⇒ Page *8-112*.

System Error:	64:04
Problem Description:	Input/Output problem through the USB Port.
Corrective Action:	Try the following:

- Check that the USB cable is correctly connected to the Printer.
- Check that the USB Card is correctly installed.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.
- Replace the USB card.

System Error:	65:04
Problem Description:	Input/Output problem through an unknown port.
Corrective Action:	Try the following:

- Check that the unknown port cable is correctly connected to the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error:	66:08
Problem Description:	Cannot print file on current paper type. The paper type has changed since the

file was sent, so the file cannot be printed on the paper type currently loaded.

Corrective Action:	Try the following: ■ Resend the file to be printed on the current paper type. ■ Change the paper type to the type that was loaded when the file was originally sent.

System Error:	67:04
Problem Description:	Input/Output problem through an Firewire Port.
Corrective Action:	Try the following: ■ Check that the Firewire cable is correctly connected to the Printer. ■ Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version. ■ If the System Error continues, replace the Main PCA ⇒ Page *8-112*.

System Error:	68:03
Problem Description:	Non-critical permanent data was lost. This does not prevent the Printer to work, only that internal life counters will not be recorded until the Printer is restarted.
Corrective Action:	Try the following: ■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer. ■ Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error:	71:03
Problem Description:	Out of memory failure.
Corrective Action:	It is recommended that you remove any unnecessary files from the Hard Disk Drive using the Web Server.

System Error:	71:04
Problem Description:	Out of memory failure.
Corrective Action:	It is recommended that you remove any unnecessary files from the Hard Disk

Drive using the Web Server.

System Error: 71:19

Problem Description: Default Serial Number found in the main and backup NVM. It seems that both the Ink Supply Tubes and Hard Disk Drive have been replaced together.

Corrective Action: Try the following:
- ■ Perform the "Error 71:19 Recovery" Service Utility (refer to Chapter 4).

> **You MUST NEVER replace both the Hard Disk Drive and the Ink Supply Tubes at the same time. If both parts need to replaced, you MUST first replace one part and then power ON the Printer until it completely initializes. Then you can power OFF the Printer and replace the other part.**

System Error: 72:04

Problem Description: Generic Firmware error.

Corrective Action: Try the following:
- ■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- ■ Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 73:03

Problem Description: Servo Error.

Corrective Action: Try the following:
- ■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- ■ Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.
- ■ Perform the "Scan-Axis" Diagnostic ($\Rightarrow$ Page *4-7*) to further troubleshoot the error code.
- ■ If the System Error continues, perform the "Media Drive" Diagnostic ($\Rightarrow$ Page *4-12*) to further troubleshoot the error code.

System Error: 74:00

Problem Description: Failed getting Part Number/Serial Number.

Corrective Action: Try the following:
- ■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.

■ Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 74:01

Problem Description: Error uploading firmware update file.

Corrective Action: Try the following:
■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
■ Resend the firmware update file to the Printer.

System Error: 74:04

Problem Description: Old Vacuum Fan detected - upgrade the Firmware.

Corrective Action: Try the following:
■ Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 76:03

Problem Description: Out of Disk space - Data was lost.

Corrective Action: Try the following:
■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
■ Resend the file to the Printer.
■ If the System Error continues, it is recommended that you remove any unnecessary files from the Hard Disk Drive using the Web Server.
■ Perform an EEROM Reset ($\Rightarrow$ Page *4-72*) and resend the file to the Printer.

System Error: 77:04

Problem Description: Embedded Web Server internal software error.

Corrective Action: Try the following:
■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
■ Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 79:03

Problem Description: Generic Firmware error.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 79:04

Problem Description: Generic Firmware error.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.
- Activate the traces (*Service menu → Service tests → Log management → Enable logs → other*).
- Get the Configuration Plot of the printer (*http://<ip>/hp/device/ webAccess/configPlot.htm*).
- Get the full service plot of the printer (*http://<ip>/hp/device/webAccess/ allServicePlot.htm*).
- Get the logs (*printer.log* & *log.*.gz* from *http://<ip>/hp/device/3432/ 8828/tmp/*) Refer to Page *4-79*.

System Error: 79.1:04

Problem Description: CDS server lost connection with client.

Corrective Action: Try the following:

- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.

System Error: 81:01

Problem Description: Paper servo shutdown.

Corrective Action: Try the following:

- Open the Window and check for any visible obstacles restricting the movement of the Drive Roller. If there is a wrinkled mass of media inside the paper path, lift the Pinchwheels (using the black Drive Pinch Lever)

and clear the obstruction.
- Perform the "Media Drive" Diagnostic (⇒ Page *4-12*) to further troubleshoot the error code.
- Check the connections on the PrintMech: The Paper Axis Motor is connected to the connector labeled Paper Motor and the Roll 1 Feed Motor cable is connected to the connector labeled FROLL.
- If the System Error continues, replace the Media-Axis Motor ⇒ Page *8-98*.

System Error:	81:03
Problem Description:	It was impossible to correctly stop the servo before setting the encoder position.
Corrective Action:	Try the following:

- Open the Window and check for any visible obstacles restricting the movement of the Drive Roller. If there is a wrinkled mass of media inside the paper path, lift the Pinchwheels (using the black Driver Pinch Lever) and clear the obstruction.
- Perform the "Media Drive" Diagnostic (⇒ Page *4-12*) to further troubleshoot the error code.
- If the System Error continues, replace the Media-Axis Motor ⇒ Page *8-98*.

System Error:	81:10
Problem Description:	Fail starting Paper Motor.
Corrective Action:	Try the following:

- Open the Window and check for any visible obstacles restricting the movement of the Drive Roller. If there is a wrinkled mass of media inside the paper path, lift the Pinchwheels (using the black Drive Pinch Lever) and clear the obstruction.
- Perform the "Media Drive" Diagnostic (⇒ Page *4-12*) to further troubleshoot the error code.
- If the System Error continues, replace the Media-Axis Motor ⇒ Page *8-98*.

System Error:	84.11:01
Problem Description:	The printer tries to raise Roll 1 media to the level of the Drive Roller, but the Main Media sensor cannot detect the presence of the media
Corrective Action:	Try the following:

- Make sure there is no media jammed in the Roll 1 media path.
- Check that the Main Media Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- Clean the Roll 2 Module Feed Roller to ensure the media is not slipping.

- Ensure the printer's firmware level is at least version GW9.2.1.1.
- Perform the Sensor Test ⇒ Page *4-43*.
- Replace the Media Sensor ⇒ Page *8-147*.

System Error: 84.12:01

Problem Description: The printer tries to remove Roll 1 media from the area of the driver roller, but the Main Media sensor detects the presence of the media

Corrective Action: Try the following:
- Make sure there is no media jammed in the Roll 1 media path.
- Check that the Main Media Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- If very long media is in the printer path, more than A0, the printer will display this error, in this case manually unload the media from the printer.
- Check that the spindle is turning backwards.
- Perform the Sensor Test ⇒ Page *4-43*.
- Replace the Main Media Sensor ⇒ Page *8-147*.

System Error: 84.13:01

Problem Description: The printer tries to raise Roll 1 media to the level of the Roll 1 Sensor, but the sensor cannot detect the presence of the media

Corrective Action: Try the following:
- Make sure the media has not slipped from the Roll 1 media path.
- Clean the Roll 2 Module Feed Roller to ensure the media is not slipping.
- Check that the Roll 1 Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- Perform the Sensor Test ⇒ Page *4-43*.
- Replace the Roll 1 Media Sensor ⇒ Page *8-207*.

System Error: 84.14:01

Problem Description: The printer fails to remove media from the Roll 1 media path.

Corrective Action: Try the following:
- Make sure the media is in position in the Roll 1 media path.
- Make sure the spaindle is turning backwards.
- Check that the Roll 1 Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- Perform the Sensor Test ⇒ Page *4-43*.
- Replace the Roll 1 Sensor ⇒ Page *8-207*.

System Error: 84.15:01

Problem Description: The BT Arm cannot reach the working position.

Corrective Action: Try the following:
- Make sure the media spindle in the Roll 1 Module is turning.
- Clean the Roll 2 Module Feed Roller.
- Perform the Media Drive Test ⇒ Page *4-12*.
- Replace the Roll 1 BT Arm Encoder Disc ⇒ Page *8-199*.
- Replace the BT Arm ⇒ Page *8-188*.

System Error: 84.16:01

Problem Description: The BT Arm has stalled.

Corrective Action: Try the following:
- Make sure there is no media jammed in the Roll 1 media path.
- Perform the Media Drive Test ⇒ Page *4-12*.
- Replace the Roll 1 BT Arm Encoder Disc ⇒ Page *8-199*.
- Replace the BT Arm ⇒ Page *8-188*.

System Error: 84.17:01

Problem Description: The Roll 1 Media Sensor has detected media when there should not be any.

Corrective Action: Try the following:
- Make sure there is no media jammed in the Roll 1 media path.
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Sensors Test ⇒ Page *4-43*.
- Replace the Roll 1 Media Sensor ⇒ Page *8-207*.

System Error: 84.18:01

Problem Description: The printer is in the process of loading media and there is already media loaded.

Corrective Action: Try the following:
- Make sure there is no media jammed in the Roll 1 media path.
- Perform the Sensors Test ⇒ Page *4-43*.
- Replace the Roll 1 Sensor ⇒ Page *8-207*.

System Error: 84.19:01

Problem Description: The printer checks that a manual unload of media has been performed by the user but detects there is still media loaded.

Corrective Action: Try the following:
- Make sure there is no media jammed in the Roll 1 media path.
- Perform the Sensors Test ⇒ Page *4-43*.
- Replace the Roll 1 Media Sensor ⇒ Page *8-207*.

System Error: 84.1:03

Problem Description: Media jam in Roll 1 Module. This system error can be displayed for two reasons: there is a real paper jam in Roll Module 1 or the media feed motor hardware of Roll Module 1 is damaged

Corrective Action: Try the following:
- Check if there is paper jammed in RM1. In case there is, clean it and restart the printer.
- Perform the Media Drive test Page *4-12*.
- Replace RM1 feed motor Page *8-190*.
- Replace the Interconnect PCA Page *8-100*.
- Replace the Print Mech Page *8-126*.

System Error 84.110.01

Media sensor doesn't detect paper
- Perform the Sensors test Page *4-43*
- Check that the media sensor is correctly installed, if not, install it correctly.
- Replace the main media sensor Page *8-147*

System Error: 84.21:01

Problem Description: The printer tries to raise Roll 2 media to the level of the Drive Roller, but the Main Media sensor cannot detect the presence of the media

Corrective Action: Try the following:
- Make sure there is no media jammed in the Roll 2 media path.
- Check that the Main Media Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- Clean the Roll 2 Feed Roller to ensure the media is not slipping.
- Perform the Sensor Test ⇒ Page *4-43*.
- Replace the Media Sensor ⇒ Page *8-147*.

System Error: 84.22:01

Problem Description: The printer tries to remove Roll 2 media from the area of the driver roller, but

the Main Media sensor detects the presence of media.

Corrective Action:

Try the following:

- Make sure there is no media jammed in the Roll 2 media path.
- Check that the Main Media Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- If very long media is in the printer path, more than A0, the printer will display this error, in this case manually unload the media from the printer.
- Check that the spindle is turning backwards.
- Perform the Sensor Test ⇒ Page *4-43*.
- Replace the Main Media Sensor ⇒ Page *8-147*.

System Error: 84.23:01

Problem Description: The printer tries to raise Roll 2 media to the level of the Roll 2 Sensor, but the sensor cannot detect the presence of the media.

Corrective Action:

Try the following:

- Make sure the media has not slipped from the Roll 2 media path.
- Clean the Roll 2 Feed Roller.
- Check that the Roll 2 Stanby Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- Perform the Sensor Test ⇒ Page *4-43*.
- Replace the Roll 2 Standby Sensor ⇒ Page *8-266*.

System Error: 84.24:01

Problem Description: The printer fails to remove media from the Roll 2 media path.

Corrective Action:

Try the following:

- Make sure the media is in position in the Roll 2 media path.
- Make sure that the spindle is turning backwards.
- Check that the Roll 2 Standby Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- Perform the Sensor Test ⇒ Page *4-43*.
- Replace the Roll 2 Standby Sensor ⇒ Page *8-266*.

System Error: 84.25:01

Problem Description: The BT Arm cannot reach the working position.

Corrective Action:

Try the following:

- Make sure the media spindle in the Roll 1 Module is turning.
- Clean the Roll 2 Feed Roller.
- Perform the Media Drive Test ⇒ Page *4-12*.
- Replace the Roll 2 BT Arm Encoder Disc ⇒ Page *8-257*.

- Replace the BT Arm ⇒ Page *8-229*.

System Error: 84.26:01

Problem Description: The BT Arm has stalled.

Corrective Action: Try the following:
- Make sure there is no media jammed in the Roll 2 media path.
- Perform the Media Drive Test ⇒ Page *4-12*.
- Replace the Roll 2 BT Arm Encoder Disc ⇒ Page *8-257*.
- Replace the BT Arm ⇒ Page *8-229*.

System Error: 84.27:01

Problem Description: The Roll 2 Media Sensor has detected media when there should not be any.

Corrective Action: Try the following:
- Make sure there is no media jammed in the Roll 2 media path.
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Sensors Test ⇒ Page *4-43*.
- Replace the Roll 2 Media Sensor ⇒ Page *8-266*.

System Error: 84.28:01

Problem Description: The printer is in the process of loading media and there is already media loaded.

Corrective Action: Try the following:
- Make sure there is no media jammed in the Roll 2 media path.
- Perform the Sensors Test ⇒ Page *4-43*.
- Replace the Roll 2 Media Sensor ⇒ Page *8-266*.

System Error: 84.29:01

Problem Description: The printer checks that a manual unload of media has been performed by the user but detects there is still media loaded.

Corrective Action: Try the following:
- Make sure there is no media jammed in the Roll 2 media path.
- Perform the Sensors Test ⇒ Page *4-43*.
- Replace the Roll 2 Media Sensor ⇒ Page *8-266*.

System Error   84.2.03

Problem Description: Media jam in Roll Module 2. This system error can be displayed for two reasons: there is a real paper jam in Roll Module 2 or the media feed motor hardware of Roll Module 2 is damaged.

Corrective Action:
- Check if there is paper jammed in RM2. In case there is, clean it and restart the machine.
- Check the cable between the RM2 and the Printer Interconnect is correctly connected
- Perform the media drive test ⇒ Page *4-12*.
- Replace RM2 feed motor ⇒Page *8-244*.
- Replace the RM2 Interconnect PCA ⇒Page *8-264*
- Replace the Interconnect PCA ⇒ Page *8-100*.
- Replace the Print Mech ⇒ Page *8-126*.

System Error   84.210.01

Problem Description: Media sensor doesnot detect paper

Corrective Action:
- Perform the Sensors test ⇒ Page *4-43*.
- Check if the media sensor is correctly clipped. If not, clip it manually
- Replace the Main Media Sensor ⇒Page *8-147*.

System Error: 85:03

Problem Description: Problem finding the Drive Roller zero.

Corrective Action: Try the following:
- Perform the "Media Drive" Diagnostic (⇒ Page *4-12*) to further troubleshoot the error code.

System Error: 86:01

Problem Description: Carriage servo shutdown.

Corrective Action: Try the following:
- Open the Window and check for any visible obstacles restricting the movement of the Carriage Assembly. If there is a wrinkled mass of media inside the paper path, lift the Pinchwheels (using the black Drive Pinch Lever) and clear the obstruction.
- Check that the Carriage Stopper is correctly installed (Refer to Carriage Disassembly Instructions ⇒ Page *8-89*, Step *16*.).
- Perform the "Scan-Axis" Diagnostic (⇒ Page *4-7*) to further troubleshoot the error code.
- If the System Error continues, replace the Scan-Axis Motor ⇒ Page *8-95*.

System Error:	86:03
Problem Description:	Scan-Axis length test failure.
Corrective Action:	Try the following: ■ Perform the "Scan-Axis" Diagnostic (⇒ Page *4-7*) to further troubleshoot the error code.

System Error:	86:10
Problem Description:	Initializing Scan-Axis Motor failure.
Corrective Action:	Try the following: ■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer. ■ Check that the Carriage Belt is correctly installed. ■ Replace the Encoder Strip and Encoder Sensor ⇒ Page *8-79*. ■ If the System Error continues, replace the Scan-Axis Motor ⇒ Page *8-95*.

System Error:	86:11
Problem Description:	Scan-Axis length too short.
Corrective Action:	Try the following: ■ Open the Window and check for any visible obstacles restricting the movement of the Carriage Assembly. If there is a wrinkled mass of media inside the paper path, lift the Pinchwheels (using the black Drive Pinch Lever) and clear the obstruction. ■ Replace the Encoder Strip and Encoder Sensor ⇒ Page *8-79*.

System Error:	91:02
Problem Description:	The HP Instant Support troubleshooting tool has detected that at least one Printhead has been replaced without having a specific error, and without being recovered/cleaned.
Corrective Action:	Advise the customer that the next time they want to replace Printheads they should make sure that they at least perform a Printhead Recovery.

System Error:	91:10
Problem Description:	The HP Instant Support troubleshooting tool has detected that at least, for one Printhead: ■ It is currently in warranty (less than 1000cc of ink used). ■ That the previous 2 Printheads had been found defective within the

warranty period.

Corrective Action: In this case, it is possible that the Printer is damaging the Printhead. If, after replacing the Printhead a third time, it is found to be defective again, you may need to troubleshoot the Carriage Flex Cables or the Carriage PCA.

System Error: 93:11

Problem Description: Unable to pressurize the IDS.

Corrective Action: Try the following:
- Remove ALL the Ink Cartridges and reinstall them one by one in to the Printer.
- Replace the Ink Cartridges.
- Replace the APS Assembly ⇒ Page *8-69*.
- If the System Error continues, replace the Ink Supply Tubes ⇒ Page *8-53*.

System Error: 98:02 (this error code will be logged in the system but will not actually appear on the Front Panel)

Problem Description: Switching to lower performance due to Printhead quality.

Corrective Action: Try the following:
- Try a Printhead recovery on the Printheads.
- Replace the faulty Printhead. You may have to print the Image Quality Diagnostics print in order to identify the faulty Printhead.

Stacker System Error Codes

All the Stacker System Error Codes begin with 38 and are displayed in the same format as the Printer System Error Codes, for an explanation of the system error codes ⇒ Page *2-42*

All stacker system errors are shown in the printer's Front Panel. System errors codes can be detected by the Printer or the Stacker.

Stacker System error codes detected by the Printer

System Error:	38.1:03
Problem Description:	Too many firmware upgrades.
Corrective Action:	Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.
- Perform the Stacker test ⇒Page *4-65*.
- Replace the Stacker Electronics PCA ⇒Page *8-308*

System Error:	38.1:04
Problem Description:	Stacker requires FW but not present in the Printer´s FW
Corrective Action:	Try the following:

- Upgrade the firmware

System Error:	38.2:03
Problem Description:	Temperature not reached
Corrective Action:	Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- After turning on the Stacker check to see if the roller is getting hot, if it is not check the Heating Lamp.
- Check the temperature sensor.

Stacker System error codes detected by the Stacker.

Most of the Stacker system error codes can be recovered by following the instructions in the Front Panel, however if this does not clear the system error code try the instructions shown in this section.

System Error: 38.1:10

Internal Code 0002

Problem Description: EEPROM parameter checksum mismatch/EEBOX

Corrective Action: Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Stacker test ⇒Page *4-65*.
- Check all the connections on the Main Stacker PCA are correctly connected.
- Replace the Stacker Electronics PCA ⇒ Page *8-308*

System Error: 38.1:10

Internal Code 0003

Problem Description: EEPROM write operation failed.

Corrective Action: Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check the PCA

System Error: 38.1:10

Internal Code 0004

Problem Description: CAN command with invalid parameters received

Corrective Action: Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 38.1:10

Internal Code	0005
Problem Description:	Unsupported CAN command received
Corrective Action:	Try the following: ■ Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error:	38.1:10
Internal Code	0006
Problem Description:	CAN command communication error.
Corrective Action:	Try the following: ■ Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer. ■ Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error:	38.2:10
Problem Description:	Temperature sensor level too high or open circuit
Corrective Action:	Try the following: ■ Check the Temperature Sensor is correctly installed ■ Replace the Temperature Sensor ⇒ Page *8-296*

System Error:	38.2:11
Problem Description:	Temperature sensor level too low or open circuit
Corrective Action:	Try the following: ■ Check the Temperature Sensor is correctly installed ■ Replace the Temperature Sensor ⇒ Page *8-296*

System Error:	38.3:11
Problem Description:	Heating Lamp overheat switch off
Corrective Action:	Try the following: ■ Turn 'Off' the Stacker and leave it to cool down for 10 minutes. ■ Perform the Stacker test ⇒Page *4-65*. ■ Check the distance of the Safety Temperature Sensor from the Heater Roller.

■ Check the Temperature of the Heater Roller.

System Error: 38.4:10

Problem Description: Stacker internal error. Heating element failure detected.

Corrective Action:
Try the following:
■ Restart the printer.
■ Perform the Stacker Test ⇒ Page *4-65*.
■ Check the Heating Lamp is correctly installed.
■ Replace the Heating Lamp ⇒ Page *8-316*.

System Error: 38.5:01

Problem Description: Drive Motor overload detected.

Corrective Action:
Try the following:
■ Check the Drive Motor is not blocked by turning 'On' and 'Off' the Stacker, and checking that the Stacker Transport belt can turn freely.
■ Perform the Stacker test ⇒Page *4-65*.
■ Check for any debris in the paper path.
■ Check all the connections in the Drive Motor.
■ Replace the Drive Motor ⇒ Page *8-290*.

System Error: 38.5:11

Problem Description: Motor Encode signals missing

Corrective Action:
Try the following:
■ Perform the Stacker test ⇒Page *4-65*.
■ Check all the connections in the Drive Motor including the encoder.
■ Replace the Drive Motor ⇒ Page *8-290*.

System Error: 38.5:10

Problem Description: Other Drive Motor event caused abnormal error condition.

Corrective Action:
Try the following:
■ Perform the Stacker test ⇒Page *4-65*.
■ Check all the cables on the Drive Motor are correctly connected.
■ Replace the Drive Motor⇒ Page *8-290*

System Error: 38.6:01

Problem Description: Input voltage not correct (110v or 220v)

Corrective Action:
Try the following:
- ■ Check the input voltage corresponds what is specified on the Stacker Serial Label.
- ■ Escalate to HP Division.

System Error: 38.6:11

Problem Description: Power Supply Unit voltage missing or breakdown.

Corrective Action:
Try the following:
- ■ Replace the Power Supply Unit ⇒ Page *8-311*

System Error: 38.7:10

Problem Description: Stacker Tray Full Sensor failure

Corrective Action:
Try the following:
- ■ Remove any paper inside the Stacker
- ■ Check for paper jams in the paper path.
- ■ Check the Tray Full Sensor is not damaged
- ■ Replace the Tray Full Sensor ⇒ Page *8-299*

System Error: 38.8:01

Problem Description: Media jam sensor failure

Corrective Action:
Try the following:
- ■ Remove any paper inside the Stacker
- ■ Check for paper jams in the paper path.
- ■ Check the Media Sensor is not damaged
- ■ Replace the Media Sensor ⇒ Page *8-299*

System Error: 38.8:10

Problem Description: Media jam sensor activated.

Corrective Action:
Try the following:
- ■ Remove any paper inside the Stacker
- ■ Check for paper jams in the paper path.
- ■ Check the Media Sensor is not damaged

■ Replace the Media Sensor ⇒ Page *8-299*

System Error:	38.9:10
Problem Description:	Stacker door switch failure.
Corrective Action:	Try the following: ■ Remove any paper from inside the Stacker ■ Check for paper jams in the paper path. ■ Check the Door Switch Sensor is not damaged or jammed with paper. ■ Replace the Door Switch ⇒ Page *8-292*.

System Error:	38.0:10
Problem Description:	Buffer sensor not activated
Corrective Action:	Try the following: ■ Check the Buffer Sensor is not damaged. ■ Replace the buffer sensor.

System Error:	38.A:10
Problem Description:	Stacker presence sensor failure
Corrective Action:	Try the following: ■ Check the Stacker Presence Sensor is not damaged. ■ Replace the Stacker Presence Sensor ⇒ Page *8-135*.

System Error:	81.3:10
Problem Description:	Stacker motor failure
Corrective Action:	Try the following: ■ Check there is nothing blocking the motor ■ Check that the motor is correctly installed and all cables are connected correctly. ■ Replace the Stacker Motor ⇒ Page *8-290*.

System Error Codes and Warnings - Explanation

System Error Codes explain which component/system is failing and what action should be taken to resolve the problem.

System Error Codes are displayed directly on the front panel (but can also be seen on the Information Page) and have been defined in the format **XX.YZ**. or **XX.n:YZ.m**.

- **XX**: Service Part (2 digits).
- **n**: Service Part Index (if more than one used in the product) - Optional.
  - e.g. Identify the Ink Supply (color and number).
- **Y**: Who should perform the action (1 digit) - (User or Service Engineer).
- **Z**: Action to perform (1 digit).
- **m**: additional actions/information to consider (1 digit) - Optional.
  - e.g. Non-authorized ink was detected, PM was triggered or Printhead in/out of Warranty.

The following table explains the **XX** part of the System Error Code or Warning:

Items in **red** are not applicable to this printer.

Code	Component/System
01.0	Main PCA/Electronics Module (Gamut)
01.1	Add-on Electronics Module (Printmech)
01.2	ISS Electronics Module
01.3	Electronics PCA Module Roll Module 2
02	Carriage
02.1	Carriage PCA
03	Power Supply Unit
04	Network Card
05	Formatter
05.1	Fan of the Formatter
05.2	Processor of the Formatter
05.3	Memory of the Formatter
06	Hard Disk Drive
07	Interconnect PCA
08	Front Panel
11	Trailing Cable
12	Carriage Flex Circuit
13.n	Cable from cartridge **n** to ISS PCA
17	Interconnect Cable
21	Service Station
22	Ink Supply Station
23	Pressure System (APS)
24	Ink Delivery Tubes
25	Spittoon
26n	Ink Cartridge (color n)
27n	Printhead (color n)
28n	Setup Printhead (color n)
29n	Printhead Cleaner (color n)
31	Cutter
32	Take-up Reel
33	Sheet Feeder
34	Dryer/Blower
35	Cleanout Assembly
36	Duplexer
37	ARSS/Rollfeed
38	Output Tray
38.0	Stacker Buffer Sensor
38.1	Stacker PCA
38.2	Stacker Temperature Sensor
38.3	Stacker Saftey Temperature Sensor

Code	Component/System
38.4	Stacker Heating Lamp
38.5	Stacker Motor
38.6	Stacker PSU
38.7	Stacker Media Sensor
38.8	Stacker Media Jam Sensor
38.9	Stacker Door Sensor
38.A	Stacker Printer Detection Sensor
39	Paper Loading Failure
39.1	Roll 1 Paper Loading Failure
39.2	Roll 2 Paper Loading Failure
41	Paper-Axis Motor
41.1	Roll 1 Feed Motor
41.2	Roll 2 Feed Motor
42	Scan-Axis Motor
43	Vacuum Fan
44	Aerosol Fan
45	Back Tension Motor
51	Window/Door Sensor
51.1	Service Station Door Sensor
51.2	Stacker Detector Sensor
51.3	Roll 1 Left Sensor Drawer
51.4	Roll 2 Left Sensor Drawer
51.5	Roll 1 Right Sensor Drawer
51.6	Roll 2 Right Sensor Drawer
52	Drop Detector
53	Media Sensor
53.3	Roll 1 Media Standby Sensor
53.4	Roll 2 Media Standby Sensor
54	Driver Pinch Lever Sensor
54.1	Roll 1 Media Load Lever Sensor
54.2	Roll 2 Media Load Lever Sensor
55	Line Sensor
56	Drive Roller Encoder Sensor
56.1	Roll 1 BT Arm Encoder Sensor
56.2	Roll 2 BT Arm Encoder Sensor
57	Ink Leak Detector
58	Color Sensor
59	Media Type Sensor
61	Language Interpreting
61.1	PS Fonts Missing
61.2	File with Passwords cannot be Printed
62	Input/Output through Parallel Port

Code	Component/System
63	Input/Output through LAN Card
63.0	Input/Output through Integrated LAN Card
63.1	Input/Output through add-on JetDirect LAN Card
63.2	Input/Output through add-on Gigabit LAN Card
64	Input/Output through USB Port
65	Input/Output (not know what port)
66	Print Job Configuration
67	Input/Output through FireWire Port
68	Loss of Engine Counters Tracking
71	Memory Management
72	Generic Firmware
73	Motor Control Functions
74	Firmware Upgrade
74.1	Media Profile Update
75	Preventive Maintenance
75.1	Preventive Maintenance Kit #1
75.2	Preventive Maintenance Kit #2
76	Disk Full
77	WebAccess Application
79	Assertion (Uncontrollable Firmware Error)
79.1	Warning (Uncontrollable Recoverable Firmware Error)
81	Media Advance
81.3	Stacker Drive Motor
81.4	Stacker Paper Jam Sensor
81	Media Cut
83	Single-Sheet Feeding
84	Roll Feeding
84.1	Roll 1 Feed Motor
84.2	Roll 2 Feed Motor
85	Media-Axis Encoder Reading
86	Carriage Movement
87	Scan-Axis Encoder Reading
91	Printhead Firing
92	Servicing
93	Ink Pumping
94	Color Calibration
95	Printhead Alignment
96	Image Quality Troubleshooting
97	Paper Advance Calibration
98	Automatic Backup Printmode Enabled

The following table explains the **YZ** part of the System Error Code or Warning:

Code	Recovery Action	Response
00	Replace	Possible for customer to perform action
01	Reseat/Reconnect/Clean/Adjust (manually)	
02	Calibrate/Adjust (using Automatic Process)	
03	Power OFF and Restart the Printer	
04	Upgrade System Firmware	
05	Upgrade Driver or Computer Software	
06	Add Accessory	
07	Escalate	
08	Send Plot Again	
09	Wrong Part Installed	
10	Replace	HP qualified personnel assistance required
11	Reseat/Reconnect/Clean/Adjust (manually)	
12	Calibrate/Adjust (using Automatic Process)	
13	Power OFF	
14	Upgrade System Firmware	
15	Upgrade Driver or Computer Software	
16	Add Accessory	
17	Escalate	
18	Send Plot Again	
19	Wrong Part Installed	