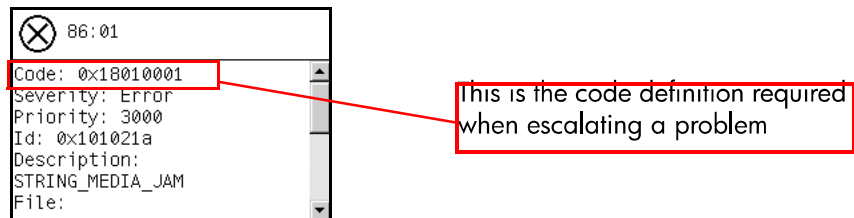# System Error Codes

2

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.

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 UP key and press the CANCEL key at the same when the System Error.

Code is displayed on the Front Panel.

This is the code definition required when escalating a problem

Continuable and Non-Continuable Error Codes

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

Even though the customer can continue working with a Continuable Error Code, an on-site visit should still be planned to troubleshoot the problem.

System Error Code Brief Descriptions

Reading a System Error Code

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**: Can be a malfunctioning subsystem or process (2 digits).
- **n**: Subsystem or process 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) - (0 for User or 1 for Service Engineer).
- **Z**: Action to perform (1 digit).

System Error Code Table

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

Code	Component/System
01.0	Main PCA/Electronics module
01.1	Add-on Electronics module (printmech)
01.2	Print Mech PCA
01.3	Right Ink Supply Station
02.1	Carriage PCA
03	Power supply
06	Formatter
08	Formatter, Front panel
11	Trailing cable
21	Service station
21.1	Service station
22.0	Bongo error BPS0 (ISS Left)
22.1	Bongo error BPS1 (ISS Left)
22.2	Bongo error BPS2 (ISS Right)
22.3	Bongo error BPS3 (ISS Right)
24	Tube assembly (IDS)
26.n	Ink Cartridge (color = n)
27	Printhead error
31	Cutter

Code	Component/System
38	Output Tray
41	Paper-axis motor
41.1	Paper-axis motor
42	Scan-axis motor
44	Aerosol fan
47	Star wheel motor
48	PPS mechanism
51	Window Sensor
52	Drop detector
55	Line sensor
56	Drive roller analog encoder sensor
58	Color sensor (ESP)
61	Error job
62	PC Interface
63	Input/output through LAN card
64	Input/output through USB port
65	Input/output (not known what port)
66	Input/output (not known what port)
67	Input/output through FireWire port
68	Loss of engine counters tracking
71	Memory management
71.19	PrintMech PCA/Formatter
72	Firmware error
73	Servo
74	Firmware upgrade
74.1	Media Profile Update
75.1	Preventive Maintenance kit #1
75.2	Preventive Maintenance kit #2
75.3	Preventive Maintenance kit #3
76	Disk Full
77	Web access application
78	Borderless
78.1	Media Settings
79	Assertion (uncontrolled FW error)
79.1	Recoverable Firmware Error
81	Media advance
81.1	Media advance
84	Roll Feed

Code	Component/System
85	Media-axis encoder reading
86	Carriage Movement
87	Scan-axis encoder reading
93	Ink Pumping
94	Color calibration
94.1	Profiler
95	Printhead alignment
97	Paper advance calibration

Corrective Actions Table

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	

Code	Recovery Action	Response
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	

System Error Codes - Full Descriptions

This sections describes each of the system error codes and warnings that could be encountered while using the printer and provides the remedial action required to solve the problem detected.

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:YZ**
Problem Description:	Communication with Main PCA 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.
- Remove the formatter and reinsert it again. Ensure that it connects properly in the Main PCA connector.
- If the System Error continues, replace the Main PCA ⇒ Page *6-163*.
- If the System Error continues, replace the Formatter ⇒ Page *6-159*.

System Error:	**01.1:YZ**
Problem Description:	Error in the Print Mech 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.
- If the System Error continues, replace the Main PCA ⇒ Page *6-163*.
- If the System Error continues, replace the Formatter ⇒ Page *6-159*.

System Error:	**01.2:YZ**
Problem Description:	Failure reading acumen chip of an Ink Supply 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.
- Check that there are not two cartridges of the same color installed.
- Perform the Ink Delivery System diagnostic test ⇒ Page *3-39*.
  - If the test finds that the ink supply is defective, replace it.
  - If the test does not find any errors, remove all the ink supplies from the ISS and reboot the printer.
- Install the ink cardtriges with the printer booted in normal mode. Use the replacement option available from the Front Panel and install the cartridges one by one. If an error appears after installing a supply, the

last supply you installed is defective. Replace it.

■ If the System Error continues, replace the Main PCA ⇒ Page *6-163*.

■ If the System Error continues, replace the Left Ink Supply Station⇒ Page *6-147*.

■ If the System Error continues, replace the Right Ink Supply Station⇒ Page *6-143*.

System Error:	**01.3:YZ**
Problem Description:	Device I2C acumen Right Ink Supply Station 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 cables between the Right Ink Supply Station and PrintMech PCA are not damaged and are correctly connected.

■ Perform the Ink Delivery System diagnostic test to troubleshoot the problem further ⇒ Page *3-38*.

■ If the System Error continues, replace the Right Ink Supply Station Page *6-143*.

System Error:	**02.1:YZ**
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 between the Main PCA and Carriage PCA.

■ If the System Error continues, replace the Trailing Cable and Carriage PCA Cover. ⇒ Page *6-92*.

■ If the System Error continues, replace the Carriage PCA ⇒ Page *6-138*.

■ If the System Error continues, replace the Main PCA. ⇒ Page *6-163*.

■ Replace the Carriage Assembly ⇒ Page *6-100*.

System Error:	**03:YZ**
Problem Description:	Problem with 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 Module Test Diagnostic to troubleshoot the problem further ⇒ Page *3-22*.

■ If the System Error continues, replace the Power Supply Unit (PSU) ⇒ Page *6-163*.

System Error:	**03.0:10**
Problem Description:	Battery of Real Time Clock ran down.
Corrective Action:	Replace the battery:

   1 Turn the printer off and unplug the cable. Unplug any network or USB cables.

   2 Loosen the screws that attach the formatter to the printer with your fingers, or with the help of a flat screwdriver, and remove the formatter.

   3 Locate the round, flat battery in the formatter.

   4 Push the battery slightly to one side and then pull it up. A little force may be required.

   5 Insert the new battery by pressing it down.

   6 Insert the formatter into the printer by pressing it down, and tighten the screws.

   7 Reconnect the cables and turn the printer on.

System Error:	**06:YZ**
Problem Description:	Failure reading/writing NVM in Hard disk.
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 Formatter ⇒ Page *6-159*.

System Error:	**08:YZ (or Front Panel is blank)**
Problem Description:	No communication between the Front Panel and the Main 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 Front Panel interface cable is not damaged and is correctly connected between the Main PCA and the Front Panel.
   ■ Check that the connections between the Formatter and the Main PCA are not damaged and are correctly connected.
   ■ If the System Error continues, see page 1-5.
   ■ If the System Error continues, replace the Formatter ⇒ Page *6-159*.
   ■ If the System Error continues, replace the Main PCA ⇒ Page *6-163*.
   ■ If the System Error continues, replace the Front Panel ⇒ Page *6-48*.

System Error:	**11:YZ**
Problem Description:	Trailing Cable does not seem to be 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.
- Check that the Trailing Cable is not damaged.
- Check that the Trailing Cable is correctly connected betwen the Main PCA and Carriage PCA and make sure that the connectors in these boards are not damaged.
- If the System Error continues, replace the Trailing Cable ⇒ Page 6-92.
- If the System Error continues, replace the Main PCA ⇒ Page 6-163.
- If the System Error continues, replace the Carriage PCA ⇒ Page 6-138.

System Error:	**21:YZ**
Problem Description:	Fail moving Service Station.
Corrective Action:	Try the following:

-
- Remove the Right Cover and make sure the cables from the Printmech PCA to the Service Station are connected and are not damaged.
- 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.
- Perform the Service Station diagnostic test to troubleshoot the problem further ⇒ Page 3-45.
- If the System Error continues, replace the Service Station ⇒ Page 6-60.
- If the System Error continues, replace the PrintMech PCA ⇒ Page 6-71.
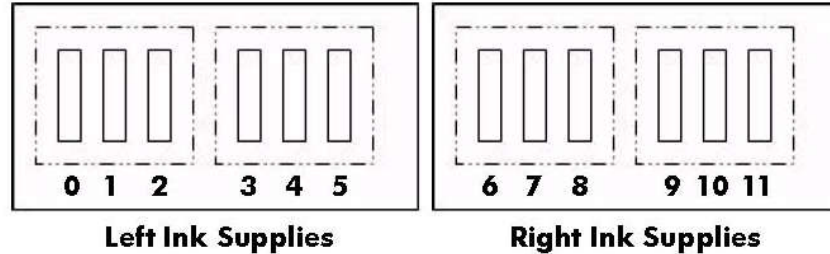
System Error:	**21.1:YZ**
Problem Description:	Fail moving the Primer Motor of the Service Station.
Corrective Action:	Try the following:

- Remove the Right Cover and make sure the cables from the Printmech PCA to the Service Station are connected and are not damaged.
- Perform the Service Station diagnostic test to troubleshoot the problem further ⇒ Page 3-45.
- If the System Error continues, replace the Service Station ⇒ Page 6-60.
- If the System Error continues, replace the PrintMech PCA ⇒ Page 6-71.

Warning: **2x.n:10**

Problem Description: Ink supply error found during IDS diagnostic test. The n represents the ink supply that is failing. The ink supply furthest to the left is always 0, and then they count up from left to right. The following graphic illustrates this for the Z3100/Z3200.

Corrective Action: Try the following:

■ Replace the left or right Ink Supply Station, depending on which supply failed ⇒ Page *6-143* and Page *6-147*.

System Error: **22.0:YZ**

Problem Description: Left Ink Supply Station 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 cables between the Left Ink Supply Station and Main PCA the are not damaged and are correctly connected.
■ Perform the Ink Delivery System diagnostic test to troubleshoot the problem further ⇒ Page *3-38*.
■ If the System Error continues, replace the Left Ink Supply Station ⇒ Page *6-147*.
■ If the System Error continues, replace the Main PCA ⇒ Page *6-163*.

System Error: **22.1:YZ**

Problem Description: Left Ink Supply Station 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 cables between the Left Ink Supply Station and Main PCA the are not damaged and are correctly connected.
■ Perform the Ink Delivery System diagnostic test to troubleshoot the problem further ⇒ Page *3-38*.
■ If the System Error continues, replace the Left Ink Supply Station ⇒ Page *6-147*.
■ If the System Error continues, replace the Main PCA ⇒ Page *6-163*.

System Error:	**22.2:YZ**
Problem Description:	Right Ink Supply Station 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 cables between the Right Ink Supply Station and PrintMech PCA the are not damaged and are correctly connected.
- Perform the Ink Delivery System diagnostic test to troubleshoot the problem further ⇒ Page *3-38*.
- If the System Error continues, replace the Right Ink Supply Station ⇒ Page *6-147*.
- If the System Error continues, replace the Main PCA ⇒ Page *6-163*.

System Error:	**22.3:YZ**
Problem Description:	Right Ink Supply Station 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 cables between the Right Ink Supply Station and PrintMech PCA the are not damaged and are correctly connected.
- Perform the Ink Delivery System diagnostic test to troubleshoot the problem further ⇒ Page *3-38*.
- If the System Error continues, replace the Right Ink Supply Station ⇒ Page *6-147*.
- If the System Error continues, replace the Main PCA ⇒ Page *6-163*.

System Error:	**24:YZ**
Problem Description:	Ink Setup failure (you must bring purgers).
Corrective Action:	Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Insert the new purgers, reconnect the power cord and power On the Printer.
- Perform the Ink Delivery System diagnostic test in order to check that the bongos (pushers) go up and down to pressurize ink in the tubes and the Out of Ink sensors work properly ⇒ Page *3-39*.
- Try purging the Ink Supply Tubes again once the Printer has been restarted.
- If the diagnostic test does not find any problem, install new cartridges in the printer and try purging the Ink Supply Tubes again. It could be that one of the cartridges is defective.
- If the problem persists, replace the Ink Supply Tubes ⇒ Page *6-151*.
- Replace the Formatter ⇒ Page *6-159*.

System Error: **31:01**

Problem Description: An error has been detected with the cutter.

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 Cutter Assembly for blockage or any other obvious problems.
- ■ Replace the Cutter Assembly ⇒ Page *6-43*.

System Error: **31:02**

Problem Description: An error has been detected with the cutter.

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 Cutter Assembly for blockage or any other obvious problems.
- ■ Replace the Cutter Assembly ⇒ Page *6-43*.

System Error: **31:03**

Problem Description: Paper is loaded. While testing the cutter, paper should not be loaded.

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

System Error: **41:03**

Problem Description: Media-Axis Motor failure (likely due to friction or obstacles in the media path).

Corrective Action: Try the following:
- ■ Same as 41:YZ but after testing the issue is repeatable.

System Error: **41:YZ**

Problem Description: Media-Axis Motor failure (likely due to friction or obstacles in the media path).

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.
- ■ Open the Window and check for any visible obstacles restricting the movement of the Media Advance Roller. If there is a wrinkled mass of media inside the paper path, lift the Pinch wheels (using Media Lever) and clear the obstruction.

- Perform the Paper Drive diagnostic test to troubleshoot the problem further ⇒ Page *3-18*.
- If the problem persist check that the Media Advance Drive cable is not damaged and is correctly connected to the Main PCA.
- Replace the Media Advance Drive ⇒ Page *6-181*.
- If the System Error continues, replace the Main PCA ⇒ Page *6-163*.

System Error: **42:03**

Problem Description: Scan-Axis Motor failure (likely due to obstacles in the scan axis or electrical fault).

Corrective Action: Try the following:

- Same as 42:YZ but after testing the issue is repeatable.

System Error: **42:YZ**

Problem Description: Scan-Axis Motor failure (likely due to friction or obstacles in the media path).

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.
- Open the Window and check for any visible obstacles restricting the movement of the Media Advance Roller. If there is a wrinkled mass of media inside the paper path, lift the Pinch wheels (using Media Lever) and clear the obstruction.
- Perform the Scan Axis diagnostic test to troubleshoot the problem further ⇒ Page *3-6*.
- Check that there is no obstacle preventing the Service Station from working.
- Perform the Service Station diagnostic test to troubleshoot the problem further ⇒ Page *3-45*.
- Check that the Scan-Axis Motor cable is not damaged and is correctly connected to the PrintMech PCA.
- Replace the Scan-Axis Motor ⇒ Page *6-116*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *6-71*.

System Error: **44:YZ**

Problem Description: Fan Electrical fault, or not connected..

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 PrintMech PCA
- Replace the Aerosol Fan Assembly ⇒ Page *6-65*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *6-71*.

System Error:	**47:03**
Problem Description:	Star wheels motor error.
Corrective Action:	Try the following:

- Same as 47:YZ. The error is continuable, but only if it happens from time to time.

System Error:	**47:YZ**
Problem Description:	Star wheels motor 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 Starwheel Assembly cable is not damaged and is correctly connected to Main PCA.
- Open the Window and check for any visible obstacles restricting the movement of the Starwheel Assembly, then clear the obstruction.
- Perform the Scan Axis Starwheel diagnostic test to troubleshoot the problem further ⇒ Page *3-7*.
- Replace the Starwheel Motor ⇒ Page *6-212*.
- Replace the Starwheel Lifter⇒ Page *6-201* and Page *6-208*.
- If the System Error continues, replace the Main PCA ⇒ Page *6-163*.

System Error:	**48:YZ**
Problem Description:	PPS system 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 Pen to Paper Space (PPS) Solenoid cable is not damaged and is correctly connected to the PrintMech PCA.
- Perform the Scan Axis PSS diagnostic test to troubleshoot the problem further ⇒ Page *3-9*.
- Make sure the Service Station is correctly installed. Sometimes, if the Service Station is not correctly installed, the front of the Service Station falls down (causing the Service Station to be tilted), and the L-Bracket support does not fit properly. The front of the Service Station should be "UP," and the L-Bracket should fit well with the Service Station.
- Replace the Pen to Paper Space (PPS) Solenoid ⇒ Page *6-73*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *6-71*.

System Error:	**51:YZ**
Problem Description:	Window Sensor failure.
Corrective Action:	Try the following:

- Check that the Window Position Sensor cable is not damaged and is correctly connected to the PrintMech PCA.
- Perform the Sensors Test to troubleshoot the problem further ⇒ Page *3-33*.
- Replace the Window Position Sensor ⇒ Page *6-54*.

System Error:	**52:10**
Problem Description:	The printer has detected fibers in the Drop Detector.
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 PrintMech PCA.
- Clean the drop detector.
- Check that the Service Station cable is not damaged and is correctly connected to the PrintMech PCA.
- Replace the Drop Detector ⇒ Page *6-64*.
- Reset the Calibration Flag of the Drop Detector ⇒ Page *4-12*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *6-71*.

System Error:	**55:YZ**
Problem Description:	Problem with the Line Sensor (Tetris). The printer has detected a failure to access Line Sensor EEPROM).
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 Carriage Test to troubleshoot the problem further ⇒ Page *3-27*.
- Check the Line Sensor connections to the Carriage PCA.
- Replace the Line Sensor ⇒ Page *6-128*.
- If the System Error continues, replace the Carriage PCA ⇒ Page *6-138*.

System Error:	**56:YZ**
Problem Description:	Drive roller analog encoder sensor fail or 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.
- Perform the Media Path Test to troubleshoot the problem further ⇒ Page *3-18*.
- Replace the Encoder Disk and Encoder Sensor ⇒ Page *6-178*.
- If the System Error continues, replace the Main PCA ⇒ Page *6-163*.

System Error:	**58:YZ**
Problem Description:	The Color Sensor ESP (spectrophotometer) of the printer is not working well. It could be any of the following problems:

- Problem with the Color Sensor ESP (spectrophotometer).
- Communication problem between the Color Sensor ESP (spectrophotometer) and Carriage PCA.
- The color sensor shutter does not open properly.

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 Color Sensor ESP (spectrophotometer) ⇒ Page *6-122*.
- If the problem persists check the internal code error (Press UP and CANCEL while the error is displayed). If the internal error code is **0x0606002** replace the Service Station ⇒ Page *6-60*. If the internal error code is **0x06060003** change the Carriage PCA ⇒ Page *6-138*.

System Error:	**59.1:09**
Problem Description:	Two electrical parts have been replaced at the same time causing a compatibility issue.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Replace one part at a time, and restart the product before replacing another.

System Error:	**59.2:00**
Problem Description:	An unsupported part or a part that has already been used has been installed.

Corrective Action: Try the following:

- Only install new parts recommended by HP for this product.

System Error:	**59.3:09**
Problem Description:	A combination of the Product number and/or the firmware release and/or Formatter Hardware are not compatible.

Corrective Action: Try the following:

- The Formatter or Hard Disk or Firmware is incompatible with this product. Install the correct parts or the correct firmware that corresponds to the product.

System Error:	**61:YZ**
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 that the driver installed in the customer computer is the one that will work with that printer (i.e if the customer has a Z3100 without an HP-GL/2 upgrade kit, check that the driver installed is the PCL3GUi as other drivers will not work).
- 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.
- The PostScript™ fonts are missing. Upgrading the Firmware will re-install the fonts.
- The file cannot be printed because it is password protected. Resend the file without password protection.

System Error:	**63:YZ**
Problem Description:	Input/Output problem through the network interface of the Formatter.
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 Network cable is correctly connected to the Formatter.
- 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 Formatter ⇒ Page *6-159*.

System Error:	**64:YZ**
Problem Description:	Input/Output problem through the USB Port.
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 USB 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 Formatter ⇒ Page *6-159*.

System Error:	**65:YZ**
Problem Description:	Memory Driver Internal I/O error, I/O Socket Manager Internal I/O 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 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.

■ If the System Error continues, replace the Formatter ⇒ Page *6-159*.

System Error:	**68:YZ**
Problem Description:	Loss of engine counters tracking.
Corrective Action:	Try the following:

■ Reboot the printer. The printer will continue to function correctly, but the life counters will not continue counting until you restart the printer.

System Error:	**71:YZ**
Problem Description:	Out of memory failure.
Corrective Action:	Try the following:

■ It is recommended that you remove any unnecessary files from the Hard Disk Drive of the Formatter using the Web Server.

■ If there seems to be a problem with the HP-GL/2 driver, try the **Send Job as bitmap** option in the driver

■ Reduce the resolution of your image or the print quality in your driver.

System Error:	**71:19**
Problem Description:	Default Serial Number found in the main and backup NVM. It seems that both the Print Mech PCA and Hard Disk Drive have been replaced together.
Corrective Action:	Try the following:

■ Perform the "Error 71:19 Recovery" Service Utility ⇒ Page *3-55*.

> **You MUST NEVER replace both the Formatter and the PrintMech PCA at the same time. If both parts need to be 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:YZ**
Problem Description:	A service calibration must be performed. Check the internal error code to see which calibration must be performed. To check the internal error code, press UP and CANCEL together while the error code is displayed.
Corrective Action:	Check the internal error code:

■ 0x07090001 (gain). Perform the Line Sensor Calibration ⇒ Page *4-15*.

■ 0x07090002 (LS2K). Perform the Line Sensor Calibration ⇒ Page *4-15*.

■ 0x07090003 (DD). Perform the Drop Detector Calibration ⇒ Page *4-12*.

■ 0x07090004 (Adv). Perform the Paper Advance Calibration ⇒ Page *4-6*.

■ 0x07090005 (Alig). Perform the Printhead Alignment Calibration ⇒ Page *1-66*.

■ 0x07090007 (CLC). Perform the Color Sensor Calibration ⇒ Page *4-18*.

■ 0x07090008 (Analog Encoder). Perform the Paper Advance Calibration

System Error:	**74:YZ**
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.
- Make sure the connection between the computer and the printer is functioning properly.
- Try to update the Firmware again.
- If available, try another connection method to do the upgrade or a different computer/operating system.

System Error:	**74.1:YZ**
Problem Description:	Error uploading media profile 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.
- Make sure the connection between the computer and the printer is functioning properly.
- Try to upload the media profile update file again.
- If available, try another connection method to do the upgrade or a different computer/operating system.

System Error:	**75.21:YZ**
Problem Description:	The spittoons (Left Spittoon, Service Station) have reached 80% capacity.
Corrective Action:	Try the following:

- Use Preventive Maintenance Kit #2 to replace the Left Spitton and Service Station.

System Error:	**75.22:YZ**
Problem Description:	The spittoons (Left Spittoon, Service Station) are full.
Corrective Action:	Try the following:

- Use Preventive Maintenance Kit #2 to replace the Left Spitton and Service Station.

System Error:	**76:YZ**
Problem Description:	Hard disk drive is full.
Corrective Action:	Try the following:

■ Remove any unnecessary files from the hard disk using the web server.

System Error:	**77:YZ**
Problem Description:	Web access application. The web server is not functioning correctly.
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:	**78:08**
Problem Description:	The job received can not be printed without borders on this paper.
Corrective Action:	Try the following:

- ■ Use a paper that supports borderless printing.
- ■ This system error code does NOT require service help. It should be resolved by the customer.

System Error:	**78.1:YZ**
Problem Description:	Media settings area missing in media settings 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.
- ■ Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.
- ■ Update the OMES of the paper type that is failing.

System Error:	**79:YZ**
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:	**79.1:YZ**
Problem Description:	Recoverable firmware error that does not stop the printing process.
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:** **81:YZ**

Initial checks: This error can occur because the printer has been dropped during transportation, causing structural damage. Before continuing with the 81:YZ troubleshooting, first look for structural damage.

To identify the structural damage, look for the following three things:

■ Consistent 81:YZ error codes.

■ Platen fingers rubbing on the roller surface, leaving black marks on the roller.
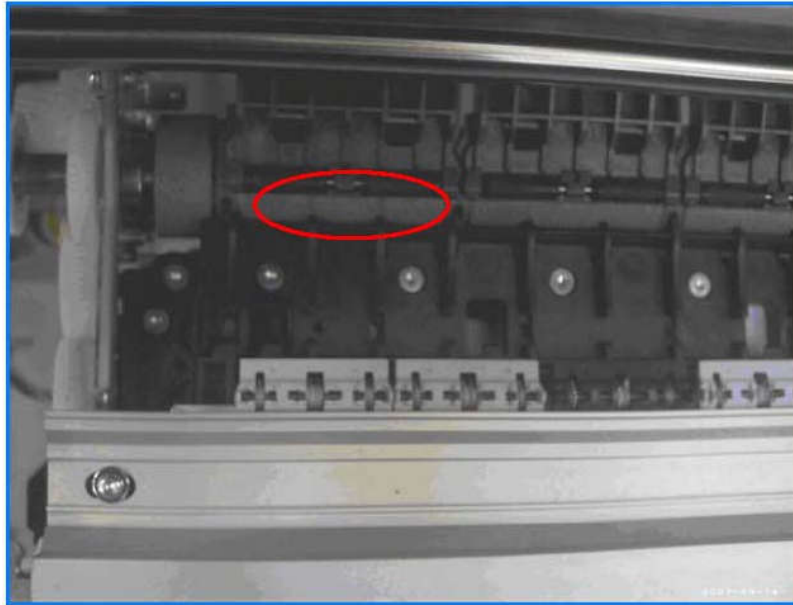
■ A gap on the platen beam. If there's any gap in Z (vertical direction) between the plastic feature of the platen and the metal side plate, then the chassis is damaged and the unit cannot be repaired.
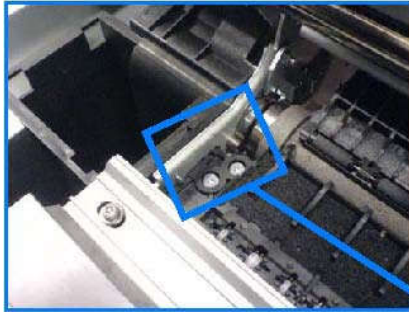
Problem Description: Problem with paper advance. This source of error could come from an error in any of the following systems: paper motor, disk encoder, cables or main electronics.

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 Media Lever) and clear the obstruction.

■ Perform the Media Drive diagnostic test to troubleshoot the problem further ⇒ Page *3-18*.

■ Check the connections on the Main PCA; the Media Advance Drive is connected to the connector labeled Paper Motor.

■ Adjust the encoder disc and motor mount configuration ⇒ See the installation instructions on Page *6-181*.

■ If the System Error continues, replace the Media Advance Transmission ⇒ Page *6-181*.

System Error: **85:YZ**

Problem Description: Problem finding the Drive Roller zero.

Corrective Action: Try the following:

■ Check that the Media Advance Drive is connected properly to the Main PCA and is not damaged. The cable is labeled "Paper Motor."

■ Perform the Media Drive diagnostic test to troubleshoot the problem further ⇒ Page *3-18*.

■ If the System Error continues, replace the Encoder Disk and Encoder

Sensor ⇒ Page *6-178*.

■ If the System Error continues, replace the Main PCA ⇒ Page *6-163*.

System Error: **86:01**

Problem Description: Problem moving the carriage, most likely due to a paper jam.

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.

■ Open the Window and check for any visible obstacles restricting the movement of the carriage. If there is a wrinkled mass of media inside the paper path, lift the Pinch wheels (using the Media Lever) and clear the obstruction.

■ If there is no paper jam or obstacle blocking the carriage movement perform the following:

– Clean the encoder strip.

– Check the belt assembly.

– All cables and connections between the Carriag PCA, Scan Axis Motor, and Main PCA.

– Oil the carriage rails.

■ Perform the Scan Axis Diagnostic Test ⇒ Page *3-6*.

■ If the diagnostic test does not find any specific error, replace the Carriage Assembly ⇒ Page *6-100*.

■ Replace the Belt Assembly ⇒ Page *6-115*.

■ Replace the Scan Axis Motor ⇒ Page *6-116*.

■ Replace the Main PCA ⇒ Page *6-163*.

System Error: **87:YZ**

Problem Description: Problem finding the Scan-axis encoder reading.

Corrective Action: Try the following:

■ Upgrade the firmware.

■ Clean the Encoder Strip.

■ Replace the Encoder Strip ⇒ Page *6-91*.

■ Replace the Carriage PCA ⇒ Page *6-138*.

■ Replace the Trailing Cables ⇒ Page *6-92*.

System Error: **93:YZ**

Problem Description: Unable to pressurize the Ink Delivery System. The ISS Motor does not move as expected.

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 Ink Delivery System diagnostic test to further troubleshoot the

problem. ⇒ Page *3-38*.

■ Replace the Left or Right Ink Supply Stations, depending on the results of the diagnostic test ⇒ Page *6-143* and Page *6-147*.

■ If the problems persist after replacing the appropriate ink supply station (right or left), replace the Main PCA if you have problems with the left side. Replace the Printmech PCA if you have problems with the right side.

System Error: **94:YZ**

Problem Description: Color calibration Error.

Corrective Action: Try the following:

■ Perform the Color Sensor ESP (spectrophotometer) calibration. You must use glossy paper for this calibration.

■ If the System Error continues, replace the Color Sensor ESP (spectrophotometer) ⇒ Page *6-122*.

■ If the System Error continues, replace the Carriage PCA ⇒ Page *6-138*.

■ If the System Error continues, replace the Formatter ⇒ Page *6-159*.