

System Error Codes

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System Error Codes for the Scanner Only

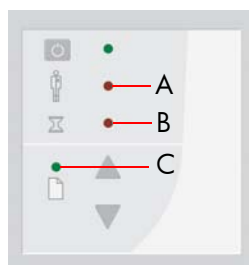
Introduction

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 scanner.
- Which firmware revision the printer and the scanner is using.
- SW copying version.
- The complete error number.
- ScanDump of Light Profiles.

Error Codes Displayed on the Operator Panel



A flashing Diagnostic Indicator indicates an error condition. The error can be identified by an error code number being displayed on the Touch Screen and/or by the following combination of flashing indicators on the Operator Panel:

Diagnostic LED (A)	Wait LED (B)	Ready LED (C)	Error Description
Flashing	Flashes Once	OFF	Correction of camera A failed
Flashing	Flashes Twice	OFF	Correction of camera B failed
Flashing	OFF	Flashes Once	Error on Main PCA
Flashing	OFF	Flashes Twice	Error on Camera Board
Flashing	OFF	Flashes 3 times	Invalid Scanner ID setting
Flashing	OFF	Flashes 4 times	Error on Interface Board
Flashing	OFF	Flashes 5 times	Invalid Smart Card
Flashing	Flashing	Flashing	Scanner is in Boot Mode
Flashing	OFF	OFF	Refer to Error Codes
OFF	Flashing	Red	Guideplate assembly is not in the right position, to solve it press down the guideplate to move it to the original position (step 0: 2mm/0.8")

System Error:	08-147
LED Code	Diagnostic = Flashing, Wait = OFF, Ready = Flashes 3 times.
Problem Description:	Error related to the switch setting on the Operators Panel.
Corrective Action:	<p>Try the following:</p> <ul style="list-style-type: none">■ Check the ID switch settings on the Operators Panel:<ul style="list-style-type: none">– For hp designjet copier cc800ps: 00011000 (0=OFF, 1=ON).– For hp designjet 815mfp: 00011011 (0=OFF, 1=ON)– For hp designjet scanner 4200: 00100101 (0=OFF, 1=ON)■ Check that the Operators Panel is correctly connected.■ The Operators Panel is faulty, replace the Right Cover ⇒ Page 4-8.
System Error:	08-149
LEDs Code	Diagnostic = Flashing, Wait = OFF, Ready = Flashes 5 times.
Problem Description:	Error related to the Smart Card.
Corrective Action:	<p>Try the following:</p> <ul style="list-style-type: none">■ Check that the Smart Card is valid for this scanner.■ Check that the Smart Card Reader is correctly connected to the Controller Board.■ Check that the Smart Card is correctly inserted.■ Replace the Smart Card.■ Replace the Smart Card Reader ⇒ Page 4-29.
System Error:	08-208
LED Code	Diagnostic = Flashing, Wait = OFF, Ready = OFF.
Problem Description:	Operators Panel check failed.
Corrective Action:	<p>Try the following:</p> <ul style="list-style-type: none">■ Check that the Operators Panel is correctly connected.■ The Operators Panel is faulty, replace the Right Cover ⇒ Page 4-8.

System Error: 30-140

LEDs Code Diagnostic = Flashing, Wait = Flashes once, Ready = OFF.

Problem Description: Correction of Camera A failed.

Corrective Action: Try the following:

- Make sure that the Glass Plate and the White Background Plate are clean.
- Check the lamp to make sure that it is working.
- Run SCANTest 6, test 9 and check the light profile. If the light profile is distorted, the cause maybe:
 - Incorrect vertical positioning of the camera.
 - Incorrect vertical alignment, run SCANTest 6, test 11 or Scanner Maintenance.
 - If the lamp does not turn ON, replace the lamp and if necessary, replace the Driver board ⇒ Page 4-24.
 - Corrupted Basic Calibration - Erase the parameter block and run the Scanner Maintenance.
 - Replace the Camera Board for Camera A ⇒ Page 4-16.
- Clean the scanning area and run the scanner maintenance.

System Error: 30-141

LEDs Code Diagnostic = Flashing, Wait = Flashes twice, Ready = OFF.

Problem Description: Correction of Camera B failed.

Corrective Action: Try the following:

- Make sure that the Glass Plate and the White Background Plate are clean.
- Check the lamp to make sure that it is working.
- Run SCANTest 6, test 9 and check the light profile. If the light profile is distorted, the cause maybe:
 - Incorrect vertical positioning of the camera.
 - Incorrect vertical alignment, run SCANTest 6, test 11 or Scanner Maintenance.
 - If the lamp does not turn ON, replace the lamp and if necessary, replace the Driver board ⇒ Page 4-24.
 - Corrupted Basic Calibration - Erase the parameter block and run the Scanner Maintenance.
 - Replace the Camera Board for Camera B ⇒ Page 4-16.
- Clean the scanning area and run the scanner maintenance.

System Error:	32-144
LEDs Code	Diagnostic = Flashing, Wait = OFF, Ready = OFF.
Problem Description:	Stitching failed (it has not been possible for the processor to detect one and only one image of the stitching wire in the scanned input).
Corrective Action:	<p>Try the following:</p> <ul style="list-style-type: none"> ■ Make sure that the Glass Plate and the White Background Plate are clean. ■ Run SCANTest 6, test 9 and check the Camera A and B images of the stitching wire. ■ The CCD-centering of one of the CCD-Cameras maybe so much out of adjustment that the image of the stitching wire falls outside the range where it can be detected by the copier - Run SCANTest 6, test 9 and check the CCD-centering. ■ Run the Scanner Maintenance. ■ Replace the Main Electronics Board ⇒ Page 4-27.
System Error:	40-xxx
LEDs Code	Diagnostic = Flashing, Wait = OFF, Ready = Flashes twice.
Problem Description:	Error on Camera Board.
Corrective Action:	<p>Try the following:</p> <ul style="list-style-type: none"> ■ Run SCANTest 6, test 7 to verify the error. ■ Check that all the cable are connected correctly. ■ Run SCANTest 6, test 9 and check the light profiles. ■ Erase the Parameter Blocks. ■ Run the Scanner Maintenance. ■ Replace the Camera Board ⇒ Page 4-16.
System Error:	40-84
LEDs Code	Diagnostic = Flashing, Wait = OFF, Ready = Flashes twice.
Problem Description:	The connectors to the cameras are in the wrong position.
Corrective Action:	Check that all the cables are correctly connected between the Main PCA and the camera board.

System Error:	50-xxx (17 to 28, 51 to 81 and 90 to 99)
LEDs Code	Diagnostic = Flashing, Wait = OFF, Ready = Flashes once.
Problem Description:	Error on the Main Electronics Board.
Corrective Action:	Try the following: <ul style="list-style-type: none">■ Check that all the cables are connected correctly to the Main Electronics Board.■ Run Scanner Maintenance.■ Upgrade the Scanner Firmware.■ Replace the Main Electronics Board ⇒ Page 4-27.
System Error:	50-100 to 50-214
LEDs Code	Diagnostic = Flashing, Wait = OFF, Ready = Flashes once.
Problem Description:	Firmware related error.
Corrective Action:	Try the following: <ul style="list-style-type: none">■ Upgrade the Firmware.■ Erase the parameter blocks.■ Replace the Main Electronics Board ⇒ Page 4-27.■ Run Scanner Maintenance.
System Error:	60-xxx (29 to 34, 82, 83)
LEDs Code	Diagnostic = Flashing, Wait = OFF, Ready = Flashes 4 times.
Problem Description:	The touch screen does not detect the Scanner.
Corrective Action:	Try the following: <ul style="list-style-type: none">■ Run SCANTest 6, test 7 to verify the error.■ Replace the Interface Board ⇒ Page 4-31.

Error Codes for the JetImage Software RIP

System Error:	-19
FP Message	-19 When combining thick media handling (paper guide in extended position) with auto size detection, the size detection must be done separately by running a preview scan before the final copy or scan operation.
Problem Description:	When combining thick media handling (paper guide in extended position) with auto size detection, the size detection must be done separately by running a preview scan before the final copy or scan operation.
Corrective Action:	Try the following: <ul style="list-style-type: none"> ■ Run a preview scan before the final copy or scan operation ■ Perform the copy or scan to file instead.
System Error:	-16
FP Message	-16 error reading the RIP gray balance file.
Problem Description:	If current media profile specifies to use CSV-file in the RIP gray balance and the file is not found.
Corrective Action:	Either disable the use of gray balance or attempt to recreate the file.
System Error:	-14
FP Message	-14 Unable to reserve the scanner.
Problem Description:	Unable to reserve the scanner.
Corrective Action:	Check and see if any other application is using the scanner.
System Error:	-13
FP Message	-13 Unable to rename the folder.
Problem Description:	Unable to rename the folder.
Corrective Action:	Occurs during file browsing operations, usually due to a share issue.
System Error:	-12
FP Message	-12 Unable to delete the folder.
Problem Description:	Unable to delete the folder (occurs during file browsing operations, typically if a folder is shared).
Corrective Action:	Close all the applications and try again.

System Error:	-11
FP Message	-11 The folder must be empty.
Problem Description:	The folder must be empty (occurs during file browsing operations).
Corrective Action:	Check that the folder is empty before deleting it.
System Error:	-9
FP Message	-9 The currently selected printer is not installed in the system.
Problem Description:	The windows printer driver for the currently selected printer is not found.
Corrective Action:	Try the following: <ul style="list-style-type: none"> ■ Check that the printer driver is installed. ■ Install the printer driver if not already installed.
System Error:	-6
FP Message	-6 No scanner selected or selected scanner not present.
Problem Description:	No scanner selected or selected scanner not present. If the scanner was turned Off application start-up.
Corrective Action:	Try the following: <ul style="list-style-type: none"> ■ Check that the scanner is turned On. ■ Check that the scanner is selected.
System Error:	-2
FP Message	-2 No media profile selected for current printer.
Problem Description:	No media profile selected for current printer.
Corrective Action:	Try the following: <ul style="list-style-type: none"> ■ Either select OK and then run the operation with out the Media Profile. ■ Or select Cancel and prepare a Media Profile before performing the operation.
System Error:	-1
FP Message	-1 No printer selected.
Problem Description:	No printer selected.
Corrective Action:	Select a printer. A printer must be configured in the application before trying to print.

System Error: 02
FP Message 02 Invalid scan coordinates. The paper frame was placed fully outside the scan image.
Problem Description: Invalid scan coordinates. The paper frame was placed fully outside the scan image.
Corrective Action: Try repositioning the paper frame so that it covers some of the scannable area.

System Error: 06
FP Message 06 Not enough disk space for spool file.
Problem Description: Not enough disk space for spool file.
Corrective Action: Make sure that the environment TEMP (or secondary TMP) points to a folder with plenty of space.

System Error: 08
FP Message 08 The scanner is currently on standby. Please press the soft power button on the scanner to activate it.
Problem Description: The scanner is currently on standby.
Corrective Action: Press the soft power button on the scanner to activate it.

| **System Error:** 00003
| **FP Message** 00003 Scanning invalid size of area requested for scanning.
| **Problem Description:** Negative scan-width specified.
| **Corrective Action:** Reselect the scan area and try again.

System Error: 01003
FP Message 01003 Error printing colorsheet.
Problem Description: Error printing colorsheet.
Corrective Action: Try the following:
■ Check the printer to make sure it is switched On and connected to the scanner.
■ Try printing a test print to make sure that the printer is working.

System Error:	01013
FP Message	01013 Error detecting index-mark.
Problem Description:	Skew: Error detecting the index mark.
Corrective Action:	Try the following: <ul style="list-style-type: none">■ Try restarting the system.■ If the problem persists, view the scandump.tif file for further diagnosis.
System Error:	01014
FP Message	01014 Sheet bad aligned.
Problem Description:	Sheet badly aligned.
Corrective Action:	Try the following: <ul style="list-style-type: none">■ Reinsert the sheet, making sure that it is straight and at the right position.■ If the problem persists, view the scandump.tif file for further diagnosis.
System Error:	01015
FP Message	01015 Error detecting left margin.
Problem Description:	Error detecting the left margin of the sheet.
Corrective Action:	Try the following: <ul style="list-style-type: none">■ Try reinserting the sheet.■ If the problem persists, view the scandump.tif file for further diagnosis.
System Error:	01016
FP Message	01016 Error detecting right margin.
Problem Description:	Error detecting the right margin of the sheet.
Corrective Action:	Try the following: <ul style="list-style-type: none">■ Try reinserting the sheet.■ If the problem persists, view the scandump.tif file for further diagnosis.
System Error:	01017
FP Message	01017 Error reading colorsheet.
Problem Description:	Error reading the colorsheet. The end of the sheet is reached before expected.
Corrective Action:	Check that the correct colorsheet is being used.

System Error:	01018
FP Message	01018 CLC aborted.
Problem Description:	The Close Loop Calibration (CLC) has been aborted.
Corrective Action:	The user has cancelled the color map operation.
System Error:	01019
FP Message	01019 Wrong insert position.
Problem Description:	The sheet has been inserted in the wrong position.
Corrective Action:	Try the following: <ul style="list-style-type: none">■ Reinsert the sheet, making sure that it is at the right position.■ If the problem persists, view the scandump.tif file for further diagnosis.
System Error:	01020
FP Message	01020 Can't find top of sheet.
Problem Description:	The top of the sheet couldn't be found.
Corrective Action:	Reinsert the sheet, making sure that it is at the right position.
System Error:	01021
FP Message	01021 Can't find bottom of sheet.
Problem Description:	The bottom of the sheet couldn't be found.
Corrective Action:	Reinsert the sheet, making sure that it is at the right position.
System Error:	01022
FP Message	01022 Does not correspond to this version or clc.dll.
Problem Description:	Incorrect version of the language resource dll.
Corrective Action:	Install the correct version of the language resource dll.
System Error:	02004
FP Message	02004 Unable to open device for reading.
Problem Description:	Unable to open the device for reading.
Corrective Action:	Check that the device (file) is available.

System Error: 02005
FP Message 02005 Unable to open device for writing.
Problem Description: Unable to open the device for writing.
Corrective Action: Check that the device (file or printer) is available.

System Error: 02006
FP Message 02006 Unable to read from device.
Problem Description: Unable to read from the device.
Corrective Action: Try the operation again.

System Error: 02007
FP Message 02007 Unable to write to device.
Problem Description: Unable to write to the device.
Corrective Action: Try the operation again.

System Error: 02013
FP Message 02013 Destination already exists.
Problem Description: Destination already exists.
Corrective Action: Try the operation again with a different file name.

System Error: 03008
FP Message 03008 Device not available.
Problem Description: Scanner not found.
Corrective Action: Try the following:
■ Check that the scanner is turned On.
■ Check the connection to the scanner.

System Error: 13496
FP Message 13496 The scanner is initializing or warming up
Problem Description: The scanner is initializing.
Corrective Action: This happens if you try to scan too quickly after powering On the scanner. Wait a short while and then try scanning again.

System Error: 17977
FP Message 17977 Media is present in scanner, but command was aborted by user.
Problem Description: User interfered with the scanner.
Corrective Action: Try the operation again.

System Error: 17980
FP Message 17980 Paper jam.
Problem Description: Paper jam.
Corrective Action: Check rollers and mechanical paper detectors for any paper jam. Once paper jam is cleared, try the operation again.

Error Messages for the Touch Screen

- FP Message:** BIOS ROM checksum error - system halted
Problem Description: Error during initialization.
Corrective Action: Reboot the system and enter the BIOS setting. Load "Setup Default" and save the BIOS setting.
- FP Message:** CMOS battery failed
Problem Description: The battery life is approximately 3 years before it requires replacement.
Corrective Action: Replace the CMOS Battery.
- FP Message:** CMOS checksum error - defaults loaded
Problem Description: Error detected in the CMOS.
Corrective Action: Reboot the system and enter the BIOS setting. Load "Setup Default" and save the BIOS setting.
- FP Message:** Display switch is set incorrectly
Problem Description: Problem encountered with the Touch Screen.
Corrective Action: Connect the Touch Screen to a CRT Monitor and check the resolution setting for the display. If the CRT Monitor is working well then it seems there is an LCD problem. Return the Panel PC to Repair Center for further tests.
- FP Message:** Hard Disk install failure
Problem Description: No Hard Disk detected, error related to Hard Disk Drive.
Corrective Action: Try the following:
 - In the BIOS setup select Standard CMOS Features and check if the IDE detection method is set to AUTO (password to access the BIOS is *bigcoco*)?
 - If Yes: In Advanced BIOS features, set HDD to first boot device.
 - If No: Choose auto for all IDE detection.
 - Check if HDD can be detected in the boot-up system configuration table:
 - If Yes: check the boot up files in HDD, recover it if necessary.
 - If No: replace HDD (P/N Q1278-60032).

FP Message:	Primary master hard disk fail
Problem Description:	No Hard Disk detected, error related to Hard Disk Drive.
Corrective Action:	<p>Try the following:</p> <ul style="list-style-type: none">■ In the BIOS setup select Standard CMOS Features and check if the IDE detection method is set to AUTO (password to access the BIOS is <i>bigcoco</i>)?<ul style="list-style-type: none">– If Yes: In Advanced BIOS features, set HDD to first boot device.– If No: Choose auto for all IDE detection.■ Check if HDD can be detected in the boot-up system configuration table:<ul style="list-style-type: none">– If Yes: check the boot up files in HDD, recover it if necessary.– If No: replace HDD (P/N Q1278-60032).
FP Message:	Secondary master hard disk fail
Problem Description:	No Hard Disk detected, error related to Hard Disk Drive.
Corrective Action:	<p>Try the following:</p> <ul style="list-style-type: none">■ In the BIOS setup select Standard CMOS Features and check if the IDE detection method is set to AUTO (password to access the BIOS is <i>bigcoco</i>)?<ul style="list-style-type: none">– If Yes: In Advanced BIOS features, set HDD to first boot device.– If No: Choose auto for all IDE detection.■ Check if HDD can be detected in the boot-up system configuration table:<ul style="list-style-type: none">– If Yes: check the boot up files in HDD, recover it if necessary.– If No: replace HDD (P/N Q1278-60032).
FP Message:	Primary slave hard disk fail
Problem Description:	No Hard Disk detected, error related to Hard Disk Drive.
Corrective Action:	<p>Try the following:</p> <ul style="list-style-type: none">■ In the BIOS setup select Standard CMOS Features and check if the IDE detection method is set to AUTO (password to access the BIOS is <i>bigcoco</i>)?<ul style="list-style-type: none">– If Yes: In Advanced BIOS features, set HDD to first boot device.– If No: Choose auto for all IDE detection.■ Check if HDD can be detected in the boot-up system configuration table:<ul style="list-style-type: none">– If Yes: check the boot up files in HDD, recover it if necessary.– If No: replace HDD (P/N Q1278-60032).

FP Message: Secondary slave hard disk fail

Problem Description: No Hard Disk detected, error related to Hard Disk Drive.

Corrective Action: Try the following:

- In the BIOS setup select Standard CMOS Features and check if the IDE detection method is set to AUTO (password to access the BIOS is *bigcoco*)?
 - If Yes: In Advanced BIOS features, set HDD to first boot device.
 - If No: Choose auto for all IDE detection.
- Check if HDD can be detected in the boot-up system configuration table:
 - If Yes: check the boot up files in HDD, recover it if necessary.
 - If No: replace HDD (P/N Q1278-60032).

FP Message: Floppy disk(s) fail

Problem Description: No Floppy Disk detected.

Corrective Action: Try the following:

- Check if the Floppy Disk Drive cable is connected correctly, reconnect the cable if necessary.
- Replace the Floppy Disk Drive (P/N Q1278-60035).

FP Message: Floppy disk(s) fail (40)

Problem Description: No Floppy Disk detected.

Corrective Action: Try the following:

- Check if the Floppy Disk Drive cable is connected correctly, reconnect the cable if necessary.
- Replace the Floppy Disk Drive (P/N Q1278-60035).

FP Message: Floppy disk(s) fail (80)

Problem Description: No Floppy Disk detected.

Corrective Action: Try the following:

- Check if the Floppy Disk Drive cable is connected correctly. Reconnect the cable if necessary.
- Replace the Floppy Disk Drive (P/N Q1278-60035).

- FP Message:** Keyboard error or no keyboard present
Problem Description: No keyboard has been detected.
Corrective Action: Try the following:
■ Check if the Keyboard is connected correctly. Reconnect the cable if necessary.
■ Replace the Keyboard.
- FP Message:** The driver is not ready
Problem Description: The system cannot read from the CD-ROM drive.
Corrective Action: Try the following:
■ Eject the CD currently in the CD-ROM drive and place it into a different CD-ROM drive. Can the CD be read in the other CD-ROM drive?
– If Yes: Replace the CD-ROM drive.
– If No: Replace the CD, it could be damaged.
- FP Message:** The driver is not ready
Problem Description: The system cannot read from the Floppy Disk Drive (FDD).
Corrective Action: Try the following:
■ Eject the Floppy Disk currently in the FDD and place it into a different FDD. Can the CD be read in the other FDD?
– If Yes: Replace the Floppy Disk Drive (P/N Q1278-60035).
– If No: Replace the Floppy Disk, it could be damaged.
- FP Message:** Memory test fail
Problem Description: Memory test has failed.
Corrective Action: Try the following:
■ Re-install the SDRAM and check if the problem is solved:
– If Yes: There was a poor connection between the Main Board and the SDRAM Memory Module.
– If No: Replace the SDRAM Memory Module (P/N Q1278-60042).

