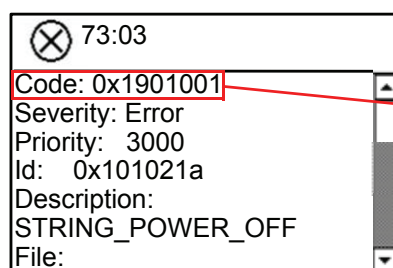# 2 System Error Codes

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.

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).

NOTE: 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

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:

Code	Component/System
01.0	Main PCA/Electronics Module (Sausalito)
01.1	Add-on Electronics Module (Printmech)
01.2	ISS Electronics Module
02	Carriage
02.1	Carriage PCA
03	Power Supply Unit
05	Formatter
05.1	Fan of the Formatter
05.3	Memory of the Formatter
06	Hard Disk Drive
07	Interconnect PCA
08	Front Panel
11	Trailing Cable
21	Service Station
23	Pressure System (APS)
24	Ink Delivery Tubes
26.n	Ink Cartridge (color n)
27.n	Printhead (color n)
31	Cutter
32	Take-up Reel
38	Output Tray
39	Paper Loading Failure
41	Paper-Axis Motor
42	Scan-Axis Motor
43	Vacuum Fan
44	Aerosol Fan
50	OMAS
51	Window/Door Sensor
51.1	PHC Access Door Sensor
52	Drop Detector
53	Media Sensor
54	Media Lever Sensor
55	Line Sensor
56	Drive Roller Encoder Sensor
58	Color Sensor
61	Language Interpreting
61.1	PS Fonts Missing
61.2	File with Passwords cannot be Printed
63	Input/Output through LAN Card
64	Input/Output through USB Port
65	Input/Output (not know what port)
66	Print Job Configuration

Code	Component/System
71	Memory Management
72	Generic Firmware
73	Motor Control Functions
74	Firmware Upgrade
76	Disk Full
77	WebAccess Application
78	Borderless
79	Assertion (Uncontrollable Firmware Error)
81	Media Advance
85	Media-Axis Encoder Reading
86	Carriage Movement
87	Scan-axis encoder reading
91	Printhead Firing
93	Ink Pumping
94	Color Calibration
98	Automatic Backup Print Mode Enabled

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

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

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 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.

> **NOTE:** 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:

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 Sausalito PCI PCA ⇒ Page 353.

System Error:

01.0:10

Problem Description:

Problem with the Sausalito 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 Sausalito PCI PCA ⇒ Page 353.

- If the System Error continues, replace the Main PCA ⇒ Page 357.

> **NOTE:** 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:

01.1:10

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 Sausalito PCI PCA are not damaged and are correctly connected.

- Replace the PrintMech PCA ⇒ Page 366.

- If the System Error continues, replace the Sausalito PCI PCA ⇒ Page 353.

> **NOTE:** 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:

01.2:10

Problem Description:

ISS PCA problem.

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 Ink Supply Tubes and Trailing Cable ⇒ Page 296.

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 Sausalito PCI PCA.

- Replace the Carriage PCA ⇒ Page 318.

- If the System Error continues, replace the Sausalito PCI PCA ⇒ Page 353.

> **NOTE:** 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:

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 92) to troubleshoot the problem further.

- If the System Error continues, replace the Power Supply Unit ⇒ Page 361.

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 359.

- If the System Error continues, replace the Main PCA ⇒ Page 357.

> **NOTE:** 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:

05.3:10

Problem Description:

Main memory size failure.

Corrective Action:

Try the following:

- Check that at least 256 megabytes of memory is installed in the Printer.

- Check that the Memory Module is installed correctly.

- 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 355.

- If the System Error does NOT reappear, then the original slot could be faulty. In this case, replace the Main PCA ⇒ Page 357.

> ✎ **NOTE:** 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:

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 359.

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 359.

System Error:

07:10

Problem Description:

Aerosol Fan driver burnt.

Corrective Action:

Try the following:

- Replace the Interconnect PCA ⇒ Page 341.

- If the System Error continues, replace the Sausalito PCI PCA ⇒ Page 353.

> ✎ **NOTE:** 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:

08:11

Problem Description:

Problem with the Front Panel.

Corrective Action:

Try the following:

> **NOTE:** 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:

11:10

Problem Description:

Trailing Cable does not seem to be connected.

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 Sausalito PCI PCA.

- Replace the Sausalito PCI PCA ⇒ Page 353.

- Replace the Ink Supply Tubes and Trailing Cable ⇒ Page 296.

- Replace the Carriage PCA ⇒ Page 318.

> **NOTE:** 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:

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 284.

- Replace the PrintMech PCA ⇒ Page 366.

- Replace the Interconnect PCA ⇒ Page 341.

> **NOTE:** 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:

21:10

Problem Description:

FAIL starting Servicing Services.

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 284.

System Error:

21:10

Problem Description:

Service Station motor fault 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.

- 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 284.

System Error:

21:10

Problem Description:

FAIL capping 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 284.

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 284.

System Error:

23:10

Problem Description:

Problem with pressurization.

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 308.

- Replace the PrintMech PCA ⇒ Page 366.

- If the System Error continues, replace the Sausalito PCI PCA ⇒ Page 353.

> **NOTE:** 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:

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:

Ink Cartridge broken bag detected (tubes unusable).

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 112) to further troubleshoot the error code.

System Error:

26.0:01

Problem Description:

Bad contact detected in ISS slot 0 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 302.

- Replace the Ink Supply Tubes and Trailing Cable ⇒ Page 296.

> **NOTE:** 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:

26.1:01

Problem Description:

Bad contact detected in ISS slot 1 floater.

Corrective Action:

Try the following:

- Remove the Light Magenta Ink Cartridge and reinstall it in to the Printer.

- Replace the Light Magenta Ink Cartridge.

- Check that the ISS to Cartridge cable (Light Magenta Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.

- Replace the ISS to Cartridge cable (Light Magenta Ink Cartridge) ⇒ Page 302.

- Replace the Ink Supply Tubes and Trailing Cable ⇒ Page 296.

> **NOTE:** 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:

26.2:01

Problem Description:

Bad contact detected in ISS slot 2 floater.

Corrective Action:

Try the following:

- Remove the Photo Black Ink Cartridge and reinstall it in to the Printer.

- Replace the Photo Black Ink Cartridge.

- Check that the ISS to Cartridge cable (Photo Black Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.

- Replace the ISS to Cartridge cable (Photo Black Ink Cartridge) ⇒ Page 302.

- Replace the Ink Supply Tubes and Trailing Cable ⇒ Page 296.

NOTE: 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:

26.3:01

Problem Description:

Bad contact detected in ISS slot 3 floater.

Corrective Action:

Try the following:

- Remove the Matte Black Ink Cartridge and reinstall it in to the Printer.

- Replace the Matte Black Ink Cartridge.

- Check that the ISS to Cartridge cable (Matte Black Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.

- Replace the ISS to Cartridge cable (Matte Black Ink Cartridge) ⇒ Page 302.

- Replace the Ink Supply Tubes and Trailing Cable ⇒ Page 296.

NOTE: 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:

26.4:01

Problem Description:

Bad contact detected in ISS slot 4 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 302.

- Replace the Ink Supply Tubes and Trailing Cable ⇒ Page 296.

> **NOTE:** 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:

26.4:01

Problem Description:

Bad contact detected in ISS slot 5 floater.

Corrective Action:

Try the following:

- Remove the Light Cyan Ink Cartridge and reinstall it in to the Printer.

- Replace the Light Cyan Ink Cartridge.

- Check that the ISS to Cartridge cable (Light Cyan Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.

- Replace the ISS to Cartridge cable (Light Cyan Ink Cartridge) ⇒ Page 302.

- Replace the Ink Supply Tubes and Trailing Cable ⇒ Page 296.

> **NOTE:** 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:

26.4:01

Problem Description:

Bad contact detected in ISS slot 6 floater.

Corrective Action:

Try the following:

- Remove the Light Gray Ink Cartridge and reinstall it in to the Printer.

- Replace the Light Gray Ink Cartridge.

- Check that the ISS to Cartridge cable (Light Gray Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.

- Replace the ISS to Cartridge cable (Light Gray Ink Cartridge) ⇒ Page 302.

- Replace the Ink Supply Tubes and Trailing Cable ⇒ Page 296.

> **NOTE:** 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:

26.7:01

Problem Description:

Bad contact detected in ISS slot 7 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) $\Rightarrow$ Page 302.

- Replace the Ink Supply Tubes and Trailing Cable $\Rightarrow$ Page 296

> **NOTE:** 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:

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 321.

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:

32:01:1

Problem Description:

At least one of the Take-up reel optical sensors has been blocked for more than 3s. (The wound distance is more than 2m).

Corrective Action:

Try the following:

- Check the paper is attached to the TUR spindle.
- Check there is no obstacle between the Take-up reel optical sensors.
- Check the TUR switch is in the correct position.
- If needed, use the TUR arrow keys to wind paper before resume printing.
- To resume printing, press OK.

System Error:

32.01:2

Problem Description:

At least one of the Take-up reel optical sensors has been blocked for more than 3s. (The wound distance is more than 2m).

Corrective Action:

Try the following:

- Check there is no obstacle between the Take-up reel optical sensors.
- Check the paper is attached to the TUR spindle.

- Check the TUR switch is in the correct position.

- If needed, use the TUR arrow keys to wind paper before resume printing.

- To resume printing, press OK.

System Error:

32:01

Problem Description:

TUR Disconnected.

Corrective Action:

Try the following:

- If you want to keep using the Take-up reel, you must turn off the printer and check all Take-up reel cables are connected again (Sensors cables, printer cable).

- If not, you might need to manually unload the paper from the Take-up reel. Remember to cut the paper before (either manually or by pressing the "Form Feed And Cut" button).

System Error:

41:03

Problem Description:

Electrical current limit in paper 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.

- 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.

- Replace the Media-Axis Motor $\Rightarrow$ Page 333.

- If the System Error continues, replace the PrintMech PCA $\Rightarrow$ Page 366.

> **NOTE:** 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:

41:10

Problem Description:

Electrical fault in paper 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.

- Check that the Media-Axis Motor cable is not damaged and is correctly connected to the PrintMech PCA.

- Replace the Media-Axis Motor ⇒ Page 333.

- If the System Error continues, replace the PrintMech PCA ⇒ Page 366

NOTE: 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:

42:03

Problem Description:

Electrical current limit in carriage 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.

- 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 330.

- If the System Error continues, replace the PrintMech PCA ⇒ Page 366.

NOTE: 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:

42:10

Problem Description:

Electrical fault in carriage 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.

- Check that the Scan-Axis Motor cable is not damaged and is correctly connected to the PrintMech PCA.

- Replace the Scan-Axis Motor ⇒ Page 330.

- If the System Error continues, replace the PrintMech PCA ⇒ Page 366

> ✎ **NOTE:** 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:

42:10

Problem Description:

FAIL Starting Scan Axis.

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 Scan-Axis Motor cable is not damaged and is correctly connected to the PrintMech PCA.

- Replace the Scan-Axis Motor ⇒ Page 330.

- If the System Error continues, replace the PrintMech PCA ⇒ Page 366.

> ✎ **NOTE:** 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:

42:10

Problem Description:

FAIL Homing Scan Axis.

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 Scan-Axis Motor cable is not damaged and is correctly connected to the PrintMech PCA.

- Replace the Scan-Axis Motor ⇒ Page 330.

- If the System Error continues, replace the PrintMech PCA ⇒ Page 366

> ✎ **NOTE:** 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:

43:10

Problem Description:

Vacuum Fan Sstopped.

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 cbles 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 288.

- If the System Error continues, replace the PrintMech PCA ⇒ Page 366

> **NOTE:** 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:

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 284.

- If the System Error continues, replace the Interconnect PCA ⇒ Page 341.

> **NOTE:** 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:

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 284.

System Error:

> 46:03

Problem Description:

> Primer 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.

- Replace the Primer Assembly ⇒ Page 278.

- Replace the PrintMech PCA ⇒ Page 366.

- Replace the Interconnect PCA ⇒ Page 341.

> **NOTE:** 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:

> 46:10

Problem Description:

> Electrical fault in primer 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.

- Replace the Primer Assembly ⇒ Page 278.

- Replace the PrintMech PCA ⇒ Page 366.

- Replace the Interconnect PCA ⇒ Page 341

> **NOTE:** 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:

46:13

Problem Description:

Primer test distance failed.

Corrective Action:

Try the following:

- Check that the Primer Arm is not damaged and there are no obstacles in its way.

- 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 Primer Assembly $\Rightarrow$ Page 278.

System Error:

50:01

Problem Description:

OMAS Navigation 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.

- Clean the OMAS window (CREF to procedure in Chap 9)

- Replace the OMAS Module $\Rightarrow$ Page 335.

System Error:

50:03

Problem Description:

FW error in DSP or Engine code.

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 correct type of Main PCA is installed, Designjet Z6100 NOT Designjet 4x00.

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

- Replace the OMAS Controller Card $\Rightarrow$ Page 346

- Replace the OMAS Module ⇒ Page 335

> ✎ **NOTE:** 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:

50.1:10

Problem Description:

Error with the media advance Sensor component or with the cable between sensor and controller.

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.

- Check that the OMAS Module cable is not damaged and is correctly connected to the OMAS Controller PCA.

- Replace the OMAS Controller Card ⇒ Page 346

- Replace the OMAS Module ⇒ Page 335.

> ✎ **NOTE:** 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:

50:11

Problem Description:

Navigation problems, may be due to a mis-positioned sensor, DOF or skew issue.

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.

- Check that the OMAS Module cable is not damaged and is correctly connected to the OMAS Controller PCA.

- Replace the OMAS Controller Card ⇒ Page 346

- Replace the OMAS Module ⇒ Page 335

> 📝 **NOTE:** 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:

50:14

Problem Description:

FW version mismatch between the controller fw and the version of the file in the Engine 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.

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

- Replace the OMAS Controller Card ⇒ Page 346

System Error:

50:17

Problem Description:

Advisory fw error in DSP or Engine code of the media advance sensor component.

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.

- Check that the OMAS Module cable is not damaged and is correctly connected to the OMAS Controller PCA.

- Replace the OMAS Controller Card ⇒ Page 346

- Replace the OMAS Module ⇒ Page 335.

> 📝 **NOTE:** 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:

50.2:10

Problem Description:

Error with the media advance sensor controller board.

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.

- Check that the OMAS Module cable is not damaged and is correctly connected to the OMAS Controller PCA.

- Replace the OMAS Controller Card $\Rightarrow$ Page 346

System Error:

51:10

Problem Description:

Window sensor detects cover opened.

Corrective Action:

Try the following:

- Check that the Window Sensor cable is not damaged and is correctly connected to the Interconnect PCA.

- Replace the Window Sensor.

System Error:

51:10

Problem Description:

Window sensor detects cover closed.

Corrective Action:

Try the following:

- Check that the Window Sensor cable is not damaged and is correctly connected to the Interconnect PCA.

- Replace the Window Sensor.

System Error:

51.1:10

Problem Description:

Service Station Door sensor detects right door opened.

Corrective Action:

Try the following:

- Check that the Maintenance Cartridge Door Sensor cable is not damaged and is correctly connected to the Interconnect PCA.

- Replace the Maintenance Cartridge Door Sensor.

System Error:

51.1:10

Problem Description:

Service Station Door sensor detects right door closed.

Corrective Action:

Try the following:

- Check that the Maintenance Cartridge Door Sensor cable is not damaged and is correctly connected to the Interconnect PCA.

- Replace the Maintenance Cartridge Door Sensor.

System Error:

52:01

Problem Description:

Drop Detector fiber 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.

- Replace the Drop Detector ⇒ Page 293.

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 293.

- Replace the Sausalito PCI PCA ⇒ Page 353.

- If the System Error continues, replace the Interconnect PCA ⇒ Page 341.

> **NOTE:** 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:

53:10

Problem Description:

Media sensor detects no media loaded.

Corrective Action:

Try the following:

- Check that the Media Sensor cable is not damaged and is connected correctly to the Interconnect PCA.

- Replace the Media Sensor ⇒ Page 397.

System Error:

53:10

Problem Description:

Media sensor detects media loaded.

Corrective Action:

Try the following:

- Check that the Media Sensor cable is not damaged and is connected correctly to the Interconnect PCA.

- Replace the Media Sensor ⇒ Page 397.

System Error:

54:10

Problem Description:

Pinch Lever sensor detects Pinchwheel raised.

Corrective Action:

Try the following:

- Check that the Media Lever Sensor cable is not damaged and is connected correctly to the Interconnect PCA.

- Replace the Media Lever Sensor ⇒ Page 405.

System Error:

54:10

Problem Description:

Pinch Lever sensor detects Pinchwheel lowered.

Corrective Action:

Try the following:

- Check that the Media Lever Sensor cable is not damaged and is connected correctly to the Interconnect PCA.

- Replace the Media Lever Sensor ⇒ Page 405.

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 372.

- If the System Error continues, replace the Carriage PCA ⇒ Page 318.

> **NOTE:** 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:

56:01

Problem Description:

The index sensor readings are unstable after some retries.

Corrective Action:

Try the following:

- Perform Paper drive diagnostics

- Replace Media drive encoder reader ⇒ Page 399

System Error:

56:01

Problem Description:

The index sensor changes value after latching the value!

Corrective Action:

Try the following:

- Perform Paper drive diagnostics

- Replace Media drive encoder reader ⇒ Page 399

System Error:

56:10

Problem Description:

Analog Encoder calibration failed.

Corrective Action:

Try the following:

- Replace the Encoder Disc and Sensor ⇒ Page 399.

System Error:

58:10

Problem Description:

Color Sensor 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 Printer has the latest Firmware version. If not, update the Firmware to the latest version.

- Perform the Color Sensor Diagnostic test.

- If the Color Sensor Shutter opens and closes, then replace Color Sensor Assembly ⇒ Page 374.

- If the color sensor Shutter is not activated, then replace the Line Sensor Assembly ⇒ Page 372.

- If the System Error continues, replace the Carriage PCA ⇒ Page 318.

> **NOTE:** 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:

58:11

Problem Description:

FAIL starting Color 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.

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

- Perform the Color Sensor Diagnostic test.

- If the Color Sensor Shutter opens and closes, then replace Color Sensor Assembly ⇒ Page 374.

- If the color sensor Shutter is not activated, then replace the Line Sensor Assembly ⇒ Page 372.

- If the System Error continues, replace the Carriage PCA ⇒ Page 318.

> **NOTE:** 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:

58:11

Problem Description:

FAIL starting Color Sensing Services.

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 Color Sensor Diagnostic test.

- If the Color Sensor Shutter opens and closes, then replace Color Sensor Assembly ⇒ Page 374.

- If the color sensor Shutter is not activated, then replace the Line Sensor Assembly ⇒ Page 372.

- If the System Error continues, replace the Carriage PCA ⇒ Page 318

> **NOTE:** 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:

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 357.

System Error:

64:04

Problem Description:

Input/Output problem through the USB Card.

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:

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:

71:19

Problem Description:

Different S/N found in Main and Backup NVM.

Corrective Action:

Try the following:

- Perform the "Error 71:19 Recovery" Service Utility (refer to Chapter 4).

> **NOTE:** 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:

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:

Carriage encoder reading 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 83) to further troubleshoot the error code.

- If the System Error continues, perform the "Media Drive" Diagnostic ($\Rightarrow$ Page 88) to further troubleshoot the error code.

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, 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:

Disk out of space.

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.

System Error:

77:04

Problem Description:

Embedded Web Server internal software error.

Corrective Action:

Try the following:

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:

78.1:04

Problem Description:

Media Settings area missing in media settings file.

Corrective Action:

Try the following:

- Resend the file.

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.

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 Media Lever) and clear the obstruction.

- Perform the "Media Drive" Diagnostic ($\Rightarrow$ Page 88) to further troubleshoot the error code.

- If the System Error continues, replace the Media-Axis Motor $\Rightarrow$ Page 333.

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 Media Lever) and clear the obstruction.

- Perform the "Media Drive" Diagnostic ($\Rightarrow$ Page 88) to further troubleshoot the error code.

- If the System Error continues, replace the Media-Axis Motor $\Rightarrow$ Page 333.

System Error:

85:03

Problem Description:

Problem finding the Drive Roller zero.

Corrective Action:

Try the following:

- Perform the "Media Drive" Diagnostic ($\Rightarrow$ Page 88) 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 Media Lever) and clear the obstruction.

- Check that the Carriage Stopper is correctly installed (Refer to Carriage Disassembly Instructions ⇒ Page 323, step <cross reference>22.).

- Perform the "Scan-Axis" Diagnostic (⇒ Page 83) to further troubleshoot the error code.

- If the System Error continues, replace the Scan-Axis Motor ⇒ Page 330.

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 Media Lever) and clear the obstruction.

- Replace the Encoder Strip and Encoder Sensor ⇒ Page 315.

System Error:

87:01

Problem Description:.

Clean the encoder strip

Corrective Action:

Try the following:

- Clean the Encoder Strip using a lint free cloth dampened with tap water, then reset the counter (Setup > Resets > Encoder cleaning) ⇒ See the instructions provided in the User Maintenance Kit (P/N: Q6651-60276).

- Replace the Encoder Strip and Encoder Sensor ⇒ Page 315.

> **NOTE:** This operation has to be carried out by the user. It is fully documented in the User Maintenance Kit. If the User Maintenance Kit is not available the customer must purchase another kit (Q6715A).

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 a Printheads they should make sure that at least a Printhead Recovery is performed.

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.

- Replace the Ink Cartridges.

- Replace the APS Assembly.

- If the System Error continues, replace the Scan-Axis Motor ⇒ Page 330.

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 308.

- If the System Error continues, replace the Ink Supply Tubes and Trailing Cable ⇒ Page 296.

System Error:

94:08

Problem Description:

Color Calibration failed.

Corrective Action:

Try the following:

- Color Calibration failed.

- Perform Color Sensor Test

- Replace Color Sensor ⇒ Page 374

- Replace Carriage PCA $\Rightarrow$ Page 318

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:

- Perform Printhead alignment.