System Error Codes

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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.

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 Codes - Explanation

System Error Codes consist of 4 digits which explain which component/system is failing and what action should be taken to resolve the problem.

The following table explains the **first** 2 digits of the System Error Code:

Code	Component/System
01	Main PCA/Electronics Module
02	Carriage/Carriage PCA
03	Power Supply Unit
04	Network Card
05	Formatter
06	Hard Disk Drive
07	Interconnect PCA
08	Front Panel
11	Trailing Cable
12	Carriage Flex Circuit

Code	Component/System
17	Interconnect Cable
21	Service Station
22	Ink Supply Station
23	Pressure System (APS)
24	Ink Delivery System
25	Spittoon
31	Cutter
32	Take-up Reel
33	Sheet Feeder
34	Dryer/Blower
41	Paper-Axis Motor
42	Scan-Axis Motor
43	Vacuum Fan
44	Aerosol fan
51	Window Sensor
52	Drop Detector
53	Media Sensor
54	Pinch-Arm Sensor
55	Line Sensor
56	Drive Roller Encoder Sensor
57	Ink Leak Detector
58	Color Sensor
59	Media Type Sensor
61	Language Interpreting
62	Input/Output through Parallel Port
63	Input/Output through Network Card
64	Input/Output through USB Port
65	Input/Output
71	Memory Management
72	Generic Firmware
73	Servo
79	Assertion
81	Media Advance
82	Media Cut
83	Single-Sheet Feeding

Code	Component/System
84	Roll Feeding
85	Media-Axis Encoder Reading
86	Carriage Movement
87	Scan-Axis Encoder Reading
91	Printhead Firing
92	Servicing
93	Ink Pumping

The following table explains the **last** 2 digits of the System Error Code:

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	
04	Upgrade System Firmware	
05	Upgrade Driver	
06	Add Accessory	
07	Escalate	
08	Send Plot Again	
09	Wrong Part Installed	
10	Replace	On-Site visit required
11	Reseat/Reconnect/Clean/Adjust (manually)	
12	Calibrate/Adjust (using Automatic Process)	
13	Power OFF	
14	Upgrade System Firmware	
15	Upgrade Driver	
16	Add Accessory	
17	Escalate	
18	Send Plot Again	
19	Wrong Part Installed	

Error Log Utility

The Error Log utility contains a record of the last 10 system error codes the Printer has experienced. The purpose of this information is to:

- Determine whether the Printer is experiencing repetitive failures.
- Determine whether the previous problems are causing the current failure in the printer.
- Determine whether there are additional symptoms to the current system error code.

The information that is stored for each error code is:

- The reported System error code.
- The code line in the Firmware where the error was triggered.
- The date when the error code was triggered.
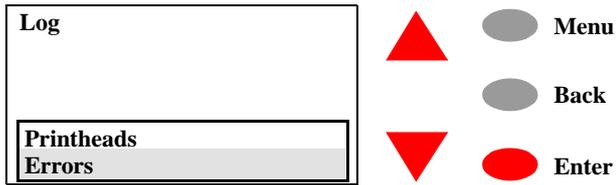
Accessing the Error Log Utility

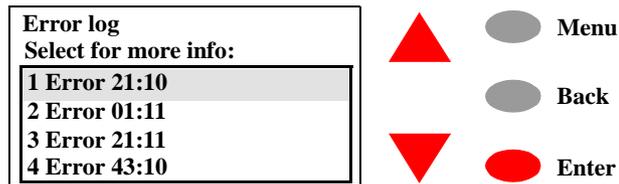**1** Press the ↑ or ↓ key until the front panel displays the Setup Menu and then press **Enter**.
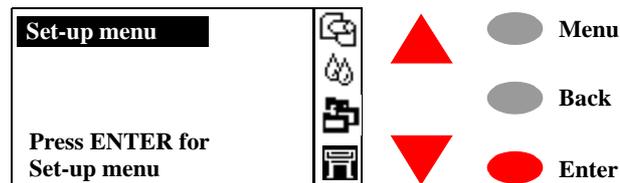
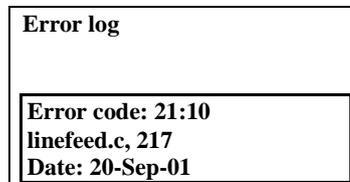**2** Press the ↑ or ↓ key until the front panel highlights **Log**. Press the **Enter** key.
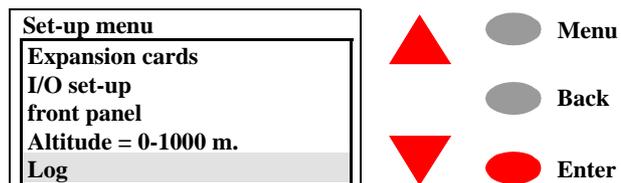
3 Press the ↑ or ↓ key until the front panel highlights **Errors**. Press the **Enter** key.

Log	▲	Menu
		Back
Printheads	▼	Enter
Errors		

4 Press the ↑ or ↓ key until the front panel highlights the error code that you want to see information on. Press the **Enter** key**.**

Error log	▲	Menu
Select for more info:		
1 Error 21:10		Back
2 Error 01:11		
3 Error 21:11	▼	Enter
4 Error 43:10		

5 The front panel displays information on the selected item**.**

Error log
Error code: 21:10
linefeed.c, 217
Date: 20-Sep-01

NOTE

To view information on another Error Code, press BACK and the front panel will return to the previous screen

System Error: 01:10

Problem Description: Electronics Module failure. The possible cause could be:

1. *The Electronics Module is of the wrong type (a 16 MB Electronics Module will not work in a 24" Model).*

2. *Reading, writing or initializing the EEROM failed.*

3. *One of the ASIC's was not found within the Serial Bus that connects the Electronics Module to the Carriage Assembly.*

4. *One of the ASIC's did not respond to the Serial Bus that connects the Electronics Module to the Carriage Assembly.*

5. *The Electronics Module is requesting a move to the Service Station while the previous move is still being completed.*

6. *The Electronics Module Cooling Fan has reached its current limit.*

Corrective Action: Replace the Electronics Module $\Rightarrow$ Page *8-24*.

System Error: 01:11

Problem Description: The Electronics Module Cooling Fan badly connected.

Corrective Action: Reconnect the Cooling Fan (located on top of the Electronics Module). If the Cooling Fan continues to fail, check that the connector pins in the Electronics Module are NOT bent.

System Error: 01:12

Problem Description: The EEROM is not configured correctly (the product number may be missing).

Corrective Action: Configure the EEROM correctly using the EEROM setup utility $\Rightarrow$ Page *4-17*.

System Error:	01:13
Problem Description:	Electronics Module failure. The possible cause could be:

1. One of the ASIC's in the Electronics Module is reporting that it is too hot.

2. The interruptions from the Scan-Axis servo or from the Paper-Axis servo are not coming as regularly as they are expected or are coming too late.

Corrective Action: Try the following:

- Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.
- If the Error Code continues, replace the Electronics Module ⇒ Page *8-24*.

System Error:	02:10
Problem Description:	Carriage failure. The possible cause could be:

1. The Carriage PCA is not compatible with the rest of the Printer.

2. The Carriage ASIC has problems initializing.

3. The +2.5V reference voltage generated in the Carriage PCA is out of range.

4. One of the Carriage ASIC's cannot be found within the Serial Bus that connects the Electronics Module to the Carriage.

5. One of the Carriage ASIC's did not respond to the Serial Bus that connects the Electronics Module to the Carriage Assembly.

Corrective Action: Replace the Carriage Assembly ⇒ Page *8-78*.

System Error:	02:13
Problem Description:	Carriage failure. The possible cause could be:

1. One of the ASIC's in the Carriage is reporting that it is too hot.

Corrective Action: Try the following:

- Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.
- If the Error Code continues, replace the Carriage Assembly ⇒ Page *8-78*.

System Error:	03:10
Problem Description:	Power Supply failure.
Corrective Action:	Replace the Power Supply Unit ⟹ Page *8-27*.

System Error:	04:11
Problem Description:	LAN Card not detected.
Corrective Action:	Power OFF the Printer and reconnect the LAN Card.

System Error:	05:09 Error (**Only applicable to HP DesignJet 500 Series**)
Problem Description:	Formatter installed instead of HP-GL/2 Accessory Card.
Corrective Action:	Power OFF the Printer and remove the Formatter and install the HP-GL/2 Accessory Card ⟹ Page *8-20*.
	NOTE: If this Error Code appears on a DesignJet 800 Series Printer, then the model number configured in the Printer is incorrect (the Printer thinks it's a DesignJet 500 Series Printer). In this case reconfigure the model number ⟹ Page *4-17*.

System Error:	05:10 Warning (**Only applicable to HP DesignJet 800 Series**)
Problem Description:	Formatter not detected.
Corrective Action:	Power OFF the Printer and reseat the Formatter.

System Error:	05:10 Error (**Only applicable to HP DesignJet 800 Series**)
Problem Description:	Formatter failure.
Corrective Action:	Power OFF the Printer and replace the Formatter ⟹ Page *8-20*.

System Error:	05:10 Error (**Only applicable to HP DesignJet 500 Series**)
Problem Description:	HP-GL/2 Accessory Card failure.
Corrective Action:	Power OFF the Printer and replace the HP-GL/2 Accessory Card ⟹ Page *8-20*.

System Error:	05:11
Problem Description:	Formatter not detected.
Corrective Action:	Power OFF the Printer and reconnect the Formatter.

System Error:	08:11
Problem Description:	Front Panel cannot be detected.
Corrective Action:	Reconnect the Front Panel.

System Error:	11:11
Problem Description:	Trailing Cable badly connected.
Corrective Action:	Reconnect the Trailing Cable correctly.

System Error:	11:13
Problem Description:	Problem with setting the voltage of the Printheads.
Corrective Action:	Try the following: ■ Check that the Trailing Cable is connected correctly at both ends. ■ Replace the Trailing Cable ⇒ Page *8-40*. ■ Replace the Carriage Assembly ⇒ Page *8-78*.

System Error:	12:11
Problem Description:	A short detected in the Carriage Assembly.
Corrective Action:	Try the following: ■ Remove ALL the Printheads and clean the flex contacts on the Printheads and in the Carriage Assembly. ■ Replace ALL the Printheads. ■ Replace the Carriage Assembly ⇒ Page *8-78*.

System Error:	21:10
Problem Description:	Service Station failure. The possible cause could be:

1. *The steps counted by the Service Station motor are not consistent with the expected length of the current movement.*

2. *The Aerosol Fan has reached its maximum current limit.*

3. *The Service Station motor has shutdown because of blockage.*

Corrective Action:	Replace the Service Station/Aerosol Fan Assembly ⇒ Page *8-52*.

System Error:	21:11
Problem Description:	Service Station/Aerosol Fan cannot be detected or the Service Station is badly adjusted.
Corrective Action:	Try the following:

- Reconnect the Service Station/Aerosol Fan Assembly.
- Reposition the Service Station trip lever.

System Error:	22:10
Problem Description:	Ink Supply Station failure. The possible cause could be:

1. *Reading, writing or initializing the backup EEROM failed.*

2. *One of the out-of-ink sensors (located in the Ink Supply Station) is not reporting what it should during the initializing process while depressurizing.*

Corrective Action:	Replace the Ink Supply Station ⇒ Page *8-48*.

System Error:	41:10
Problem Description:	Paper-Axis Motor failure.
Corrective Action:	Replace the Paper-Axis Motor ⇒ Page *8-84*.

System Error:	41:13
Problem Description:	Error in the Paper-Axis Motor Encoder quadrature.
Corrective Action:	Try the following:

- Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.
- If the Error Code continues, replace the Paper-Axis Motor ⇒ Page *8-84*.

System Error:	42:10
Problem Description:	Scan-Axis Motor failure.
Corrective Action:	Replace the Scan-Axis Motor ⇒ Page *8-29*.

System Error:	43:10
Problem Description:	Vacuum Fan failure.
Corrective Action:	Replace the Vacuum Fan ⇒ Page *8-64*.

System Error:	43:11
Problem Description:	Vacuum Fan not detected.
Corrective Action:	Reconnect the Vacuum Fan.

System Error:	56:10
Problem Description:	Drive Roller Encoder Sensor error.
Corrective Action:	Try the following:

- Replace the Drive Roller Encoder Sensor ⇒ Page *8-38*.
- If the problem persists, replace the Encoder Disk Assembly.

System Error:	56:13
Problem Description:	Error in the Drive Roller Encoder Sensor quadrature.
Corrective Action:	Try the following:

- Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.
- If the Error Code continues, replace the Drive Roller Encoder Sensor ⇒ Page *8-38*.

System Error:	61:04
Problem Description:	Firmware Error.
Corrective Action:	Try the following:

- Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.
- If the Error Code reappears, check for a new Firmware release.
- If the new Firmware release does not solve the problem, or if new Firmware release was **not** available, then contact the HP Response Center (or directly to the Division) supplying the following information:
  – Model and Serial Number of the Printer.
  – Firmware release of the Printer (use the Printer Information utility ⇒ Page *4-27*).
  – The complete Error Code information, including the linefeed where the error occurred (use the Error Log utility to obtain this information ⇒ Page *2-5*).

System Error:	61:05
Problem Description:	Error Processing Job. This Error Code only appears in HP DesignJets 800 Series, or in the HP DesignJet 500 Series **with** an HP-GL/2 card installed, when processing either a PostScript or HP-GL/2 file.
Corrective Action:	Try the following:

- Switch the Printer Off and wait a few minutes. Switch the Printer On again and resend the file that you were trying to print.
- If the Error Code reappears after resending the file, then try generating the file again and try to print again.
- If the file that is causing this error is PostScript, check if it is Binary. If the file is Binary, use AppleTalk to send the file to the Printer. If AppleTalk is **not** being used to send the Binary file to the Printer, then change the PostScript settings to Binary through the Front Panel (***Set-up menu*** / ***PS settings*** / ***Encoding*** / ***Binary***).
- If the Error Code continues to reappear, check for a new release of the Driver.

System Error:	64:04
Problem Description:	Firmware Error (USB Port).
Corrective Action:	Try the following:

- Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.
- If the Error Code reappears, check for a new Firmware release.
- If the new Firmware release does not solve the problem, or if new Firmware release was **not** available, then contact the HP Response Center (or directly to the Division) supplying the following information:
  – Model and Serial Number of the Printer.
  – Firmware release of the Printer (use the Printer Information utility ⟹ Page *4-27*).
  – The complete Error Code information, including the linefeed where the error occurred (use the Error Log utility to obtain this information ⟹ Page *2-5*).

System Error:	71:04
Problem Description:	Problem allocating Memory. This Error Code only appears in HP DesignJets 800 Series, or in the HP DesignJet 500 Series **with** an HP-GL/2 card installed.
Corrective Action:	Try the following:

- Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.
- If the Error Code reappears, check for a new Firmware release.
- If the new Firmware release does not solve the problem, or if new Firmware release was **not** available, then contact the HP Response Center (or directly to the Division) supplying the following information:

  – Model and Serial Number of the Printer.

  – Firmware release of the Printer (use the Printer Information utility ⇒ Page *4-27*).

  – The complete Error Code information, including the linefeed where the error occurred (use the Error Log utility to obtain this information ⇒ Page *2-5*).

System Error:	71:06
Problem Description:	Out of Memory problem. This Error Code only appears in HP DesignJets 800 Series, or in the HP DesignJet 500 Series **with** an HP-GL/2 card installed, when processing either a PostScript or HP-GL/2 file.
Corrective Action:	Try the following:

- Check the amount of RAM in the Printer using the Front Panel (use the Printer Information utility ⇒ Page *4-27*). If necessary, install more memory into the Formatter.
- If the problem continues, try processing the file in the PC instead of the Printer (select **Avoid out of memory** in **Advanced** options in the Driver).

System Error:	72:04
Problem Description:	Problem in the Scan-Axis (Firmware Error).
Corrective Action:	Try the following:

- Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.
- If the Error Code reappears, check for a new Firmware release.
- If the new Firmware release does not solve the problem, or if new Firmware release was **not** available, then contact the HP Response Center (or directly to the Division) supplying the following information:
  - Model and Serial Number of the Printer.
  - Firmware release of the Printer (use the Printer Information utility ⇒ Page *4-27*).
  - The complete Error Code information, including the linefeed where the error occurred (use the Error Log utility to obtain this information ⇒ Page *2-5*).

System Error:	73:04
Problem Description:	Servo Error.
Corrective Action:	Try the following:

- Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.
- If the Error Code reappears, check for a new Firmware release.
- If the new Firmware release does not solve the problem then replace the Electronics Module ⇒ Page *8-24*.
- If the problem continues, contact the HP Response Center (or directly to the Division) supplying the following information:
  - Model and Serial Number of the Printer.
  - Firmware release of the Printer (use the Printer Information utility ⇒ Page *4-27*).
  - The complete Error Code information, including the linefeed where the error occurred (use the Error Log utility to obtain this information ⇒ Page *2-5*).

System Error:	79:04
Problem Description:	Firmware Error.
Corrective Action:	Try the following:

- Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.
- If the Error Code reappears, check for a new Firmware release.
- If the new Firmware release does not solve the problem, or if new Firmware release was **not** available, then contact the HP Response Center (or directly to the Division) supplying the following information:
  - Model and Serial Number of the Printer.
  - Firmware release of the Printer (use the Printer Information utility ⇒ Page *4-27*).
  - The complete Error Code information, including the linefeed where the error occurred (use the Error Log utility to obtain this information ⇒ Page *2-5*).

System Error:	81:01
Problem Description:	Paper-Axis shutdown.
Corrective Action:	If this error code appeared but was NOT caused by a paper jam, then try the following:

- Perform the Paper Advance Test ⇒ Page *4-11*.
- If the problem persists, replace the Encoder Disk Assembly.

System Error:	81:11
Problem Description:	Paper-Axis shutdown (during the Paper Advance test).
Corrective Action:	Refer to Error Code 81:01.

System Error:	85:10
Problem Description:	Paper-Axis Encoder error. The Drive Roller Encoder Sensor cannot find the zero position of the Encoder Disk.
Corrective Action:	Try the following:

■ Replace the Drive Roller Encoder Sensor ⇒ Page *8-38*.
■ If the Error Code continues, replace the Drive Roller ⇒ Page *8-86*.

System Error:	86:01
Problem Description:	Carriage-Axis shutdown.
Corrective Action:	If this error code appeared but was NOT caused by a paper jam, then try the following:

■ Too much friction in the Slider Rod. Enter the Printer Information utility (⇒ Page *4-27*) and check the Scan-Axis usage. If the percentage is close to 100%, then lubricate the Slider Rod.
■ The Carriage is bumping into the Service Station. If the carriage is stuck at the right hand side of the Printer and cannot be moved out to the center of the Print Platen it is because the Service Station cannot uncap the Printheads. In this case replace the Service Station/Aerosol Fan Assembly ⇒ Page *8-52*.
■ Perform the Carriage Movement test ⇒ Page *4-8*.

System Error:	86:11
Problem Description:	Carriage-Axis shutdown (during the Carriage Movement test).
Corrective Action:	Refer to Error Code 86:01.

System Error:	86:13
Problem Description:	Carriage-Axis shutdown (Firmware Error).
Corrective Action:	Try the following:

- Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.
- If the Error Code reappears, check for a new Firmware release.
- If the new Firmware release does not solve the problem, or if new Firmware release was **not** available, contact the HP Response Center (or directly to the Division) supplying the following information:
  – Model and Serial Number of the Printer.
  – Firmware release of the Printer (use the Printer Information utility ⟹ Page *4-27*).
  – The complete Error Code information, including the linefeed where the error occurred (use the Error Log utility to obtain this information ⟹ Page *2-5*).

System Error:	87:13
Problem Description:	Unable to read the Carriage Encoder Sensor.
Corrective Action:	Try the following:

- Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.
- If the Error Code continues, replace the Carriage Assembly ⟹ Page *8-78* or the Encoder Strip ⟹ Page *8-76*.

System Error:	93:10
Problem Description:	Ink System startup failed (also see Page *1-7* for more information).
Corrective Action:	Try the following:

- Check for a leak in the Printer. If a leak is evident (there is ink on Printer components), replace the Ink Supply Tubes ⟹ Page *8-60*.
- Perform the Prime Tubes utility (Refer to Page *4-24*) and check how long it takes to complete the procedure. If it takes too long to complete the procedure and there is no leak in the Printer, then replace the Ink Cartridges. If it takes a short time to complete the procedure, then replace the Ink Supply Tubes ⟹ Page *8-60*.

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