



Control Panel Messages Document (CPMD)
HP LaserJet Enterprise M607, M608, M608nk, M609, HP LaserJet
Managed E60055-E60075, E60155-E60175 printers

About this document

This document provides error-code troubleshooting information. Procedures and part numbers change. For current information, use the browser-based format.

Printer service information

Last update: March 24, 2020

Service mode PIN number:

M607, M608, M608nk, M609, E60055, E60065, E60075, E60155, E60165, E60175 : 05060717

Note:

When possible, always update the printer firmware to the latest available version at HP.com as part of the troubleshooting performed for any of the following errors.

10.WX.YZ error messages

10.wx.yz error messages

Errors in the 10.* family are related to toner cartridges and other supply items that require regular replacement as part of routine printer maintenance.

Order replacement supplies and install them as necessary. To order parts, go to <https://www.hp.com/buy/parts>.

Use the following list to identify the supply item affected:

Note:

Not all printers have all of these supplies.

- 10.00.XX = Black toner cartridge
- 10.01.XX = Cyan toner cartridge
- 10.02.XX = Magenta toner cartridge
- 10.03.XX = Yellow toner cartridge
- 10.10.XX = Transfer roller
- 10.22.XX = Transfer Belt
- 10.23.XX = Fuser kit
- 10.31.XX = Toner collection unit
- 10.39.XX = Document feeder kit
- 10.99.XX = One or more supply items have been installed

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, contact your HP-authorized service or support provider, or contact HP support at www.hp.com/go/contactHP.

To order parts, go to <https://www.hp.com/buy/parts>.

1. For toner cartridges:
 - a. Remove and reinstall the cartridge.
 - b. Check the electronic chip on the cartridge if it is visible. If the chip is damaged, replace the toner cartridge.
 - c. If print quality is unacceptable, or if printing cannot continue, replace the toner cartridge.
2. For the transfer kit:
 - a. Remove and then reinstall the transfer unit.
 - b. If print quality is unacceptable, or if printing cannot continue, replace the transfer kit.
3. For the fuser kit:
 - a. Remove and then reinstall the fuser.

CAUTION:

The fuser might be hot.

- b. If print quality is unacceptable, or if printing cannot continue, replace the fuser kit.
4. For the toner collection unit:
 - a. Remove the toner collection unit and reinstall it.

- b. If the toner collection unit is nearly full, replace it with a new one. Using a toner collection unit until it is overfilled can damage the printer.
- 5. For the document feeder kit:
 - a. Open the document feeder top cover and inspect the rollers for obvious dirt or wear. Clean the rollers if necessary.
 - b. Install a new roller kit.

10.00.00 e-label Memory Error

The printer is unable to read the toner cartridge data. The toner cartridge is present but defective.

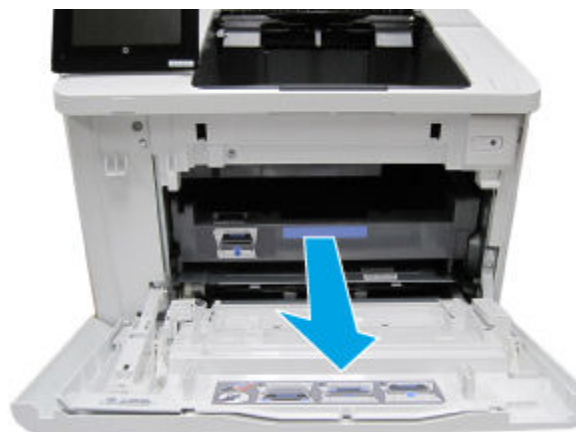
When this error occurs, a question mark appears on the gas gauge of the supply or supplies with the error.

Recommended action for customers

- 1. Check the toner cartridge.
 - a. Open the front door.



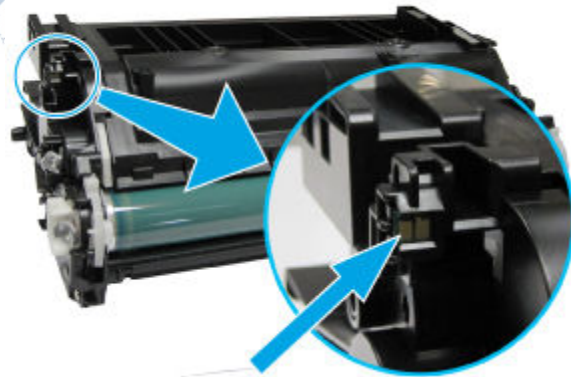
- b. Slide out the toner tray.



- c. Pull out and then up on the toner cartridge to remove it.



- d. Check and clean the e-label connection. If it is damaged, replace the toner cartridge.



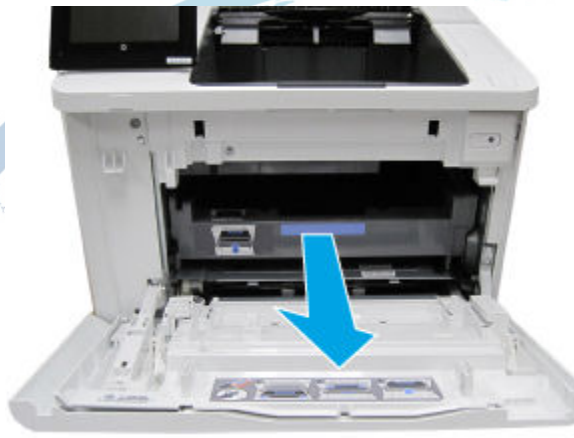
- e. Reinstall the toner cartridge and close the front door.
- 2. If the message displays again, turn the printer off, and then on.
- 3. If the error persists, replace the toner cartridge.
- 4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

- 1. Check the toner cartridge.
 - a. Open the front door.



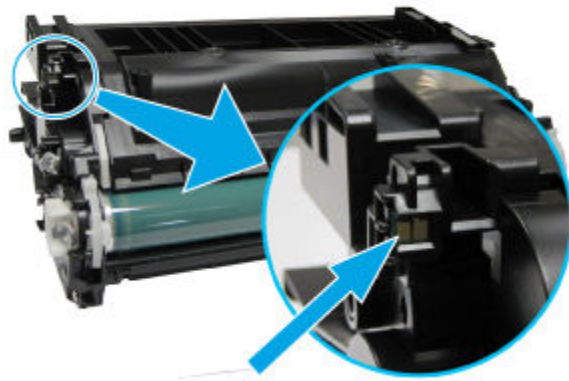
- b. Slide out the toner tray.



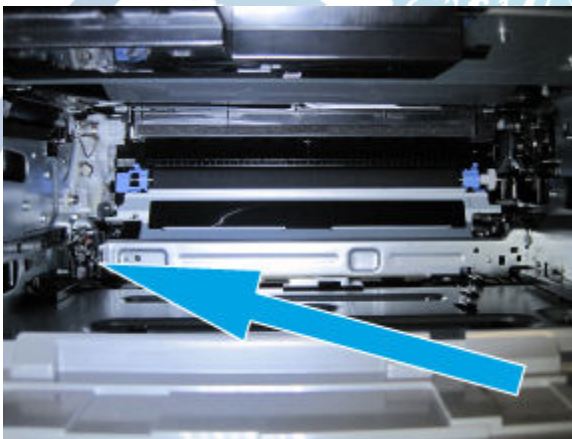
- c. Pull out and then up on the toner cartridge to remove it.



- d. Check and clean the e-label connection. If it is damaged, replace the toner cartridge.



- e. Reinstall the toner cartridge and close the front door.
2. If the message displays again, turn the printer off, and then on.
3. Test the printer with another toner cartridge. Replace the toner cartridge as needed.
4. If the error persists, check the e-label contact in the printer. If the contact is damaged, elevate the issue using the Standard Support Process.



5. Turn the printer off. Disconnect and reconnect J501 on the DC controller to ensure it is seated correctly.
6. Turn the printer on. If the error persists, elevate the issue using the Standard Support Process.

10.00.10 e-label Missing Memory Error

The printer is unable to detect the e-label.

This message indicates that the printer has determined that the e-label is missing.

When this error occurs, a question mark appears on the gas gauge of the supply or supplies with the error.

Recommended action for customers

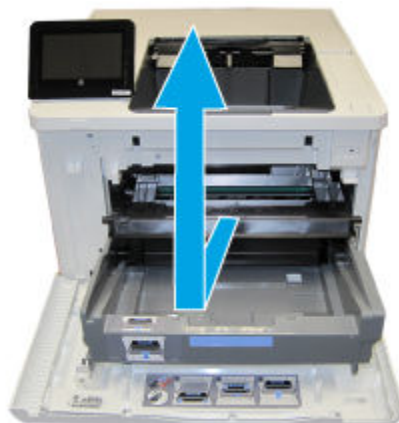
1. Check the toner cartridge.
 - a. Open the front door.



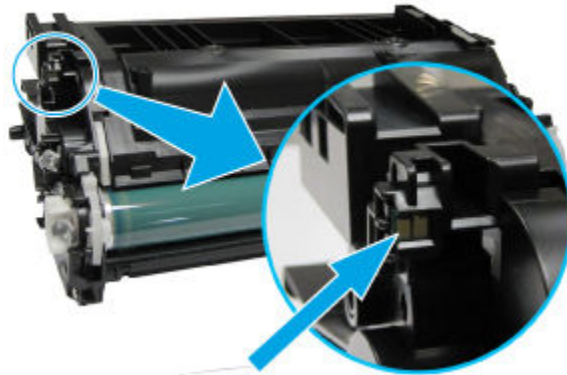
- b. Slide out the toner tray.



- c. Pull out and then up on the toner cartridge to remove it.



- d. Check and clean the e-label connection. If it is damaged, replace the toner cartridge.



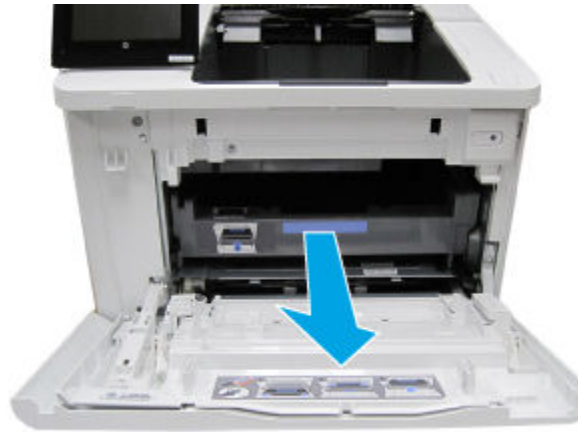
- e. Reinstall the toner cartridge and close the front door.
2. If the message displays again, turn the printer off, and then on.
3. If the error persists, replace the toner cartridge.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Check the toner cartridge.
 - a. Open the front door.



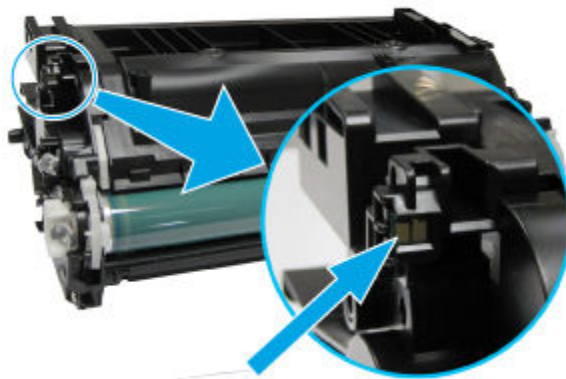
- b. Slide out the toner tray.



- c. Pull out and then up on the toner cartridge to remove it.

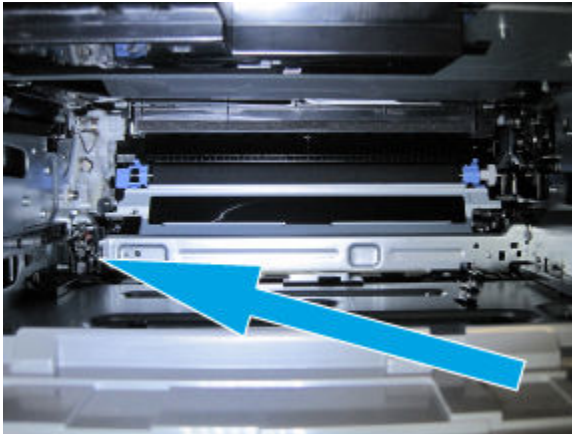


- d. Check and clean the e-label connection. If it is damaged, replace the toner cartridge.



- e. Reinstall the toner cartridge and close the front door.
2. If the message displays again, turn the printer off, and then on.
 3. Test the printer with another toner cartridge. Replace the toner cartridge as needed.

4. If the error persists, check the e-label contact in the printer. If the contact is damaged, elevate the issue using the Standard Support Process.



5. Turn the printer off. Disconnect and reconnect J501 on the DC controller to ensure it is seated correctly.
6. Turn the printer on. If the error persists, elevate the issue using the Standard Support Process.

10.00.15 Install Toner Cartridge

A supply is either not installed or not correctly installed in the printer.

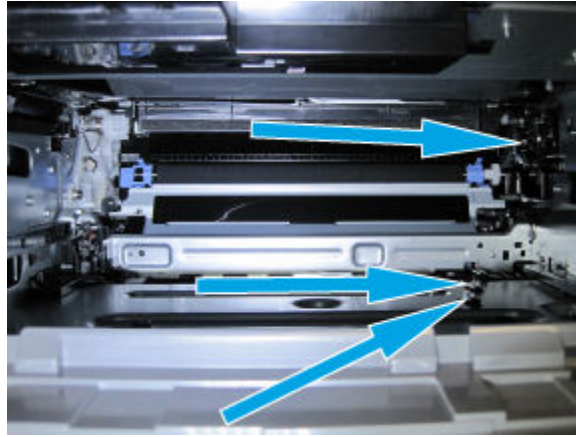
The 10.00.15 is an event log only message, it will not show on the control panel. The only message to display will be Install Toner Cartridge.

Recommended action for customers

Replace or reinstall the toner cartridge correctly to continue printing.

Recommended action for call-center agents and onsite technicians

1. Replace or reinstall the toner cartridge correctly to continue printing.
2. Test printer with a new toner cartridge.
3. If the error persists with a new toner cartridge check the toner cartridge contacts inside the printer.
 - a. Remove the toner cartridge.
 - b. Check the contacts inside the printer.



- c. Ensure the contacts are clean and aligned correctly.
- d. If the contacts are damaged and cannot be realigned, elevate the issue using the Standard Support Process.
- e. If the contacts are in good condition and clean and the error persists, replace the high voltage power supply.

HVPS part number: RM2-9335-000CN

For instructions: See the Repair Service Manual for this product.

HVPS LCD models “ONLY” part number: RM2-9336-000CN

For instructions: See the Repair Service Manual for this product.

10.00.30 Used Supply In Use

A used supply is in use (end of life).

Recommended action for customers

No action necessary.

If you believe this is a genuine HP supply, go to www.hp.com/go/anticounterfeit.

Using a cartridge that is near its end-of-life can cause this event code.

Recommended action for call-center agents and onsite technicians

No action necessary.

If you believe this is a genuine HP supply, go to www.hp.com/go/anticounterfeit.

Using a cartridge that is near its end-of-life can cause this event code.

10.00.35 Toner Cartridge Incompatible

The printer displays this message when the indicated supply is not compatible with this printer.

The 10.00.35 is an event log only message, it will not show on the control panel. The only message to display will be Toner Cartridge Incompatible.

Recommended action

Install a supply that is designed for this printer.

10.00.60 Toner Cartridge low

The printer indicates when a supply level is low. Actual toner cartridge life might vary. You do not need to replace the toner cartridge at this time unless print quality is no longer acceptable.

The 10.00.60 is an event log only message, it will not show on the control panel. The only message to display will be Toner Cartridge low.

Recommended action

If the print quality is no longer acceptable, replace the toner cartridge.

Note:

Advise the customer that HP recommends that they have replacement supplies available to install when the print quality is no longer acceptable.

10.00.69 Toner Cartridge very low

The printer indicates when a supply level is very low. Actual toner cartridge life might vary. You do not need to replace the toner cartridge at this time unless the print quality is no longer acceptable.

The 10.00.69 is an event log only message, it will not show on the control panel. The only message to display will be Toner Cartridge very low .

Recommended action

If the print quality is no longer acceptable, replace the toner cartridge.

Note:

Advise the customer that HP recommends that they have replacement supplies available to install when the print quality is no longer acceptable.

10.00.70 Printing past very low

The printer indicates when one of the supplies is very low. The actual remaining supply life might vary. You do not need to replace the toner cartridge at this time unless the print quality is no longer acceptable.

The 10.00.70 is an event log only message, it will not show on the control panel. The only message to display will be a warning message Printing past very low.

Recommended action

If the print quality is no longer acceptable, the customer must order and pay for a new toner cartridge.

Note:

Advise the customer that HP recommends that they have replacement supplies available to install when the print quality is no longer acceptable.

10.23.15 Install Fuser kit

The fuser is either not installed, or not correctly installed in the printer.

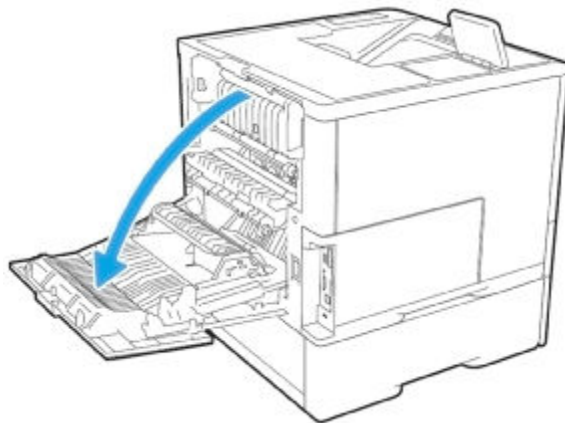
Recommended action for customers

1. Turn the printer off.
2. Remove, and then reinstall the fuser.

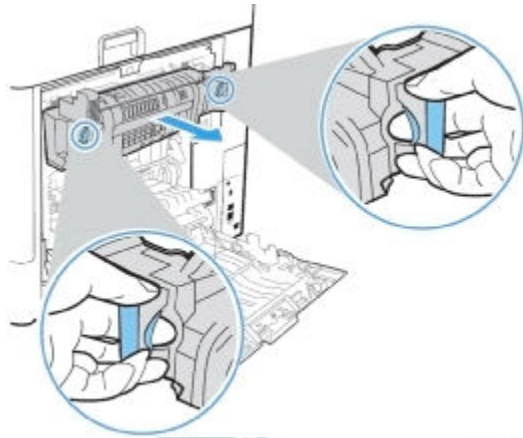
CAUTION:

The fuser might be hot.

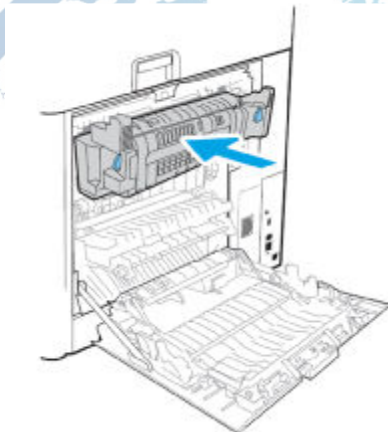
- a. Open the rear door.



- b. Grasp the blue handles on both sides of the fuser and pull straight out to remove it.



- c. Reseat the fuser, or install a new fuser.



- d. Close the front door.
3. If the error persists, please contact customer support.

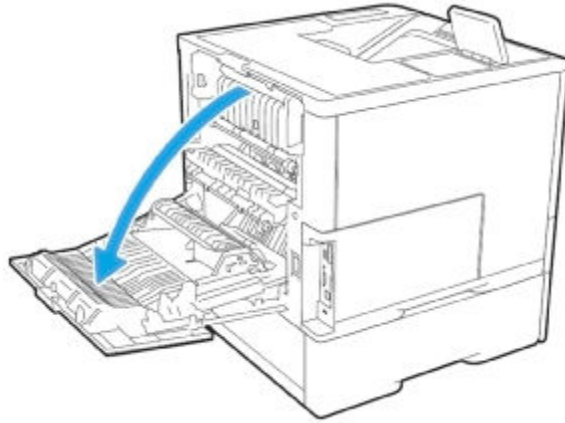
Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove, and then reinstall the fuser.

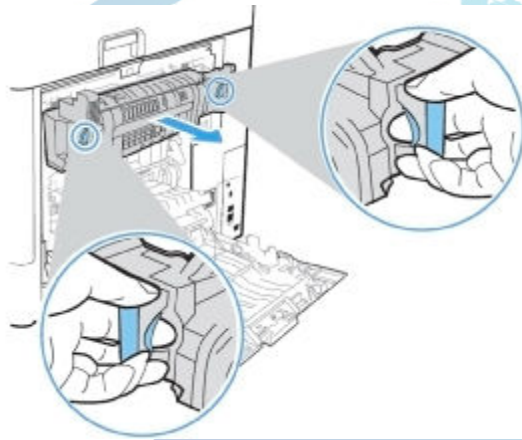
CAUTION:

The fuser might be hot.

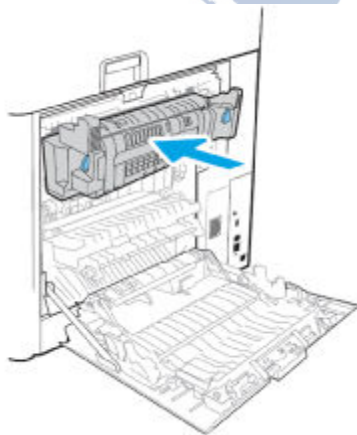
- a. Open the rear door.



- b. Grasp the blue handles on both sides of the fuser and pull straight out to remove it.



- c. Reseat the fuser, or install a new fuser.



- d. Close the front door.
3. If the error persists, check the fuser connections.
 - a. Remove the fuser.

- b. Check the connection on the fuser



- c. If the fuser connector is damaged, replace the fuser.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

- d. Check the connection to the fuser in the printer.



- e. If the connector is damaged, elevate the case using the Standard Support Process.
 - f. Check connections J401 and J402 on the DC controller PCA.
4. If all connections are good, replace the DC controller PCA.

DC Controller part numbers:

RM2-9483-000CN (M607-M609, E60055-E60075)

RM3-7619-000CN (E60155-E60175)

See the Repair Service Manual for this product.

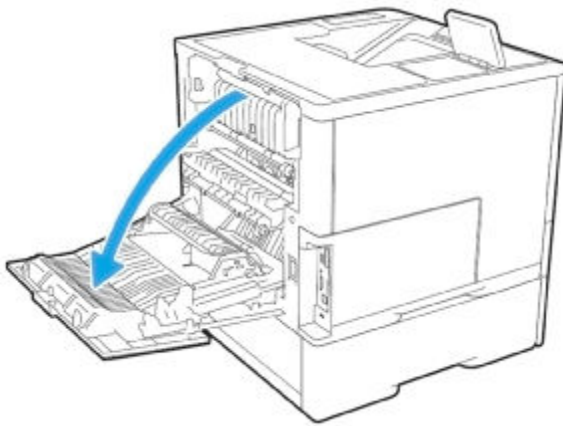
10.23.60 Fuser Kit low

The printer indicates when a supply level is low.

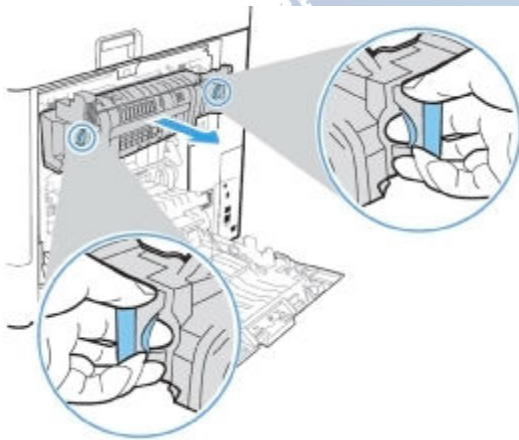
Recommended action

Replace the fuser kit.

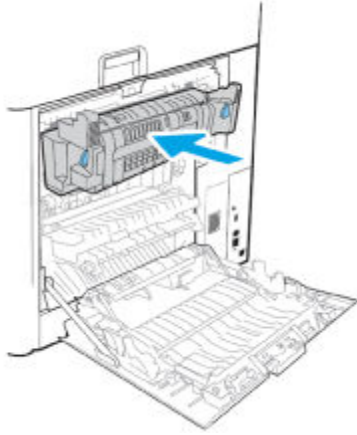
- a. Open the rear door.



- b. Grasp the blue handles on both sides of the fuser and pull straight out to remove it.



- c. Install a new fuser.



- d. Close the front door.

10.23.70 Replace Fuser Kit

The 10.23.70 is an event log only message, it will not show on the control panel. The only message to display will be a warning message Replace Fuser Kit.

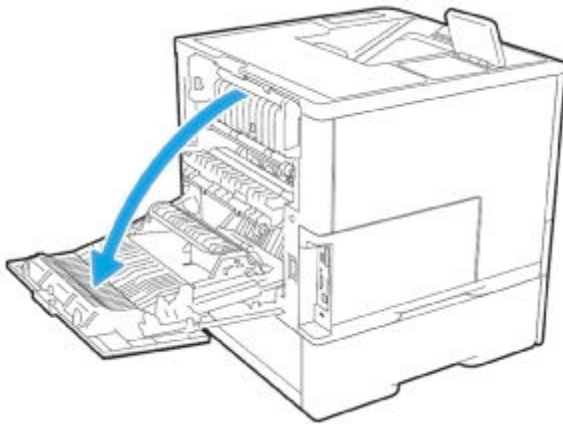
The printer indicates when the fuser kit is at its estimated end of life. The actual life remaining might be different than the estimation.

The fuser kit does not need to be replaced now unless the print quality is no longer acceptable.

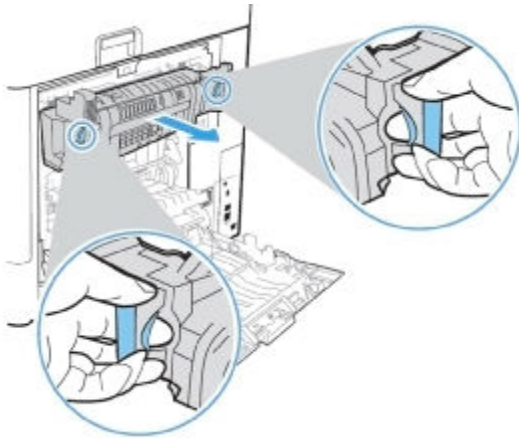
Recommended action

Replace the fuser kit.

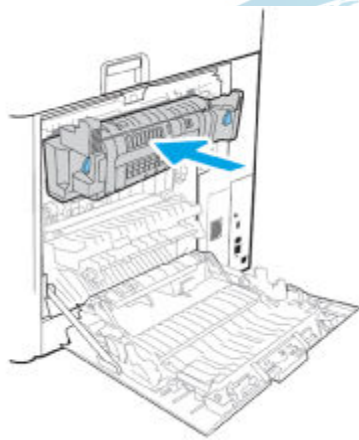
- a. Open the rear door.



- b. Grasp the blue handles on both sides of the fuser and pull straight out to remove it.



c. Install a new fuser.



d. Close the front door.

10.99.31 Non-HP supply in use.

The printer displays this message when a used supply (a remanufactured or refilled genuine HP or non-HP supply) has been installed.

The 10.99.31 is an event log only message, it will not show on the control panel. The only message to display will be Used supply in use message.

Recommended action

The toner cartridge has been previously used. Touch the OK button to continue.

Note:

Removing a cartridge from one printer and then installing it in a different printer (for testing functionality) will cause this event code.

Note:

If it is believed the customer purchased a genuine HP supply, go to www.hp.com/go/anticounterfeit.

10.99.34 Used supply in use.

The printer displays this message when a used supply (a remanufactured or refilled genuine HP or non-HP supply) has been installed.

The 10.99.34 is an event log only message, it will not show on the control panel. The only message to display will be Used supply in use.

Recommended action

The toner cartridge has been previously used. Touch the OK button to continue.

Note:

Removing a cartridge from one printer and then installing it in a different printer (for testing functionality) will cause this event code.

Note:

If it is believed the customer purchased a genuine HP supply, go to www.hp.com/go/anticounterfeit.

10.99.40 Genuine HP supplies installed

The printer displays this message when a new cartridge has been installed and all cartridges are Genuine HP.

Recommended action

Touch the OK button to continue.

10.99.41 Unsupported Supply in use

The toner cartridge is for a different printer.

Recommended action

Remove the toner cartridge, and then install the correct cartridge for this printer.

11.WX.YZ error messages

11.* errors

Errors in the 11.* family are related to the printer real-time clock.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Set the time and date on the printer control panel.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Set the time and date on the printer control panel.
2. If the error persists, remove and reinstall the formatter. Make sure it is fully seated.
3. If the error still persists, replace the formatter.

11.00.01 or 11.00.02 Internal clock error

The printer real time clock has experienced an error.

- 01=dead clock
- 02=dead real time clock

Recommended action for customers

1. Whenever the printer is turned off, and then turned on, set the time and date on the control panel.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Whenever the printer is turned off, and then turned on, set the time and date on the control panel.
2. If the error persists, you might need to replace the formatter.

M698X/M609X part number: K0Q14-60001

For instructions: See the Repair Service Manual for this product.

All other models part number: K0Q14-60002

For instructions: See the Repair Service Manual for this product.

13.WX.YZ error messages

13.* errors

Errors in the 13.* family are related to jams.

More than 1000 unique error codes are possible. Use the following information to understand the jam code. Not all codes apply to all printers.

Message format: 13.WX.YZ

- W represents the jam location.
- X represents the sensor or door that triggered the jam.
- Y represents the jam condition (delay, stay, wrap, etc.)
- Z represents the paper source, fuser mode, or destination

Potential values for W and X			
W	Jam location	X	Sensor or door
		0	Envelope feeder
		1	Tray 1 feed (unless Tray 1 feed is the registration sensor)
		2	Tray 2 feed (unless Tray 2 feed is the registration sensor)
		3	Tray 3 feed
		4	Tray 4 feed
		5	Tray 5 feed
		6	Tray 6 feed
		7	Optional tray exit sensor
		A	Door 1
		B	Door 2
		C	Door 3
		D	Door 4
		E	Door 5
		F	Multiple sensors or doors

Potential values for W and X			
W	Jam location	X	Sensor or door
B	Image area	0	Media sensor for forbidden transparencies
		2	Registration/top of page
		3	Top of page
		4	Loop
		5	Fuser input
		9	Fuser output
		A	Door 1
		B	Door 2
		F	Multiple sensors or doors
C	Switchback area (between the fuser and the output bin)	1	Intermediate switchback sensor
		2	Switchback media stay sensor
		3	Paper delivery sensor
D	Duplex area	1	Duplex switchback
		2	Duplex delivery
		3	Duplex refeed
		A	Door 1 (if different than the imaging area)
		B	Door 2 (if different than the imaging area)
		F	Multiple sensors or doors
E	Output or intermediate paper transport unit (IPTU) area	1	Output bin full sensor
		2	IPTU feed sensor 1
		3	IPTU sensor 2
		4	IPTU sensor 3
		5	IPTU bin full sensor 4
		6	Output sensor
		A	Door 1

Potential values for W and X			
W	Jam location	X	Sensor or door
		F	Multiple sensors or doors
F	Multiple subsystems (occurs when paper is stuck in several areas)	F	Multiple sensors or doors
1	Jetlink input device	4	Tray 4 feed sensor
		5	Tray 5 feed sensor
		6	Tray 6 feed sensor
		7	Tray 7 feed sensor
		8	Tray 8 feed sensor
		9	Tray 9 feed sensor
		A	Door 1
		B	Door 2
		F	Multiple sensors or doors
2	Buffer pass unit	0	Buffer pass inlet sensor
		9	Buffer pass exit sensor
		A	Door 1
3	Page insert unit	0	Page insertion inlet sensor
		1	Page insertion tray 1 feed sensor
		2	Page insertion tray 2 feed sensor
		3	Page insertion tray 3 feed sensor
		4	Page insertion tray 4 feed sensor
		7	Output path feed sensor
		9	Page insertion exit sensor
		A	Door 1
4	Punch unit	0	Puncher inlet sensor
		1	Puncher jam sensor
		9	Puncher exit sensor
		A	Door 1
5	Folding unit	0	Folder inlet sensor

Potential values for W and X			
W	Jam location	X	Sensor or door
		1	Folder sensor
		9	Folder exit sensor
		A	Door 1
6	Stacker unit	0	Stacker inlet sensor
		4	Stacker outlet sensor
		7	Stacker switchback entrance sensor
		8	Stacker switchback registration sensor
		9	Stacker switchback lower sensor
7	Multi-bin mailbox (MBM) unit	0	MBM inlet sensor
		1	MBM middle sensor
		9	Stapler sensor
		A	Door 1
		B	Door 2
		C	Door 3
		F	Multiple sensors or doors
8	Stapler/stacker (SS) unit	0	SS inlet sensor
		1	SS Bin Z
		3	SS unit middle sensor
		4	SS unit outlet sensor 1
		5	SS unit outlet sensor 2
		9	Stapler sensor
		A	Door 1
		B	Door 2
9	Booklet maker unit	0	Booklet maker input sensor
		2	Booklet maker feed sensor 2
		2	Booklet maker feed sensor 3
		4	Booklet maker delivery sensor
		5	Booklet maker vertical paper path sensor

Potential values for W and X			
W	Jam location	X	Sensor or door
		6	Booklet unit front staple sensor
		7	Booklet unit rear staple sensor
		8	Booklet unit outlet sensor
		A	Door 1
		B	Door 2
		C	Door 3
		F	Multiple sensors or doors
0	Unknown	0	Unknown
Potential values for Y (jam condition)			
Y	Jam condition		
0	Unknown		
1	Unexpected sheet (duplex)		
2	Staple jam		
3	Jam caused by an open door (duplex)		
4	Stay jam (the page never left the tray – duplex)		
A	Stay jam (the page never left the tray – simplex)		
B	Multifeed		
C	Wrap		
D	Delay (the page did not reach the sensor within the expected time – simplex)		
E	Door open		
F	Residual (paper is detected in the paper path when it should not be there)		

The information represented by the value for Z depends on where the paper is in the paper path.

Potential values for Z (source, fuser mode, or destination)		
Paper location	Z	Source, fuser mode, or destination
When paper has not reached the fuser, Z represents the paper source.	1	Tray 1

Potential values for Z (source, fuser mode, or destination)		
Paper location	Z	Source, fuser mode, or destination
	2	Tray 2
	3	Tray 3
	4	Tray 4
	5	Tray 5
	6	Tray 6
	D	Duplexer
	E	Envelope feeder
<p>When paper has reached the fuser, is in the duplex path, or in the output path, Z represents the fuser mode.</p> <p>Jams can occur when there is a mismatch between the actual paper and the fuser mode setting.</p>	0	Photo 1, 2, or 3 Designated 2 or 3
	1	Normal (automatically sensed rather than based on the paper type set at the control panel)
	2	Normal (based on the paper type set at the control panel)
	3	Light 1, 2, or 3
	4	Heavy 1
	5	Heavy 2
	6	Heavy 3
	7	Glossy 1
	8	Glossy 2
	9	Glossy 3
	A	Glossy Film
	B	Transparency
	C	Label
	D	Envelope 1, 2, or 3
	E	Rough

Potential values for Z (source, fuser mode, or destination)		
Paper location	Z	Source, fuser mode, or destination
When paper has entered the output bin, Z represents the output bin, numbered from top to bottom.	0	Unknown bin
	1	Bin 1
	2	Bin 2
	3	Bin 3
	4	Bin 4
	5	Bin 5
	6	Bin 6
	7	Bin 7
	8	Bin 8
	9	Bin 9
All paper locations	E	Door open jam
	F	Residual jam
	0	Forbidden OHT jam (when Y=2)

Recommended action for customers

1. Follow the instructions on the control panel to clear the jam. Check for paper in all possible jam locations.
2. Verify that no doors are open.
3. Check the paper tray to make sure paper is loaded correctly. The paper guides should be adjusted to the correct size, and the tray should not be filled above the maximum fill marks or tabs.
4. Make sure the type and quality of the paper being used meets the HP specifications for the printer.
5. Use a damp, lint-free cloth to clean the rollers in the appropriate tray. Replace rollers that are worn.
6. Open all doors and covers and ensure the paper path is completely clear of paper or obstructions.
7. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

To prevent future paper jams in the printer, follow these recommendations:

- Use only paper that meets HP specifications for this printer.

For more information, refer to the printer User Guide or the [HP LaserJet Print Media Guide](#).

- Make sure the printing environment is within recommended specifications.
- Do not use paper that is wrinkled, folded, or damaged.
- Do not overload the tray with paper.
- Make sure that the paper guides in the tray are adjusted correctly for the size of paper.
- Make sure that the tray is fully inserted in the printer.
- If printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.
- Open the Trays menu on the printer control panel. Verify that the tray is configured correctly for the paper type and size.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Follow the instructions on the control panel to clear the jam. Check for paper in all possible jam locations.
2. Verify that no doors are open.
3. Check the paper tray to make sure paper is loaded correctly. The paper guides should be adjusted to the correct size, and the tray should not be filled above the maximum fill marks or tabs.
4. Verify that the paper meets specifications for this printer.
5. Use a damp, lint-free cloth to clean the rollers in the appropriate tray. Replace rollers that are worn.
6. If the issue persists, open the Administration > Troubleshooting > Diagnostic Tests > Component Test menu, and perform the appropriate pickup/feed motor drive test. Replace the pickup assembly if the test fails.
7. Perform the Tray/Bin Manual Sensor test to verify the sensors are functioning. If the sensors fail the test, first verify that all connections on the DC controller are correctly seated. If possible replace the sensor or assembly it is associated with.
8. If the sensors pass the test, look for blockage or damaged parts and replace any damaged parts.
9. If the error persists, elevate the case using the Standard Support Process.

13.00.0E

A jam occurred when feeding envelopes from the envelope feeder cassette.

Recommended action for customers

1. Ensure that only high-quality envelopes are used.
2. Verify that the envelopes are loaded into the envelope feeder cassette in the correct orientation.

3. Remove the tray that holds the envelope feeder cassette by pulling up and lifting slightly.
4. If any envelopes have started to feed, remove and reinsert the envelopes.

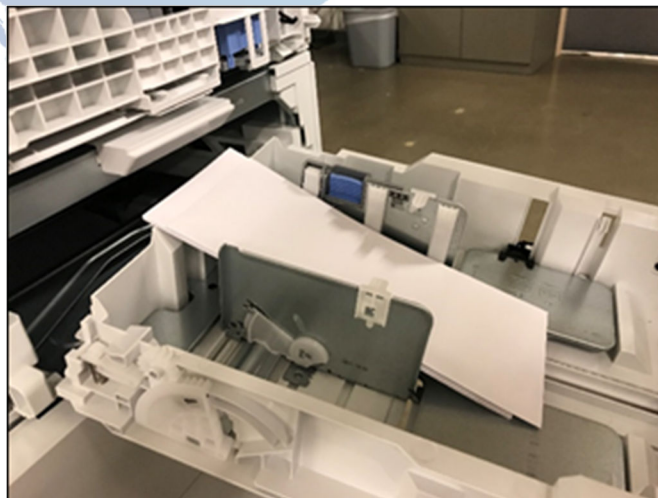


A partially fed envelope

5. Remove any jammed or damaged envelopes.
6. Reinsert and close the tray.
7. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Remove the tray that holds the envelope feeder cassette by pulling up and lifting slightly.
2. Ensure that the customer is using high-quality envelopes, and that the envelopes are loaded in the correct orientation.
3. If the envelopes are loaded or have started to feed, remove and reinsert the envelopes.



A partially fed envelope

4. Remove any jammed or damaged envelopes.
5. Reinsert and close the tray.

13.00.EE

Unknown door open.

Recommended action for customers

1. Ensure that all of the doors and covers are closed.
2. If the error persists, please contact customer support.

13.00.FF

Residual jam.

This error has no specific sensor designated. It could be any sensor in the paper feed path and the required jam access point has not been accessed.

Recommended action for customers

1. Check the printer for a jam.
2. Remove any paper present or obstructions in the paper path.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Check the printer for a jam.
2. Remove any paper present or obstructions in the paper path.
3. View event log to determine if other jam errors are occurring and troubleshoot those errors.
4. Use the manual sensors test to isolate a faulty door switch or sensor.
 - a. From the home screen on the printer control panel, touch “Support Tools”.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Manual Sensor Test
 - c. Select from the following tests:
 - All Sensors
 - Input Tray Sensors (choose from the group of sensors to test)
 - Output Bin Sensors
 - Engine Sensors
 - Done (return to the Troubleshooting menu)
 - Reset (reset the selected sensor’s state)
5. Replace parts as determined by sensor tests, obstructions or broken parts.

13.A1.A1

Paper stay jam from tray 1.

Paper did not leave the Tray 1 feed sensor (PS4750) in the designated amount of time when printing from Tray 1.

FOR CUSTOMERS: For more troubleshooting steps, please see the following document: [HP LaserJet Enterprise M607-M609, HP LaserJet Managed E60055-E60075 - Clear a 13.A1.FF paper jam](#) - c06183416

Recommended action for customers

1. Clear the paper jam.
 - a. Remove any jammed paper from tray 1.
 - b. Remove tray 2, and press the green jam access button, and the tray 1 jam access door will drop down.
 - c. Remove any jammed paper.
 - d. Reinstall tray 2 and allow the printer to attempt to clear the jam message.
 - e. Close the left and rear door to allow the printer to attempt to clear the jam message.
2. Ensure that the Tray 1 pickup, feed, and separation rollers are installed correctly and show no dirt, damage, or wear.
3. Clean or replace the pickup, feed, and separation rollers as needed.

Note:

Clean the rollers with a dampened lint free cloth or paper.

4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Remove any jammed paper from tray 1.
 - b. Remove tray 2, and press the green jam access button, and the tray 1 jam access door will drop down.
 - c. Look for and clear any jammed paper or obstructions in the access area.
 - d. Reinstall tray 2 allow the printer to attempt to clear the jam message.
2. Ensure that the tray 1 pickup, feed, and separation rollers are installed correctly and show no damage or wear.
3. Clean or replace the pickup, feed, and separation rollers as needed.

Note:

Clean the rollers with a dampened lint free cloth or paper.

4. Check the paper feed guide lower assembly for broken parts or damage. Replace lower feed guide assembly as needed.

Paper feed guide lower assembly part number: RM2-6748-000CN

5. Enter the component test menu to run diagnostics on the printer.
 - a. From the home screen on the printer control panel, touch Support Tools.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Components Test
6. Test tray 1 feed clutch CL1.
 - a. From the components test menu, touch theTray 1 feed clutch.

Instruct the customer to listen for a click noise near the front left side, indicating that the solenoid is firing. If the customer has difficulty hearing it, check Repeat, and test again

- b. If the clutch does not function correctly, ensure connector J202 on the DC controller PCA is securely and correctly seated.
- c. If the solenoid continues to fail, replace the clutch.

Part number: RM2-9456-000CN

13.A1.D1

Paper delay jam from tray 1.

Paper did not reach the Tray 1 feed sensor (PS4750) in the designated amount of time when printing from Tray 1.

FOR CUSTOMERS: For more troubleshooting steps, please see the following document: [HP LaserJet Enterprise M607-M609, HP LaserJet Managed E60055-E60075 - Clear a 13.A1.FF paper jam](#) - c06183416

Recommended action for customers

1. Clear the paper jam.
 - a. Remove any jammed paper from tray 1.
 - b. Remove tray 2, and press the green jam access button, and the tray 1 jam access door will drop down.
 - c. Clear any jammed paper or obstructions in the access area.
 - d. Reinstall tray 2 allow the printer to attempt to clear the jam message.
2. Ensure that the Tray 1 pickup, feed, and separation rollers are installed correctly and show no dirt, damage, or wear.
3. Clean or replace the pickup, feed, and separation rollers as needed.

Note:

Clean the rollers with a dampened lint free cloth or paper.

4. If the error persists, please contact customer support.

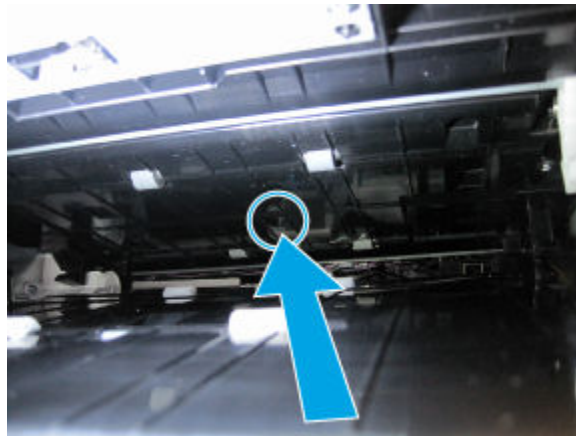
Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Remove any jammed paper from tray 1.
 - b. Remove tray 2, and press the green jam access button, and the tray 1 jam access door will drop down.
 - c. Look for and clear any jammed paper or obstructions in the access area.
 - d. Reinstall tray 2 allow the printer to attempt to clear the jam message.
2. Ensure that the tray 1 pickup, feed, and separation rollers are installed correctly and show no damage or wear.
3. Clean or replace the pickup, feed, and separation rollers as needed.

Note:

Clean the rollers with a dampened lint free cloth or paper.

4. Use the manual sensor test to check the tray 1 paper feed sensor (PS4750).
 - a. From the home screen on the printer control panel, touch “Support Tools”.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Manual Sensor Test
 - c. Select from the following tests:
 - All, Sensors , Engine Sensors
 - Done (return to the Troubleshooting menu)
 - Reset (reset the selected sensor’s state)
 - d. Block the tray 1 feed sensor to test.



- e. If the sensor does not function correctly, replace the sensor.

Part number: WG8-5935-000CN

5. Check the paper feed guide assembly for broken parts or damage. Replace the lower feed guide assembly as needed.

Paper feed guide lower assembly part number: RM2-6748-000CN

6. Enter the component test menu to run diagnostics on the printer.
 - a. From the home screen on the printer control panel, touch Support Tools.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Components Test

7. Test the tray 1 solenoid SL1.

- a. From the Components Test menu, touch Tray 1 pickup solenoid.

Instruct the customer to listen for a click noise near the front left side, indicating that the solenoid is firing. If the customer has difficulty hearing it, check Repeat, and test again

- b. If the solenoid does not function correctly, ensure connector J11 on the DC controller PCA is securely and correctly seated.
 - c. If the solenoid continues to fail, replace the front door assembly.

Part number: RM2-6745-000CN

For instructions: See the Repair Service Manual for this product.

8. Test tray 1 feed clutch CL1.

- a. From the Components Test menu, touch Tray 1 feed clutch.

Instruct the customer to listen for a click noise around the formatter cover, indicating that the clutch is firing. If the customer has difficulty hearing it, check Repeat, and test again

- b. If the clutch does not function correctly, ensure connector J202 on the DC controller PCA is securely and correctly seated.
 - c. If the solenoid continues to fail, replace the clutch.

Part number: RM2-9456-000CN

13.A1.FF

Power on jam at the Tray 1 feed sensor.

The Tray 1 feed sensor (PS4750) detects residual media present in the Tray 1 paper feed guide assembly.

FOR CUSTOMERS: For more troubleshooting steps, please see the following document: [HP LaserJet Enterprise M607-M609, HP LaserJet Managed E60055-E60075 - Clear a 13.A1.FF paper jam](#) - c06183416

Recommended action for customers

1. Clear the paper jam in Tray 1.
 - a. Open Tray 1.
 - b. If there is any jammed paper visible in Tray 1, gently pull the paper straight out to remove it, and then close Tray 1.
2. Clear the paper jam in the Tray 1 paper feed guide assembly.
 - a. Open tray 2 and lift it up slightly to pull the tray completely out of the printer.
 - b. Press the jam plate release button to lower the jam clearing plate.
 - c. If any jammed paper or obstructions are in the paper path, gently pull any jammed paper straight out to remove the damaged paper.
 - d. Raise the jam clearing plate back into the correct position.
 - e. Reinstall Tray 2 in the printer and close the tray.
3. Clear the paper jam in the rear door.
 - a. Open the rear door.
 - b. If any jammed paper or obstructions are in the paper path, remove any damaged pages, and then close the rear door.
4. Ensure that the type and quality of the paper used meets the HP specifications for the printer.
5. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

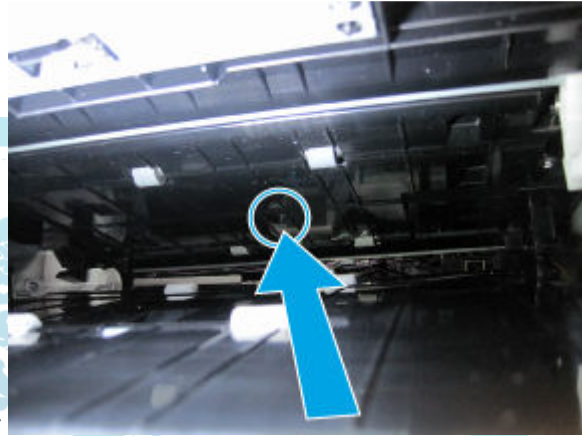
1. Clear the paper jam in Tray 1 and in the Tray 1 paper feed guide assembly.
 - a. If there is any jammed paper visible in Tray 1, gently pull the paper straight out to remove it, and then close Tray 1.
 - b. Pull Tray 2 completely out of the printer.
 - c. Press the jam plate release button to lower the jam clearing plate, and then pull out any jammed paper straight out.
 - d. Raise the jam clearing plate fully back into position.
 - e. Reinstall Tray 2 in the printer.
2. Check for any jammed paper or obstruction inside the rear door.
 - a. Open the rear door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
3. Use the Manual sensor test to check and isolate the Tray 1 paper feed sensor (PS4750).
 - a. From the Home screen on the printer control panel, touch Support Tools
 - b. Open the following menus:
 - Troubleshooting

- Diagnostic Tests
 - Manual Sensor Test
- c. Touch All sensors, select Engine sensors, and then touch the Reset button.

Note:

Make sure to reset the selected sensor's state.

- d. Block the tray 1 Feed Sensor to test.



Location of the Tray 1 feed sensor

- e. If the sensor does not function correctly, replace the sensor.

Fuser output sensor (SRS):

WG8-5935-000CN

4. Check the paper feed guide assembly for broken parts or damage. Replace the lower feed guide assembly , if required.

Paper feed lower guide assembly part number:

RM2-6748-000CN

13.A3.Dz

Paper delay jam in Tray 3.

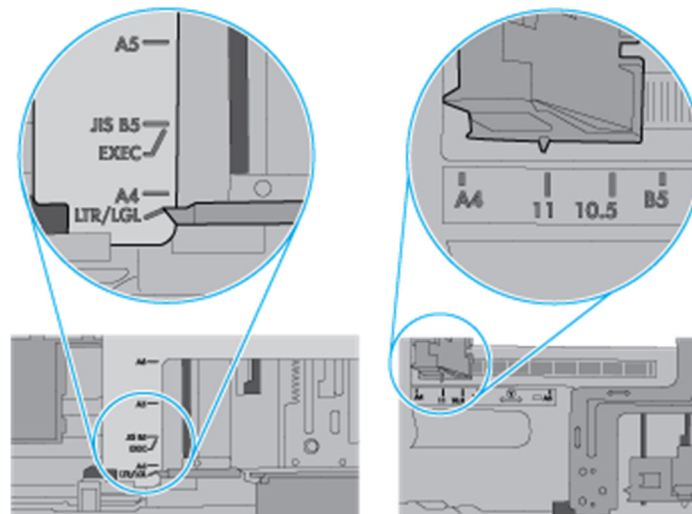
The 550 sheet feeders can be stacked for 3 extra trays. These trays have the same sensors and connectors.

- **13.A3.D3** Paper did not reach the Tray 3 feed sensor in the designated amount of time when printing from Tray 3.

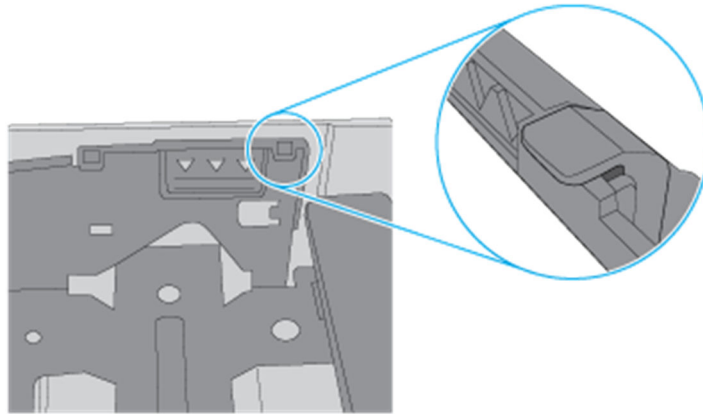
- **13.A3.D4** Paper did not reach the Tray 3 feed sensor in the designated amount of time when printing from Tray 4.
- **13.A3.D5** Paper did not reach the Tray 3 feed sensor in the designated amount of time when printing from Tray 5.

550-sheet paper feeder: Recommended action for customers

1. Clear the paper jam.
 - a. Open the tray and remove any jammed paper, and then close the tray.
 - b. Open the front and rear door.
 - c. Remove any paper present or obstructions in the paper path.
 - d. Close the front and rear door to allow the printer to attempt to clear the jam message.
2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
3. If the error persists, ensure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray and that the tray is not over filled above the fill mark or over the tab on the tray.



Paper tray guides



Paper height guides

4. Ensure that the tray 3 pickup, feed, and separation rollers are installed correctly and show no damage or wear.
5. Clean or replace the pickup, feed, and separation rollers as needed.

Note:

Clean the rollers with a dampened lint free cloth or paper.

6. If the error persists, please contact customer support.

2,100-sheet paper feeder: Recommended action for customers

1. Clear the paper jam.
 - a. Open the tray and remove any jammed paper, and then close the tray.
 - b. Open the front and rear door.
 - c. Look for and clear any paper present or obstructions in the paper path.
 - d. Close the front and rear door to allow the printer to attempt to clear the jam message.
2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
3. If the error persists, ensure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray and that the tray is not over filled above the fill mark or over the tab on the tray.
4. Ensure that the tray 3 pickup, feed, and separation rollers are installed correctly and show no damage or wear.
5. Clean or replace the pickup, feed, and separation rollers as needed.

Note:

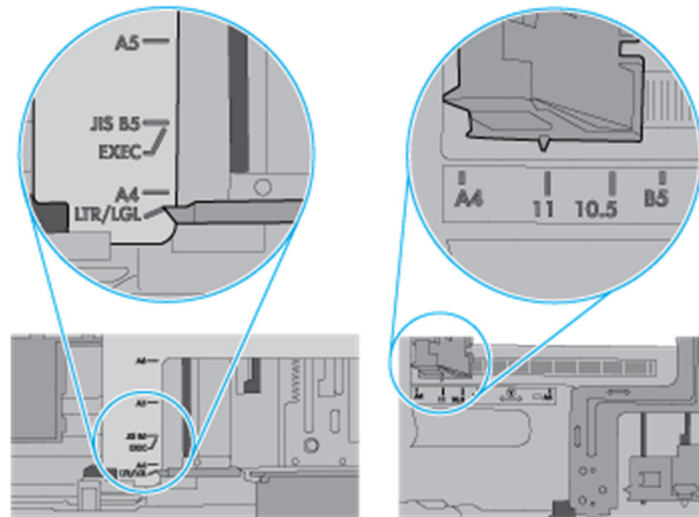
Clean the rollers with a dampened lint free cloth or paper.

6. If the error persists, please contact customer support.

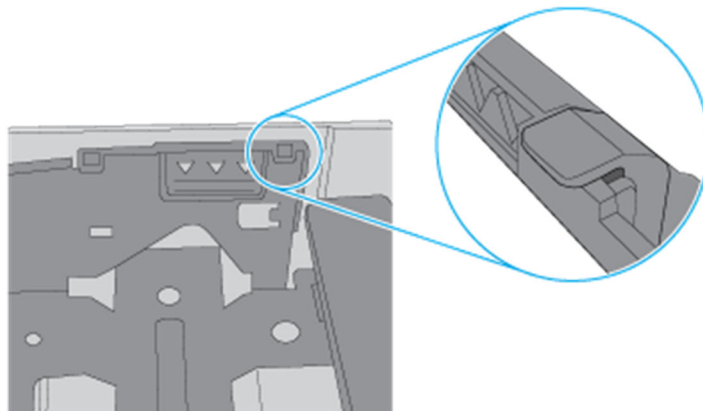
550-sheet paper feeder: Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the tray and remove any jammed paper, and then close the tray.
 - b. Open the front and rear door.
 - c. Look for and clear any paper present or obstructions in the paper path.
 - d. Close the front and rear door to allow the printer to attempt to clear the jam message.
2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
3. If the error persists, ensure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray and that the tray is not over filled above the fill mark or over the tab on the tray.

Paper tray guides



Paper height guides



4. Ensure that the tray 3 pickup, feed, and separation rollers are installed correctly and show no damage or wear.
5. Clean or replace the pickup, feed, and separation rollers as needed.

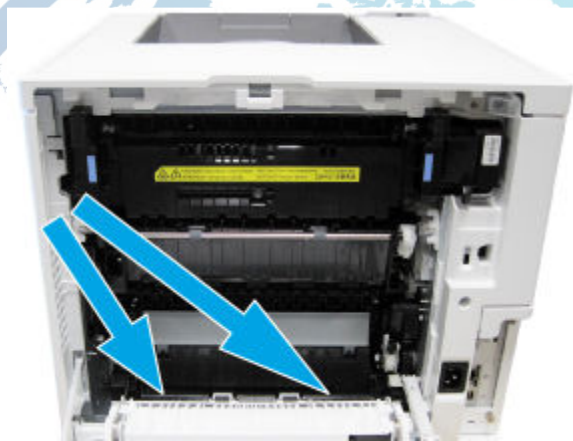
Note:

Clean the rollers with a dampened lint free cloth or paper.

Part number: J8J70-67904

For instructions: See the Repair Service Manual for this product.

6. Perform a print test from tray 2 to ensure the printer main motor and gear drive is functioning correctly.
7. Check the printer entrance from tray 3.
 - a. Open the rear door and inspect the tray 3 input area for obstructions and clear paper path as needed.



- b. Ensure the input feed rollers are clean and free of debris. Clean rollers as needed.

Note:

Clean the rollers with a dampened lint free cloth or paper.

8. Replace the tray 3 paper pickup assembly.

Part number: RM2-0878-000CN

For instructions: See the Repair Service Manual for this product.

Note:

Before replacing parts, ensure all connections on the paper feeder controller for tray 3 are correctly and securely connected.

9. If the error persists, replace the tray 3 feeder drive assembly.

Part number: RM2-0875-000CN

For instructions: See the Repair Service Manual for this product.

Note:

Before replacing parts, ensure all connections on the paper feeder controller for tray 3 are correctly and securely connected.

10. If replacing the previous parts does not resolve the error, replace the 550 sheet feeder.

Part number: LOH18-67901

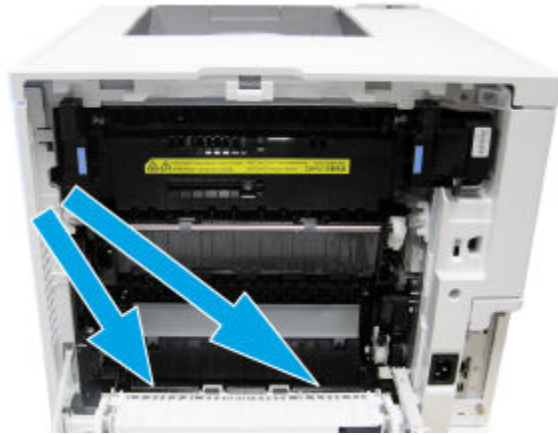
2,100-sheet paper feeder: Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the tray and remove any jammed paper, and then close the tray.
 - b. Open the front and rear door.
 - c. Look for and clear any paper present or obstructions in the paper path.
 - d. Close the front and rear door to allow the printer to attempt to clear the jam message.
2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
3. If the error persists, ensure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray and that the tray is not over filled above the fill mark or over the tab on the tray.
4. Ensure that the tray 3 pickup, feed, and separation rollers are installed correctly and show no damage or wear.
5. Clean or replace the pickup, feed, and separation rollers as needed.

Note:

Clean the rollers with a dampened lint free cloth or paper.

6. Perform a print test from tray 2 to ensure the printer main motor and gear drive is functioning correctly.
7. Check the printer entrance from tray 3.
 - a. Open the rear door and inspect the tray 3 input area for obstructions and clear paper path as needed.



- b. Ensure the input feed rollers are clean and free of debris. Clean rollers as needed.

Note:

Clean the rollers with a dampened lint free cloth or paper.

8. Replace the tray 3 paper pickup assembly.

Part number: RM2-1169-000CN

For instructions: See the Repair Service Manual for this product.

Before replacing parts, ensure all connections on the paper feeder controller for tray 3 are correctly and securely connected.

9. If the error persists, replace the tray 3 feeder drive assembly.

Part number: RM2-0875-000CN

For instructions: See the Repair Service Manual for this product.

Note:

Before replacing parts, ensure all connections on the paper feeder controller for tray 3 are correctly and securely connected.

13.A3.FF

Residual paper jam in Tray X.

This jam occurs when residual paper is detected at the tray X feed sensor.

Recommended action for customers

1. Clear the paper jam.
 - a. Open the tray and remove any jammed paper, and then close the tray.
 - b. Open the front and rear door.
 - c. Look for and clear any paper present or obstructions in the paper path.
 - d. Close the front and rear door to allow the printer to attempt to clear the jam message.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open tray 3 and remove any jammed paper, and then close the tray.
2. Ensure that the tray 3 pickup, feed, and separation rollers are installed correctly and show no damage or wear.
3. Clean or replace the pickup, feed, and separation rollers as needed.

Note:

Clean the rollers with a dampened lint free cloth or paper.

Part number: J8J70-67904

For instructions: See the Repair Service Manual for this product.

4. Replace the tray 3 paper pickup assembly.

Part number: RM2-1169-000CN

For instructions: See the Repair Service Manual for this product.

5. If the issue persists, elevate the case using the Standard Support Process.

13.A4.Dz

Paper delay jam in Tray 4.

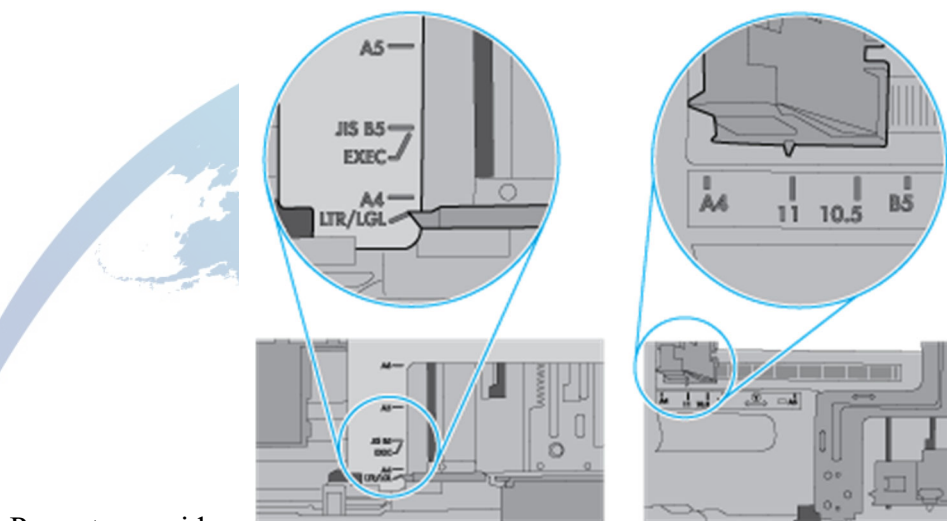
The 550 sheet feeders can be stacked for 3 extra trays. These trays have the same sensors and connectors.

13.A4.D4 Paper did not reach the Tray 4 feed sensor in the designated amount of time when printing from Tray 4.

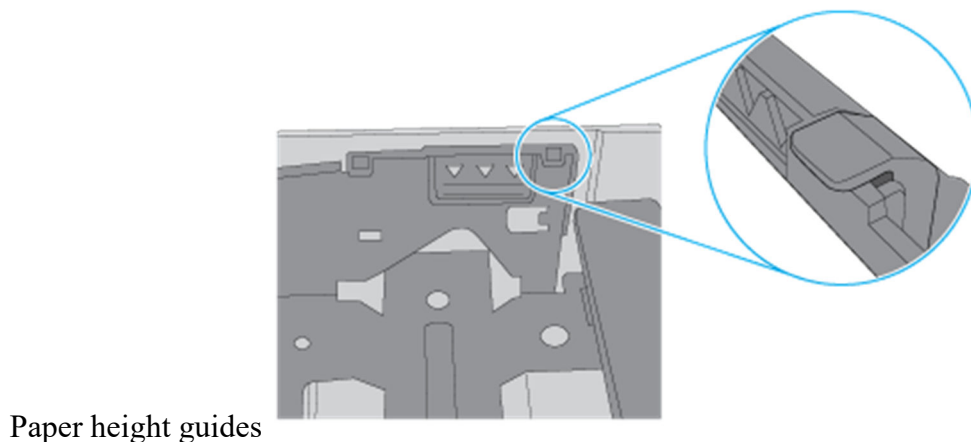
13.A4.D5 Paper did not reach the Tray 4 feed sensor in the designated amount of time when printing from Tray 5.

Recommended action for customers

1. Clear the paper jam.
 - a. Open the tray and remove any jammed paper, and then close the tray.
 - b. Open the front door and lower right door.
 - c. Look for and clear any paper present or obstructions in the paper path.
 - d. Close the front door and lower right door to allow the printer to attempt to clear the jam message.
2. Close the front door and lower right door to allow the printer to attempt to clear the jam message.
3. If the error persists, ensure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray and that the tray is not over filled above the fill mark or over the tab on the tray.



Paper tray guides



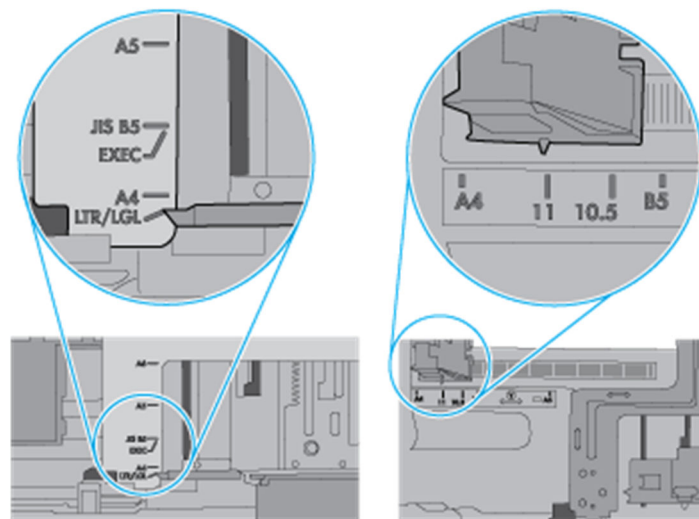
Paper height guides

4. If the error persists, please contact customer support.

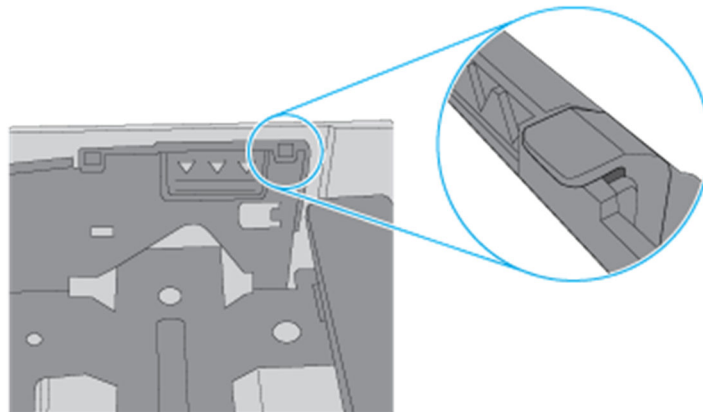
Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the tray and remove any jammed paper, and then close the tray.
 - b. Open the front door and lower right door.
 - c. Look for and clear any paper present or obstructions in the paper path.
 - d. Close the front door and lower right door to allow the printer to attempt to clear the jam message.
2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
3. If the error persists, ensure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray and that the tray is not over filled above the fill mark or over the tab on the tray.

Paper tray guides



Paper height guides



4. Ensure that the tray pickup, feed, and separation rollers are installed correctly and show no damage or wear.
5. Clean or replace the pickup, feed, and separation rollers as needed.

Part number: J8J70-67904

For instructions: See the Repair Service Manual for this product.

6. If the printer has multiple 550 sheet feeders, rearrange their positions and then test again.
7. Check the connectors at the sensor (J2042 and J2046), feed motor (J2507), and on the paper feeder controller PCA (J5503, J5525) for tray 3.
8. If the issue persists, replace the paper pickup assembly for tray 4.

Part number: RM2-0878-000CN

For instructions: See the Repair Service Manual for this product.

9. If replacing the paper pickup assembly does not resolve the error, replace the 550 sheet feeder.

13.AA.EE Front Door Open

The front door was opened during printing.

Recommended action for customers

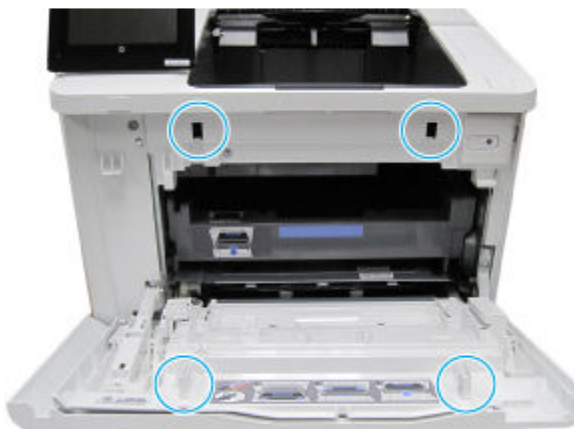
Close the front door to allow the printer to attempt to clear the jam.

Recommended action for call-center agents and onsite technicians

1. Close the front door to allow the printer to attempt to clear the jam.
2. Check the projection part on the front door that defeats the front door interlocks. If broken replace the front door assembly.

Part number: RM2-6745-000CN

For instructions: See the Repair Service Manual for this product.

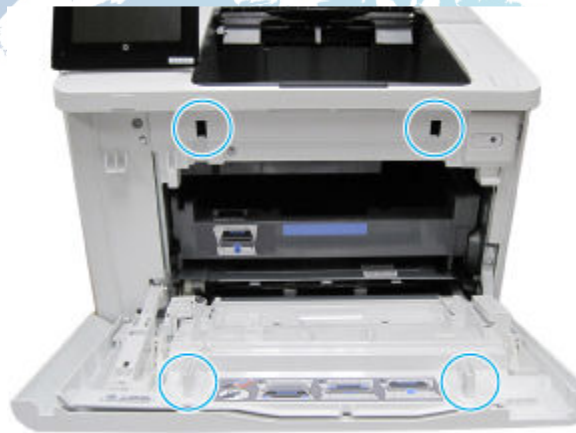


3. Check SW1 using manual sensor test.
 - a. From the home screen on the printer control panel, touch “Support Tools”.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Manual Sensor Test
 - c. Select from the following tests:
 - All Sensors , Engine Sensors
 - Done (return to the Troubleshooting menu)
 - Reset (reset the selected sensor’s state)
 - d. Test SW2 using folded paper or another object to defect the interlock. If the switch test fails, replace the laser shutter assembly.

Part number: RM2-6755-000CN

Note:

Before replacing any parts check connector J308 on the DC controller.



13.AB.EE Rear Door Open

The rear door was opened during printing.

Recommended action for customers

Close the rear door to allow the printer to attempt to clear the jam.

Recommended action for call-center agents and onsite technicians

1. Close the rear door to allow the printer to attempt to clear the jam.
2. Check the projection part on the rear door that defeats the rear door interlocks. If broken replace the rear door assembly.

Rear door part number: RM2-6746-000CN

For instructions: See the Repair Service Manual for this product.

Rear door (LCD Simplex) part number: RM2-1249-000CN

For instructions: See the Repair Service Manual for this product.



3. Check SW1 using manual sensor test.
 - a. From the home screen on the printer control panel, touch “Support Tools”.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Manual Sensor Test
 - c. Select from the following tests:
 - All Sensors , Engine Sensors
 - Done (return to the Troubleshooting menu)
 - Reset (reset the selected sensor’s state)
 - d. Test SW1 using folded paper or another object to defect the interlock. If the switch test fails, replace the laser shutter assembly.

Part number: RM2-6755-000CN

Note:

Before replacing any parts check connector J321 on the DC controller.



13.B2.Az Jam in rear door

Paper stay jam in the rear door at the image area.

Paper present at registration sensor (PS4550) after a specified time limit has passed.

- **13.B2.A1**

This jam occurs when the registration sensor (PS4550) detects paper present longer than the expected time based on the paper size when printing from Tray 1.

- **13.B2.A2**

This jam occurs when the registration sensor (PS4550) detects paper present longer than the expected time based on the paper size when printing from Tray 2.

- **13.B2.A3**

This jam occurs when the registration sensor (PS4550) detects paper present longer than the expected time based on the paper size when printing from Tray 3.

- **13.B2.AD**

This jam occurs when the registration sensor (PS4550) detects paper present longer than the expected time based on the paper size when printing from the duplexer.

If using adhesive or self-sealing media, please see the instructions in ["13.BY.XY paper jam" and "Size Mismatch" error messages display when using self-sealing or adhesive media](#) (c06061775)

Recommended action for customers

1. Clear the paper jam.
 - a. Open the rear door.

- b. Look for and clear any paper present behind the primary transfer assembly, and behind the lower jam access cover.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Look for and clear any paper behind the primary transfer assembly, and behind the lower jam access cover.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.

Note:

For supported sizes and types view [HP LaserJet M607-M609, E60055-E60075, E60155-E60175 - Supported paper sizes and types c05495788](#).

3. Toggle the registration sensor (PS4550) to ensure that it moves freely.
4. Test the registration sensor (PS4550) using the paper path sensor test.
 - a. From the home screen on the printer control panel, touch Support Tools.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Paper Path Sensor Test
 - c. Test the registration sensor by rotating the registration assembly and verifying that the count increases on the registration sensor. If the sensor does not function, replace the registration assembly.

Note:

Before replacing any parts check connector J15 on the DC controller.

Part number: RM2-6774-000CN

For instructions: See the Repair Service Manual for this product.

5. If the sensors are functioning, run a few pages to check where the leading edge of the paper stops.
6. Check the paper feed guide assembly for broken parts or damage. Replace the lower feed guide assembly as needed.

Paper feed guide lower assembly part number: RM2-6748-000CN

7. If the issue persists, elevate the case using the Standard Support Process.

13.B2.D1 Jam in rear door

Paper delay jam in the rear door at the image area.

Paper passed Tray 1 feed sensor PS4750 but did not reach registration sensor (PS4550) in specified time when printing from Tray 1.

Watch [HP LaserJet Enterprise M607, M608, M609 - 13.B2, 13.B9 rear door and fuser area paper jam](#) for more troubleshooting steps.

If using adhesive or self-sealing media, please see the instructions in ["13.BY.XY paper jam" and "Size Mismatch" error messages display when using self-sealing or adhesive media](#) (c06061775)

Recommended action for customers

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Look for and clear any paper behind the primary transfer assembly, and behind the lower jam access cover.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.

Note:

For supported sizes and types view [HP LaserJet M607-M609, E60055-E60075, E60155-E60175 - Supported paper sizes and types](#) c05495788.

3. Ensure that the Tray 1 pickup and separation rollers are installed correctly and show no damage or wear.
4. Clean or replace the pickup, feed, and separation rollers as needed.

Note:

Clean the rollers with a dampened lint free cloth or paper.

5. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.

- a. Open the rear door.
 - b. Look for and clear any paper behind the primary transfer assembly, and behind the lower jam access cover.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.

Note:

For supported sizes and types view [HP LaserJet M607-M609, E60055-E60075, E60155-E60175 - Supported paper sizes and types](#) c05495788.

3. Ensure that the Tray 1 pickup and separation rollers are installed correctly and show no damage or wear.
4. Clean or replace the pickup, feed, and separation rollers as needed.

Note:

Clean the rollers with a dampened lint free cloth or paper.

5. Toggle the registration sensor (PS4550) to ensure that it moves freely.
6. Test the registration sensor (PS4550) using the paper path sensor test.
 - a. From the home screen on the printer control panel, touch Support Tools.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Paper Path Sensor Test
 - c. Test the registration sensor by rotating the registration assembly and verifying that the count increases on the registration sensor. If the sensor does not function, replace the registration assembly.

Note:

Before replacing any parts check connector J15 on the DC controller.

Part number: RM2-6774-000CN

For instructions: See the Repair Service Manual for this product.

7. If the sensors are functioning, run a few pages to check where the leading edge of the paper stops.
8. Check the paper feed guide assembly for broken parts or damage. Replace the lower feed guide assembly as needed.

Paper feed guide lower assembly part number: RM2-6748-000CN

9. Enter the component test menu to run diagnostics on the printer.
 - a. From the home screen on the printer control panel, touch Support Tools.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Components Test
10. Test Tray 1 feed clutch CL1.
 - a. From the Components Test, touch Tray 1 feed clutch.

Instruct the customer to listen for a click noise around the formatter cover, indicating that the clutch is firing. If the customer has difficulty hearing it, check Repeat, and test again.

- b. If the clutch does not function correctly, ensure connector J202 on the DC controller PCA is securely and correctly seated.
- c. If the solenoid continues to fail, replace the clutch.

part number: RM2-9456-000CN

11. If the issue persists, elevate the case using the Standard Support Process.

13.B2.D2 Jam in rear door

Paper delay jam at the image area.

Paper did not reach the registration sensor (PS4550) in specified time when printing from Tray 2.

For a public document with video, go to: [HP LaserJet M607-M609, E60055-E60075, E60155-E60175 - Clear a "13.B2.D2 Jam in rear door" or "Tray 2 Overfill or Roller Issue" error message](#)

Watch [HP LaserJet Enterprise M607, M608, M609 - 13.B2, 13.B9 rear door and fuser area paper jam](#) for more troubleshooting steps.

If using adhesive or self-sealing media, please see the instructions in ["13.BY.XY paper jam" and "Size Mismatch" error messages display when using self-sealing or adhesive media](#) (c06061775)

Recommended action for customers

1. Pull Tray 2 completely out of the printer to remove it.
2. Ensure that the protective orange plastic shipping locks are removed, if present.
3. Remove any jammed or damaged sheets of paper from the tray.
4. Check for any paper jam inside the printer .

Grasp the jammed paper with both hands and pull it straight out to remove it out of the printer.

5. Ensure that the paper type and quality used meets the HP specifications for the printer.

Note:

For supported sizes and types view [HP LaserJet M607-M609, E60055-E60075, E60155-E60175 - Supported paper sizes and types](#) c05495788.

6. Check the event log from the printer for any current instances of 53.B0.0z. If these event codes are present, they indicate that the feed and separation rollers for the tray are near the end of life and need to be replaced.

If 53.B0.0z events are present, replace the feed and separation rollers for the tray.

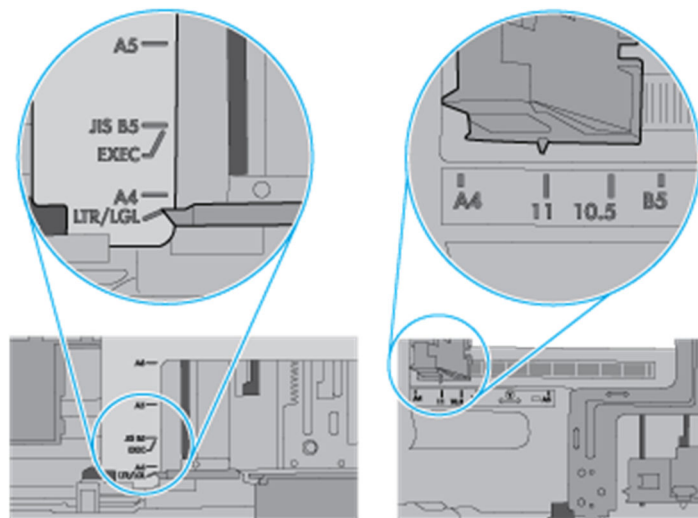
Note:

z = A variable number or letter between 0-1 or A-F

Tray 2 roller assembly part number: J8J70-67904

For instructions: See the Repair Service Manual for this product.

7. Ensure that the tray width and length guides are set to the correct paper size for the paper installed into the tray.



Tray 2 paper guides

8. Ensure that the paper tray meets the tray capacity specifications or the stack of paper in the tray is not above the fill mark (line below the three triangles) as indicated in the image.



Paper height guides



Overfilled tray

Stack of paper not overfilled in Tray 2



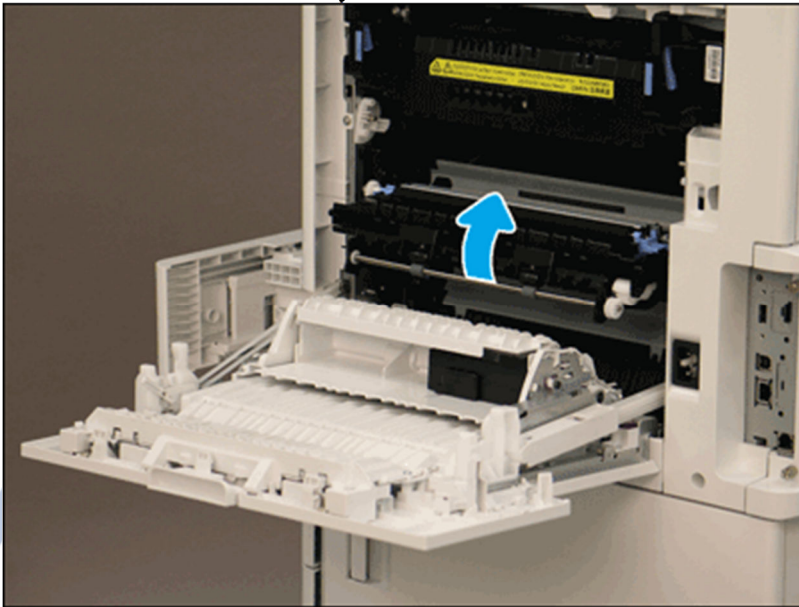
9. Unplug the printer cord and rotate the printer so that the rear door of the printer is in front of you.

10. Open the rear door and clear any paper present or obstructions in the paper path.

Grasp any jammed paper with both hands and pull it straight out to remove it out of the printer.

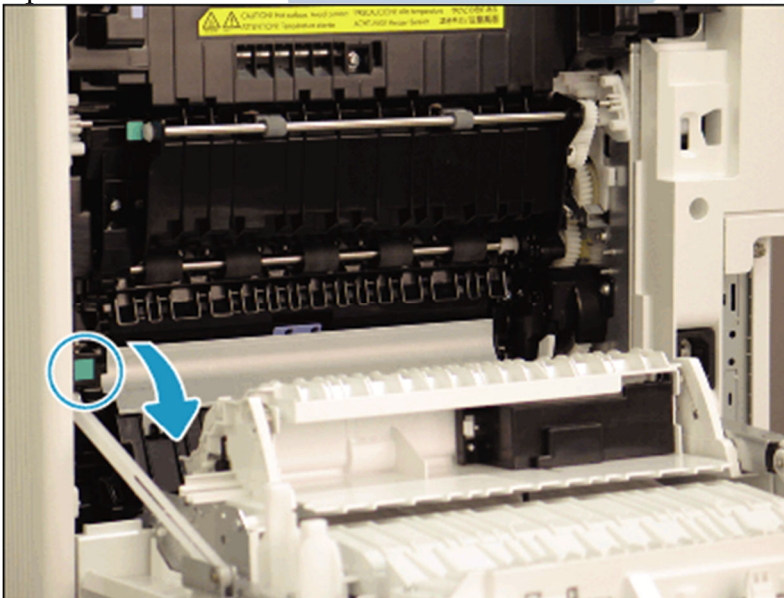
11. Raise the primary transfer assembly.

Raise the transfer assembly



12. Pull the green tab located in the upper left-hand side to open the lower-access cover.

Open the lower-access cover



13. If the jammed paper is visible inside the lower-access cover, pull it straight out to remove it.

Note:

If the paper is pulled toward a side, it might dislodge the rollers.

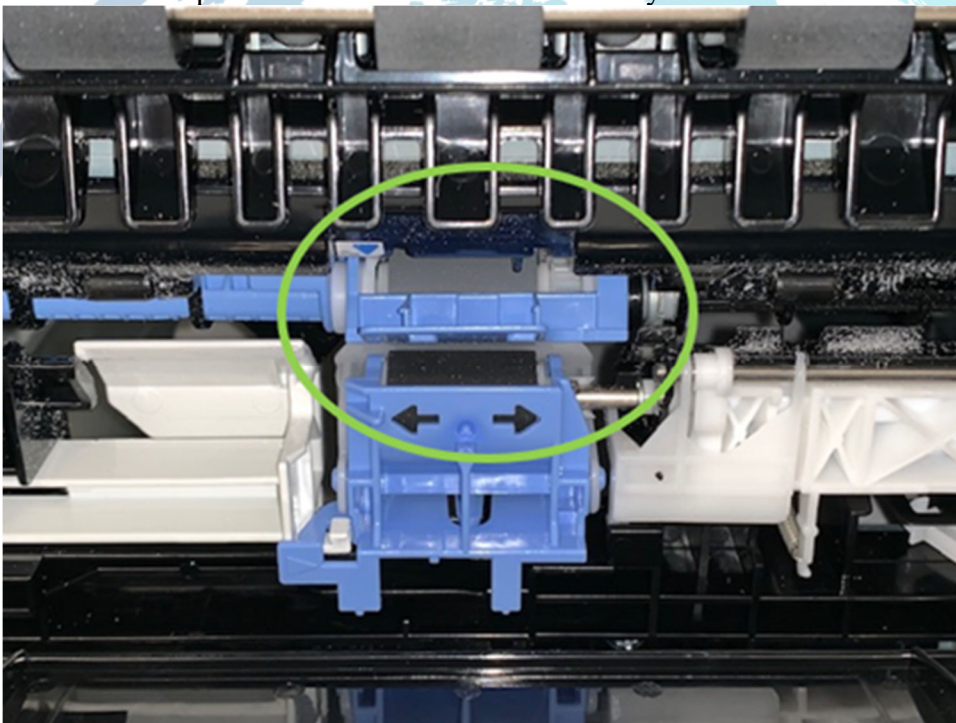
14. Check the rollers to ensure that they are installed correctly.
 - If the flap of the blue roller tab is down, the rollers are not installed correctly.

Note:

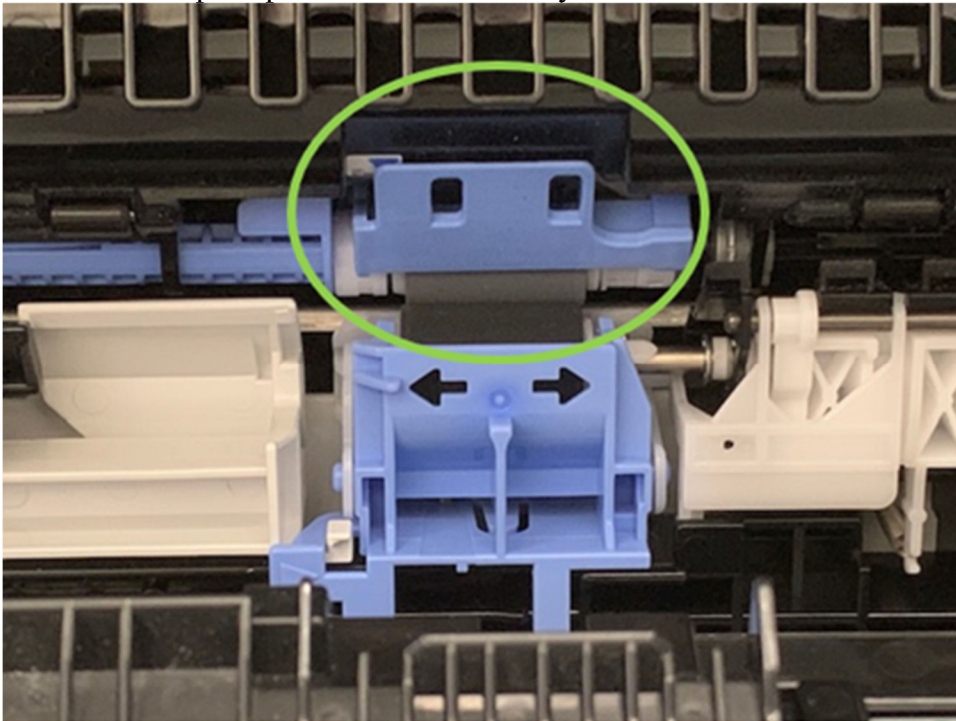
If the blue tab is DOWN, it will cause a 13.B2.D2 and/or a Tray 2 Overfilled or roller Issue message.

- If the flap of the blue roller tab is up, the rollers are installed correctly.

Feed rollers flap is down and not installed correctly

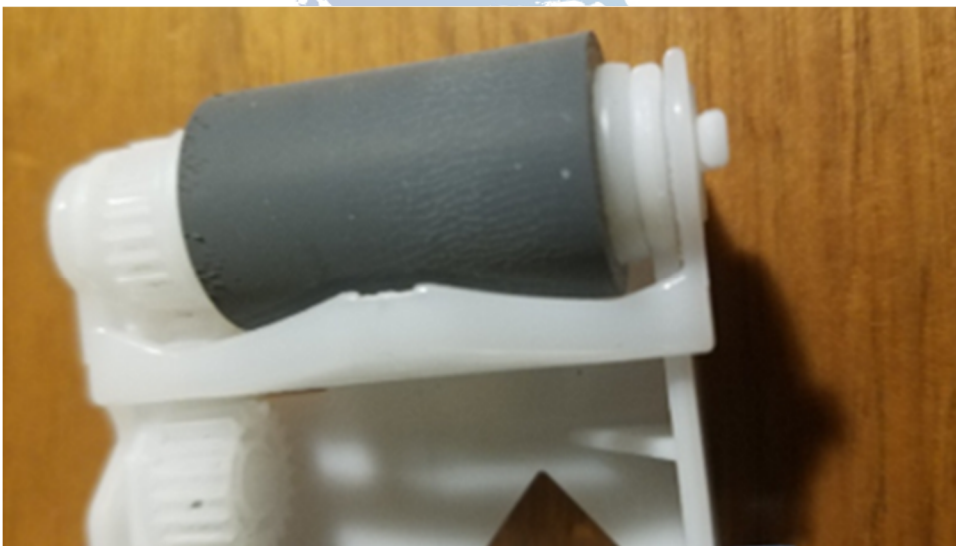


Feed rollers flap is up and installed correctly

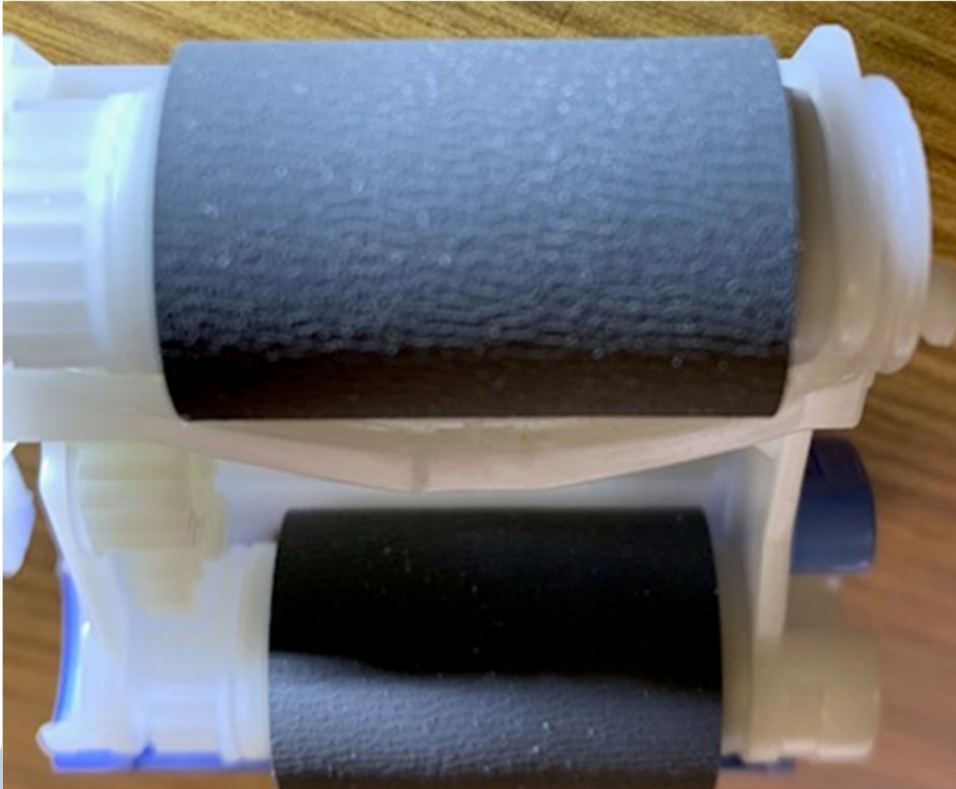


15. Remove any visible lint or dust from each of the feed, pickup and separation rollers using a clean lint-free cloth moistened with warm water.
16. If the pickup, feed, and separation rollers are damaged or worn out, replace the rollers.
 - Part number: J8J70-67904
 - Part description: Tray 2 roller assembly
 - For instructions, go to [Removal and replacement: Trays 2-x rollers](#)

Worn out roller surface



New roller surface



17. Reinstall Tray 2.
18. If the error persists, contact customer support.

Recommended action for call-center agents

1. Pull Tray 2 completely out of the printer to remove it.
2. Ensure that the protective orange plastic shipping locks are removed, if present.
3. Remove any jammed or damaged sheets of paper from the tray.
4. Check for any paper jam inside the printer.

Grasp the jammed paper with both hands and pull it straight out to remove it out of the printer.

5. Ensure that the paper type and quality used meets the HP specifications for the printer.

Note:

For supported sizes and types view [HP LaserJet M607-M609, E60055-E60075, E60155-E60175 - Supported paper sizes and types](#) c05495788.

6. Have the customer check the event log from the printer for any current instances of 53.B0.0z. If these event codes are present, they indicate that the feed and separation rollers for the tray are near the end of life and need to be replaced.

If 53.B0.0z events are present, replace the feed and separation rollers for the tray.

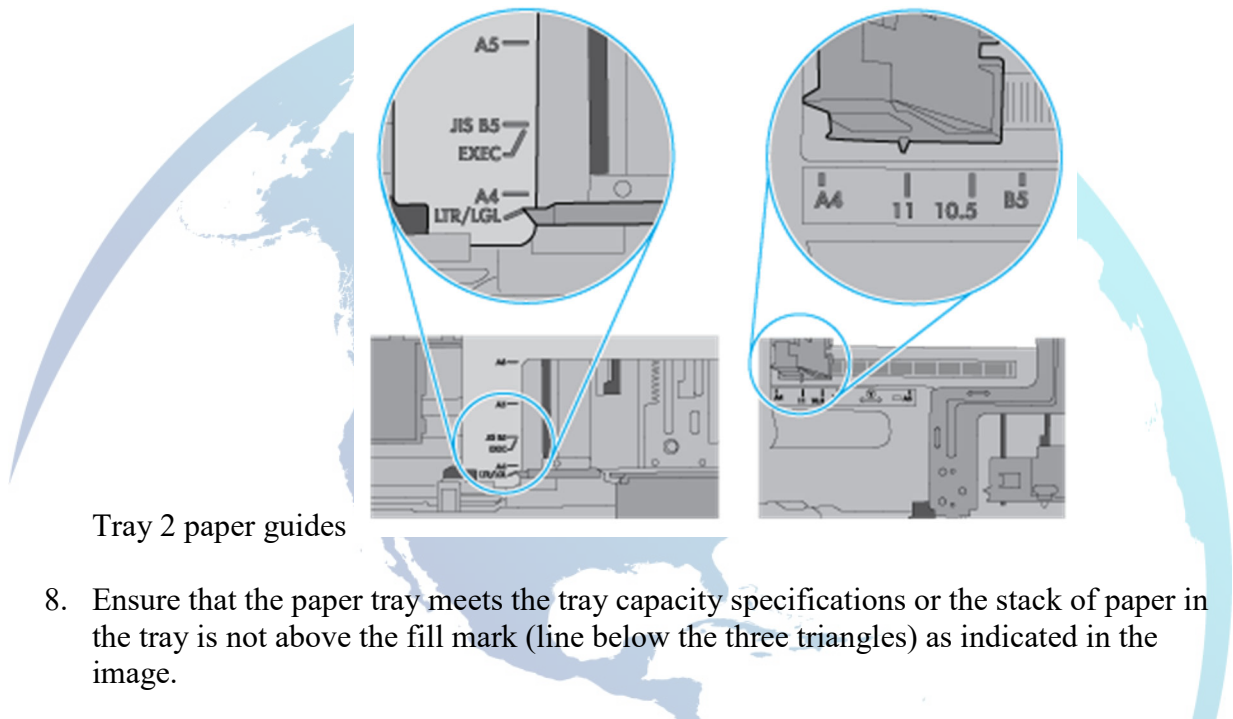
Note:

z = A variable number or letter between 0-1 or A-F

Tray 2 roller assembly part number: J8J70-67904

For instructions: See the Repair Service Manual for this product.

7. Ensure that the tray width and length guides are set to the correct paper size for the paper installed into the tray.

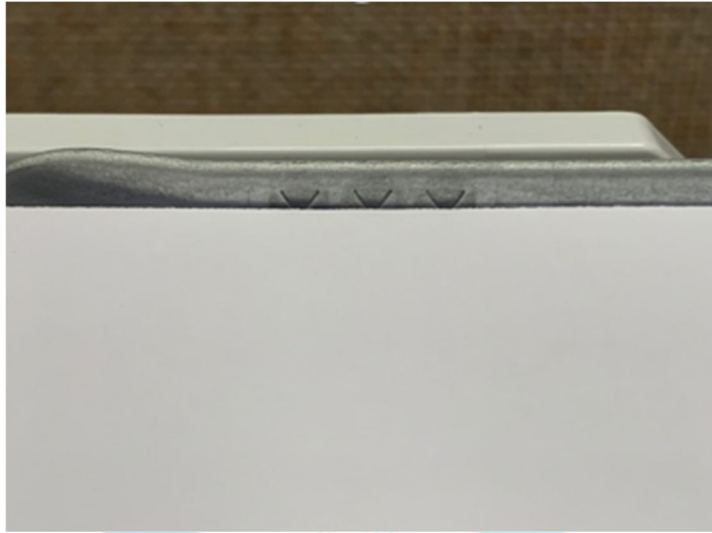


Tray 2 paper guides

8. Ensure that the paper tray meets the tray capacity specifications or the stack of paper in the tray is not above the fill mark (line below the three triangles) as indicated in the image.



Paper height guides



Overfilled tray

Stack of paper not overfilled in Tray 2

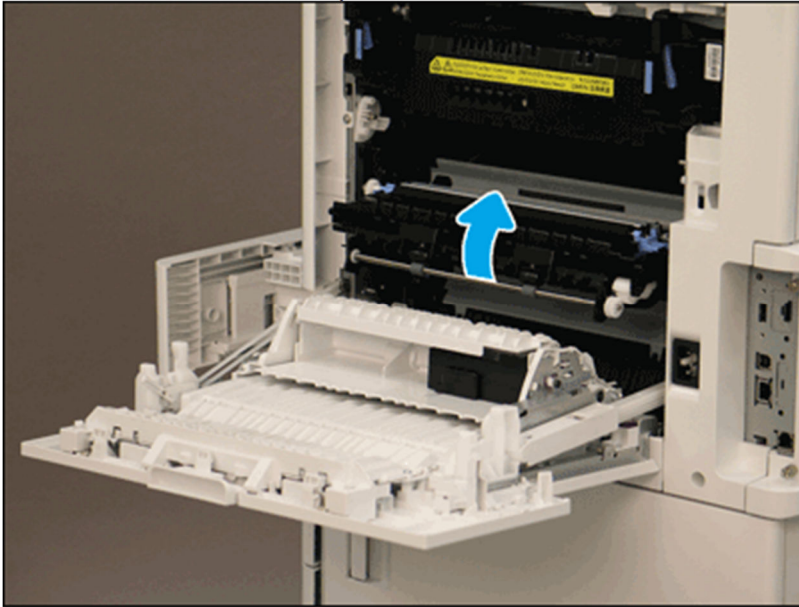


9. Unplug the printer cord and rotate the printer so that the rear door of the printer is in front of you.
10. Open the rear door and clear any paper present or obstructions in the paper path.

Grasp any jammed paper with both hands and pull it straight out to remove it out of the printer.

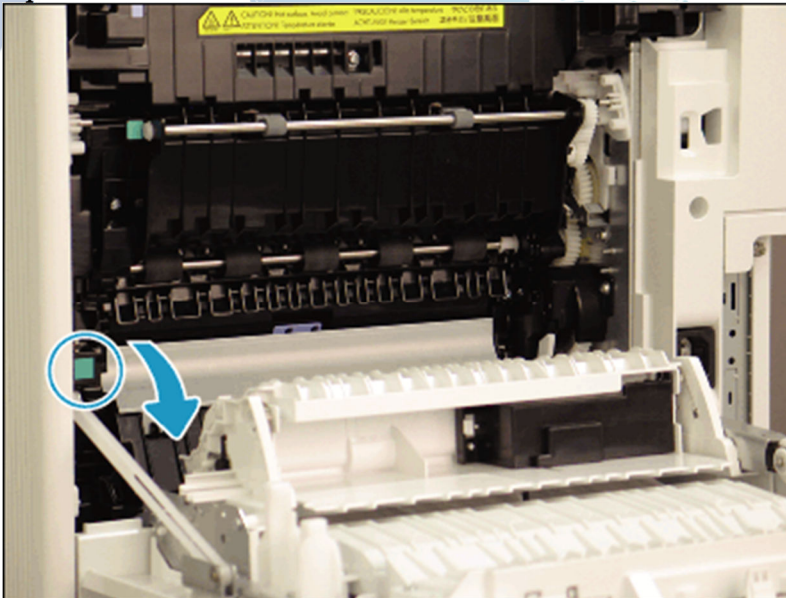
11. Raise the primary transfer assembly.

Raise the transfer assembly



12. Pull the green tab located in the upper left-hand side to open the lower-access cover.

Open the lower-access cover



13. If any jammed paper is visible inside the lower-access cover, pull it straight out to remove it.

Note:

If the paper is pulled toward a side, it might dislodge the rollers.

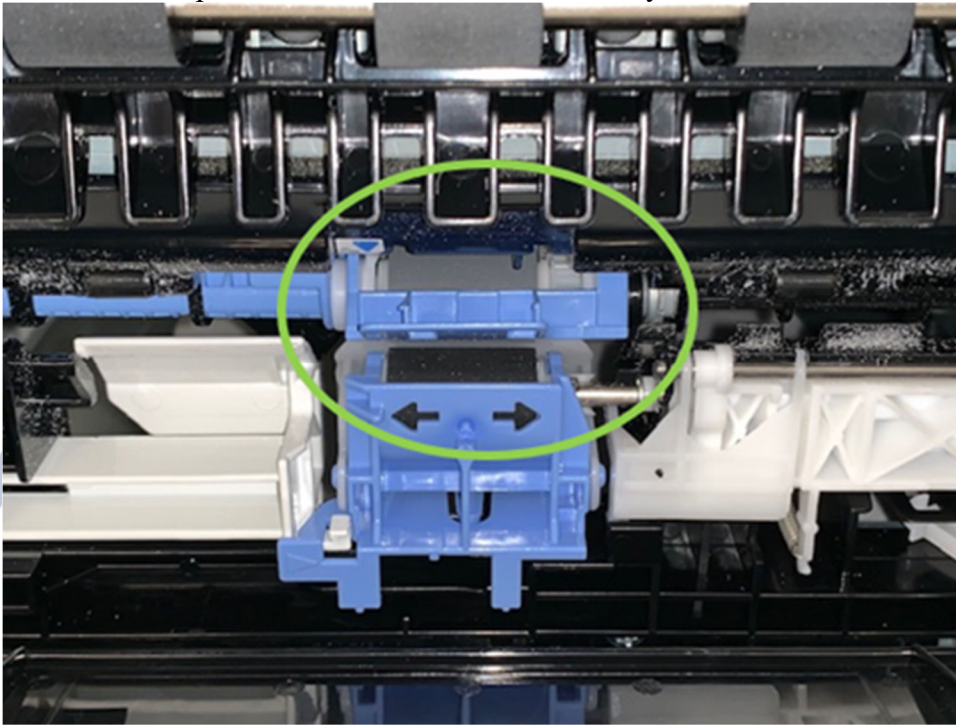
14. Ensure that the feed and separation rollers are installed correctly.

- If the flap of the blue roller tab is down, the rollers are not installed correctly.
- If the flap of the blue roller tab is up, the rollers are installed correctly.

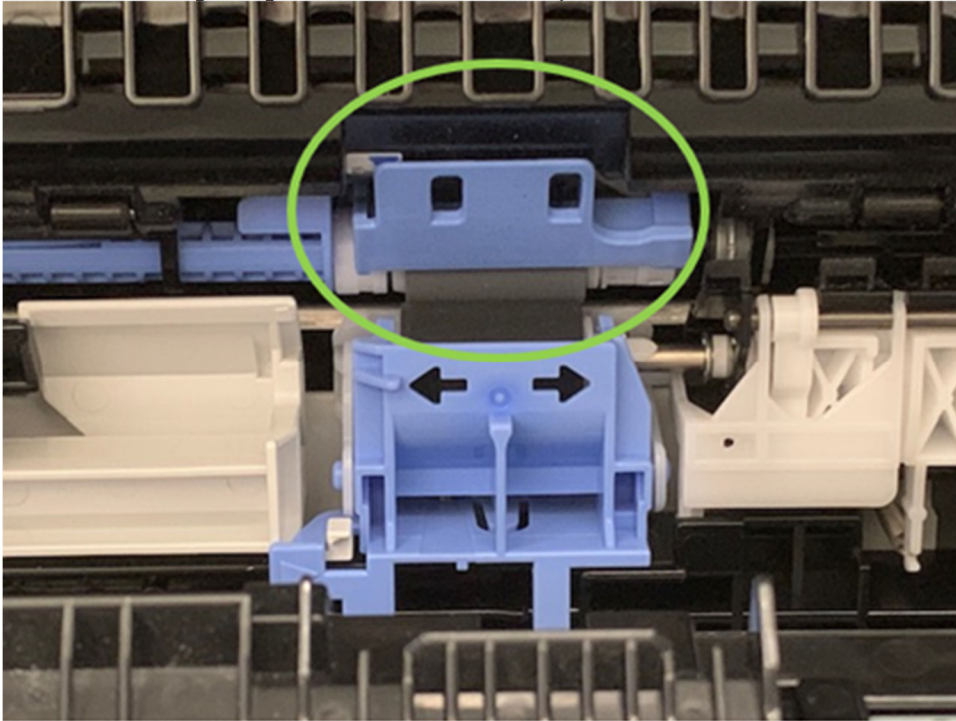
Note:

If the blue tab is DOWN, it will cause a 13.B2.D2 and/or a Tray 2 Overfilled or roller Issue message.

Feed rollers flap is down and not installed correctly

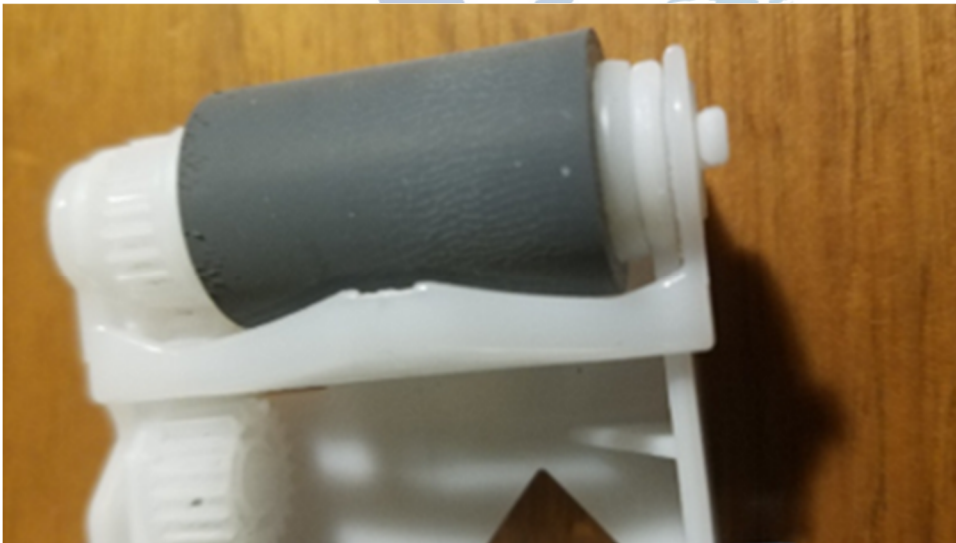


Feed rollers flap is up and installed correctly

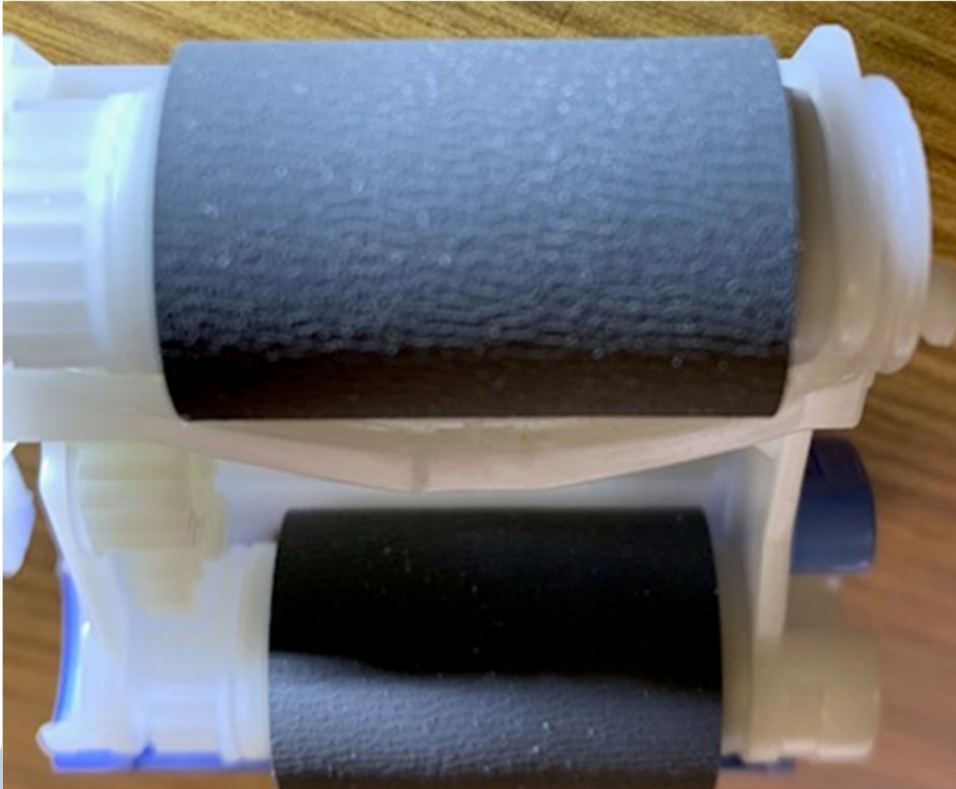


15. Remove any visible lint or dust from each of the feed, pickup, and separation rollers using a clean lint-free cloth moistened with warm water.
16. If the pickup, feed, or separation rollers are dislodged, make sure to note that the rollers were dislodged in the CDAX case notes.
17. If the pickup, feed, and separation rollers are damaged or worn out, replace the rollers.
 - Part number: J8J70-67904
 - Part description: Tray 2 roller assembly
 - For instructions, go to [Removal and replacement: Trays 2-x rollers](#)

Worn out roller surface



New roller surface



18. Reinstall Tray 2.
19. If the issue persists, dispatch a service technician.

Recommended action for onsite technicians

1. Pull the specified tray completely out of the printer to remove it.
2. Ensure that the protective orange plastic shipping locks are removed from tray, if present.



3. Remove any jammed or damaged sheets of paper from the opening of tray or tray assembly.
4. Check for any jammed or damaged sheet of paper inside the printer. If paper is present, remove it from the printer.



5. Check the event log from the printer for any current instances of 53.B0.0z. If these event codes are present, they indicate that the feed and separation rollers for the tray are near the end of life and need to be replaced.

If 53.B0.0z events are present, replace the feed and separation rollers for the tray.

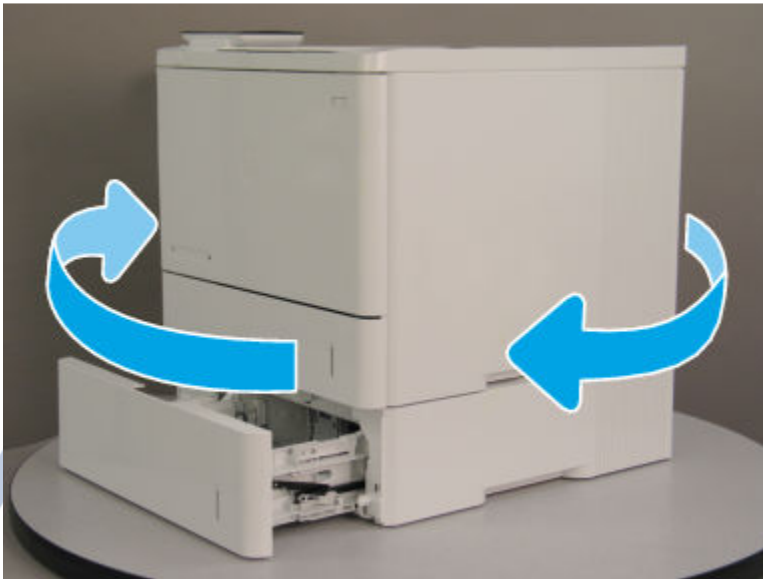
Note:

z = A variable number or letter between 0-1 or A-F

Tray 2 roller assembly part number: J8J70-67904

For instructions: See the Repair Service Manual for this product.

6. Turn off the printer and unplug the printer cord and rotate the printer so that the rear door of the option tray is in front of you.



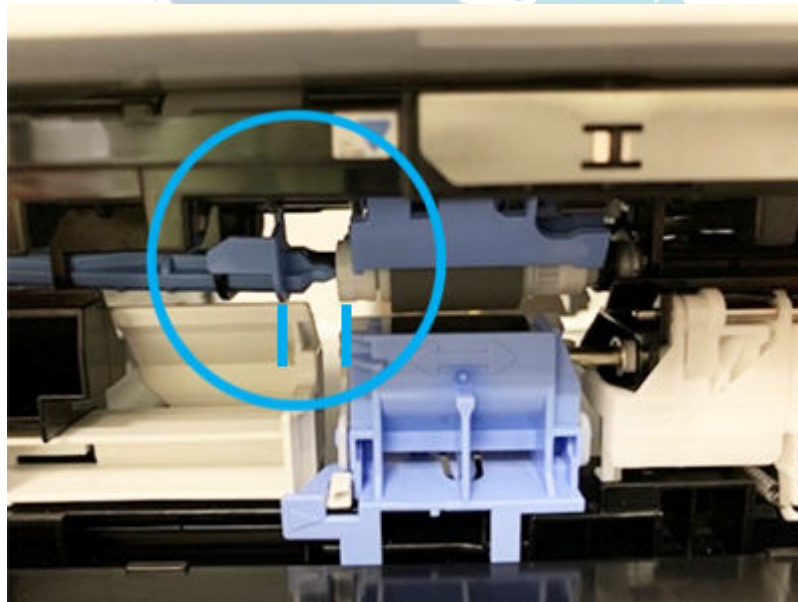
7. Open the rear door to the optional paper feeder and push the green tab (jam access door) on the right side down to expose the pickup rollers. Clear any paper present or obstructions in the paper path.



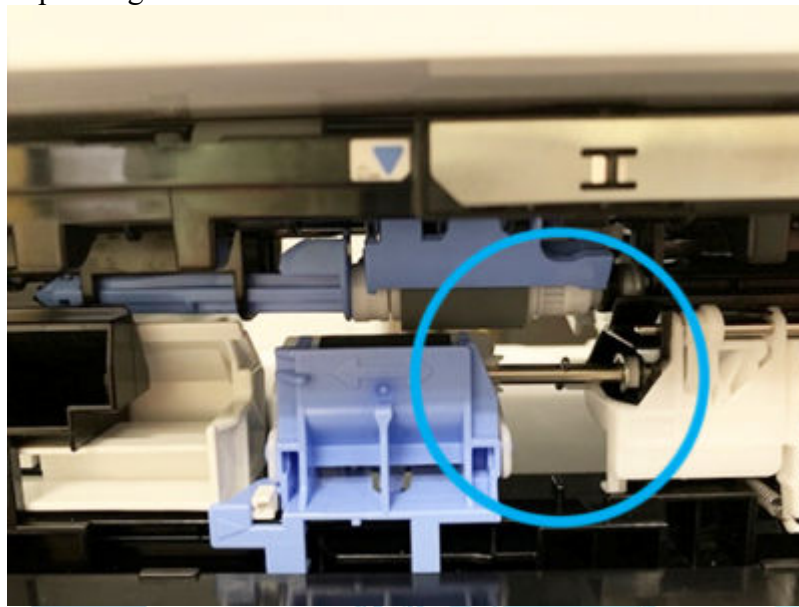


8. Grasp any jammed paper with both hands and pull it straight out to remove it out of the printer.
9. Ensure that the feed and separation rollers are installed correctly and show no damage.
 - a. Check if the rollers are installed correctly.

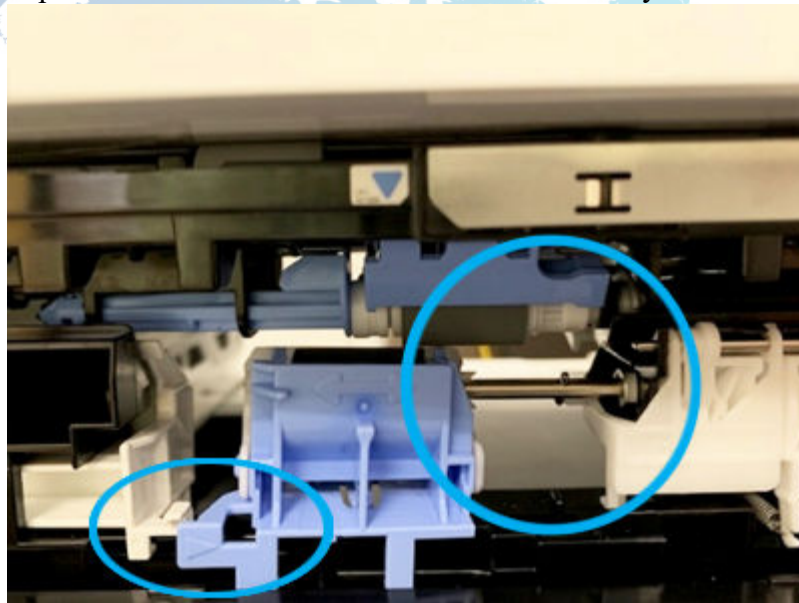
Pick roller not locked in



Separating roller not installed correct

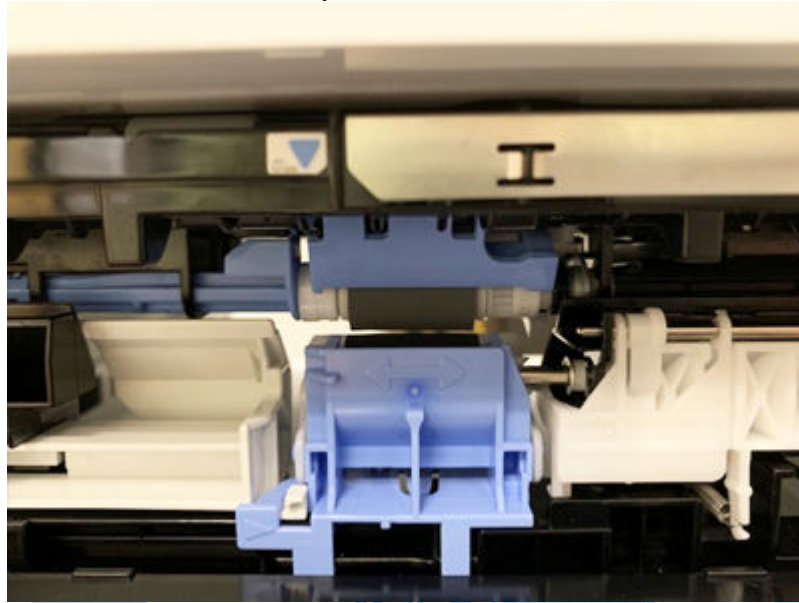


Separation roller not install and locked in correctly



- b. If either roller is installed incorrectly, make sure to install it correctly as shown here.

Rollers installed correctly



- c. If the rollers are dirty, clean the rollers.

Note:

Clean the rollers with a dampened lint free cloth or paper.

- d. If the error persists even after check the rollers, replace the rollers.

Tray 2-x roller assembly part number: J8J70-67904

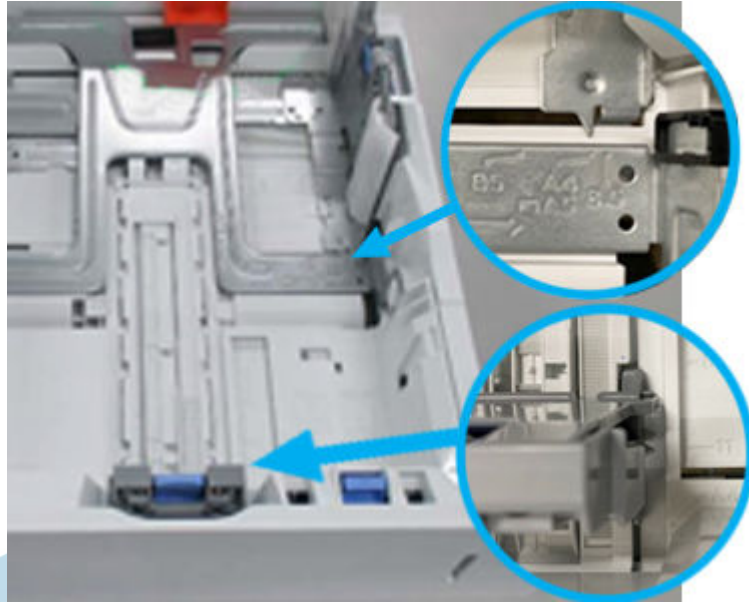
For instructions: See the Repair Service Manual for this product.

10. Ensure that the type and quality of the paper being used meets the HP specifications for the printer.

Note:

For supported sizes and types view [HP LaserJet M607-M609, E60055-E60075, E60155-E60175 - Supported paper sizes and types](#) c05495788.

11. Remove all paper loaded in tray, ensure that the tray width and length guides are set to the correct paper size for the paper installed into the tray.



1x550 Tray guides



2100 sheet tray guide

12. Ensure that the paper in the tray meets the tray capacity specifications or the stack of paper in the tray and is not above the fill mark (line below the three triangles) as indicated in the image.

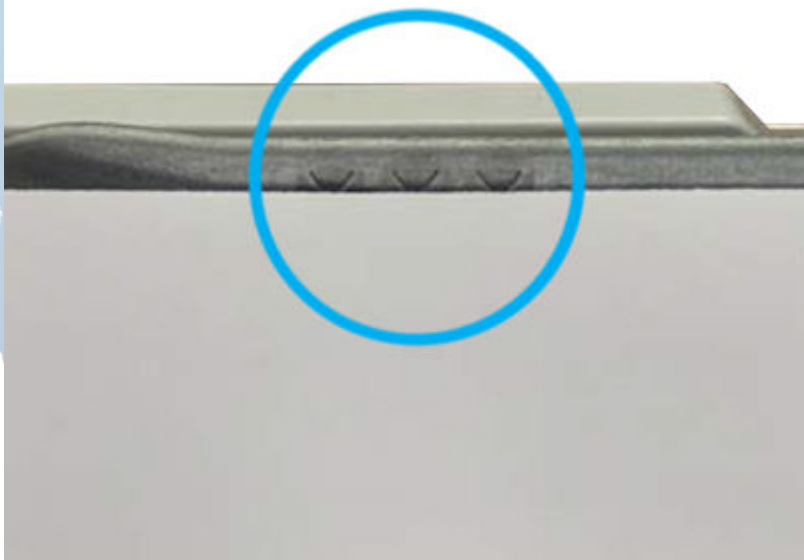
1x550 tray fill mark example 1



1x550 tray fill marks example 2



2100 sheet tray fill mark



1x550 tray over filled



1x550 filled correctly

13. Run the following tests from the printer troubleshooting menu:
 - a. Tray x-Pickup Solenoid
 - b. From the Home screen on the printer control panel, touch Support Tools.
 - c. Open the following menus:
 - i. Troubleshooting
 - ii. Diagnostic Tests
 - iii. Components Test
 - d. Select the Tray 2-Pickup Solenoid option, select the Repeat check box, and then press the Start button.
 - e. Listen to hear a clicking noise to confirm the solenoid is functioning.

Note:

The solenoid click sound is a very low volume and will click "on" and "off".

14. If the test fails, replace the paper pickup assembly.
 - a. Part number: RM2-6771-010CN RM2-6771-020CN RM2-6771-020CN
 - b. For instructions, go to See the Repair Service Manual for this product.
15. If the issue persists, elevate the case using the Standard Support Process.

13.B2.Dz Jam in Tray x

Paper delay jam at the image area.

Paper did not reach the registration sensor (PS4550) in specified time when printing from an optional paper tray.

Watch [HP LaserJet Enterprise M607, M608, M609 - 13.B2, 13.B9 rear door and fuser area paper jam](#) for more troubleshooting steps.

If using adhesive or self-sealing media, please see the instructions in ["13.BY.XY paper jam" and "Size Mismatch" error messages display when using self-sealing or adhesive media](#) (c06061775)

- **13.B2.D3:** Jam when printing from Tray 3
- **13.B2.D4:** Jam when printing from Tray 4
- **13.B2.D5:** Jam when printing from Tray 5
- **13.B2.D6:** Jam when printing from Tray 6

Recommended action for customers

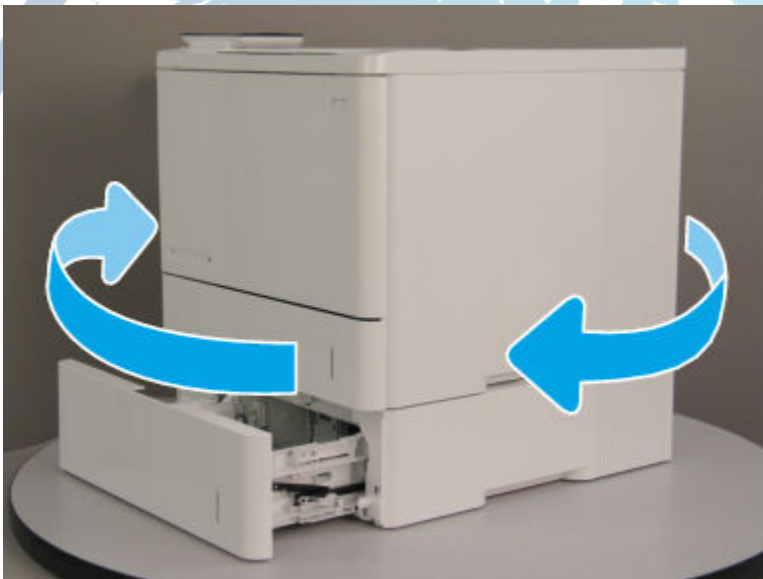
1. Pull the specified tray completely out of the printer to remove it.
2. Ensure that the protective orange plastic shipping locks are removed from tray, if present.



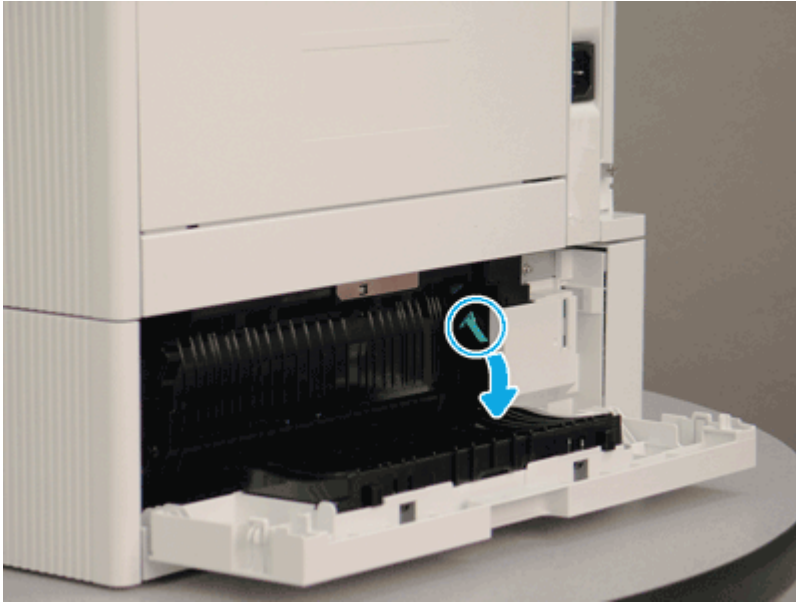
3. Remove any jammed or damaged sheets of paper from the opening of tray or tray assembly.
4. Check for any jammed or damaged sheet of paper inside the printer. If paper is present, remove it from the printer.



5. Turn off the printer and unplug the printer cord and rotate the printer so that the rear door of the option tray is in front of you.

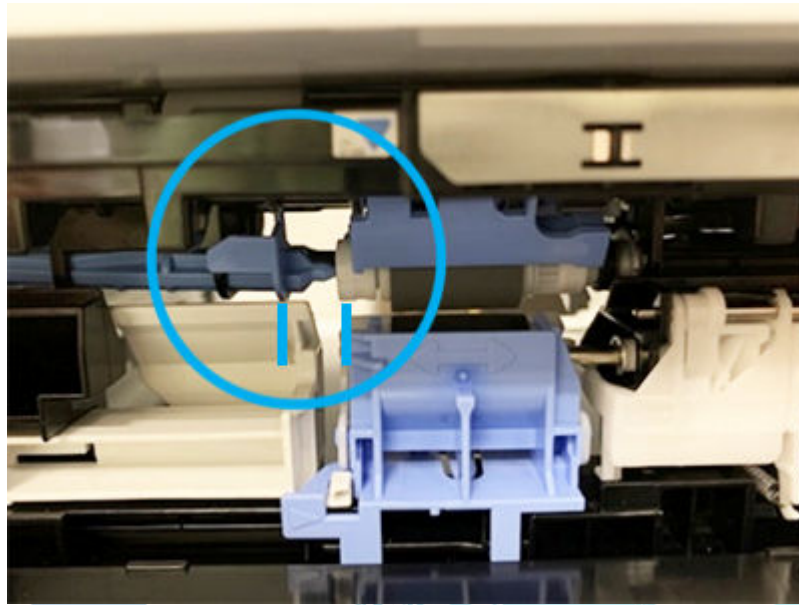


6. Open the rear door to the optional paper feeder and push the green tab (jam access door) on the right side down to expose the pickup rollers. Clear any paper present or obstructions in the paper path.

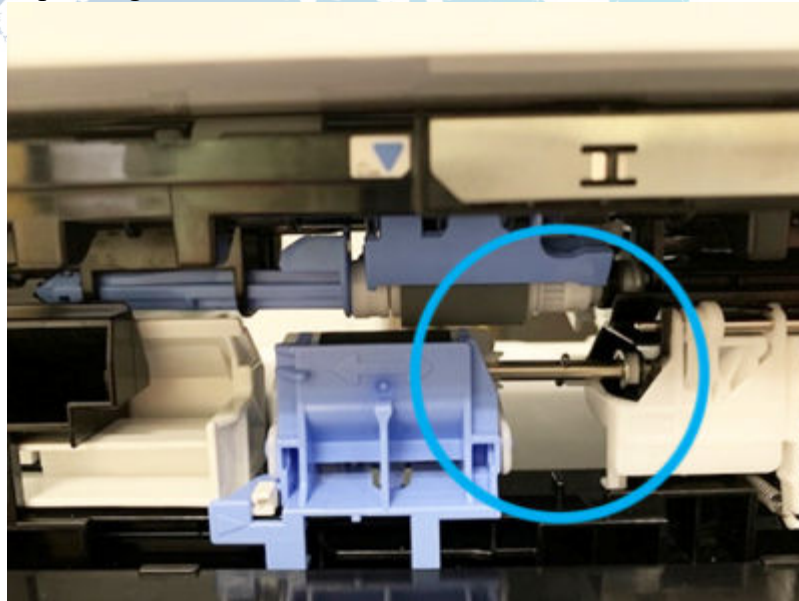


7. Grasp any jammed paper with both hands and pull it straight out to remove it out of the printer.
8. Ensure that the feed and separation rollers are installed correctly and show no damage.
 - a. Check if the rollers are installed correctly.

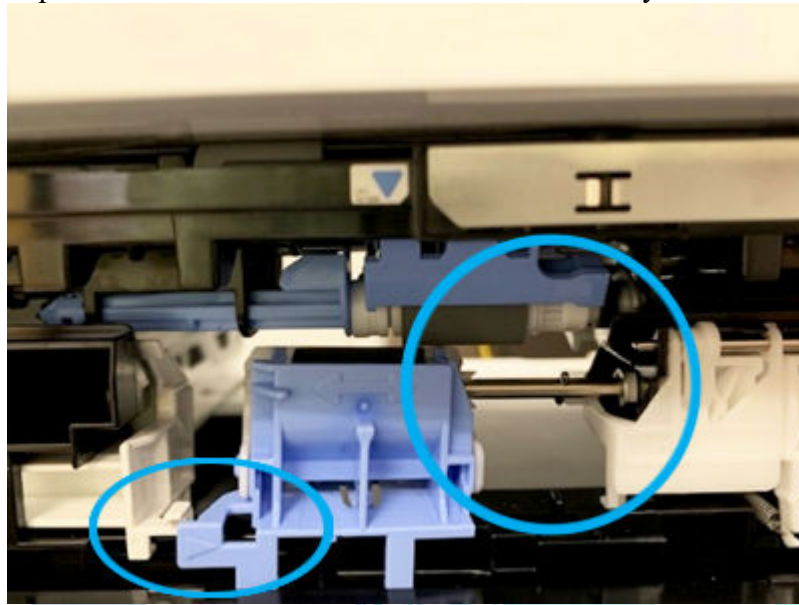
Pick roller not locked in



Separating roller not installed correct

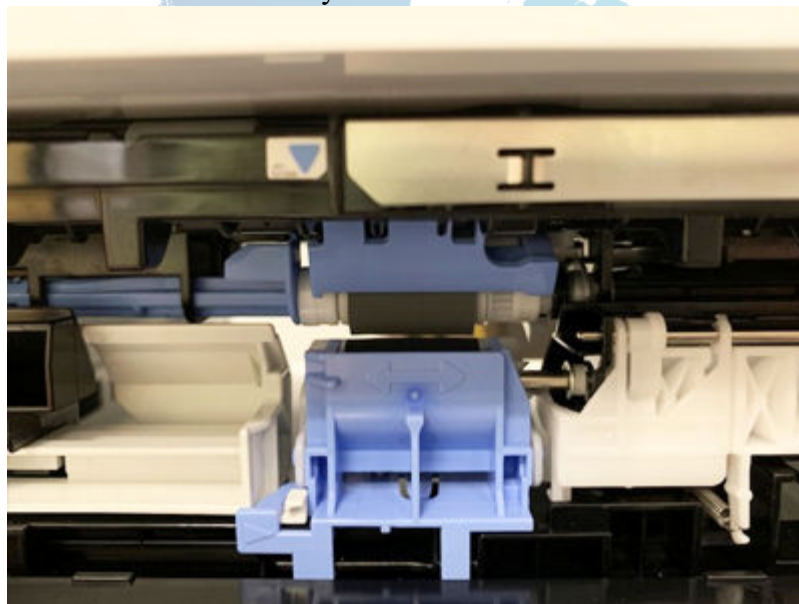


Separation roller not install and locked in correctly



- b. If either roller is installed incorrectly, make sure to install it correctly as shown here.

Rollers installed correctly



- c. If the rollers are dirty, clean the rollers.

Note:

Clean the rollers with a dampened lint free cloth or paper.

- d. If the error persists even after check the rollers, replace the rollers.

Tray 2-x roller assembly part number: J8J70-67904

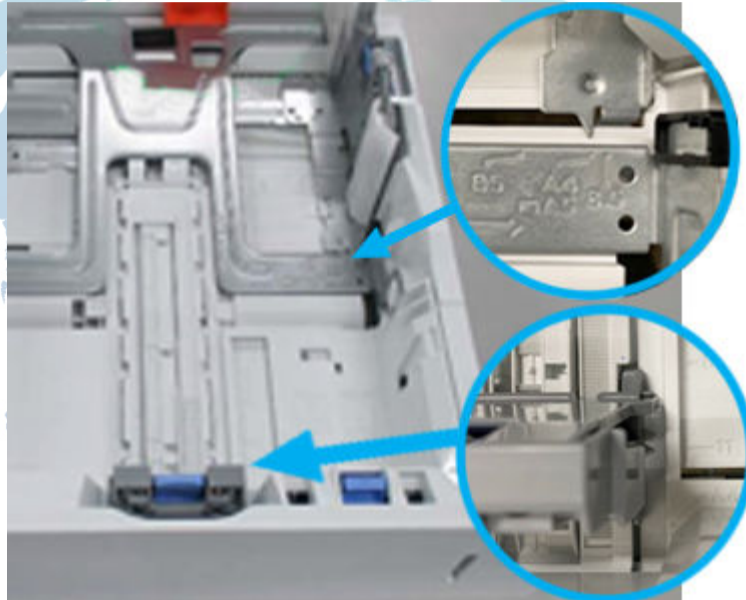
For instructions: See the Repair Service Manual for this product.

9. Ensure that the type and quality of the paper being used meets the HP specifications for the printer.

Note:

For supported sizes and types view [HP LaserJet M607-M609, E60055-E60075, E60155-E60175 - Supported paper sizes and types](#) c05495788.

10. Remove all paper loaded in tray, ensure that the tray width and length guides are set to the correct paper size for the paper installed into the tray.



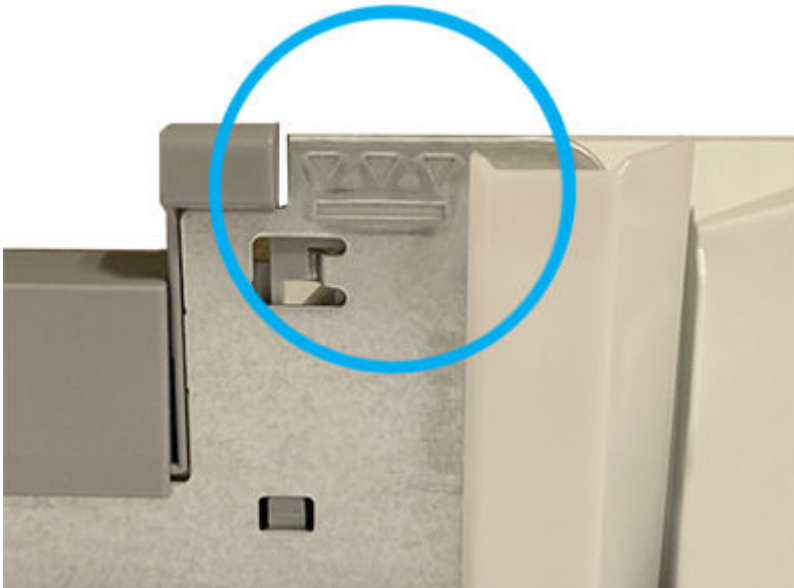
1x550 Tray guides



2100 sheet tray guide

11. Ensure that the paper in the tray meets the tray capacity specifications or the stack of paper in the tray and is not above the fill mark (line below the three triangles) as indicated in the image.

1x550 tray fill mark example 1

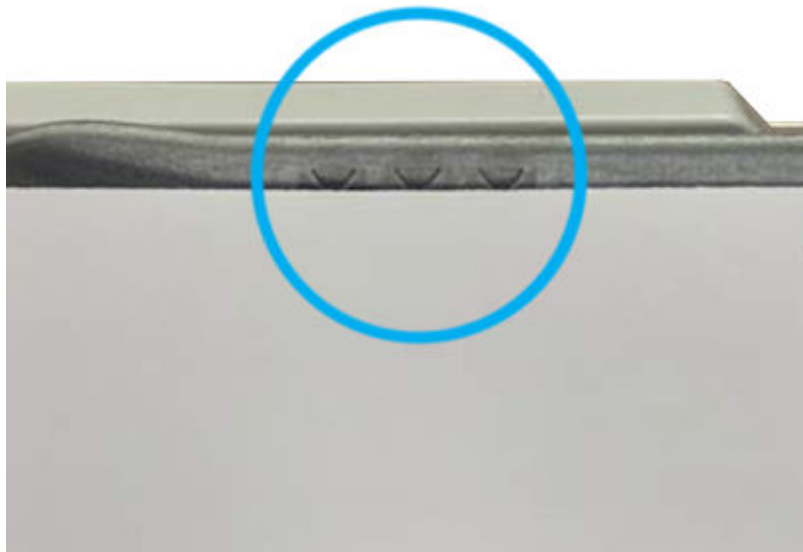




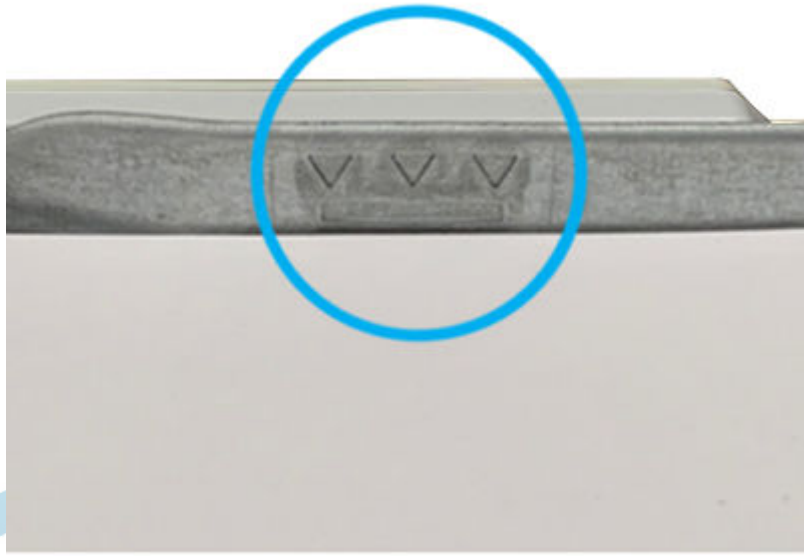
1x550 tray fill marks example 2



2100 sheet tray fill mark



1x550 tray over filled

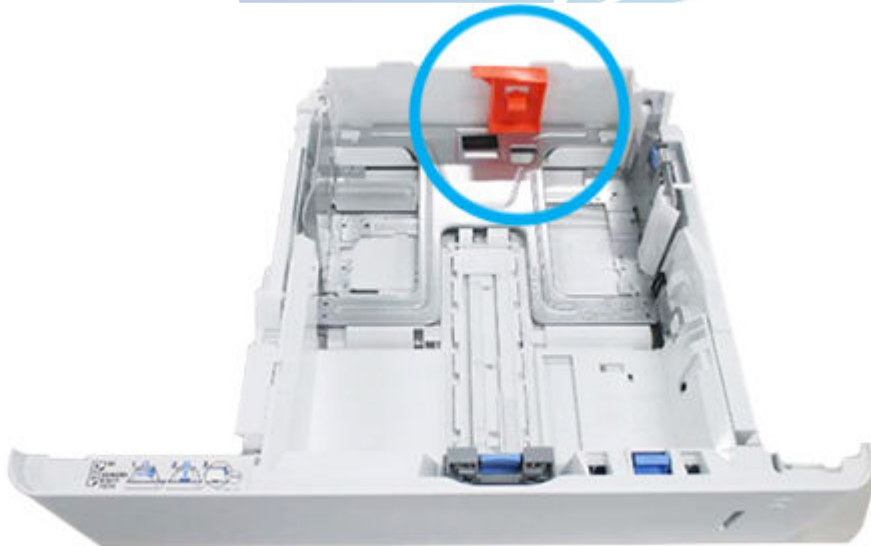


1x550 filled correctly

12. Reinstall the paper tray.
13. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents

1. Pull the specified tray completely out of the printer to remove it.
2. Ensure that the protective orange plastic shipping locks are removed from tray, if present.

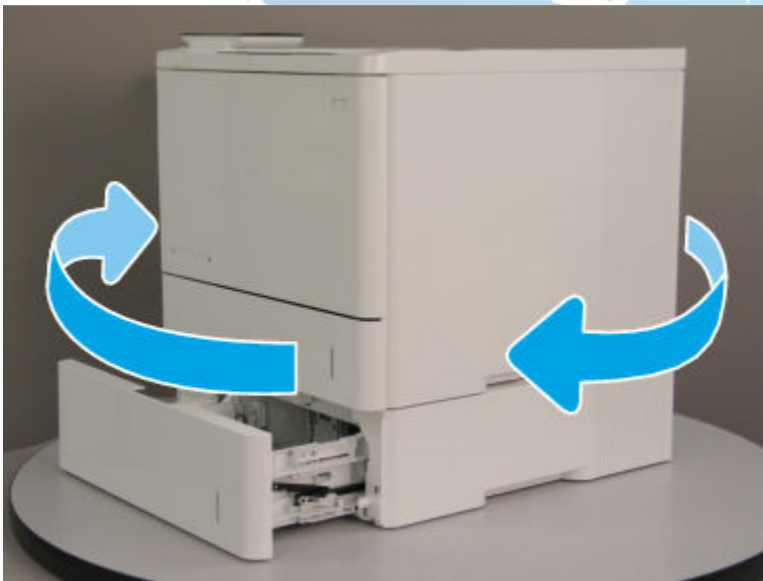


3. Remove any jammed or damaged sheets of paper from the opening of tray or tray assembly.

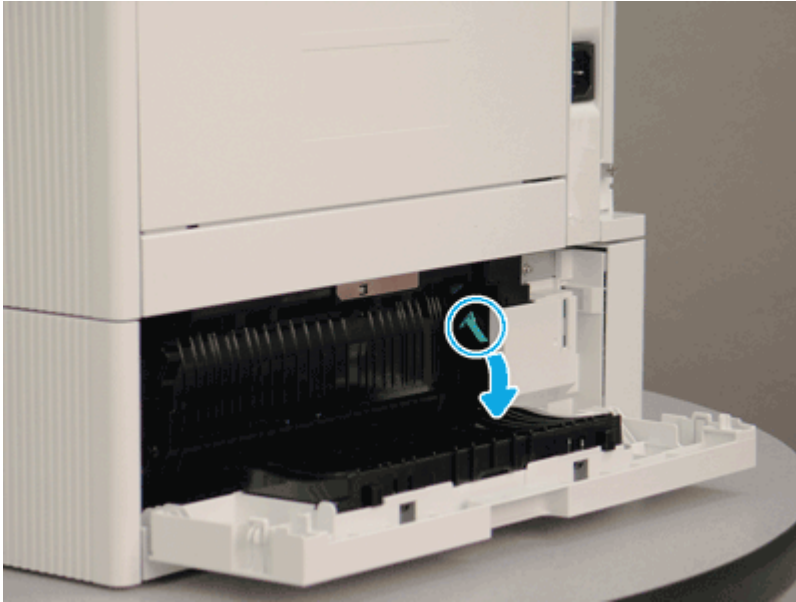
4. Check for any jammed or damaged sheet of paper inside the printer. If paper is present, remove it from the printer.



5. Turn off the printer and unplug the printer cord and rotate the printer so that the rear door of the option tray is in front of you.

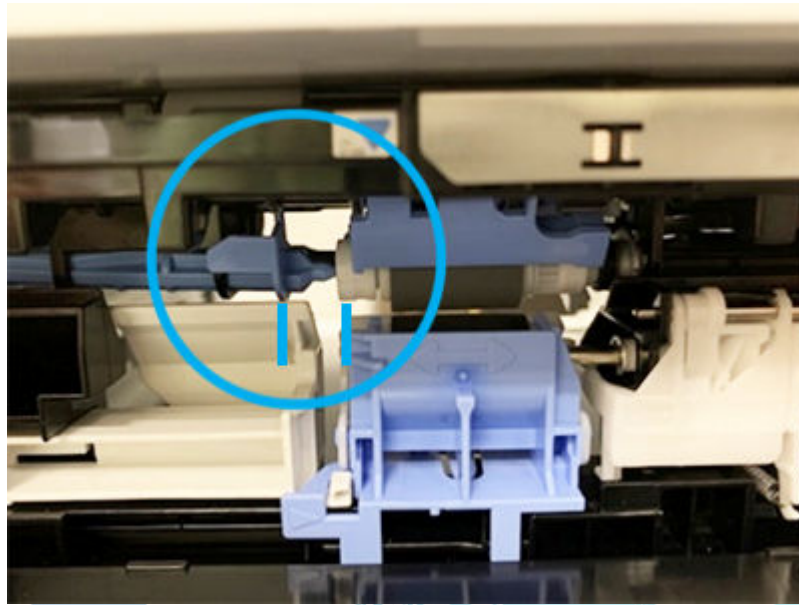


6. Open the rear door to the optional paper feeder and push the green tab (jam access door) on the right side down to expose the pickup rollers. Clear any paper present or obstructions in the paper path.

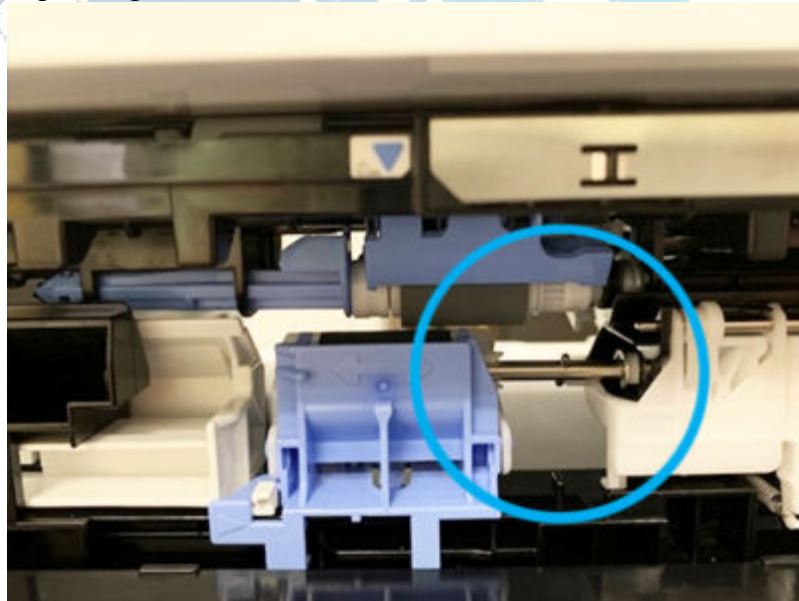


7. Grasp any jammed paper with both hands and pull it straight out to remove it out of the printer.
8. Ensure that the feed and separation rollers are installed correctly and show no damage.
 - a. Check if the rollers are installed correctly.

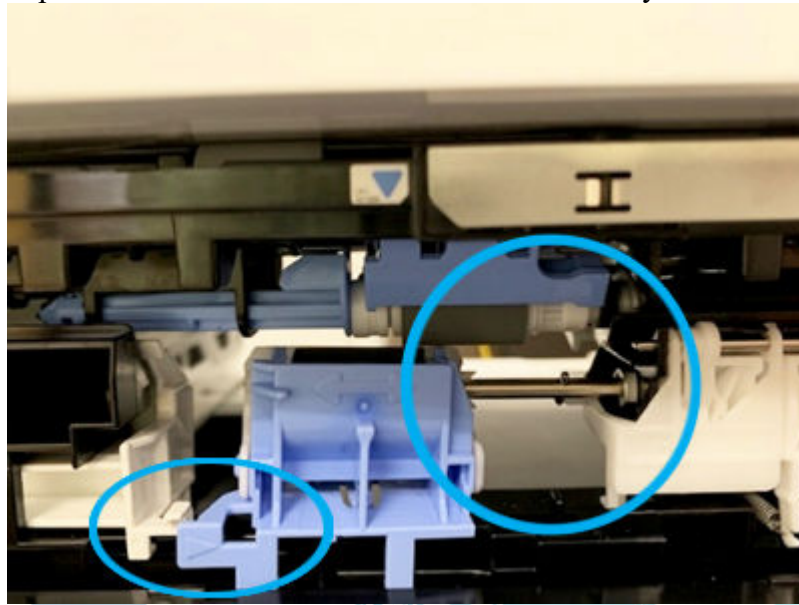
Pick roller not locked in



Separating roller not installed correct

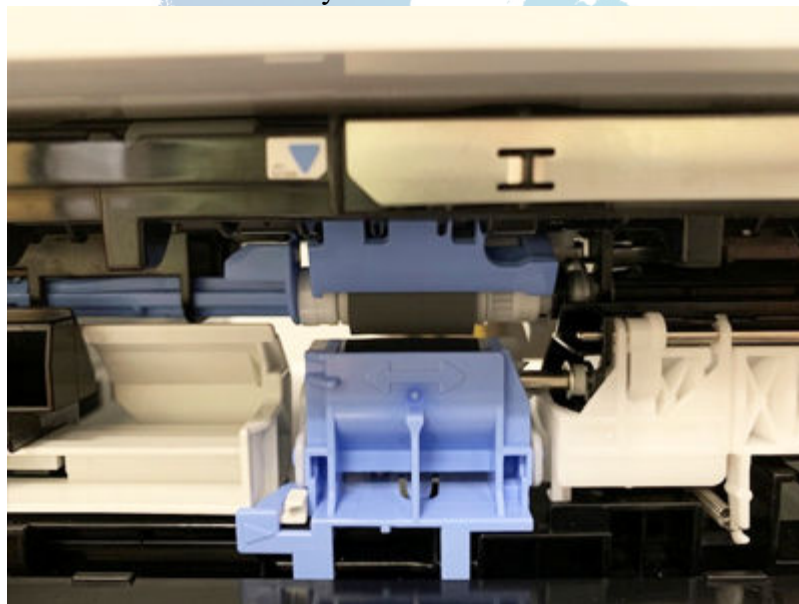


Separation roller not install and locked in correctly



- b. If either roller is installed incorrectly, make sure to install it correctly as shown here.

Rollers installed correctly



- c. If the rollers are dirty, clean the rollers.

Note:

Clean the rollers with a dampened lint free cloth or paper.

- d. If the error persists even after check the rollers, replace the rollers.

Tray 2-x roller assembly part number: J8J70-67904

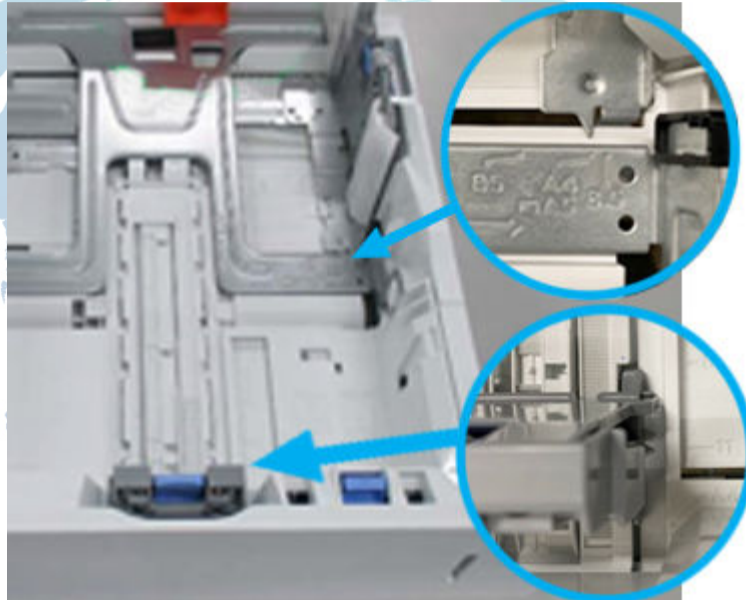
For instructions: See the Repair Service Manual for this product.

9. Ensure that the type and quality of the paper being used meets the HP specifications for the printer.

Note:

For supported sizes and types view [HP LaserJet M607-M609, E60055-E60075, E60155-E60175 - Supported paper sizes and types](#) c05495788.

10. Remove all paper loaded in tray, ensure that the tray width and length guides are set to the correct paper size for the paper installed into the tray.



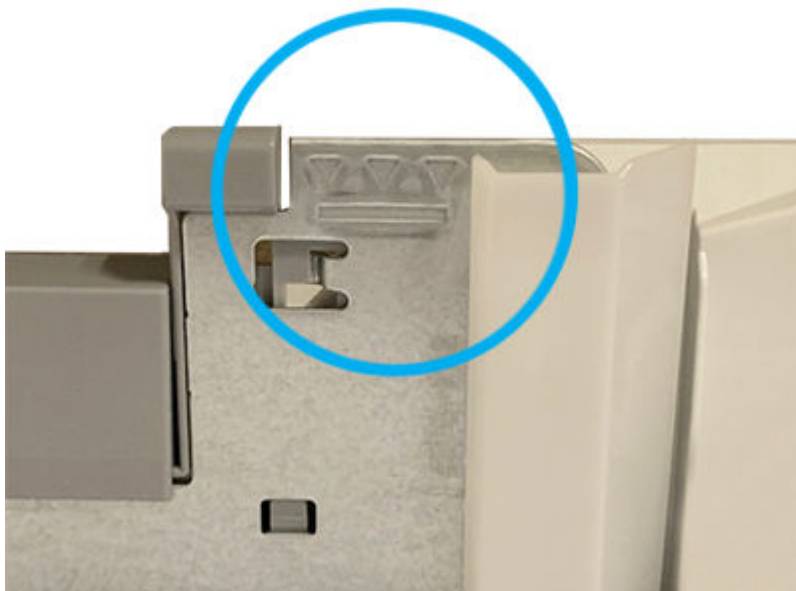
1x550 Tray guides



2100 sheet tray guide

11. Ensure that the paper in the tray meets the tray capacity specifications or the stack of paper in the tray and is not above the fill mark (line below the three triangles) as indicated in the image.

1x550 tray fill mark example 1

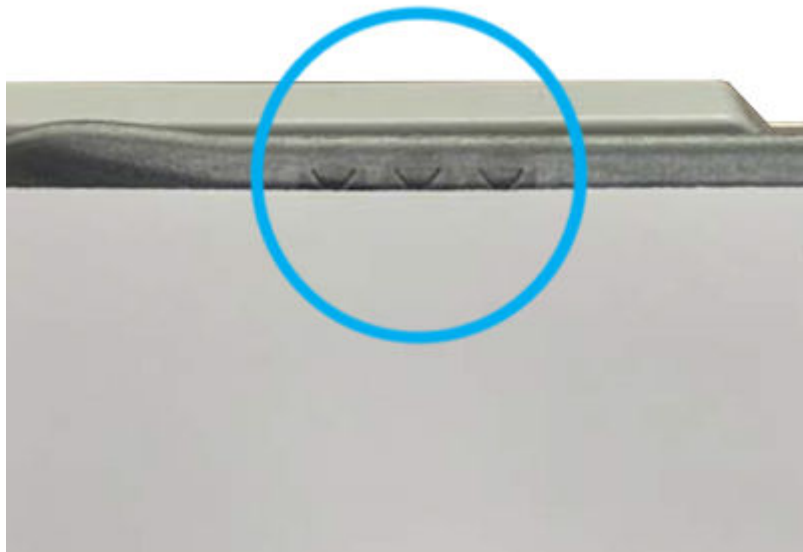




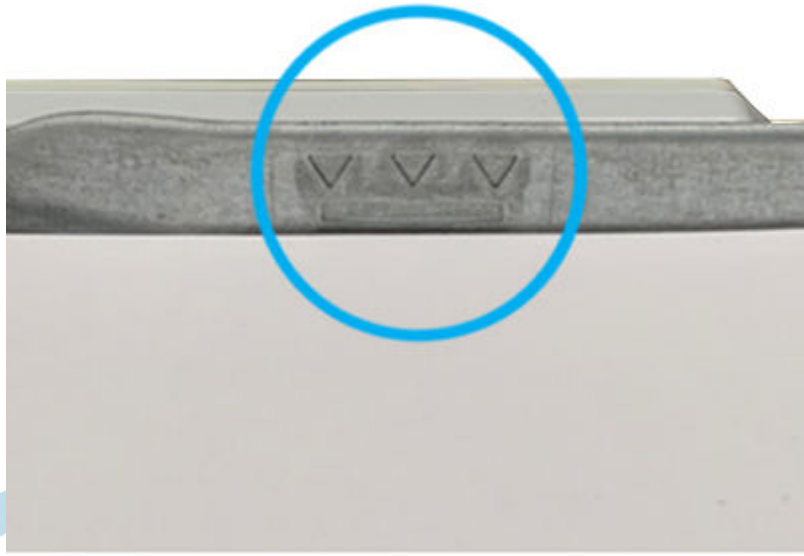
1x550 tray fill marks example 2



2100 sheet tray fill mark



1x550 tray over filled



1x550 filled correctly

12. Reinstall the paper tray.
13. If the error persists, dispatch a service technician to troubleshoot the issue.

Recommended action for onsite technicians

1. Pull the specified tray completely out of the printer to remove it.
2. Ensure that the protective orange plastic shipping locks are removed from tray, if present.



3. Remove any jammed or damaged sheets of paper from the opening of tray or tray assembly.

4. Check for any jammed or damaged sheet of paper inside the printer. If paper is present, remove it from the printer.



5. Check the event log from the printer for any current instances of 53.B0.0z. If these event codes are present, they indicate that the feed and separation rollers for the tray are near the end of life and need to be replaced.

If 53.B0.0z events are present, replace the feed and separation rollers for the tray.

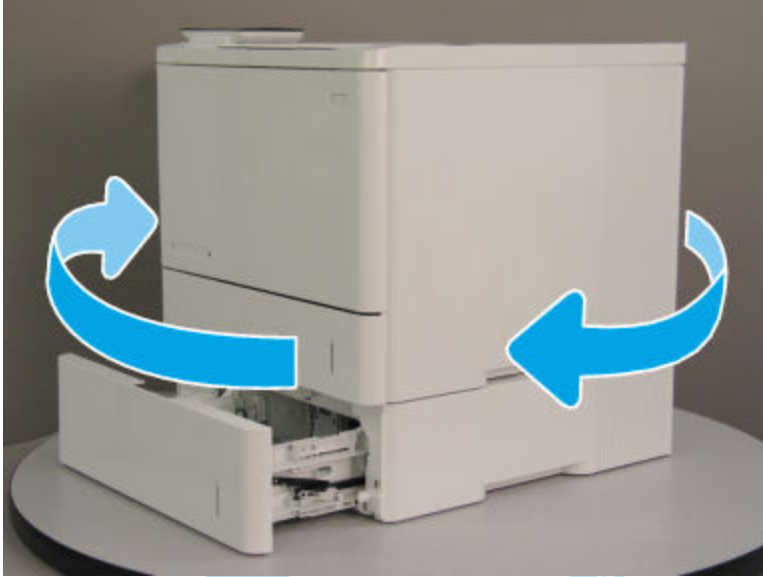
Note:

z = A variable number or letter between 0-1 or A-F

Tray 2 roller assembly part number: J8J70-67904

For instructions: See the Repair Service Manual for this product.

6. Turn off the printer and unplug the printer cord and rotate the printer so that the rear door of the option tray is in front of you.



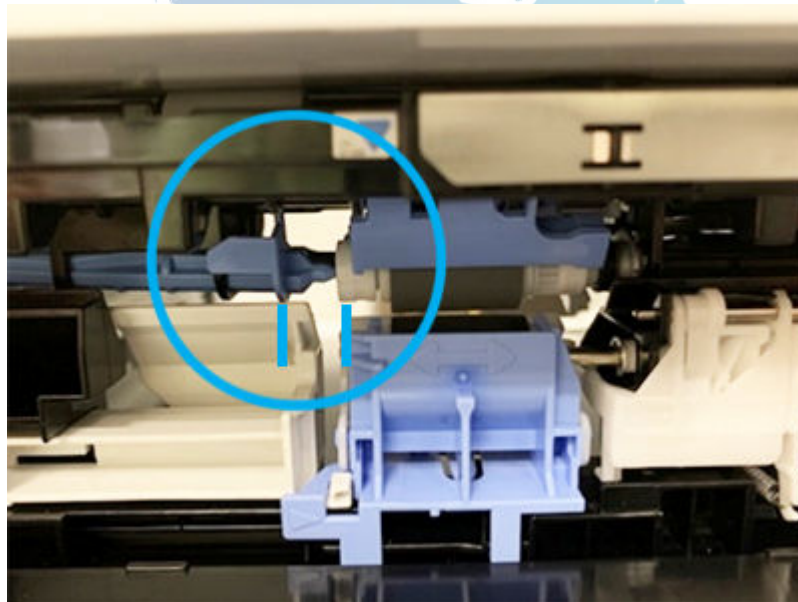
7. Open the rear door to the optional paper feeder and push the green tab (jam access door) on the right side down to expose the pickup rollers. Clear any paper present or obstructions in the paper path.



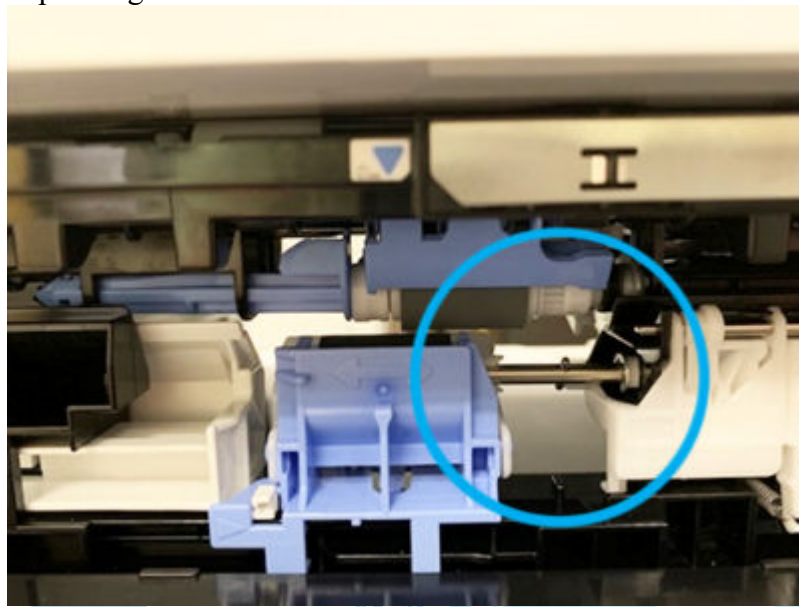


8. Grasp any jammed paper with both hands and pull it straight out to remove it out of the printer.
9. Ensure that the feed and separation rollers are installed correctly and show no damage.
 - a. Check if the rollers are installed correctly.

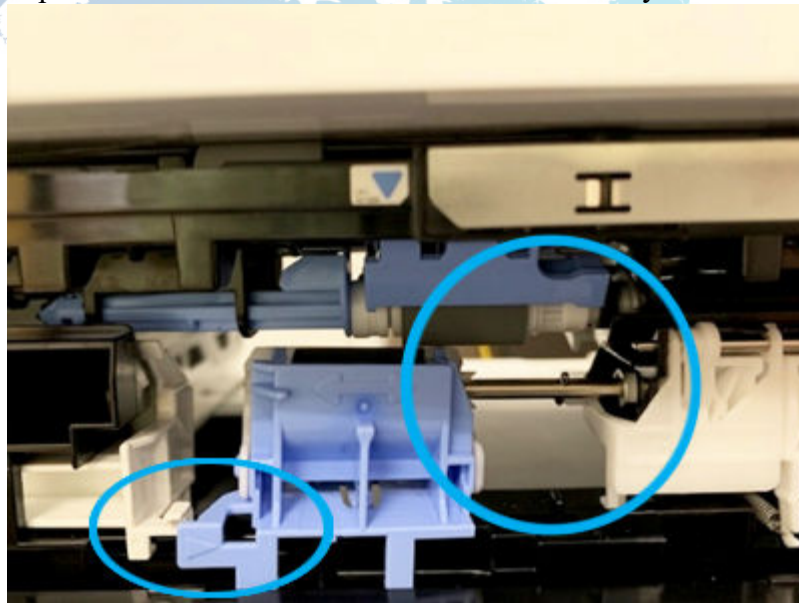
Pick roller not locked in



Separating roller not installed correct

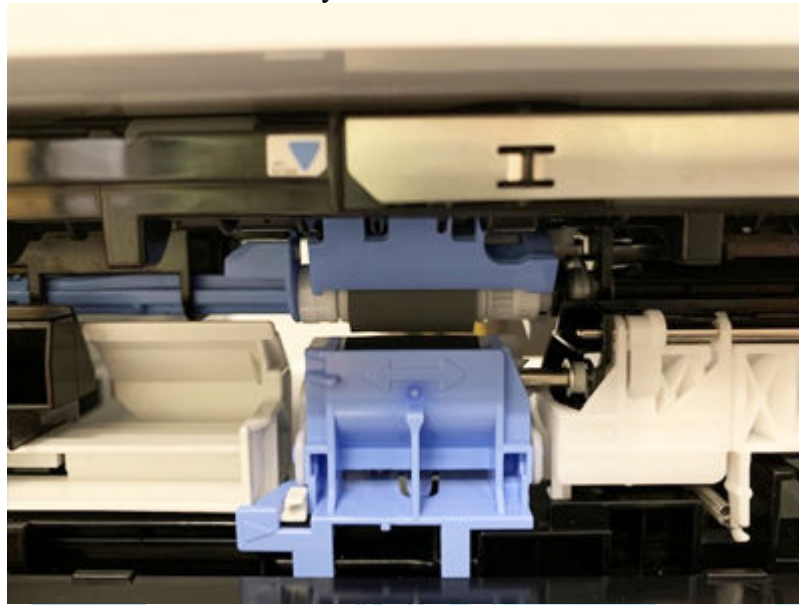


Separation roller not install and locked in correctly



- b. If either roller is installed incorrectly, make sure to install it correctly as shown here.

Rollers installed correctly



- c. If the rollers are dirty, clean the rollers.

Note:

Clean the rollers with a dampened lint free cloth or paper.

- d. If the error persists even after check the rollers, replace the rollers.

Tray 2-x roller assembly part number: J8J70-67904

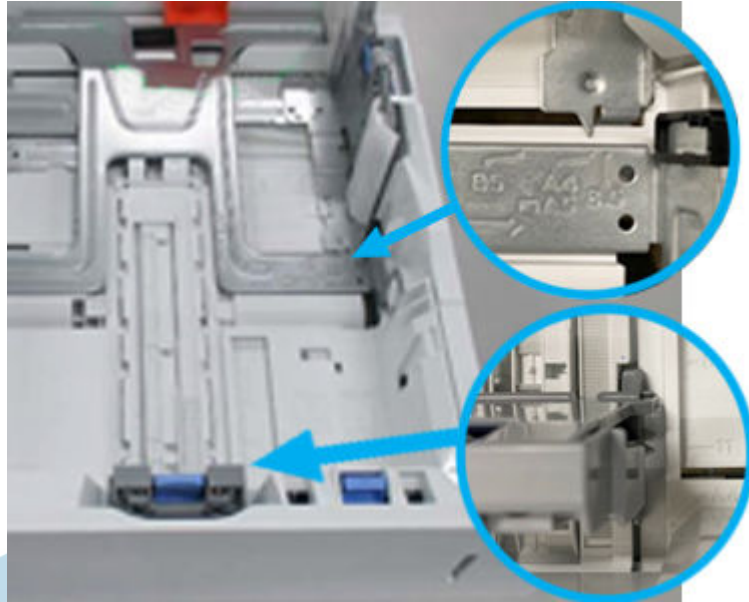
For instructions: See the Repair Service Manual for this product.

10. Ensure that the type and quality of the paper being used meets the HP specifications for the printer.

Note:

For supported sizes and types view [HP LaserJet M607-M609, E60055-E60075, E60155-E60175 - Supported paper sizes and types](#) c05495788.

11. Remove all paper loaded in tray, ensure that the tray width and length guides are set to the correct paper size for the paper installed into the tray.



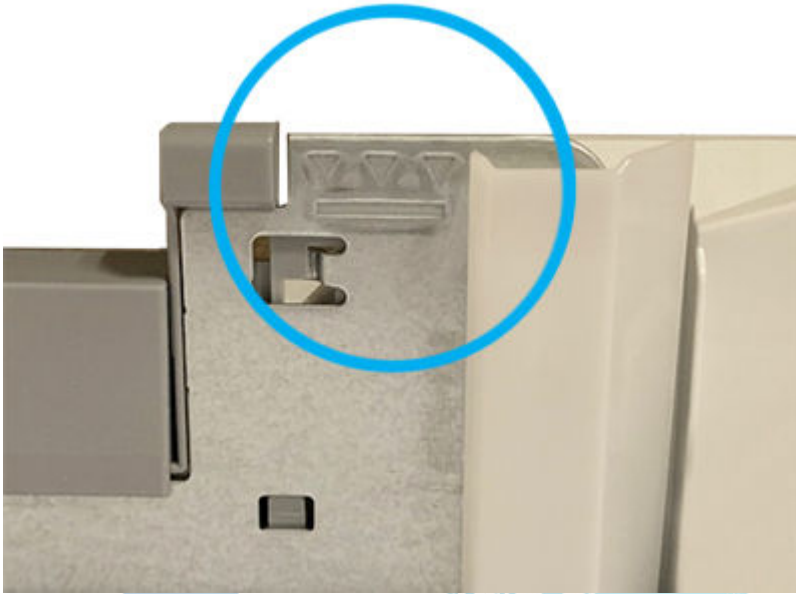
1x550 Tray guides



2100 sheet tray guide

12. Ensure that the paper in the tray meets the tray capacity specifications or the stack of paper in the tray and is not above the fill mark (line below the three triangles) as indicated in the image.

1x550 tray fill mark example 1

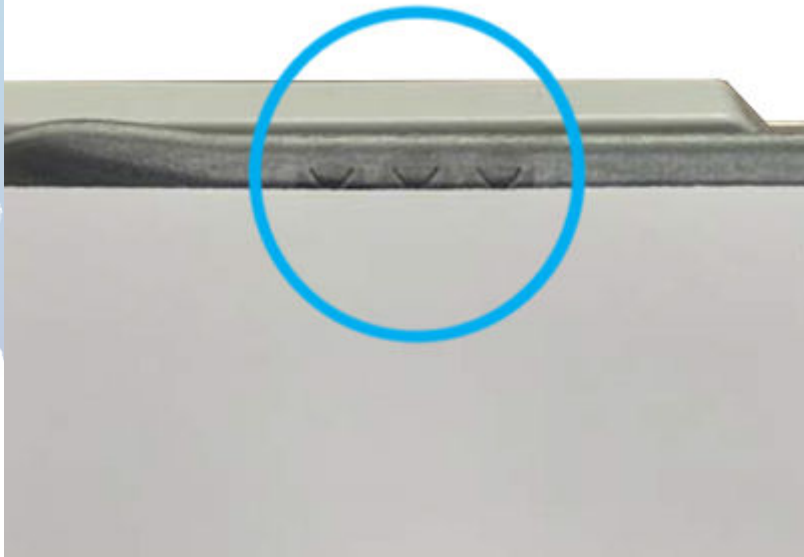


1x550 tray fill marks example 2

2100 sheet tray fill mark



1x550 tray over filled





1x550 filled correctly

13. Run the following tests from the printer troubleshooting menu:
 - a. Tray x-Pickup Solenoid
 - b. From the Home screen on the printer control panel, touch Support Tools.
 - c. Open the following menus:
 - i. Troubleshooting
 - ii. Diagnostic Tests
 - iii. Components Test
 - d. Select the Tray 2-Pickup Solenoid option, select the Repeat check box, and then press the Start button.
 - e. Listen to hear a clicking noise to confirm the solenoid is functioning.

Note:

The solenoid click sound is a very low volume and will click "on" and "off".

14. If the test fails, replace the paper pickup assembly.
 - o Part number: RM2-6771-010CN RM2-6771-020CN RM2-6771-020CN
 - o For instructions, go to See the Repair Service Manual for this product.
15. If the issue persists, elevate the case using the Standard Support Process.

13.B2.FF Jam in rear door

Paper residual jam at image area.

Paper present at PS4550, at power on or after clearing a jam.

If using adhesive or self-sealing media, please see the instructions in ["13.BY.XY paper jam" and "Size Mismatch" error messages display when using self-sealing or adhesive media](#) (c06061775)

Recommended action for customers

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. Toggle the registration/TOP sensor (PS4550) to ensure that it moves freely.
3. Test the registration/TOP sensor (PS4550) using the manual sensor test.
 - a. From the home screen on the printer control panel, touch "Support Tools".
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Manual Sensor Test
 - c. Select from the following tests:
 - All Sensors , Engine Sensors
 - Done (return to the Troubleshooting menu)
 - Reset (reset the selected sensor's state)
 - d. Test the registration/TOP sensor to verify that the sensor is functioning correctly.
If the sensor does not function, replace the registration assembly.

Note:

Before replacing any parts check connector J15 on the DC controller.

Part number: RM2-6774-000CN

For instructions: See the Repair Service Manual for this product.

13.B4.FF Jam in rear door

Paper residual jam at image area.

Paper present at fuser loop sensor PS4500 at power on or after clearing a jam.

If using adhesive or self-sealing media, please see the instructions in ["13.BY.XY paper jam" and "Size Mismatch" error messages display when using self-sealing or adhesive media](#) (c06061775)

Recommended action for customers

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. Remove the fuser and check for paper and the correct movement of the sensors PS4500.

CAUTION:

The fuser might be hot.

3. Test the fuser loop sensor PS4500. If the sensor fails the test, replace the sensor.

Part number: WG8-5935-000CN

13.B9.Az Fuser jam

Paper stay jam in the fuser area.

Paper present at PS4650 after specified time limit.

This jam code can be caused by:

- An accordion paper jam at the fuser exit.
 - Something blocking the paper before reaching the output rollers.
 - The output bin rollers are not turning. Because there is very little distance from the fuser exit to the output bin, paper stopped at the rollers can cause a fuser jam.
 - A sticky fuser exit flag. If the flag is stuck or even delayed momentarily in the activated position it can cause this jam.
 - Self-sealing or adhesive media is being used. Please see the instructions in ["13.BY.XY paper jam" and "Size Mismatch" error messages display when using self-sealing or adhesive media](#) (c06061775).
-
- **13.B9.A1** jam is detected when printing from Tray 1.
 - **13.B9.A2** jam is detected when printing from Tray 2.
 - **13.B9.A3** jam is detected when printing from Tray 3.
 - **13.B9.A4** jam is detected when printing from Tray 4.

- **13.B9.A5** jam is detected when printing from Tray 5.
- **13.B9.AD** jam is detected when printing from the duplexer.

Recommended action for customers

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
3. Check the fuser delivery sensor for correct functionality and movement. Replace the fuser as needed.

CAUTION:

The fuser might be hot.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

Note:

Before replacing any parts check connector J401 and J402 on the DC controller.

4. Verify there is no debris from a previous jam stuck in the fuser, or the rollers leading into and out of the fuser.
5. Confirm that the output bin rollers are turning.
6. Check the transfer roller at the transfer area, ensure that everything is correctly seated and that there are no damaged parts. Replace the transfer roller or transfer assembly as needed.

Transfer roller part number: RM2-6800-000CN

For instructions: See the Repair Service Manual for this product.

Transfer assembly part number: RM2-6776-000CN RM2-6776-010CN RM2-6776-010CN

For instructions: See the Repair Service Manual for this product.

Transfer assembly (LCD simplex model) part number: RM2-1248-000CN RM2-1248-020CN RM2-1248-020CN

For instructions: See the Repair Service Manual for this product.

7. Enter the component test menu to run diagnostics on the printer.
 - a. From the home screen on the printer control panel, touch “Support Tools”.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Components Test
8. Touch Fuser motor to test the motor. If the test fails replace the fuser drive assembly.

Part number: RM2-6763-000CN

For instructions: See the Repair Service Manual for this product.

9. Replace the fuser.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

13.B9.Cz

Fuser wrap jam.

This jam occurs when the paper disappears from the fuser output sensor before a designated amount of time after the paper reached the fuser output sensor (PS4650).

It is determined that the paper is being wrapped around the fuser roller.

Z = Fuser mode

- **13.B9.C1** Fuser wrap jam when Auto Sense (Normal).
- **13.B9.C2** Fuser wrap jam when Normal.
- **13.B9.C3** Fuser wrap jam when Light 1 or Light 2.
- **13.B9.C4** Fuser wrap jam when Heavy 1.
- **13.B9.C5** Fuser wrap jam when Heavy 2.
- **13.B9.C6** Fuser wrap jam when Heavy Paper 3.
- **13.B9.C7** Fuser wrap jam when Glossy Paper 1.
- **13.B9.C8** Fuser wrap jam when Glossy Paper 2.
- **13.B9.C9** Fuser wrap jam when Glossy Paper 3.
- **13.B9.CB** Fuser wrap jam when Transparency.
- **13.B9.CC** Fuser wrap jam when Label.
- **13.B9.CD** Fuser wrap jam when Envelope 1 or Envelope 2.

If using adhesive or self-sealing media, please see the instructions in ["13.BY.XY paper jam" and "Size Mismatch" error messages display when using self-sealing or adhesive media](#) (c06061775)

Recommended action for customers

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Remove the fuser, and remove any paper wrapped around the fuser roller.

CAUTION:

The fuser might be hot.

 - c. Look for and clear any paper present or obstructions in the paper path.
 - d. Reinstall the fuser.
 - e. Close the rear door to allow the printer to attempt to clear the jam message.
2. Print a cleaning page to ensure that all of the toner is removed from the fuser roller.
3. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Remove the fuser, and remove any paper wrapped around the fuser roller.

CAUTION:

The fuser might be hot.

- c. Look for and clear any paper present or obstructions in the paper path.

- d. Reinstall the fuser.
 - e. Close the rear door to allow the printer to attempt to clear the jam message.
2. Print a cleaning page to ensure that all of the toner is removed from the fuser roller.
3. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
4. If the error persists, replace the fuser.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

13.B9.Dz

Fuser delivery delay jam.

Paper did not reach the fuser sensor PS4650 within the specified time.

- **13.B9.D1** Fuser delivery delay jam when printing from Tray 1.
- **13.B9.D2** Fuser delivery delay jam when printing from Tray 2.
- **13.B9.D3** Fuser delivery delay jam when printing from Tray 3.
- **13.B9.D4** Fuser delivery delay jam when printing from Tray 4.
- **13.B9.D5** Fuser delivery delay jam when printing from Tray 5.
- **13.B9.DD** Fuser delivery delay jam when printing with the Duplexer.

The following are possible causes and areas that should be investigated.

- The paper jam is found wrapped around the fuser roller. In this case it is a sign of a worn out fuser.
- The paper jam is found in the transfer area. This could be caused by transfer area damage.
- A fuser drive or delivery issue.
- Self-sealing or adhesive media is being used. Please see the instructions in ["13.BY.XY paper jam" and "Size Mismatch" error messages display when using self-sealing or adhesive media](#) (c06061775).

Recommended action for customers

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.

3. Ensure that the tray 1 pickup and separation rollers are installed correctly and show no damage or wear.
4. Clean or replace the pickup, feed, and separation rollers as needed.

Note:

Clean the rollers with a dampened lint free cloth or paper.

5. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
3. Determine where the jam is located and remove the jam.
 - a. Open the rear door and check for paper present in the paper path.
 - b. Remove the fuser and check for paper or obstructions.
4. If the paper is stopped before fuser, perform the following steps.
 - a. Thoroughly check the duplex paper path and the transfer area for any issues with the rollers, jammed paper, or any obstructions that might be causing the jam.
 - b. Check the transfer roller at the transfer area, ensure that everything is correctly seated and that there are no damaged parts. Replace the transfer roller or transfer assembly as needed.

Transfer roller part number: RM2-6800-000CN

For instructions: See the Repair Service Manual for this product.

Transfer assembly part number: RM2-6776-000CN RM2-6776-010CN RM2-6776-010CN

For instructions: See the Repair Service Manual for this product.

Transfer assembly (LCD simplex model) part number: RM2-1248-000CN RM2-1248-020CN RM2-1248-020CN

For instructions: See the Repair Service Manual for this product.

- c. Inspect the transfer feed assembly for debris or damage. Replace the rear door sub assembly as needed.

Rear door part number: RM2-6746-000CN

For instructions: See the Repair Service Manual for this product.

Rear door (LCD Simplex) part number: RM2-1249-000CN

For instructions: See the Repair Service Manual for this product.

5. If the paper is stopped in or at the fuser, perform the following steps.

CAUTION:

The fuser might be hot.

- a. Remove the fuser and inspect the fuser sleeve, pressure roller, and delivery roller for blockage and/or damage. Replace the fuser as needed.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

- b. Test the fuser sensor (PS4650) using the manual sensor test.
 - i. From the home screen on the printer control panel, touch “Support Tools”.
 - ii. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Manual Sensor Test
 - iii. Select from the following tests:
 - All Sensors , Engine Sensors
 - Done (return to the Troubleshooting menu)
 - Reset (reset the selected sensor’s state)
 - iv. Test the fuser sensor to verify that the sensor is functioning correctly. If the sensor does not function, replace the fuser assembly.

Note:

Before replacing any parts check connector J401 and J402 on the DC controller.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

- c. Enter the component test menu to run diagnostics on the printer.
 - i. From the home screen on the printer control panel, touch “Support Tools”.
 - ii. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Components Test
- d. Touch Fuser motor to test the motor. If the test fails replace the fuser drive assembly.

Part number: RM2-6763-000CN

For instructions: See the Repair Service Manual for this product.

- e. Replace the fuser.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

13.B9.FF

Residual paper jam at the fuser output sensor.

Paper is present at PS4650 at power on or after clearing a jam.

If using adhesive or self-sealing media, please see the instructions in ["13.BY.XY paper jam" and "Size Mismatch" error messages display when using self-sealing or adhesive media](#) (c06061775)

Recommended action for customers

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. Verify the paper meets the HP printer specifications.
3. Remove the fuser and inspect the fuser sleeve, pressure roller, and delivery roller for blockage and/or damage. Replace the fuser as needed.

CAUTION:

The fuser might be hot.

4. Test the fuser sensor (PS4650) using the manual sensor test.
 - a. From the home screen on the printer control panel, touch “Support Tools”.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Manual Sensor Test
 - c. Select from the following tests:
 - All Sensors , Engine Sensors
 - Done (return to the Troubleshooting menu)
 - Reset (reset the selected sensor’s state)
 - d. Test the fuser sensor to verify that the sensor is functioning correctly. If the sensor does not function, replace the fuser assembly.

Note:

Before replacing any parts check connector J401 and J402 on the DC controller.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

5. Enter the component test menu to run diagnostics on the printer.
 - a. From the home screen on the printer control panel, touch “Support Tools”.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Components Test
6. Touch Fuser motor to test the motor. If the test fails replace the fuser drive assembly.

Part number: RM2-6763-000CN

For instructions: See the Repair Service Manual for this product.

7. Replace the fuser.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

13.D3.Dz

Late to duplex re-feed jam.

- **13.D3.D1** The fuser is printing in fuser mode Auto Sense special case distinguished from "typed" Normal.
- **13.D3.D2** The fuser is printing in fuser mode Normal.
- **13.D3.D3** The fuser is printing in fuser mode Light 1 or Light 2.
- **13.D3.D4** The fuser is printing in fuser mode Heavy 1.
- **13.D3.D5** The fuser is printing in fuser mode Heavy 2.
- **13.D3.D6** The fuser is printing in fuser mode Heavy Paper 3.
- **13.D3.D7** The fuser is printing in fuser mode Glossy Paper 1.
- **13.D3.D8** The fuser is printing in fuser mode Glossy Paper 2.
- **13.D3.D9** The fuser is printing in fuser mode Glossy Paper 3.

Recommended action for customers

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.

2. Perform the continuous paper path test in simplex mode of at least 50 pages to ensure that issue is occurring while duplex printing only.
3. Test duplexing from multiple trays to see if issue is tray specific or not.

If the jam occurs from only one specific tray, troubleshoot the tray for pick and feed issues.

- a. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
 - b. Ensure the tray is set correctly. If Tray 1 is set to ANY size ANY type, set it to the size the customer is trying to print on.
 - c. Ensure that the tray width and length guides are set to the correct paper size being installed into the tray and that the tray is not over filled above the fill mark or over the tab on the tray.
 - d. Ensure that the tray pickup, feed, and separation rollers are installed correctly and show no damage or wear. Clean or replace the rollers as needed.
4. Test the duplex sensor (PS4700) using the manual sensor test.
 - a. From the home screen on the printer control panel, touch “Support Tools”.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Manual Sensor Test
 - c. Select from the following tests:
 - All Sensors , Engine Sensors
 - Done (return to the Troubleshooting menu)
 - Reset (reset the selected sensor’s state)
 - d. Test the duplex sensor to verify that the sensor is functioning correctly. If the sensor does not function, replace the rear door sub assembly.

Note:

Before replacing any parts check connector J309 on the DC controller.

Rear door part number: RM2-6746-000CN

For instructions: See the Repair Service Manual for this product.

Rear door (LCD Simplex) part number: RM2-1249-000CN

For instructions: See the Repair Service Manual for this product.

5. Enter the component test menu to run diagnostics on the printer.
 - a. From the home screen on the printer control panel, touch “Support Tools”.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests

- Components Test
6. Run the Duplex refeed clutch solenoid. If the tests fail, replace the delivery assembly.

Paper delivery assembly part number: RM2-6787-000CN

For instructions: See the Repair Service Manual for this product.

Paper delivery assembly (LCD Simplex models) part number: RM2-6790-000CN RM2-6790-010CN RM2-6790-010CN

For instructions: See the Repair Service Manual for this product.

7. Check the rear door assembly and rollers for any damage or debris. Replace the rear door assembly as needed.

Rear door part number: RM2-6746-000CN

For instructions: See the Repair Service Manual for this product.

Rear door (LCD Simplex) part number: RM2-1249-000CN

For instructions: See the Repair Service Manual for this product.

13.D3.FF

A power on jam has occurred at the duplex refeed sensor.

Recommended action for customers

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. Test the duplex sensor (PS4700) using the manual sensor test.
 - a. From the home screen on the printer control panel, touch “Support Tools”.
 - b. Open the following menus:

- Troubleshooting
 - Diagnostic Tests
 - Manual Sensor Test
- c. Select from the following tests:
- All Sensors , Engine Sensors
 - Done (return to the Troubleshooting menu)
 - Reset (reset the selected sensor's state)
- d. Test the duplex sensor to verify that the sensor is functioning correctly. If the sensor does not function, replace the rear door sub assembly.

Note:

Before replacing any parts check connector J309 on the DC controller.

Rear door part number: RM2-6746-000CN

For instructions: See the Repair Service Manual for this product.

Rear door (LCD Simplex) part number: RM2-1249-000CN

For instructions: See the Repair Service Manual for this product.

3. Replace the rear door assembly as needed.

Rear door part number: RM2-6746-000CN

For instructions: See the Repair Service Manual for this product.

Rear door (LCD Simplex) part number: RM2-1249-000CN

For instructions: See the Repair Service Manual for this product.

13.E1.D3 Fuser Area Jam

Output delivery delay jam. Paper did not reach the output bin full sensor in time.

Recommended action for customers

1. Follow the instructions on the control panel to clear the jam. Check for paper in all possible jam locations.
2. Verify that no doors are open.
3. Check the paper tray to make sure paper is loaded correctly. The paper guides should be adjusted to the correct size, and the tray should not be filled above the maximum fill marks or tabs.
4. Verify that the paper meets specifications for this printer.

5. Use a damp, lint-free cloth to clean the rollers in the appropriate tray. Replace rollers that are worn.
6. Open all doors and covers and ensure the paper path is completely clear of paper or obstructions.
7. If the error persists, please contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents

1. Turn the printer off.
2. Remove the toner cartridge and turn the printer on.

If the message "install toner cartridge appears without the 59 error, reinstall the toner cartridge.

3. If the error returns with the tone cartridge installed, try a new cartridge if available. If not replace the toner cartridge.

Note:

Check the part number on the installed toner cartridge to ensure the correct capacity cartridge is ordered.

4. If the error persists, replace the Developing Drive Assembly (PS4850).

Part number: RM2-6756-000CN

Recommended action for onsite technicians

1. Turn the printer off.
2. Remove the toner cartridge and turn the printer on.

If the message "install toner cartridge appears without the 59 error, reinstall the toner cartridge.

3. If the error returns with the tone cartridge installed, try a new cartridge if available. If not replace the toner cartridge.

Note:

Check the part number on the installed toner cartridge to ensure the correct capacity cartridge is ordered.

4. Check connection J301 on the DC Controller.
5. Check the connection on the Developing Drive Assembly.
6. If the error persists, replace the Developing Drive Assembly (PS4850).

Part number: RM2-6756-000CN

(M607, M608, M608nk, M609, E60055-E60075, E60155-E60175) For instructions: See the Repair Service Manual for this product.

(MFP M631, M632, M633, E62555-E62575, E62655-E62675) For instructions: See the Repair Service Manual for this product.

13.E1.Dz

Output delivery delay jam. Paper did not reach the output bin full sensor in time.

- **13.E1.D1** The fuser is printing in fuser mode Auto Sense special case distinguished from "typed" Normal.
- **13.E1.D2** The fuser is printing in fuser mode Normal.
- **13.E1.D3** The fuser is printing in fuser mode Light 1 or Light 2.
- **13.E1.D4** The fuser is printing in fuser mode Heavy 1.
- **13.E1.D5** The fuser is printing in fuser mode Heavy 2.
- **13.E1.D6** The fuser is printing in fuser mode Heavy Paper 3.
- **13.E1.D7** The fuser is printing in fuser mode Glossy Paper 1.
- **13.E1.D8** The fuser is printing in fuser mode Glossy Paper 2.
- **13.E1.D9** The fuser is printing in fuser mode Glossy Paper 3.

Recommended action for customers

1. Clear the paper jam.
 - a. Open the upper right door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the upper right door to allow the printer to attempt to clear the jam message.
2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
3. If the error persists, please contact HP customer support.

Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the upper right door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the upper right door to allow the printer to attempt to clear the jam message.
2. Check the delivery roller and assembly for any damage or debris. Replace the delivery assembly as needed.

Paper delivery assembly (LCD simplex model) part number: RM2-6790-000CN RM2-6790-010CN RM2-6790-010CN

Paper delivery assembly (LCD duplex model) part number: RM2-6787-000CN

For instructions (M607, M608, M609): See the Repair Service Manual for this product.

3. Check the fuser for damage or wear. Replace the fuser as needed.

Fuser Kit 110v part number: RM2-1256-000cn

Fuser Kit 220v part number: RM2-1257-000cn RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

13.FF.FF

A power on residual paper jam has occurred.

This error has no specific sensor designated. It could be any sensor in the paper feed path.

Recommended action for customers

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the rear door.
 - b. Look for and clear any paper present or obstructions in the paper path.
 - c. Close the rear door to allow the printer to attempt to clear the jam message.
2. Check for obstructions in the paper path. View the event log to determine if other jam errors are occurring and troubleshoot those errors.
3. Check sensors and switches to isolate a faulty door switch or sensor.
 - a. From the home screen on the printer control panel, touch “Support Tools”.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Manual Sensor Test
 - c. Select from the following tests:
 - All Sensors , Engine Sensors
 - Done (return to the Troubleshooting menu)
 - Reset (reset the selected sensor’s state)

- d. Test the all sensors and switches to verify that they are functioning correctly.
- e. Replace parts as determined by sensor tests, damage, or obstructions.

Note:

Before replacing any parts check **ALL** connectors on the DC controller.

13.60.Az

Paper stay jam inside inner rear door of the multi-bin mailbox (MBM). The paper is stopped ant the MBM entry sensor.

- **13.60.A0** Jam printing unknown output bin.
- **13.60.A1** Jam printing to output Bin 1.
- **13.60.A2** Jam printing to output Bin 2.
- **13.60.A3** Jam printing to output Bin 3.
- **13.60.A4** Jam printing to output Bin 4.
- **13.60.A5** Jam printing to output Bin 5.

Recommended action for customers

1. Clear the paper jam.
 - a. Open the output device inner rear door.
 - b. Remove all paper found.
 - c. Close the output inner rear door.
 - d. Open the printer rear door.
 - e. Remove the fuser unit.

CAUTION:

The fuser might be hot.

- f. Remove all paper found and then reinstall the fuser.
 - g. Close the printer rear door.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the output device inner rear door.
 - b. Remove all paper found.
 - c. Close the output devices inner rear door.
 - d. Open the printer rear door.
 - e. Remove the fuser unit.

CAUTION:

The fuser might be hot.

- f. Remove all paper found and then reinstall the fuser.
 - g. Close the printer rear door.
2. If the issue persists, replace the inner cover bottom assembly.

Part number: RM2-1036-000CN

13.60.Dz

Paper delay jam inside inner rear door or the multi-bin mailbox (MBM). The paper did not reach the MBM entry sensor in the designated time.

- **13.60.D0** Jam printing unknown output bin.
- **13.60.D1** Jam printing to output Bin 1.
- **13.60.D2** Jam printing to output Bin 2.
- **13.60.D3** Jam printing to output Bin 3.
- **13.60.D4** Jam printing to output Bin 4.
- **13.60.D5** Jam printing to output Bin 5.

Recommended action for customers

1. Clear the paper jam.
 - a. Open the output device inner rear door.
 - b. Remove all paper found.
 - c. Close the output device inner rear door.
 - d. Open the printer rear door.
 - e. Remove the fuser unit.

CAUTION:

The fuser might be hot.

- f. Remove all paper found and then reinstall the fuser.
 - g. Close the printer rear door.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the output device inner rear door.
 - b. Remove all paper found.
 - c. Close the output device inner rear door.
 - d. Open the printer rear door.
 - e. Remove the fuser unit.

CAUTION:

The fuser might be hot.

- f. Remove all paper found and then reinstall the fuser.
 - g. Close the printer rear door.
2. Check the printer delivery assembly for obstructions or damage. Replace the printer delivery assembly as needed.

Paper delivery assembly (LCD Simplex models) part number: RM2-6790-000CN RM2-6790-010CN RM2-6790-010CN

3. If the issue persists, replace the inner cover bottom assembly.

Part number: RM2-1036-000CN

13.60.5z

“Paper is too short” jam inside inner rear door or the multi-bin mailbox (MBM).

- **13.60.51** A jam is detected when printing to output 1.
- **13.60.52** A jam is detected when printing to output Tray 2.
- **13.60.53** A jam is detected when printing from Tray 3.
- **13.60.54** A jam is detected when printing from Tray 4.
- **13.60.55** A jam is detected when printing from Tray 5.
- **13.60.5D** A jam is detected when printing from the duplexer.

Recommended action for customers

1. Clear the paper jam.
 - a. Open the output device inner rear door.
 - b. Remove all paper found.
 - c. Close the output device inner rear door.
 - d. Open the printer rear door.
 - e. Remove the fuser unit.

CAUTION:

The fuser might be hot.

- f. Remove all paper found and then reinstall the fuser.
 - g. Close the printer rear door.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the output device inner rear door.
 - b. Remove all paper found.
 - c. Close the output device inner rear door.
 - d. Open the printer rear door.
 - e. Remove the fuser unit.

CAUTION:

The fuser might be hot.

- f. Remove all paper found and then reinstall the fuser.
 - g. Close the printer rear door.
2. If the issue persists, replace the inner cover bottom assembly.

Part number: RM2-1036-000CN

13.60.6z

Inter page gap jam inside inner rear door or the multi-bin mailbox (MBM).

- **13.60.61** A jam is detected when printing to output 1.
- **13.60.62** A jam is detected when printing to output Tray 2.
- **13.60.63** A jam is detected when printing from Tray 3.
- **13.60.64** A jam is detected when printing from Tray 4.
- **13.60.65** A jam is detected when printing from Tray 5.
- **13.60.6D** A jam is detected when printing from the duplexer.

Recommended action for customers

1. Clear the paper jam.
 - a. Open the output device inner rear door.
 - b. Remove all paper found.
 - c. Close the output device inner rear door.
 - d. Open the printer rear door.
 - e. Remove the fuser unit.

CAUTION:

The fuser might be hot.

- f. Remove all paper found and then reinstall the fuser.
 - g. Close the printer rear door.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the output device inner rear door.
 - b. Remove all paper found.
 - c. Close the output device inner rear door.
 - d. Open the printer rear door.
 - e. Remove the fuser unit.

CAUTION:

The fuser might be hot.

- f. Remove all paper found and then reinstall the fuser.
 - g. Close the printer rear door.
2. If the issue persists, replace the inner cover bottom assembly.

Part number: RM2-1036-000CN

13.60.F0

Paper jam inside inner rear door of the multi-bin mailbox at power on.

Recommended action for customers

1. Clear the paper jam.
 - a. Open the output device inner rear door.
 - b. Remove all paper found.
 - c. Close the output device inner rear door.
 - d. Open the printer rear door.
 - e. Remove the fuser unit.

CAUTION:

The fuser might be hot.

- f. Remove all paper found and then reinstall the fuser.
 - g. Close the printer rear door.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Clear the paper jam.
 - a. Open the output device inner rear door.
 - b. Remove all paper found.
 - c. Close the output device inner rear door.
 - d. Open the printer rear door.
 - e. Remove the fuser unit.

CAUTION:

The fuser might be hot.

- f. Remove all paper found and then reinstall the fuser.
- g. Close the printer rear door.
2. If the issue persists, replace the inner cover bottom assembly.

Part number: RM2-1036-000CN

20.WX.YZ error messages

20.* errors

Errors in the 20.* family are related to the printer memory. The page might require more memory than the printer has available.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, contact your HP-authorized service or support provider, or contact HP support at www.hp.com/go/contactHP.

1. Touch the OK button to continue.
2. Reduce the page complexity.
3. Add product memory.

20.00.00 Insufficient memory <device>

Event log message 20.00.00.

The printer does not have enough memory to print the page.

The printer received more data than can fit in the available memory. The customer might have tried to transfer too many macros, soft fonts, or complex graphics.

Recommended action

Touch the OK button to print the transferred data. Some data might be lost. Reduce the page complexity or add printer memory.

21.00.00 Page Too Complex

Event log error message
21.00.00.

The printer displays this message to indicate that the page decompression process was too slow for the printer.

Recommended action

Touch the OK button to continue. There may be some data loss on the page that was being formatted when the error occurred.

32.WX,YZ error messages

32.* errors

Errors in the 32.* family are related to either product start events or to backup and restore events.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, contact your HP-authorized service or support provider, or contact HP support at www.hp.com/go/contactHP.

1. Turn the printer off, and then on.
2. Retry the job.

32.08.A1, 32.08.A2, 32.08.A3

An event related to starting the printer.

32.08.A1 (event code)

Shutdown event. Boot after abnormal shutdown.

32.08.A2 (event code)

Boot from normal shutdown event.

32.08.A3 (event code)

Regular boot event.

Recommended action

No action necessary.

32.1C.05

The restore job ticket was submitted with invalid credentials.

Recommended action

1. Verify the credentials that were submitted.
2. Check the domain, user name, and password.

32.1C.06 (event code)

The backup job ticket was submitted with invalid credentials.

Recommended action

1. Verify the credentials that were submitted.
2. Check the domain, user name, and password.

32.1C.07 (event code)

Backup restore permissions error.

There was an error during the creation, read, or write of the restore file.

Recommended action

Retry the job.

32.1C.08 (event code)

Not enough disk space to perform backup/restore, or a network share issue.

There was an error during the creation, read, or write of the backup file.

Recommended action

1. Retry the job.
2. Remove stored jobs and retry.
3. If the error persists, try using a larger capacity storage device for the share location and check the network share settings.
4. Check the network share or try setting up a new shared network drive or folder.

32.1C.09 (event code)

Tried to restore a backup file that was not valid for this printer.

The data in the backup file specified in the restore job ticket is no longer valid due to a corruption of the data, or the data is no longer present.

Recommended action

Use a valid backup file.

32.1C.0A (event code)

Backup file is invalid.

The data in the backup file specified in the restore job ticket is no longer valid due to a corruption of the data, or the data is no longer present.

Recommended action

1. Use a valid backup file.
2. Reboot, and then observe the state of the printer.
3. If the error persists, perform a partition clean from the Preboot menu.

32.1C.0D (event code)

Backup/restore failed, auto-reboot failed, or the printer might be busy.

Recommended action

Reboot, and then retry the backup/restore.

32.1C.11 (event code)

Backup/restore time-out while communicating with the engine.

The backup operation was aborted because the printer is busy.

Recommended action

Wait until the printer is idle, and then try again.

32.1C.13, 32.1C.14

Not enough space exists to perform the backup.

The backup was aborted because the disk is at a critical level or full.

Scheduled backup failure.

Recommended action

Free up disk space, and then try again.

32.1C.15

The restore operation was aborted because the backup file was created by a previous version of firmware no longer supported by the feature.

Recommended action

Use the current backup file.

32.1C.2E

The restore operation was aborted because the printer is busy.

Recommended action

1. Wait until the printer is idle, and then retry.
2. Turn the printer off then on, and then retry.

32.1C.2F

Reset failure.

Recommended action

Turn the printer off, and then on. Retry the job.

32.1C.40

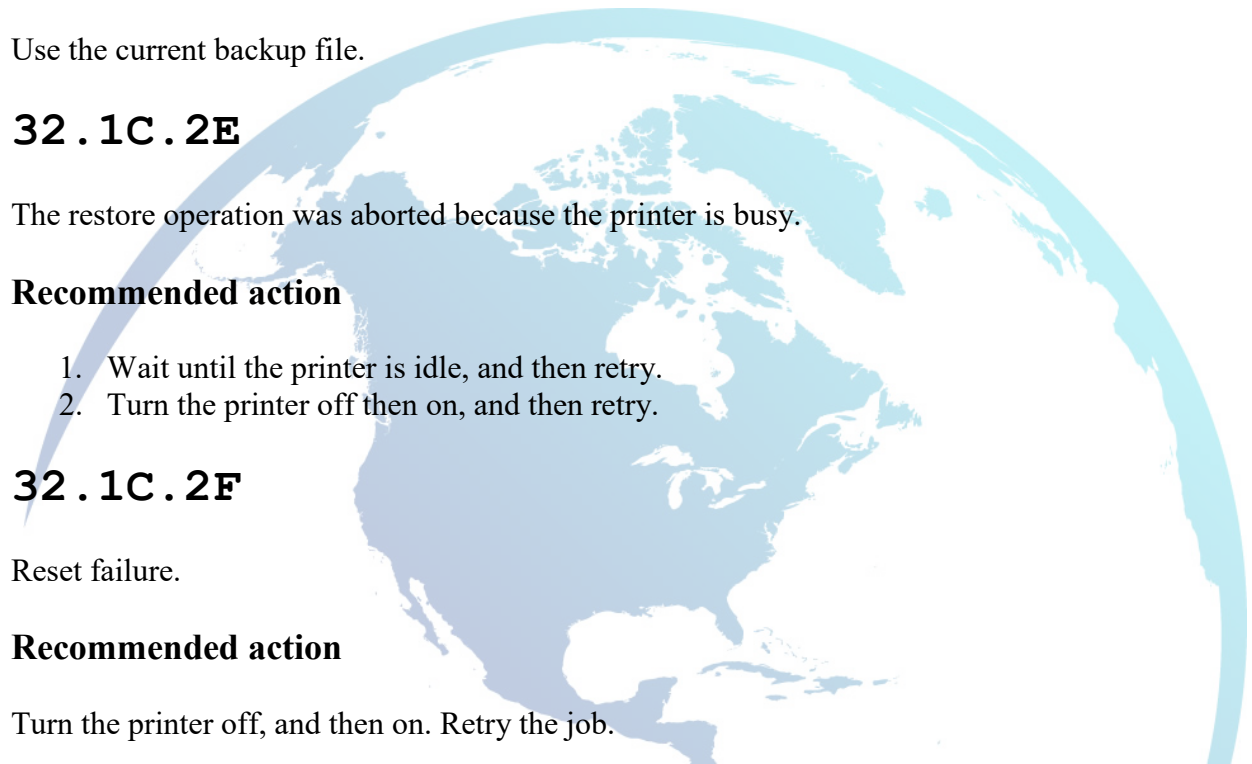
The backup operation completed successfully (informational).

Recommended action

No action necessary.

32.1C.41

The backup operation encountered an error (informational).



Recommended action

No action necessary.

32.1C.42

The backup operation completed, but with a warning message (informational).

Recommended action

No action necessary.

32.1C.43

A component in the backup file is not supported by the current version of firmware and will not be restored (informational).

Recommended action

No action necessary.

32.1C.44

A component in the backup file is not transferable to another printer and will not be restored (informational).

Recommended action

No action necessary.

32.1C.45

Some data was not included in the backup file (informational).

Recommended action

No action necessary.

32.1C.46

An expected component could not be found and was thus not backed up. Because components should be known on backups, this code is a warning (informational).

Recommended action

No action necessary.

32.1C.47

Some data was not restored from the backup file (informational).

Recommended action

No action necessary.

32.1C.48

The backup job ticket was submitted using an invalid network path.

Recommended action

1. Check that a shared folder was provided as part of the network path and not left blank.
2. Check that the server and the shared folder exists.
3. Check that you (or the applicable user) has permission to access the shared folder on the provided server.

32.1C.49

The backup job ticket was submitted with a bad encryption.

Note:

This would only apply to a web services call to perform a backup with a blank PIN

Recommended action

Verify that the encryption personal identification number (PIN) meets the restrictions for the printer.

32.1C.4A

An error occurred when creating the temporary directories used to store the backup files in transition to and from the compressed (ZIP) file.

Recommended action

1. Retry the job.

2. If this does not resolve the issue, turn the printer off then on again and retry the job.
3. If the error persists, perform a Format Disk procedure using the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

32.1C.56

Reset aborted. Backup/restore in progress (informational).

Recommended action

No action necessary.

32.1C.57

Reset aborted (informational).

Recommended action

No action necessary.

32.1C.58

Unknown reset error (informational).

Recommended action

No action necessary.

32.1C.60

The restore operation completed successfully (informational).

Recommended action

No action necessary.

32.1C.61

The restore operation encountered an error.

Recommended action



Review the printer's event log to see specific details about the failure.

32 . 1C . 62

The restore operation completed, but with a warning message.

Recommended action

Review the error log to see specific details about the failure.

32 . 1C . 68

The restore job ticket was submitted using an invalid network path.

Recommended action

1. Check that a shared folder was provided as part of the network path and not left blank.
2. Check that the server and the shared folder exist.
3. Check that you (or the applicable user) has permission to access the shared folder on the provided server.
4. Check that the path includes the compressed .ZIP file name as part of the path.

32 . 1C . 69

The restore job ticket was submitted with a bad encryption personal identification number (PIN).

Recommended action

Verify the encryption personal identification number (PIN) is the same PIN used to encrypt the backup file.

32 . 1C . 6A

An error occurred when creating the temporary directories used to store the restore files in transition to and from the compressed (ZIP) file.

Recommended action

Retry the job.

32 . 1C . 6D

An unusual error occurred when running the restore operation.

Recommended action

Retry the job.

33.WX.YZ error messages

33.* errors

Errors in the 33.* family are related to the printer's storage system or the formatter. The component might have been previously installed in another printer and is therefore locked to that other printer. Or, the component might be incorrect for this printer.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem.

Install the correct component for this printer.

33.01.xx

A save or restore process has occurred.

- **33.01.01** (event code)

A restore process has occurred.

- **33.01.02** (event code)

A save process has occurred.

- **33.01.03** (event code)

Save/recover functionality OK after previously being disabled.

Recommended action

No action necessary.

33.02.01 Used board/disk installed

Used board or disk installed.

An encrypted board or disk with existing data previously locked to a different printer has replaced the original. If you continue, data is permanently lost and data corruption might occur.

IMPORTANT, PLEASE NOTE: Used formatter boards should NEVER be installed in HP LaserJet or HP PageWide Enterprise or Managed printers. The formatter should only be replaced if directed during troubleshooting using the Control Panel Message Document (CPMD). The 33.02.01 event code indicates that a used board has been installed and that the parameters might be incorrect. For more information see [HP LaserJet Enterprise, HP LaserJet Managed, HP PageWide Enterprise, HP PageWide Managed - 33.02.01 error or printer name and/or product number changes after replacing the formatter](#) (c06360930).

Recommended action

Note:

Used formatter boards should NEVER be installed in HP LaserJet or HP PageWide Enterprise or Managed printers. The formatter should only be replaced if directed during troubleshooting using the Control Panel Message Document (CPMD). The 33.02.01 event code indicates that a used board has been installed and that the parameters might be incorrect. For more information see [HP LaserJet Enterprise, HP LaserJet Managed, HP PageWide Enterprise, HP PageWide Managed - 33.02.01 error or printer name and/or product number changes after replacing the formatter](#) (c06360930).

1. If the firmware has just been upgraded, see: [HP FutureSmart - '33.02.01 Used board/disk installed' error received after updating the firmware from HP FutureSmart 4.8.1 or 4.9 to a newer version](#)
2. Update the printer firmware to the latest firmware version.
3. Press OK on the control panel or remotely by using the new Remote Control Panel feature in the Embedded Web Server. The printer will return to a ready state.
4. If the issue persists, reinstall the used board or disk into its original printer.
5. To save the data on the board or disk, turn the printer off. Replace the board or disk with another board or disk.
6. To delete the data on the board or disk and continue, touch the OK button.

33.03.02

Data size mismatch. Unable to recover DCC NVRAM.

Recommended action

1. Turn the printer off, and then on.
2. If the error persists, replace the DC Controller PCA and return to HP for evaluation.

DC Controller part numbers:

RM2-9483-000CN (M607-M609, E60055-E60075)

RM3-7619-000CN (E60155-E60175)

See the Repair Service Manual for this product.

33.03.03 Incompatible formatter installed.

This is an EFI BIOS event to prevent booting with the wrong formatter installed.

Recommended action

Turn the printer off, and then install the correct formatter in the printer.

Note:

If it is believed that this formatter is the correct part number and model for this printer, install a replacement formatter, and then return the formatter in question to HP for evaluation.

33.03.06

The memory PCA was not detected on startup.

Recommended action

1. Turn the printer off, and then on again.
2. If the error persists, turn the printer off, disconnect the power cord, and remove the formatter cover. Press firmly on the memory PCA cable connection to the formatter.
3. If the error persists, replace the memory PCA assembly.

Part number: RM2-7645-000CN

33.04.01 Missing TPM

A Trusted Platform Module is missing from a printer that previously had a TPM installed.

TPM accessory (optional): This system is using a TPM module installed as an accessory to protect data and it is not present. The original TPM must be returned or you can select the Stop Using option in the preboot TPM sub-menu. All data will be cryptographically erased and a reload of firmware from USB might be required.

TPM Standard (Standard on product): This system is using a TPM module installed at the factory to protect data and it is not present. Verify that the TPM is seated firmly on the formatter, in case of shifting during shipment. If the TPM has been removed for a formatter replacement, put the original TPM on the board. If the original TPM cannot be reinstalled or has become damaged, **DO NOT** replace any parts. Replace the printer.

Recommended action

1. Turn the printer off.
2. Reinstall the missing TPM module into the printer.

Note:

If the TPM accessory was installed, you can also go to the Administration menu and under TPM, select the Stop Using option if you no longer want to use the TPM accessory.

3. Restart the printer.

33.04.02 Missing TPM

The wrong TPM is installed on a printer that previously had a different TPM installed.

TPM Optional device: This system is using a TPM module to protect data and it is not present. The original TPM module must be returned or you may select the Stop Using option in the preboot TPM sub-menu.

Recommended action

1. Turn the printer off.
2. Reinstall the original TPM module into the printer.
3. Restart the printer.
4. Go to the Administration menu and under TPM and select the Enable and Use option.

Note:

To no longer use the TPM device, go to the Administration menu and under TPM and select the Stop Using option.

33.04.03 Unknown TPM

A used TPM has been installed on a printer that has not previously had a TPM installed.

TPM Optional device: This system is using a TPM module to protect data and it is not present. The TPM module currently installed is used to protect data in another device. The original TPM module must be returned or you can start using this TPM module by selecting the Enable and Use option in the preboot TPM sub-menu. You can also stop using a TPM altogether.

Recommended action

1. Turn the printer off and remove the TPM module. The printer will not be protected.
2. If choosing to protect the printer with the used TPM, refer to the "Install a new or re-enable an existing TPM after disabling a previous TPM" section of the <http://h10032.www1.hp.com/ctg/Manual/c04499622> (c04499622).

33.04.04 or 33.04.05 Unknown TPM

A new Trusted Platform Module is installed in a printer that had previously been configured to a different TPM accessory or a TPM installed from the factory.

This system contains a TPM module that is used to protect data in another device. The original TPM module that was shipped in the device must be reinstalled.

For units with a TPM accessory: If the original is unavailable, install a new TPM accessory.

For units that shipped with a TPM on board standard: If the original TPM installed in the factory is unavailable or damaged, **DO NOT** replace any parts. Replace the print unit.

Recommended action

1. Turn the printer off.
2. Reinstall the original TPM into the printer.
3. Restart the printer.

Note:

If choosing to protect the printer with a new TPM accessory, please go to www.hp.com/support/ for detailed instructions.

33.05.0z SureStart errors

A SureStart error has occurred.

The printer detected and recovered from a corrupted version of BIOS.

- **33.05.01** Boot code corrupt (event code)
- **33.05.02** Boot code corrupt (event code)
- **33.05.03** Boot code corrupt (event code)

The newly downloaded firmware failed to cryptographically validate the BIOS code.

- **33.05.04** Security alert
- **33.05.04** Upgrade corrupt (event code)
- **33.05.05** Security alert
- **33.05.05** Boot code corrupt (event code)
- **33.05.06** Security alert
- **33.05.06** Upgrade corrupt (event code)
- **33.05.07** Security alert
- **33.05.07** Upgrade corrupt (event code)
- **33.05.08** Invalid boot attempt (event code)

- **33.05.09** Downgrade attempted (event code)

Recommended action

1. For 33.05.01, 33.05.02, and 33.05.03: No action is necessary.
2. For all other errors: Download a firmware bundle to the printer from the Preboot menu.

Go to: [HP FutureSmart - Latest Firmware Versions](#)

Note:

For more information on SureStart, go to: [HP SureStart Whitelisting and Intrusion Detection Troubleshooting Manual](#) (Doc ID: c04863614).

33.05.1x Whitelisting errors

An error occurred with a firmware file digital signature or an error with the certificate used to validate the firmware file certificate.

- **33.05.10** Security alert
- **33.05.10** Firmware verification Error: XX (Event code)
- **33.05.11** Security alert
- **33.05.11** Firmware verification Error: XX (Event code)
- **33.05.12** Security alert
- **33.05.12** Firmware verification Error: XX (Event code)

Recommended action

1. Perform a Format Disk procedure.

[HP Enterprise, HP Managed - Perform a Partial Clean or Format Disk to reset the printer](#)

2. If the device does not reboot to Ready, download a firmware bundle to the device from the Preboot menu.

Go to: [HP FutureSmart - Latest Firmware Versions](#)

Note:

Performing a Format Disk procedure is required before downloading a firmware bundle.

For more information on SureStart, go to [HP SureStart Whitelisting and Intrusion Detection Troubleshooting Manual](#). Doc ID c04863614.

33.05.2x Intrusion detection errors

The intrusion detection system has encountered an error.

The intrusion detection memory process determined an unauthorized change in system memory.

- **33.05.21** Security alert
- **33.05.21** Potential intrusion (Event code)

The intrusion detection memory process heartbeat was not detected.

- **33.05.22** Security alert
- **33.05.22** Cannot scan for potential intrusions (Event code)

The intrusion detection memory process did not initialize.

- **33.05.23** Security alert
- **33.05.23** Intrusion detection not initialized (Event code)
- **33.05.24** Intrusion detection initialization error (Event code)

Recommended action

Turn the printer off then on.

Note:

Selecting Continue from the Preboot menu will not resolve the error. The printer must be turn off then on to clear the error allowing the device to reboot to Ready.

Note:

With firmware version 3.7 the error “A disk or boot error has occurred. Clear Error. Press Any Key” is displayed when selecting Continue from the Preboot menu after encountering a 33.05.2X error. This message should be ignored

For more information on SureStart, go to [HP SureStart Whitelisting and Intrusion Detection Troubleshooting Manual](#). Doc ID c04863614.

40.WX.YZ error messages

40.* errors

Errors in the 40.* family are related to input/output accessories, such as USB storage devices, Jetdirect cards, or EIO cards or on-board network functions.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, contact your HP-authorized service or support provider, or contact HP support at www.hp.com/go/contactHP.

1. Touch the OK button to clear the error.
2. Remove and then reinstall the accessory.

40.00.01 USB I/O buffer overflow To continue, touch "OK"

The USB buffer has overflowed.

Recommended action

1. Touch the OK button to print the transferred data (some data might be lost).
2. Check the host configuration.

40.00.02 Embedded I/O buffer overflow To continue, touch "OK"

The product has experienced a JetDirect buffer overflow.

Recommended action

1. Touch the OK button to print the transferred data (some data might be lost).
2. Check the host configuration.

40.00.03 EIO <x> buffer overflow To continue, touch "OK"

Too much data was sent to the EIO card in the specified slot (x). An incorrect communications protocol might be in use.

Recommended action

Touch the OK button to print the transferred data (some data might be lost).

40.00.04 EIO <x> bad transmission To continue, touch "OK"

The connection between the product and the USB device has been broken.

Recommended action

1. Touch the OK button to clear the error message and continue printing.
2. Remove, and then reinstall the USB device.

40.00.05 Embedded I/O bad transmission To continue, touch "OK"

The USB device has been removed.

Recommended action

1. Touch the OK button to clear the error message (data will be lost).
2. Install the USB device.

40.08.0x USB storage accessory removed

The USB storage accessory has been removed.

x = 0 or 1; information code.

Secure file erase is enabled.

Recommended action

No action necessary.

40.0x.05 USB storage accessory removed

The USB storage accessory was removed.

x = 1, 2, 3, 5, or 6; information code.

Recommended action

No action necessary.

40.80.04 Failed to read NVRAM

Cannot read contract-requested value from NVRAM

Either the value was not populated or NVRAM was unreadable

Recommended action

Turn printer off, and then on.

41.WX.YZ error messages

41 . 01 . YZ

Event log error message: 41.01.YZ.

An unknown misprint error occurred on the printer.

Y = Type, Z = Tray

- Y = 0: Photo Paper (1, 2, or 3)
- Y = 1: Auto Sense (Normal)
- Y = 2: Normal (typed not from Auto Sense)
- Y = 3: Light Paper 1, 2, or 3 mode
- Y = 4: Heavy Paper 1
- Y = 5: Heavy Paper 2
- Y = 6: Heavy Paper 3
- Y = 7: Glossy Paper 1
- Y = 8: Glossy Paper 2
- Y = 9: Glossy Paper 3
- Y = A: Glossy film
- Y = B: OHT
- Y = C: Label
- Y = D: Envelope 1, 2, or 3 mode
- Y = E: Rough
- Y = F: Other mode

- Z = 0: From unknown tray
- Z = 1: From Tray 1
- Z = 2: From Tray 2
- Z = 3: From Tray 3
- Z = 4: From Tray 4
- Z = 5: From Tray 5
- Z = 6: From Tray 6
- Z = 7: From Tray 7
- Z = 8: From Tray 8
- Z = 9: From Tray 9
- Z = D: From duplex

Recommended action

1. Touch OK to clear the error.
2. If the error is not cleared, turn the printer off, and then on.
3. If the error returns, check the wire harness from the laser/scanner to the DC controller.
4. If the error persists, replace the laser/scanner assembly.

Part number: RM2-0906-000CN

For instructions: See the Repair Service Manual for this product.

5. Replace the DC controller.

DC Controller part numbers:

RM2-9483-000CN (M607-M609, E60055-E60075)

RM3-7619-000CN (E60155-E60175)

See the Repair Service Manual for this product.

41.02.00 Error

A beam detected misprint error occurred.

Recommended action

1. To clear the error message, touch OK.
2. If the error persists, turn the printer off, and then on.
3. If the error returns, check the wire harness from the laser/scanner to the DC controller.
4. Check the following connectors on DC controller J126 and J127.
5. If the error persists, replace the laser/scanner assembly.

Part number: RM2-0906-000CN

For instructions: See the Repair Service Manual for this product.

41.03.FZ Unknown Misprint Error

This is a general misprint error. Either the paper is loaded off-center with the guides in the tray, or a paper width sensor failure occurred from an unknown tray.

The error will be one of the following:

- 41.03.F0
- 41.03.F1
- 41.03.F2

- 41.03.F3
- 41.03.F4
- 41.03.F5
- 41.03.FD

Recommended action

1. Remove the paper and the reload the tray. Ensure that the tray width and length guides are set to the correct paper size being installed into the tray and that the tray is not over filled above the fill mark or over the tab on the tray.
2. Try the print job again. Watch the paper tray feed mechanism to see if it is functioning correctly.
3. If the error persists, print a Configuration Page and note the paper size for the tray in question.
4. If the size is not reported correctly, run the tray size sensor test.
 - a. From the home screen on the printer control panel, touch “Support Tools”.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Manual Sensor Test
 - c. Select from the following tests:
 - All Sensors , Engine Sensors
 - Done (return to the Troubleshooting menu)
 - Reset (reset the selected sensor’s state)
 - d. Test the failing tray paper size sensors.
 - e. If the tray size sensors test passes, check the back of the paper cassette for damage and ensure that when the tray guides are moved the sensors windows on the backside of the tray change. If the tray is damaged, replace the paper tray.

Tray 2 part number: RM2-6766-000CN RM2-6766-010CN RM2-6766-010CN

For instructions: See the Repair Service Manual for this product.

Tray 3, 4 or 5 550 optional paper feeder part number: RM2-0866-000CN RM2-0866-020CN RM2-0866-020CN

- f. If the tray size sensors test fails, check the cable connections between the tray size sensor and the DC Controller.
- g. If the cable connections are plugged in correctly and the cables are not damaged, replace the tray size sensor assembly for the failing tray.

Tray 2 and tray 3,4 or 5 550 optional paper feeder part number: RM2-1255-000CN

Tray 3 2,100 sheet feeder part number: RM2-1162-000CN

5. If the error persists, replace the DC Controller.

DC Controller part numbers:

RM2-9483-000CN (M607-M609, E60055-E60075)

RM3-7619-000CN (E60155-E60175)

See the Repair Service Manual for this product.

41.03.YZ Unexpected size in tray <X>

The printer detected a different paper size than expected.

Note:

If using adhesive or self-sealing media, please see the instructions in ["13.BY.XY paper jam" and "Size Mismatch" error messages display when using self-sealing or adhesive media](#) (c06061775)

Y = Type, Z = Tray

- Y = 0 Size mismatch. Detected paper is longer or shorter than expected.
- Y = A Size mismatch. Detected paper too long.
- Y = B Size mismatch. Detected paper too short.
- Y = C Size mismatch. Inter-page gap error.
- Y = D Size mismatch. Detected paper narrower than expected.
- Y = E Size mismatch. Detected paper wider than expected.
- Z = D Source is the duplexer.
- Z = E Source is the envelope feeder.
- Z = 1 Source is Tray 1.
- Z = 2 Source is Tray 2.
- Z = 3 Source is Tray 3.
- Z = 4 Source is Tray 4.
- Z = 5 Source is Tray 5.

Recommended action

1. Touch OK to use another tray.
2. Print a configuration page to verify the size and type the trays are set to.
3. Ensure that the tray width and length guides are set to the correct paper size being installed into the tray and that the tray is not over filled above the fill mark or over the tab on the tray.
4. Verify that the error is not occurring as a result of an unexpected paper size trigger caused by a multi-page feed.
5. If the paper is jammed, ensure it is completely removed.

6. Verify that the toner cartridge and the transfer roller are seated correctly.
7. Use the manual sensor test to verify that the cassette paper switch is functioning correctly.
 - a. From the home screen on the printer control panel, touch “Support Tools”.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Manual Sensor Test
 - c. Select from the following tests:
 - All Sensors , Engine Sensors
 - Done (return to the Troubleshooting menu)
 - Reset (reset the selected sensor’s state)
 - d. Test the failing tray paper size sensors.
 - e. If the tray size sensors test passes, check the back of the paper cassette for damage and ensure that when the tray guides are moved the sensors windows on the backside of the tray change. If the tray is damaged, replace the paper tray.

Tray 2 part number: RM2-6766-000CN RM2-6766-010CN RM2-6766-010CN

For instructions: See the Repair Service Manual for this product.

Tray 3, 4 or 5 550 optional paper feeder part number: RM2-0866-000CN RM2-0866-020CN RM2-0866-020CN

- f. If the tray size sensors test fails, check the cable connections between the tray size sensor and the DC Controller.
- g. If the cable connections are plugged in correctly and the cables are not damaged, replace the tray size sensor assembly for the failing tray.

Tray 2 and tray 3,4 or 5 550 optional paper feeder part number: RM2-1255-000CN

Tray 3 2,100 sheet feeder part number: RM2-1162-000CN

8. Test the registration/TOP sensor (PS4550) using the manual sensor test.
 - a. From the home screen on the printer control panel, touch “Support Tools”.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Manual Sensor Test
 - c. Select from the following tests:
 - All Sensors , Engine Sensors
 - Done (return to the Troubleshooting menu)
 - Reset (reset the selected sensor’s state)
 - d. If the sensor test fails, check connector J15 on the DC controller then retest the sensor.

- e. If the sensor test still fails, replace the registration assembly.

Part number: RM2-6774-000CN

For instructions: See the Repair Service Manual for this product.

9. Test the fuser sensor (PS4650) using the manual sensor test.
 - a. From the home screen on the printer control panel, touch “Support Tools”.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Manual Sensor Test
 - c. Select from the following tests:
 - All Sensors , Engine Sensors
 - Done (return to the Troubleshooting menu)
 - Reset (reset the selected sensor’s state)
 - d. Test the fuser sensor to verify that the sensor is functioning correctly. If the sensor does not function, check connector J401 and J402 on the DC controller.
 - e. If the sensor test still fails after checking the connectors, replace the fuser.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

10. Enter the component test menu to run diagnostics on the printer.
 - a. From the home screen on the printer control panel, touch “Support Tools”.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Components Test
11. Test the registration assembly motor and clutch. If they do not function correctly, replace the registration assembly.

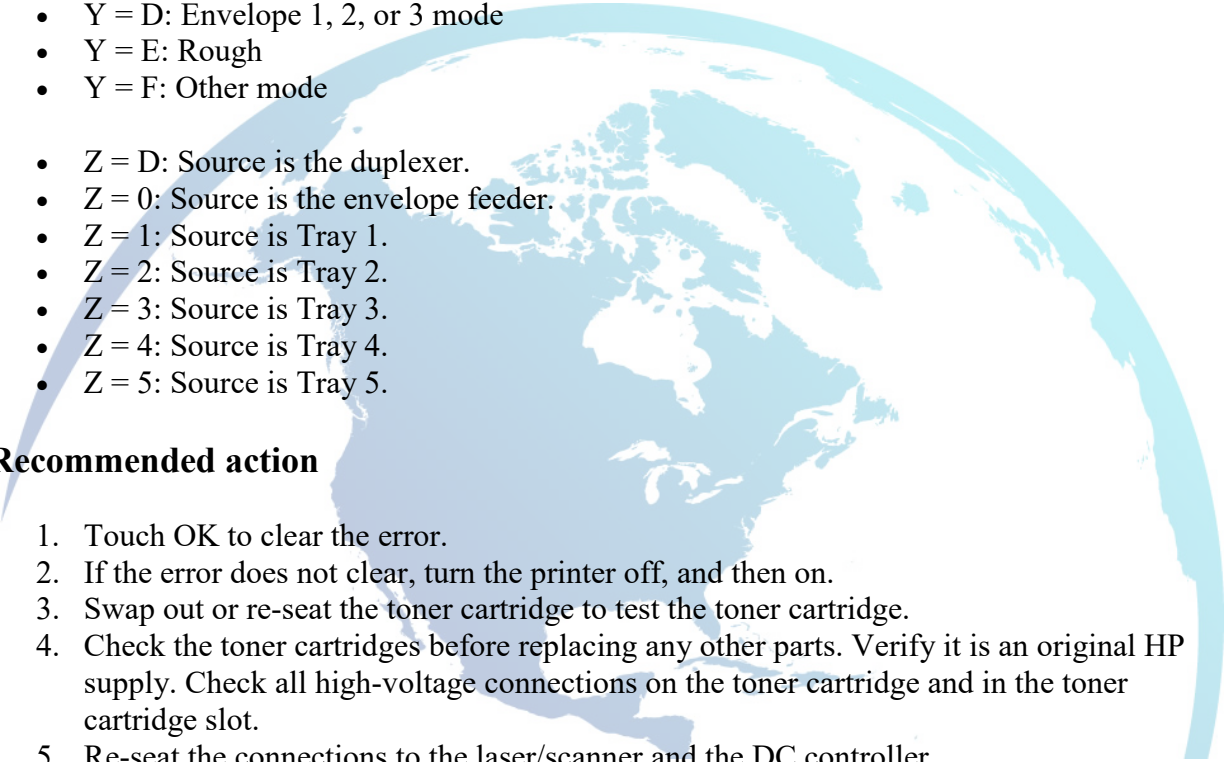
Part number: RM2-6774-000CN

See the Repair Service Manual for this product.

41.04.YZ Printer Error

An unknown misprint error occurred on the printer.

Y = Type, Z = Tray

- 
- Y = 0: Photo Paper (1, 2, or 3)
 - Y = 1: Auto Sense (Normal)
 - Y = 2: Normal (typed not from Auto Sense)
 - Y = 3: Light Paper 1, 2, or 3 mode
 - Y = 4: Heavy Paper 1
 - Y = 5: Heavy Paper 2
 - Y = 6: Heavy Paper 3
 - Y = 7: Glossy Paper 1
 - Y = 8: Glossy Paper 2
 - Y = 9: Glossy Paper 3
 - Y = A: Glossy film
 - Y = B: OHT
 - Y = C: Label
 - Y = D: Envelope 1, 2, or 3 mode
 - Y = E: Rough
 - Y = F: Other mode
-
- Z = D: Source is the duplexer.
 - Z = 0: Source is the envelope feeder.
 - Z = 1: Source is Tray 1.
 - Z = 2: Source is Tray 2.
 - Z = 3: Source is Tray 3.
 - Z = 4: Source is Tray 4.
 - Z = 5: Source is Tray 5.

Recommended action

1. Touch OK to clear the error.
2. If the error does not clear, turn the printer off, and then on.
3. Swap out or re-seat the toner cartridge to test the toner cartridge.
4. Check the toner cartridges before replacing any other parts. Verify it is an original HP supply. Check all high-voltage connections on the toner cartridge and in the toner cartridge slot.
5. Re-seat the connections to the laser/scanner and the DC controller.
6. If the error persists, replace the laser/scanner assembly.

Part number: RM2-0906-000CN

For instructions: See the Repair Service Manual for this product.

7. Replace the DC controller.

DC Controller part numbers:

RM2-9483-000CN (M607-M609, E60055-E60075)

See the Repair Service Manual for this product.

41.05.YZ Unexpected type in tray <X>

The printer can detect the type of paper in the paper path, and it adjusts the print mode accordingly.

The printer uses two types of paper sensors:

- **Reflection:** Detects the glossiness of the paper.
- **Transmission:** Detects the thickness of the paper.

Tray X is loaded with a paper type (transparencies, envelopes, etc.) that is different than what the tray is configured to use.

Y = Expected type, Z = Detected type

- Y = 0: Photo Paper (1, 2, or 3)
 - Y = 1: Auto Sense (Normal)
 - Y = 2: Normal (typed not from Auto Sense)
 - Y = 3: Light Paper 1, 2, or 3 mode
 - Y = 4: Heavy Paper 1
 - Y = 5: Heavy Paper 2
 - Y = 6: Heavy Paper 3
 - Y = 7: Glossy Paper 1
 - Y = 8: Glossy Paper 2
 - Y = 9: Glossy Paper 3
 - Y = A: Glossy film
 - Y = B: OHT
 - Y = C: Label
 - Y = D: Envelope 1, 2, or 3 mode
 - Y = E: Rough
 - Y = F: Other mode
-
- Z = 0: Photo Paper (1, 2, or 3)
 - Z = 1: Auto Sense (Normal)
 - Z = 2: Normal (typed not from Auto Sense)
 - Z = 3: Light Paper 1, 2, or 3 mode
 - Z = 4: Heavy Paper 1
 - Z = 5: Heavy Paper 2
 - Z = 6: Heavy Paper 3
 - Z = 7: Glossy Paper 1
 - Z = 8: Glossy Paper 2
 - Z = 9: Glossy Paper 3

- Z = A: Glossy film
- Z = B: OHT
- Z = C: Label
- Z = D: Envelope 1, 2, or 3 mode
- Z = E: Rough
- Z = F: Other mode

Recommended action

1. Load the tray with the size and type of paper indicated, or use another tray if available.
2. If this message displays and the tray is loaded with the correct paper type, check the print driver settings to ensure they match the tray type settings on the printer.
3. Check all application and printer settings to ensure that the Type setting is correctly.

42.WX.YZ error messages

42.* errors

Errors in the 42.* family indicate an internal system failure has occurred.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on. Retry the job.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on. Retry the job.
2. If the error persists, perform a `Format Disk` procedure using the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

46.WX.YZ error messages

46.* error messages

Errors in the 46.* family occur when the printer is trying to perform an action that it is not able to complete.

- No network connectivity
- A problem with the file being printed, with the software application sending the job, or with the print driver

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Verify the printer is connected to the network, look at the network port connection on the back of the printer, and verify that the amber activity light flashes indicating network traffic, and the green link-status light is continuously lit indicating a network link. If the problem continues, try a different network cable or port on the hub and check network configuration settings such as the printer's IP address.
3. Send a different file from the same software application to see if the error is specific to the original file. Try sending a job from a different software application to see if the error is specific to the application. Verify the computer has the correct print driver installed.
4. Upgrade the firmware.

Go to [HP FutureSmart - Latest Firmware Versions](#).

5. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on.
2. Verify the printer is connected to the network. If it is not, use a different network cable, and check the configuration settings.
3. Send a different file from the same software application to see if the error is specific to the original file. Try sending a job from a different software application to see if the error is specific to the application. Verify the computer has the correct print driver installed.
4. Upgrade the printer firmware.
5. If the error persists, use the troubleshooting flowcharts in this document: [HP LaserJet FutureSmart Devices - 49 error Troubleshooting \(Persistent and Intermittent\)](#)

47.WX.YZ error messages

47.* errors

Errors in the 47.* family indicate an internal error has occurred.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, perform a Format Disk procedure using the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

47.00.xx

Back channel internal error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, perform a Format Disk procedure using the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

47.01.xx

Image transformer internal error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, clear the active partition by using the Format Disk item in the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

47.02.xx

Job parser internal error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, clear the active partition by using the Format Disk item in the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

47.03.xx

Print job internal error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, clear the active partition by using the Format Disk item in the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

47.04.xx

Print spooler 9100 internal error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, clear the active partition by using the Format Disk item in the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

47.05.xx

Print spooler framework internal error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, perform a Format Disk procedure using the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

47.06.xx

Print application internal error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, clear the active partition by using the Format Disk item in the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

47.FC.yz Printer Calibration Failed To continue, touch "OK"

The device is unable to access or implement one of the image patterns files.

y = Calibration type, z = Event

- 47.FC.00 (event code) Color plane registration (CPR) Image not found at system initialization
- 47.FC.01 (event code) CPR Store Image failure
- 47.FC.02 (event code) CPR Image not found
- 47.FC.03 (event code) CPR Print engine execution failure
- 47.FC.10 (event code) Consecutive Dmax Dhalf Image not found at system initialization
- 47.FC.11 (event code) Consecutive Dmax Dhalf Store image failure
- 47.FC.12 (event code) Consecutive Dmax Dhalf Image not found
- 47.FC.13 (event code) Consecutive Dmax Dhalf Print engine execution failure
- 47.FC.20 (event code) Error Diffusion Image not found at system initialization
- 47.FC.21 (event code) Error Diffusion Store image failure
- 47.FC.22 (event code) Error Diffusion Image not found
- 47.FC.23 Error Diffusion Print engine execution failure
- 47.FC.30 0 (event code) Drum Speed Adjustment Image not found at system initialization
- 47.FC.31 (event code) Drum Speed Adjustment Store image failure
- 47.FC.32 (event code) Drum Speed Adjustment Image not found
- 47.FC.33 (event code) Drum Speed Adjustment Print engine execution failure
- 47.FC.40 (event code) Pulse Width Modulation Image not found at system initialization
- 47.FC.41 (event code) Pulse Width Modulation Store image failure
- 47.FC.42 (event code) Pulse Width Modulation Image not found
- 47.FC.43 (event code) Pulse Width Modulation Print engine execution failure

Recommended action for customers

1. Turn the product off, and then on again.
2. If the error persists, reload the firmware.

Go to: [HP FutureSmart - Latest Firmware Versions](#)

3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the product off, and then on again.
2. If the error persists over multiple power cycles, then do the following.

- In the Support Tools/Troubleshooting/Diagnostics menu, run the hard disk tests to validate the health of the device. Fix any issue found with the mass storage device.
- 3. If the error persists, reload the firmware.
- 4. If the error persists, perform a Format Disk procedure using the Preboot menu.

For the procedure to perform a Format Disk procedure., go to: [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#) (c03398779).

48.WX.YZ error messages

48.* errors

Errors in the 48.* family indicate an internal error has occurred.

Recommended action for customers

1. Turn the printer off, and then on.
2. Upgrade the firmware.

Go to [HP FutureSmart - Latest Firmware Versions](#).

3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. In most cases, no action is necessary.
2. If the error persists, upgrade the printer firmware.
3. If the error persists, use the troubleshooting flowcharts in this document: [HP LaserJet FutureSmart Devices - 49 Error Troubleshooting \(Persistent and Intermittent\)](#)

Note:

48.wx.yz are similar to 49.wx.yz errors and use the same troubleshooting steps and procedures.

49.WX.YZ error messages

49.XX.YY Error To continue turn off then on

A firmware error occurred.

Possible causes:

- Corrupted print jobs
- Software application issues
- Non-product specific print drivers
- Poor quality USB or network cables
- Bad network connections or incorrect configurations
- Invalid firmware operations
- Unsupported accessories

A 49 error might happen at any time for multiple reasons. Although some types of 49 errors can be caused by hardware failures, it is more common for 49 errors to be caused by printing a specific document or performing some task on the printer.

49 errors most often occur when a printer is asked to perform an action that the printer firmware is not capable of and might not have been designed to comply with, such as:

- Printing files with unsupported programming commands
- A unique combination of user environment and user interactions with the printer
- Interfacing with a third-party solution that was not designed to work with the printer
- Specific timing, network traffic, or concurrent processing of jobs

Recommended action for customers

Note:

LaserJet formatter PCAs are rarely the root cause of 49 service errors. Please do not replace the formatter unless troubleshooting has identified the formatter as the root cause.

1. Turn the printer off, and then on.
2. If the error persists, check the following:
 - The error might be caused by a network connectivity problem, such as a bad USB or network interface cable, a bad USB port, or an invalid network configuration setting.
 - The error might be caused by the print job, due to an invalid print driver, a problem with the software application, or a problem with the file being printed.
 - Upgrading the printer firmware might help resolve the error.

Go to [HP FutureSmart - Latest Firmware Versions](#).

3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Note:

LaserJet formatter PCAs are rarely the root cause of 49 service errors. Please do not replace the formatter unless troubleshooting has identified the formatter as the root cause.

1. Turn the printer off, and then on.
2. If the error persists, check the following:
 - The error might be caused by a network connectivity problem, such as a bad interface cable, a bad USB port, or an invalid network configuration setting.
 - The error might be caused by the print job, due to an invalid print driver, a problem with the software application, or a problem with the file being printed.
 - Upgrading the printer firmware might help resolve the error.
3. If the error persists, continue troubleshooting with the flowcharts for either Intermittent or Persistent 49 error troubleshooting (whichever is appropriate) in document c03122817:

[HP LaserJet FutureSmart Devices - 49 Error Troubleshooting \(Persistent and Intermittent\)](#)

49.38.07 (E60055 model only)

Generic Error. This issue is caused by a formatter replacement that has not had the correct parameters set at the factory.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact your managed print provider.

Recommended action for call-center agents and onsite technicians

1. Call center agents: Update the firmware and then contact Level 2 support.

Note:

For additional information, please see this document: [HP LaserJet Managed E60055dn - "Incompatible Black Cartridge" displayed on the control panel after installing a black managed contract cartridge \(c05638925\)](#).

2. Level 2 support: Please contact the TME for a patch.
3. If the updates fail or the issue is not resolved after installing the service patch AND upgrading the firmware, please use the standard elevation path to elevate the issue.

50.WX.YZ error messages

50.* errors

Errors in the 50.* family indicate a problem with the fuser.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and remove the fuser. Check the fuser for damage or obstructions. Reinstall or replace the fuser as needed.

CAUTION:

The fuser might be hot.

2. Check the connectors between the fuser and the DC controller and from the fuser to the printer.
3. Replace the fuser. If it has already been replaced, replace the fuser power supply.

50.1x.yz

Low fuser temperature failure

x = fuser mode, y = previous printer sleep state, and z = next printer sleep state.

Recommended action for customers

See this support document: [HP LaserJet Enterprise Printers - 50.xx.yz Errors](#)

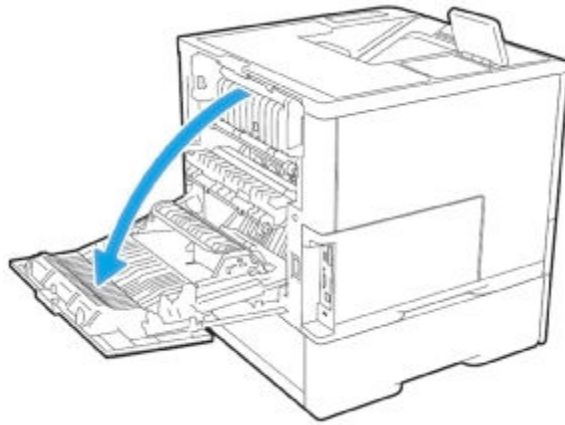
Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove and reinstall the fuser. Ensure that the fuser is seated correctly.

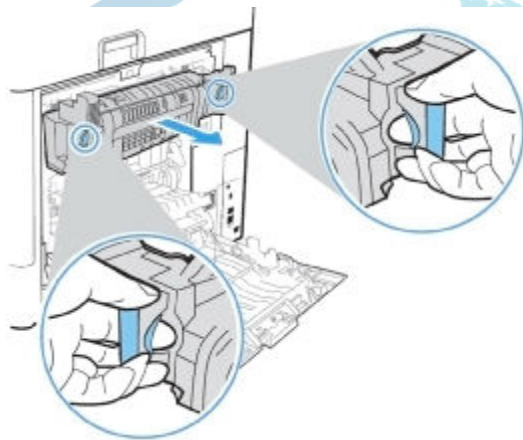
CAUTION:

The fuser might be hot.

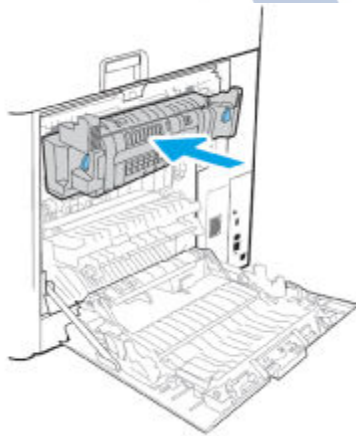
- a. Open the rear door.



- b. Grasp the blue handles on both sides of the fuser and pull straight out to remove it.

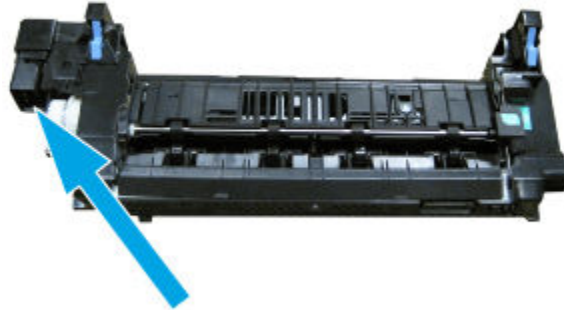


- c. Ensure that there is no residual paper in the fuser.
- d. Reseat the fuser.



- e. Close the front door.
- 3. If the error persists, check the fuser connections.

- a. Remove the fuser.
- b. Check the connection on the fuser



- c. If the fuser connector is damaged, replace the fuser.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

- d. Check the connection to the fuser in the printer.



- e. If the connector is damaged, Elevate the issue using the Standard Support Process.
 - f. Check connections J401 and J402 on the DC controller PCA.
4. If the fuser has not been replaced, replace the fuser.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

5. If the error persists, replace the low voltage power supply (LVPS).

110V LVPS part number: RM2-6797-000CN

For instructions: See the Repair Service Manual for this product.

220V LVPS part number: RM2-6798-000CN RM2-6798-010CN RM2-6798-010CN

For instructions: See the Repair Service Manual for this product.

50.2X.YZ

Fuser warm-up error

50.2F.00 (for search reference)

Recommended action for customers

See this support document: [HP LaserJet Enterprise Printers - 50.xx.yz Errors](#)

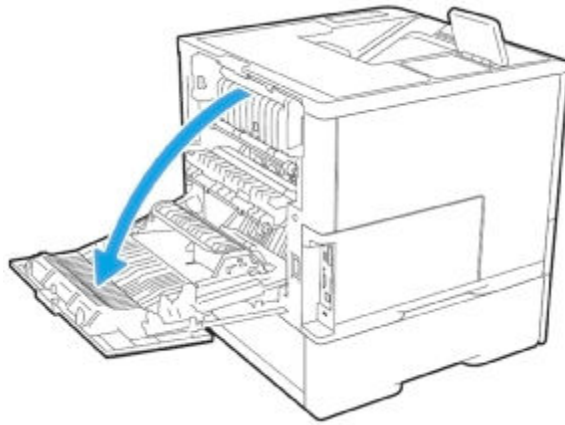
Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove and reinstall the fuser. Ensure that the fuser is seated correctly.

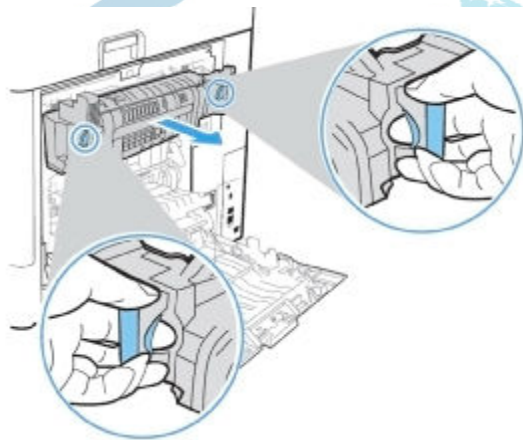
CAUTION:

The fuser might be hot.

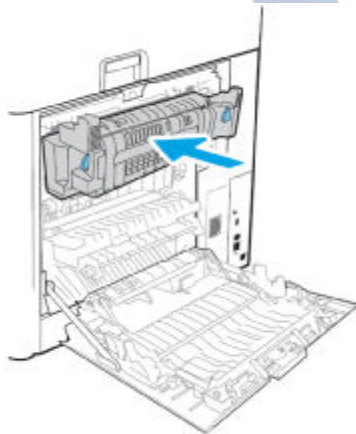
- a. Open the rear door.



- b. Grasp the blue handles on both sides of the fuser and pull straight out to remove it.

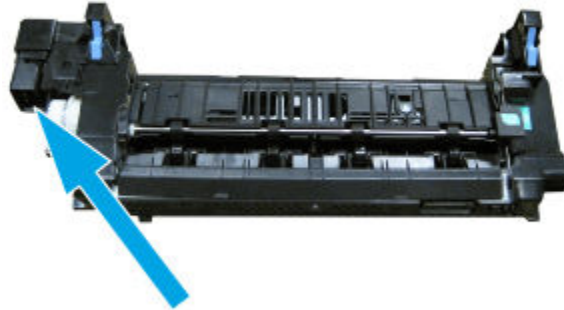


- c. Ensure that there is no residual paper in the fuser.
- d. Reseat the fuser.



- e. Close the front door.
- 3. If the error persists, check the fuser connections.

- a. Remove the fuser.
- b. Check the connection on the fuser



- c. If the fuser connector is damaged, replace the fuser.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

- d. Check the connection to the fuser in the printer.



- e. If the connector is damaged, Elevate the issue using the Standard Support Process.
 - f. Check connections J401 and J402 on the DC controller PCA.
4. If the fuser has not been replaced, replace the fuser.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

5. If the error persists, replace the low voltage power supply (LVPS).

110V LVPS part number: RM2-6797-000CN

For instructions: See the Repair Service Manual for this product.

220V LVPS part number: RM2-6798-000CN RM2-6798-010CN RM2-6798-010CN

For instructions: See the Repair Service Manual for this product.

50.3X.YZ

High fuser temperature

Recommended action for customers

See this support document: [HP LaserJet Enterprise Printers - 50.xx.yz Errors](#)

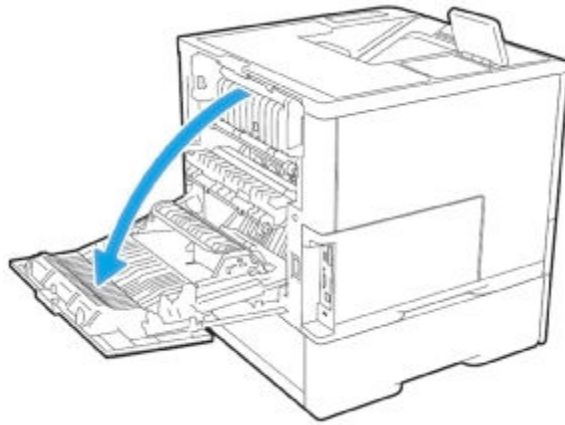
Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove and reinstall the fuser. Ensure that the fuser is seated correctly.

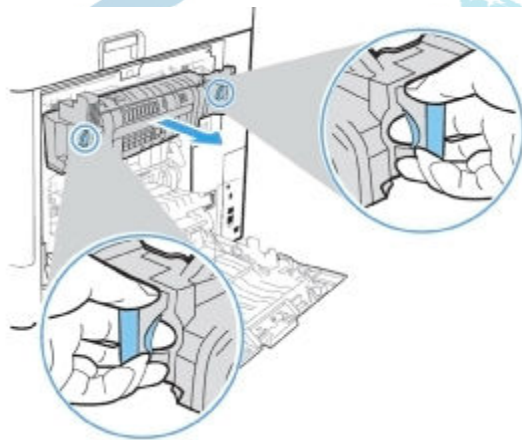
CAUTION:

The fuser might be hot.

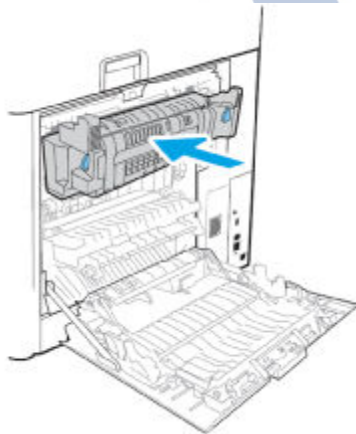
- a. Open the rear door.



- b. Grasp the blue handles on both sides of the fuser and pull straight out to remove it.

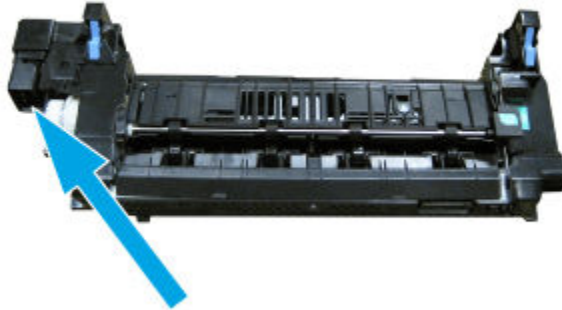


- c. Ensure that there is no residual paper in the fuser.
- d. Reseat the fuser.



- e. Close the front door.
- 3. If the error persists, check the fuser connections.

- a. Remove the fuser.
- b. Check the connection on the fuser



- c. If the fuser connector is damaged, replace the fuser.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

- d. Check the connection to the fuser in the printer.



- e. If the connector is damaged, Elevate the issue using the Standard Support Process.
 - f. Check connections J401 and J402 on the DC controller PCA.
4. Check the paper type setting in the printer control panel menus and in the print driver. Ensure that the settings match and are correct for the type of paper being used.
 5. If the error persists, replace the low voltage power supply (LVPS).

110V LVPS part number: RM2-6797-000CN

For instructions: See the Repair Service Manual for this product.

220V LVPS part number: RM2-6798-000CN RM2-6798-010CN RM2-6798-010CN

For instructions: See the Repair Service Manual for this product.

50.4X.YZ

Drive circuit fault

Recommended action for customers

See this support document: [HP LaserJet Enterprise Printers - 50.xx.yz Errors](#)

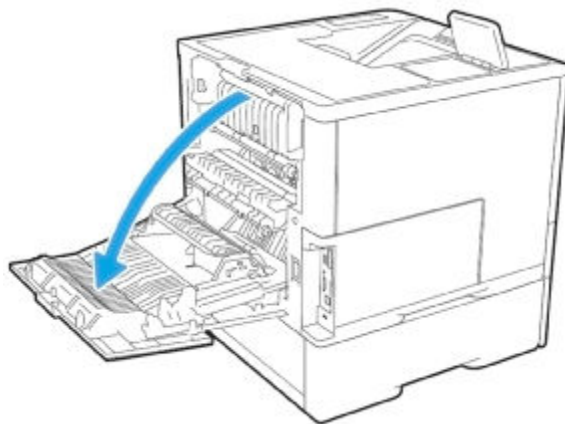
Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove and reinstall the fuser. Ensure that the fuser is seated correctly.

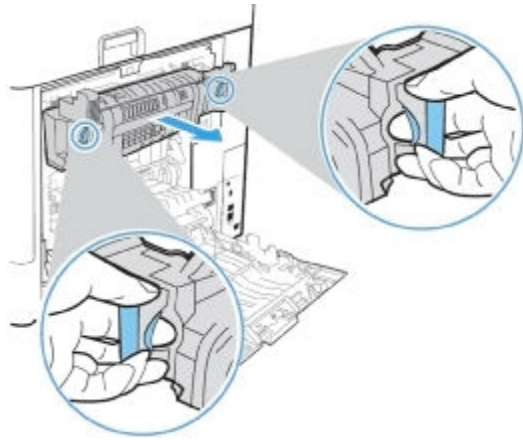
CAUTION:

The fuser might be hot.

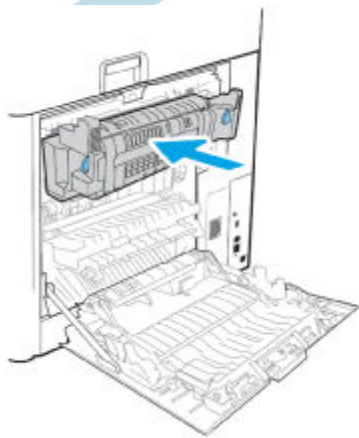
- a. Open the rear door.



- b. Grasp the blue handles on both sides of the fuser and pull straight out to remove it.



- c. Ensure that there is no residual paper in the fuser.
- d. Reseat the fuser.



- e. Close the front door.
3. Check the printer power source. Ensure that the power source meets the printer requirements. Ensure that the printer is the only device using the circuit.

Note:

If the printer does not meet the power requirement of 43 to 67Hz frequency, the fuser temperature control does not work correctly and this will cause the error.

4. Check connections J401 and J402 on the DC controller PCA.
5. If the fuser has not been replaced, replace the fuser.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

6. If the error persists, replace the low voltage power supply (LVPS).

110V LVPS part number: RM2-6797-000CN

For instructions: See the Repair Service Manual for this product.

220V LVPS part number: RM2-6798-000CN RM2-6798-010CN RM2-6798-010CN

For instructions: See the Repair Service Manual for this product.

50.6X.YZ

Open fuser circuit (heating element failure)

Recommended action for customers

See this support document: [HP LaserJet Enterprise Printers - 50.xx.yz Errors](#)

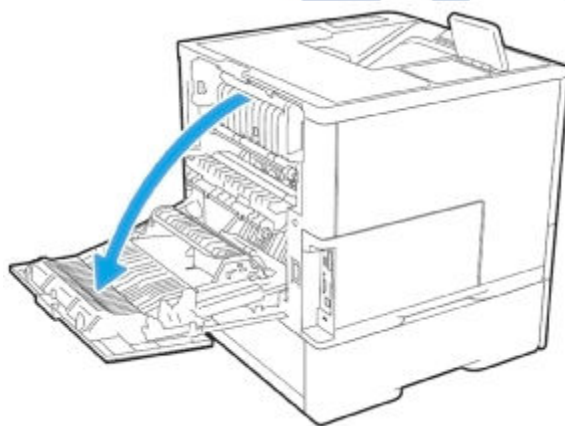
Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove and reinstall the fuser. Ensure that the fuser is seated correctly.

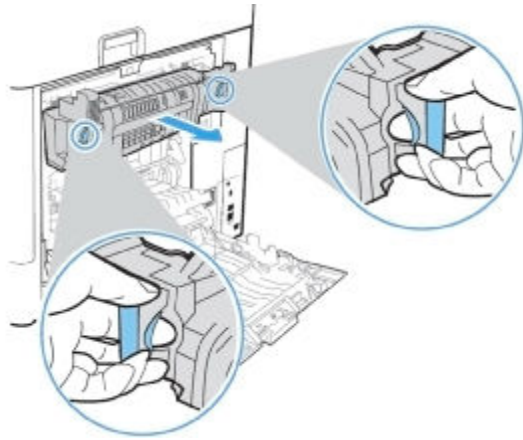
CAUTION:

The fuser might be hot.

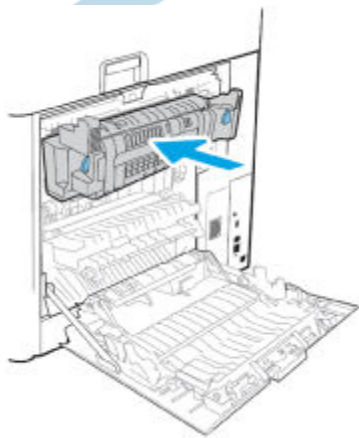
- a. Open the rear door.



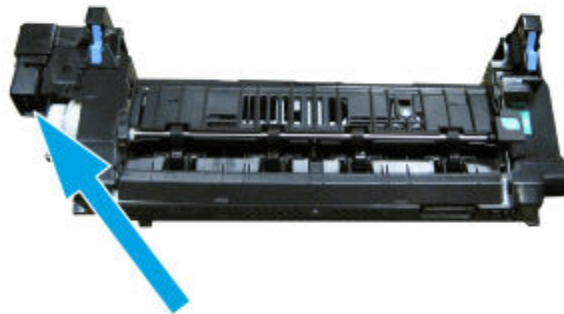
- b. Grasp the blue handles on both sides of the fuser and pull straight out to remove it.



- c. Ensure that there is no residual paper in the fuser.
- d. Reseat the fuser.



- e. Close the front door.
3. If the error persists, check the fuser connections.
 - a. Remove the fuser.
 - b. Check the connection on the fuser



- c. If the fuser connector is damaged, replace the fuser.

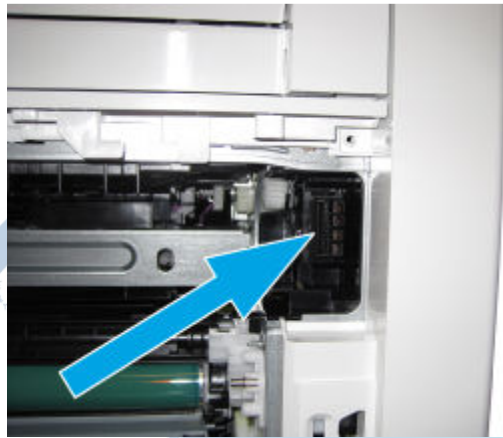
110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

- d. Check the connection to the fuser in the printer.



- e. If the connector is damaged, Elevate the issue using the Standard Support Process.

- f. Check connections J401 and J402 on the DC controller PCA.

- 4. If the fuser has not been replaced, replace the fuser.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

- 5. If the error persists, replace the low voltage power supply (LVPS).

110V LVPS part number: RM2-6797-000CN

For instructions: See the Repair Service Manual for this product.

220V LVPS part number: RM2-6798-000CN RM2-6798-010CN RM2-6798-010CN

For instructions: See the Repair Service Manual for this product.

50.7F.00

Fuser pressure-release mechanism failure

Recommended action for customers

See this support document: [HP LaserJet Enterprise Printers - 50.xx.yz Errors](#)

Recommended action for customers

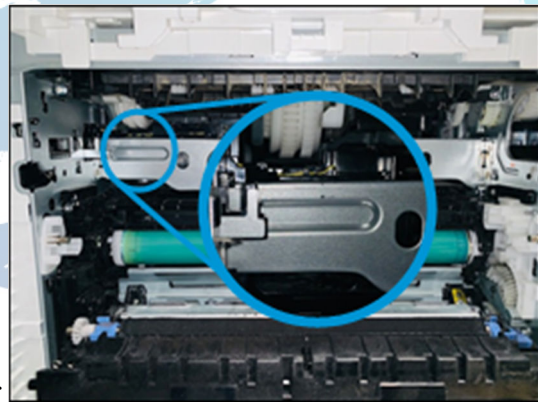
1. Remove and reinstall the fuser. Ensure that the fuser is seated correctly.

CAUTION:

The fuser might be hot.

2. Check the condition and position of the fuser pressure relief sensor. If the sensor is damaged or missing, replace the fuser.

Part number	
Part Description	Part Number
Fuser output sensor (SR5)	WG8-5935-000CN



3. An undamaged fuser pressure relief sensor
4. Inspect the fuser flag for damage. If the flag is damaged or missing, replace the fuser.

Part numbers	
Part Description	Part Number
110V Fuser	RM2-1256-010CN
220V Fuser	RM2-1257-010CN

5.  on flag on the left side of the fuser

6. Run a Fuser pressure relief motor test from the printer control panel:
- From the Home screen on the printer control panel, touch Support Tools.
 - Open Troubleshooting > Diagnostic Tests > Components Test.
 - Select the Fuser pressure relief motor option.
 - Select the Repeat check box.
 - Touch the Start button.
 - Listen for a clicking noise, which confirms that the motor is functioning.
 - If the motor test fails, replace the fuser drive motor assembly.

Part number	
Part Description	Part Number
Fuser drive motor (M1) assembly	RM2-6763-000CN

50.8x.yz

Low fuser temperature 2

Recommended action for customers

See this support document: [HP LaserJet Enterprise Printers - 50.xx.yz Errors](#)

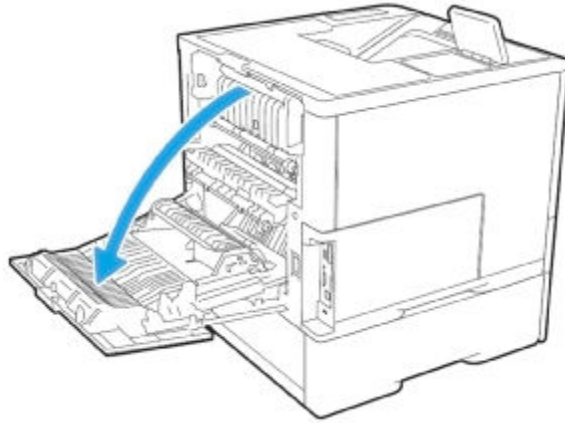
Recommended action for call-center agents and onsite technicians

- Turn the printer off.
- Remove and reinstall the fuser. Ensure that the fuser is seated correctly.

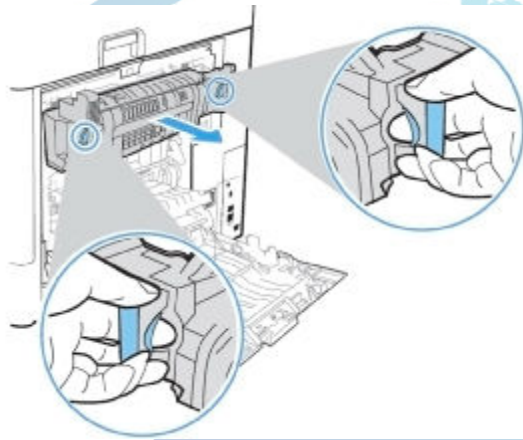
CAUTION:

The fuser might be hot.

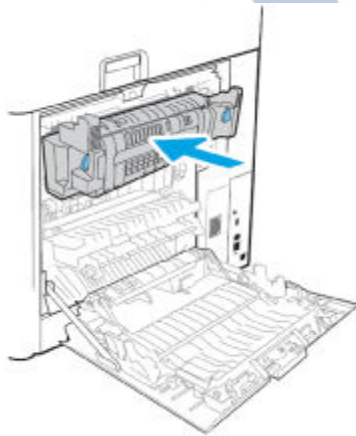
- Open the rear door.



- b. Grasp the blue handles on both sides of the fuser and pull straight out to remove it.



- c. Ensure that there is no residual paper in the fuser.
- d. Reseat the fuser.



- e. Close the front door.

3. Check the printer power source. Ensure that the power source meets the printer requirements. Ensure that the printer is the only device using the circuit.

Note:

If the printer does not meet the power requirement of 43 to 67Hz frequency, the fuser temperature control does not work correctly and this will cause the error.

4. Check connections J401 and J402 on the DC controller PCA.
5. If the fuser has not been replaced, replace the fuser.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

6. If the error persists, replace the low voltage power supply (LVPS).

110V LVPS part number: RM2-6797-000CN

For instructions: See the Repair Service Manual for this product.

220V LVPS part number: RM2-6798-000CN RM2-6798-010CN RM2-6798-010CN

For instructions: See the Repair Service Manual for this product.

50.9X.YZ

High fuser temperature 2

Recommended action for customers

See this support document: [HP LaserJet Enterprise Printers - 50.xx.yz Errors](#)

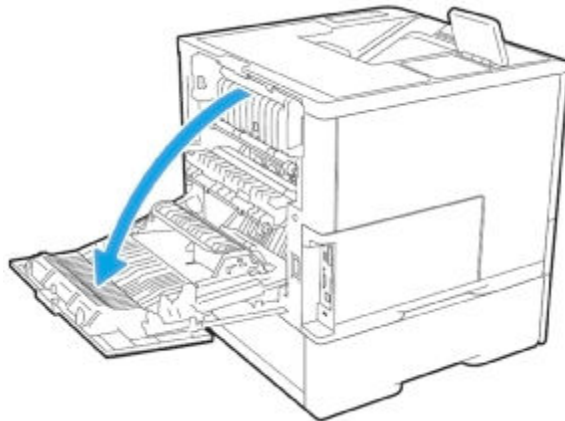
Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove and reinstall the fuser. Ensure that the fuser is seated correctly.

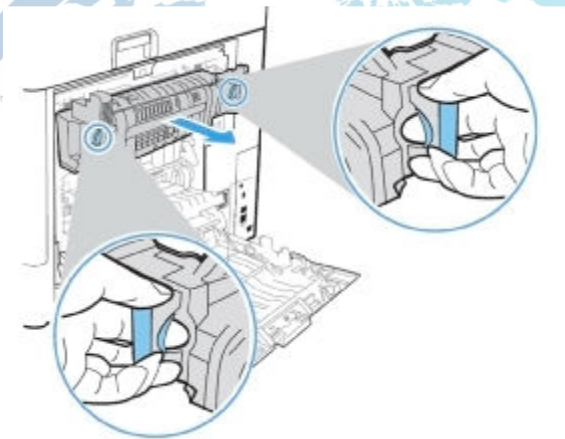
CAUTION:

The fuser might be hot.

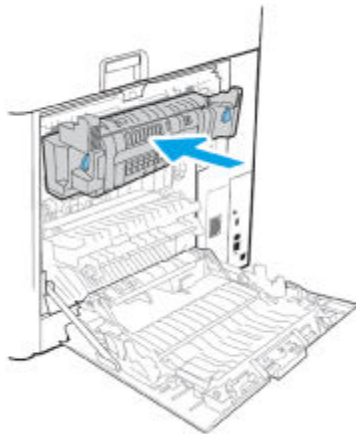
- a. Open the rear door.



- b. Grasp the blue handles on both sides of the fuser and pull straight out to remove it.



- c. Ensure that there is no residual paper in the fuser.
d. Reseat the fuser.



- e. Close the front door.
3. Check the printer power source. Ensure that the power source meets the printer requirements. Ensure that the printer is the only device using the circuit.

Note:

If the printer does not meet the power requirement of 43 to 67Hz frequency, the fuser temperature control does not work correctly and this will cause the error.

4. Check connections J401 and J402 on the DC controller PCA.
5. If the fuser has not been replaced, replace the fuser.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

6. If the error persists, replace the low voltage power supply (LVPS).

110V LVPS part number: RM2-6797-000CN

For instructions: See the Repair Service Manual for this product.

220V LVPS part number: RM2-6798-000CN RM2-6798-010CN RM2-6798-010CN

For instructions: See the Repair Service Manual for this product.

50.AX.YZ

Low fuser temperature 3

Recommended action for customers

See this support document: [HP LaserJet Enterprise Printers - 50.xx.yz Errors](#)

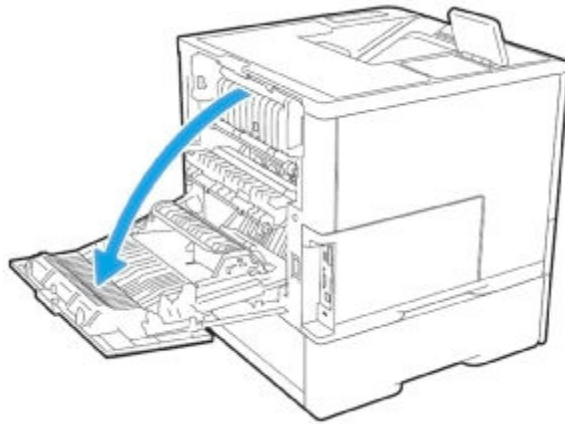
Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove and reinstall the fuser. Ensure that the fuser is seated correctly.

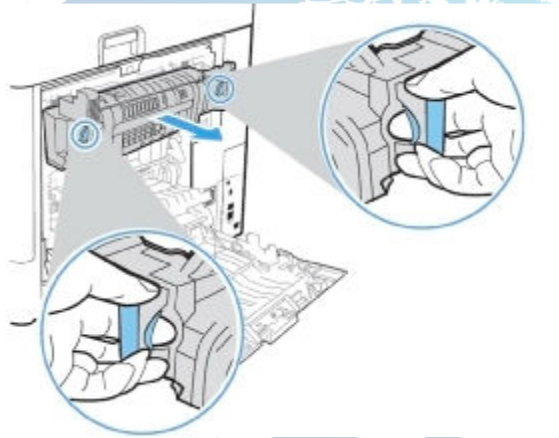
CAUTION:

The fuser might be hot.

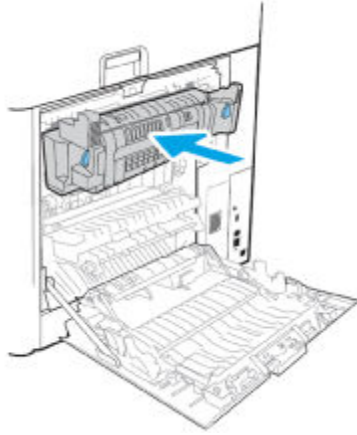
- a. Open the rear door.



- b. Grasp the blue handles on both sides of the fuser and pull straight out to remove it.



- c. Ensure that there is no residual paper in the fuser.
- d. Reseat the fuser.



- e. Close the front door.
3. Check the printer power source. Ensure that the power source meets the printer requirements. Ensure that the printer is the only device using the circuit.

Note:

If the printer does not meet the power requirement of 43 to 67Hz frequency, the fuser temperature control does not work correctly and this will cause the error.

4. Check connections J401 and J402 on the DC controller PCA.
5. If the fuser has not been replaced, replace the fuser.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

6. If the error persists, replace the low voltage power supply (LVPS).

110V LVPS part number: RM2-6797-000CN

For instructions: See the Repair Service Manual for this product.

220V LVPS part number: RM2-6798-000CN RM2-6798-010CN RM2-6798-010CN

For instructions: See the Repair Service Manual for this product.

50.BX.YZ

High fuser temperature 3

Recommended action for customers

See this support document: [HP LaserJet Enterprise Printers - 50.xx.yz Errors](#)

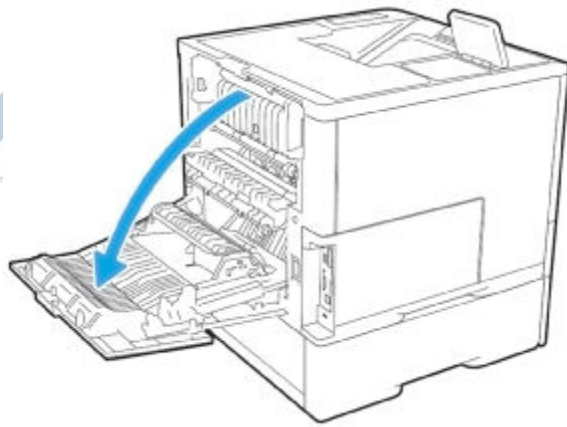
Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove and reinstall the fuser. Ensure that the fuser is seated correctly.

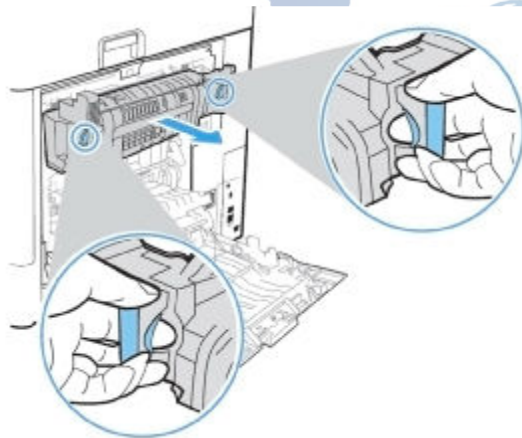
CAUTION:

The fuser might be hot.

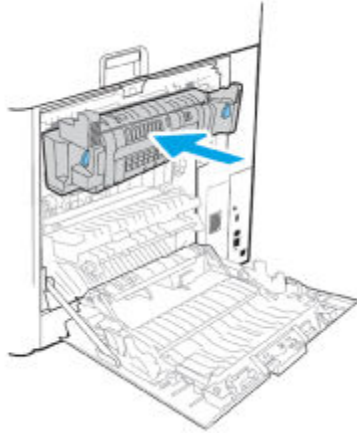
- a. Open the rear door.



- b. Grasp the blue handles on both sides of the fuser and pull straight out to remove it.



- c. Ensure that there is no residual paper in the fuser.
- d. Reseat the fuser.



- e. Close the front door.
3. Check the printer power source. Ensure that the power source meets the printer requirements. Ensure that the printer is the only device using the circuit.

Note:

If the printer does not meet the power requirement of 43 to 67Hz frequency, the fuser temperature control does not work correctly and this will cause the error.

4. Check connections J401 and J402 on the DC controller PCA.
5. If the fuser has not been replaced, replace the fuser.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

6. If the error persists, replace the low voltage power supply (LVPS).

110V LVPS part number: RM2-6797-000CN

For instructions: See the Repair Service Manual for this product.

220V LVPS part number: RM2-6798-000CN RM2-6798-010CN RM2-6798-010CN

For instructions: See the Repair Service Manual for this product.

51.WX.YZ, 52.WX.YZ error messages

51.* errors

Errors in the 51.* family are related to the laser scanner.

Recommended action for customers

1. Turn the printer off, and then on.
2. Upgrade the firmware.

Go to [HP FutureSmart - Latest Firmware Versions](#).

3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Ensure the printer is running the most current version of firmware.

Go to: [HP FutureSmart - Latest Firmware Versions](#)

2. Check all connections on the laser/scanner and from the laser/scanner to the DC controller, and reseal them if necessary.
3. If the error persists, replace the laser scanner.

51.00.yz

An error with the laser/scanner assembly has occurred in the printer.

- **51.00.10** Beam detect error
- **51.00.19** Laser malfunction

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open and close the front and rear doors to see if the printer returns to a Ready.
2. Turn the printer off, and then on.
3. Reconnect connector (J8301) on the laser/scanner assembly and connector (J606) on the DC controller PCA.

4. If the error persists, replace the laser/scanner assembly.

Part number: RM2-0906-000CN

For instructions: See the Repair Service Manual for this product.

52.00.00/52.00.20 Scanner Startup/Rotation error

A printer laser/scanner error occurred.

- **52.00.00** laser/scanner startup error.
- **52.00.20** laser/scanner rotation error.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open and close the front and rear doors to see if the printer returns to a Ready.
2. Turn the printer off, and then on.
3. Reconnect connector (J6104) on the laser/scanner assembly and connector (J205) on the DC controller PCA.
4. If the error persists, replace the laser/scanner assembly.

Part number: RM2-0906-000CN

For instructions: See the Repair Service Manual for this product.

53.WX.YZ error messages

53.A0.y0

Tray "Y" side guide misalignment resolved.

The engine detected that the tray guide misalignment has been resolved.

Note:

This is an event log only message, it will not show on the control panel.

"Y" = Tray number.

- **53.A0.10:** Tray 1 Side guide misalignment resolved.
- **53.A0.20:** Tray 2 side guide misalignment resolved.
- **53.A0.30:** Tray 3 side guide misalignment resolved.
- **53.A0.40:** Tray 4 side guide misalignment resolved.
- **53.A0.50:** Tray 5 side guide misalignment resolved.
- **53.A0.60:** Tray 6 side guide misalignment resolved.

Recommended action

No action necessary.

53.A1.y1

Tray "Y" paper delivery direction misalignment warning.

Note:

This is an event log only message, it will not show on the control panel.

"Y" = Tray number.

- **53.A1.11:** Tray 1 paper delivery direction misalignment warning.
- **53.A1.21:** Tray 2 paper delivery direction misalignment warning.
- **53.A1.31:** Tray 3 paper delivery direction misalignment warning.
- **53.A1.41:** Tray 4 paper delivery direction misalignment warning.
- **53.A1.51:** Tray 5 paper delivery direction misalignment warning.
- **53.A1.61:** Tray 6 paper delivery direction misalignment warning.

Recommended action for customers

1. Ensure that the paper size in the tray matches the tray size in the Trays menu.
2. If the trays are not locked, ensure the tray guides are correctly aligned to the size of paper being installed.
3. If the trays are locked, contact your managed print provider if you need to change the paper size from the one selected.

Recommended action for call-center agents and onsite technicians

1. Ask the customer to check the paper size loaded in the tray to see if it matches the size listed in the Trays menu or on the Configuration Page.
2. If the trays are not locked, educate the customer on the correct way to align the side guides when refilling paper in the tray.
3. Instruct the customer to contact the managed print provider if the paper size needs to be changed from the one selected.

53.A1.y0 Enter error message

Tray "Y" paper delivery direction misalignment resolved.

Note:

This is an event log only message, it will not show on the control panel.

"Y" = Tray number.

- **53.A1.10:** Tray 1 Side guide misalignment resolved.
- **53.A1.20:** Tray 2 side guide misalignment resolved.
- **53.A1.30:** Tray 3 side guide misalignment resolved.
- **53.A1.40:** Tray 4 side guide misalignment resolved.
- **53.A1.50:** Tray 5 side guide misalignment resolved.
- **53.A1.60:** Tray 6 side guide misalignment resolved.

Recommended action

No action necessary.

53.A1.y1

Tray "Y" paper delivery direction misalignment warning.

Note:

This is an event log only message, it will not show on the control panel.

"Y" = Tray number.

- **53.A1.11:** Tray 1 paper delivery direction misalignment warning.
- **53.A1.21:** Tray 2 paper delivery direction misalignment warning.
- **53.A1.31:** Tray 3 paper delivery direction misalignment warning.
- **53.A1.41:** Tray 4 paper delivery direction misalignment warning.
- **53.A1.51:** Tray 5 paper delivery direction misalignment warning.
- **53.A1.61:** Tray 6 paper delivery direction misalignment warning.

Recommended action for customers

1. Ensure that the paper size in the tray matches the tray size in the Trays menu.
2. If the trays are not locked, ensure the tray guides are correctly aligned to the size of paper being installed.
3. If the trays are locked, contact your managed print provider if you need to change the paper size from the one selected.

Recommended action for call-center agents and onsite technicians

1. Ask the customer to check the paper size loaded in the tray to see if it matches the size listed in the Trays menu or on the Configuration Page.
2. If the trays are not locked, educate the customer on the correct way to align the side guides when refilling paper in the tray.
3. Inspect the quality and condition of the customer paper to identify conditions that may lead to paper skewing.
4. Inspect the condition of the feed and separation rollers of the listed tray, and ensure they are not worn, or damaged. Replace the rollers as needed.

53.A2.y0

Tray "Y" overload resolved.

Note:

This is an event log only message, it will not show on the control panel.

"Y" = Tray number.

- **53.A2.10:** Tray 1 overload resolved.
- **53.A2.20:** Tray 2 overload resolved.
- **53.A2.30:** Tray 3 overload resolved.
- **53.A2.40:** Tray 4 overload resolved.
- **53.A2.50:** Tray 5 overload resolved.
- **53.A2.60:** Tray 6 overload resolved.

Recommended action

No action necessary.

53.A2.y1

Tray "Y" overload warning.

Note:

This is an event log only message, it will not show on the control panel.

"Y" = Tray number.

- **53.A2.11:** Tray 1 overload warning.
- **53.A2.21:** Tray 2 overload warning.
- **53.A2.31:** Tray 3 overload warning.

- **53.A2.41:** Tray 4 overload warning.
- **53.A2.51:** Tray 5 overload warning.
- **53.A2.61:** Tray 6 overload warning.

Recommended action

Remove paper from the specified tray until it is below the paper fill level mark.

53.B0.0z

Tray "Z" feed roller nearing end of life.

Note:

This is an event log only message, it will not show on the control panel.

"Z" = Tray number.

- **53.B0.01:** Tray 1 feed roller nearing end of life.
- **53.B0.02:** Tray 2 feed roller nearing end of life.
- **53.B0.03:** Tray 3 feed roller nearing end of life.
- **53.B0.04:** Tray 4 feed roller nearing end of life.
- **53.B0.05:** Tray 5 feed roller nearing end of life.
- **53.B0.06:** Tray 6 feed roller nearing end of life.

Recommended action

No action necessary.

53.B1.0z

Tray "Z" feed roller at end of life.

Note:

This is an event log only message, it will not show on the control panel.

"Z" = Tray number.

- **53.B1.01:** Tray 1 feed roller at end of life.
- **53.B1.02:** Tray 2 feed roller at end of life.
- **53.B1.03:** Tray 3 feed roller at end of life.
- **53.B1.04:** Tray 4 feed roller at end of life.
- **53.B1.05:** Tray 5 feed roller at end of life.
- **53.B1.06:** Tray 6 feed roller at end of life.

Recommended action for call-center agents and onsite technicians

Replace the feed and separation rollers.

53.B2.0z

Tray "Z" feed roller brand new.

Note:

This is an event log only message, it will not show on the control panel.

"Z" = Tray number.

- **53.B2.01:** Tray 1 feed roller brand new.
- **53.B2.02:** Tray 2 feed roller brand new.
- **53.B2.03:** Tray 3 feed roller brand new.
- **53.B2.04:** Tray 4 feed roller brand new.
- **53.B2.05:** Tray 5 feed roller brand new.
- **53.B2.06:** Tray 6 feed roller brand new.

Recommended action

No action necessary.

53.B3.0z

Tray "Z" pick roller brand new (engine detected).

The engine detected that new tray feed rollers have been installed.

Note:

This is an event log only message, it will not show on the control panel.

"Z" = Tray number.

- **53.B3.01:** Tray 1 feed roller brand new (engine detected).
- **53.B3.02:** Tray 2 feed roller brand new (engine detected).
- **53.B3.03:** Tray 3 feed roller brand new (engine detected).
- **53.B3.04:** Tray 4 feed roller brand new (engine detected).
- **53.B3.05:** Tray 5 feed roller brand new (engine detected).
- **53.B3.06:** Tray 6 feed roller brand new (engine detected).

Recommended action

No action necessary.

53.C1.0z Tray "Z" size mismatch.

The specified tray contains a size that does not match the configured size.

Complete screen message:

The specified tray contains a size that does not match the configured size.

The tray is configured to support the only size indicated

Confirm guides are in correct position.

This issue occurs when the managed print provider has locked the paper tray to either letter or A4 and the tray has a different size paper loaded.

Note:

This can occur if the tray was swapped out or the physical trays locks in the tray were removed and the guides changed.

- **53.C1.02:** Tray 2 size mismatch.
- **53.C1.03:** Tray 3 size mismatch.
- **53.C1.04:** Tray 4 size mismatch.
- **53.C1.05:** Tray 5 size mismatch.
- **53.C1.06:** Tray 6 size mismatch.

Recommended action for customers

1. Ensure that the paper size in the tray matches the tray size in the Trays menu.
2. Contact your managed print provider if you need to change the paper size from the one selected.

Recommended action for call-center agents and onsite technicians

1. Ask the customer to check the media size loaded in the tray to see if it matches the size listed in the Trays menu or on the Configuration Page.
2. Instruct the customer to contact the managed print provider if the paper size needs to be changed from the one selected.

54.WX.YZ error messages

54.* errors

Errors in the 54.* family are related to the image-formation system.

- For HP LaserJet printers, they can indicate a problem with the toner cartridges or the transfer unit (color printers only), or they can indicate a problem with a sensor, such as with the laser/scanner.
- For HP PageWide printers, they can indicate a problem with the calibration process.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Make sure the printer is running the most current version of firmware.

Go to [HP FutureSmart - Latest Firmware Versions](#).

3. Check the supplies status page using the Supplies menu on the control panel to verify that toner cartridges, toner collection unit (TCU), or the transfer belt kit are not past their useful life. Replace the supplies and maintenance parts as necessary.

To print a Supplies Status Page:

- a. From the Home screen on the printer control panel, select Administration.
- b. Open the following menus:
 - i. Reports
 - ii. Configuration/Status Pages
- c. Scroll to and select Supplies Status Page.
- d. Select Print to print the page.

To order parts, go to <https://www.hp.com/buy/parts>.

4. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on.
2. Check the supplies status page to verify that the toner cartridges, TCU, or the transfer belt kit are not past their useful life. Replace the supplies and maintenance parts as necessary.
3. For color printers, inspect the transfer belt for damage. Replace the transfer belt if necessary or instruct the customer to replace it.
4. For color printers, if the error persists, replace the registration assembly.

5. Check the connections between the laser/scanner and the DC controller, and from the laser/scanner to the printer. Reseat them if necessary. If the error persists, replace the laser scanner.

54.00.01 / 54.00.03

Environment sensor abnormality warning

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Replace the environment sensor.

Part number: RM2-9037-000CN

Note:

Before replacing any parts, ensure that the connection (J16) on the DC controller is correctly seated.

55.WX.YZ, 56.WX.YZ error messages

55.* errors

Errors in the 55.* family often indicate a problem with the DC controller.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on.
2. Make sure the printer is running the most current version of firmware.

Go to [HP FutureSmart - Latest Firmware Versions](#).

3. If the error persists, replace the DC controller.

55.00.01, 55.00.03 or 55.00.04 DC Controller Error

The communication link between the formatter and DC controller was lost.

- **55.00.01** DC controller memory error.
- **55.00.03** DC controller no engine response.
- **55.00.04** DC controller communications time out

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Verify that all connectors on the DC controller are seated correctly.
3. If the error persists, replace the DC controller.

DC Controller part numbers:

RM2-9483-000CN (M607-M609, E60055-E60075)

RM3-7619-000CN (E60155-E60175)

See the Repair Service Manual for this product.

55.00.05 Engine Firmware RFU Error

The firmware upgrade failed.

Recommended action

1. Turn the printer off, and then on.
2. If issue remains re-send the upgrade.

55.01.06, 55.02.06 DC controller error To continue turn off then on

NVRAM memory warning

- 55.01.06 (event code)

NVRAM memory data error warning.

- 55.02.06 (event code)

NVRAM memory access error warning.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Verify that all connectors on the DC controller are seated correctly.
3. If the error persists, replace the DC controller.

DC Controller part numbers:

RM2-9483-000CN (M607-M609, E60055-E60075)

RM3-7619-000CN (E60155-E60175)

See the Repair Service Manual for this product.

56.* errors

Errors in the 56.* family indicate a communication problem with an optional paper tray or other external accessory.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, contact your HP-authorized service or support provider, or contact HP support at www.hp.com/go/contactHP.

1. Turn the printer off, and then on.
2. If any third-party hardware is installed, remove it and try printing again.
3. If an optional paper tray is installed, remove it. Check the connectors on the tray for damage. If the connector is damaged, replace the tray.
4. Reinstall the tray, and make sure it is correctly seated.

56.00.YZ

The printer experienced a communication error with the optional paper trays.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call agents and service technicians

1. Turn the printer off, then on.
2. If the error persists, re-seat the optional paper trays.
3. Check the input connectors for damage. If a connector is damaged, replace the connector.

1X550 SF Option top cable assembly part number: RM2-8868-000CN

1X550 SF Option bottom cable assembly part number: RM2-8869-000CN

2100 SF Draw upper cable assembly part number: RM2-9286-000CN

56.00.01 Illegal Input Printer Error

The printer experienced an illegal input.

Recommended action

1. Turn the printer off, then on.
2. Remove any third-party hardware and test again.

57.WX.YZ error messages

57.* errors

Errors in the 57.* family indicate a problem with a fan.

Recommended action for customers

See this support document: [HP LaserJet Enterprise, HP PageWide Enterprise - 57.00.xx Errors](#)

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Use the printer troubleshooting manual to identify the locations of each fan. Turn the printer off and then on, and listen for noise coming from the area of each fan. Replace any fan that is not making noise.
2. Remove enough parts to access the DC controller or the power supply PCA. Check the connections from each fan to the DC controller or power supply PCA. Reseat them if necessary.
3. With the DC controller or power supply PCA exposed, turn the printer on. Immediately measure the voltage between the connectors for each fan and the DC controller. If the voltage changes from 0V to approximately 24V during the power-on cycle, replace the affected fan. If the voltage remains at 0V, replace the DC controller.

57.00.01 Fan failure

Cartridge upper (FM3) failure.

Recommended action for customers

See this support document: [HP LaserJet Enterprise, HP PageWide Enterprise - 57.00.xx Errors](#)

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, then on.
2. Check the cartridge upper fan FM3.
 - a. Remove and reconnect (J6404) on the cartridge upper fan.
 - b. Remove and reconnect (J16) on the DC controller PCA.
 - c. If the error persists, replace the cartridge upper fan FM3.

Part number: RK2-8946-000CN

3. If the error persists, replace the DC controller.

DC Controller part numbers:

RM2-9483-000CN (M607-M609, E60055-E60075)

RM3-7619-000CN (E60155-E60175)

See the Repair Service Manual for this product.

57.00.02 Fan failure

Cartridge lower fan (FM4) error.

Recommended action for customers

See this support document: [HP LaserJet Enterprise, HP PageWide Enterprise - 57.00.xx Errors](#)

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, then on.
2. Check the cartridge lower fan FM4.
 - a. Remove and reconnect (J6405) on the cartridge lower fan.
 - b. Remove and reconnect (J16) on the DC controller PCA.
 - c. If the error persists, replace the cartridge lower fan FM4.

Part number: RK2-8946-000CN

3. If the error persists, replace the DC controller.

DC Controller part numbers:

RM2-9483-000CN (M607-M609, E60055-E60075)

RM3-7619-000CN (E60155-E60175)

See the Repair Service Manual for this product.

57.00.03 Fan failure

Duplex fan FM2 failure.

Recommended action for customers

See this support document: [HP LaserJet Enterprise, HP PageWide Enterprise - 57.00.xx Errors](#)

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, then on.
2. Check the duplex fan in the rear door sub assembly.
 - a. Remove and reconnect (J13L) on door assembly and connector (J13) on the DC controller PCA.
 - b. If the error persists, replace the door assembly which contains the duplex fan FM2.

Rear door (LCD Simplex) part number: RM2-1249-000CN

Rear door part number: RM2-6746-000CN

For instructions: See the Repair Service Manual for this product.

3. If the error persists, replace the DC controller.

DC Controller part numbers:

RM2-9483-000CN (M607-M609, E60055-E60075)

RM3-7619-000CN (E60155-E60175)

See the Repair Service Manual for this product.

57.00.04 Fan failure

Scanner fan FM1 failure.

Recommended action for customers

See this support document: [HP LaserJet Enterprise, HP PageWide Enterprise - 57.00.xx Errors](#)

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, then on.
2. Check the scanner fan FM1.
 - a. Remove and reconnect (J6402) on the scanner fan.
 - b. Remove and reconnect (J211) on the DC controller PCA.
 - c. If the error persists, replace the scanner fan FM1.

Part number: RK2-8946-000CN

3. If the error persists, replace the DC controller.

DC Controller part numbers:

RM2-9483-000CN (M607-M609, E60055-E60075)

RM3-7619-000CN (E60155-E60175)

See the Repair Service Manual for this product.

58.WX.YZ error messages

58.* errors

Errors in the 58.* family indicate an electrical problem inside the printer.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Make sure the printer is connected to a dedicated power outlet and not to a surge protector or other type of extension cord.
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on.
2. Make sure the printer is connected to a dedicated power outlet and not to a surge protector or other type of extension cord.
3. Check all connections on the DC controller and the power supply. Trace the connections from the DC controller and power supply to the sensors and other components, and reseal them if necessary.
4. If the error persists, replace the DC controller or the power supply.

58.00.02 Error

Environmental sensor failure.

Recommended action for customers

1. Turn the printer off, and then on.

Note:

This error might be caused by source power related issues. Determine if the area where the printer is located has experienced brown outs or is subject to power quality issues.

2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.

Note:

This error might be caused by source power related issues. Determine if the area where the printer is located has experienced brown outs or is subject to power quality issues.

2. If the error persists, replace the environmental sensor.

Part number: RM2-9037-000CN

Note:

Before replacing any parts, ensure that the connections of the environment sensor (J4200) and connector (J16) on the DC controller PCA.

58.00.03 Error

DC controller failure.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. If the error persists, replace the DC controller PCA.

Note:

Before replacing any parts, ensure that all of the connections on the DC controller PCA are connected and securely seated.

DC Controller part numbers:

RM2-9483-000CN (M607-M609, E60055-E60075)

RM3-7619-000CN (E60155-E60175)

See the Repair Service Manual for this product.

58.00.04 Error

Low-voltage power supply unit malfunction.

Recommended action for customers

1. Turn the printer off, and then on.

Note:

This error might be caused by source power related issues. Determine if the area where the printer is located has experienced brown outs or is subject to power quality issues.

2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.

Note:

This error might be caused by source power related issues. Determine if the area where the printer is located has experienced brown outs or is subject to power quality issues.

2. Ensure the printer is plugged into a dedicated power outlet.
3. If the error persists, replace the low-voltage power supply (LVPS).

Note:

Before replacing any parts, ensure that connector J601 and J602 on the DC controller PCA are connected and securely seated.

110V LVPS part number: RM2-6797-000CN

For instructions: See the Repair Service Manual for this product.

220V LVPS part number: RM2-6798-000CN RM2-6798-010CN RM2-6798-010CN

For instructions: See the Repair Service Manual for this product.

58.01.04 Error

24V power supply error during operation.

During a regular printing operation the 24V power supply experienced an error.

Recommended action for customers

1. Turn the printer off, and then on.

Note:

This error might be caused by source power related issues. Determine if the area where the printer is located has experienced brown outs or is subject to power quality issues.

2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.

Note:

This error might be caused by source power related issues. Determine if the area where the printer is located has experienced brown outs or is subject to power quality issues.

2. Ensure the printer is plugged into a dedicated power outlet.
3. If the error persists, replace the low-voltage power supply (LVPS).

Note:

Before replacing any parts, ensure that all of the connections on the DC controller PCA are connected and securely seated.

110V LVPS part number: RM2-6797-000CN

For instructions: See the Repair Service Manual for this product.

220V LVPS part number: RM2-6798-000CN RM2-6798-010CN RM2-6798-010CN

For instructions: See the Repair Service Manual for this product.

58.02.04 Error

24V power supply error during printer power on or wake up.

During the printer power on, or when waking from a sleep mode, the printer experienced an error with the 24V power supply.

Recommended action for customers

1. Turn the printer off, and then on.

Note:

This error might be caused by source power related issues. Determine if the area where the printer is located has experienced brown outs or is subject to power quality issues.

2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.

Note:

This error might be caused by source power related issues. Determine if the area where the printer is located has experienced brown outs or is subject to power quality issues.

2. Ensure the printer is plugged into a dedicated power outlet.
3. If the error persists, replace the low-voltage power supply (LVPS).

Note:

Before replacing any parts, ensure that all of the connections on the DC controller PCA are connected and securely seated.

110V LVPS part number: RM2-6797-000CN

For instructions: See the Repair Service Manual for this product.

220V LVPS part number: RM2-6798-000CN RM2-6798-010CN RM2-6798-010CN

For instructions: See the Repair Service Manual for this product.

59.WX.YZ error messages

59.* errors

Errors in the 59.* family indicate a problem with one of the motors or with the lifter drive assembly for one of the trays.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on.
2. Check all connections on the main control board of the printer, (DC controller, Engine control board ECB) each motor, and to the paper feeder drive PCA (for an optional paper feeder). Reseat them if necessary.

59.00.00 Motor error

Tray lift motor M3 failure.

Recommended action for customers

[HP LaserJet Enterprise, HP PageWide Enterprise - 59.0X.YZ Errors](#)

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, then back on.
2. If the error persists, replace the lifter drive assembly.

Part number: RM2-6744-000CN

For instructions: See the Repair Service Manual for this product.

Important:

Notes should be added for onsite technician to check the connector J206 on the DC controller before replacing any parts. This is especially important if any previous parts have been replaced.

3. If the error persists after the motor has been replaced, replace the DC controller.

DC Controller part numbers:

RM2-9483-000CN (M607-M609, E60055-E60075)

RM3-7619-000CN (E60155-E60175)

See the Repair Service Manual for this product.

59.00.30 or 59.00.40: Fuser error

Fuser motor (M1) start up error or fuser motor (M1) rotational error.

Recommended action for customers

[HP LaserJet Enterprise, HP PageWide Enterprise - 59.0X.YZ Errors](#)

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, then back on.
2. Open the right door and remove the fuser. Rotate the fuser gears to ensure they move freely, if they do not move freely, replace the fuser.

CAUTION:

The fuser might be hot.

110V part number: RM2-1256-000CN

For instructions: See the Repair Service Manual for this product.

220V part number: RM2-1257-000CN RM2-1257-020CN RM2-1257-020CN

For instructions: See the Repair Service Manual for this product.

3. Test the fuser motor.
 - a. From the home screen on the printer control panel, touch “Support Tools”.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Components Test
 - c. Touch Fuser motor.
 - d. If the motor does not function correctly, ensure connector J204 on the DC controller PCA is securely and correctly seated.
 - e. Retest the fuser motor as needed.
 - f. If motor continues to fail, replace the fuser drive assembly.

Part number: RM2-6763-000CN

For instructions: See the Repair Service Manual for this product.

4. If the error persists after the motor has been replaced, replace the DC controller.

DC Controller part numbers:

RM2-9483-000CN (M607-M609, E60055-E60075)

RM3-7619-000CN (E60155-E60175)

See the Repair Service Manual for this product.

59.05.50 or 59.05.60

The printer experienced a drum motor (M2) error.

- **59.05.50** Drum motor startup abnormality.
- **59.05.60** Drum motor rotation abnormality.

Recommended action for customers

[HP LaserJet Enterprise, HP PageWide Enterprise - 59.0X.YZ Errors](#)

Recommended action for call-center agents

1. Turn the printer off.
2. Remove the toner cartridge and turn the printer on.
3. If the issue persists with the toner cartridge removed, replace the drum motor. If the error does not appear, replace the toner cartridge.

Check the part number on the installed toner cartridge to ensure the correct capacity cartridge is ordered.

Drum motor part number: RM2-9316-000CN

For instructions: See the Repair Service Manual for this product.

Recommended action for onsite technicians

1. Turn the printer off.
2. Remove the toner cartridge and turn the printer on.
3. Test the drum motor.
 - a. From the home screen on the printer control panel, touch “Support Tools”.
 - b. Open the following menus:
 - Troubleshooting
 - Diagnostic Tests
 - Components Test
 - c. Touch Drum motor.
 - d. If the motor does not function correctly, ensure connector J203 on the DC controller PCA is securely and correctly seated.
 - e. Retest the drum motor as needed.
 - f. If motor continues to fail, replace the drum motor assembly.

Drum motor part number: RM2-9316-000CN

See the Repair Service Manual for this product.

- g. If the drum motor does not fail, replace the toner cartridge.

Check the part number on the installed toner cartridge to ensure the correct capacity cartridge is ordered.

4. If the error persists after the motor has been replaced, replace the DC controller.

DC Controller part numbers:

RM2-9483-000CN (M607-M609, E60055-E60075)

RM3-7619-000CN (E60155-E60175)

See the Repair Service Manual for this product.

59.00.C0

The developer-disengagement motor experienced a rotational error.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents

1. Turn the printer off.
2. Remove the toner cartridge and turn the printer on.

If the message "install toner cartridge" appears without the 59 error, reinstall the toner cartridge.

3. If the error returns with the tone cartridge installed, try a new cartridge if available. If not replace the toner cartridge.

Note:

Check the part number on the installed toner cartridge to ensure the correct capacity cartridge is ordered.

4. If the error persists with a new toner cartridge, replace the Developing Drive Assembly.

Part number: RM2-6756-000CN

Recommended action for onsite technicians

1. Turn the printer off.
2. Remove the toner cartridge and turn the printer on.

If the message "install toner cartridge" appears without the 59 error, reinstall the toner cartridge.

3. If the error returns with the tone cartridge installed, try a new cartridge if available. If not replace the toner cartridge.

Note:

Check the part number on the installed toner cartridge to ensure the correct capacity cartridge is ordered.

4. Check connection J301 on the DC Controller.
5. Check the connection on the Developing Drive Assembly.
6. If the error persists, replace the Developing Drive Assembly (PS4850).

Part number: RM2-6756-000CN

(M607, M608, M608nk, M609, E60055-E60075, E60155-E60175) For instructions: See the Repair Service Manual for this product.

(MFP M631, M632, M633, E62555-E62575, E62655-E62675) For instructions: See the Repair Service Manual for this product.

60.00.0Y error messages

60.* errors

Errors in the 60.* family are related to one of the optional trays.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

Note:

You can determine the tray number from the last digit in the error number. For example:

- 60.00.02 or 60.01.02 = Tray 2
- 60.00.03 or 60.01.03 = Tray 3

1. Open the failing tray and remove all paper from the tray.
2. Close the tray to check if the error persists.

3. Reload the paper and test the printer.
4. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Use the Tray/Bin Manual Sensor test to verify that the sensors for each tray are functioning correctly.
2. Check all connectors on the paper feeder PCA.
3. Replace the optional paper feeder.

60.01.02

Tray 2 lifting error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

Note:

You can determine the tray number from the last digit in the error number. For example:

- 60.00.02 or 60.01.02 = Tray 2
 - 60.00.03 or 60.01.03 = Tray 3
1. Open the failing tray and remove all paper from the tray.
 2. Close the tray to check if the error persists.
 3. Reload the paper and test the printer.
 4. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Re-seat connector J206 on the DC Controller PCA.
2. If the error persists, replace the Lifter drive Assembly.

Part number: RM2-6744-000CN

For instructions: See the Repair Service Manual for this product.

3. If the error persists, replace the DC Controller PCA .

DC Controller part numbers:

RM2-9483-000CN (M607-M609, E60055-E60075)

RM3-7619-000CN (E60155-E60175)

See the Repair Service Manual for this product.

60.01.03

Tray 3 lifting error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

Note:

You can determine the tray number from the last digit in the error number. For example:

- 60.00.02 or 60.01.02 = Tray 2
 - 60.00.03 or 60.01.03 = Tray 3
1. Open the failing tray and remove all paper from the tray.
 2. Close the tray to check if the error persists.
 3. Reload the paper and test the printer.
 4. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Re-seat connector on the Feeder Controller/HCI Controller PCA assembly from the lifter drive assembly.
2. If the error persists, replace the Lifter drive Assembly based on the input tray.

Parts		
Part Name	Part Number	Instructions link
1x550 Input tray lifter drive assembly M3601	RM2-0874-000CN	For instructions: See the Repair Service Manual for this product.
1x550 Envelope feeder lifter drive assembly M3601	RM2-0874-000CN	For instructions: See the Repair Service Manual for this product.

Parts		
Part Name	Part Number	Instructions link
2100 Sheet Feeder Lifter Drive Assembly (M3401)	RM2-1162-000CN	

3. If the error persists, replace the Feeder Controller PCA Assembly.

Parts		
Part Name	Part Number	Instructions link
1x550 Input Tray Feeder Controller PCA Assembly	RM2-8867-000CN	For instructions: See the Repair Service Manual for this product.
1x550 Envelope Feeder Controller PCA Assembly	RM2-8885-000CN	For instructions: See the Repair Service Manual for this product.
2100 Sheet Feeder HCI Controller PCA Assembly	RM2-8917-000CN	For instructions: See the Repair Service Manual for this product.

60.01.04

Tray 4 lifting error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

Note:

You can determine the tray number from the last digit in the error number. For example:

- 60.00.02 or 60.01.02 = Tray 2
 - 60.00.03 or 60.01.03 = Tray 3
1. Open the failing tray and remove all paper from the tray.
 2. Close the tray to check if the error persists.
 3. Reload the paper and test the printer.
 4. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Re-seat connector on the Feeder Controller/HCI Controller PCA assembly from the lifter drive assembly.
2. If the error persists, replace the Lifter drive Assembly based on the input tray.

Parts		
Part Name	Part Number	Instructions link
1x550 Input tray lifter drive assembly M3601	RM2-0874-000CN	For instructions: See the Repair Service Manual for this product.
1x550 Envelope feeder lifter drive assembly M3601	RM2-0874-000CN	For instructions: See the Repair Service Manual for this product.
2100 Sheet Feeder Lifter Drive Assembly (M3401)	RM2-1162-000CN	

3. If the error persists, replace the Feeder Controller PCA Assembly.

Parts		
Part Name	Part Number	Instructions link
1x550 Input Tray Feeder Controller PCA Assembly	RM2-8867-000CN	For instructions: See the Repair Service Manual for this product.
1x550 Envelope Feeder Controller PCA Assembly	RM2-8885-000CN	For instructions: See the Repair Service Manual for this product.
2100 Sheet Feeder HCI Controller PCA Assembly	RM2-8917-000CN	For instructions: See the Repair Service Manual for this product.

60.01.05

Tray 5 lifting error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

Note:

You can determine the tray number from the last digit in the error number. For example:

- 60.00.02 or 60.01.02 = Tray 2
- 60.00.03 or 60.01.03 = Tray 3

1. Open the failing tray and remove all paper from the tray.
2. Close the tray to check if the error persists.
3. Reload the paper and test the printer.
4. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Re-seat connector on the Feeder Controller/HCI Controller PCA assembly from the lifter drive assembly.
2. If the error persists, replace the Lifter drive Assembly based on the input tray.

Parts		
Part Name	Part Number	Instructions link
1x550 Input tray lifter drive assembly M3601	RM2-0874-000CN	For instructions: See the Repair Service Manual for this product.
1x550 Envelope feeder lifter drive assembly M3601	RM2-0874-000CN	For instructions: See the Repair Service Manual for this product.
2100 Sheet Feeder Lifter Drive Assembly (M3401)	RM2-1162-000CN	

3. If the error persists, replace the Feeder Controller PCA Assembly.

Parts		
Part Name	Part Number	Instructions link
1x550 Input Tray Feeder Controller PCA Assembly	RM2-8867-000CN	For instructions: See the Repair Service Manual for this product.
1x550 Envelope Feeder Controller PCA Assembly	RM2-8885-000CN	For instructions: See the Repair Service Manual for this product.
2100 Sheet Feeder HCI Controller PCA Assembly	RM2-8917-000CN	For instructions: See the Repair Service Manual for this product.

60.01.06

Tray 6 lifting error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

Note:

You can determine the tray number from the last digit in the error number. For example:

- 60.00.02 or 60.01.02 = Tray 2
 - 60.00.03 or 60.01.03 = Tray 3
1. Open the failing tray and remove all paper from the tray.
 2. Close the tray to check if the error persists.
 3. Reload the paper and test the printer.
 4. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Re-seat connector on the Feeder Controller/HCI Controller PCA assembly from the lifter drive assembly.
2. If the error persists, replace the Lifter drive Assembly based on the input tray.

Parts		
Part Name	Part Number	Instructions link
1x550 Input tray lifter drive assembly M3601	RM2-0874-000CN	For instructions: See the Repair Service Manual for this product.
1x550 Envelope feeder lifter drive assembly M3601	RM2-0874-000CN	For instructions: See the Repair Service Manual for this product.
2100 Sheet Feeder Lifter Drive Assembly (M3401)	RM2-1162-000CN	

3. If the error persists, replace the Feeder Controller PCA Assembly.

Parts		
Part Name	Part Number	Instructions link
1x550 Input Tray Feeder Controller PCA Assembly	RM2-8867-000CN	For instructions: See the Repair Service Manual for this product.
1x550 Envelope Feeder Controller PCA Assembly	RM2-8885-000CN	For instructions: See the Repair Service Manual for this product.

Parts		
Part Name	Part Number	Instructions link
2100 Sheet Feeder HCI Controller PCA Assembly	RM2-8917-000CN	For instructions: See the Repair Service Manual for this product.

62.WX.YZ error messages

62.* errors

Errors in the 62.* family indicate a problem with the print engine.

Recommended action for customers

1. Turn the printer off, and then on.
2. Upgrade the firmware.

Go to [HP FutureSmart - Latest Firmware Versions](#).

3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on.
2. Check all connectors on the formatter. Reseat them if necessary.
3. Upgrade the printer firmware.
4. If the error persists print the event log from the control panel, or access it from the HP Embedded Web Server (EWS), then elevate the case using the Standard Support Process.

Note:

To access the EWS, open a Web browser, and in the address line, enter the printer IP address.

62.00.00 No system To continue turn off then on

The printer experienced an internal system failure.

Recommended action

1. Turn the printer off, then on.
2. If the error persists, reload the firmware. If the error still persists, perform a firmware upgrade.
3. If the firmware upgrade does not resolve the problem, replace the hard disk.

Part number (new): B5L29A

For instructions: See the Repair Service Manual for this product.

Part number (service): B5L29-67903

For instructions: See the Repair Service Manual for this product.

65.X0.AZ error messages

65.X0.A1 Output accessory disconnected

An external paper handling accessory connection has been interrupted.

Recommended action

1. Turn the printer off.
2. Make sure that all packing materials have been removed from the paper handling accessory.
3. Check the paper path for obstructions, or jammed paper.
4. Check the accessory cable connection.
5. Turn the printer on. If the error persists, replace the accessory.

66.WX.YZ error messages

66.* errors

Errors in the 66.* family are related to output accessories.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, contact your HP-authorized service or support provider, or contact HP support at www.hp.com/go/contactHP.

1. Turn the printer off, and then on.
2. Verify the output accessory is correctly connected to the printer.

3. If the error persists, replace the output accessory.

66.60.32 Device failure

The multi-bin mail box experienced a main tray issue.

Recommended action for customers

1. Check the output device for any paper jams or obstructions. Clear paper jams and debris as needed.
2. Turn the printer off, and then on.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Check the output device for any paper jams or obstructions. Clear paper jams and debris as needed.
2. Turn the printer off, and then on.
3. If the error persists, replace the lower paper feed assembly.

Part number: RM2-1043-000CN

For instructions: See the Repair Service Manual for this product.

66.70.YZ Device failure

An external paper handling accessory error has occurred.

- **66.70.41** Internal memory overflow for nvram operation
- **66.70.50** System error (FW error)
- **66.70.70** Communication error (Page_Info received during FLUSH sequence)
- **66.70.72** Delivery notice error
- **66.70.74** Checking paper path start in PDLV
- **66.70.75** Flush request in flush
- **66.70.76** Non Flush_Complete

Recommended action for customers

1. Check the output device for any paper jams or obstructions. Clear paper jams and debris as needed.
2. Turn the printer off, and then on.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Check the output device for any paper jams or obstructions. Clear paper jams and debris as needed.
2. Turn the printer off, and then on.
3. If the error persists, replace the mailbox controller PCA assembly.

Part number: RM2-8717-000CN

For instructions: See the Repair Service Manual for this product.

66.80.01 and 66.80.02 Device failure

An external paper handling accessory error has occurred.

- **66.80.01** Y-align malfunction
- **66.80.02** Jogger malfunction

Recommended action for customers

1. Check the output device for any paper jams or obstructions. Clear paper jams and debris as needed.
2. Turn the printer off, and then on.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Check the output device for any paper jams or obstructions. Clear paper jams and debris as needed.
2. Turn the printer off, and then on.
3. If the error persists, replace the jog assembly.

Part number: RM2-1066-000CN

For instructions: See the Repair Service Manual for this product.

66.80.03 and 66.80.35 Device failure

An external paper handling accessory error has occurred.

- **66.80.03** Stapler malfunction
- **66.80.35** Self priming malfunction

Recommended action for customers

1. Check the output device for any paper jams or obstructions. Clear paper jams and debris as needed.

2. Remove the staple cartridge and check for jammed staples. Clear all jammed staples.
3. Turn the printer off, and then on.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Check the output device for any paper jams or obstructions. Clear paper jams and debris as needed.
2. Remove the staple cartridge and check for jammed staples. Clear all jammed staples.
3. Turn the printer off, and then on.
4. If the error persists, replace the stapler.

Part number: RK2-8148-000CN

For instructions: See the Repair Service Manual for this product.

66.80.17 Device failure

An external paper handling accessory error has occurred.

- **66.80.17** Fan malfunction

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. If the error persists, replace the fan.

Part number: RK2-8153-000CN

For instructions: See the Repair Service Manual for this product.

66.80.21, 66.80.22, 66.80.23, and 66.80.33 Device failure

An external paper handling accessory error has occurred.

- **66.80.21** Lift up malfunction
- **66.80.22** Lift down malfunction
- **66.80.23** Lift sensor malfunction

- **66.80.33** Alienation malfunction

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. If the error persists, replace the upper paper feed assembly..

Part number: RM2-1051-000CN

For instructions: See the Repair Service Manual for this product.

66.80.77 and 66.80.0A Device failure

An external paper handling accessory error has occurred.

- **66.80.77** Internal communication failure
- **66.80.0A** STOP_CONTROL timeout error

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. If the error persists, replace the mailbox controller PCA assembly.

Part number: RM2-8717-000CN

For instructions: See the Repair Service Manual for this product.

70.WX.YZ error messages

70.* errors

Messages in the 70.* family indicate a problem with the DC controller or Main board PCA (ECB) depending on your printer.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on.
2. Replace the DC controller or the Main board PCA (ECB) as needed.

70.00.00 Error To continue turn off then on

DC controller failure.

Recommended action

1. Turn the printer off, and then on.
2. If the error persists, replace the DC controller.

DC Controller part numbers:

RM2-9483-000CN (M607-M609, E60055-E60075)

RM3-7619-000CN (E60155-E60175)

See the Repair Service Manual for this product.

80.WX.YZ, 81.WX.YZ, 82.WX.YZ error messages

80.0X.YZ Embedded Jetdirect Error

An Embedded HP JetDirect print server critical error has occurred.

- 80.01.80 (event log) No heartbeat
- 80.01.81 (event log) Reclaim time-out
- 80.01.82 (event log) Invalid data length
- 80.01.8B (event log) Invalid max outstanding packet header field
- 80.01.8C (event log) Invalid channel mapping response
- 80.03.01 (event log) No PGP buffers
- 80.03.02 (event log) Channel table full

- 80.03.03 (event log) Producer index not reset
- 80.03.04 (event log) Consumer index not reset
- 80.03.05 (event log) Queue position size too small
- 80.03.06 (event log) Transport overflow
- 80.03.07 (event log) No overflow packets
- 80.03.08 (event log) Invalid identify response
- 80.03.09 (event log) Invalid channel map return status
- 80.03.10 (event log) Invalid reclaim return status
- 80.03.12 (event log) Datagram invalid buffer
- 80.03.13 (event log) Max stream channels
- 80.03.14 (event log) Max datagram channels
- 80.03.15 (event log) Card reset failed
- 80.03.16 (event log) Self-test failure
- 80.03.17 (event log) Unknown PGP packet
- 80.03.18 (event log) Duplicate I/O channel

Recommended action

1. Turn the printer off, and then on.
2. Remove the RJ45 cable.
3. Turn the printer off, and then on.
4. Reconnect the RJ45 cable. If the error is present only with RJ45 cable connected, have the customer try another cable or check the network settings.
5. If the error persists, replace the formatter.

M698X/M609X part number: K0Q14-60001

For instructions: See the Repair Service Manual for this product.

All other models part number: K0Q14-60002

For instructions: See the Repair Service Manual for this product.

81.WX.YZ EIO Error To continue turn off then on

An external I/O card has failed on the printer.

Recommended action

1. Turn the printer off, and then on.
2. Remove the RJ45 cable.
3. Turn the printer off, and then on.

4. Reconnect the RJ45 cable. If the error is present only with RJ45 cable connected, have the customer try another cable or check the network settings.
5. If the error persists, replace the formatter.

M698X/M609X part number: K0Q14-60001

For instructions: See the Repair Service Manual for this product.

All other models part number: K0Q14-60002

For instructions: See the Repair Service Manual for this product.

82.73.46, 82.73.47

A hard disk or compact flash disk cleaning failed. This error is usually caused by a failure of the disk hardware.

Recommended action

1. Turn the printer off, and then on.
2. Use the `Format Disk` item in the Preboot menu.
3. Reload the firmware.

90.WX.YZ error messages

90.* errors

Errors in the 90.* family are related to the control panel.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off by holding down the power button for at least 10 seconds.
2. Check the connectors on the control panel. Reseat them if necessary.
3. Turn the printer on. If the status LED on the formatter is yellow instead of green, the control panel might be defective. Replace the control panel.

90.15.00

The video interface has been detected.

Communication with the control panel has been detected.

This message is a normal part of booting up and establishing communication with the control panel.

Recommended action

No action necessary.

90.15.01

The video interface has **NOT** been detected.

Communication with the control panel has not been established in the expected time frame. The control panel likely will not display correctly.

Recommended action

1. Turn the printer off, and then on.
2. Turn the printer off by holding down the power button for at least 10 seconds.
3. Ensure that the control panel connectors on control panel are correctly seated.
4. Turn the printer on. If formatter status LED is yellow, the control panel may be defective.
5. Replace the control panel.

Control panel (n/dn moods only) part number: 5851-7253 5851-7975 5851-7975

For instructions: See the Repair Service Manual for this product.

Control panel (x moods only) part number: 5851-7252

For instructions: See the Repair Service Manual for this product.

98.0X.0Y error messages

98.00.01 or 98.01.00 Corrupt data in firmware volume

Data corruption has occurred in the firmware volume.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Download and install the latest firmware.

Go to [HP FutureSmart - Latest Firmware Versions](#).

3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Use the Format Disk item in the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

3. Reload the firmware.

Go to: [HP FutureSmart - Latest Firmware Versions](#)

98.00.02 Corrupt data in the solutions volume

Data corruption has occurred in the solutions volume.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Download and install the latest firmware.

Go to [HP FutureSmart - Latest Firmware Versions](#).

3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Use the Format Disk item in the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

3. Reload the firmware.

Go to: [HP FutureSmart - Latest Firmware Versions](#)

98.00.03 Corrupt data in the configuration volume

Data corruption has occurred in the configuration volume.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Download and install the latest firmware.

Go to [HP FutureSmart - Latest Firmware Versions](#).

3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Download the firmware again, and then attempt the upgrade again.

Go to: [HP FutureSmart - Latest Firmware Versions](#)

3. Use the Format Disk item in the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

4. Reload the firmware.

Go to: [HP FutureSmart - Latest Firmware Versions](#)

98.00.04 Corrupt data in the job data volume

Data corruption has occurred in the job data volume.

Recommended action

1. Turn the printer off, and then on.
2. Make sure the printer is running the most current version of firmware.

Go to [HP FutureSmart - Latest Firmware Versions](#).

3. Rerun the file erase function.
4. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

98.03.11

Partition manager error

Machine Data partition lost all data.

Recommended action

1. Turn the printer off, and then on.
2. Ensure the firmware is the latest version.
3. Reinstall the firmware.

99.WX.YZ error messages

99.* errors

Errors in the 99.* family are related to the firmware upgrade process.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Make sure the connection to the network is good, and then try the firmware upgrade again.
2. If the error persists, try using the USB upgrade method.

For more information, go to [HP Enterprise, HP Managed - Update the printer firmware](#).

3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Make sure the connection to the network is good, and then try the upgrade again.
2. Try using the USB upgrade method.
3. If the error persists, run the Format Disk process from the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

4. If the error persists, replace the hard disk drive.

Note:

Do NOT replace the formatter board, it will not resolve the issue.

99.00.01 Upgrade not performed file is corrupt

A remote firmware upgrade (RFU) was not performed.

This is a CRC error in the firmware image (bad image).

Recommended action

Download the firmware upgrade file, and then attempt the upgrade again.

Go to: [HP FutureSmart - Latest Firmware Versions](#)

99.00.02 Upgrade not performed timeout during receive

A remote firmware upgrade (RFU) was not performed.

The issue is an I/O timeout when reading the header number and size. It indicates a problem with the network environment, not the product.

Recommended action

The most common cause is an issue with the network environment.

1. Make sure that there is a good network connection to the product, and then attempt the firmware upgrade again.

Note:

If the upgrade is being performed over the network, check the link light on the ethernet connection on the printer formatter. Make sure that one light is solid and the other is blinking, which signals that data is passing over the ethernet connection. This is an indication of a good physical connection.

2. If the error persists, use the USB upgrade method.

For more information, go to [HP Enterprise, HP Managed - Update the printer firmware](#).

99.00.03 Upgrade not performed error writing to disk

A remote firmware upgrade (RFU) was not performed.

This is a disk error. It might indicate a problem or a hard disk drive failure. It might be necessary to check the connection to the hard disk drive or replace the hard disk drive.

Recommended action

1. Download the RFU file, and then attempt the upgrade again.
2. If the error persists, run the Clean Disk process from the Preboot menu. You will need to download the firmware from the Preboot menu.
3. If the error persists, replace the hard disk drive.

320 HDD part number: 5851-6712

For instructions: See the Repair Service Manual for this product.

Secure HDD part number (new): B5L29A

For instructions: See the Repair Service Manual for this product.

Secure HDD part number (service): B5L29-67903

For instructions: See the Repair Service Manual for this product.

99.00.04 Upgrade not performed timeout during receive

A remote firmware upgrade (RFU) was not performed.

The issue is an I/O timeout when reading the header.

The most common cause is an issue with the network environment.

Recommended action

1. Make sure that there is a good network connection to the product, and then attempt the firmware upgrade again.

Note:

If the upgrade is being performed over the network, check the link light on the ethernet connection on the printer formatter. Make sure that one light is solid and the other is blinking, which signals that data is passing over the ethernet connection. This is an indication of a good physical connection.

2. If the error persists, use the USB upgrade method.

For more information, go to [HP Enterprise, HP Managed - Update the printer firmware](#).

99.00.05 Upgrade not performed timeout during receive

A remote firmware upgrade (RFU) was not performed.

The issue is an I/O timeout when reading image data.

The most common cause is an issue with the network environment.

Recommended action

1. Make sure that there is a good network connection to the product, and then attempt the firmware upgrade again.

Note:

If the upgrade is being performed over the network, check the link light on the ethernet connection on the printer formatter. Make sure that one light is solid and the other is blinking, which signals that data is passing over the ethernet connection. This is an indication of a good physical connection.

2. If the error persists, use the USB upgrade method.

For more information, go to [HP Enterprise, HP Managed - Update the printer firmware](#).

99.00.06 Upgrade not performed error reading upgrade

A remote firmware upgrade (RFU) was not performed.

This is an unexpected read error when reading the header number and size.

Recommended action

1. Download the RFU file, and then attempt the upgrade again.
2. If the error persists, replace the hard disk drive.

320 HDD part number: 5851-6712

For instructions: See the Repair Service Manual for this product.

Secure HDD part number (new): B5L29A

For instructions: See the Repair Service Manual for this product.

Secure HDD part number (service): B5L29-67903

For instructions: See the Repair Service Manual for this product.

99.00.07 Upgrade not performed error reading upgrade

A remote firmware upgrade (RFU) was not performed.

This is an unexpected read error when reading the rest of the header.

Recommended action

1. Download the RFU file, and then attempt the upgrade again.
2. If the error persists, replace the hard disk drive.

320 HDD part number: 5851-6712

For instructions: See the Repair Service Manual for this product.

Secure HDD part number (new): B5L29A

For instructions: See the Repair Service Manual for this product.

Secure HDD part number (service): B5L29-67903

For instructions: See the Repair Service Manual for this product.

99.00.08 Upgrade not performed error reading upgrade

A remote firmware upgrade (RFU) was not performed.

This is an unexpected read error when reading image data.

Recommended action

1. Download the RFU file, and then attempt the upgrade again.
2. If the error persists, replace the hard disk drive.

320 HDD part number: 5851-6712

For instructions: See the Repair Service Manual for this product.

Secure HDD part number (new): B5L29A

For instructions: See the Repair Service Manual for this product.

Secure HDD part number (service): B5L29-67903

For instructions: See the Repair Service Manual for this product.

99.00.09 Upgrade canceled by user

A remote firmware upgrade (RFU) was not performed.

The RFU was canceled.

Recommended action

Resend the remote firmware upgrade (RFU).

99.00.10 Upgrade canceled by user

A remote firmware upgrade (RFU) was not performed.

The RFU was canceled when reading the header number and size.

Recommended action

Resend the remote firmware upgrade (RFU).

99.00.11 Upgrade canceled by user

A remote firmware upgrade (RFU) was not performed.

The RFU was canceled when reading the rest of the header, after reading the header number and size.

Recommended action

Resend the remote firmware upgrade (RFU).

99.00.12 Upgrade not performed the file is invalid

A remote firmware upgrade (RFU) was not performed.

The header number is 1, but the header size does not match version 1 size.

Recommended action

1. Download the remote firmware upgrade (RFU) file again.

Make sure that you download the file for the correct printer model.

Go to [HP FutureSmart - Latest Firmware Versions](#).

2. Resend the RFU.

99.00.13 Upgrade not performed the file is invalid

A remote firmware upgrade (RFU) was not performed.

The header number is 2, but the header size does not match version 2 size.

Recommended action

1. Download the remote firmware upgrade (RFU) file again.

Make sure that you download the file for the correct printer model.

Go to [HP FutureSmart - Latest Firmware Versions](#).

2. Resend the RFU.

99.00.14 Upgrade not performed the file is invalid

A remote firmware upgrade (RFU) was not performed.

The file is invalid.

Recommended action

1. Download the remote firmware upgrade (RFU) file again.

Make sure that you download the file for the correct printer model.

Go to [HP FutureSmart - Latest Firmware Versions](#).

2. Resend the RFU.

99.00.2X

There is a compatibility issue with the firmware. The specific message varies depending on the cause, but the solution for each message is the same.

- **99.00.20** (event log) The bundle is not for this printer.
- **99.00.21** (event log) The bundle is not signed with the correct signature, or the signature is invalid.
- **99.00.22** (event log) The bundle header version is not supported by this firmware.
- **99.00.23** (event log) The package header version is not supported by this firmware.
- **99.00.24** (event log) The format of the bundle is invalid.
- **99.00.25** (event log) The format of the package is invalid.
- **99.00.26** (event log) A CRC32 check did not pass.
- **99.00.27** (event log) An I/O error occurred while downloading the bundle.

Recommended action for customers

Download the correct firmware file from www.hp.com, and then re-send the firmware upgrade.

Recommended action for call agents and service technicians

99.00.27 only:

1. Turn the printer off, and then on.
2. Re-send the firmware upgrade.
3. If the error persists, try installing the upgrade by another method (USB or Embedded Web Server).

99.01.xx

A firmware install error has occurred.

The specific message varies depending on the cause, but the solution for each message is the same.

- 99.01.00
- 99.01.10
- 99.01.20
- 99.01.21

Recommended action

Reload the firmware.

99.02.01

Firmware installation was successful.

Recommended action

No action necessary.

99.02.09

Firmware upgrade cancelled by user.

Recommended action

No action necessary.

99.09.60 Unsupported disk

This is a Preboot menu error.

The hard disk currently installed is not recognized or supported by the printer.

Recommended action

Install the correct hard disk for this printer.

Do NOT replace the formatter board, it will not resolve this.

99.09.61 Unsupported disk

The hard disk drive installed is not support in this printer.

The hard disk drive (HDD) is not encrypted and the printer is configured for an encrypted HDD.

Recommended action

Note:

Do NOT replace the formatter board, it will not resolve this error.

Access the Preboot menu, and then select Lock Disk to lock the disk.

- a. Access the Preboot menu
- b. Turn the product on.
- c. Touch the HP logo that displays in the center of the touchscreen until the Preboot menu item opens.
- d. Use the arrow buttons on the touchscreen to navigate the Preboot menu.
- e. Touch the OK button to select a menu item.

99.09.62 Unknown disk

This error indicates that there is an encryption mismatch between the HDD and the formatter.

This typically happens because an HDD was swapped into a device from another device.

Recommended action

Note:

Do NOT replace the formatter board, it will not resolve this error.

1. Use the Preboot menu to unlock the disk.
 - a. Access the Preboot menu
 - b. Turn the product on.
 - c. Touch the HP logo that displays in the center of the touchscreen until the Preboot menu item opens.
 - d. Use the arrow buttons on the touchscreen to navigate the Preboot menu.

- e. Touch the OK button to select a menu item.
2. If a disk is to be reused in a different product, execute the Erase and Unlock procedure from the Preboot menu, and then reload the firmware.
 - a. From the Preboot menu, open the following menus:
 - Administration (select 3)
 - Manage Disks (select 6)
 - Boot Device (select 6)
 - Erase / Unlock (select 2)
3. If the previous steps did not resolve the issue, replace the hard disk drive.

99.09.63 Incorrect disk

Expected encrypted hard disk drive is not present.

This is expected behavior when installing a new hard disk drive in a device where the previous hard disk drive was encrypted.

Recommended action

Follow the procedure to load firmware on a new hard disk drive, and then lock the disk to this printer.

Do NOT replace the formatter board, it will not resolve this.

For instructions on accessing the Preboot menu, see this document: [HP LaserJet Enterprise M604, M605, M606 and HP Color LaserJet Enterprise M552, M553 - Pre-boot menu options.](#)

99.09.64 Disk Nonfunctional

A fatal hard disk drive failure has occurred.

Recommended action

1. Determine if the hard disk drive needs to be replaced.
2. Ask if the customer is using eMMC as a temporary mass storage solution is an option (eMMC must be present).
3. Instruct the customer to enable eMMC from the preboot menus.
4. Turn the printer off.
5. Inform the customer that the broken hard disk drive must be removed to continue.
6. Turn the printer on. The boot sequence is expected to stop at 99.39.67 eMMC Not Bootable error.
7. Provide instructions to download firmware (This will automatically download to eMMC).
8. During the download to eMMC, the firmware will clear the data migration bit.
9. If the error persists, replace the hard disk drive.

320 HDD part number: 5851-6712

For instructions: See the Repair Service Manual for this product.

Secure HDD part number (new): B5L29A

For instructions: See the Repair Service Manual for this product.

Secure HDD part number (service): B5L29-67903

For instructions: See the Repair Service Manual for this product.

Do NOT replace the formatter board, it will not resolve this.

99.09.65 Disk data error

Disk data corruption has occurred.

Recommended action

Note:

Do NOT replace the formatter board, it will not resolve this error.

Use the Format Disk procedure from the Preboot menu, and then resend the remote firmware upgrade (RFU).

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

99.09.66 No boot device.

A hard disk drive or eMMC is not installed in the printer.

Recommended action

1. Determine the customer's intended boot device (hard disk drive or eMMC).
2. Install a compatible hard disk drive or eMMC.
3. If a compatible hard disk drive or eMMC is installed, re-seat the hard disk drive or eMMC to make sure that it is connected correctly.
4. If the error persists, replace the hard disk drive or eMMC.

320 HDD part number: 5851-6712

For instructions: See the Repair Service Manual for this product.

Secure HDD part number (new): B5L29A

For instructions: See the Repair Service Manual for this product.

Secure HDD part number (service): B5L29-67903

For instructions: See the Repair Service Manual for this product.

eMMC Kit part number: 5851-6436

For instructions: See the Repair Service Manual for this product.

Note:

Device is unusable until a new boot device is installed.

Do NOT replace the formatter board, it will not resolve this.

99.09.67 Disk is not bootable please download firmware

There is no firmware installed on the hard disk drive or eMMC. This is usually the result of installing a new hard disk drive or performing a Clean Disk procedure from the Preboot menu.

Recommended action

1. Press any button to continue to the main Preboot menu.
2. Press the Help button to see the help text for the error.
3. Select the Administration menu.

Note:

If there is a password assigned to the administrator, a prompt to enter the printer displays. Enter the password to proceed.

4. Select the Download item, and then download the latest firmware. The user can now download a new firmware bundle to the printer.
5. If the download fails to the hard disk drive, complete the following:
 - a. Determine if the hard disk drive needs to be replaced.
 - b. Ask if the customer is using eMMC as a temporary mass storage solution is an option (eMMC must be present).
 - c. Instruct the customer to enable eMMC from the Preboot menus.
 - d. Turn the printer off.
 - e. Inform the customer that the broken hard disk drive must be removed to continue.

- f. Turn the printer on. The boot sequence is expected to stop at 99.39.67 eMMC Not Bootable.
- g. Provide instructions to download firmware (This will automatically download to eMMC).
- h. During the download to eMMC, the firmware will clear the data migration bit.
- i. Replace the hard disk drive or eMMC as needed.

320 HDD part number: 5851-6712

For instructions: See the Repair Service Manual for this product.

Secure HDD part number (new): B5L29A

For instructions: See the Repair Service Manual for this product.

Secure HDD part number (service): B5L29-67903

For instructions: See the Repair Service Manual for this product.

eMMC Kit part number: 5851-6436

For instructions: See the Repair Service Manual for this product.

Do NOT replace the formatter board, it will not resolve this.

99.39.64 eMMC Nonfunctional

The eMMC is not functioning.

Recommended action

Replace the eMMC.

eMMC Kit part number: 5851-6436

For instructions: See the Repair Service Manual for this product.

Note:

The device is unusable until a new eMMC is installed.

Do NOT replace the formatter board, it will not resolve this.

99.39.67 eMMC Not Bootable

Data on the eMMC cannot be secured or encrypted.

When the hard disk drive is installed all data on the eMMC is automatically migrated to the hard disk drive and erased from the eMMC. As long as the hard disk drive is installed the eMMC is non-functional.

The customer passed the data migration and put the eMMC back in.

Recommended action

1. Download firmware to the eMMC.
2. If the download fails to eMMC, replace the eMMC.

eMMC Kit part number: 5851-6436

For instructions: See the Repair Service Manual for this product.

Do NOT replace the formatter board, it will not resolve this.

Note:

The device is unusable until a new eMMC is installed.

