

# HP LaserJet 4100 Series Printers - Numerical Error Messages

## Introduction [Top of Page](#)

This document describes numbered error messages that might appear on the control panel for the printer and its external devices. It elaborates on what the messages mean and provides possible actions to take. The messages are presented in numerical order. Be sure to read the exact text of the control panel message including the event message number and the text in order to locate the error message in this document.

## Understanding printer messages [Top of Page](#)

If an error message persists, take the following steps.

- If a message continues to request that a tray be loaded, or if a message indicates that a previous print job is still in the printer's memory, press GO to print or press CANCEL JOB to clear the job from the printer's memory.
- If a message persists after performing all of the recommended actions, contact an HP-authorized service or support provider (see the *User Guide* section on HP Customer Care Service and Support).

**NOTE:** Not all messages are described in this document (many are self-explanatory).

Some printer messages are affected by the Auto Continue and Clearable Warning settings from the Configuration Menu in the printer control panel (see "CLEARABLE WARNINGS=JOB" in the Configuration Menu section of the *User Guide*).

## Using the printer online help system

The printer features an online help system on the control panel that provides instructions for resolving most printer errors. Certain control panel messages alternate with instructions on accessing the online help system.

Whenever a question mark (?) appears in an error message, or the message alternates with FOR HELP PRESS THE ? KEY, press the right side of the ITEM key to navigate through a sequence of instructions.

**NOTE:** To exit the online help system, press either GO or SELECT.

## XX.YY Printer Error Press Go to Continue [Top of Page](#)

### Explanation

A printer error has occurred.

### Recommended action

Clear it by pressing GO on the printer control panel.

## 13.X Paper Jam [Location] [Top of Page](#)

## Explanation

Paper has either jammed in the printer or has been caught in a paper tray.

## Recommended action

In general, complete the following steps to clear a paper jam.

1. Open the top cover or tray indicated by the message.
2. Clear all paper from the area. If necessary, remove the toner cartridge, duplexer, or paper trays.
3. If the message persists, check for paper in all other areas.

**CAUTION: Ensure that all jammed paper is removed before closing the cover or tray.**

4. Open and close the top cover to clear the message.

For more detailed information on clearing paper jams, refer to the following procedures:

- [Click here for a graphic showing jam locations.](#)
- [Click here for information on clearing jams from top cover and toner cartridge areas.](#)
- [Click here for information on clearing jams from the optional envelope feeder.](#)
- [Click here for information on clearing jams from the input tray areas.](#)
- [Click here for information on clearing jams from the optional duplexer.](#)
- [Click here for information on clearing jams from the output areas.](#)
- [Click here for information on clearing jams from the fuser area.](#)

## 20 Insufficient Memory (Press Go to Continue) [Top of Page](#)

### Explanation

- The printer received more data than can fit in its available memory.
- Too many macros, soft fonts, or complex graphics might have been transferred.

### Recommended action

Press GO to print the transferred data (some data might be lost), and then simplify the print job or install additional memory. For additional information, see the Printer Memory and Expansion section in the *User Guide*.

## 21 Page Too Complex (Press Go to Continue) [Top of Page](#)

### Explanation

The data (dense text, rules, raster, or vector graphics) sent to the printer was too complex.

### **Recommended action**

Press GO to print the transferred data. (Some data might be lost.)

## **22 EIO X Buffer Overflow (Press Go to Continue)** [Top of Page](#)

### **Explanation**

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

### **Recommended action**

1. Press GO to clear the message. (Data will be lost.)
2. Check the host configuration.

## **22 Parallel I/O Buffer Overflow (Press Go to Continue)** [Top of Page](#)

### **Explanation**

- o Too much data was sent to the parallel port.
- o The printer driver might not be IEEE-1284 compliant. For best results, use an HP driver that came with the printer (see the Printer Drivers section in the *User Guide*).

### **Recommended action**

1. Check for a loose cable connection and be sure to use a high-quality cable (see the Ordering Information section in the *User Guide*). (Some non-HP parallel cables might be missing pin connections or might otherwise not conform to the IEEE-1284 specification.)
2. Press GO to clear the error message. (Data will be lost.)

## **40 EIO [X] Bad Transmission (Press Go to Continue)** [Top of Page](#)

### **Explanation**

The connection has been broken between the printer and the EIO card in the specified slot. (Data loss might occur in this situation.)

### **Recommended action**

Press GO to clear the error message and continue printing.

## 41.3 Unexpected Paper Size (Expected [Type][Size]) [Top of Page](#)

### Explanation

- The printer detected a paper size different than what it was expecting.
- This is typically caused if two or more sheets stick together in the printer, or if the paper tray is not properly adjusted.

### Recommended action

1. Reload the tray with the correct paper size.
2. Ensure that paper in the tray is loaded under the front and back tabs.
3. When printing from tray 1, verify that the correct paper size is selected in the control panel (see the Paper Handling Menu section in the *User Guide*).
4. When printing from tray 2, 3, or 4, verify that the three paper size adjustments on the paper tray have been made correctly (see the description of adjustments in the section on Loading Trays 2, 3, and 4 in the *User Guide*).
5. After performing the actions above, press GO. The page containing the error will automatically be reprinted if jam recovery is enabled. Or, press CANCEL JOB to clear the print job from the printer's memory.

## 41.X Printer Error (Cycle Power to Continue) [Top of Page](#)

### Explanation

A temporary printing error occurred.

### Recommended action

Press GO. The page containing the error will automatically be reprinted if jam recovery is enabled. If the error does not clear, turn the printer off, and then turn the printer on.

## 49.XX Printer Error (Cycle Power to Continue) [Top of Page](#)

### Explanation

A temporary printing error occurred.

### Recommended action

Press GO. The page containing the error will automatically be reprinted if jam recovery is enabled. If the error does not clear, turn the printer off and then turn the printer on.

## 50.X Fuser Error [Top of Page](#)

### **Explanation**

A fusing error has occurred.

### **Recommended action**

Turn the printer off and then on.

## **50.4 Printer Error (Cycle Power to Continue)** [Top of Page](#)

### **Explanation**

There is a problem with the power supply.

### **Recommended action**

1. Remove the printer from any UPS supplies, additional power supplies, or power strips. Plug the printer into a wall outlet and see if this resolves the problem.
2. If the printer is already plugged into a wall outlet, try another power source in the building that is independent of the one currently being used.
3. The line voltage and current source at the printer location might need to be inspected to ensure that it meets the printer's electrical specifications (see the Electrical Specifications section in the *User Guide*).

## **51.X Or 52.X Printer Error (Cycle Power to Continue)** [Top of Page](#)

### **Explanation**

A temporary printing error occurred.

### **Recommended action**

Turn the printer off, and then turn the printer on.

**NOTE:** For complete troubleshooting assistance, please click on the "find the nearest service center" link at the bottom of this document and contact HP.

## **53.XY.ZZ Printer Error** [Top of Page](#)

### **Explanation**

There is a problem with the printer's memory. The DIMM that caused the error will not be used. Values of x, y, and zz are as follows:

x=DIMM type

0=ROM

1=RAM

y=Device location

0=Internal memory (ROM or RAM)  
1 to 3=DIMM slots 1, 2, or 3  
zz=Error number

### **Recommended action**

- The specified DIMM might need to be replaced.
- Turn the printer off, and then replace the DIMM that caused the error.

## **54.1 Remove Sealing Tape (From Toner Cartridge)** [Top of Page](#)

### **Explanation**

The toner cartridge has been installed without removing the sealing tape.

### **Recommended action**

Open the printer's top cover and remove the toner cartridge. Pull the sealing tape tab to remove the strip. Reinstall the toner cartridge and close the top cover.

## **55.XX Printer Error (Cycle Power to Continue)** [Top of Page](#)

### **Explanation**

A temporary printing error occurred.

### **Recommended action**

Press GO. The page containing the error will automatically be reprinted if jam recovery is enabled. If the error does not clear, turn the printer off and then turn the printer on.

## **56.X Printer Error (Cycle Power to Continue)** [Top of Page](#)

### **Explanation**

A temporary printing error occurred.

### **Recommended action**

Turn the printer off, and then turn the printer on.

## **57.X Printer Error (Cycle Power to Continue)** [Top of Page](#)

### **Explanation**

A temporary printing error occurred.

### **Recommended action**

Turn the printer off, and then turn the printer on.

## **58.X Printer Error (Cycle Power to Continue)** [Top of Page](#)

### **Explanation**

A temporary printing error occurred.

### **Recommended action**

Turn the printer off, and then turn the printer on.

## **59.X Printer Error (Cycle Power to Continue)** [Top of Page](#)

### **Explanation**

A temporary printing error occurred.

### **Recommended action**

Turn the printer off, and then turn the printer on.

## **62.X Printer Error** [Top of Page](#)

### **Explanation**

There is a problem with the printer's memory. The x value refers to the location of the problem:

0=Internal memory

1 to 3=DIMM slots 1, 2, or 3

### **Recommended action**

The specified DIMM might need to be replaced.

## **64 Printer Error (Cycle Power)** [Top of Page](#)

### **Explanation**

A temporary printing error occurred.

### **Recommended action**

Turn the printer off, and then turn the printer on.

## **66.XX.XX Service Error (Check Cables and Cycle Power)** [Top of Page](#)

### **Explanation**

An error occurred in an external paper handling device.

### **Recommended action**

1. Turn the printer off.
2. Disconnect the cables to all external paper handling devices, and then reconnect them.
3. Turn the printer on.

## **68.X Permanent Storage Error (Check Settings)** [Top of Page](#)

### **Explanation**

An error occurred in the printer's permanent storage and one or more printer settings has been reset to its factory default.

### **Recommended action**

Print a configuration page and check the printer settings to determine which values have changed. [Click here for information on printing and interpreting a Configuration Page.](#)

## **68.X Permanent Storage Full** [Top of Page](#)

### **Explanation**

The printer's permanent storage is full. Some settings might have been reset to the factory defaults.

### **Recommended action**

1. Print a configuration page and check the printer settings to determine which values have changed. [Click here for information on printing and interpreting a Configuration Page.](#)
2. Hold down CANCEL JOB while turning the printer on. This will clean up the permanent storage by removing old areas that are not being used.

## **79 Service [XXXX] The Printer Detected An Error.** [Top of Page](#)

### **Explanation**

The printer has detected an error.

### **Recommended action**

1. Press CANCEL JOB to clear the print job from the printer memory. Turn the printer off, and then turn the printer on.
2. Try printing a job from a different program. If the job prints, go back to the first program and try printing a different file. (If the message only appears with a program or print job, contact the software vendor for assistance.)
3. If the message persists with different programs and print jobs, disconnect all cables to the printer that connect it to the network or printer. Turn the printer off. Remove all memory DIMMs or third-party DIMMs from the printer (see the *User Guide* section on Installing Memory).
4. Remove all EIO devices from the printer (see the *User Guide* section on Installing EIO Cards/Mass Storage). Turn the printer on. If the error no longer exists, install each DIMM and EIO device one at a time, making sure to turn the printer off and back on as each device is installed.
5. Replace the DIMM or EIO device if it causes the error.
6. Remember to reconnect all cables that connect the printer to the network or computer.

## 8X.YYYY EIO [Z] Error [Top of Page](#)

### Explanation

The EIO accessory in slot [z] has encountered a critical error. [z] description:

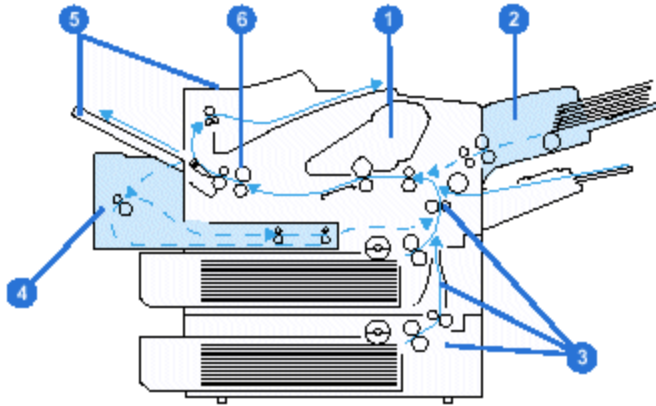
- 1=EIO slot 1 - The printer detected an error with the EIO accessory.
- 2=EIO slot 2 - The printer detected an error with the EIO accessory.
- 6=EIO slot 1 - The EIO accessory detected an error.
- 7=EIO slot 2 - The EIO accessory detected an error.

### Recommended action

1. Turn the printer off, and then turn the printer on.
2. Turn the printer off, reseal the EIO accessory in slot [z], and then turn the printer on.
3. Turn the printer off, remove the EIO accessory from slot [z], install it in a different EIO slot, and then turn the printer on.
4. Replace the EIO accessory in slot [z].
5. The EIO card may need to have the firmware upgraded. Contact your network administrator or [click here for troubleshooting and upgrade information](#)

## Locations where printer jams can occur [Top of Page](#)

**Figure 1: Paper jam locations**



**1-Top cover and toner cartridge area**

**2-Optional envelope feeder**

**3-Input tray areas**

**4-Optional duplexer**

**5-Output areas (top and rear)**

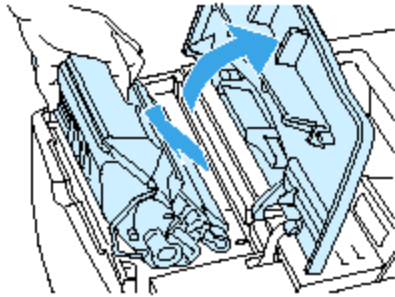
**6-Fuser area**

**NOTE:** Loose toner might remain in the printer after a paper jam and cause output quality problems. These should clear up within a few pages.

## Clearing jams from the top cover and toner cartridge areas [Top of Page](#)

1. Open the top cover and remove the toner cartridge.

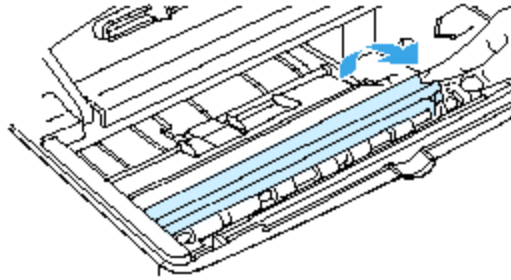
**Figure 1: Removing the toner cartridge**



**CAUTION:** To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes.

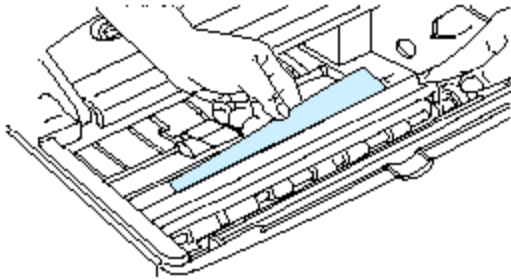
2. Use the green handle to lift the paper access plate.

**Figure 2: Lifting up the paper access plate**



3. Slowly pull the paper out of the printer. Do not tear the paper.

**Figure 3: Removing the jammed paper**



**NOTE:** If paper is difficult to remove, try clearing it from the input tray area. [Click here to see the section below on Clearing Jams from the Input Tray Areas.](#)

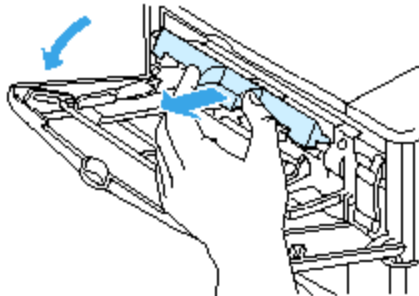
Avoid spilling loose toner. Using a dry, lint-free cloth, clean any loose toner that might have fallen into the printer.

If loose toner falls into the printer, it might cause temporary problems with print quality. Loose toner should clear from the paper path after a few pages are printed.

If toner gets on clothing, wipe it off with a dry cloth and wash clothing in cold water. (Hot water sets toner into fabric.)

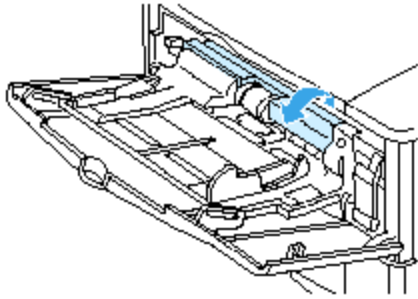
4. Open tray 1 and remove the entrance cover to check for additional jammed paper. If paper is present, remove it.

**Figure 4: Removing the entrance cover**



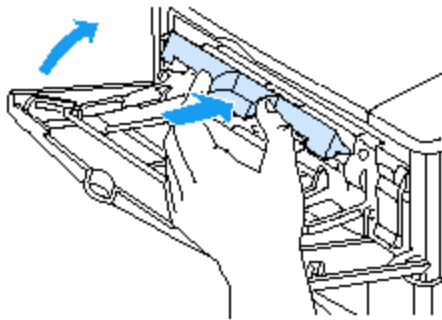
5. Rotate the paper guide to check for additional jammed paper. If paper is present, remove it.

**Figure 5: Rotating the paper guide**



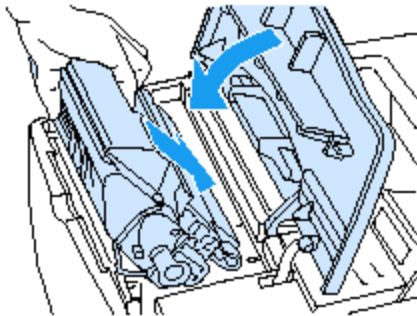
6. Replace the entrance cover and close tray 1.

**Figure 6: Replacing the entrance tray**



7. Reinstall the toner cartridge and close the top cover.

**Figure 7: Reinstalling the toner cartridge**



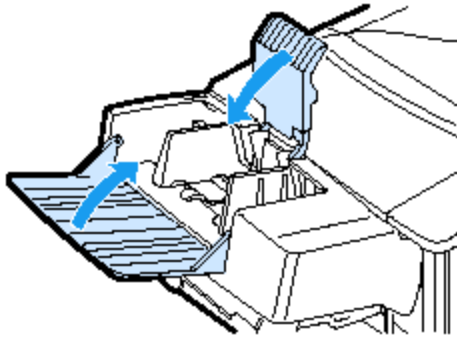
8. If a paper jam message persists, there is still paper in the printer. Look for paper in another location. [Click here to see the section above on Paper Jam Locations.](#)

When using a non-HP toner cartridge, the message NON HP TONER DETECTED might appear on the control panel. Press GO to continue.

## Clearing jams from the optional envelope feeder [Top of Page](#)

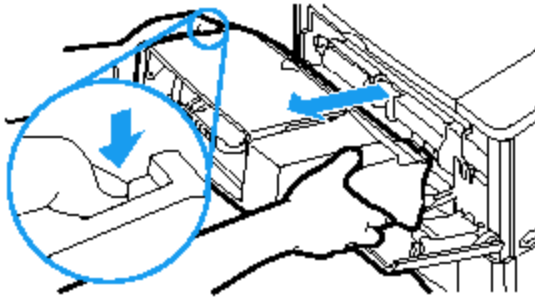
1. Remove any envelopes loaded in the envelope feeder. Lower the envelope weight and lift the tray extension up to the closed position.

**Figure 1: Lowering the envelope weight and closing the tray extension**



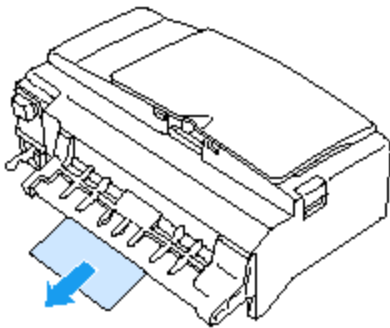
2. Press and hold the release button on the left side of the envelope feeder. Grasp both sides of the envelope feeder and carefully pull it out of the printer.

**Figure 2: Removing the envelope feeder**



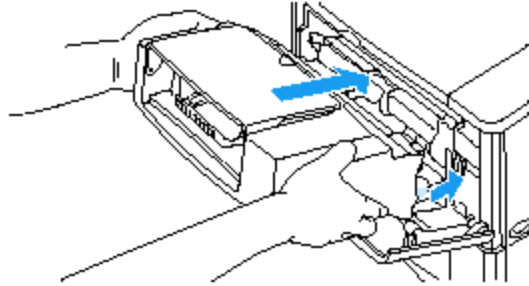
3. Slowly remove any envelopes from the envelope feeder and the printer.

**Figure 3: Removing any envelopes**



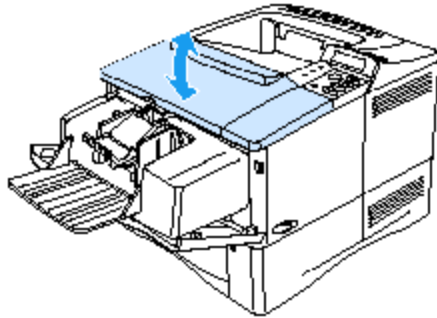
4. Insert the envelope feeder into the printer until it locks into place. (The connector on the top right side of the envelope feeder fits into the plug in the printer.) Pull gently on the envelope feeder to be sure that it is securely in place.

**Figure 4: Reinstalling the envelope feeder**



5. Open and close the top cover to clear the paper jam message.

**Figure 5: Opening and closing the top cover**



6. If a paper jam message persists, there is still paper in the printer. Look for paper in another location. [Click here to see the section above on Paper Jam Locations.](#)
7. Reload envelopes, making sure to push the bottom envelopes in slightly further than the top envelopes (see the *User Guide* section on Loading Envelopes in the Envelope Feeder).

## Clearing jams from the input tray areas Top of Page

### Tray 1

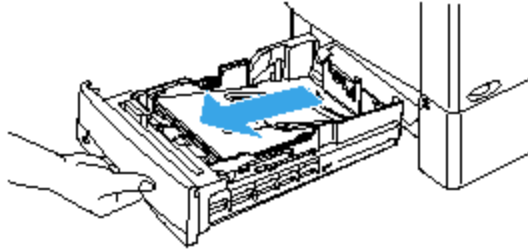
Slowly pull the paper out of the printer. If part of the paper has already been pulled into the printer, [click here to follow the steps under the section above on Clearing Jams from the Top Cover and Toner Cartridge Areas.](#)

### Trays 2, 3, and 4

For all other trays, follow the steps below ([click here to see the section above on Clearing Jams from the Optional Envelope Feeder](#)).

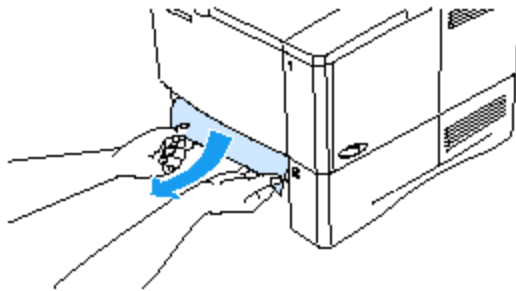
1. Slide the tray out of the printer, and remove any damaged paper from the tray.

**Figure 1: Removing the tray from the printer**



2. If the edge of the paper is visible in the feed area, slowly pull the paper down and out of the printer. (Do not pull the paper straight out or it will tear.) If the paper is not visible, look in the top cover area ([click here to see the section above on Clearing Jams from the Top Cover and Toner Cartridge Areas](#)).

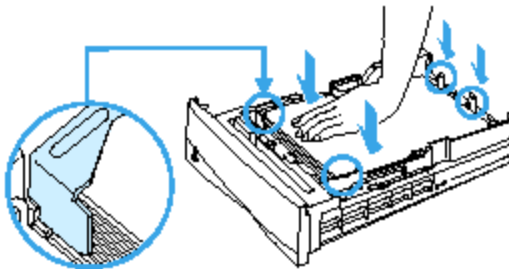
**Figure 2: Removing jammed paper**



**NOTE:** Do not force the paper if it will not move easily. If the paper is stuck in a tray, try removing it through the tray above (if applicable) or through the top cover area.

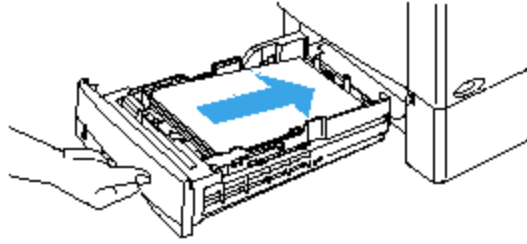
3. Make sure the paper is flat in the tray at all four corners and below the front and back tabs.

**Figure 3: Flattening the paper in the tray**



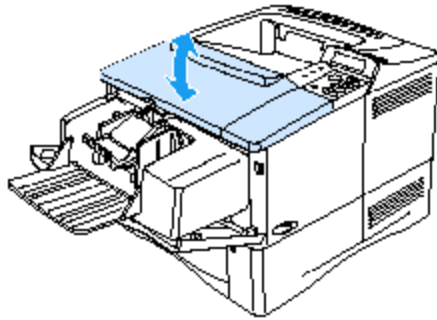
4. Make sure that all three paper size adjustments are correct (see the *User Guide* section on Loading Trays 2, 3, and 4).
5. Slide the tray back into the printer.

**Figure 4: Reinstalling the tray**



6. Open and close the top cover to clear the paper jam message.

**Figure 5: Opening and closing the top cover**

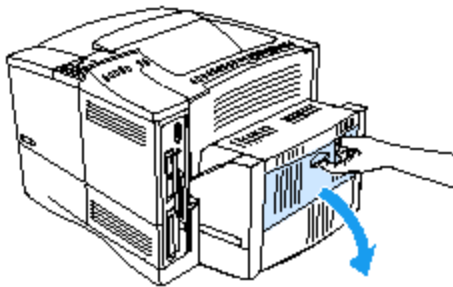


7. If a paper jam message persists, there is still paper in the printer. Look for paper in another location ([click here to see the section above on Paper Jam Locations](#)).

## Clearing jams from the optional duplexer [Top of Page](#)

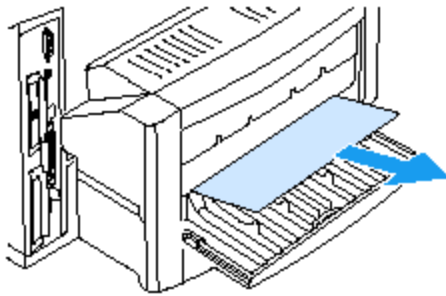
1. Open the rear door of the duplexer.

**Figure 1: Opening the duplexer rear door**



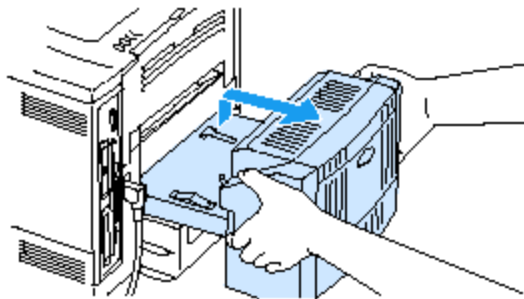
2. Slowly pull any paper out of the duplexer.

**Figure 2: Removing jammed paper**



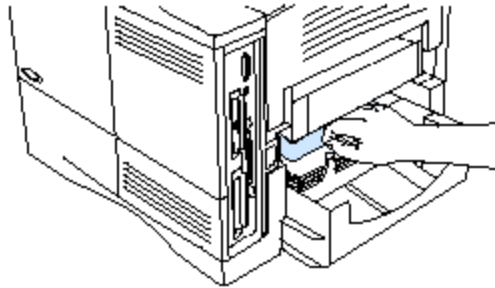
3. Remove the duplexer by lifting it slightly and pulling it out of the printer.

**Figure 3: Removing the duplexer**



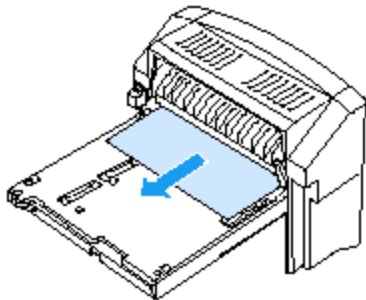
4. From the rear of the printer, remove any paper on top of tray 2. (If necessary, reach inside the printer.)

**Figure 4: Removing jammed paper from the printer**



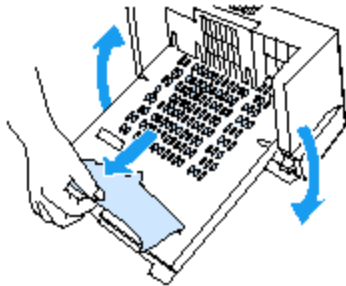
5. Slowly pull any paper out of the duplexer.

**Figure 5: Removing jammed paper from the top of the duplexer**



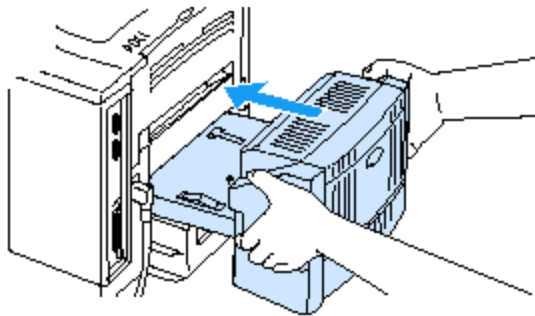
6. Turn the duplexer over and remove any paper.

**Figure 6: Removing jammed paper from the bottom of the duplexer**



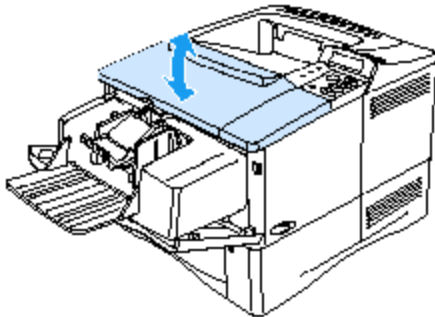
7. Insert the duplexer into the printer.

**Figure 7: Reinstalling the duplexer**



8. Open and close the top cover to clear the paper jam message.

**Figure 8: Opening and closing the top cover**



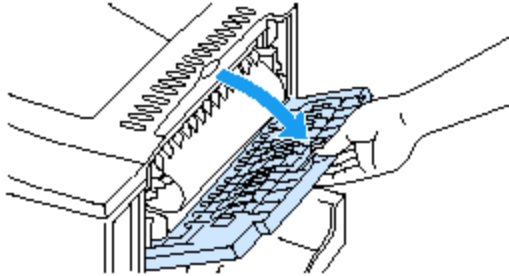
9. If a paper jam message persists, there is still paper in the printer. Look for paper in another location ([click here to see the section above on Paper Jam Locations](#)).

## Clearing jams from the output areas [Top of Page](#)

**NOTE:** If most of the paper is still inside the printer, it is best to remove it through the top cover area. [Click here to see the section above on Clearing Jams from the Top Cover and Toner Cartridge Areas.](#)

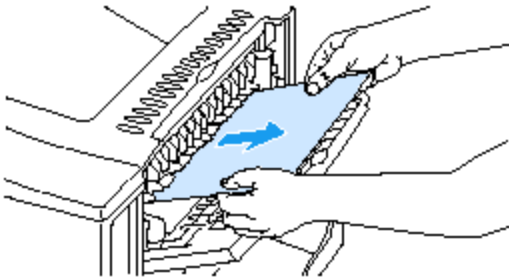
1. Open the rear output bin.

**Figure 1: Opening the rear output bin**



2. Grasp both sides of the paper, and slowly pull the paper out of the printer. (There might be loose toner on the paper. Be careful not to spill it on anything or in the printer.)

**Figure 2: Removing any paper**

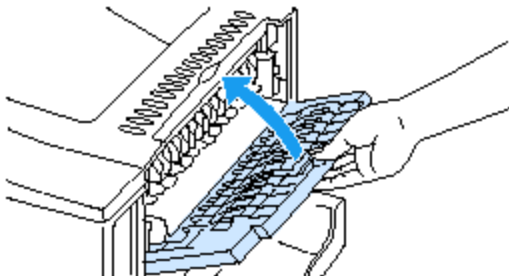


**NOTE:** If paper is difficult to remove, try opening the top cover all the way to release pressure on the paper.

If the paper has torn or the paper is very difficult to remove, [click here to see the section below on Clearing Jams from the Fuser Area.](#)

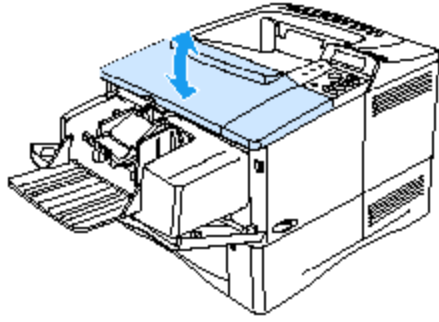
3. Close the rear output bin.

**Figure 3: Closing the rear output bin**



4. Open and close the top cover to clear the paper jam message.

**Figure 4: Opening and closing the top cover**



5. If a paper jam message persists, there is still paper in the printer. Look for paper in another location ([click here to see the section above on Paper Jam Locations](#)).

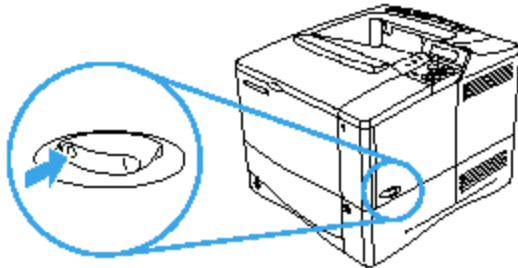
## Clearing jams from the fuser area [Top of Page](#)

Use this procedure:

- when paper jams inside the fuser and cannot otherwise be removed
- when a page tears while trying to clear a jam from the fuser

1. Turn the printer off.

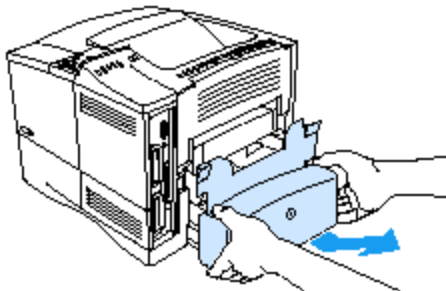
**Figure 1: Turning the printer off**



**WARNING: To avoid minor burns, wait 30 minutes for the fuser to cool before continuing with this procedure.**

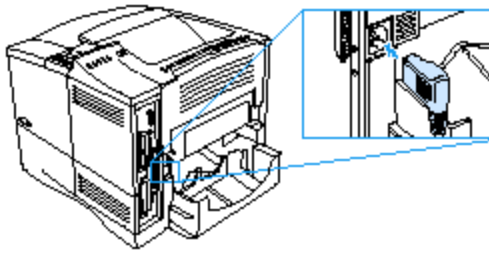
2. Turn the back of the printer to face front and remove the tray 2 dust cover or optional duplexer.

**Figure 2: Removing the tray 2 dust cover**



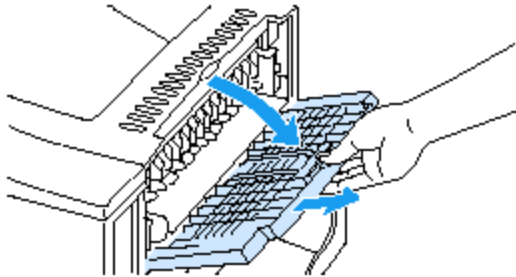
3. Unplug the power cord from the printer.

**Figure 3: Unplugging the power cord**



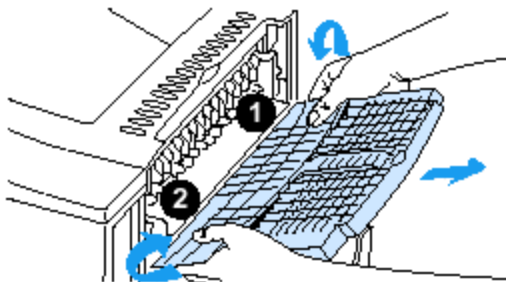
4. Open the rear output bin and pull the extension out.

**Figure 4: Opening the rear output bin and pulling out the extension**



5. Remove the rear output bin and extension. To do this, bend the middle down slightly, release tab 1, and then release tab 2.

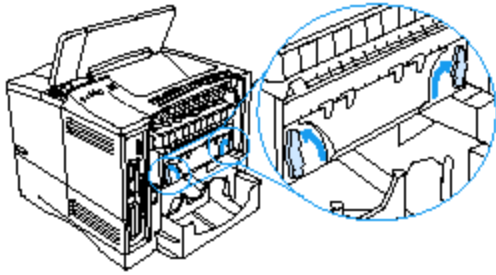
**Figure 5: Removing the rear output bin**



1-Tab 1  
2-Tab 2

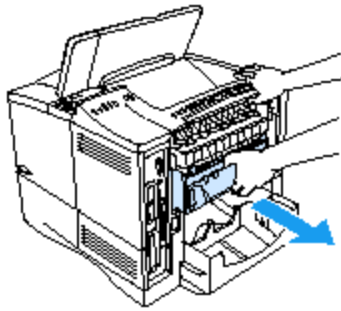
6. Unlock the fuser by rotating the blue fuser levers so that they point up.

**Figure 6: Unlocking the fuser**



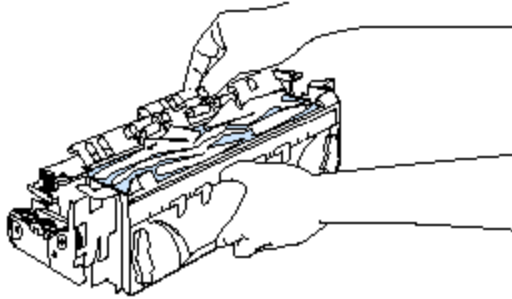
7. Pull the fuser out of the printer. To release the fuser from the printer, hold the back of the printer while pulling on the fuser. Do not pull on the black plastic flapper.

**Figure 7: Removing the fuser**



8. Remove the paper that has jammed.

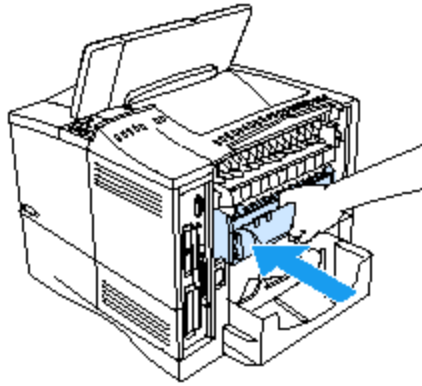
**Figure 8: Removing any paper**



**CAUTION: Do not use a sharp object to clear paper from the fuser area. This could damage the fuser.**

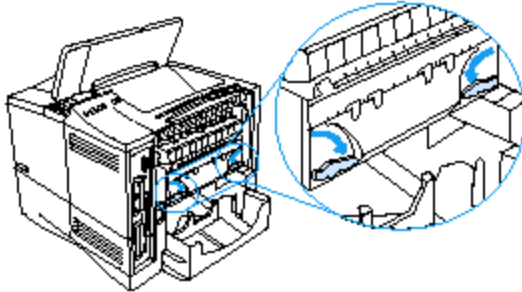
9. Replace the fuser, left side first. Be sure to push the fuser firmly into the printer.

**Figure 9: Reinstalling the fuser**



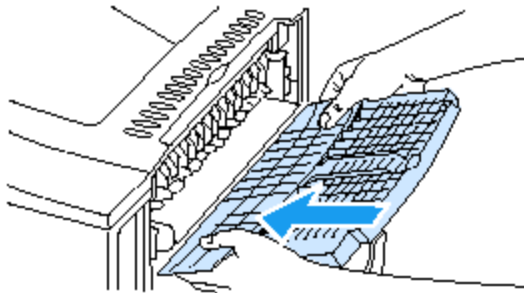
10. Lock the fuser in place by rotating the levers to the horizontal position.

**Figure 10: Locking the fuser into place**



11. Replace the rear output bin, left side first.

**Figure 11: Reinstalling the rear output bin**



12. Plug the power cord into the printer.
13. Replace the tray 2 dust cover or the optional duplexer.
14. Turn the printer back on.
15. If a paper jam message persists, there is still paper in the printer. Look for paper in another location ([click here to see the section above on Paper Jam Locations](#)).

**NOTE:** Since the printer has been turned off, send the print job again.

## Printing and interpreting a configuration page Top of Page

Use the configuration page to view current printer settings, to help troubleshoot printer problems, or to verify installation of optional accessories, such as memory (DIMMs), paper trays, and printer languages.

**NOTE:** If an HP Jetdirect print server card is installed (HP LaserJet 4100N, 4100TN, and 4100DTN printers), an HP Jetdirect configuration page will print out as well.

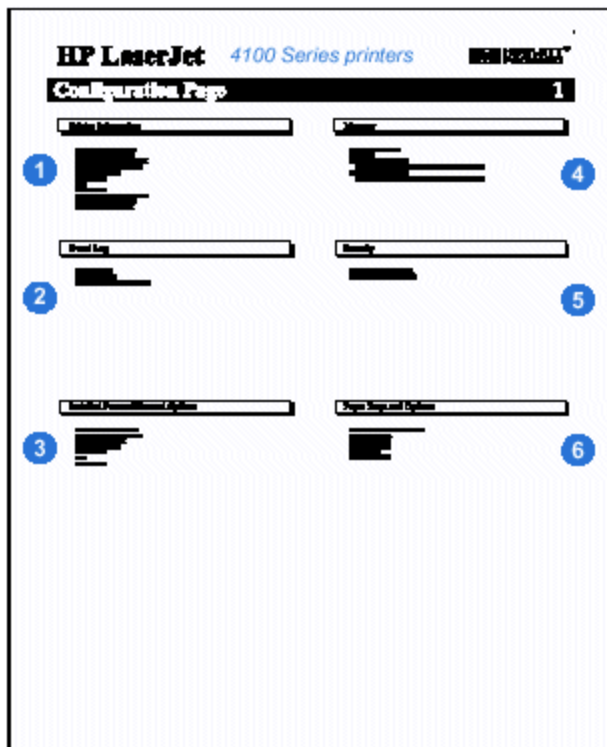
To print a configuration page from the control panel:

1. Press MENU until INFORMATION MENU appears.
2. Press ITEM until PRINT CONFIGURATION appears.
3. Press SELECT to print the page. Note the pages since last maintenance.

**NOTE:** Configuration information is also available from the embedded web server. For details, see the [Embedded Web Server](#) section in the *User Guide*.

The content of the configuration page varies, depending on the options currently installed in the printer.

**Figure 1: The configuration page**



**1-Printer Information**

**2-Event Log**

**3-Installed Personalities and Options**

**4-Memory**

**5-Security**

**6-Paper Trays and Options**

1. Printer Information: Lists the serial number, HP Jetdirect IP addresses, page counts, and other information for the printer.

2. **Event Log:** Lists the number of entries in the event log, the maximum number of entries viewable, and the last three entries.
3. **Installed Personalities and Options:** Lists all printer languages that are installed (such as PCL and PS) and lists options that are installed in each DIMM slot and EIO slot.
4. **Memory:** Lists printer memory, PCL Driver Work Space (DWS), and I/O buffering and resource saving information.
5. **Security:** Lists the status of the printer control panel lock, control panel password, and disk drive.
6. **Paper Trays and Options:** Lists the size settings for all trays and lists optional paper handling accessories that are installed.