



## **HP 49.XX.XX Error Codes**

### **HP LaserJet and HP Color LaserJet**

The 49.XX.XX error is recognized by the printer's formatter and/or firmware, when an internal component fails or if data received by the printer is not supported or corrupt.

#### **When 49.XX.XX errors occur:**

1. **Disconnect network cable or Check/clear print queue**
  - a. Power cycle the printer and see if the error reoccurs. If not, the error may have been caused by a print job that was too complex or using an unsupported graphic or font.
2. **Remove the network card** (if applicable)
  - a. Turn machine off, remove network card, and turn machine back on. If error clears with the card removed, it is likely a defective network card.
3. **\*Legacy firmware printers only\* Remove hard drive** (NOT applicable to FutureSmart printers)
  - a. Remove hard drive – if the 49.XX.XX error clears or if “Disk missing” message appears, then the hard drive may be defective.
4. **Remove any additional memory** (Printers that have memory DIMM as a firmware backup cannot be removed)
  - a. Turn machine off, remove additional memory, and turn machine back on. If error clears, then the additional memory has likely failed.
5. **Upgrade Firmware**
  - a. When the above steps are completed and error continues, the firmware DIMM/CFM/eMMC/HDD/SSD may need to be flashed.
6. **Uninstall and reinstall printer driver on computer**
7. **Reset machine**
  - a. Legacy Firmware Devices – Perform a cold reset and NVRAM reset to restore all factory settings (note: this will reset IP address).
  - b. FutureSmart Devices – Perform Partial Disk Clean and then format disk (formatting disk will require firmware to be reloaded to the machine via USB thumb drive).
8. **\*FutureSmart Printers Only\* Replace Hard drive** (NOT applicable to Legacy Firmware devices)
9. **Replace Formatter**
  - a. If all other steps have been completed and the error persists, the formatter would likely need to be replaced.