"Install Drum" & "Install Cartridge" when Drums & Cartridges are installed
HP CLJ 9500/CLJ 9500MFP

HP CLJ 9500 Multifunction Printer (MFP) and HP CLJ 9500 printer are showing message on the front panel to install all the drums and toners, when all the drums and cartridges are already installed and full of life.

This issue remains there even after upgrading firmware, initializing NVRAM, performing disk Init. and cold reset.

If this message is not resolved after replacing the cartridge memory PCB, DC controller, formatter and all cartridges and drums, then follow recommendations as follows.

Replace the following parts (it is recommended to replace all the following parts together in order to avoid any chance).

Recommended parts are as follows:

RG5-7882-000CN = PC Board: CRG Driver PC Board assembly - Print Cartridge Drive Controller PC Board.

RG5-7879-000CN = PC Board: Process cartridge PC Board - Image Drums PC Board.

RG5-6200-050CN = MECHANICAL PARTS: Kit-DC Controller MTM.04.

These parts should resolve this issue.