



***Printer does not recognize tray 3 after firmware upgrade***  
***HP LaserJet P4014/P4015/P4515 Printer***

Error 49.23B3 and/or "resend RFU error message" and/or printer not recognizing Tray 3 when performing a Firmware upgrade with installed Tray 3 Feeder CE998-67901 from M600 Printer Series.

Issue is caused by the Printer Firmware and incorporating Tray 3 (CE998-67901) DCC code. Fix has been implemented in CPE 13.1 and later Firmware versions.

Before upgrading the printer to CPE 13.1 printer firmware or later, remove the optional Tray 3 CE998-67901. Perform the firmware upgrade and wait until the printer comes to **Ready**. Install the optional paper tray again and print a configuration page to determine if the device will be recognized from the printer.

Install CPE 13.1 or later Firmware again, in order to upgrade the Tray 3 (CE998-67901) DCC code.

**NOTE:**

***Contact Laser Pros Technical Support for additional information.***