"Unable to store job" Message
HP CLJ 4600/4650/5500/5550 Printers

When printing multiple copies, an error message page will print reading unable to store job.
OR
When multiple copies are sent to the printer using the UPD driver, the printer will print out one copy, then print a Job Storage Status page with the following information: **Unable to store job at printer** .
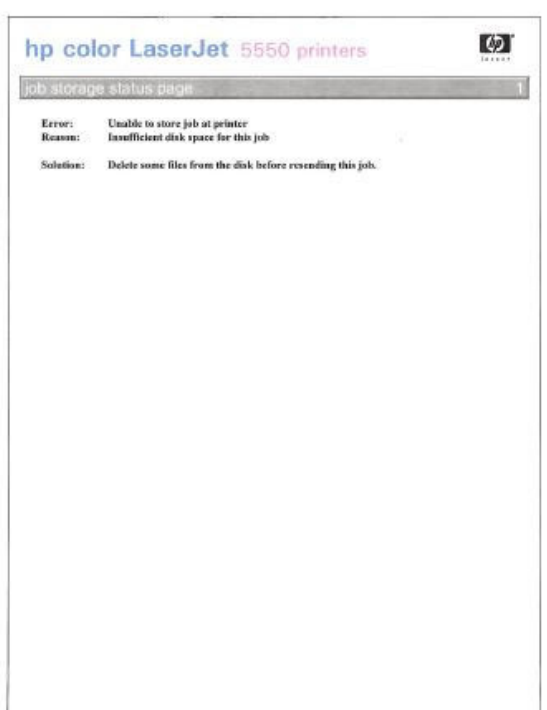
There have been two scenarios that can make this occur.
1. The RAM Disk is enabled
2. A hard drive is configured in the driver and a stored job is sent to the printer. If the printer does not have a hard drive, one will have to be installed before the printer will be able to store jobs.

NOTE: The HP Color LaserJet 5550 Series printers can mopy print jobs, proof and hold and make use of private jobs in RAM **PROVIDED** the printer has a minimum of 192 MB of RAM installed.
In order to make use of other job retention options an EIO hard disk will still need to be installed.

Figure 1: Job Storage Status Page

Solution 1 (RAM DISK)

To solve this issue, turn off the RAM disk function.
Here are the instructions how to resolve the issue:
The setting is located on the control panel of the printer as follows:
config device> system setup> RAM disk
The default setting is Auto. Change it to OFF.
NOTE: It is applicable to all configurations.

Solution 2 (Hard Drive)

Disable Mopier Mode from the Device Settings tab, in the print driver.