
Xerox DocuPrint Network Printer Series Messages Guide for Models 96/4635/180 NPS

**THE DOCUMENT COMPANY
XEROX**

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Changes are periodically made to this document. Changes, technical inaccuracies, and typographic errors will be corrected in subsequent editions.

Laser safety



Warning: Adjustments, use of controls, or performance of procedures other than those specified herein may result in hazardous light exposure. ⚠

The Xerox DocuPrint printers are certified to comply with the performance standards of the U.S. Department of Health, Education, and Welfare for Class 1 laser products. Class 1 laser products do not emit hazardous radiation. The DocuPrint printers do not emit hazardous radiation because the laser beam is completely enclosed during all modes of customer operation.

The laser danger labels on the system are for Xerox service representatives and are on or near panels or shields that must be removed with a tool. **DO NOT REMOVE LABELED PANELS OR PANELS NEAR LABELS. ONLY XEROX SERVICE REPRESENTATIVES HAVE ACCESS TO THESE PANELS.**

DANGER

**LASER RADIATION WHEN OPEN
AVOID DIRECT EXPOSURE TO BEAM**

Ozone information

This product produces ozone during normal operation. The amount of ozone produced depends on copy volume. Ozone is heavier than air. The environmental parameters specified in the Xerox installation instructions ensure that concentration levels are within safe limits. If you need additional information concerning ozone, call 1-800-828-6571 to request the Xerox publication 600P83222, *OZONE*.

Operation safety

Your Xerox equipment and supplies have been designed and tested to meet strict safety requirements. They have been approved by safety agencies, and they comply with environmental standards. Please observe the following precautions to ensure your continued safety.

- Always connect equipment to a properly grounded electrical outlet. If in doubt, have the outlet checked by a qualified electrician.



Warning: Improper connection of the equipment grounding conductor may result in risk of electrical shock. ⚠

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- Never use a ground adapter plug to connect equipment to an electrical outlet that lacks a ground connection terminal.
 - Always place equipment on a solid support surface with adequate strength for its weight.
 - Always use materials and supplies specifically designed for your Xerox equipment. Use of unsuitable materials may result in poor performance and may create a hazardous situation.
 - Never move either the printer or the Printer Controller without first contacting Xerox or your local Xerox operating company for approval.
 - Never attempt any maintenance that is not specifically described in this documentation.
 - Never remove any covers or guards that are fastened with screws. There are no operator-serviceable areas within these covers.
 - Never override electrical or mechanical interlocks.
 - Never use supplies or cleaning materials for other than their intended purposes. Keep all materials out of the reach of children.
 - Never operate the equipment if you notice unusual noises or odors. Disconnect the power cord from the electrical outlet and call service to correct the problem.

If you need any additional safety information concerning the equipment or materials Xerox supplies, call Xerox Product Safety at the following toll-free number in the United States:

1-800-828-6571

For customers outside the United States, contact your local Xerox Ltd. or Fuji Xerox operating company.

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The *Xerox DocuPrint Network Printer Series Messages Guide for Models 96/4635/180 NPS* contains messages that may appear at your workstation when you submit jobs to the DocuPrint printer, and messages that appear at the Printer Controller.

About this guide

The workstation-specific messages sections of this guide provide an alphabetical listing of the messages. Each entry provides the following information:

- **Message**—Lists the exact text of the message. Variable information appears in angle brackets (<>).
- **Source**—Provides the source of the message to display.
- **Action**—Suggests a specific action or procedure regarding the message.

The Printer Controller messages section of this guide contains messages that display at the Xerox DocuPrint Printer Controller. Both the meaning and action (if action is required) are provided. The DocuPrint Printer Controller maintains a daily log containing Sun operating system, Diagnostic, and Xerox Client Messages. You can use two options at the PS-op> level to obtain status and log messages: “Show Log” and “Show Status.”

“Show Status” messages display by entering the command at the PS-op> prompt.

Before using this guide, become familiar with its contents and conventions.

Contents

This section lists the contents of this guide.

- Chapter 1, “Printer Controller messages,” lists the messages specific to the 96 NPS, 4635 NPS, and 180 NPS Printer Controllers.
- Chapter 2, “Windows workstation messages,” lists and describes the messages that may display as you are using the system.
- Chapter 3, “Macintosh workstation messages” contains messages that may display when you submit jobs from your Macintosh to the DocuPrint NPS.
- Chapter 4, “DOS workstation messages,” contains messages that may display at your workstation when you use the commands available through the print job submission utility.

- Chapter 5, “UNIX workstation messages,” contains messages that may display at your workstation when you use the commands available through the print job submission utility.

Conventions

This guide uses the following conventions:

- All caps and angle brackets—Within procedures, the names of keys are shown in all caps within angle brackets (for example, press <RETURN>).
- Angle brackets—Variable information, or the position of a specified argument in the command syntax, appears in angle brackets (for example, List Fonts <Pattern>).
- Bold—Within procedures, text and numbers that you enter are shown in bold (for example, enter **privilege operator**).
- Enter—Within procedures, the two-step process of keying in data and pressing <RETURN> <ENTER> (for example, enter y).
- Italics—Document and library names are shown in italics (for example, the *Xerox DocuPrint Network Printer Series, Messages Guide*).
- Quotes—Keywords you can enter as arguments appear in quotes (for example, “USLetter”).
- Vertical bars—Alternatives to specified arguments are separated by vertical bars (for example, Set Time <Time | Remote Host Name | IP Address>).



Note: Notes are hints that help you perform a task or understand the text.



Caution: Cautions alert you to an action that could damage hardware or software.



Warning: Warnings alert you to conditions that may affect the safety of people.

Xerox DocuPrint Network Printer Series

The Xerox DocuPrint Network Printer Series includes the following documents:

Decomposition Service and Tools Guide

Guide to Configuring and Managing the System

Guide to Managing Print Jobs

Guide to Performing Routine Maintenance

Guide to Submitting Jobs from the Client

Guide to Using Page Description Language

Installation Planning Guide

Messages Guide

System Overview Guide

Troubleshooting Guide

Glossary

Master Index

Customer Information Quick Reference Card

Printer Controller Commands Quick Reference Card

Submitting your Jobs from Macintosh Quick Reference Card

Submitting your Jobs from UNIX & DOS Quick Reference Card

Submitting your Jobs from Windows NT 4.0 (QuickPrint) Quick Reference Card

Submitting your Jobs Using Windows NT 4.0 Drivers Quick Reference Card

The documentation set also includes an electronic version, the *DocuPrint NPS Interactive Customer Documentation CD*

1. Printer Controller messages

This section contains messages that display at the Xerox DocuPrint NPS Printer Controller. The DocuPrint NPS Printer Controller maintains a daily log containing Sun operating system, Diagnostic, and Xerox Client Messages. You can use two options at the PS-op> level to obtain status and log messages: "Show Log" and "Show Status." "Show Status" messages are displayed either by entering the command at the PS-op> prompt, or automatically as a result of a change in system condition.

The DocuPrint Log is generated by the DocuPrint NPS Printer Controller software. The Printer Controller stores log entries for one week. Each log is copied to a log file, with an extension indicating the day, such as MON. You can enter "List Logs" at the PS-op> prompt to identify the logs available on your configuration.

A Sun operating system Error Log records all errors that occur and warning messages that are generated by the operating system. You may encounter additional message logs that are used by service personnel. Possible service logs are: debug.log, syslog, trace.log, adm/messages.<n>, and nps.log.

This section uses the following unique conventions:

<%d> or <%s> Generally, variable information depending on your configuration. <%d> indicates numbers, <%s> indicates text.



Note: "IOT" means printer engine throughout all messages.

Messages using Show Log

You can enter Show Log at the PS-op> level to list message logs that enable you to determine the status of jobs that have been dispatched to your Xerox DocuPrint NPS printer.

For instance, a typical listing may present several days' worth of DocuPrint logs, while including additional logs used by service personnel to diagnose system function. A representative sample follows:

PS-op>Show Log

```
1 /var/log/DocuPrint.Sat
2 /var/log/DocuPrint__accounting
4 /var/log/DocuPrint.Fri
5 /var/log/DocuPrint.Thu
```

Enter choice number <1>

Enter number of lines from the end to show (or "All"): 20

You are concerned with messages that are issued to the DocuPrint log. All other DocuPrint logs, posted with the day of the week extension, are DocuPrint messages for that particular day.

The five DocuPrint message types are:

- <timestamp><severity level>AppleTalk:<message>
- <timestamp><severity level>AppleTalk Server:<message>
- <timestamp><severity level>IOTModel:<message>
- <timestamp><severity level>JobPoolManager:<message>
- <timestamp><severity level>Lpd Translator:<message>

Each message is preceded by a timestamp and one of the following severity level indicators:

- INFO: informational message
- DEBUG: debug message
- NOTICE: normal but significant condition
- WARNING: warning condition
- ERROR: error condition
- CRIT: critical condition
- ALERT: action must be taken immediately
- EMERG: system is unusable.

Message	Explanation/action
<ALERT>AppleTalk: AppleTalk error 2 occurred in operation <%s>	The system has run out of memory. Restart the system.
<ALERT>AppleTalk: error 6 occurred in operation <%s>	The printer name chosen for AppleTalk is already being used by another AppleTalk entity in the same zone. Reinstall the system (or just the AppleTalk software) using a different printer name for AppleTalk.
<ALERT>AppleTalk: error 7 occurred in operation <%s>	The AppleTalk diagnostic facilities have been given an incorrect argument. The diagnostic routine will notify you of the error. Use a correct argument.
<ALERT>AppleTalk: Job Pool Manager Error 13 returned from Procedure <%s>	The printer has run out of printer spool space and may postpone accepting jobs being submitted. This situation should correct itself after some of the jobs have finished printing. If the problem persists, restart the system.
<ALERT>AppleTalk: Received signal <%d> - aborting <%s> with core dump	An AppleTalk protocol translator process has failed. If AppleTalk jobs can no longer be submitted to the printer or if one of the printer names no longer appears in the Macintosh Chooser window, restart the system.

Message	Explanation/action
<ALERT>AppleTalk: Can't connect to AppleTalk server	The AppleTalk server has shut down. 1. Check cabling and connections. 2. Restart system before trying to send print jobs from the Macintosh.
<ALERT> AppleTalk: RPC Error RPC: Can't decode result	The AppleTalk server has shut down. Restart system before trying to send print jobs from the Macintosh.
<ALERT> AppleTalk Server: All AppleTalk nodes are in use	256 AppleTalk nodes are already active on the network connected to the DocuPrint Printer Controller. AppleTalk jobs cannot be submitted until the number of active nodes is reduced. Notify your system administrator.
<ALERT> AppleTalk Server: data link driver push failed - Unix error "invalid argument"	Invalid arguments have been used. Restart the system. If problem persists, notify your system administrator.
<ALERT> AppleTalk Server: Got unexpected packet (type %d) on aarp stream	This message occasionally appears when the system is first booted. If AppleTalk jobs can be submitted successfully, disregard this message.
<ALERT> AppleTalk Server: Received signal <%d> - aborting with core dump	The AppleTalk server has failed. AppleTalk jobs cannot be submitted. Restart the system.
<ALERT> IOT Model: never obtained valid NVM info type	The system nonvolatile memory is invalid. The DocuPrint Printer Controller was brought up when the printer was powered down. Power on the printer.
<ALERT> IOT Model: Unable to read A meter from IOT type	The DocuPrint Controller was powered on when the printer was powered down. Power on the printer.
<ALERT> Job Pool Manager: Bulk data write failed (%m)	Too many jobs are in the queue to be printed. No action required. The system recovers when some of the jobs have finished printing.
<ALERT> Job Pool Manager: Database error %d (%s) discovered during DB checkout	The Job Pool Manager database is corrupted. The system should recover from this situation, but some information on print jobs may be lost. If problem persists, notify your system administrator.
<ALERT> Job Pool Manager: Error opening bulk data file (No such file or directory)	Job Pool Manager cannot identify target data file. Contact your service representative for assistance.
<ALERT> Job Pool Manager: No default virtual printer has been set - exiting.	Some file corruption has occurred on your system. Restart the system. If problem persists contact your service representative.

Message	Explanation/action
<ALERT> Job Pool Manager: Received signal%d - aborting with core dump	The Job Pool Manager has failed. Restart the system.
<ALERT> Job Pool Manager: Unix error "not enough memory" on attempted fork	The system is unable to start up due to not enough memory. Restart the system. If problem persists contact your service representative.
<ALERT> Job Pool Manager: Unable to fork bulk data transfer process (Not enough memory)	The Job Pool Manager is unable to transfer data due to memory deficiency. Restart the system. If problem persists, notify your system administrator.
<ALERT> Job Pool Manager: Unrecoverable Database error - <%d><%s> occurred	The Job Pool Manager database has been corrupted. The Job Pool Manager automatically recovers by replacing the corrupted database with a new one. If it does not recover automatically, use the Config Utility to reinitialize the database.
<ALERT> Job Pool Manager: Unrecoverable Database error... / var/db/core: core file from jpm /var/ db/core removed	The Job Pool Manager database has been corrupted. The Job Pool Manager automatically recovers by replacing the corrupted database with a new one. If it does not recover automatically, use the Config Utility to reinitialize the database.
<ALERT> Lpd translator Lost connection to remote system while accepting command input	The system sending data to the DocuPrint NPS system has failed while it was sending data to DocuPrint NPS. Any partially submitted file is automatically removed from the system and not printed. This condition should not cause any other DocuPrint NPS problems. Resend the data.
<ALERT> Lpd translator: The Job Pool Manager appears to be down	Job Pool Manager is unavailable. Restart the system.
<ALERT> Lpd translator: Received signal %d - aborting with core dump	Lpr protocol translator process has failed. The system usually continues to function normally. If lpr jobs can no longer be submitted to the printer, restart the system.
<ALERT>Lpd translator: Job Pool Manager Error 13 returned from procedure <%s>	The system memory has been exceeded. Restart the system.
<ALERT> Lpd translator: Unable to determine service information for printer/tcp	The "/etc/services" file has incorrect information. Notify your service representative.
<ALERT> Lpd translator: Unexpected end of file during control file transmission	Error occurred on the client machine that dispatched the job to the Printer Controller. No action required at the Printer Controller. Fix problem at the client machine
<DEBUG>IOT Model: IOT Model Server for <%d><%s>	The printer Model server is up and running. No action required.

Message	Explanation/action
<EMERG> Job Pool Manager: Attempt to run JPM (version %d) with wrong database version	Database and Job Pool Manager are incompatible. Reinstall the system.
<EMERG> Job Pool Manager: Error opening database (%d) - existing	An unrecoverable database error has been detected. All previous information about jobs will be lost. Notify your service representative.
<ERROR> AppleTalk: Out of memory in %s	Memory has been exceeded, causing the system to fail. Restart the system.
<ERROR> AppleTalk: GetZoneList requested timed out with no reply	This could be caused if the AppleTalk network connected to the printer has no routers, or if the network is misconfigured or not connected properly. If you are connected to a network with routers, make sure you have configured AppleTalk correctly. If not, use the Configure utility. Otherwise check your cables and network, etc. NOTE: This message should only be seen if system administrator runs "get__zones" in wizard mode.
<ERROR> Job Pool Manager: Complete job <jobid> found in active queue status changed to Inactive.	The system has detected a corrupt file situation on the system and has repaired it. The specified job may not have been printed and will need to be resubmitted if that is the case.
<ERROR> Job Pool Manager: Complete job <jobid> found in active queue status changed to Processing.	The system has detected a corrupt file situation on the system and has repaired it. The specified job may have be printed twice.
<ERROR> Job Pool Manager: DB error %d in d__findnm called from EnumerateFilters()	The job pool database may have been corrupted. Restart the system. If problem persists, reinitialize the database.
<ERROR> Job Pool Manager: Insufficient values stored for attr %d	The system identifies an attributes mismatch. Restart the system. If problem persists, notify your service representative.
<ERROR> Job Pool Manager: Job <jobid> in acquire process is not in DB	The system has detected an incompatible but correctable software state. No immediate action is necessary but if problem occurs often contact your service representative.
<ERROR> Job Pool Manager: Lpd translator Error 34 in Procedure %s	The size of the job submitted via lpr exceeds the available disk space on the controller. Create more disk space temporarily by: allowing other large jobs already on the system to print, deleting unused forms or fonts, clearing accounting or log files if not done automatically. It may also be possible to add more disk capacity if needed. If the job was submitted from a PC running DOS, the PC may hang and require rebooting.

Message	Explanation/action
<ERROR> Job Pool Manager: Lpd translator Out of memory in %s	The system memory has been exceeded. Restart the system.
<ERROR> Job Pool Manager: Out of memory in %s	The system memory has been exceeded. Restart the system.
<ERROR> lpd translator: Out of memory in %d	The system memory has been exceeded. Restart the system.
<INFO> AppleTalk: AppleTalk error 6 occurred in operation SLInit	During installation, a printer name has been specified that is already in use on the AppleTalk network. This message may appear when the system is being shut down. 1. Make sure AppleTalk printing is up and running. 2. Make sure the name specified for the printer is not already in use in the same AppleTalk zone.
<INFO> AppleTalk: DocuPrint AppleTalk protocol translator started	The AppleTalk protocol translator is up and running. No action required.
<INFO> AppleTalk:DocuPrint AppleTalk queuing watchdog process started	This indicates that the AppleTalk protocol translator process that checks DocuPrint NPS queuing has started. No action required.
<INFO> AppleTalk: Shutting down <%s>	The AppleTalk server has stopped running or the server or AppleTalk protocol translator has been manually shut down. AppleTalk jobs cannot be submitted. If other messages indicate that the AppleTalk server has failed, restart the system.
<INFO> AppleTalk: Shutting down atpt__jpm__watchdog	The AppleTalk system has shut down. The system may have been restarted at the user interface, or an AppleTalk daemon has failed. Restart the system.
<INFO> AppleTalk: Shutting down atpt media watcher	The program that checks for changes in the virtual printer configuration has shut down. If message appears when the system is restarted, no action required. Otherwise, contact your service representative for assistance.
<INFO> AppleTalk: Shutting down <server name> - duplex:LaserWriter @*	The AppleTalk system has shut down. The system may have been restarted at the printer controller, or an AppleTalk daemon has failed. Restart the system.
<INFO> AppleTalk: Shutting down <server name> -: LaserWriter @*	The AppleTalk system has shut down. The system may have been restarted at the user interface, or an AppleTalk daemon has failed. Restart the system.
<INFO> AppleTalk: Shutting down <server name> - transparency: LaserWriter @*	The AppleTalk system has shut down. The system may have been restarted at the user interface, or an AppleTalk daemon has failed. Restart the system.

Message	Explanation/action
<INFO> AppleTalk Server: AppleTalk daemon started	The AppleTalk server has started. No action required.
<INFO> AppleTalk Server: Accepted connection - conn ID <%d>	The AppleTalk server has begun processing a print request from a Macintosh client. No action required.
<INFO> AppleTalk Server: AppleTalk address selection complete - net <%d> node <%d>	The AppleTalk software has selected the indicated AppleTalk network and node number on which to run. Message appears when the system is first booted or when the system has finished adjusting to a changed AppleTalk network or routing situation. No action required.
<INFO> AppleTalk Server: AppleTalk daemon exiting	The AppleTalk server has stopped running. AppleTalk jobs can no longer be submitted. Restart the system.
<INFO> AppleTalk Server: Closing connection - conn ID <%d>	The AppleTalk server has finished processing a print request from a Macintosh. No action required.
<INFO> AppleTalk Server: Network switch - probing for new address	The Ethernet cable from the DocuPrint NPS cable has been changed from one network to another or an AppleTalk router has just come online to the network No action required.
<INFO> AppleTalk Server: No router response - using net <%d>	No AppleTalk router is available on the network. No action required.
<INFO> AppleTalk Server: Router address aged - switching to net <%d>	The AppleTalk router on the network has shut down or is not working correctly. Notify the system administrator. You can still submit Apple Talk jobs if your Macintosh system is connected to the same physical network as the printer.
<INFO> IOT Model: IOTModel for 4050 family printers started	The printer Model server is up and running for your 4050-based printer engine. No action required.
<INFO>IOT Model: IOTModel server exiting	The printer Model server has shut down. This message appears only when the system is restarted. No action required.
<INFO> Job Pool Manager: Accepted job (id <jobid> with <n> segments	The Job Pool Manager has accepted a segmented job with the indicated number of segments and has assigned it the indicated job ID. No action necessary.
<INFO> Job Pool Manager: Accepted job (id nnn)	The Job Pool Manager has accepted a job and assigned the posted job ID. No action required.
<INFO> Job Pool Manager: Database Closed	The Job Pool Manager has been shut down. Restart the system.

Message	Explanation/action
<INFO> Job Pool Manager: Database initialized	The Job Pool Manager has completed initialization and is up and running. No action required.
<INFO> Job Pool Manager: Job %d purged from database	Information about the indicated job has been purged from the Job Pool Manager database and is no longer available using the UI. This message displays after a Dump Accounting Records command or when the system automatically removes accounting records if it has been installed with that option. No action required.
<INFO> Job Pool Manager: Partially submitted job (id %d) removed from system	An incomplete job was submitted to the system and has been removed. No action required.
<INFO> Lpd translator: DocuPrint lpd protocol translator started	The lpd protocol translator is up and running. Jobs may now be submitted using the lpr. No action required.
<INFO> Lpd translator: Shutting down	The lpr protocol translator has been manually shut down. No action required.
<WARNING> AppleTalk: Framing error on Begin/End <%s>	There is an error in the Macintosh application that is sending data to DocuPrint NPS. DocuPrint NPS continues to function normally. No action required.
<WARNING> AppleTalk: ProcSet has no name	There is an error in the Macintosh application that is sending data to DocuPrint NPS. DocuPrint NPS continues to function normally. No action required.
<WARNING> AppleTalk: Too many virtual printers - can't add <printer name>	You have created a 65th virtual printer. You may create more than 64, but the Chooser menu will display only 64.
<WARNING> AppleTalk: Too much Document Structure Convention Nesting	There is an error in the Macintosh application that is sending data to DocuPrint. No action required if the job is printing normally. If the job is not printing normally, correct the Macintosh application error.
<WARNING> AppleTalk: Unrecognized Patches line format <%s>	There is an error in the Macintosh application that is sending data to DocuPrint. No action required if the job is printing normally. If the job is not printing normally, correct the Macintosh application error.
<WARNING> IOT Model: Can't open logfile for read in ParseLogFile	There is a read failure. Restart the system. If the problem persists, reinstall the system.

Message	Explanation/action
<WARNING> IOT Model: nvma -> problems! = No Problem after nvm read of A meter	<p>The printer has been powered off, or a cable from the workstation to the printer is either not connected or connected improperly.</p> <ol style="list-style-type: none"> 1. Check cable connections and power on the printer. 2. Contact your service representative for assistance.
<WARNING> IOT Model: PSIIOC GET__IOT__CONFIGURATION never returned valid info	<p>The printer has been powered off, or a cable from the workstation to the printer is either not connected or connected improperly.</p> <ol style="list-style-type: none"> 1. Check cable connections and power on the printer. 2. Contact your service representative for assistance.
<WARNING> Job Pool Manager: Acquire filter <id> removed from system (prescanner died?)	<p>Indicates a software problem on your system. Restart the system. If problem persists, contact your service representative.</p>
<WARNING> Job Pool Manager: Can't open VP file <file> - Unix error <error number>	<p>Indicates file corruption on your system. Restart the system. If problem persists, contact your service representative.</p>
<WARNING> Job Pool Manager: FlexLM procedure <proc> failed with reason <reason>	<p>Your software license has been installed incorrectly. Contact your service representative with the text of this message.</p>
<WARNING> Job Pool Manager: Missing attribute description for attribute %d	<p>The job pool database was corrupted. Restart the system.</p>
<WARNING> Job Pool Manager: VP file <file> has corrupt data	<p>Indicates file corruption or an installation problem on your system. Try restarting the system. If problem persists, contact your service representative.</p>
<WARNING> Lpd translator: Attempted read of data file timed out	<p>A client is sending data to DocuPrint NPS using lpr, is low on disk space, or is sending a very large file. The file being sent is automatically removed from the system without being printed.</p> <p>Use lpr -s or free up some disk space on the client where the lpr command is being used.</p>
<WARNING> Lpd translator: Too many media specifications to process, excess ignored	<p>The -C lpr switch was used to request more kinds of media than the maximum allowed.</p> <p>Resubmit the job with fewer media specifications.</p>

Messages using Show Status

You can enter Show Status at the PS-op>-level to show a status of: loaded paper sizes, printer messages, spooler, formatter, printing, and queueing conditions.

Status messages appear in two ways. The first occurs automatically. For example, if the top cover of the printer is open, you will see: "PS E115 IOT top cover open". If you enter **Show Status**, the same message appears without the PS prefix.



Note: When the "SEE MESSAGE AT CRT" message is displayed on the printer display panel, enter **Show Status** to see the status of the Printer Controller and the printer. Afterwards, press the Continue button on the printer.

In the case of "SYSTEM COMMUNICATION FAULT, SEE MESSAGE AT CRT," a Show Status may not display any printer messages. This is due to the printer losing communication with the Printer Controller and not reporting any appropriate messages.

Messages by reference numbers

This section contains messages that display at the Xerox DocuPrint NPS Printer Controller.



Note: "Printer" means printer engine throughout all messages.

Printer messages are listed in order by reference number.

01-210	Printer left front door open in print
	The left printer door interlock switch opened during printing.
Action	Open the Printer doors, clear areas 4, 5, 6, & 7, then close the doors.

01-211	Printer right front door open in print
	The right printer door interlock switch opened during printing.
Action	Open the Printer doors, clear areas 4, 5, 6, & 7, then close the doors.

01-212	Printer top transport cover open in print
	The printer right top cover interlock switch opened during printing.
Action	Open the Printer doors, clear areas 4, 5, 6, & 7, then close the doors.

01-214	Fuser interlock open in print
	The fuser interlock switch deactuated during printing.
Action	Open the Printer doors, clear areas 4, 5, 6, & 7, then close the doors.

01-220 PHN interlock 24V missing

A failure in the printer interlock system has been detected.

Action Open the Printer doors, clear areas 4, 5, 6, & 7, then close the doors.

01-221 PHN interlock open but interlocked 24V present

A failure in the printer interlock system has been detected.

Action Open the Printer doors, clear areas 4, 5, 6, & 7, then close the doors.

03-201 EDN system bus communication failure

The EDN Core PWB cannot communicate with any PWB on its system bus.

Action

1. Press the "Clear Button" on the printer console.
2. If the fault still exists, check shared lines.

03-202 EDN communication problem with UIM

The UIM Core PWB has failed to acknowledge receipt of a message from another system node.

Action

1. Press the "Clear Button" on the printer console.
2. If the fault still exists, check shared lines.
3. If the fault still exists, call your Xerox Service Representative to replace the MIN Core board.

03-203 System communication problem with MIN

The MIN Core PWB has failed to acknowledge receipt of a message from another system node.

Action

1. Press the "Clear Button" on the printer console.
2. If the fault still exists, check shared lines.
3. If the fault still exists, call your Xerox Service Representative to replace the MIN Core board.

03-204 System communication problem with PHN

The PHN Core PWB has failed to acknowledge receipt of a message from another system node.

Action

1. Press the "Clear Button" on the printer console.
2. If the fault still exists, check shared lines.
3. If the fault still exists, call your Xerox Service Representative to replace the MIN Core board.

03-205 System communication problem with FSN1

The FSN1 Core PWB has failed to acknowledge receipt of a message from another system node.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, check shared lines.
 3. If the fault still exists, call your Xerox Service Representative to replace the MIN Core board.
-

03-208 System communication problem with Printer Controller

The Printer Controller did not acknowledge receipt of either a data layer or client layer operational message from EDN core PWB or has failed to establish data or client layer communications within either 4 minutes at initial power up or initial 1 second of printer requesting client layer initialization.

- Action
1. Check the console display. Ensure log level is two or greater.
 2. Do a PSC.
 3. If this fails in any way, boot the system and press the "Reset Button" on the printer console.
 4. If the fault still exists, repair the Printer Controller/printer communications cable.
-

03-221 UIM communication problem with CP-IOP

The UIM Score PWB cannot communicate with the CP IOP PWB.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the CP IOP board.
-

03-223 CP-IOP unable to communication with touch screen

The CP-IOP PWB cannot communicate with the Touch Screen PWB.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the CP IOP board.
-

03-224 Video engine communication problem with UIM

The Video Engine PWB cannot communicate with the UIM Core PWB.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the CP IOP board.

03-225 UIM communication problem with video engine

The UIM Core PWB cannot communicate with the Video Engine PWB.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the CP IOP board.
 1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, check shared lines.
 3. If the fault still exists, call your Xerox Service Representative to replace the MIN Core board.

03-231 MIN DIO 1 is offline

The MIN Core PWB cannot communicate with the MIN DIO PWB.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the DIO #1 board on MIN.

03-232 MIN ADA 1 is offline

The MIN Core PWB cannot communicate with the MIN ADA PWB #1.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the ADA #1 board on MIN.

03-233 MIN ADA 2 is offline

The MIN Core PWB cannot communicate with the MIN ADA PWB #2.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the ADA #1 board on MIN.

03-234 MIN SLB/RDR is offline

The MIN Core PWB cannot communicate with the MIN SLB/RDR PWB.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the SLB/RDR board on MIN.

03-241 PHN DIO 1 is offline

The PHN Core PWB cannot communicate with the PHN DIO PWB #1.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the DIO #1 board on PHN.

03-242 PHN DIO 2 is offline

The PHN Core PWB cannot communicate with the PHN DIO PWB #2.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the DIO #2 board on PHN.
-

03-245 PHN DIO 5 is offline

The PHN Core PWB cannot communicate with the PHN DIO PWB #5.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the DIO #5 board on PHN.
-

03-246 PHN DIO 6 is offline

The PHN Core PWB cannot communicate with the PHN DIO PWB #6.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the DIO #6 board on PHN.
-

03-247 PHN registration servo is offline

The PHN Core PWB cannot communicate with the PHN Registration Servo PWB.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the Registration Servo board on PHN.
-

03-251 FSN1 DIO 1 is offline

The FSN Core PWB cannot communicate with the FSN DIO PWB #1.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the DIO #1 board on FSN1.
-

03-252 FSN1 DIO 2 is offline

The FSN Core PWB cannot communicate with the FSN DIO PWB #2.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the DIO #2 board on FSN1.
-

03-253 FSN1 DIO 3 is offline

The FSN Core PWB cannot communicate with the FSN DIO PWB #3.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the DIO #3 board on FSN1.

03-254 FSN1 stepper 1 is offline

The FSN Core PWB cannot communicate with FSN Stepper PWB 1.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the Stepper #1 board on FSN1.

03-255 FSN1 DIO 4 is offline

The FSN Core PWB cannot communicate with FSN DIO #4.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the DIO #4 board on FSN1.

03-256 FSN1 DIO 5 is offline

The FSN Core PWB cannot communicate with FSN DIO #5.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the DIO #5 board on FSN1.

03-257 FSN1 DIO 6 is offline

The FSN Core PWB cannot communicate with FSN DIO #6.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the DIO #6 board on FSN1.

03-258 FSN1 stepper 2 is offline

The FSN Core PWB cannot communicate with FSN Stepper PWB 2.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the Stepper #2 board on FSN1.

03-272 TMN DIO 1 is offline

The FSN Core PWB cannot communicate with TMN DIO #1 PWB.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the TMN DIO #1 board on FSN1.
-

03-340 MIN ADA 1 turnaround failure

The MIN ADA PWB #1 turnaround test has failed.

Action None. Fault is logged in NVM only.

03-341 MIN ADA 2 turnaround failure

The MIN ADA PWB #2 turnaround test has failed.

Action None. Fault is logged in NVM only.

03-342 SLB/RDR pixel PWB turnaround failure

The turnaround test from the MIN SLB/RDR PWB to the Pixel PWB has failed.

Action Press the "Clear Button" on the printer console.

03-343 ROS EXPOS\$REF turnaround failure

The turnaround test from the MIN SLB/RDR PWB to the ROS has failed.

Action Press the "Clear Button" on the printer console.

03-344 SLB/RDR-EPMD turnaround failure

The turnaround test from the MIN SLB/RDR PWB to the EPMD PWB has failed.

Action Press the "Clear Button" on the printer console.

03-345 FSN1 stepper 1 turnaround failure

The turnaround test for the FSN Stepper PWB 1 has failed.

Action None. Fault is logged in NVM only.

03-346 FSN1 stepper 2 turnaround failure

The turnaround test for the FSN Stepper PWB 2 has failed.

Action None. Fault is logged in NVM only.

03-361 EDN NVM battery failed

The EDN Core PWB battery has failed.

Action The turnaround test for the FSN Stepper PWB A has failed.

03-362 EDN NVM not initialized

The NMV values on the EDN Core PWB are not valid.

Action

- Call your Xerox Service Representative.
- Enter DC 131 and press the Reset Button. Then restore Setups through CD 101.

03-370 SLB/RDR problem requiring software reset

An internal failure in the SLB/RDR PWB.

Action Press the “Clear Button” on the printer console.

03-371 EDN needs software reset

A potential hardware problem as detected on the EDN Core PWB that required the EDN to perform a software reset.

Action Press the “Clear Button” on the printer console.

03-372 UIM Problem Requiring software reset caused by hardware

A potential hardware problem was detected on the UIM Core PWB that required the UIM to perform a software reset.

Action Press the “Clear Button” on the printer console.

03-373 MIN Problem Requiring software reset caused by hardware

A potential hardware problem was detected on the MIN Core PW that required the MIN to perform a software reset.

Action Press the “Clear Button” on the printer console.

03-374 PHN Problem Requiring software reset caused by hardware

A potential hardware problem was detected on the PHN Core PWB that required the PHN to perform as software reset.

Action Press the “Clear Button” on the printer console.

03-375 FSN1 Problem Requiring software reset caused by hardware

A potential hardware problem was detected on the FSN1 Core PWB that required the FSN to perform as software reset.

Action Press the “Clear Button” on the printer console.

03-376 FSN1 Problem Requiring software reset caused by hardware
 A potential hardware problem was detected on the FSN1 Core PWB that required the FSN1 to perform a software reset.
 Action Press the “Clear Button” on the printer console.

03-377 Video engine problem requires software reset
 A failure in the Video Engine PWB internal board.
 Action Press the “Clear Button” on the printer console.

03-378 Printer Controller problem requiring software reset
 The Printer Controller detected a problem that required it to perform as software reset by transmitting a Meta Reset signal to the printer.
 Action

- None at the printer.
- Check the console.

03-379 TMN Problem Requiring software reset caused by hardware
 A potential hardware problem was detected on the TMN Core PWB that required the TMN to perform a software reset.
 Action Press the “Clear Button” on the printer console.

03-380 UIM boot ROM download failure
 The download for the UIM Core Boot ROM failed.
 Action Not applicable (power up only)

03-381 EDN download failure
 The EDN Core PWB download failed.
 Action Not applicable (power up only)

03-382 UIM download failure
 The UIM Core PWB download failed.
 Action Not applicable (power up only)

03-383 MIN download failure
 The MIN Core PW download failed.
 Action

1. Press the “Clear Button” on the printer console.
2. If the fault still exists, call your Xerox Service Representative to replace the MIN Core board or check the Shared Line.

03-384 PHN download failure

The PHN Core PWB download failed

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the PHN Core board or check the Shared Line.
-

03-385 FSN1 download failure

The FSN1 Core PWB download failed.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the FSN1 Core board or check the Shared Line.
-

03-387 Video engine download failure

The Video engine PWB download failed.

- Action
1. Press the "Clear Button" on the printer console.
-

03-388 TMN download failure

The TMN Core PWB download failed.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault still exists, call your Xerox Service Representative to replace the MIN Core board or check the Shared Line.
-

03-389 Bypass transport download failure

The bypass transport could not download its control code from the hard disk.

- Action
1. Press the "Clear Button" on the printer console.
 2. If the fault persists, call your Xerox Service Representative.
-

03-390 UIM rigid disk fault

The UIM Core PWB detected a rigid disk failure.

- Action
1. Press the "Clear Button" on the printer console.
-

03-391 UIM rigid disk access fault

The UIM Core PWB detected a rigid disk access failure.

- Action
1. Press the "Clear Button" on the printer console.
-

03-392 Video engine rigid disk fault

The Video Engine PWB detected a rigid disk failure

- Action
1. Press the "Clear Button" on the printer console.
-

03-393 Video engine rigid access fault

The Video Engine PWB detected as rigid disk access failure.

Action Press the "Clear Button" on the printer console.

03-401 EDN system bus communication failure

The EDN Core PWB temporarily could not communicate with any other node on the system bus.

Action None. Fault is logged in NVM only.

03-402 EDN communication problem with the UIM

The EDN Core PWB temporarily could not communicate with the UIM Core PWB.

Action None. Fault is logged in NVM only.

03-403 System communication problem with the MIN

The MIN Core PWB has temporarily failed to acknowledge receipt of a message from another system node.

Action None. Fault is logged in NVM only.

03-404 System communication problem with PHN. Transient

The PHN Core PWB has temporarily failed to acknowledge receipt of a message from another system node.

Action None. Fault is logged in NVM only.

03-405 System communication problem with FSN1

The FSN Core PWB #1 has temporarily failed to acknowledge receipt of a message from another system node.

Action None. Fault is logged in NVM only.

03-407 System communication problem with TWN

The TMN Core PWB has temporarily failed to acknowledge receipt of a message from another system node.

Action None. Fault is logged in NVM only.

03-408 Transient EDN HDLC communication failure

The Printer Controller temporarily did not acknowledge receipt of either as data layer or client layer operational message from the EDN Core PWB.

- Action
1. Ensure log level is two or greater. Do a PSC.
 2. If this fails in any way, boot the system and press the "Reset Button" on the printer console.
 3. If the fault still exists, repair the Printer Controller/printer communications cable.

03-412 UIM can't talk to any node on local bus

The UIM Core PWB could not talk to any PWB on its local bus.

- Action Press the "Clear Button" on the printer console.

03-413 MIN can't talk to any node on local bus

The MIN Core PWB temporarily could not communicate with any PWB on its local bus.

- Action Press the "Clear Button" on the printer console.

03-414 PHN can't talk to any node on local bus

The PHN Core PWB temporarily could not communicate with any PWB on its local bus.

- Action Press the "Clear Button" on the printer console.

03-416 FSN1 can't talk to any node on local bus

The FSN1 Core PWB temporarily could not communicate with any PWB on its local bus.

- Action Press the "Clear Button" on the printer console.

03-461 EDN problem requiring software reset caused by noise.

A potential noise problem was detected on the EDN Core PWB that required a software reset.

- Action Press the "Clear Button" on the printer console.

03-462 UIM problem requiring software reset caused by noise.

A potential noise problem was detected on the UIM Core PWB that required a software reset.

- Action Press the "Clear Button" on the printer console.

03-463 MIN problem requiring software reset caused by noise.

A potential noise problem was detected on the MIN Core PWB that required a software reset.

Action Press the "Clear Button" on the printer console.

03-464 PHN problem requiring software reset caused by noise.

The PHN Core PWB temporarily could not communicate with any PWB on its local bus.

Action Press the "Clear Button" on the printer console.

03-465 FSN1 problem requiring software reset caused by noise.

The FSN1 Core PWB temporarily could not communicate with any PWB on its local bus.

Action Press the "Clear Button" on the printer console.

03-467 Bypass transport problem requiring software reset caused by noise.

The TMN Core PWB temporarily could not communicate with any PWB on its local bus.

Action Press the "Clear Button" on the printer console.

03-471 EDN problem requiring software reset - software

The EDN Core PWM detected a potential software problem that required the EDN to perform a software reset.

Action Press the "Clear Button" on the printer console.

03-472 UIM problem requiring software reset - software

The UIM Core PWB detected a potential software problem that required a software reset.

Action Press the "Clear Button" on the printer console.

03-473 MIN problem requiring software reset - software

The MIN Core PWB detected a potential software problem that required a software reset.

Action Press the "Clear Button" on the printer console.

03-474 PHN problem requiring software reset - software

The PHN Core PWB detected a potential software problem that required a software reset.

Action Press the "Clear Button" on the printer console.

03-475 FSN1 problem requiring software reset - software
 The FSN1 Core PWB detected a potential software problem that required a software reset.
 Action Press the “Clear Button” on the printer console.

03-477 Bypass Transport problem requiring software reset - software
 The TMN Core PWB detected a potential software problem that required a software reset.
 Action Press the “Clear Button” on the printer console.

03-480 Too many segments in the queue
 The job manager detected too many scheduling segments in the job manager queue and initiated a cycle down of the printer.
 Action Press the “Clear Button” on the printer console.

03-482 EDM received an unexpected stacker delivery signal or Invalid bypass transport profile received from controller
 The job manager received an unexpected delivery signal and initiated as cycle down of the printer.
 Action Press the “Clear Button” on the printer console.

03-483 Stacker delivery routine made 2 requests for a segment
 The job manager detected that either the PHN or FSN1 initiated 2 request for an output deliver scheduling segment and initiated a cycle down of the printer.
 Action Press the “Clear Button” on the printer console.

03-485 JG print response late or printer late
 The EDN detected that the PSP print response was either late or was never received and initiated a cycle down of the printer.
 Action Press the “Clear Button” on the printer console.

03-492 MIN main drive enable response time-out
 The MIN Core PWD did not receive a main drive enable from the PHN Core PWB within 30 seconds after start was initiated.
 Action Press the “Clear Button” on the printer console.

04-201 Machine clock missing at cycle up
 The control logic senses a Main Drive acceleration fault.
 Action Press the “Clear Button” on the printer console.

04-202 MIN declared too many machine clocks
 The control logic senses a Main Drive acceleration fault.
 Action Clear areas 4, 5, 6, & 7.

04-203 MIN declared too few machine clocks
 The control logic senses a Main Drive acceleration fault.
 Action Clear areas 4, 5, 6, & 7.

04-210 PHN missing machine clocks
 The Machine Clock Sensor Q401 signal is missing at the PHN core PWB.
 Action Clear areas 4, 5, 6, & 7.

04-211 Missing registration sync (sheet is scheduled)
 The Registration Sync signal is missing at the PHN Core PWB.
 Action Press the "Clear Button" on the printer console.

04-212 Unexpected registration sync (reg. sync comes in without sheet scheduled)
 A Registration Sync signal arrives at the PHN Core PWM unexpectedly.
 Action Press the "Clear Button" on the printer console.

04-213 Registration sync late
 The Registration Sync signal is missing at the PHN Core PWB.
 Action Press the "Clear Button" on the printer console.

04-220 50HZ 3 phase wiring error
 The three phases of the AC power entering the printer are not connected in the correct configuration
 Action Press the "Clear Button" on the printer console.

06-250 SOS missing
 A Start of Scan Signal was not detected by the SOS PWB.
 Action Press the "Clear Button" on the printer console.

06-251 EOS missing
 An End of Scan Signal was not detected by the EOS PWB
 Action Press the "Clear Button" on the printer console.

06-252 Extra start of scan signal

The SOS PWB detected more than one start of scan signal.

Action Press the "Clear Button" on the printer console.

06-253 Extra end of scan signal

The EOS PWB detected more than one end of scan signal.

Action Press the "Clear Button" on the printer console.

06-350 No voltage to modulator driver

The Beam 1 and Beam 2 Intensity Signals sent from the EPMD PWB to the Modulation PWB are less than +10 VDC or the Laser Write signal was missing during print.

Action Press the "Clear Button" on the printer console.

06-351 Pixel clock input signal fault

The voltage controlled oscillator that generates the 66 MHz Pixel Clock Signal is out of range.

Action Press the "Clear Button" on the printer console.

06-352 Pixel clock output signal fault

The 66 MHz Pixel Clock Signal was not detected for at least 30 microseconds.

Action Press the "Clear Button" on the printer console.

06-353 ROS LVPS fault

One or more voltages from the ROS LVPS are more than 30% out of range.

Action Press the "Clear Button" on the printer console.

06-354 Polygon motor drive AC output fault

Phase 1 and/or Phase 2 voltages from the EPMD PWB to the Polygon Motor are missing.

Action Press the "Clear Button" on the printer console.

06-355 SOS PWB connector fault

The SOS PWB is disconnected or +5 VDC was not detected on the SOS PWB.

Action Press the "Clear Button" on the printer console.

06-356 EOS PWB connector fault

The +5 VDC was not detected at the EOS PWB.

Action Press the "Clear Button" on the printer console.

06-357 ROS module fault

The Start of Scan Beam Intensity signal and End of Scan Beam Intensity signal from the SOS and EOS PWBs to the SLB/RDR PWB are at least 50% out of range.

Action Press the "Clear Button" on the printer console.

06-358 No pixel clock voltage

The +15 VDC or -15 VDC from the printer LVPS PWB is over 30% out of range.

Action Press the "Clear Button" on the printer console.

06-359 No light leveler output

The ROS Shutter is not able to maintain the proper laser beam intensity determined by the Exposure Control Signal.

Action Press the "Clear Button" on the printer console.

06-363 SOS PWBA fault

The Start of Scan Beam Intensity signal from the SOS PWB to the SLB/RDR PWB is less than 50% of the value calculated during the latest xerographic setup.

Action Press the "Clear Button" on the printer console.

06-364 EOS PWBA fault

The End of Scan Beam Intensity signal from the EOS PWB to the SLB/RDR is less than 50% of the value calculated during the latest xerographic setup.

Action Press the "Clear Button" on the printer console.

06-365 Laser HVPS fault

The Laser High Voltage Power Signal is not able to provide enough voltage to operate the Laser Tube Assembly.

Action Press the "Clear Button" on the printer console.

06-366 Polygon motor fault

The system has detected a problem with the Polygon Motor.

Action Press the "Clear Button" on the printer console.

06-367 Card cage overtemp

The air flow within the Printer Card Cage is insufficient to prevent the electronic hardware from overheating.

- Action
1. Check Card Cage cooling fans.
 2. Enter and exit diagnostics.

07-211 Tray 1 elevator failed to move up to the feed position

The tray 1 Elevator failed to actuate the Stack Height Sensor within nine seconds after the Elevator Up signal switched on or the Elevator indexed on more than two consecutive feeds.

- Action
- Open tray 1, check paper position in the tray, then close the tray.

07-212 Tray 1 elevator failed to move down to the tray down switch

The tray 1 Elevator failed to actuate the tray 1 Down/Lw Paper Sensor within nine seconds after the Elevator Down signal switched on or the Elevator indexed on more than two consecutive feeds.

- Action
- Press "Manual Down" and ensure that the tray is in.

07-214 Tray 1 open in print/trays not ready to feed in auto switch mode

The tray 1 Interlock Switch was opened during the print mode. tray 1 must be selected for this fault to occur.

- Action
- Open and close the tray 1.

07-221 Tray 2 elevator failed to move up to the feed position

The tray 2 Elevator failed to actuate the Stack Height Sensor within nine seconds after the Elevator Up signal was switched on or the Elevator indexed on more than two consecutive feeds.

- Action
- Open tray 2, check paper position in the tray, then close the tray.

07-222 Tray 2 elevator failed to move down to the tray down switch

The tray 2 Elevator failed to actuate the tray 2 Down/Lw Paper Sensor within nine seconds after the Elevator Down signal switched on or the Elevator indexed on more than two consecutive feeds.

- Action
- Press "Manual Down" and ensure that the tray is in.

07-224 Tray 2 open in print

The tray 2 Interlock Switch was opened during the print mode. Tray 2 must be selected for this fault to occur.

- Action
- Open and close the tray 2.

07-241-1 Tray 3 elevator failed to move up from bottom to feed position in the required time

The HCT Elevator failed to move up to actuate either the Stack Height Sensor or the Low Paper Sensor within 16 seconds (22 seconds for 50 Hz) after the Elevator Up signal was switched on or three consecutive indexes occurred with three successive feeds.

Action Open tray 3, check for obstructions, then close the tray.

07-241-2 Tray 4 elevator failed to move up from bottom to feed position in the required time

The HCT Elevator failed to move up to actuate either the Stack Height Sensor or the Low Paper Sensor within 16 seconds (22 seconds for 50 Hz) after the Elevator Up signal was switched on or three consecutive indexes occurred with three successive feeds.

Action Open tray 4, check for obstructions, then close the tray.

07-244-1 Tray 3 elevator failed to move to tray down position in the required time

The HCT Elevator failed to move down to actuate the tray Down Sensor within 16 seconds (22 seconds for 50 Hz) after the Elevator Down signal was switched on.

Action Open tray 3, check for obstructions, then close the tray.

07-244-2 Tray 3 elevator failed to move to tray down position in the required time

The HCT Elevator failed to move down to actuate the tray Down Sensor within 16 seconds (22 seconds for 50 Hz) after the Elevator Down signal was switched on.

Action Open tray 4, check for obstructions, then close the tray.

07-248-1 Tray 3 unlatched in print

The HCT tray Closed Switch detected the tray unlatched during print.

Action Push tray 3 back into the machine while the system is in the standby state.

07-248-2 Tray 4 unlatched in print

The HCT tray Closed Switch detected the tray unlatched during print.

Action Push tray 4 back into the machine while the system is in the standby state.

07-250-1 Tray 3 Vertical Transport door interlock opened in print

The F/S Vertical Transport Door Interlock Switch opened during print.

Action Close tray 3 Vertical Transport door while system is in standby.

07-250-2 Tray 4 Vertical Transport door interlock opened in print
 The F/S Vertical Transport Door Interlock Switch opened during print.
 Action Close tray 4 Vertical Transport door while system is in standby.

07-251-1 Tray 3 Horizontal Transport door interlock opened in print
 The F/S Horizontal Transport Interlock Sensor opened during print.
 Action Close tray 3 Horizontal Transport door while system is in standby.

07-251-2 Tray 4 Horizontal Transport door interlock opened in print
 The F/S Horizontal Transport Interlock Sensor opened during print.
 Action Close tray 4 Horizontal Transport door while system is in standby.

08-100 Lead edge jam tray 3 lower preregistration transport sensor (1S54). Sensor (1S54) uncovered
 The lead edge of the sheet of paper failed to arrive at the Preregistration Sensor within 405 clockcounts after the lead edge was detected at the Horizontal Transport Sensor.
 Action Open Inverter Front door, clear area 14, then close the door.

08-101 Lead edge jam tray 3 lower preregistration transport sensor (1S54). Sensor covered
 The lead edge of the sheet of paper failed to arrive at the Preregistration Sensor within 405 clockcounts after the lead edge was detected at the Horizontal Transport Sensor.
 Action

1. Open Inverter front door, clear area 14, then close the door.
2. Open Processor right front door, clear area 2, then close the door.

08-102 Trail edge jam tray 3 lower preregistration transport sensor (1S54). Sensor uncovered.
 The trail edge of the sheet of paper failed to arrive at the Preregistration Sensor within 455 clockcounts after the lead edge was detected at the sensor.
 Action Open Processor right front door, clear areas 2 and 4, then close the door.

08-103 Trail edge jam tray 3 lower preregistration transport sensor (1S54). Sensor covered.
 The trail edge of the sheet of paper failed to arrive at the Preregistration Sensor within 455 clockcounts after the lead edge was detected at the sensor.
 Action Open Inverter front door, clear area 14, then close the door.

08-104 Lead edge jam at registration sensor (S8)

The lead edge of the sheet of paper failed to arrive at the Registration Transport Sensor within 995 clockcounts after the lead edge was detected at the Preregistration Sensor.

Action Open Processor right door, clear areas 2 and 4, then close the door.

08-105 3 pitch lead edge jam at registration sensor (S8). 3 pitch pre-reg sensor (1S54) covered

The lead edge of the sheet of paper failed to arrive at the Registration Transport Sensor within 995 clockcounts after the lead edge was detected at the Preregistration Sensor.

Action

1. Open Processor right door, clear areas 2 and 4, then close the door.
2. Open the Inverter front door, clear area 14, then close the door.

08-111 Lead edge jam at tray 1 stack force relief sensor (S2)

The lead edge of the sheet of paper failed to move from the top of the stack in tray 1 to the tray 1 Stack Relief Sensor within 245 clockcounts after the tray 1 Feed Clutch was energized.

Action Open tray 1, clear any damaged sheets, then close the tray.

08-112 Lead edge jam at tray 1 takeaway roll sensor (S3)

The lead edge of the sheet of the paper fed from tray 1 did not arrive at the tray 1 Takeaway Roll Sensor within 350 clockcounts after the tray 1 Feed Clutch was energized.

Action Open tray 1, clear misfeed and area, then close the tray.

08-113 Trail edge jam at tray 1 takeaway roll sensor (S3 covered)

The trail edge of the sheet of paper fed from tray 1 failed to leave the tray 1 Takeaway Roll Sensor within 753 clockcounts from the time the lead edge of the sheet arrived at that sensor or the lead edge of a transparency was late to the Vertical Transport Sensor.

Action Open tray 1, clear tray misfeed and area 3, then close the tray.

08-115 Lead edge jam tray at vertical xport sensor (S1A) from tray 1

The lead edge of the sheet of paper fed from tray 1 failed to arrive at the Vertical Transport Sensor within 790 clockcounts from the time the lead edge of that sheet of paper arrived at the tray 1 Takeaway Roll Sensor.

Action Open Processor right front door, clear area 3, then close the door.

08-121 Lead edge jam at tray 2 stack force relief sensor (S4)

The lead edge of the sheet of paper failed to move from the top of the stack in tray 2 to the Stack Relief Sensor within 245 clockcounts after the Feed Clutch was energized.

Action Open tray 2, clear any damaged sheets, then close the tray.

08-122 Lead edge jam at tray 2 takeaway roll sensor (S5)

The lead edge of the sheet of paper fed from tray 2 did not arrive at the tray 2 Takeaway Roll Sensor within 350 clockcounts after the tray 2 Feed Clutch was energized.

Action Open tray 2, clear tray misfeed and area 3, then close the tray.

08-123 Trail edge jam at tray 2 takeaway roll sensor (S5 covered)

The trail edge of the sheet of paper fed from tray 2 failed to leave the tray 2 Takeaway Roll Sensor within 753 clockcounts from the time the lead edge of that sheet arrived at the sensor or the lead edge of as transparency was late to the Vertical Transport Sensor.

Action Open tray 2, clear tray misfeed and area 3, then close the tray.

08-144 Lead edge jam at duplex vertical transport sensor (S1A) from duplex tray

The lead edge of the print fed from the Duplex Inverter failed to arrive at the Vertical Transport Sensor within 1100 clockcounts from when the lead edge of the print arrived at the Duplex Takeaway Roll Sensor.

Action Open Processor right front door, clear area 3, then close the door.

08-145 Lead edge jam at inverter jam switch (S14), duplex tray (A4)(Printer)

The lead edge of the sheet of paper failed to arrive at the Duplex Takeaway Roll Sensor within 200 clockcounts after the Duplex Forward Clutch was energized.

Action

1. Open Processor top cover and clear area 8, then close the cover.
2. Open Processor right front door, clear area 9, then close the door.

08-146 Trail edge jam at inverter jam switch (S14), duplex tray (A4)(Printer)

The trail edge of a sheet of paper failed to leave the Duplex Takeaway Roll Sensor within 250 clockcounts after the lead edge of the sheet arrived at the sensor.

Action Open Processor right front door, clear areas 9 and 10, then close the door.

08-147 Lead edge jam at inverter jam switch (S14), duplex tray (A3)(Printer)

The lead edge of the sheet of paper did not arrive at the Duplex Takeaway Roll Sensor within 200 clockcounts after the Duplex Forward Clutch was energized.

Action Open Processor right front door, clear area 9, then close the door.

08-148 L E jam at duplex vertical XPORT Q851

The sheet failed to arrive at the Vertical Transport Sensor within 1100 clockcounts after arriving at the Duplex Takeaway Roll Sensor.

Action Open Processor right front door, clear area 3, then close the door.

08-149 Lead edge jam at vertical transport sensor (S1A) from duplex (A3)(Printer)

The sheet failed to arrive at the Vertical Transport Sensor within 1100 clockcounts after arriving at the Duplex Takeaway Roll Sensor.

Action Open Processor right front door, clear area 3, then close the door.

08-151 Trail edge jam at vertical transport sensor (S1A) from any tray (A3)(Printer)

The trail edge of the sheet of paper did not leave the Vertical Transport Sensor within 550 clockcounts after the lead edge of that sheet arrived at the sensor.

Action Open Processor right front door, clear areas 3 and 4, then close the door.

08-152 Registration transport jam (L.E. late at registration sensor S8) from tray 1 or 2, OR duplex tray (A4)

The lead edge of the sheet of paper delivered from the Vertical Transport did not arrive at the Registration Transport Sensor within 950 clockcounts after the lead edge of that sheet arrived at the Vertical Transport Sensor.

Action Open Processor right front door, clear areas 2 and 4, then close the door.

08-155 Trail edge late at registration sensor (S8) entering zone 4

The trail edge of the sheet of paper did not leave the Registration Transport Sensor within 850 clockcounts after the lead edge of that sheet arrived at the sensor.

Action Open Processor right front door, clear areas 2 and 4, then close the door.

08-156 Lead edge jam at registration sensor (S8) from duplex (A4)(Printer)

The sheet failed to arrive at the Registration Transport Sensor within 450 clockcounts after the trail edge departed from the Vertical Transport Sensor.

Action Open Processor right front door, clear areas 3 and 4, then close the door.

08-164-1 Lead edge jam at tray 3 turn baffle sensor (2S03). Sheet coming from tray 4. Tray 4 horz jam sensor (3S04) uncovered

The lead edge of the sheet of paper delivered from the tray 4 Horizontal Transport Sensor failed to arrive at the tray 3 Turn Baffle Sensor within 225 ms after the lead edge arrived at the tray 4 Horizontal Transport Sensor.

Action Open tray 3 Vertical Transport door, clear area 12, then close the door.

08-164-2 Lead edge jam at tray 4 turn baffle sensor (3S03). Sheet coming from tray 5. Tray 5 horz jam sensor (3S04) uncovered

The lead edge of the sheet of paper delivered from the tray 5 Horizontal Transport Sensor failed to arrive at the tray 4 Turn Baffle Sensor within 225 ms after the lead edge arrived at the tray 5 Horizontal Transport Sensor.

Action Open tray 3 Vertical Transport door, clear area 12, then close the door.

08-165-1 Lead edge jam at tray 3 turn baffle sensor (2S03). Sheet coming from tray 4. Sensor (2S03) covered. Tray 4 horz jam sensor (3S04) uncovered

The lead edge of the sheet of paper delivered from the tray 4 Horizontal Transport failed to arrive at the tray 3 Turn Baffle Sensor within 225 ms after the lead edge arrived at the tray 4 Horizontal Transport Sensor.

Action

1. Open tray 4 Horizontal Transport door, clear area 13, then close the door.
2. Open tray 3 Vertical Transport door, clear area 12, then close the door.

08-165-2 Lead edge jam at tray 4 turn baffle sensor (3S03). Sheet coming from tray 5. Sensor (3S03) covered. Tray 5 horz jam sensor (3S04) uncovered

The lead edge of the sheet of paper delivered from the tray 5 Horizontal Transport failed to arrive at the tray 4 Turn Baffle Sensor within 185 ms after the lead edge arrived at the tray 5 Horizontal Transport Sensor.

Action

1. Open tray 5 Horizontal Transport door, clear area 13, then close the door.
2. Open tray 4 Vertical Transport door, clear area 12, then close the door.

08-166-1 Lead edge jam at tray 3 turn baffle sensor (2S03). Sheet coming from tray 4. Sensor (2S03) covered.

The trail edge of the sheet of paper delivered from the tray 3 Vertical Transport failed to arrive at the Turn Baffle Sensor within 245 ms after the lead edge of that sheet arrived at the Turn Baffle Sensor.

- Action
1. Open tray 3 Horizontal Transport door, clear area 13, then close the door.
 2. Open tray 3 Vertical Transport door, clear area 12, then close the door.
-

08-166-2 Trail edge jam at tray 4 turn baffle sensor (3S03). Sensor (3S03) covered.

The trail edge of the sheet of paper delivered from the tray 3 Vertical Transport failed to arrive at the Turn Baffle Sensor within 245 ms after the lead edge of that sheet arrived at the Turn Baffle Sensor.

- Action
1. Open tray 4 Horizontal Transport door, clear area 13, then close the door.
 2. Open tray 4 Vertical Transport door, clear area 12, then close the door.
-

08-167-1 Trail edge jam at tray 3 turn baffle sensor (2S03). Sensor (2S03) uncovered

The trail edge of the sheet of paper delivered from the tray 4 Vertical Transport failed to arrive at the Turn Baffle Sensor within 245 ms after the lead edge of that sheet arrived at the Turn Baffle Sensor.

- Action
1. Open tray 4 Horizontal Transport door, clear area 13, then close the door.
 2. Open tray 4 Vertical Transport door, clear area 12, then close the door.
-

08-167-2 Trail edge jam at tray 4 turn baffle sensor (3S03). Sensor (3S03) uncovered.

The trail edge of the sheet of paper delivered from the tray 4 Vertical Transport failed to arrive at the Turn Baffle Sensor within 245 ms after the lead edge of that sheet arrived at the Turn Baffle Sensor.

- Action
- Open tray 4 Horizontal Transport door, clear area 13, then close the door.
-

08-168-1 Leading edge jam at tray 3 horizontal transport sensor (2S04). Sensor (2S04) uncovered.

The lead edge of the sheet of paper delivered from the Lower Turn Transport did not arrive at the Horizontal Transport Sensor within 413.6 ms after the lead edge of the sheet arrived at the Turn Baffle Sensor.

- Action
- Open tray 3 Horizontal Transport door, clear area 13, then close the door.

**08-168-2 Lead edge jam at tray 4 horizontal transport sensor (3S04).
Sensor (3S04) uncovered.**

The lead edge of the sheet of paper delivered from the Lower Turn Transport did not arrive at the Horizontal Transport Sensor within 413.6 ms after the lead edge of the sheet arrived at the Turn Baffle Sensor.

Action Open tray 4 Horizontal Transport door, clear area 13, then close the door.

**08-169-1 Leading edge jam at tray 3 horizontal transport sensor (2S04).
Sensor (2S04) covered.**

The lead edge of the sheet of paper delivered from the lower Turn Transport did not arrive at the Horizontal Transport Sensor within 413.6 ms after the lead edge of the sheet arrived at the turn baffle sensor.

Action Open tray 3 Horizontal Transport door, clear area 13, then close the door.

**08-169-2 Leading edge jam at tray 4 horizontal transport sensor (3S04).
Sensor (3S04) covered.**

The lead edge of the sheet of paper delivered from the lower Turn Transport did not arrive at the Horizontal Transport Sensor within 413.6 ms after the lead edge of the sheet arrived at the turn baffle sensor.

Action Open tray 4 Horizontal Transport door, clear area 13, then close the door.

**08-170 Lead edge jam at processor inverter position sensor (S13),
feeding into duplex (A4)**

The sheet failed to arrive at the Duplex Sheet Sensor within 450 clockcounts after arriving at the top Transport Jam Sensor.

Action 1. Open Processor top cover, clear area 8, then lose the cover.
2. Open the Processor right door, clear area 9, then close the door.

**08-171 Trail edge jam at processor inverter position sensor (S13),
feeding out of duplex (A4)**

The trail edge of the sheet failed to depart the Duplex Sheet Sensor within FIT + 50 clockcounts after the Duplex Reverse Clutch was energized. (FIT is the forward invert time.)

Action Open Processor top cover, clear area 8, then close the cover

08-172 Lead edge jam at processor inverter position sensor (S13), feeding into duplex (A3), top transport sensor (S12) uncovered

The oversized sheet failed to arrive at the Duplex Sheet Sensor within 450 clockcounts after arriving at the top Transport Jam Sensor.

Action Open Processor right front door, clear area 9, then close the door.

08-173 Lead edge jam at processor inverter position sensor (S13), feeding into duplex (A3), top transport sensor (S12) covered

The oversized sheet failed to arrive at the Duplex Sheet Sensor within 450 clockcounts after arriving at the top Transport Jam Sensor.

Action

1. Open Processor top cover, clear area 8, then close the cover
2. Open Processor right front door, clear area 9, then close the door.

08-179 Third party feeder cross module jam (LE)

A third party feeder error has been detected.

Action

1. Clear areas 12 and 13.
2. Check third party feeder.

08-180-1 Tray 3 misfeed. Take away roll detector sensor (2S01) uncovered.

The lead edge of the sheet of paper fed from tray 3 did not arrive at the tray 3 Feed Sensor within 300 clockcounts after the tray 3 Feed Clutch was energized.

Action Open tray 3, clear feeder, then close the tray.

08-180-2 Tray 4 misfeed. Take away roll detect sensor (3S01) uncovered

The lead edge of the sheet of paper fed from tray 4 did not arrive at the tray 4 Feed Sensor within 300 clockcounts after the tray 4 Feed Clutch was energized.

Action Open tray 4, clear feeder, then close the tray.

08-181-1 Tray 3 misfeed. Take away roll detector sensor (2S01) covered.

The lead edge of the sheet of paper fed from tray 3 did not arrive at the tray 3 Feed Sensor within 300 clockcounts after the tray 3 Feed Clutch was energized.

Action

1. Open tray 3 Vertical Transport door.
2. Remove top sheet from feeder of tray 3 and any sheet in area 11, then close the tray.

08-181-2 Tray 4 misfeed. Take away roll detect sensor (3S01) covered

The lead edge of the sheet of paper fed from tray 4 did not arrive at the tray 4 Feed Sensor within 300 clockcounts after the tray 4 Feed Clutch was energized.

- Action
1. Open tray 4 Vertical Transport door.
 2. Remove top sheet from feeder of tray 4 and any sheet in area 11, then close the tray.

08-182-1 Trail edge jam at Tray 3 take away roll sensor (2S01) covered

The trail edge of the sheet of paper fed from tray 3 failed to leave the tray 3 Feed Sensor within 430 clockcounts after the lead edge of the sheet actuated that sensor.

- Action
1. Open the tray 3 Vertical Transport door, clear area 11, then close the door.
 2. Open tray 3, clear the feeder, then close the tray.

08-182-2 Trail edge jam at tray 4 take away roll sensor (3S01). Sensor (3S01) covered

The trail edge of the sheet of paper fed from tray 4 failed to leave the tray 4 Feed Sensor within 430 clockcounts after the lead edge of the sheet actuated that sensor.

- Action
1. Open the tray 4 Vertical Transport door, clear area 11, then close the door.
 2. Open tray 4, clear the feeder, then close the tray.

08-183-1 Trail edge jam at Tray 3 take away roll sensor (2S01). Sensor (2S01) covered

The trail edge of the sheet of paper fed from tray 3 failed to leave the tray 3 Feed Sensor within 430 clockcounts after the lead edge of the sheet actuated that sensor.

- Action
- Open tray 3 Vertical Transport door, clear area 11, then close the door.

08-183-2 Trail edge jam at tray 4 take away roll sensor (3S01). Sensor (3S01) uncovered

The trail edge of the sheet of paper fed from tray 4 failed to leave the tray 4 Feed Sensor within 430 clockcounts after the lead edge of the sheet actuated that sensor.

- Action
- Open tray 4 Vertical Transport door, clear area 11, then close the door.

08-184-1 Leading edge jam at tray 3 vertical transport sensor (2S02). Sensor (2S02) uncovered

The lead edge of the sheet of paper fed from tray 3 failed to arrive at the Vertical Transport Sensor within 550 ms from when the lead edge arrived at the Feed Sensor.

Action Open tray 3 Vertical Transport door, clear area 11, then close the door.

08-184-2 Leading edge jam at tray 4 vertical transport sensor (3S02). Sensor (3S02) uncovered

The lead edge of the sheet of paper fed from tray 4 failed to arrive at the Vertical Transport Sensor within 550 ms from when the lead edge arrived at the Feed Sensor.

Action Open tray 4 Vertical Transport door, clear area 11, then close the door.

08-185-1 Leading edge jam at tray 3 vertical transport sensor (2S02). Sensor (2S02) covered

The lead edge of the sheet of paper fed from tray 3 failed to arrive at the Vertical Transport Sensor within 550 ms from when the lead edge arrived at the Feed Sensor.

Action Open tray 3 Vertical Transport door, clear areas 11 and 12, then close the door.

08-185-2 Leading edge jam at tray 4 vertical transport sensor (3S02). Sensor (3S02) covered

The lead edge of the sheet of paper fed from tray 4 failed to arrive at the Vertical Transport Sensor within 550 ms from when the lead edge arrived at the Feed Sensor.

Action Open tray 4 Vertical Transport door, clear areas 11 and 12, then close the door.

08-186-1 Trail edge jam at tray 3 vertical transport sensor (2S02). Sensor (2S02) covered

The trail edge of the sheet of paper fed from tray 3 failed to leave the Vertical Transport Sensor within 245 ms from when the lead edge arrived at that sensor.

Action Open tray 3 Vertical Transport door, clear areas 11 and 12, then close the door.

08-186-2 Trail edge jam at tray 4 vertical transport sensor (3S02). Sensor (3S02) covered

The trail edge of the sheet of paper fed from tray 4 failed to leave the Vertical Transport Sensor within 245 ms from when the lead edge arrived at that sensor.

Action Open tray 4 Vertical Transport door, clear areas 11 and 12, then close the door.

08-187-1 Trail edge jam at tray 3 vertical transport sensor (2S02). Sensor (2S02) uncovered

The trail edge of the sheet of paper fed from tray 3 failed to leave the Vertical Transport Sensor within 245 ms from when the lead edge arrived at that sensor.

Action Open tray 3 Vertical Transport door, clear areas 12 and 13, then close the door.

08-187-2 Trail edge jam at tray 4 vertical transport sensor (3S02). Sensor (3S02) uncovered

The trail edge of the sheet of paper fed from tray 4 failed to leave the Vertical Transport Sensor within 245 ms from when the lead edge arrived at that sensor.

Action Open tray 4 Vertical Transport door, clear areas 11 and 12, then close the door.

08-188-1 Leading edge jam at tray 3 turn baffle sensor (2S03). Tray 3 fed sheet. Sensor (2S02) uncovered

The lead edge of the sheet of paper delivered from the Vertical Transport failed to arrive at the turn baffle sensor within 223 ms after the lead edge of that sheet arrived at the Vertical Transport Sensor.

Action Open tray 3 Vertical Transport door, clear area 12, then close the door.

08-188-2 Lead edge jam at tray 4 turn baffle sensor (3S03). Tray 3 fed sheet. Sensor (3S02) uncovered

The lead edge of the sheet of paper delivered from the Vertical Transport failed to arrive at the turn baffle sensor within 223 ms after the lead edge of that sheet arrived at the Vertical Transport Sensor.

Action Open tray 4 Vertical Transport door, clear area 12, then close the door.

08-189-1 Leading edge jam at tray 3 turn baffle sensor (2S03). Tray 3 fed sheet. Sensor (2S02) covered

The lead edge of the sheet of paper delivered from the Vertical Transport failed to arrive at the turn baffle sensor within 223 ms after the lead edge of that sheet arrived at the Vertical Transport Sensor.

Action Open tray 3 Vertical Transport door, clear areas 11 and 12, then close the door.

08-189-2 Lead edge jam at tray 4 turn baffle sensor (3S03). Tray 3 fed sheet. Sensor (3S02) covered

The lead edge of the sheet of paper delivered from the Vertical Transport failed to arrive at the turn baffle sensor within 223 ms after the lead edge of that sheet arrived at the Vertical Transport Sensor.

Action Open tray 4 Vertical Transport door, clear areas 11 and 12, then close the door.

08-190-1 Lead edge jam at tray 3 turn baffle sensor (2S03). Sheet coming from tray 4. Tray 4 horz jam sensor (3S04) covered

The lead edge of the sheet of paper delivered from the tray 4 Horizontal Transport failed to arrive at the tray 3 turn baffle sensor within 225 ms after the lead edge arrived at the tray 4 Horizontal Transport Sensor.

Action Open tray 4 Horizontal Transport door, clear area 13, then close the door.

08-190-2 Lead edge jam at tray 4 turn baffle sensor (3S03). Sheet coming from tray 5. Tray 5 horz jam sensor (4S04) covered

The lead edge of the sheet of paper delivered from the tray 3 Horizontal Transport failed to arrive at the tray 4 turn baffle sensor within 225 ms after the lead edge arrived at the tray 3 Horizontal Transport Sensor.

Action Open tray 3 Horizontal Transport door, clear area 13, then close the door.

08-191 Sheet fed from tray 1 is too narrow

The registration transport sensor dynamic width measurement of a sheet of paper fed from tray 1 is less than 55 servo clockcounts from the expected paper width.

Action Open tray 1, check stock size, then close the tray.

08-192 Sheet fed from tray 2 is too narrow

The registration transport sensor dynamic width measurement of a sheet of paper fed from tray 2 is less than 55 servo clockcounts from the expected paper width.

Action Open tray 2, check stock size, then close the tray.

08-193-1 Tray 3 fed sheet is too narrow

The registration transport sensor dynamic width measurement of a sheet of paper fed from tray 3 is less than 55 servo clockcounts from the expected paper width.

Action Open tray 3, check stock size, then close the tray.

08-193-2 Tray 4 fed sheet is too narrow

The registration transport sensor dynamic width measurement of a sheet of paper fed from tray 4 is less than 55 servo clockcounts from the expected paper width.

Action Open tray 4, check stock size, then close the tray.

08-194 Sheet fed from tray 1 is too wide

The registration transport sensor dynamic width measurement of a sheet of paper fed from tray 1 is greater than 55 servo clockcounts from the expected paper width.

Action Open tray 1, check stock size, then close the tray.

08-195 Sheet fed from tray 2 is too wide

The registration transport sensor dynamic width measurement of a sheet of paper fed from tray 2 is greater than 55 servo clockcounts from the expected paper width.

Action Open tray 2, check stock size, then close the tray.

08-196-1 Tray 3 fed sheet is too wide

The registration transport sensor dynamic width measurement of a sheet of paper fed from tray 3 is greater than 55 servo clockcounts from the expected paper width.

Action Open tray 3, check stock size, then close the tray.

08-196-2 Tray 4 fed sheet is too wide

The registration transport sensor dynamic width measurement of a sheet of paper fed from tray 4 is greater than 55 servo clockcounts from the expected paper width.

Action Open tray 4, check stock size, then close the tray.

08-197-1 Trail edge jam at tray 3 horizontal transport sensor (2S04). Sensor (2S04) covered.

The trail edge of the sheet of paper delivered from the Horizontal Transport failed to arrive at the Horizontal Transport Sensor within 245ms after the lead edge of that sheet arrived at that sensor.

Action Open tray 3 Vertical Transport door, clear area 13, then close the door.

08-197-2 Trail edge jam at tray 4 horizontal transport sensor (3S04). Sensor (3S04) covered.

The trail edge of the sheet of paper delivered from the Horizontal Transport failed to arrive at the Horizontal Transport Sensor within 245ms after the lead edge of that sheet arrived at that sensor.

Action Open tray 4 Vertical Transport door, clear area 13, then close the door.

08-198-1 Trail edge jam at tray 3 horizontal transport sensor (2S04). Sensor (2S04) uncovered.

The trail edge of the sheet of paper delivered from the Horizontal Transport failed to arrive at the Horizontal Transport Sensor within 245ms after the lead edge of that sheet arrived at that sensor.

Action Open tray 3 Vertical Transport door, clear area 14, then close the door.

08-198-2 Trail edge jam at tray 4 horizontal transport sensor (3S04). Sensor (3S04) uncovered.

The trail edge of the sheet of paper delivered from the Horizontal Transport failed to arrive at the Horizontal Transport Sensor within 245ms after the lead edge of that sheet arrived at that sensor.

Action Open tray 4 Vertical Transport door, clear area 12, then close the door.

08-203 Lead edge arrival too late to registration sensor (S8)

The lead edge of the sheet of paper arrived at the registration transport sensor more than 100 clockcounts from when the control logic received the registration sync signal. The sheet is too late to be registered correctly

Action None. Fault is logged in NVM only.

08-204 Lead edge arrival too late to registration sensor for transparency

The lead edge of the sheet of paper arrived at the registration transport sensor more than 100 ms early in relation to the registration sync signal and the registration servo could not register the sheet correctly.

Action Open Processor right door, clear areas 2 and 4, then close the door.

08-210 Modified feed time exceeds limit for tray 1

During the print mode, the tray 1 feed timing increased to more than 1601 clockcounts.

Action None. Fault is logged in NVM only.

08-211 Modified feed time below limit for tray 1

During the print mode, the tray 1 feed timing decreased to less than 1321 clockcounts.

Action None. Fault is logged in NVM only.

08-212 Modified feed time exceeds limit for tray 2

During the print mode, the tray 2 feed timing increased to more than 1956 clockcounts.

Action None. Fault is logged in NVM only.

08-213 Modified feed time below limit for tray 2

During the print mode, the tray 2 feed timing decreased to less than 1676 clockcounts.

Action None. Fault is logged in NVM only.

08-216-1 Tray 3 feed time above max modified time limit (7 Pitch)

The error log is incremented at the end of the job if max feed time then exceeds the predetermined value.

Action None. Fault is logged in NVM only.

08-216-2 Tray 4 feed time above max modified time limit (7 Pitch)

During the print mode, the tray 4 feed timing increased to more than 1601 clockcounts.

Action None. Fault is logged in NVM only.

08-217-1 Tray 3 feed time below min modified time limit (7 pitch)

The error log is incremented at the end of the job if max feed time then is below the predetermined value.

Action None. Fault is logged in NVM only.

08-217-2 Tray 4 feed time below min modified time limit

During the print mode, the tray 4 feed timing decreased to less than 1065 clockcounts.

Action None. Fault is logged in NVM only.

08-218-1 Tray 3 feed time above max modified time limit (3 pitch)

During print mode, the tray 3 feed timing increased by more than 896 clockcounts in oversized mode.

Action None. Fault is logged in NVM only.

08-218-2 Tray 4 feed time above max modified time limit (3 pitch)

During print mode, the tray 4 feed timing increased by more than 896 clockcounts in oversized mode.

Action None. Fault is logged in NVM only.

08-219-1 Tray 3 feed time below min modified time limit in 3 pitch mode

During print mode, the tray 3 feed timing decreased by more than 896 clockcounts in oversized mode.

Action None. Fault is logged in NVM only.

08-219-2 Tray 4 feed time below min modified time limit in 3 pitch mode
 During print mode, the tray 3 feed timing decreased by more than 896 clockcounts in oversized mode.
 Action None. Fault is logged in NVM only.

08-225 No paper detected by cross roll sensor (S8A)
 No sheet of paper was detected at the cross roll sensor.
 Action None. Fault is logged in NVM only.

08-226 11" transfer assist blade failure
 The control logic did not detect a change of state of the transfer assist blade sensor 80 ms after the transfer 1 solenoid was energized or de-energized.
 Action None. Fault is logged in NVM only.

08-227 14" transfer assist blade failure
 The control logic did not detect a change of state of the transfer assist blade sensor 80 ms after the transfer 4 solenoid was energized or de-energized.
 Action None. Fault is logged in NVM only.

08-302 Registration servo controller failed to execute an initialize command
 The registration servo controller failed to execute an initialize command.
 Action Press the "Clear Button" on the printer console.

08-310 Unable to communicate with registration servo
 The control logic is unable to communicate with the PHN registration servo PWB.
 Action Open Processor right front door, clear areas 2 and 4, then close the door.

08-312 Registration servo failed turn around test
 The PHN registration servo PWB has failed the turnaround diagnostics test.
 Action Press the "Clear Button" on the printer console.

08-901 Tray 1 stock is different than what is selected on U.I.

The registration transport sensor dynamic width measurement of the first sheet fed from tray 1 was greater or less than 55 servo clockcounts from the expected paper width or a transparency was detected during a job originating with any other paper type.

Action Open and close the tray 1.

08-902 Tray 2 stock is different than what is selected on U.I.

The registration transport sensor dynamic width measurement of the first sheet fed from tray 2 was greater or less than 55 servo clockcounts from the expected paper width or a transparency was detected during a job originating with any other paper type.

Action Open and close the tray 2.

08-904-1 Tray 3 stock is different than what is selected on U.I.

The registration transport sensor dynamic width measurement of the first sheet fed from tray 3 was greater or less than 55 servo clockcounts from the expected paper width or a transparency was detected during a job originating with any other paper type.

Action Open and close the tray 3.

08-904-2 Tray 4 stock is different than what is selected on U.I.

The registration transport sensor dynamic width measurement of the first sheet fed from tray 4 was greater or less than 55 servo clockcounts from the expected paper width or a transparency was detected during a job originating with any other paper type.

Action Open and close the tray 4.

08-904-3 Third party stock mismatch

The registration transport sensor dynamic width measurement of the first sheet fed from a tray was greater or less than 55 servo clockcounts from the expected paper width or a transparency was detected during a job originating with any other paper type.

Action Open and close the appropriate tray.

08-904-5 Third party stock mismatch

Paper width mismatch between dynamic paper width measured and sheet width programmed from a third party feeder on the first sheet fed.

Action Clear the third party feeder.

09-101 Sheet on photoreceptor (lead edge at paper on photoreceptor sensor S7) in A4

The paper on the photoreceptor sensor is blocked in the standard mode.

Action Action:

09-102 Sheet on photoreceptor (lead edge at paper on photoreceptor sensor S7) in A3

The paper on the photoreceptor sensor is blocked in the oversize mode.

Action Open Processor front doors, clear areas 5 and 6, then close the doors.

09-201 High voltage power supply arc detected

A high voltage power supply arc was detected.

Action Open Processor front doors, clear areas 4, 5, 6, and 7, then close the doors.

09-202 AC voltage out of range while running

The Coronode AC voltage setpoint is at or outside the preset limits during the print cycle.

Action None. Fault is logged in NVM only.

09-203 Photoreceptor end of life

A photoreceptor belt failure is detected.

Action Press the "Reset Button" on the printer console.

09-211 Patch generator failure

The patch generator cannot generate the current required to produce the correct light output.

Action Press the "Reset Button" on the printer console.

09-212 IRD failure

Indicates a OSS failure.

Action Press the "Reset Button" on the printer console.

09-213 ESV failure

Indicates an ESV failure

Action Press the "Reset Button" on the printer console.

09-215 Toner dispense failure

Indicates a toner dispense failure.

Action Press the “Reset Button” on the printer console.

09-220 Too long between belt holes

The belt hole sensor did not detect the belt hole within 3240 ms of the previous belt hole detection, or twice within one hundred average calculations of the time between belt holes, the average calculation was greater than 50 ms above the last ten average calculations.

Action Open Processor doors, clear areas 4, 5, 6, and 7, then close the doors.

09-221 Ozone blower air flow failure

The ozone vacuum switch detected inadequate air flow.

Action Press the “Reset Button” on the printer console.

09-222 Too short of time between belt holes

The belt hole sensor did not detect the belt hole less than 2840 ms since the previous belt hold detection, or twice within one hundred average calculations of the time between belt holes, the average calculation as less than 50 ms below the last ten average calculations.

Action Open Processor front doors, clear areas 4, 5, 6, and 7, then close the doors.

09-320 Developer bias 1 out of range

The Developer bias 1 monitor voltage is less than the Developer bias 1 control voltage.

Action Press the “Reset Button” on the printer console.

09-321 Developer bias 2 out of range

The Developer bias 2 monitor voltage is less than the Developer bias 2 control voltage.

Action Press the “Reset Button” on the printer console.

09-322 Cleaner voltage out of range

The cleaner brush bias monitor voltage is less than the cleaner brush bias control voltage.

Action Open Processor front doors, clear areas 4, 5, 6, and 7, then close the doors.

09-323 Reclaim roll bias voltage out of range
 The reclaim roll bias monitor voltage is less than the reclaim roll bias control voltage
 Action Press the “Reset Button” on the printer console.

09-324 Waste roll bias voltage out of range
 The lower detoning roll (LDTR) bias monitor voltage is less than the LDTR bias control voltage.
 Action Press the “Reset Button” on the printer console.

09-325 Charge voltage out of range
 The Charge voltage monitor voltage is less than the charge voltage Shld voltage control point voltage.
 Action Press the “Reset Button” on the printer console.

09-326 Transfer current out of range
 The Tran SI monitor voltage is less than the Tran Shld current control point voltage.
 Action Press the “Reset Button” on the printer console.

09-327 Destack current out of range
 The Dtac SI monitor voltage is less than the Dtac Shld current control point voltage.
 Action Press the “Reset Button” on the printer console.

09-328 Pre-clean current out of range
 The Pcln SI monitor voltage is less than the Ccln Shld current control point voltage.
 Action Press the “Reset Button” on the printer console.

09-329 AC voltage out of range
 The Coronode ACV monitor voltage is less than the Coronode ACV control point voltage.
 Action Press the “Reset Button” on the printer console.

09-330 Charge 2 current out of range
 The Chg2 DI monitor voltage is less than the Chg2 Shld current control point voltage.
 Action None. Fault is logged in NVM only.

09-331 Charge 0 voltage out of range

The Chg0 monitor voltage is less than Chg0 Shld voltage control point voltage.

Action Press the "Reset Button" on the printer console.

09-332 Failure to complete cycle up convergence after a power up

Indicates a failure to complete Cycle Up Convergence after power up.

Action Press the "Reset Button" on the printer console.

09-353 Failure to converge charge fault

The control logic sensed a failure to converge contrast potentials during DC951 setup.

Action Press the "Reset Button" on the printer console.

09-354 Failure to set toner concentration fault

The control logic sensed a failure to set toner concentration during the DC951 automatic xerographic setup.

Action Press the "Reset Button" on the printer console.

09-356 Failure to converge charge in TC setup for DC951

Fails to converge during DC951.

Action Press the "Reset Button" on the printer console.

09-360 Fail to complete AmCal setup in DC951

The control logic sensed a failure to complete amcal setup during the DC951 automatic xerographic setup.

Action Press the "Reset Button" on the printer console.

09-361 AmCal out of range in DC951

The control logic sensed that the Amcal was out of range during the DC951 automatic xerographic setup.

Action Press the "Reset Button" on the printer console.

10-101 No sheet at pre-fuser transport. LE late to pre-fuser sensor (S9)

A print did not actuate the prefuser sensor within 1570 clockcounts after it arrived at the registration sensor.

Action Open the right front door, clear areas 4 and 5, then close the door.

10-102 Lead edge late at post fuser sensor (S10) or trail edge late to prefuser sensor (S9)
 A print did not reach the fuser sensor within 653 clockcounts after it arrived at the prefuser sensor, and that the prefuser sensor is still blocked after the machine cycle-down.
 Action Open the right front door, clear areas 4 and 5, then close the door.

10-104 Lead edge late to decurler sensor (S11)
 A print did not actuate the decurler sensor within 790 clockcounts after it arrived at the Fuser sensor.
 Action Open the right front door, clear areas 4 and 5, then close the door.

10-105 Trail edge late to decurler sensor (S11 covered)
 The trail edge of the print did not leave the decurler sensor within 850 clockcounts after actuating the sensor, and the sensor is still actuated after machine cycle-down
 Action Open the right front door, clear areas 4 and 5, then close the door.

10-106 Trail edge late to decurler sensor (S11 uncovered)
 The trail edge of the print did not leave the decurler sensor within 850 clockcounts after actuating the sensor, and the sensor is not actuated after the machine cycle-down
 Action Open the right front door, clear areas 4 and 5, then close the door.

10-107 Lead edge late to top transport sensor (S12)
 A print lead edge did not actuate the top transport sensor within 1200 clockcounts after the print lead edge arrived at the decurler sensor.
 Action Open Processor top cover, clear area 8, then close the cover.

10-108 Trail edge late to top transport sensor (S12 covered) into duplex tray
 The trail edge of a print going to the duplex tray did not leave the top transport sensor within 520 clockcounts after the print lead edge actuated the sensor, and that the top transport sensor is still actuated after the machine cycle-down.
 Action Open Processor top cover, clear area 8, then close the cover.

10-109 Trail edge late to top transport sensor (S12 uncovered) into duplex tray
 The trail edge of a print going to the duplex tray did not leave the top transport sensor within 520 clockcounts after the print lead edge actuated the sensor, and that the top transport sensor is still actuated after the machine cycle-down.
 Action Open Processor top cover, clear area 9, then close the cover.

10-110 Trail edge late to top transport sensor (S12)

The trail edge of a print going to the inverter feeder/stacker did not leave the top transport sensor within 520 clockcounts after the print lead edge actuated the sensor.

Action Open Processor top cover, clear area 8, then close the cover.

10-111 Trail edge late at decurler sensor (S11), A3 paper

The trail edge of the print (A3 mode) did not leave the decurler sensor within 1200 clockcounts after actuating the sensor.

Action Open Processor right front door and top cover, clear areas 7 and 8, then close the covers.

10-112 No sheet at prefuser transport sensor (S9) in 3 pitch mode

A print did not actuate the prefuser sensor within 1570 clockcounts after it arrived at the registration sensor in 3 pitch mode.

Action Open the right front door, clear areas 4 and 5, then close the door.

10-201 Fuser undertemp fault during warmup

The fuser did not reach operating temperature within seven minutes of startup, no change in the fuser thermistor resistor has been detected for three minutes, or no change in fuser thermistor resistance was detected within 10 seconds after clearing Fault Code 10-204.

Action Enter and exit DC330.

10-202 Fuser overtemp

The fuser has reached a temperature of 435 degrees F.

Action Press the "Clear Button" on the printer console.

10-203 Fuser control fault

The voltage to the fuser is less than 170 VAC.

Action Press the "Clear Button" on the printer console.

10-204 Fuser undertemp fault

The fuser temperature is 35 degrees below operating temperature.

Action Press the "Clear Button" on the printer console.

10-205 Machine over voltage

The voltage to the fuser is greater than 265 VAC.

Action Call for service.

10-206 Fuser transient undertemp

The fuser temperature momentarily dropped 35 degrees below operating temperature after the fuser reached operating temperature.

Action None. Fault is logged in NVM only.

10-210 Meter roll undertemp fault

The metering roll did not reach a temperature of 250 degrees F within seven minutes of startup or the metering roll temperature is below 250 degrees F in print.

Action None. Fault is logged in NVM only.

10-211 Meter roll overtemp

The metering roll has exceeded a temperature of 380 degrees F.

Action None. Fault is logged in NVM only.

10-212 Fuser pressure roll cam in fault

The Cam-In sensor was unblocked during print.

Action Open Processor front doors, clear areas 4, 5, 6, and 7, then close the doors.

10-213 Fuser pressure roll failed to cam out

The Cam-Out sensor was unblocked during cycle down.

Action Press the "Reset" on UI screen, then open and close the fuser.

10-214 Fuser brake failure while camming in

The Camming motor failed to stop during cam-in while in print.

Action Open Processor front doors, clear areas 4, 5, 6, and 7, then close the doors.

10-215 Fuser brake failure while camming out

The Camming motor failed to stop during cam-in while in print.

Action Press the "Reset Button" on the printer console.

10-216 Fuser cam motor fault

The Camming motor failed to operate when commanded to do so.

Action Press the "Reset Button" on the printer console.

10-217 Fuser cam in sensor failed

The cam-in sensor was unblocked during machine initialization

Action None. Fault is logged in NVM only.

10-218 Fuser cam out sensor failed

The cam-out sensor was unblocked during machine initialization

Action None. Fault is logged in NVM only.

10-219 Fuser cam motor brake fault

The Camming motor failed to stop during cam-out at machine initialization

Action Press the “Reset Button” on the printer console.

11-100 Stray sheet jam at inverter entrance sensor (1S55)

Unscheduled sheet lead edge jam at inverter entrance sensor (1S55).

Action

1. Press the “Clear Button” on the printer console.
2. Discard purged sheets in the purge tray.

11-102 Lead edge jam at inverter entrance (1S55)

The lead edge of the print delivered from the Printer top transport sensor did not arrive at the inverter entrance sensor within 560 ms.

Action

1. Open Processor top cover, clear area 8, then close the cover.
2. Open inverter front door, clear area 15, then close the door.

11-104 Trail edge jam at inverter entrance (1S55). Sensor uncovered

The trail edge of a print arrived 520 ms (3 pitch) or 300 ms (7 pitch) late at the inverter entrance sensor.

Action Open the inverter front door, clear area 15, then close the door.

11-105 Trail edge jam at inverter entrance (1S55). Sensor covered

The trail edge of a print arrived 520 ms (3 pitch) or 300 ms (7 pitch) late at the inverter entrance sensor.

Action

1. Open Processor top cover, clear area 8, then close the door.
2. Open inverter front door, clear area 15, then close the door.

11-106 Sheet early to post inverter sensor (1S56)

The lead edge of an inverted print arrived earlier than 350 ms at the post inverter sensor.

Action Press the “Clear Button” on the printer console.

11-107 Sheet early to sample tray jam sensor due to inversion failure
 The lead edge of an inverted print from the inverter entrance sensor arrived early at the sample tray sensor.

Action

1. Press the “Clear Button” on the printer console.
2. Discard the top sheet in the sample tray.

11-108 Lead edge jam at post inverter sensor (1S56)
 The lead edge of a print delivered from the inverter entrance sensor did not arrive at the post inverter sensor within 400 ms for the non-inverted mode and 850 ms (7 pitch) or 1065 ms (3 pitch) for the inverted mode.

Action

1. Open the top transport cover, clear area 8, then close the door.
2. Open the inverter front door, clear areas 15 and 16, then close the door.

11-110 Trail edge jam at post inverter sensor (1S56)
 The trail edge of a print did not arrive at the post inverter sensor within 520 ms (3 pitch) or 300 ms (7 pitch) after the lead edge of the print arrived at the sensor.

Action

1. Open the top transport cover, clear area 8, then close the door.
2. Open inverter front door, clear areas 15 and 16, then close the door.

11-112 Lead edge jam at registration transport (pre-stacker) sensor (1S58). Sensor uncovered
 The lead edge of the print delivered from the post inverter sensor did not arrive at the pre-stacker sensor within 440 ms.

Action

1. Open the inverter front door, clear area 16, then close the door.
2. Open stacker A top cover, clear area 17, then close the door.

11-114 Trail edge jam at registration transport (prestacker) sensor (1S58)
 The trail edge of a print did not arrive at the prestacker sensor within 520 ms (3 pitch) or 300 ms (7 pitch) after the leading edge of the print arrived at the sensor.

Action

1. Open stacker A top cover, clear area 17, then close the cover.
2. Open inverter front door, clear area 16, then close the door.

11-116 Lead edge jam at sample tray sensor (1S57). Post inverter sensor (1S56) remains clear during cycledown

The lead edge of a print delivered from the inverter entrance sensor did not arrive at the sample tray sensor within 280 ms for non-inverted sheets and 720 ms (7 pitch) or 950 ms (3 pitch) for inverted sheets.

- Action
1. Open Processor top cover, clear area 8, then close the cover.
 2. Open Inverter front door, clear area 15, then close the door.

11-117 Lead edge jam at sample tray sensor (1S57). Post inverter sensor (1S56) covered at any time during cycledown

The lead edge of a print delivered from the inverter entrance sensor did not arrive at the sample tray sensor within 280 ms for non-inverted sheets and 720 ms (7 pitch) or 950 ms (3 pitch) for inverted sheets.

- Action
1. Open Processor top cover, clear area 8, then close the cover.
 2. Open Inverter front door, clear areas 15 and 16, then close the door.

11-118 Trail edge jam at sample tray sensor (1S57). Sensor uncovered

The trail edge of a print did not arrive at the sample tray sensor within 520 ms (3 pitch) or 300 ms (7 pitch) after the lead edge of the sheet arrived at the sensor.

- Action
1. Open the Processor top cover, clear area 8, then close the cover.
 2. Open inverter front door, clear area 15, then close the door
 3. Discard the top sheet from the sample tray.

11-119 Trail edge jam at sample tray sensor (1S57). Sensor covered

The trail edge of a print did not arrive at the sample tray sensor within 520 ms (3 pitch) or 300 ms (7 pitch) after the lead edge of the sheet arrived at the sensor.

- Action
1. Open the Processor top cover, clear area 8, then close the cover.
 2. Open inverter front door, clear area 15, then close the door
 3. Discard any partially delivered sheet from the sample tray.

11-120 Stray sheet to sample tray jam sensor

An unexpected sheet arrived at the sample tray.

- Action
1. Open the inverter front door, clear area 15, then close the door.
 2. Discard the top sheet from the sample tray.

11-130-1 A stray sheet was detected at Stacker A disk sheet entrance sensor 2S06A

The lead edge of a print was detected by the disk sheet sensor without stacker A being defined as the destination.

- Action
1. Open stacker A top cover and clear area 17.
 2. Lift top transport and clear area 18.
 3. Lower transport and close the cover.
-

11-130-2 A stray sheet was detected at stacker B disk sheet entrance sensor (3S06)

The lead edge of a print was detected at the disk sheet sensor without stacker B being defined at the destination.

- Action
1. Open stacker B top cover and clear area 17.
 2. Lift top transport and clear area 18.
 3. Lower transport and close the cover.
-

11-131-1 Stacker A disk chute jam (LE) disk sheet sensor (2S06) uncovered, registration transport jam sensor (1S58) uncovered.

The lead edge of print did not arrive at the disk sheet sensor within 185 ms after the registration transport (pre-stacker) sensed the leading edge.

- Action
1. Open stacker A top cover and clear area 17.
 2. Lift top transport and clear area 18.
 3. Lower transport and close the cover.
-

11-131-2 Stacker B disk chute jam (LE) disk sheet sensor (2S06) uncovered, registration transport jam sensor (1S58) uncovered.

The lead edge of print did not arrive at the disk sheet sensor within 185 ms after the bypass transport sensor sensed the lead edge.

- Action
1. Open stacker B top cover and clear area 17.
 2. Lift top transport and clear area 18.
 3. Lower transport and close the cover.

11-132-1 Stacker A disk chute jam (LE) disk sheet sensor (2S06) uncovered, registration transport jam sensor (1S58) covered.

Lead edge of print did not arrive at the disk sheet sensor within 185 ms after the prestacker sensor sensed the lead edge.

Action 1. Open stacker A top cover and clear area 16.
 2. Open inverter front door, clear area 16, then close the door.
 3. Open stacker A top cover and clear area 17.
 4. Lift top transport, clear area 18, then lower transport and close the cover.

11-132-2 Stacker B disk chute jam (LE) disk sheet sensor (3S06) uncovered, registration transport jam sensor (2S58) covered.

The lead edge of print did not arrive at the disk sheet sensor within 330 ms after the bypass transport sensor sensed the leading edge.

Action 1. Open stacker AS top cover, clear area 17, then close top cover.
 2. Open stacker B top cover and clear area 17.
 3. Lift top transport, clear area 18, then lower transport and close the cover.

11-133-1 Stacker A disk chute jam (LE) disk sheet sensor (2S06) covered

The lead edge of print did not arrive at the disk sheet sensor within 260 ms after the prestacker sensor sensed the leading edge.

Action 1. Open inverter front door, clear area 16, then close the door.
 2. Open stacker A top cover and clear area 17.
 3. Lift top transport, clear area 18, then lower transport and close the cover.

11-133-2 Stacker B disk chute jam (LE) disk sheet sensor (3S06) covered

The lead edge of print did not arrive at the disk sheet sensor within 330 ms after the bypass transport sensor sensed the lead edge.

Action 1. Open stacker B top cover and clear area 17.
 2. Lift top transport and clear area 18.
 3. Lower transport and close the cover.

11-138-1 Stacker A lead edge jam at bypass transport sensor (2S07)

The lead edge of the print delivered from the prestacker sensor did not arrive at the bypass transport sensor within 770 ms.

Action Open stacker A top cover, clear area 17, then close the cover.

11-138-2 Stacker B lead edge jam at bypass transport sensor (3S07)
 The lead edge of the print delivered from the prestacker sensor did not arrive at the bypass transport sensor within 785 ms.
 Action Open stacker B top cover, clear area 17, then close the cover.

11-139-1 Stacker A lead edge jam at bypass transport sensor (2S07)
 The lead edge of the print delivered from the prestacker sensor did not arrive at the bypass transport sensor within 785 ms.
 Action Open stacker B top cover, clear area 17, then close the cover.

11-139-2 Stacker B bypass transport output sensor (3S07).Sensor (3S07) covered.
 The lead edge of the print delivered from the prestacker sensor did not arrive at the bypass transport sensor within 785 ms.
 Action 1. Open stacker A top cover, clear area 17, then close the cover.
 2. Open stacker B top cover, clear area 17, then close the cover.

11-140-1 Stacker A trail edge jam at bypass transport output sensor (2S07). Sensor uncovered.
 The trail edge of the print did not arrive at the bypass transport sensor within 325 ms (7 pitch) or 600 ms (3 pitch) after the lead edge of the print arrived at the bypass transport sensor.
 Action 1. Open stacker A top cover, clear area 17, then close the cover.
 2. Open stacker B top cover, clear area 17, then close the cover.

11-140-2 Stacker B trail edge jam at bypass transport output sensor (3S07). Sensor uncovered.
 The trail edge of the print did not arrive at the bypass transport sensor within 325 ms (7 pitch) or 600 ms (3 pitch) after the lead edge of the print arrived at the bypass transport sensor.
 Action 1. Open stacker A top cover, clear area 17, then close the cover.
 2. Open stacker B top cover, clear area 17, then close the cover.

11-141-1 Stacker A trail edge jam at bypass transport output sensor (2S07). Sensor covered.
 The trail edge of the print did not arrive at the bypass transport sensor within 225 ms (7 pitch) or 455 ms (3 pitch) after the lead edge of the print arrived at the bypass transport sensor.
 Action Open stacker A top cover, clear area 17, then close the cover.

11-141-2 Stacker B trail edge jam at bypass transport output sensor (3S07). Sensor covered.

The trail edge of the print did not arrive at the bypass transport sensor within 325 ms (7 pitch) or 600 ms (3 pitch) after the lead edge of the print arrived at the bypass transport sensor.

- Action
1. Open stacker A top cover, clear area 17, then close the cover.
 2. Open stacker B top cover, clear area 17, then close the cover.

11-142-2 Lead edge jam at purge transport sensor (3S64). Purge transport sensor (3S64) uncovered, Bypass transport sensor (2S07) uncovered.

The lead edge of the print delivered from the stacker A bypass transport sensor did not arrive at the stacker B purge transport sensor within 450 ms.

- Action
1. Open stacker A top cover, clear area 17, then close the cover.
 2. Open stacker B top cover, clear area 17, then close the cover.

11-143-2 Lead edge jam at purge transport sensor (3S64). Purge transport sensor (3S64) uncovered, Bypass transport sensor (2S07) covered.

The lead edge of the print delivered from the stacker A bypass transport sensor did not arrive at the stacker B purge transport sensor within 450 ms.

- Action
1. Open stacker A top cover, clear area 17, then close the cover.
 2. Open stacker B top cover, clear area 17, then close the cover.

11-144-2 Lead edge jam at purge transport sensor (3S64). Purge transport sensor (3S64) covered,.

The lead edge of the print delivered from the stacker A bypass transport sensor did not arrive at the stacker B purge transport sensor within 450 ms.

- Action
1. Open stacker A top cover, clear area 17, then close the cover.
 2. Open stacker B top cover, clear area 17, then close the cover.

11-145-2 Trail Edge jam at purge transport sensor (3S64)

The trail edge of the print did not arrive at the bypass transport sensor within 325 ms (7 pitch) or 600 ms (3 pitch) after the lead edge of the print arrived at the bypass transport sensor.

- Action
1. Open stacker A top cover, clear area 17, then close the cover.
 2. Open stacker B top cover, clear area 17, then close the cover.

11-146-1 Stacker A disk jam sensor jam (LE)(7 pitch)

Stacker A jam detected.

- Action
1. Open stacker A top cover, clear area 17, then close the cover.
 2. Lift top transport and clear area 18.
 3. Lower transport and close the cover.
-

11-146-2 Stacker B disk jam sensor jam (LE)(7 pitch)

The lead edge of a print did not arrive at the disk lead edge sensor within 300 ms after the lead edge of the print actuated the disk sheet sensor.

- Action
1. Open stacker B top cover, clear area 17, then close the cover.
 2. Lift top transport and clear area 18.
 3. Lower transport and close the cover.
-

11-147-1 Stacker A disk jam sensor jam (LE)(3 pitch)

Stacker A jam detected.

- Action
1. Open stacker A top cover, clear area 17, then close the cover.
 2. Lift top transport and clear area 18.
 3. Lower transport and close the cover.
 4. Open inverter front door, clear area 16, then close the door.
-

11-147-2 Stacker B disk jam sensor jam (LE)(3 pitch)

The lead edge of a print did not arrive at the disk lead edge sensor within 300 ms after the lead edge of the print actuated the disk sheet sensor.

- Action
1. Open stacker B top cover, clear area 17, then close the cover.
 2. Lift top transport and clear area 18.
 3. Lower transport and close the cover.
 4. Open stacker A top cover, clear area 17, then close the cover.
-

11-148-1 Stacker A disk jam sensor jam (TE) Disk jam sensor blocked.

Trail edge of a print did not actuate the disk LE Edge sensor within the appropriate time after actuating the lead edge sensor.

- Action
1. Open stacker B top cover and clear area 17.
 2. Lift top transport and clear area 18.
 3. Lower transport and close the cover.

11-148-2 Stacker B disk jam sensor jam (TE) Disk jam sensor blocked.

Trail edge of a print did not actuate the disk LE Edge sensor within the appropriate time after actuating the lead edge sensor.

- Action
1. Open stacker B top cover and clear area 17.
 2. Lift top transport and clear area 18.
 3. Lower transport and close the cover.
-

11-149-1 Stacker A disk jam sensor jam (TE) Disk jam sensor clear.

The trail edge of a print did not actuate the disk lead edge sensor within the appropriate time of the lead edge of the print actuating the sensor.

- Action
1. Open stacker A top cover and clear area 17.
 2. Lift top transport and clear area 18.
 3. Lower transport and close the cover.
 4. Unload Bin A.
 5. Discard last sheet delivered.
-

11-149-2 Stacker B disk jam sensor jam (TE) Disk jam sensor clear.

The trail edge of a print did not actuate the disk lead edge sensor within the appropriate time of the lead edge of the print actuating the sensor.

- Action
1. Open stacker B top cover and clear area 17.
 2. Lift top transport and clear area 18.
 3. Lower transport and close the cover.
 4. Unload Bin B.
 5. Discard last sheet delivered.
-

11-150-1 Stacker A belt jam

A stacker A belt Jam has been detected.

- Action
1. Open stacker A top cover and clear area 17.
 2. Lift top transport and clear area 18.
 3. Lower transport and close the cover.
 4. Unload Bin A.
 5. Discard last sheet delivered.

11-150-2 Stacker B belt jam

A stacker B belt Jam has been detected.

- Action
1. Open stacker B top cover and clear area 17.
 2. Lift top transport and clear area 18.
 3. Lower transport and close the cover.
 4. Unload Bin B.
 5. Discard last sheet delivered.
-

11-200 Inverter module door interlock (1S06) open in print

The inverter front door interlock was opened with the high capacity feeder 3 or stacker A main motor on.

- Action
- Open inverter door, clear areas 8, 15, 16, 17, and 18, then close the door.
-

11-220-1 Stacker A ELV failed to leave home position

The elevator failed to leave the home position.

- Action
- Open stacker A front doors, check for obvious problems, then close the doors.
-

11-220-2 Stacker B ELV failed to leave home position

The elevator failed to leave the home position.

- Action
- Open stacker B front doors, check for obvious problems, the close the doors.
-

11-221-1 Stacker A failed to find home position

The stacker elevator down sensor failed to actuate within 413 cumulative encoder pulses after the down winding of the stacker elevator motor was energized to lower the elevator.

- Action
- Open stacker A front doors, check for obvious problems, then close the doors.
-

11-221-2 Stacker B failed to find home position

The stacker elevator down sensor failed to actuate within 413 cumulative encoder pulses after the down winding of the stacker elevator motor was energized to lower the elevator.

- Action
- Open stacker B front doors, check for obvious problems, then close the doors.

11-222-1 Stacker A missing ELV encoder pulses while elevator motor on.

No encoder pulses were received from the stacker elevator encoder sensor with the stacker elevator motor activated.

Action Open stacker A front doors, check for obvious problems, then close the doors.

11-222-2 Stacker B missing ELV encoder pulses while elevator motor on.

No encoder pulses were received from the stacker elevator encoder sensor with the stacker elevator motor activated.

Action Open stacker B front doors, check for obvious problems, then close the doors.

11-223-1 Stacker A ELV failed to raise or lower in time

Indicates either that the stacker elevator failed to interrupt the stack height sensor within 18 seconds, or the stacker elevator failed to reach the stacker elevator down sensor within 18 seconds.

Action Open stacker A front doors, check for obvious problems, then close the doors.

11-223-2 Stacker B ELV failed to raise or lower in time

Indicates either that the stacker elevator failed to interrupt the stack height sensor within 18 seconds, or the stacker elevator failed to reach the stacker elevator down sensor within 18 seconds.

Action Open stacker B front doors, check for obvious problems, then close the doors.

11-224-1 Stacker A top cover opened while stacker A in use

The stacker module top cover was sensed open while stacker A was in use.

Action 1. Put printer in standby mode.
 2. Clear Processor area 8.
 3. Clear inverter areas 15 and 16.
 4. Clear stacker A area 17 and 18.

11-224-2 Stacker B top cover interlock opened while stacker B in use

The stacker module top cover was sensed open.

Action 1. Open stacker B top cover and clear area 17.
 2. Lift top transport and clear area 18.
 3. Lower transport and close the cover.

11-228-1 Stacker A left front door opened while stacking (print scheduled for delivery)

The stacker left door interlock switch deactuated with print in process to the stacker bin.

- Action
1. Close stacker left door.
 2. After bin has lowered, remove the stack, then close the doors.
-

11-228-2 Stacker B left front door opened while stacking (print scheduled for delivery)

The stacker left door interlock switch deactuated with print in process to the stacker bin.

- Action
1. Close stacker left door.
 2. After bin has lowered, remove the stack, then close the doors.
-

11-229-1 Stacker A right front door opened while stacking (print scheduled for delivery)

The stacker right door interlock switch deactuated with print in process to the stacker bin.

- Action
1. Close stacker right door.
 2. After bin has lowered, remove the stack, then close the doors.
-

11-229-2 Stacker B right front door opened while stacking (print scheduled for delivery)

The stacker right door interlock switch deactuated with print in process to the stacker bin.

- Action
1. Close stacker right door.
 2. After bin has lowered, remove the stack, then close the doors.
-

11-231-1 Too many steps required to find Stacker A disk home page

The disk home sensor deactuated during a run without a disk cycle.

- Action
- None. Fault logged to NVM only.
-

11-231-2 Too many steps required to find Stacker B disk home page

The disk home sensor deactuated during a run without a disk cycle.

- Action
- None. Fault logged to NVM only.
-

11-232-1 Stacker A right guide failed to exit home position

The right guide home sensor remained actuated after 100 steps of the right guide motor.

- Action
- Open stacker A top cover, clear area 18, then close the cover.

11-232-2 Stacker B right guide failed to exit home position
 The right guide home sensor remained actuated after 100 steps of the right guide motor.
 Action Open stacker B top cover, clear area 18, then close the cover.

11-233-1 Stacker A right guide failed to find home position
 The right guide home sensor remained actuated after 2600 steps (7 pitch) or 100 steps (3 pitch) of the right guide motor.
 Action Open stacker A top cover, clear area 18, then close the cover.

11-233-2 Stacker B right guide failed to find home position
 The right guide home sensor remained actuated after 2600 steps (7 pitch) or 100 steps (3 pitch) of the right guide motor.
 Action Open stacker B top cover, clear area 18, then close the cover.

11-237-1 Stacker A back guide failed to exit home position
 The back guide home sensor remained actuated after 100 steps of the back guide motor.
 Action Open stacker A top cover, clear area 18, then close cover.

11-237-2 Stacker B back guide failed to exit home position
 The back guide home sensor remained actuated after 100 steps of the back guide motor.
 Action Open stacker A top cover, clear area 18, then close cover.

11-238-1 Stacker A back guide failed to find home position
 The back guide home sensor remained actuated after 2600 steps (7 pitch) or 100 steps (3 pitch) of the back guide motor.
 Action Open stacker A top cover, clear area 18, then close cover.

11-238-2 Stacker B back guide failed to find home position
 The back guide home sensor remained actuated after 2600 steps (7 pitch) or 100 steps (3 pitch) of the back guide motor.
 Action Open stacker B top cover, clear area 18, then close cover.

11-242-1 Stacker A front tamper positioning failure after second attempt

A front tamper position failure after the second attempt to extend or retract the front tamper fingers.

- Action
1. Open stacker A doors and remove the stack.
 2. Open stacker A top cover, lift top transport, then clear area 18.
 3. Lower transport and close the cover, then close the doors.
 4. Discard sheets in the purge tray.
-

11-242-2 Stacker B front tamper positioning failure after second attempt

A front tamper position failure after the second attempt to extend or retract the front tamper fingers.

- Action
1. Open stacker B doors and remove the stack.
 2. Open stacker B top cover, lift top transport, then clear area 18.
 3. Lower transport and close the cover, then close the doors.
 4. Discard sheets in the purge tray.
-

11-244-1 Stacker A back tamper positioning failure after second attempt

A back tamper position failure after the second attempt to extend or retract the back tamper fingers.

- Action
1. Open stacker A doors and remove the stack.
 2. Open stacker A top cover, lift top transport, then clear area 18.
 3. Lower transport and close the cover, then close the doors.
 4. Discard sheets in the purge tray.
-

11-244-2 Stacker B back tamper positioning failure after second attempt

A back tamper position failure after the second attempt to extend or retract the back tamper fingers.

- Action
1. Open stacker B doors and remove the stack.
 2. Open stacker B top cover, lift top transport and clear area 18.
 3. Lower transport and close the cover, then close the doors.
 4. Discard sheets in the purge tray.
-

11-250-1 Stacker A missing 24VDC

A loss of +24 VDC has been detected in the feeder/stacker module.

- Action
1. Press the "Clear Button" on the printer console
 2. If the fault still exists, call your Xerox Service Representative.

11-250-2 Stacker B missing 24VDC

A loss of +24 VDC has been detected in the feeder/stacker module.

- Action
1. Press the "Clear Button" on the printer console
 2. If the fault still exists, call your Xerox Service Representative.

11-270-2 Stray sheet arrived at purge transport jam sensor

A stray print arrived at the purge transport sensor unexpectedly.

- Action
- None. Fault is logged in NVM only.

11-901 Purge tray unavailable, Stacker A manual jam clearance required

The purge tray is not available. A stacker A manual jam clearance is required.

- Action
1. Open the inverter front door and clear area 16.
 2. Open stacker A top cover and clear area 17
 3. Close the top cover.

13-131 Descending transport lead edge jam

A descending transport lead edge jam has occurred.

- Action
- Open the bypass transport door and clear areas 17, 19, and 20.

13-132 Descending transport trail edge jam

A descending transport trail edge jam has occurred.

- Action
- Open the bypass transport door and clear areas 17, 19, and 20.

13-201 Bypass transport door interlock open in print

The bypass transport door has been opened during printing.

- Action
- Open the bypass transport door and clear areas 17, 19, and 20.

13-203 Bypass transport missing 24VDC

The bypass transport is missing 24 vdc.

- Action
- Press continue. If problem persists, contact your service representative.

13-205 Third party finisher faulted during print

The bypass transport door has been opened during printing.

- Action
- Press continue. If problem persists, contact your service representative.

HFSI due for replace Fuser Metering Blade

The fuser metering blade needs to be replaced.

Action Contact your service representative.

General System Messages

The following text messages are displayed at the Xerox DocuPrint NPS Printer Controller:

Add dry ink

The dry ink level is low and a new canister needs to be installed.

Action Add dry ink.

Add fuser agent

Fuser agent is low and needs to be filled.

Action Add fuser oil.

Add paper to tray x

Tray x needs paper.

x indicates the tray number needing paper.

Action Add paper to the feeder (x) requiring paper.

Bin A drawer is open

The drawer for Bin A is open.

Action Close Stacker A drawer.

Bin A Safety Interlock is bypassed

The Bin A Safety interlock has been bypassed.

Action Contact your service representative.

Bin B drawer is open

The drawer for Bin B is open.

Action Close the Stacker B drawer.

Bin B Safety Interlock is bypassed

The Bin B Safety interlock has been bypassed.

Action Contact your service representative.

Bin C drawer is open

The drawer for Bin C is open.

Action Close Stacker C drawer.

Bin D drawer is open

The drawer for Bin D is open.

Action Close Stacker D drawer.

Bin C Safety Interlock is bypassed -- call for service

The safety interlock for Bin C is bypassed.

Action Contact your service representative.

Bin D Safety Interlock is bypassed

The Bin D Safety interlock has been bypassed.

Action Contact your service representative.

Check Duplex Inverter -- Area 9

A duplex inverter error has occurred.

Action Unload duplex inverter.

Check or replace the Photoreceptor

The photoreceptor needs to be checked.

Action Call your service representative.

Check Third Party input device

The third party input device is not ready.

Action Check the third party input device.

Check Third Party output device

The third party output device is not ready.

Action Check the third party output device or select other device.

Check Tray 1

Something has occurred to prevent tray 1 from working properly.

Action Check tray 1 or select another tray.

Check Tray 2

Something has occurred to prevent tray 2 from working properly.

Action Check tray 2 or select another tray.

Check Tray 3

Tray 3 is not ready.

Action Check tray 3 or select another tray.

Check Tray 4

Tray 4 is not ready.

Action Check tray 4 or select another tray.

Check Tray 5

Tray 5 is not ready.

Action Check tray 5 or select another tray.

Check Tray 6

Tray 6 is not ready.

Action Check tray 6 or select another tray.

Close Bin A right door

Close Bin A right door.

Action Close Bin A right door.

Close Bin A left door

Close Bin A left door.

Action Close Bin A left door.

Close Bin B right door

Bin B's right door is open.

Action Close Bin.

Close Bin B left door

Bin B's left door is open.

Action Close Bin B's left door.

Close Bin C right door

The right door for Bin C is open.

Action Close Bin C's right door.

Close Bin C left door

The left door for Bin C is open.

Action Close Bin C's left door.

Close Bin D right door

The right door for Bin D is open.

Action Close Bin D's right door.

Close Bin D left door

The left door for Bin D is open.

Action Close Bin D's left door.

Control system initializing

The printer is initializing the control system.

Action None.

Discard the purge sheets from the Sample Tray

The printer has purged unusable sheets to the sample tray.

Action Discard the purged sheets from the sample tray.

Discard the top sheet from the Sample Tray.

The printer has sent an unusable sheet to the sample tray.

Action Discard the top sheet from the sample tray.

Discard the top x sheets from the Sample Tray.

The printer has sent unusable sheets to the sample tray.

x signified how many sheets to discard.

Action Discard the indicated number of sheets (x) from the top of the sample tray.

Dry ink level is low

The dry ink level is low and a new canister needs to be installed.

Action Insert a new dry ink canister.

Energy Saver Mode is ON

The printer is placed in Slumber mode. 24VDC is turned off.

Action None.

ESS initializing

The printer controller is initializing.

Action None.

Feeder / Stacker Size mismatch

The paper in the selected feeder does not match the selected size for the stacker.

Action Change the feeder or the stacker selections.

File transfer in progress

A file transfer is in progress

Action Wait 5 to 60 seconds.

Fuser Agent is low

Fuser agent is low and needs to be filled.

Action Add fuser oil.

Fuser cleanup purge pending

The printer is preparing to clean the paper path with a fuser cleanup purge.

Action None.

Fuser drawer is unlatched

The fuser drawer is unlatched.

Action Close the fuser.

HFSI due for Clean Dicotron Shields (9-815)

The dicotron shields need to be cleaned.

Action Contact your service representative.

HFSI due for Clean Paper on Photoreceptor

Maintenance due for Photoreceptor Sensor.

Action Contact your service representative.

HFSI due for Clean Pre and Post Fuser Sensors (10-805)

Pre and post fuser sensors need to be cleaned.

Action Contact your service representative.

HFSI due for Clean System (8-818)

The system needs to be cleaned.

Action Contact your service representative.

HFSI due for replace Charge and Dicotron

The Charge and Dicotron needs to be replaced and indicates change Dicotron number (1, 2, or 3).

Action Contact your service representative.

HFSI due for replace Cleaner Brush (9-801)

The cleaner brush needs to be replaced.

Action Contact your service representative.

HFSI due for replace Cleaner Filter (1-801)

The cleaner filter needs to be replaced.

Action Contact your service representative.

HFSI due for replace Detack Dicotron (9-824)

The detack dicotron needs to be replaced.

Action Contact your service representative.

HFSI due for replace Developer (9-825)

The developer needs to be replaced.

Action Contact your service representative.

HFSI due for replace Fuser Donor Roll (10-803)

The fuser donor roll needs to be replaced.

Action Contact your service representative.

HFSI due for replace Fuser Wick Filter (10-802)

The fuser wick filter needs to be replaced.

Action Contact your service representative.

HFSI due for replace LVPS Filter (1-802)

The LVPS Filter needs to be replaced

Action Contact your service representative.

HFSI due for replace Optics Filter

The optics filter needs to be replaced.

Action Contact your service representative.

HFSI due for replace Photoreceptor

The Photoreceptor needs to be replaced.

Action Contact your service representative.

HFSI due for replace PreClean Dicotron (9-822)

The preclean dicotron needs to be replaced.

Action Contact your service representative.

HFSI due for replace Pressure Roll (10-806)

The pressure roll needs to be replaced.

Action Contact your service representative.

HFSI due for replace Transfer Blades

Transfer blades need to be replaced.

Action Contact your service representative.

HFSI due for replace Transfer Dicotron (9-823)

The transfer dicotron needs to be replaced.

Action Contact your service representative.

HFSI due for replace Tray 1 Feed Belt (8-809)

The tray 1 feed belt needs to be replaced.

Action Contact your service representative.

HFSI due for replace Tray 2 Feed Belt (8-804)

The tray 2 feed belt needs to be replaced.

Action Contact your service representative.

In diagnostics power interrupt

The printer has been placed in diagnostics power interrupt by a service representative.

Action Ask the service representative to restore the system.

In non jobs diagnostics

The printer is in diagnostics.

Action None.

In operator tools

The printer is in operator tools.

Action None.

Inverter door is open

The inverter door is open.

Action Close the door.

In Xerographic setup

The printer is performing Xerographic setup.

Action None.

Job is incomplete

The print job is not complete.

Action None.

Latch Module A Platform.

Stacker A platform needs to be latched.

Action Latch the platform for Stacker A **OR**
Unload Stacker A and latch the main platform.

Latch Module B Platform

The platform for Stacker B needs to be latched.

Action Unload Stacker B and latch the main platform.

Latch Module C Platform

The platform for Stacker C needs to be latched.

Action Unload Stacker C and latch the main platform.

Latch Module D Platform

The platform for Stacker D needs to be latched.

Action Unload Stacker D and latch the main platform.

Module A lower door is open

The lower door for feeder 3 is open.

Action Close the door.

Module A right door is open

The vertical transport door for feeder B is open

Action Close Feeder 3's Vertical Transport Door.

Module A top cover is open

Stacker A's top cover is open.

Action Close Stacker A's top cover.

Module A right door is open

The vertical transport door for feeder B is open

Action Close Feeder 3's Vertical Transport Door.

Module B lower door is open

The lower door for feeder 4 is open

Action Close the door.

Module B top cover is open

Stacker B's top cover is open.

Action Close Stacker B's top cover.

Module C lower door is open

The lower door for feeder 5 is open.

Action Close the door.

Module C right door is open

The vertical transport door for feeder 5 is open.

Action Close Feeder 5 Vertical Transport Door.

Module C top cover is open

The top cover for Stacker C is open.

Action Close the top cover for Stacker C.

Module D lower door is open

The lower door for feeder 6 is open.

Action Close the door.

Module D right door is open

The Vertical transport door for feeder 6 is open.

Action Close the door.

Module D top cover is open

The top cover for Stacker D is open.

Action Close Stacker D's top cover.

More than 100 sheets to the sample tray

The the sample tray is selected for a job with more than 100 sheets.

Action Change the destination of the job.

No feeder can be used as purge feeder

None of the feeders has the correct paper for purging.

Action Change the paper in the selected purge feeder.

NVM Upload in progress

The printer is uploading NVM values.

Action None.

Output device selected is invalid to run job

The output device selected is invalid to run the job.

Action Change the output device to one valid to run the job.

Paper in Feeder too small

The paper in the selected feeder is too small for the job.

Action Change the paper.

Paper Path Purge to occur

The printer is getting ready to purge the paper path

Action Empty the purge tray.

Paper size in feeder too large

The paper in the selected feeder is too large for the job.

Action Change the paper.

Pitch Mode Changing

The printer is changing the pitch.

Action None.

Pitch Mode Selected is too slow for the job

The pitch mode selected is too slow for the job.

Action Change the paper or default pitch.

Please wait

The printer is dead cycling.

Action Wait 3-4 seconds.

Please wait - adjusting print quality

A print quality adjustment is in progress.

Action Wait 3 seconds-60 seconds at power-up.

Please wait- Bin A not ready

Bin A is not ready

Action Check Stacker A or select another stacker.

Please wait- Bin B not ready

Bin B is not ready

Action Check Stacker B or select another stacker.

Please wait- Bin C not ready

Bin C is not ready

Action Check Stacker C or select another stacker.

Please wait- Bin D not ready

Bin D is not ready

Action Check Stacker D or select another stacker.

Please wait - fuser warming up

Please wait fuser is warming up.

Action Wait 3 seconds - 15 seconds.

Please wait the fuser warming up

The fuser is warming up.

Action Wait 3 second to 15 seconds.

Press continue

The system seems idle.

This message appears when a task needing operator attention is required, e.g., replenishing the paper tray, replacing a toner waste bottle, clearing a paper jam, etc.

When the DocuPrint controller is processing a very complex job and the printer has already printed all the images received, the message "Press continue to resume printing" may be displayed with the message "Output processing has caught up with input". In this instance, do **not** press the continue button. The printer will cycle up when the controller finishes processing the next page and sends it to the printer.

Action

1. Press the "Continue button" on the printer console.
2. If "Output processing has caught up with input", let the controller finish processing.

Processor left door is open

The printer's left front door is open.

Action Close the door.

Processor right door is open

The printer's right front door is open.

Action Close the door.

Processor top cover is open

The printer's top cover is open.

Action Close the top cover.

Purged Sheets in Purge Tray

The printer has purged sheets to the purge tray.

Action Discard the purged copies; the status will clear with time-out.

Purged Sheets in Sample Tray

The printer has sent unusable sheets to the sample tray.

Action Discard the purged sheets; status will clear with a time-out.

Purging sheets to Sample Tray

The printer is purging unusable sheets to the sample tray.

Action Discard purged copies; the status will clear with a time-out.

Purging sheets to Purge Tray

The printer is purging unusable sheets to the purge tray.

Action Discard purged sheets.

Recovery cleanup pending

A recovery cleanup is pending.

Action Press continue.

Recovery cleanup in progress

A recovery cleanup is in progress.

Action Replace waste bottle.

Replace the waste bottle

The waste bottle needs to be replaced

Action Change the container to the correct size container.

Safety Interlock is bypassed --Call for Service

A safety interlock is bypassed.

Action Contact your service representative.

Sample print is not available in idle

The sample key was selected while the system was idle.

Action None.

Set delivered signal (OUT\$STAT4) not received within the allowed time interval

Action Go to the System UI for clearance.

Set delivered signal (OUT\$STAT4) received before sheet delivered signal (OUT\$STAT3) was received

Action Go to the System UI for clearance.

Sheet delivered signal (OUT\$STAT3) not received within the allowed time interval

Action Go to the System UI for clearance.

Stacker Purge to occur

The printer is getting ready to purge the Stacker's paper path.

Action Discard the purged sheets; the status will clear by time out.

The purge feeder in the permission cannot be used

The printer is placed in Slumber mode. 24VDC is turned off.

Action Change the paper in the purge feeder or change the purge feeder selection.

Third Party Finisher has reached capacity limit or depleted consumables

Third party finisher has reached its capacity limit or depleted its consumables.

Action Perform required action to clear Finisher.

Third Party Finisher is faulted and not ready to receive sheets

The third party finishing device is not ready.

Action Perform the required action to clear the Finisher.

Third Party Finisher is offline and not available for use

The third party finishing device is not ready.

Action Perform the required action to clear the Finisher.

TM Output Module door open

The door for the TM output module is open.

Action Close the TM door.

Unload Bin x

The indicated bin needs to be unloaded.

x indicated the bin needing to be unloaded.

Action Unload the requesting stacker.

Waste bottle is almost full

The waste bottle is almost full.

Action Check and/or replace waste bottle.

Xerographic setup job is ready

The Xerographic setup job is in the sample tray.

Action None.

2. Windows workstation messages

This chapter alphabetically lists messages that may appear on your workstation monitor when you set up and submit jobs to the DocuPrint NPS. Variable information appears in angle brackets (<>). “Source” indicates the source of the message—either the DocuPrint Print Submission software or the DocuPrint print driver.

When more than one action is specified, perform the first action. If the problem persists, go on to the next action. If you have performed all of the specified actions and the problem is not resolved, contact your System Administrator for assistance.

A fatal memory error has occurred. Close some applications and restart the XPPS application.

Access to the print driver software was attempted, but there is not enough memory to run the application.

Source	DocuPrint print driver
Action	Close other applications or add more memory to your workstation.

A Job Name is Required.

A job name was not specified.

Source	DocuPrint Print Submission software DocuPrint print driver
Action	Specify a job name for this task.

A Job Ticket must have an extension of .XJT

A Job Ticket was being opened, and an extension other than .XJT was specified.

Source	DocuPrint Print Submission software DocuPrint print driver
Action	Specify .XJT as the extension to the job ticket you want to open.

A matching Job Ticket has ben found for the selected Document file. Retrieve it?

The XPPS software located a Job Ticket with the same name as your document file.

- Source DocuPrint Print Submission software
DocuPrint print driver
- Action If you want to retrieve the matching Job Ticket, select OK.
If you do not want to retrieve the matching Job Ticket, select Cancel.
-

A printer already exists with this name. Overwrite it?

A new printer was being added to the print queue list using a printer name that already exists.

- Source DocuPrint Print Submission software
DocuPrint print driver
- Action Select [OK] to overwrite the existing printer with the new printer, or select [Cancel] to keep the existing printer and enter a different name for the new printer.
-

A problem occurred while the command-line arguments were being read. There may be a memory problem. The operation is cancelled.

The workstation does not have enough memory to run the application.

- Source DocuPrint print driver
- Action Close other applications or add more memory to your workstation.
-

A problem occurred while the dropped file names were being read. There may be a memory problem. The operation is cancelled.

The workstation does not have enough memory to perform the task.

- Source DocuPrint print driver
- Action Close other applications or add more memory to your workstation.
-

A valid ASCII font name must be entered.

The ASCII PDL Type has been selected and the font name field in the PDL Type dialog has been left blank.

- Source DocuPrint print driver
- Action Enter a valid ASCII font name or selected a different PDL Type.
-

A Windows 95 function failed while attempting to browse for a network printer.

Windows has run out of memory to run the application or Windows encountered an internal error while getting information about the selected network printer.

Source DocuPrint print driver

Action Check to see if there are any other applications running and close them OR

Add more memory to your workstation.

Restart Windows if closing the other applications does not work.

An entry using this page already exists.

A page range was specified using a number that is already part of an existing page range in the Special Pages dialog box.

Source DocuPrint print driver

Action Examine your specified page ranges. Make sure the page number you entered in the From or To text box does not overlap a page range you listed in the Page(s) Paper Stock list box.

An error occurred while attempting to allocate global memory. Close some applications or add more memory.

Windows has run out of memory to run the application.

Source DocuPrint Print Submission software

Action Check to see if there are any other applications running and close them OR

Add more memory to your workstation.

Restart Windows if closing the other applications does not work.

An error occurred while attempting to free allocate global memory.

A problem has been encountered in the Windows memory management scheme or XPPS has tried to free the same block of memory more than once.

Source DocuPrint Print Submission software

Action Close your running applications and restart Windows.

An error occurred while sending the file to the print server for this printer. Call the System Administrator.

There is a problem communicating with the printer.

Source DocuPrint Print Submission software
Action Contact your System Administrator.

An error occurred while sending the job ticket to the print server for this printer. Call the System Administrator.

There is a problem communicating with the printer.

Source DocuPrint Print Submission software
Action Contact your System Administrator.

An error occurred while the document file was being opened. It does not exist or you do not have read access.

You tried to open a document file in the Print Submission software, but you do not have read access to the file.

Source DocuPrint Print Submission software
Action Exit the Print Submission software and change the access privileges for the file and the directory. If you need assistance, contact your system administrator.

An error occurred while the file containing the printer capabilities was being read. The file is corrupted.

The system could not read from the file containing the printer capabilities for a particular print queue. The file may be corrupted.

Source DocuPrint Print Submission software
Action Contact your System Administrator to have the configuration file for the print queue replaced.

An error occurred while the Job Ticket file was being opened. It does not exist or you do not have read access.

You tried to open a Job Ticket file in the XPPS software, but you do not have read access to the file.

Source DocuPrint Print Submission software
Action Exit the XPPS software and use the appropriate DOS commands to change the access privileges for the file and the directory. If you need assistance, contact your System Administrator.

An error occurred while the Job Ticket file was being read. The file is corrupted.

You tried to open a Job Ticket file, but the file has been corrupted.

Source	DocuPrint print driver
Action	Delete the file and create a new Job Ticket file.

An error occurred while the Job Ticket file was being written. You must have write access.

You tried to save a job ticket file, but you do not have write access to the directory you selected.

Source	DocuPrint print driver
Action	Exit the DocuPrint software and change the access privileges for the file and the directory. If you need assistance, contact your system administrator.

An error occurred while XDS was converting the Job Ticket settings for this document into instructions for the printer serviced by this print server. You may not have enough memory.

Windows has run out of memory to run the application or the job ticket contains too many Exception Pages, Page Inserts, and Job Notes.

Source	DocuPrint Print Submission software
Action	Close some of the other running applications. If the problem persists, reduce the complexity of the Job Ticket settings by shortening Job Notes fields, shortening custom paper type names, shortening custom color names, removing some Exception Pages, or removing some Page Inserts. If the problem persists, restart Windows.

An exception page can not be added when the Image shift Use current values checkbox is checked and the job level image shift is set to Printer default.

You have attempted to add an exception page with an illegal Image shift value. Printer default is an acceptable value for Image shift at the job level, but not at the page level.

Source	DocuPrint Print Submission software
Action	If you wish to add the exception page, deselect the Image shift 'Use current values' checkbox, or deselect 'Printer default' for Image shift at the job level.

An exception page can not be added when the Paper stock field is set to Current value and the "1" of the main stock's fields is set to Printer default.

You have attempted to add an exception page with an illegal Paper stock value. Printer default is an acceptable value for Paper stock at the job level, but not at the page level.

- Source DocuPrint Print Submission software
- Action If you wish to add the exception page, deselect 'Current value' from the Paper stock field, or deselect 'Printer default' from the main stock.
-

An exception page can not be added when the Sides imaged field is set to Current value and the job level sides imaged is set to Printer default.

You have attempted to add an exception page with an illegal Sides imaged value. Printer default is an acceptable value for Sides imaged at the job level, but not at the page level.

- Source DocuPrint Print Submission software
- Action If you wish to add the exception page, deselect 'Current value' from the Sides imaged combo box, or deselect 'Printer default' for Sides imaged at the job level.
-

An exception page or insert can not use a paper stock with fields set to Printer default.

You have attempted to use a paper stock for an exception page or an insert with a field(s) set to Printer default.

- Source DocuPrint Print Submission software
- Action Perform one of the following actions:
Choose a different paper stock.
Deselect 'Printer default' from the appropriate field. Note that this will affect all cases in which that stock is used.
-

An existing configuration has the same name as one being moved. Do you want to rename the one being moved? If not, it will overwrite the existing one. Canceling will cause it to be deleted.

XDS is attempting to copy the printer configuration information stored by an older Xerox document submission application. An existing printer configuration has the same name as the printer configuration being copied.

- Source DocuPrint Print Submission software
- Action Select 'Yes' to rename the entry being copied. Select 'No' to overwrite the existing printer configuration. Select 'Cancel' to ignore the printer being copied.
-

An internal initialization error has occurred in the Xerox Job Ticket Library.

Either your workstation does not have enough memory or you are running more than 20 instances of Xerox Print Submission and Xerox print driver application.

Source DocuPrint print driver

Action Close down unnecessary applications, or add memory to your workstation.

An internal processing error occurred during the printing operation. You may not have enough memory. Internal error code b95p

Windows has run out of memory to run the application.

Source DocuPrint Print Submission software

Action Check to see if you have any other applications running and close them, or add more memory to your workstation.

An internal processing error occurred during the printing operation. You may not have enough memory. Internal error code a83r

Windows has run out of memory to run the application.

Source DocuPrint Print Submission software

Action Check to see if you have any other applications running and close them, or add more memory to your workstation.

An internal processing error occurred during the printing operation. You may not have enough memory. Internal error code b78s

Windows has run out of memory to run the application.

Source DocuPrint Print Submission software

Action Check to see if you have any other applications running and close them, or add more memory to your workstation.

An internal processing error occurred during the printing operation. You may not have enough memory. Internal error code j12k

Windows has run out of memory to run the application.

Source DocuPrint Print Submission software

Action Check to see if you have any other applications running and close them, or add more memory to your workstation.

An invalid insert position has been selected.

An invalid insert position has been selected. The following are examples of invalid insert positions: zero, first insert at a position > 1, insert past last page at position 1.

Source DocuPrint Print Submission software
Action Enter a valid insert position.

Argument %s is invalid.

The argument specified on the command-line when launching XPPS is invalid.

Source DocuPrint Print Submission software
Action Verify that the path and filename specified for the command-line arguments are correct.

Argument % is invalid. Skip this argument and continue?

An argument specified on the command-line when launching XPPS is invalid. You can either skip processing of this argument only or skip processing of all arguments.

Source DocuPrint Print Submission software
Action Verify that the paths and filenames specified for all command-line arguments are correct.

Select [OK] to skip processing of the invalid argument only.
Select [Cancel] to skip processing all arguments.

Bound collated sets must contain between 7 and 125 sheets.

You selected [Collated] as the collation option, [Bound] as the Finishing option in the Setup dialog and you have programmed fewer than 7 or more than 125 pages of Blank Page Inserts.

Source DocuPrint Print Submission software
Action Perform one of the following steps:

- Select a Finishing option other than [Bound] if you wish to use fewer than 7 or more than 125 pages of Blank Page Inserts.
- Reduce the total number of Blank Page Inserts to some number greater than 7 or less than 125, if you wish to retain the Finishing option that you have selected.

Bound jobs require a paper length of 11.0 inches (279 mm) or 11.7 inches (297 mm).

You selected [Bound] for the Finishing option but selected a paper size that does not meet the requirements for bound print jobs.

Source DocuPrint Print Submission software

Action Select one of the following paper sizes: 8.5 x 11.0 inches (Letter), A4, or Custom with a selected paper length of 11.0 inches (279 millimeters) or 11.7 inches (297 millimeters).

Copies must be 1-16 for uncollated Booklet Maker jobs.

You selected [Uncollated] and [Booklet Maker] for the Finishing options, but entered a value in the Copies text box outside the available range for uncollated Booklet Maker jobs.

Source DocuPrint Print Submission software

Action Perform one of the following actions to change the printing options that were selected from the Job Ticket:

- Select [Collated] and try to print your job again.
 - Select a Finishing option other than [Booklet Maker] and try to print your job again.
 - Enter another value in the Copies text box. If you want an uncollated, Booklet Maker print job, you must enter a value between 1 and 16. Try to print your job again.
-

Copies must be 1-9999.

A value was entered that is outside the indicated range in the Copies text box.

Source DocuPrint Print Submission software
DocuPrint print driver

Action Enter a value between 1 and 9999.

Copies must be 1-65000.

You have entered a value in the Copies text box that is not in the indicated range.

Source DocuPrint Print Submission software

Action Enter a value between 1 and 65000.

Copies must be 2-50 for uncollated stapled jobs.

This message applies to the DocuTech Network Publisher 90 only. You selected [Uncollated] and one of the stapling options for the Finishing options, but entered a value in the Copies text box outside the available range for uncollated stapled jobs on the DocuTech 90.

- Source DocuPrint Print Submission software
- Action Perform one of the following actions to change the printing options selected from the Job Ticket:
- Select [Collated] and try to print your job again.
 - Select a Finishing option other than [Portrait Staple], [Landscape Staple], or [Dual Staple] and try to print your job again.
 - Enter another value in the Copies text box. If you want an uncollated stapled print job, you must enter a value between 2 and 50. Try to print your job again.
-

Copies must be 2-70 for uncollated stapled jobs.

This message applies to the DocuTech Network Publisher 135 only. You selected [Uncollated] and one of the stapling options for the Finishing options, but entered a value in the Copies text box outside the available range for uncollated stapled jobs.

- Source DocuPrint Print Submission software
- Action Perform one of the following actions to change the printing options selected from the Job Ticket:
- Select [Collated] and try to print your job again.
 - Select a Finishing option other than [Portrait Staple], [Landscape Staple], or [Dual Staple] and try to print your job again.
 - Enter another value in the Copies text box. If you want an uncollated stapled print job, you must enter a value between 2 and 70. Try to print your job again.

Copies must be 7-125 for uncollated bound jobs.

You selected [Uncollated] and [Bound] for the Finishing options, but entered a value in the Copies text box outside the available range for uncollated bound jobs.

- Source DocuPrint Print Submission software
- Action Perform one of the following actions to change the printing options selected from the Job Ticket:
- Select [Collated] and try to print your job again.
 - Select a Finishing option other than [Bound] and try to print your job again.
 - Enter another value in the Copies text box. If you want an uncollated bound print job, you must enter a value between 7 and 125. Try to print your job again.
-

Covers can not use a paper stock with fields set to Printer default.

You have attempted to use a paper stock for a cover with a field(s) set to Printer default.

- Source DocuPrint Print Submission software
- Action Perform one of the following actions:
- Choose a different paper stock.
 - Deselect 'Printer default' from the appropriate field. Note that this will affect all cases in which that stock is used.
-

Delete the selected printer?

You attempted to delete the selected printer in the printer list.

- Source DocuPrint Print Submission software
- Action Perform one of the following:
- Select [OK] to delete the printer from the printer list.
 - Select [Cancel] to skip processing all arguments.
-

Do you always want to ignore the configured printers in this INI file?

XDS found configured printers from an older Xerox document submission application and you chose to ignore the configured printers in the INI file.

- Source DocuPrint Print Submission software
- Action Select 'Yes' if you never want to be asked to copy the configured printers in this particular INI file. Select 'No' if you wish to be prompted to copy the configured printers in this INI file the next time you run XDS.
-

Do you wish to overwrite the current Job Ticket with the default values?

You selected [New] in the Setup window.

Source DocuPrint print driver
Action Select [OK] to reset your current job ticket values to the default job ticket values or [Cancel] to leave the current job ticket values.

Do you wish to reset to the default Job Ticket values?

You selected [New] in the Setup window.

Source DocuPrint print driver
Action Select [OK] to reset your current job ticket values to the default job ticket values or [Cancel] to leave the current job ticket values.

Enter a sender name in the From field.

You tried to exit the Job Notes dialog box without entering the name of the sender in the From text box.

Source DocuPrint print driver
Action Enter the name of the sender (up to 40 characters) in the From text box.



Note: All other text boxes other than Job Name and From in the Job Notes dialog box are optional.

Enter valid numbers in the Tab Position Field.

You entered a character in the Tab Positions text box that is not a valid number for Precut Tabs.

Source DocuPrint Print Submission software
Action Enter only numbers between 1 and 100 in the Tab Positions text box.

Failed to print the document. An LPR operation timed out waiting for a response. Resend the job.

An LPR operation timed-out and the document failed to print. The server to which you are printing may be down or the network may be slow.

Source	DocuPrint Print Submission software
Action	Try to print the document again. If the problem persists, increase the LPR printing time-out values (see the Windows XDS section of the Guide to Submitting Jobs from the Client). If the problem persists, contact your System Administrator to verify that the server to which you are printing is available.

Feature conflicts have been found in the Job Ticket. Select the Setup button.

The job ticket specifies printing options that are not supported by the printer. The unsupported options have been reset to their default values.

Source	DocuPrint Print Submission software DocuPrint print driver
Action	Check the job ticket and either print the job with the default values or assign new values. Contact your system administrator to verify the available printing options for the printer you are using.

Finishing must be Single Portrait Staple, Slip Sheets or None when paper stock lengths vary.

The finishing options you want to use are not available because your specified paper stocks vary in length.

Source	DocuPrint Print Submission software
Action	Perform one of the following: <ul style="list-style-type: none">• Select any of the valid finishing options that are listed in the message.• Make your paper stock the same lengths.

Found printer configuration information in old INI file. Would you like to move the configured printers to the new INI file?

XDS has discovered configured printers from an older Xerox document submission application and would like to make these configured printers available to you.

Source DocuPrint Print Submission software
Action Select 'Yes' if you wish to copy the configured printers from the old INI file to the new INI file. Select 'No' if you do not want this information to be copied.

If Uncollated and ordered Custom paper type are selected, the Order Count must be 1.

You selected [Precut Tab] or [Custom] ordered as the paper type and you have entered an order count other than 1.

Source DocuPrint Print Submission software
Action Change the order count to 1 or select another paper stock type.

If Uncollated and Precut Tabs are selected, Tab Positions must be 1.

Uncollated precut tabs can have only a tab position of 1.

Source DocuPrint Print Submission software
Action Perform one of the following actions to change the printing options that were selected from the Job Ticket:

- Select [Collated] and try to print your job again.
- Select a paper type option other than [Precut Tab] and try to print your job again.
- Enter a value of 1 for the tab positions and try to print your job again.

Jobs cannot use more than two ordered stocks.

More than two paper stocks for the job were specified.

Source DocuPrint print driver
Action Examine your document and change the stock options.

Job consisting entirely of transparencies cannot be stapled.

[Transparency] was selected as the paper stock option but [Portrait Staple] was selected as the finishing option.

Source DocuPrint Print Submission software

Action If you select [Transparency] as one of your paper stock options, do not select a stapling option. Select None.

Jobs that consist entirely of transparencies cannot be stapled or bound.

You selected [Transparency] as your paper stock option, but selected [Portrait Staple], [Landscape Staple], [Dual Staple], or [Bound] as the Finishing option.

Source DocuPrint Print Submission software

Action If you select [Transparency] as one of your paper stock options, you must select a Finishing option other than [Portrait Staple], [Landscape Staple], [Dual Staple], or [Bound].

Jobs that consist entirely of transparencies cannot be stapled.

You selected [Transparency] as your paper stock option, but selected [Portrait Staple] as the Finishing option.

Source DocuPrint Print Submission software

Action If you select [Transparency] as one of your paper stock options, you must select a Finishing option other than [Portrait Staple].

No printer connection is selected. A printer connection is required to load Job Tickets.

You have not selected a printer connection. This is required to determine the available features in the Job Ticket dialog.

Source DocuPrint Print Submission software

Action Select a printer connection, or create one if none exists.

One or more stocks have a paper weight that is not between 60 and 200 g/m2.

One or more stocks have an invalid paper weight.

Source DocuPrint Print Submission software

Action Enter a valid weight.

One or more stocks have a paper weight that is not between 60 and 413 g/m2.

One or more stocks have an invalid paper weight.

Source DocuPrint Print Submission software
 Action Enter a valid weight.

Only one Chapter Start can be programmed per page.

You attempted to add a Chapter Start with the same Starting Page as an existing Chapter Start.

Source DocuPrint Print Submission software
 Action Examine the Chapter Starts that are defined in the Chapter Starts dialog. Make sure that the Starting Page does not conflict with an existing Chapter Start.

Ordered stock must have a value of 1-100.

You selected the [Precut Tab] or the [Custom] order option from the Type list box, but specified an invalid order count.

Source DocuPrint Print Submission software
 Action Select the [Precut Tab] or the [Custom] order option from the Type list box. Use the Custom Selection dialog that is displayed in order to correct your previous value. You may not specify more than 100 tab positions. Refer to the "Printing a document" chapter for an explanation of the [Precut Tab] and the [Custom] order options.

Page range overlaps an existing range.

A page range was specified that overlaps an existing page range in the Special Pages dialog box.

Source DocuPrint Print Submission software
 DocuPrint print driver
 Action Make sure the page number you specified in the From or To text box does not overlap a page range you listed in the Page(s) Paper Stock list box.

Paper stock width must be from 178 mm to 464 mm, and the length must be from 254 mm to 356 mm.

You specified an invalid paper stock size in the Custom Size dialog.

Source DocuPrint Print Submission software
 Action Specify a valid paper stock size in the Custom Size dialog.

Paper stock width must be from 203 mm to 216 mm, and the length must be from 254 mm to 356 mm.

An invalid paper stock width or length was specified in the Custom Size dialog box.

Source DocuPrint Print Submission software
DocuPrint print driver

Action Specify a width of 203 to 216 millimeters and a length of 254 to 356 millimeters.

Paper stock width must be from 203 mm to 432 mm, and the length must be from 254 mm to 363 mm.

You specified an invalid paper stock size in the Custom Size dialog.

Source DocuPrint Print Submission software

Action Specify a valid paper stock size in the Custom Size dialog.

Paper stock width must be from 7.00 to 18.27 inches to 17.0 inches, and the length must be from 10.00 inches to 14.02 inches.

You specified an invalid paper stock size in the Custom Size dialog.

Source DocuPrint Print Submission software

Action Specify a valid paper stock size in the Custom Size dialog.

Paper stock width must be from 8.0 inches to 17.0 inches, and the length must be from 10.0 inches to 14.3 inches.

You specified an invalid paper stock size in the Custom Size dialog.

Source DocuPrint Print Submission software

Action Specify a valid paper stock size in the Custom Size dialog.

Paper stock width must be from 8.0 inches to 8.5 inches, and the length must be from 10.0 inches to 14.0 inches.

An invalid paper stock width or length was specified in the Custom Size dialog box.

Source DocuPrint Print Submission software
DocuPrint print driver

Action Specify a width of 8.0 to 8.5 inches and a length of 10.0 to 14.0 inches.

Paper stock width must be from 8.00 inches to 8.50 inches, and the length must be from 10.00 inches to 14.02 inches.

You specified an invalid paper stock size in the Custom Size dialog.

- Source DocuPrint Print Submission software
- Action Specify a valid paper stock size in the Custom Size dialog.
-

Paper stock widths cannot vary by more than 0.5 inches (13 mm).

Paper stocks were specified that differ by more than 0.5 inches (13 millimeters) in width.

- Source DocuPrint print driver
- Action Make sure that the paper sizes you specify differ by 0.5 inches or less.
-

Paper stock widths less than 9.0 inches (229 mm) cannot be mixed with stock widths greater than 9.0 inches (229 mm).

You specified invalid paper sizes for the main paper stock and the Special Pages paper stocks. For a single print job, the DocuTech cannot register paper stock of two different widths. For example, you cannot select [Tabloid (17.0 x 11.0 in)] for one paper stock and [US Letter (8.5 x 11.0 in)] for another paper stock.

- Source DocuPrint Print Submission software
- Action Examine the paper sizes that you specified for both the main paper stock and the Special Pages paper stock. If you select a paper stock width less than 9.0 inches (229 mm) for one paper stock, make sure that your other paper stocks are less than 9.0 inches in width. Alternatively, if you select a paper stock width greater than 9.0 inches (229 mm) for one paper stock, make sure that your other paper stocks are greater than 9.0 inches in width.
-

Paper stocks wider than 9.0 inches (229 mm) must have a length between 10.0 inches (254 mm) and 12.5 inches (318 mm) for the Booklet Maker.

You selected the [Booklet Maker] as the Finishing option in the Setup dialog, and you are using stocks that are either wider than 9.0 inches or shorter than 12.5 inches.

- Source DocuPrint Print Submission software
- Action Perform one of the following steps:
- Select a Finishing option other than [Booklet Maker] if you wish to use the stocks that have been programmed.
- Select paper stocks that are less than 9 inches wide and less than 12.5 inches long if you wish to use the [Booklet Maker] as the Finishing option.
-

Paper stocks wider than 9.0 inches (229 mm) or longer than 14.3 inches (363 mm) cannot be bound or stapled.

You selected [Bound] or a stapling option for the Finishing options but these options are not available for the paper size you are using.

- Source DocuPrint Print Submission software
- Action Select another paper stock that is less than 9.0 inches (229 millimeters) wide or less than 14.3 inches (363 millimeters) long. If you specify a Custom width for paper size, make sure that you enter a width less than 9.0 inches or a length less than 14.3 inches. Any paper size is valid except A3 (420 x 297 millimeters) and tabloid (17.0 x 11.0 inches). Try to print your job again.
-

Paper stocks with a Custom paper type cannot be drilled.

Both the [Drilled] option and the [Custom] paper type option were specified.

- Source DocuPrint Print Submission software
DocuPrint print driver
- Action Select [Standard] for the paper type or deselect the [Drilled] option and resubmit your job.
-

Paper stocks with widths greater than 9.0 inches (229 mm) cannot have lengths greater than 11.7 inches (297 mm).

You are using stocks that are both wider than 9.0 inches and longer than 11.7 inches.

- Source DocuPrint Print Submission software
- Action Select paper stocks that are either less than 9.0 inches wide or less than 11.7 inches long.
-

Paper Weight must have a value between 60 and 413 g/m2.

You specified an invalid paper weight.

- Source DocuPrint Print Submission software
- Action Specify a paper weight between 60 and 413 g/m2.
-

Print server file and reprint cannot be done simultaneously. Please uncheck one or the other to proceed.

You have checked both the 'Print server file' and 'Reprint' checkboxes.

- Source DocuPrint Print Submission software
- Action Uncheck one or both of the boxes.
-

Some of the settings for paper stocks 2-10 are not permitted for signature jobs. The default setting will be substituted where necessary.

You changed the job type from Standard to Signature. One or more of the stocks you had defined for this job are using options that are only available for a Standard job type.

Source DocuPrint Print Submission software

Action Perform one of the following steps:

Select [Yes] to have the job type changed to Signature. The options that are not available for a Signature job will be reset to the default values for a Signature job.

Select [No] to keep the job type as Standard.

Stapled collated sets must contain between 2 and 50 sheets.

The number of pages in the job falls outside the range for stapled collated sets.

Source DocuPrint print driver

Action If your document has more than 50 pages, delete the staple command or divide the job into smaller sets.

Stapled collated sets must contain between 2 and 70 sheets.

You selected [Collated] as the collation option, [Portrait Staple], [Landscape Staple], or [Dual Staple] as the Finishing option in the Setup dialog and you have programmed fewer than 2 or more than 70 pages of Blank Page Inserts.

Source DocuPrint Print Submission software

Action Perform one of the following steps:

Select a Finishing option other than [Portrait Staple], [Landscape Staple], or [Dual Staple] if you wish to use fewer than 2 or more than 70 pages of Blank Page Inserts.

Reduce the total number of Blank Page Inserts to some number greater than 2 or less than 70, if you wish to retain the Finishing option that you have selected.

The Account field cannot begin with a <Space>.

A space was entered as the first character in the Account text box.

Source DocuPrint Print Submission software
DocuPrint print driver

Action Delete the space at the beginning of the account entry.

The Account field may contain: upper case alphabetic characters, numerals 0 through 9, a blank, or the following characters: hyphen(-), slash(/), asterisk(*), plus sign(+), number sign(#), period(.).

Invalid characters were entered in the Account text box.

Source DocuPrint print driver

Action Enter the account number again, using only the valid characters listed in the message.

The Account field must contain at least 3 characters.

Fewer than three characters were entered in the Account text box of the Job Notes dialog box.

Source DocuPrint print driver

Action Reenter an account number having at least three characters.

The ASCII font size entered is too small.

The ASCII font size entered is not valid.

Source DocuPrint Print Submission software

Action Enter a larger ASCII font size.

The connection type for the printer connection that is being modified is not available. The default connection type will be used.

The connection type that was originally specified for this printer connection is no longer available. The default connection type will be used, not what was previously selected in the connection object.

Source DocuPrint Print Submission software

Action Contact your System Administrator to enable the missing network support or ignore this warning and proceed to modify this printer connection.

The currently selected printer is now the default printer.

You have pressed the 'Default' button. The currently selected printer will now be the default printer.

Source DocuPrint Print Submission software

Action None. Information message only.

The destination and the document file names must differ.

In the Filename text box of the Destination dialog, you selected your document file or entered the same name as the document file you selected. The XPPS software requires the entry in the Filename text box to have a different directory path, name, or extension from the document file that you selected.

- Source DocuPrint Print Submission software
- Action In the Filename text box of the Destination dialog, select or enter a file with a different directory path, name, or extension from the document file that you selected. Make sure that the directory path of the file you enter or select resides on the same Network Server as your selected print queue.
-

The destination name must not have an extension of XJT.

You assigned the extension .XJT to a file which is not a Job Ticket file.

- Source DocuPrint Print Submission software
- Action Assign a different extension.
-

The destination of Save or Print & Save requires a valid saved job location.

You selected a job destination of Save or Print & Save, but you did not enter a destination path for the DocuTech-ready file.

- Source DocuPrint Print Submission software
- Action Select the Destination option and enter a full pathname and filename for the DocuTech-ready file.
-

The destination path must reside on the same file server as the selected print queue.

You selected a destination for your DocuTech-ready file that does not reside on the same Network Server as the selected print queue.

- Source DocuPrint Print Submission software
- Action Use the Directories list box to change the directory path for your DocuTech-ready file to a location on the same Network Server as your selected print queue. If you need to find out the name of the Network Server on which your print queue resides, select the printer name in the Connected Printers list box and select [Connections].
-

The document cannot be copied to the spool directory on the print server for this printer. The directory does not exist or you do not have access rights.

You tried to copy a document to a spool directory that you do not have access rights to.

Source DocuPrint Print Submission software

Action Exit the XPPS software and use the appropriate DOS commands to either change the access privileges for the directory or create them. If you need assistance, contact your System Administrator.

The document could not be printed because a file could not be created in the specified print queue. It does not exist or you do not have access rights. Call the System Administrator.

You tried to print a document to a NetWare print queue that you do not have access rights to.

Source DocuPrint Print Submission software

Action Choose a different print queue or contact your System Administrator to get access rights to the specified queue.

The document could not be printed because a socket could not be opened for this print server connection. The print server is down or the connection timed out.

The document could not be printed to chosen print server because print server is down or the connection timed out. Your network connection may be slow.

Source DocuPrint Print Submission software

Action Try to print the document again. If the problem persists, increase the LPR printing time-out values (see the Windows XDS section of the Guide to Submitting Jobs from the Client). If the problem persists, use a different server to print to that printer or wait to print until a later time. Contact your System Administrator for further assistance.

The document could not be printed because the LPR control file could not be sent to the print server for this printer.

There is a problem communicating with the printer.

Source DocuPrint Print Submission software

Action Try to print the document again. If the problem persists, contact your System Administrator.

The document could not be printed because the specified print queue does not exist on the print server for this printer. Call the System Administrator.

You tried to print a document to a print queue that does not exist.

Source DocuPrint Print Submission software
 Action Choose a different print queue or contact your System Administrator to create the print queue.

The entered page range is invalid.

An invalid page range was specified in the Special Pages dialog box.

Source DocuPrint print driver
 Action Make sure that the number in the From text box is less than or equal to the number in the To text box.

The Exception Pages range From must be greater than zero.

You entered a value of zero or less in the From text box of the Setup dialog.

Source DocuPrint Print Submission software
 Action Enter a value greater than zero.

The extension .XJT will be used when this Job Ticket is saved.

An .XJT extension was not entered in saving a customized Job Ticket.

Source DocuPrint Print Submission software
 DocuPrint print driver
 Action No action is required. The Print Submission software will add the extension to the file automatically.

The file %s is invalid and can not be dropped.

A file dragged and then dropped onto the main XPPS dialog is invalid. The specified file may be corrupted or you do not have read access.

Source DocuPrint Print Submission software
 DocuPrint print driver
 Action Make sure that you have read access to the file and try dragging it again. If the file has an XJT extension then make sure that is a valid job ticket file.

The file %s is invalid and can not be dropped. Skip this file and continue?

One of the files dragged and then dropped onto the main XPPS dialog is invalid. The specified file may be corrupted or you do not have read access. You can skip processing of this file only or skip processing of all of the dropped files.

Source DocuPrint Print Submission software
DocuPrint print driver

Action Make sure that you have read access to the specified file and try dropping it again. If the file has an XJT extension, then make sure that is a valid job ticket file.

Select [OK] to skip processing of the invalid file only.

Select [Cancel] to skip processing all files.

The file containing the printer capabilities cannot be opened.

The system could not locate the file containing the printer capabilities in the Windows home directory of your workstation.

Source DocuPrint print driver

Action Write down the message and ask your system administrator to locate or install the appropriate printer file.

The file containing the printer capabilities is corrupted.

The configuration file in the Windows directory of your workstation or on the server is corrupt and must be replaced.

Source DocuPrint Print Submission software
DocuPrint print driver

Action Contact your System Administrator to have the configuration file for the print queue replaced or to reinstall the appropriate printer file on your workstation.

The Job Name field cannot contain an exclamation point.

You have entered an exclamation point in the Job Name field.

Source DocuPrint Print Submission software
DocuPrint print driver

Action Remove the exclamation point from that field.

The Job Name field cannot contain an exclamation point; the job will fault at the printer. Do you want the Job Name to be automatically modified to remove the exclamation point?

You have entered an exclamation point in the Job Name field.

- Source DocuPrint Print Submission software
DocuPrint print driver
 - Action Choose 'Yes' to have the exclamation point automatically removed from the Job Name field. Choose 'No' to manually remove it.
-

The Job Ticket contains values that are not available on the selected printer. Assign defaults to the indicated areas or cancel the operation?

The Job Ticket specifies printing options that are not supported by the printer. The unsupported print options in the Job Ticket have been reset to their default values.

- Source DocuPrint print driver
 - Action Review the areas that are listed in the message to see which options have been reset to their default values. To verify the available printing options for the printer you are using, contact your system administrator.
-

The Job Ticket file could not be loaded. You are not logged onto the specified file server, the Job Ticket file does not exist, or you do not have read access to the file.

You tried to open a Job Ticket file in the XPPS software, but you are not logged onto the specified file server, the file does not exist, or you do not have read access to the file.

- Source DocuPrint Print Submission software
DocuPrint print driver
 - Action Exit the XPPS software, log on to the specified file server, or use the appropriate DOS commands to change the access privileges for the file and the directory. If you need assistance, contact your System Administrator.
-

The Job Ticket file could not be loaded. You do not have a drive mapped to the server and volume.

The default Job Ticket file is located on a Network Server to which you do not have a drive mapped.

- Source DocuPrint Print Submission software
DocuPrint print driver
- Action Cancel the activity and make sure that you have a drive mapped to the Network Server and volume containing the default Job Ticket before accessing the XPPS software. If you need assistance, contact your System Administrator.

The Job Ticket is invalid.

You opened a file that is not a Job Ticket file, or the Job Ticket file is corrupt.

Source DocuPrint Print Submission software
DocuPrint print driver

Action Select another Job Ticket with the extension .XJT or recreate the Job Ticket file.

The Job Ticket file cannot be found. You must specify a name.

The default Job Ticket file cannot be located.

Source DocuPrint print driver.

Action Select the Preferences option and make sure that the default Job Ticket pathname and filename are complete and accurate.

The Job Ticket file could not be loaded. You are not logged onto the specified file server.

The default Job Ticket file is located on a Network Server to which you are not logged.

Source DocuPrint Print Submission software
DocuPrint print driver

Action Cancel the activity and make sure that you are logged in to the Network Server containing the default Job Ticket before accessing the XPPS software.

The Job Ticket file specified already exists. Overwrite it?

The name of a Job Ticket was specified that already exists.

Source DocuPrint Print Submission software
DocuPrint print driver

Action Select [OK] to replace the existing Job Ticket with your new Job Ticket, or select [Cancel] and then rename the new Job Ticket.

The Job Ticket settings that were stored with the reprint job will be used. To modify those settings, reprogram the Job Ticket in Setup.

You have selected the Reprint checkbox.

Source DocuPrint Print Submission software
DocuPrint print driver

Action None. This is a warning message.

The local family mask file (.MSK) for this printer does not exist or cannot be opened. It should be located in your Windows directory. Notify the System Administrator.

The configuration file on your system for the printer model specified in this named connection is missing or corrupt. It should be located in your Windows SYSTEM directory

- Source DocuPrint Print Submission software
DocuPrint print driver
- Action Reinstall the XPPS software and be sure to specify the print server that supports this printer model when selecting the components to install.
-

The maximum number of Chapter Starts has been defined.

You exceeded the limit of Chapter Starts that can be specified in the Chapter Starts dialog. The maximum number of Chapter Starts is 50.

- Source DocuPrint Print Submission software
DocuPrint print driver
- Action Examine your document and make sure that it requires the number of Chapter Starts you are applying. You can delete any Chapter Starts that you no longer need.
-

The maximum number of Exception Pages has been defined. You must reduce the number of page ranges to 50 or less before leaving the dialog box with the OK button.

You exceeded the limit of page ranges that can be specified in the Exception Pages Setup dialog... The maximum number of special page entries is 50.

- Source DocuPrint Print Submission software
DocuPrint print driver
- Action Examine your document and make sure that the document requires the variety of special paper stock options that you have created. Delete any page ranges you no longer require.
-

The maximum number of Page Inserts has been defined.

You exceeded the limit of inserts that can be specified in the Page Inserts dialog. The maximum number of inserts is 50.

- Source DocuPrint Print Submission software
DocuPrint print driver
- Action Examine your document and make sure that it requires the number of Blank Page Inserts you are applying. You can delete any Page Inserts you no longer need.
-

The necessary Product Support Library is not loaded. The available Job Ticket features could not be determined. You have to reinstall XPPS.

The necessary libraries for this print server are not loaded.

- Source DocuPrint Print Submission software
DocuPrint print driver
- Action Reinstall the XPPS software and be sure to specify the print server that supports this printer when selecting the components to install.
Reinstall XPPS.
-

The Network Server configuration file (QUEUE.CFG) for this printer was not found. It does not exist or it has been corrupted. Notify the System Administrator.

The system could not locate the configuration file, QUEUE.CFG, which is necessary to print to the print queue you selected.

- Source DocuPrint Print Submission software
DocuPrint print driver
- Action Contact your System Administrator to locate or to install the appropriate configuration file.
-

The number of pages specified by To and From exceeds the total number of pages in the job. Select All Pages.

A page range was specified in the To and From text boxes of the Special Pages dialog box that exceeds the number of pages in the job.

- Source DocuPrint print driver
- Action Make sure the numbers in the From and To text boxes are within the range of pages for the job.
-

The Page and Number must be greater than zero.

You specified a value of zero for the Page or the Number in the Inserts dialog.

- Source DocuPrint Print Submission software
DocuPrint print driver
- Action Enter a value that is greater than zero for the Page or the Number in the Inserts dialog.
-

The page number specified by To exceeds the total number of pages in the job.

A page range was specified in the To text box of the Special Pages dialog box that exceeds the number of pages in the job.

Source DocuPrint print driver

Action Make sure the number in the To text box is within the range of pages for the job.

The page range From field must be numeric and greater than 0.

A letter or a number of zero or less was specified in the From text box of the Special Pages dialog box.

Source DocuPrint print driver

Action Enter a number greater than zero in the From text box.

The page range To field cannot be less than page range in the From field. Enter only numeric values.

An invalid page range was specified in the To and From text boxes of the Special Pages dialog box.

Source DocuPrint print driver

Action Make sure that the number in the From text box is less than the number in the To text box.

The page range values must be 1-9999.

You have entered an invalid page range.

Source DocuPrint Print Submission software
DocuPrint print driver

Action Enter values for the page range that are between 1 and 9999, inclusive.

The paper stocks that were selected for this job may require the operator to reload paper trays during the printing cycle.

Paper stocks were selected that might require the printer operator to reload paper trays during the print run.

Source DocuPrint print driver

Action Select different paper stock or allow for the possibility that your print job might be delayed until an operator attends to the printer.

**The Print & Save Destination Job Ticket already exists.
Overwrite it?**

You selected a job destination of Print & Save and the XPPS software has located a previously saved Job Ticket file.

Source	DocuPrint Print Submission software DocuPrint print driver
Action	Select [OK] to overwrite the existing Job Ticket file, or select [Cancel] to keep the saved Job Ticket file.

The print job was cancelled.

You have cancelled the print job from being sent to the printer.

Source	DocuPrint Print Submission software DocuPrint print driver
Action	Resend the job when ready.

The print job was submitted successfully.

Your print job has been submitted successfully.

Source	DocuPrint Print Submission software DocuPrint print driver
Action	None.

**The printer is not supported by this server type. The available
Job Ticket features could not be determined.**

The specified product program does not support the printer model.

Source	DocuPrint Print Submission software DocuPrint print driver
Action	Reconfigure this printer by selecting 'Connections' on the main dialog. See your System Administrator for further assistance.

**The printer setup structure for the Xerox Job Ticket Library
could not be created and initialized.**

The Xerox PCL5e printer driver could not initialize the Job Ticket properties because the capabilities of the printer could not be determined due to a missing product support library or a missing local printer model configuration file. Windows may also have run out of memory to execute this operation.

Source	DocuPrint Print Submission software DocuPrint print driver
Action	Close some other running applications to free up memory and try again. If the problem persists, reinstall the XPPS software and be

sure to specify this printer driver when selecting the components to install.

The printer specified in the connection is not supported.

The definition of this connection is specified incorrectly or the configuration file for the printer model specified in this connection is missing or corrupted.

- Source DocuPrint Print Submission software
DocuPrint print driver
 - Action Delete this connection and use Add New... to recreate it. If the problem persists, reinstall the XPPS software and be sure to check the print server that supports this printer model when selecting components to install.
-

The printer specified in the file containing the printer capabilities is not supported.

The configuration file in the Windows SYSTEM directory of your workstation or on the server is corrupted and must be replaced.

- Source DocuPrint Print Submission software
DocuPrint print driver
 - Action Contact your System Administrator to have the configuration file for the print queue replaced or to reinstall the appropriate printer file on your workstation.
-

The Product Support Library could not be loaded. The dialog cannot be initialized. You may need to run the setup program again.

The necessary library could not be loaded.

- Source DocuPrint Print Submission software
DocuPrint print driver
 - Action Restart computer and try same sequence of events. If same message appears, reinstall XPPS software.
-

The Reprint or Print Server file path should not contain a drive specifier. Please enter a valid path and file that exists on the DocuSP Server.

Should be no drive specifier for this path.

- Source DocuPrint Print Submission software
DocuPrint print driver
- Action Remove the drive specifier from the path.

The Save Destination Job Ticket already exists. Overwrite it?

You selected a job destination of Save and the XPPS software has located a previously saved Job Ticket file.

Source	DocuPrint Print Submission software DocuPrint print driver
Action	Select [OK] to overwrite the existing Job Ticket file, or select [Cancel] to keep the saved Job Ticket file.

The selected printer is not connected. Files can only be printed to a connected printer.

XDS is trying to print document files that have been specified on the command-line or dropped on the running application. The currently selected printer is not available for printing.

Source	DocuPrint Print Submission software DocuPrint print driver
Action	Enter the Connections dialog, highlight the printer, and click the 'Check Printer' button. If the printer connects, attempt to print file again. If the printer does not connect to the network, contact your System Administrator.

The selected queue is not configured for Xerox use.

The print queue selected is not assigned to any of the printers for the DocuPrint software.

Source	DocuPrint Print Submission software DocuPrint print driver
Action	Select another print queue.

The specified file already exists. Overwrite it?

An attempt to save a file was made with the same name as an existing file in the destination directory.

Source	DocuPrint print driver
Action	Either <ul style="list-style-type: none">• Select [OK] to overwrite the existing file or• Select [Cancel] and change the name of the file you are saving.

The Starting Page must be greater than zero.

You specified a value of zero for the Starting Page in the Chapter Starts dialog.

Source	DocuPrint print driver
Action	Enter a value that is greater than zero in the Starting Page field.

The string containing the server directory for saved jobs should not contain a drive specifier. Please enter a valid saved job path that exists on the DocuSP Server.

Should be no drive specifier for this path.

Source DocuPrint print driver
Action Remove the drive specifier from the path.

The support libraries for the Xerox Document Submission Application are not the most recent version. You may have to reinstall XDS.

The support files required for the DocuPrint software are an incorrect version.

Source DocuPrint print driver
Action Write down the message and ask your system administrator to reinstall the software.

The support libraries required for the Xerox Document Submission Application could not be found or could not be initialized. You may have to reinstall XDS.

The support files required for the DocuPrint software are an incorrect version.

Source DocuPrint print driver
Action Write down the message and ask your system administrator to reinstall the software.

The support libraries that are required for the Xerox Job Ticket Library are not the most recent version. You may have to reinstall XPPS.

The support files required for the DocuPrint software are an incorrect version.

Source DocuPrint print driver
Action Write down the message and ask your system administrator to reinstall the software.

The support libraries required for the Xerox Job Ticket Library could not be initialized.

The support files required for the DocuPrint Software are an incorrect version.

Source DocuPrint print driver
Action Write down the message and ask your system administrator to reinstall the software.

The support libraries that are required for the Xerox Job Ticket Library are not the most recent version. You may have to reinstall XDS.

You do not have the most recent version of the support libraries.

Source DocuPrint print driver
Action Reinstall XDS using the installation software.

The support libraries that are required for the Xerox Job Ticket Library could not be initialized.

One or more of the required TBRO?W.DLL files in the Windows SYSTEM directory are missing, corrupted, or are not the most recent version.

Source DocuPrint print driver
Action Restart Windows and reinstall XPPS.

The support libraries that are required for the Xerox Job Ticket Library could not be loaded. You may have to reinstall XPPS.

Could not load libraries.

Source DocuPrint print driver
Action Reinstall XPPS.

The support libraries that are required for the Xerox Job Ticket Library could not be loaded. You may have to reinstall XDS.

XDS is not installed correctly. One or more of the required TBRO?W.DLL files in the Windows SYSTEM directory is missing, corrupted, or is not the most recent version.

Source DocuPrint print driver
Action Restart Windows and reinstall XPPS.

The Tab Control libraries that are required for the Xerox Job Ticket Library could not be loaded. You may have to reinstall XPPS.

XPPS is not installed correctly. The SWCTRL.DLL file in the Windows SYSTEM directory is missing or corrupted.

Source DocuPrint print driver
Action Ask your System Administrator for the most recent copy of the XPPS software. Install the software using the procedures in the chapter, "Installing XPPS on a DOS and Windows personal computer" in the Site Configuration Guide.

The Tab Positions must be from 1 through 100.

You selected a [Precut Tab] as the paper stock type option, but specified an invalid number of tab positions.

- Source DocuPrint print driver
- Action Select [Precut Tab] and correct your previous value in the Precut dialog. You cannot specify more than 100 tab positions. Refer to the "Printing a document" chapter in this guide for an explanation of the [Precut Tab] option.
-

The text fields in the Job Notes dialog box must contain at least one non-space character.

Nothing but spaces were entered in one or more of the fields in the Job Notes dialog box.

- Source DocuPrint print driver
- Action Select the Job Notes option and enter at least one nonspace character, or delete all the spaces from the appropriate Job Notes fields.
-

The weight for Paper stock 1 is not between 60 and 200 g/m2.

You specified a an invalid paper weight.

- Source DocuPrint print driver
- Action Specify a paper weight between 60 and 200 g/m2.
-

The weight for Paper stock 1 is not between 60 and 413 g/m2.

You specified a an invalid paper weight.

- Source DocuPrint print driver
- Action Specify a paper weight between 60 and 413 g/m2.
-

The Windows 95 support libraries could not be loaded. You may have to reinstall XDS.

Could not load libraries.

- Source DocuPrint print driver
- Action Reinstall XPPS.
-

The X Image Shift must be from -17.0 inches to 17.0 inches, and the Y Image Shift must be from -14.3 inches to 14.3 inches.

You entered an invalid number in the X Image Shift or the Y Image Shift text box in the Setup dialog.

Source DocuPrint print driver

Action Enter a value between -8.5 and 8.5 inches in the x Image Shift text box, or -14.0 and 14.0 inches in the Y Image Shift text box.

The X Image Shift must be from -17.0 inches to 6.7 inches, and the Y Image Shift must be from -14.6 inches to 14.6 inches.

You entered an invalid number in the X Image Shift or the Y Image Shift text box in the Setup dialog.

Source DocuPrint print driver

Action Enter a value between -17.0 and 6.7 inches in the x Image Shift text box, or -14.6 and 14.6 inches in the Y Image Shift text box.

The X Image Shift must be from -18.27 inches to 18.27 inches, and the Y Image Shift must be from -14.02 inches to 14.02 inches.

You entered an invalid number in the X Image Shift or the Y Image Shift text box in the Setup dialog.

Source DocuPrint print driver

Action Enter a value between -18.27 and 18.27 inches in the x Image Shift text box, or -14.02 and 14.02 inches in the Y Image Shift text box.

The X Image Shift must be from -216 mm to 216 mm, and the Y Image Shift must be from -356 mm to 356 mm.

You entered an invalid number in the X Image Shift or the Y Image Shift text box in the Setup dialog.

Source DocuPrint print driver

Action Enter a value between -216 and 216 millimeters in the x Image Shift text box, or -356 and 356 millimeters in the Y Image Shift text box.

The X Image Shift must be from -432 mm to 170 mm, and the Y Image Shift must be from -372 mm to 372 mm.

You entered an invalid number in the X Image Shift or the Y Image Shift text box in the Setup dialog.

Source DocuPrint print driver

Action Enter a value between -432 and 170 millimeters in the x Image Shift text box, or -372 and 372 millimeters in the Y Image Shift text box.

The X Image Shift must be from -432 mm to 432 mm, and the Y Image Shift must be from -363 mm to 363 mm.

You entered an invalid number in the X Image Shift or the Y Image Shift text box in the Setup dialog.

Source DocuPrint print driver

Action Enter a value between -432 and 432 millimeters in the x Image Shift text box, or -363 and 363 millimeters in the Y Image Shift text box.

The X Image Shift must be from -464 mm to 464 mm, and the Y Image Shift must be from -356 mm to 356 mm.

You entered an invalid number in the X Image Shift or the Y Image Shift text box in the Setup dialog.

Source DocuPrint print driver

Action Enter a value between -464 and 464 millimeters in the x Image Shift text box, or -356 and 356 millimeters in the Y Image Shift text box.

The X Image Shift must be from -8.5 inches to 8.5 inches, and the Y Image Shift must be from -14.0 inches to 14.0 inches.

You entered an invalid number in the X Image Shift or the Y Image Shift text box in the Setup dialog.

Source DocuPrint print driver

Action Enter a value between -8.5 and 8.5 inches in the x Image Shift text box, or -14.0 and 14.0 inches in the Y Image Shift text box.

The Xerox Document Submission Application cannot be loaded. The Resource Library file, XPPPRES.DLL, is the wrong version. You may have to reinstall XDS.

The Resource library file, XPPPRES.DLL, is the wrong version.

Source DocuPrint print driver

Action Reinstall the XPPS software.

The Xerox Document Submission Application cannot load the Resource Library file, XPPPRES.DLL. You may have to reinstall XDS.

The Resource Library file, XPPPRES.DLL, could not be loaded. The file, XPPPRES.DLL, may have been deleted. The XPPPRES.DLL file should be located in the Windows \SYSTEM directory.

Source DocuPrint print driver

Action Ask your System Administrator to reinstall the XDS software.

The Xerox Document Submission Application could not initialize the printer connection list. Call the System Administrator.

Printer connection list could not be created or reinitialized.

Source DocuPrint print driver

Action Restart XDS. If this problem persists, contact the System Administrator.

The Xerox Document Submission Application could not load the Xerox Job Ticket Library or one of its supporting libraries. You may have to reinstall XDS.

An error occurred while the XDS application was being initialized.

Source DocuPrint print driver

Action Ask your System Administrator to reinstall the XDS software.

The Xerox Document Submission Application could not load the Xerox Job Ticket Library, XPPP.DLL. You may be out of memory or you may be running too many instances of XDS.

The XDS application could not load the Job Ticket Library.

Source DocuPrint print driver

Action Perform one of the following:

- Check to see if you have any other applications running and close them.
 - Ask your System Administrator to reinstall the XDS software.
-

The Xerox Job Ticket libraries are invalid. You may have to reinstall XPPS.

One or more of the XPPS support libraries are corrupt or are not the most recent version.

Source DocuPrint print driver

Action Restart Windows and reinstall XPPS.

The Xerox Job Ticket Library cannot be loaded. The calling application is unknown.

An unsupported application is trying to access the Xerox Job Ticket Library.

Source DocuPrint print driver

Action You may need to install the application that caused the error to occur.

The Xerox Job Ticket Library cannot load. The Resource Library file, XPPPRES.DLL, is the wrong version. You may have to reinstall XPPS.

The Resource library file, XPPPRES.DLL, is the wrong version.

Source DocuPrint print driver
Action Reinstall the XPPS software.

The Xerox Job Ticket Library cannot load the Resource Library file, XPPPRES.DLL. You may have to reinstall XPPS.

The Resource Library file, XPPPRES.DLL, could not be loaded. The file, XPPPRES.DLL, may have been deleted. The XPPPRES.DLL file should be located in the Windows \SYSTEM directory.

Source DocuPrint print driver
Action Ask your System Administrator to reinstall the XPPS software.

The Xerox Job Ticket Library file, XPPP.DLL, is not the most recent version required by the Xerox Print Driver. You may have to reinstall XPPS.

The Xerox Job Ticket Library file, XPPP.DLL, is the wrong version.

Source DocuPrint print driver
Action Reinstall the XPPS software.

The Xerox Job Ticket Library, XPPP.DLL, does not recognize this application. You may have to reinstall XDS.

An implementation error exists in the version of software you are using.

Source DocuPrint print driver
Action Ask your system administrator for the most recent copy of the print driver.

The Xerox Memory Allocation Library, XRXMEM.DLL, could not be loaded. You may have to reinstall XPPS.

The Xerox Memory Allocation Library file, XRXMEM.DLL, is the wrong version.

Source DocuPrint print driver
Action Reinstall the XPPS software.

The Xerox Network Library cannot load the Resource Library file, XPPNET.DLL. You may have to reinstall XPPS.

The Xerox Network Library file, XPPNET.DLL, is the wrong version.

Source DocuPrint print driver
Action Reinstall the XPPS software.

The Xerox Network Library cannot load the Resource Library file, XRXUTIL.DLL. You may have to reinstall XPPS.

The Resource Library file, XRXUTIL.DLL, is the wrong version.

Source DocuPrint print driver
Action Reinstall the XPPS software.

The Xerox Print Driver could not load the Xerox Job Ticket Library file, XPPP.DLL. You may have to reinstall XPPS.

The Xerox Print Driver could not load the Xerox Job Ticket Library. This may occur if the file has been deleted, or if Windows has run out of memory to run the application.

Source DocuPrint print driver
Action Ask your System Administrator to reinstall the XPPS software.

The Xerox Print Driver could not load the Xerox Connectivity Library file, XPPNET.DLL. You may have to reinstall XPPS.

The Xerox Connectivity Library file, XPPNET.DLL, is the wrong version.

Source DocuPrint print driver
Action Reinstall the XPPS software.

The Xerox Print Driver could not load the Xerox Job Ticket Libraries. You may have to reinstall XPPS.

The libraries could not be loaded.

Source DocuPrint print driver
Action Reinstall XPPS.

There are no printer connections. A printer connection is needed to print documents or to setup Job Tickets. Select the Connections button to create a printer connection.

You have attempted to enter the Setup dialog without defining any printer connections.

Source DocuPrint print driver
 Action Enter the Connections dialog and use the Add New... button to define a new printer connection.

There are no printers selected. You must select a connected printer to print files.

You have attempted to print a file without selecting a printer.

Source DocuPrint print driver
 Action Highlight a printer and attempt to print again.

There are no Product Support Libraries (XRXPDP?.DLL) available. The Xerox Job Ticket Libraries cannot be initialized. You must restart windows and reinstall XDS.

The Product Support Libraries could not be loaded. This may occur if the files have been deleted, or if Windows has run out of memory to run the application.

Source DocuPrint print driver
 Action Restart Windows and reinstall the XPPS software. If the problem persists, make sure that XRXPDP?.DLL files are found only in the Windows SYSTEM directory (SYSTEM32 in Windows NT).

There have been changes made in the Paper Stocks dialog. Do you wish to save your changes before exiting the dialog?

The Paper Stocks dialog was entered from one of the following parent dialogs:

- Chapter Starts
- Blank Page Inserts
- Covers
- Special Pages

Changes were made to the Paper Stocks and an attempt was made to close the parent dialog before the changes to the Paper Stocks were saved.

Source DocuPrint print driver
 Action Perform one of the following:

- Select [Yes] if you want the changes to the Paper Stocks to be saved.
- Select [No] to return to the Setup dialog without saving the changes.
- Select [Cancel] to return to the parent dialog.

There was a problem while a window handle was being stored or retrieved.

The DocuPrint software detected an error in the current application.

Source DocuPrint print driver

Action Exit the application. Then restart the application and try the operation again.

This operation results in more page ranges than can be accommodated by this dialog box. You must Change or Delete some page ranges before attempting this operation again.

More than 50 page ranges were specified in the Special Pages dialog box.

Source DocuPrint print driver

Action Examine your document and make sure that it requires the variety of special paper stock options that you specified. Delete any page ranges you no longer require.

This print queue resides on a file server containing a previous version of software. Some Job Ticket options will not be available.

The print queue that you have added to the list of available printers or that you have selected from the list of available printers does not contain the most recent version of the Network Server software. Some of the Job Ticket features in the Setup dialog will not be available.

Source DocuPrint print driver

Action If you wish to use the new features available in the Setup dialog, you must connect to a print queue that resides on a Network Server that has version 1.2, or higher, of the software.

This version of XDS requires at least version 3.1 of Microsoft Windows.

You attempted to access the XDS software from Windows 3.0 or lower.

Source DocuPrint print driver

Action The XDS software version 1.1 requires at least version 3.1 of Windows. Contact your System Administrator to either reinstall the XPPS software version 1.0 or to install Windows 3.1.

Transparencies or Tab paper stock types cannot be wider than 9.0 inches (229 mm) or longer than 14.0 inches (356 mm).

You specified an invalid paper size for the paper stock option. If you select [Transparency] or a paper stock with tabs, you cannot specify a paper size wider than 9.0 inches (229 mm), or longer than 14.3 inches (363 mm).

Source DocuPrint print driver

Action Select another paper size and make sure that it is less than 9.0 inches (229 mm) wide, and 14.3 inches (363 millimeters) long.

Transparencies require “1-sided” for Sides Imaged. Please check the default stock.

[Transparency] was selected as a paper stock option but [2-Sided] or [Head-to-Toe] was selected in the Sides Imaged list box.

Source DocuPrint Print Submission software

Action If you select [Transparency] as one of your paper stock options, select [1-Sided] in the Sides Imaged list box.

Transparencies require 1-sided for Sides Imaged. Please check the stocks being used in the Exception Pages dialog box.

Transparency paper stock is being used by one or more of the Exception Pages that you have programmed, and you selected [2-Sided] or [Head-to-Toe] from the Sides Imaged list box in the Setup dialog.

Source DocuPrint print driver

Action If you are using Transparency paper stock, you must select the [1-Sided] option from the Sides Imaged list box in the Exception Pages dialog.

Transparencies require None or Print on Side 1 for Printing. Please check the stocks being used in the Covers dialog.

[Transparency] is being used by the covers that you have programmed, and you selected [Print on Side 2] or [Print on Both Sides] from the Printing list box in the Covers dialog.

Source DocuPrint print driver

Action If you are using transparencies you must select the [None] or the [Print on Side 1] options from the Printing list box in the Covers dialog.

Transparency, Tab and ordered Custom paper stock types require None or Print on Side 1 for Printing. Please check the stocks being used in the Covers dialog.

[Transparency], [Precut Tab], [Full Cut Tab], or [Custom] ordered are being used by the covers that you have programmed, and you selected [Print on Side 2] or [Print on Both Sides] from the Printing list box in the Covers dialog.

Source DocuPrint print driver

Action If you are using transparencies, a paper stock with tabs or a custom ordered paper stock, you must select the [None] or the [Side 1] option from the Printing list box in the Covers dialog.

Transparency, Tab and ordered Custom paper stock types require 1-sided for Sides Imaged. Please check the default stock.

You selected [Transparency], [Precut Tab], [Full Cut Tab] or [Custom] ordered as one of your paper stock options, but selected [2-Sided] or [Head-to-Toe] in the Sides Imaged list box.

Source DocuPrint print driver

Action If you select [Transparency], [Precut Tab], [Full Cut Tab] or [Custom] ordered as one of your paper stock' options, you must select [1-Sided] in the Sides Imaged list box.

Transparency, Tab and ordered Custom paper stock types require 1-sided for Sides Imaged. Please check the stocks being used in the Exception Pages dialog.

[Transparency], [Precut Tab], [Full Cut Tab], or [Custom] ordered are being used by one or more of the Exception Pages that you have programmed, and you selected [2-Sided] or [Head-to-Toe] from the Sides Imaged list box in the Setup dialog.

Source DocuPrint print driver

Action If you are using transparencies, a paper stock with tabs or a custom ordered paper stock, you must select the [1-Sided] option from the Sides Imaged list box in the Exception Pages dialog.

Unable to open the document file for printing. It does not exist or you do not have read access.

The document in the job ticket has been deleted or you do not have read access.

Source DocuPrint print driver

Action Recreate the document or modify the properties so that you have read access.

Unable to print the document. An error occurred while the print job was being closed. Resend the job.

Your print job was not sent to the NetWare server.

Source DocuPrint print driver
Action Resubmit your print job. If the problem persists contact your System Administrator for assistance.

Uncollated jobs cannot be sent to the Booklet Maker.

You selected [Uncollated] from the Collation list box and [Booklet Maker] from the Finishing list box in the Setup dialog.

Source DocuPrint print driver
Action If you want your print job sent to the Booklet Maker, select the [Collated] option from the Collation list box in the Setup dialog. Otherwise, select another option from the Finishing list box.

Uncollated jobs cannot contain Slip Sheets.

You selected [Uncollated] and [Slip Sheets] for the Finishing options.

Source DocuPrint print driver
Action If you want slip sheets placed in your print job, select [Collated]. Otherwise, select another Finishing option.

Uncollated transparencies cannot be stapled or bound.

You selected [Uncollated] as the collation option in the Setup dialog and you selected [Portrait Staple], [Landscape Staple], [Dual Staple], or [Bound] as the Finishing option with a paper stock type of [Transparency].

Source DocuPrint print driver
Action Perform one of the following steps:

- Select the [Collated] option if you wish to use the paper stock type and the Finishing option that you have selected.
- Select a paper stock other than [Transparency] if you wish to use the collation option and the Finishing option that you have selected.

Uncollated transparencies cannot be stapled.

You selected [Uncollated] as the collation option in the Job Setup dialog and you selected [Portrait Staple], [Landscape Staple], or [Dual Staple] as the Finishing option with a paper stock type of [Transparency].

Source DocuPrint print driver

Action Perform one of the following steps:

- Select the [Collated] option if you wish to use the paper stock type and the Finishing option that you have selected.
- Select a paper stock other than [Transparency] if you wish to use the collation option and the Finishing option that you have selected.

Windows Help could not be opened. There may not be enough conventional memory. Close some other applications and try again.

An attempt was made to access the Windows Help option but there is not enough memory to open the Help files.

Source DocuPrint Print Submission software
DocuPrint print driver

Action Close other applications or add more memory to your workstation.

XPPP cannot support any more applications. Close an application that is using XPPP and try again.

An attempt was made to access the DocuPrint software or to print from within the application too many times.

Source DocuPrint print driver

Action Locate and close some of the DocuPrint windows or close the applications using the Xerox print drivers and try the operation again.

XDS failed to initialize classes. Close all applications, then exit and restart Windows.

The DocuPrint software failed to initialize properly.

Source DocuPrint print driver

Action Close all open applications and exit Windows. Restart Windows and try accessing the DocuPrint software again.

XDS failed to initialize dialogs. Close all applications, then exit and restart Windows.

The DocuPrint software failed to initialize properly.

Source DocuPrint print driver
 Action Close all open applications and exit Windows. Restart Windows and try accessing the DocuPrint software again.

XDS failed to initialize resources. Close all applications, then exit and restart Windows.

The XDS software failed to initialize properly.

Source DocuPrint print driver
 Action Close all open applications and exit Windows. Restart Windows and try accessing the XDS software again.

You are not logged onto the print server for this printer or this is not a Novell NetWare server.

You have selected a print queue that is not assigned to any of the Network Servers to which you are currently attached.

Source DocuPrint print driver
 Action Perform one of the following:

- Select a print queue that resides on a Novell NetWare server to which you are attached.
- Attach to the Novell Network Server on which the print queue that you selected resides.

Your access rights to the file or directory are insufficient. The minimum rights that are required are WRITE and CREATE.

The DocuTech-ready file could not be saved to the named directory because you do not have write privileges for the directory.

Source DocuPrint print driver
 Action Perform one of the following:

- Select another directory in which to store the DocuTech-ready file.
- Exit the XPPS software and contact your System Administrator to gain write access privileges for the specified directory.

If the problem persists, note the message and contact your System Administrator for assistance.

3. Macintosh workstation messages

This chapter shows messages that may appear on your monitor when you submit jobs to the DocuPrint NPS. Variable information appears in angle brackets (<>).

When more than one action is specified, perform the first action. If the problem persists, go on to the next action. If you have performed all of the specified actions and the problem is not resolved, contact your System Administrator for assistance.

<Document Name> from <Application Name> could not be printed on LaserWriter <printer name>. Try again.

The DocuPrint NPS printer may be powered off or the AppleTalk connection between your workstation and the Printer Controller may be lost.

Action Write down the message. Ask the printer operator or system administrator to check printer status. If necessary, call your service representative.

Could not find the default Job Ticket specified in the User Preferences dialog. Internal defaults will be used 002014

System could not locate your preferred default job ticket, so it uses internal defaults instead.

Action If the internal defaults do not successfully print your job, use "Show Additional files" to locate your preferred default job ticket. If necessary, write down the message and contact your system administrator.

<Document Name> from <Application Name> could not be printed on LaserWriter <printer name>. Check that the printer is turned on and connected, or select another printer in the Chooser and try again.

The DocuPrint NPS printer may be powered off or the AppleTalk connection between your workstation and the Printer Controller may be lost.

Action Write down the message. Ask the printer operator or system administrator to check printer status. If necessary, call your service representative.

JPM down.

The AppleTalk connection between your workstation and the Printer Controller may be lost.

- Action Write down the message and ask your system administrator to check the connection. The system may need to be restarted at the Printer Controller.
-

Pages in the document are larger than the printer's paper size. Do you want to print anyway?

The paper size in the printer is smaller than the size you specified in the Page Setup menu of the File pull-down menu.

- Action Either:
- Press <RETURN> to print the document anyway (you may lose some data); or
 - Specify a larger paper size.
-

Problem establishing connection to specified printer 101002

You have sent the print job to a LaserWriter printer whose name doesn't match the names of available printers.

- Action Go to the Mac Chooser and select the correct LaserWriter printer. If necessary, ask your system administrator to check installed printer names.
-

Queuing is disabled.

Queuing is stopped at the server.

- Action Ask the printer operator or the system administrator to enter "Show Status" at the Printer Controller to determine if queuing has been started. If it has not, enter "Start Queue" at the server command line.
-

The LaserWriter is disconnected or switched off. Please try printing again.

The DocuPrint printer may be powered off or the AppleTalk connection between your workstation and the Printer Controller may be lost.

- Action Write down the message. Ask the printer operator or system administrator to check printer status. If necessary, call your service representative.
-

The Sender field "From" is required 101002

There is no entry in the "From" field of the "Notes" selection in the Job Ticket Dialog box.

- Action Make an entry in the "From" field and select [OK].
-

The selected ticket is not valid. The previous ticket remains in effect 002029

The default job ticket selected in the User Preferences dialog box is invalid.

- Action Use "Show Additional files" to locate the default Job Ticket. If necessary, contact your system administrator.
-

There is a printing problem. Please choose PrintMonitor from the Application menu or check the PrintMonitor window.

There is some type of printing problem.

- Action Select PrintMonitor from the Applications menu at the right of the menu bar and follow the error messages to determine how to fix the problem. If necessary, call your service representative.
-

There is not enough memory to print <Document Name> from <Application Name> on Laserwriter <printer name>. Do you want PrintMonitor to adjust its memory size and try again?

Your workstation has too little memory to print the document.

- Action Either have the Print Monitor adjust the memory size or cancel the print job.

4. DOS workstation messages

This chapter shows messages that may appear on your monitor when you submit jobs to the DocuPrint NPS from a DOS workstation. Variable information appears in angle brackets (<>).

When more than one action is specified, perform the first action. If the problem persists, go on to the next action. If you have performed all of the specified actions and the problem is not resolved, contact your system administrator for assistance.

Ambiguous value for option

An invalid value was specified for one of the printing options in the print command.

Action Refer to the *Guide to Submitting Jobs from the Client* for acceptable values for the options.

Bad Queue Value: No queues configured

You are unable to submit print jobs because the system administrator has not configured any virtual printers.

Action Write down the message and ask your system administrator to configure a virtual printer.

Bad Queue Value: <virtual printer> Valid Queues: <virtual printer names>

A job was submitted to an invalid virtual printer.

Action Resubmit the job to one of the valid virtual printers listed.

Bad value for option

In entering the print command, an invalid value for one of the print options was specified.

Action Refer to the *Guide to Submitting Jobs from the Client* for acceptable values for the options.

Can't access: <path>

The DocuPrint NPS printer is unable to locate the file using the pathname you specified.

Action Check the pathname you specified, and correct it if necessary. Make sure that you have read access to the file.

Can't add file to internal table: <path>

There is an internal error, probably due to a lack of memory.

- Action Write down the message. Contact your system administrator and verify that your system meets the minimum configuration requirements. If problem persists, contact your service representative.
-

Can't get file from internal table: <#>

There is an internal error, probably due to a lack of memory.

- Action Write down the message. Contact your system administrator and verify that your system meets the minimum configuration requirements.
-

Can't initialize SIGINT handler

Your software has an internal error.

- Action Write down the message and contact your system administrator.
-

Can't initialize SIGQUIT handler

Your software has an internal error.

- Action Write down the message and contact your system administrator.
-

Can't open job ticket file: <path>

The DocuPrint NPS printer is unable to access the job ticket using the pathname you specified.

- Action Check the pathname you specified, and correct it if necessary. Make sure that you have read access to the file.
-

Can't open local printer file: <path>

Your software is missing an internal file that is needed for printing.

- Action Verify that the directory /usr/spool/xerox/qtmp exists and that you have read and write access to it. Ask your system administrator to verify that the client software was loaded properly.
-

Can't pop file from internal table: <#>

There is an internal error, probably due to a lack of memory.

- Action Write down the message. Contact your system administrator and verify that your system meets the minimum configuration requirements.
-

Couldn't encode job ticket to file

An internal error occurred while the DocuPrint NPS printer was writing to a local temporary file.

Action Write down the message and contact your system administrator.

Couldn't initialize internal table

There is an internal error, probably due to a lack of memory.

Action Write down the message. Contact your system administrator and verify that your system meets the minimum configuration requirements.

Couldn't open list file

The file you specified with the *-listFile* option could not be opened.

Action Verify that you have read access to the file you specified.

DocPath__Create()

An internal error occurred.

Action Write down the message and contact your service representative.

Error changing to directory: <path>

Your software is missing an internal file that is needed for printing.

Action Write down the message and contact your system administrator.

Error creating temporary data file

Your software is missing an internal file that is needed for printing.

Action Verify that the directory */usr/spool/xerox/qtmp* exists and that you have read and write access to it. Ask your system administrator to verify that the client software was loaded properly.

Error copying STANDARD-INPUT

Your software is missing an internal file that is needed for printing.

Action Verify that the directory */usr/spool/xerox/qtmp* exists and that you have read and write access to it. Ask your system administrator to verify that the client software was loaded properly.

Error getting initial working directory

Your client software was unable to access the initial working directory.

Action Verify that you have access to the directory that holds the client software.

Error getting unique data filename

The *print* command was entered, but an internal error occurred while the system was creating a unique filename.

Action Write down the message and contact your system administrator.

Error opening configuration file: <path>

The *listjob*, *listq*, or *print* command was entered, but the software is unable to communicate with the Printer Controller.

Action Write down the message and contact your system administrator to verify that the client software was properly installed.

Invalid indirection file

In entering the print command, an indirection file pathname with the *-@* option was specified. That pathname was inaccessible or contained invalid characters.

Action Refer to the *Guide to Submitting Jobs from the Client* for the proper syntax and characters for this option.

Invalid option: <>

In entering the print command, an invalid value for one of the optional terms was specified.

Action Refer to the *Guide to Submitting Jobs from the Client* for acceptable options.

JobTicket conflict: <-c1> and <-c2> are mutually exclusive!

The *print* command was entered with two options (<-c1> and <-c2>) specified that cannot be used on the same print request.

Action Choose which option you want to use and reenter the command.

JobTicket__DecodeAXJT()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

JobTicket error for option:

The *print* command was entered, but an internal error occurred, probably due to a lack of memory.

Action Write down the message. Contact your system administrator and verify that your system meets the minimum configuration requirements.

JobTicket__Overlay()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

Job Ticket__SetDispositions()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

Job Ticket__SetSender()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

JobTicket__SetSourceDoc()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

Job Ticket__SetTitle()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

JTDocument__AddSegment()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

JTDocument__Create()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

JTDocumentIter__Create()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

JTDocumentIter__Next()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

lpr:tab__2__ps: copy file is too large

The *lpr* command was entered, but the job is too large for it. This is a limitation of the *lpr* command, not the DocuPrint print job utility.

Action Allocate more space on the disk drive where the directory tmp resides.

Memory allocation error:

The *print* command was entered, but an internal error occurred due to a lack of memory.

Action Write down the message. Contact your system administrator and verify that your system meets the minimum memory requirements.

Missing value for option

The *print* command was entered, but a necessary value for a specified print option was left out.

Action Refer to the *Guide to Submitting Jobs from the Client* for acceptable values for the options.

Non-unique option:

The *print* command was entered, but the print option specified was not valid.

Action Refer to the *Guide to Submitting Jobs from the Client* for acceptable values for the options.

Print queue name must be specified

The *-printerName queue* option in the print command line was not included. This option is required for submitting a job.

Action Reenter the command, making sure to include the *-printerName queue* option.

Print request not forwarded, server or directory unreachable

The *listjob*, *listq*, or *print* command was entered, but the software couldn't communicate with the Printer Controller.

Action Write down the message. Ask your system administrator to check communication between your workstation and the Printer Controller and to ensure that the Xerox client was enabled at installation.

Server not responding

You entered the *listjob* or *listq* command, but the Printer Controller failed to respond to the command within the allotted time.

Action Reenter the command. If you see the same message, contact your system administrator for assistance.

Server or directory unreachable

You entered the *listjob*, *listq*, or *print* command, but the software couldn't communicate with the Printer Controller.

- Action Write down the message. Ask your system administrator to check communication between your workstation and the Printer Controller and to verify that the installation procedure was successfully completed.
-

SetOfDisp__Create()

The *print* command was entered, but an internal error occurred.

- Action Write down the message and contact your service representative.
-

SetOfDisp__Insert()

The *print* command was entered, but an internal error occurred.

- Action Write down the message and contact your service representative.
-

System error

The *listjob* or *listq* command was entered, but an internal error occurred due to one of the following conditions:

- Lack of memory
- Inability to open a local temporary file
- Network error.

- Action Write down the message and contact your service representative.
-

Too many arguments

In entering the *print* command, more than 128 arguments were entered in the command line.

- Action Reenter the command with 128 or fewer arguments. Refer to the *Guide to Submitting Jobs from the Client* for the correct syntax for the print options.
-

Unable to find listfile

In entering the *print* command, a required value for the *-listfile* option was not specified.

- Action Reenter the print command, making sure you specify a value for this option. Refer to the *Guide to Submitting Jobs from the Client* for acceptable values.
-

Unable to find server name

In entering the *print* command, a valid value for the *-server* option was not specified.

Action Reenter the print command, making sure you specify a valid value for this option. Refer to the *Guide to Submitting Jobs from the Client* for acceptable values.

5. UNIX workstation messages

This chapter shows messages that may appear on your monitor when you submit jobs to the DocuPrint NPS. Variable information appears in angle brackets (<>).

When more than one action is specified, perform the first action. If the problem persists, go on to the next action. If you have performed all of the specified actions and the problem is not resolved, contact your System Administrator for assistance.

Ambiguous value for option

In entering the print command, an invalid value for one of the printing options was specified.

Action Refer to the *Guide to Submitting Jobs from the Client* for acceptable values for the options.

Bad Queue Value: No queues configured

Print jobs cannot be submitted because the system administrator has not configured any virtual printers.

Action Write down the message and ask your system administrator to configure a virtual printer.

Bad Queue Value: <virtual printer> Valid Queues: <virtual printer names>

A job was submitted to an invalid virtual printer.

Action Resubmit the job to one of the virtual printers listed in the valid queues.

Bad value for option

In entering the print command, an invalid value for one of the print options was specified.

Action Refer to the *Guide to Submitting Jobs from the Client* for acceptable values for the options.

Can't access: <path>

The DocuPrint NPS printer is unable to locate the file using the pathname you specified.

Action Check the pathname you specified and correct it if necessary. Make sure that you have read access to the file.

Can't add file to internal table: <path>

There is an internal error, possibly due to a lack of memory.

Action Write down the message. Contact your system administrator and verify that your system meets the minimum configuration requirements.

Can't create job ticket

There is an internal error, possibly due to a lack of memory.

Action Write down the message. Contact your system administrator and verify that your system meets the minimum configuration requirements.

Can't create job ticket file

Your software is missing an internal file that is needed for printing.

Action Verify that the directory /usr/spool/xerox/qtmp exists and that you have read and write access to it. Ask your system administrator to verify that the installation procedure was successfully completed.

Can't get file from internal table: <#>

There is an internal error, possibly due to a lack of memory.

Action Write down the message. Contact your system administrator and verify that your system meets the minimum configuration requirements.

Can't initialize SIGINT handler

Your software has an internal error.

Action Write down the message and contact your system administrator.

Can't initialize SIGQUIT handler

Your software has an internal error.

Action Write down the message and contact your system administrator.

Can't open job ticket file: <path>

The DocuPrint NPS printer is unable to access the job ticket using the pathname you specified.

Action Check the pathname you specified and correct it if necessary. Make sure that you have read access to the file.

Can't open local printer file: <path>

Your software is missing an internal file that is needed for printing.

- Action Verify that the directory `/usr/spool/xerox/qtmp` exists and that you have read and write access to it. Ask your system administrator to verify that the installation procedure was successfully completed.
-

Can't pop file from internal table: <#>

There is an internal error, possibly due to a lack of memory.

- Action Write down the message. Contact your system administrator and verify that your system meets the minimum configuration requirements.
-

Couldn't encode job ticket to file

An internal error occurred while the DocuPrint NPS printer was writing to a local temporary file.

- Action Write down the message and contact your system administrator.
-

Couldn't initialize internal table

There is an internal error, possibly due to a lack of memory.

- Action Write down the message. Contact your system administrator and verify that your system meets the minimum configuration requirements.
-

Couldn't open list file

The file you specified with the `-listFile` option could not be opened.

- Action Verify that you have read access to the file you specified.
-

DocPath__Create()

An internal error occurred.

- Action Write down the message and contact your service representative.
-

Error changing to directory: <path>

The client software was unable to access the directory using the specified path name.

- Action Check the pathname specified and correct it if necessary.
-

Error creating temporary data file

Your software is missing an internal file that is needed for printing.

- Action Verify that the directory `/usr/spool/xerox/qtmp` exists and that you have read and write access to it. Ask your system administrator to verify that the installation procedure was successfully completed.
-

Error copying STANDARD-INPUT

Your software is missing an internal file that is needed for printing.

Action Verify that the directory `/usr/spool/xerox/qtmp` exists and that you have read and write access to it. Ask your system administrator to verify that the installation procedure was successfully completed.

Error getting initial working directory

Your client software was unable to access the initial working directory.

Action Verify that you have access to the directory that holds the client software.

Error getting unique data filename

The `print` command was entered, but an internal error occurred while the system was creating a unique filename.

Action Write down the message and contact your system administrator.

Error opening configuration file: <path>

The `listjob`, `listq`, or `print` command was entered, but the software is unable to communicate with the Printer Controller.

Action Write down the message and contact your system administrator to verify that the client software was properly installed.

Invalid indirection file

In entering the print command, an indirection file pathname with the `-@` option was specified. That pathname was inaccessible or contained invalid characters.

Action Refer to the *Guide to Submitting Jobs from the Client* for the proper syntax and characters for this option.

Invalid option: <>

In entering the print command, an invalid option was specified.

Action Refer to the *Guide to Submitting your Jobs from the Client* for acceptable options.

JobTicket conflict: <-c1> and <-c2> are mutually exclusive!

The `print` command was entered, but two options (`<-c1>` and `<-c2>`) that cannot be used on the same print request were specified.

Action Choose which option you want to use and resubmit the job.

JobTicket__DecodeAXJT()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

JobTicket error for option:

The *print* command was entered, but an internal error occurred, probably due to a lack of memory.

Action Write down the message. Contact your system administrator and verify that your system meets the minimum configuration requirements.

JobTicket__Overlay()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

Job Ticket__SetDispositions()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

Job Ticket__SetSender()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

JobTicket__SetSourceDoc()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

Job Ticket__SetTitle()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

JTDocument__AddSegment()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

JTDocument__Create()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

JTDocumentlter__Create()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

JTDocumentlter__Next()

The *print* command was entered, but an internal error occurred.

Action Write down the message and contact your service representative.

lpr:tab__2__ps: copy file is too large

The *lpr* command was entered, but the job is too large. This is a limitation of the command, not of the DocuPrint print job utility.

Action Resubmit the job using the *lpr -s* switch command

Memory allocation error:

The *print* command was entered, but an internal error occurred due to a lack of memory.

Action Write down the message. Contact your system administrator and verify that your system meets the minimum configuration requirements.

Missing value for option

The *print* command was entered, but it did not include a necessary value for a print option specified.

Action Refer to the *Guide to Submitting Jobs from the Client* for acceptable values for the options.

Non-unique option:

The *print* command was entered, but it did not include a necessary value for a print option specified.

Action Refer to the *Guide to Submitting Jobs from the Client* for acceptable values for the options.

Print queue name must be specified

The *-printerName queue* option was not included on the command line when the job was submitted.

Action Reenter the print command, making sure to include the *-printerName queue* option.

**Print request not forwarded,
server or directory unreachable**

The *listjob*, *listq*, or *print* command was entered, but the software couldn't communicate with the Printer Controller.

- Action Write down the message. Ask your system administrator to check communication between your workstation and the Printer Controller and to verify that the file sent is not too large.
-

Server not responding

The *listjob* or *listq* command was entered, but the Printer Controller failed to respond to the command within the allotted time.

- Action Reissue the command. If you see the same message, contact your system administrator for assistance.
-

Server or directory unreachable

The *listjob*, *listq*, or *print* command was entered, but the software couldn't communicate with the Printer Controller.

- Action Write down the message. Ask your system administrator to check communication between your workstation and the Printer Controller and to verify that the file sent is not too large.
-

SetOfDisp__Create()

The print command was entered, but an internal error occurred.

- Action Write down the message and contact your service representative.
-

SetOfDisp__Insert()

The print command was entered, but an internal error occurred.

- Action Write down the message and contact your service representative.
-

System error

The *listjob* or *listq* command was entered, but an internal error occurred due to one of the following conditions:

- Action
- Lack of memory
 - Inability to open a local temporary file
 - Network error.
-

Too many arguments

In entering the *print* command, more than 128 options were entered in the command line.

- Action Reenter the command with 128 or fewer options. Refer to the *Guide to Submitting Jobs from the Client* for the correct syntax for the options.
-

Unable to find listfile

In entering the *print* command, no value for the *-listfile* option was specified.

Action Reenter the command, making sure you specify a value for this option. Refer to the *Guide to Submitting Jobs from the Client* for acceptable values.

Unable to find server name

In entering the *print* command, no valid value for the *-server* option was specified.

Action Reenter the command, making sure you specify a valid value for this option. Refer to the *Guide to Submitting Jobs from the Client* for acceptable values.