HP Future Smart Firmware Devices - 99.09.XX Errors

The firmware for the referenced Future smart devices resides on the Hard Disk Drive (HDD) or Solid State Disk (SSD) connected to the formatter. In certain circumstances, 99.09.XX errors are displayed on the control panel which indicates some action needs to be taken relative to the HDD, SSD, or the firmware installed on the device. The majority of 99.09.XX errors DO NOT require formatter or disk replacement but are a result of formatter or disk replacement. Please see the sections below for actions to take for the most common 99.09.XX errors on these products.

*****In most cases, a USB thumbdrive with the printer's specific firmware .bdl file will be needed*****

99.09.62 – Unknown Disk

This error indicates there is an encryption mismatch between the HDD and the formatter. This typically happens because an HDD was swapped into a device from another device or replaced.

Resolution:

If the HDD is in the device by error, remove it and return it to its original device.

If the HDD is desired to be used in this device, perform the following actions from the Preboot Menu "Administrator"> "Manage Disk">"Boot Device">

Erase / unlock

This item reinitializes the disk and cleans all disk partitions. This item also unencrypts the hard drive from the previous formatter.

CAUTION: Selecting the Erase and unlock item removes all data. A confirmation prompt is provided. This procedure may take about an hour to complete.

The system is not bootable after this action and a 99.09.67 error displays on the control panel. A firmware download must be performed to return the system to a bootable state.

If the error message 99.09.62 remains, repeat Erase/Unlock and cycle power (off/on) when procedure is complete. Then Download, Option - USB Thumb drive (download firmware).

Lock Disk

Select the Lock Disk item to lock (mate) a new secure disk to this product.

The secure disk already locked to this product will remain accessible to this product. Use this function to have more than one encrypted disk accessible by the product when using them interchangeably.

How to open the Preboot menu:

1. Turn the product on.

2. (Full touchscreen) HP logo displays on the product control panel. When a "1/8" with an underscore displays below the HP logo, touch the logo to open the Preboot menu. For touchscreen control panels with numeric keypad, press cancel ("X" button) when 1/8 appears.

3. Use the arrow buttons on the touchscreen to navigate the Preboot menu.

4. Touch the OK button to select a menu item.

99.09.63 – Incorrect Disk

This error indicates the expected encrypted HDD is not present. This is expected behavior when installing a new HDD in a device where the previous HDD was encrypted.

Resolution:

Perform the following actions from the Preboot Menu under the "Administrator">" Manage disk" option:

Clear disk password.

Download, Option - USB Thumb drive (download firmware).

If the error persists, perform an Erase/Unlock procedure then Download, Option - USB Thumb drive (download firmware).

CAUTION: Selecting the Erase and unlock item removes all data. A confirmation prompt is provided. This procedure may take about an hour to complete.

The system is not bootable after this action and a 99.09.67 error displays on the control panel. A firmware download must be performed to return the system to a bootable state.

If the error message 99.09.63 remains, repeat Erase/Unlock and cycle power (off/on) when procedure is complete. Then Download, Option - USB Thumb drive (download firmware).

99.09.66 – No Disk Installed

This is an error indicating one of the following:

HDD or SSD is not installed

HDD or SSD is not connected properly

HDD or SSD has failed.

Resolution

Perform the following actions:

Ensure HDD or SSD is installed on the board

Check all HDD/SSD connections to make sure they are all secure

Power Cycle the printer

If all connections look good and error is still displayed, replace the HDD/SSD

99.09.67 – Disk is not bootable please download firmware

This is an error indicating that there is no firmware loaded on the disk. This is usually the result of installing a new disk or performing a "Format Disk" command.

Resolution:

Perform the following action from the Preboot Menu under the "Administrator" option:

Download, Option - USB Thumb drive (download firmware).