



The 49.xx error is an error recognized by the printer's formatter and/or firmware. This error occurs when a type of information received by the printer is not understood, too complex, using a certain language, detail, font, command, animated gif, or program not supported by the printer. Out of confusion the printer generates the 49 error.

**When 49 errors occurs:**

- **Disconnect network cable/Check print cue**
  - Power cycle the printer and see if the error reoccurs. If not, the error may have been caused by a print job that was too complex or using a certain graphic not supported or recognized by the printer.
- **Remove the network card**
  - Turn machine off, remove network card, and turn machine back on. If error clears with the card removed, it is likely a defective card.
- **Remove hard drive**
  - If applicable, remove hard drive – if error clears, the hard drive may be defective.
- **Remove any additional memory**
  - Printers that have memory DIMM as a firmware backup may not be removed.
- **Cold reset machine**
  - Perform a cold reset to restore all factory settings. (Including IP address)
- **Install current printer driver**
  - Download the most current driver available from HP's website to eliminate the possibility of the driver being corrupt.
- **Upgrade Firmware**
  - When the above steps are completed, and error continues, the firmware DIMM/CFM may need to be flashed which would upgrade or possibly fix any flaws unique to it.
- **Replace Formatter**
  - If the firmware DIMM/CFM has been upgraded or replaced and the 49 error Persists, the formatter would need to be replaced.

Not all printers have a separate firmware CFM (Compact Flash Module) or ROM (Read Only Memory) or EMMC (Embedded Micro Media Card). On some models the firmware is internal to the formatter to where the formatter may need to be replaced. Some printers have a firmware DIMM but it may not be Flash ROM in which it can't be upgraded, therefore the DIMM would need to be replaced. Most of the newer models have the flash ROM/CFM/EMMC and can be upgraded or flashed through a free download available on HP's website.