

**CLJ4730MFP**  
series  
printers

**CLJ4730mfp product specific 49.xxyy errors**



**Security Level:** Public

**Date Written/Updated:** 02/13/2007

**Document Summary**

- ✓ This document provides root cause and resolution information on product specific 49.xxyy errors.

**Issue Description / Solution or Workaround:**

Error	Issue	Root Cause	Solution
49.4C02	May occur when MFP is powered on with Jobs in HP-UX print queues.		Update firmware to 46.131.9 or greater
49.4C02 or 49.4C06	May occur while randomly accessing control panel during send to network folder.		Update firmware to 46.131.9 or greater
49.00FF	When receiving multi line response from SMTP servers.		Update firmware to 46.121.2 or greater
49.0E00	When printing from Mac OS 10.4 with long file names.		Update firmware to 46.121.2 or greater
49.2F81	Error at power on will not clear.  Note: Be cautious when having a customer remove and replace components on the formatter board. New, lead-free boards are more susceptible to brittle solder joints.	May be caused by bending the formatter board, particularly when removing and replacing components (CF, memory, HDD). The bending can cause an ASICS to have some solder points that break loose from the board.	Replace formatter.
49.4C02	On reset or timeout while "Authentication Method Not Found" message is displayed.		Update firmware to 46.121.2 or greater
49.4C02	While deleting speed dial entries in fax feature.		Update firmware to 46.121.2 or greater
49.4C02	May occur using Web Jetadmin 8.0 when group configuring devices with Authentication Manager Applet loaded if one or more of the devices does not have AM Applet loaded.		Update firmware to 46.121.2 or greater
49.4C02	After changing WINS via EWS during Send to Folder job.		Update firmware to 46.121.2 or greater

49.FF02	May occur when copying duplex Letter pages from the ADF to a stored job.		Update firmware to 46.111.8 or greater
49.4C02	Requesting a menu map during warm up, and then selecting Cancel before anything prints.		Update firmware to 46.111.8 or greater
49.4C02	Selecting Mixed Media when default copy paper size is not auto.		Update firmware to 46.111.8 or greater
49.4C02 or 49.4C06	Possible when scrolling the fax address book.		Update firmware to 46.111.8 or greater
49.4C04	Possible when receiving a corrupted fax.		Update firmware to 46.111.8 or greater
49.4C06	May occur when pressing Log-out button in Authentication Manager.		Update firmware to 46.121.2 or greater
49.4C06	May occur when performing firmware upgrade.		Update firmware to 46.121.2 or greater
49.4C06	PC FAX jobs with email Address of 256 characters.		Update firmware to 46.121.2 or greater
49.4CF0	May occur when a large (259 page) pc fax job is sent followed by a few small pc fax jobs.		Update firmware to 46.121.2 or greater
49.5001	May encounter memory resources error with 3rd party applications loaded.		Update firmware to 46.121.2 or greater
49.6Axx	Possible when faxing to a LanFax server.		Update firmware to 46.111.8 or greater
49.6A08	Modem Failure / Compression error sending LGL fax in standard resolution.		Update firmware to 46.121.2 or greater
49.4C02	Occurs at boot up, after replacing DC Controller for an unrelated error. Error will not clear with reboot.		First, perform a COLD RESET. If that does not clear the error, perform an NVRAM Initialization. Instructions are in the Service Manual.
49.FF81	Error at power on and will not clear	Bad hard drive or hard drive data cable connection.	Disconnect and reconnect data cable from formatter board. Replace hard disk.

**Background Information:** In some circumstances an issue may be documented independently to provide more detail. To access these documents if available and more information on troubleshooting 49.xxyy Service errors visit:

<http://www.hp.com/go/support>. Once there choose: **See support and troubleshooting information** and type in your product model. Then perform a search on your topic.

### Obtaining Firmware:

If you need to obtain firmware and/or information on how to perform a firmware update for your particular product you can visit the same URL <http://www.hp.com/go/support>.

Once you have accessed the **Support & Drivers** page choose: **o Download drivers and software (and firmware)**. Type in your product's model and you will then have access to the latest firmware found under the **>> Cross operating systems (BIOS, Firmware, Diagnostics, etc)** link for your product.

**Document Attributes**

**Product Models:** HP Color LaserJet 4730mfp, HP Color LaserJet 4730x mfp, HP Color LaserJet 4730xs mfp, HP Color LaserJet 4730xm mfp

**Product Numbers:** Q7517A, Q7518A, Q7519A, Q7520A,