

FB10000 Error Message Troubleshooting

Error ID: 1118: IDS – COM port communication failure, the port (color) does not exist

Error Severity: **Critical**

Possible Causes

- [USB cable to the spider board is not connected properly](#)
- [Spider board driver needs to be reset or is faulty](#)
- [PC com port communicating with the Spider board is disconnected](#)

Recommended Actions

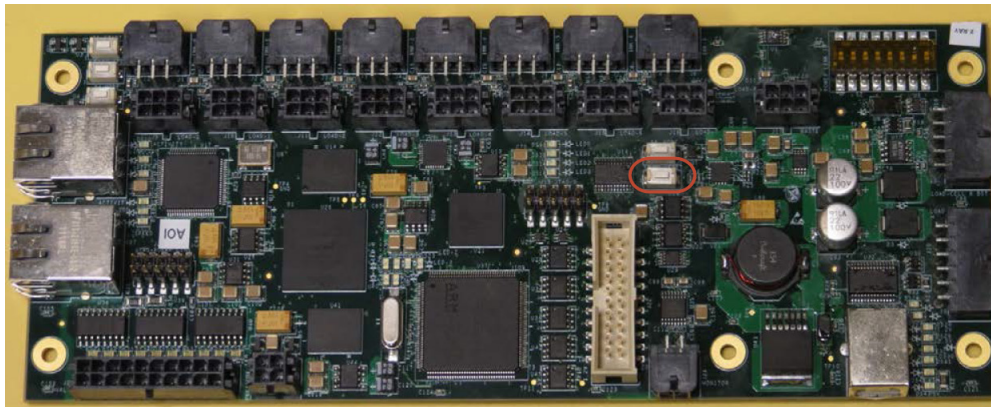
USB cable to the spider board is not connected properly

1. Ensure that the USB cable is properly connected to the Spider Board
2. Verify that the Spider board is working (if its LEDs react).
3. If the Spider LEDs react, this might indicate that there is a problem with the PC or with the Spider driver.
4. If the Spider board does not react, perform Reset on the Spider board.

Spider board needs to be reset or is faulty

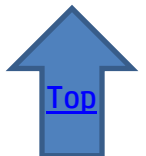
Attention! Before resetting or replacing the Spider board, it is mandatory to turn down the FB10000 application.

1. Press the Reset button on the Spider board to perform a full reset.



2. If the problem persists after the reset, you may need to replace the Spider board.
3. Please contact Callme@hp for assistance.

Warning! The following corrective actions must be done by an HP Service Engineer.



4. After replacing the Spider board, recalibrate all the printer's load cells.
5. If the problem persists after replacing the Spider board and recalibrating the load cells, move to the next possible cause – PC COM error.
6. If none of the above worked, reinstall the Spider board driver.

PC COM port communicating with the Spider board is disconnected

1. Restart the Printer SW.
2. If the error persists, the problem may originate in the COM port used by the Spider board.
3. Go to My Computer>Control Panel>Hardware and Sound>Device manager and check the communication ports: Com1, Com 2, Com 3, etc.
4. If the Com port used by the Spider board shows error, try reinstalling the Spider Driver
5. Disconnect the Spider and ensure that the Com error disappears from Device Manager.
6. If none of the above worked, please ask assistance from a machine specialist.

