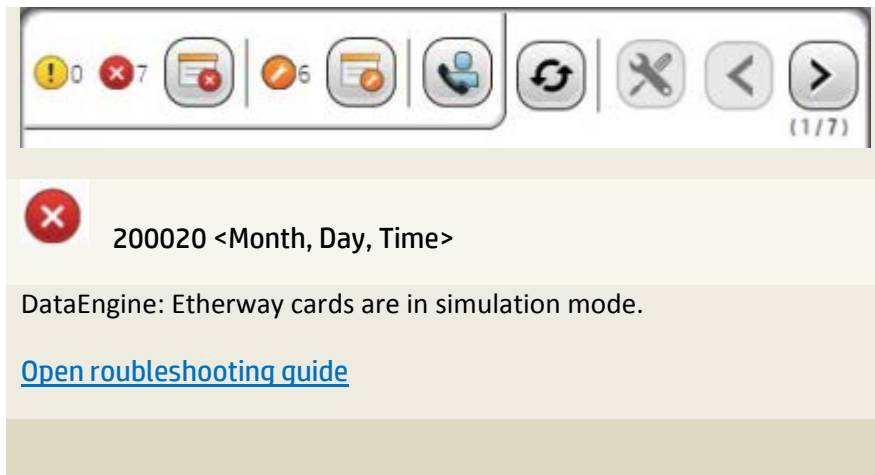# FB10000 Error Messages Troubleshooting

Error ID: 200020 – Datapath – DataEngine: Etherway cards are in simulation mode.

Error Message:

Possible Causes

- Simulation mode for Etherway was activated.

Recommended actions

Simulation mode for Etherway was activated

1. Exit the application and open Windows Explorer.

2. Under `ProgramData>HP Scitex>FB10000>Version_0.xx.xx>Configs`

3. Backup the file.

4. Open `DataEngineSettings.XML`

5. Find `<IsSimulationModeEtherway>True</ IsSimulationModeEtherway>`

6. Turn `True` to `False`

7. Restart application.

8. If the error persists restore the original file and repeat procedure.

9. If the error persists, contact callme@hp for support and send corrupt configuration file.

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