

Issue/ Solution

HP LaserJet M5025 and M5035 MFP Product Series - HP Easy Select Control panel hangs on the HP Event Logo



Security Level: Public

Date Written/Updated: 6/25/2007

Document Summary

- ✓ This document provides information on an issue where the device hangs on the HP Event logo and a 49.4c02 error can be seen when viewing the device from the Embedded Jet Direct Embedded Web Server.
- ✓ This specific issue is only related to the Default Original Size being set to Mixed Letter/Legal.

Issue Description

This error condition will only happen if the device is power cycled. Once the MFP has been power cycled the MFP will not come to a READY state and the HP Event logo will be displayed on the HP Easy Select Control Panel. If the device is viewed from the Embedded Web Server, you will only be able to see the Embedded Jet Direct Web Server and a 49.4c02 error message will be displayed by the Web Server.

Solution or Workaround

NOTE: This specific issue only happens when the Default Original Size is set to Mixed Letter Legal and the MFP is power cycled. The MFP will not hang on the HP Event Logo unless a power cycle is performed.

To recover from the hanging logo the MFP must be cold reset to be brought back to the READY state. This can be done using the following steps.

Steps to perform a cold reset:

1. Hold the "6" key after the memory check starts until all the LED's are on, then release.
2. Use the 3 & 9 key to scroll up or down through the items.
3. Press the 6 key to select your option. The device will continue boot up sequence.

4. Select COLD RESET

After the MFP is in a READY state there are two options that can be used to keep the error from happening again:

- 1) Do not set the Default Original Size setting found under the ADMINISTRATION menu to Mixed Letter Legal, or...
- 2) Upgrade the MFP's firmware to version (Datecode: 20070614 48.031.7) or greater.

Obtaining Firmware:

- http://www.hp.com/go/ljm5035MFP_firmware
- http://www.hp.com/go/ljm5025MFP_firmware
-

Document Attributes

Product Models: HP LaserJet M5035 MFP, HP LaserJet M5035 MFP X, HP LaserJet M5035 MFP XS, HP LaserJet M5025 MFP

Product Numbers: Q7829A, Q7830A, Q7831A, Q7840A