



## issue

## 49.2169 Error Following an RFU

**Security Level:** HP and Customer Verbal Use

**Updated:** 22 June 2006

**Document number:** c01115160

### Document Summary

- ✓ 49.2169 error occurs after an RFU
- ✓ Temporary Workaround until issue is resolved in firmware

**Issue Description:** Following a remote firmware upgrade, the product now reboots to a 49.2169 service error. This specific 4error code appears to be a firmware mismatch between the engine and Paper Handling devices.

**Background:** This specific 49 error code indicates a firmware mismatch between the print engine and a paper handling device (input or output). The error may occur because of a loss of power during the RFU process or because the firmware on the controller for the paper handling device is corrupted.

### **Solution:**

1. Resend the RFU file, making sure power is not interrupted during the process.
2. If the 49.2169 error continues, remove the output device (stacker, stapler/stacker, multi-bin mailbox, multifunction finisher) and power on the printer.
3. If the error clears with the output device detached, replace the controller for the output device.
4. If the error continues with the output device detached, replace the controller on the input device (tray 4).

In most cases the input device causes the error. However, in very limited cases the output device may cause it.

### Document Attributes

**Product Models:** LaserJet 9040, 9050, 9050n, 9050dn, 9040mfp, 9050mfp; Color LaserJet 9500n, 9500hdn, and 9500mfp

**Product Numbers:** Q7697A, Q3721A, Q3722A, Q3723A, Q3726A, Q3728A, C8546A, C8547A, C8549A