

3. Upgrade the product's firmware. Even if the currently installed firmware version is the latest one, re-install it.
4. Try restoring the factory default settings from the product's Touch Control Panel.
5. Try the following changes in the workflow:
  - a. Change the Print Language option in the Touch Control Panel from "Automatic" (which is the default setting) to the language that is being printed (PS, HP-GL/2, ...)
  - b. Queue = OFF
  - c. Start Printing = After processing
  - d. For PS SKUs, try changing the encoding setting ("Automatic" by default) to Binary or ASCII
  - e. If you are using the HP-GL/2 driver, try sending the job as a bitmap
6. If you are using a 3rd party application that does not print through the HP driver, try modifying the printing workflow by:
  - a. Using an HP driver
  - b. Changing the settings in the application's printing dialog
7. Escalate the issue with specific information, refer to [Reporting a system error to HP support on page 35](#)

## Appendix B: Emergency firmware upgrade with USB flash drive

When it is not possible to perform a firmware upgrade using the normal procedures (for instance, in case of a System Error and the Embedded Web Server is unavailable), it is possible to perform an emergency firmware upgrade using a USB flash drive. Follow the next steps:

1. Copy a valid FMW firmware file onto a USB flash drive. This file is provided in Designjet Online. Remove all other contents in the flash drive.
2. Turn off the product.
3. Connect the USB flash drive to the USB host port on the formatter.
4. Turn on the product and follow the instruction on the Touch Control Panel.

## Appendix C: Obtaining the product log and the diagnostics package

The product keeps an internal log of its own actions. When a system error occurs, the product log can help to find the cause and the solution. By default, whenever it restarts, the product deletes the current log and starts a new one, to avoid using a lot of hard disk space. Once the logs have been captured, the information can then be escalated to HP division for analysis.

Before retrieving the diagnostic package or product logs with the methods described next, you need to enable the logs in the product. Follow the process described next to enable the logs.

### Enabling the logs in the product

1. Turn off the product with the Power Key on the left of the Touch Control Panel.
2. Press and release the Power Key to turn on the product.