

## Appendix B

# Error Messages and Common Problems

## The Job Queue

Job Queue warning and error messages are listed numerically then alphabetically below.

- **Error 4001: The language DLL that you are using is not current. See your administrator for more information.**

- **Error 4002: You must specify a priority for job(s).**

- **Error 4003: No items are currently selected for this option.**

The operation you are attempting requires you to select one or more jobs. Highlight a job in the Queue window and try again.

- **Error 4004: Unable to register Q\*Works as a drag/drop target.**

- **Error 4005: Unable to open or create queue file.**

You might not have enough memory to open another Job Queue, or the Job Queue you are trying to open could be damaged. Try freeing up RAM by quitting other open applications.

This error can also indicate that your Job Queue might be damaged.

- **Error 4006: Unable to create directory [directory name].**

You might be trying to use a noncompliant file name for your directory. Be sure that the file name you have chosen is accepted by your computer and/or network.

You also might not have create privileges for the location in which you are trying to create a directory. See your network administrator for information on your access privileges.

- **Error 4007: Unable to create the report.**

- **Error 4008: Unable to copy [file name].**

First, check to see that you have sufficient disk space to copy the file(s).

If you are copying a job that uses a job ticket (.PLP file) or PFS file, the Job

Queue might have failed to find all of the files listed in the job ticket and aborted copying as a result. In this case, resend the job, making sure all of the images are included.

- **Error 4009: Unable to rebuild the queue file.**

The Rebuild Queue command failed. If your Job Queue is damaged, delete your Queue directory, create a new Job Queue, and have your clients resubmit their jobs.

- **Error 4010: Operation Aborted.**

- **Error 4011: Unable to create report.**

- **Error 4012: No more than one item can be selected at a time for this operation.**

- **Error 4013: No log exists. The job has not been preprocessed yet.**

There is no Processing log because the job has not been processed. Wait until the job has been processed to view the log.

- **Error 4014: Job information does not exist.**

The creator of the job did not include a TEMPLATE.INF file with the job.

- **Error 4015: Unable to find the Media log.**

There is no Media log because no media errors have occurred.

- **Error 4016: Unable to find the Printing log.**

There is no Printing log because the job has not been printed.

- **Error 4017: Unable to lock the Queue.**

Another person or application might be making changes to the Job Queue. While the Queue is being updated, it is locked against input from other sources. You must wait until the current changes are completed.

- **Error 4018: Unable to find XXX**

- **Error 4019: You must either abort or finish the current import/rebuild task before you can close the Job Queue.**

- **Error 4020: Unable to import the job.**

- **Error 4021: Cannot write the current job to the queue.**

- **Error 4022: Unable to delete job directory.**

- **Error 4023: Security code invalid.**

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- **Error 4024: Error finding help file viewer.**
  - **Error 4025: Error executing help file viewer.**
  - **Error 4026: Help file viewer path is invalid.**
  - **Error 4027: Help file viewer specified is invalid or is not an executable file.**
  - **Error 4028: Insufficient memory to load help file viewer.**
  - **Error 4029: Unable to launch the help file viewer.**
  - **Error 4030: Help file cannot be found.**
  - **The following jobs could not be deleted because...**
    - **Job [name] is already in use:** The job is being processed, printed, copied, or edited. You must wait until the job is idle to perform your command.
    - **Job [name] could not be locked:** Another person or application could be making changes to the Job Queue. While the Queue is being updated, it is locked against further input from other sources. You must wait until the current changes are completed.
    - **Job [name] no longer exists:** The job has been deleted or moved from the job directory.
    - **Job [name] is currently printing:** The job is in use. You must wait until the job is idle to complete your command.
  - **The following jobs could not be selected to print from the selected location because...**

See the reasons listed above “The following jobs could not be deleted because...”
  - **The following jobs could not be selected to print next because...**

See the reasons listed above “The following jobs could not be deleted because...”
  - **The following jobs could not have their destination changed because...**

See the reasons listed above “The following jobs could not be deleted because...”
  - **The following jobs were not aborted because...**

See the reasons listed above “The following jobs could not be deleted
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because...”

- **The following jobs were not resumed because...**

See the reasons listed above “The following jobs could not be deleted because...”

- **The following jobs were not held because...**

See the reasons listed above “The following jobs could not be deleted because...”

- **The following jobs were not selected for reprint because...**

See the reasons listed above “The following jobs could not be deleted because...”

- **The printer number could not be changed because...**

See the reasons listed above “The following jobs could not be deleted because...”

- **The priority on the following jobs were not changed because...**

See the reasons listed above “The following jobs could not be deleted because...”

- **The selected job cannot be printed immediately because...**

See the reasons listed above “The following jobs could not be deleted because...”

- **The selected jobs could not be dragged because...**

See the reasons listed above “The following jobs could not be deleted because...”

- **This job cannot be edited because...**

See the reasons listed above “The following jobs could not be deleted because...”

- **Unable to allocate enough memory for this operation.**

The Job Queue does not have enough RAM to perform the requested operation. Try freeing up memory by quitting other open applications.

- **Unable to register Queue as a drag/drop target.**

The Job Queue could not be registered as a drag-and-drop target. You will not be able to drag-and-drop items into the Job Queue.

You might be experiencing memory problems that prevent the operating

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system from registering the Job Queue. Try freeing up RAM by quitting other open applications.

- **Unable to start monitor thread for [job]. Job will be left in indeterminate state.**

The number of job tickets that you can open from the Job Queue at one time is limited. Try closing other open job tickets. If this does not work, try freeing up RAM by quitting other open applications.

## Network Polling

Network Polling warnings and error messages are listed numerically then alphabetically below.

- **Error 1000: The language DLL that you are using is not current. See your administrator for more information.**
- **Error 1001:(The) Configuration file is invalid or corrupt.**

When you set up options and target directories in the Network Polling program, the information is stored in a configuration file called NETPOLL.CNF. If this configuration file is damaged or deleted, your setup information will be lost.

### **Solution:**

1. Delete the NETPOLL.CNF file.
2. If you have a backup of the original configuration file, copy it into your Program directory. Otherwise, you will need to open Network Polling, reset your Polling Options and add your target directories again.



*Back up the program directory on a regular basis. If your configuration file becomes damaged, you can replace it with the backed-up version.*

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- **Error 1002: You are using an older file format that is not compatible with this program.**

The Polling configuration file (NETPOLL.CNF) is outdated. Set your Polling Options and add your target directories again to create a new.CNF file.

- **Error 1003: You are using a newer version of this program.**
- **Error 1004: Unable to delete this directory.**

The directory is in use. Network Polling might be querying the directory or moving jobs from it. Wait a few seconds and try again.

- **Error 1005: Unable to write to the registry.**
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- **Error 1006: Invalid Password.**
- **Error 1007: Your new password does not match the confirmed password.**
- **Error 1008: You must specify a queue database filename.**
- **Error 1009: One or more directories or files have been either deleted or moved.**

One or more of the target directories have been removed from the specified location. Network Polling cannot search them for incoming files. Select Yes to recreate the directory(s) in the correct location.

- **Error 1010: You must specify a queue filename for this directory.**  
You must tell Network Polling where your destination Job Queue resides. In the Modify Directory dialog box, enter the path and name of the Queue directory in the Queue Directory field.
- **Error 1011: You must enter a filespec to search on.**  
If you are using Network Polling Mode 1, you must tell the Network Polling program what type of files to look for. In the Add Directory or Modify Directory dialog box, fill in the Search Filename field with one or more filename extensions (example: \*.cc, \*.dwg). Or, enter \*.\* to search for all files.



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*If you use \*.\* as your search filename, be sure that all incoming files are supported file formats. If an unsupported file comes in (e.g., a .TXT or .CGN file), it will not be processed.*

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- **Error 1012: Unable to copy XXX**
- **Error 1013: Unable to remove XXX**
- **Error 1014: Unable to create the parameter file directory. Aborting.**

When you run the Network Polling program, it looks for a PARAM subdirectory in your program directory. If Network Polling can't find the PARAM directory, it will try to create it. In this case, Network Polling was unable to create this directory.

**Solution:**

1. Manually create a directory called **PARAM**.
  2. Place the PARAM directory inside the Network Polling program directory.
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- **Error 1015: No PFS editor selected.**

- **Error 1016: Unable to open or create queue file.**

The Job Queue you have selected might not exist or could be damaged.

**Solution:**

1. Check your Queue selection to make sure that you have entered the correct path.
2. Check to be sure that you have access privileges to the selected Queue location.
3. If the first two options do not work, your Job Queue might be damaged. Try rebuilding the Queue from within the Job Queue window.

- **Error 1017: Unable to open or create queue file for job submission.**

The Job Queue you have selected might not exist or could be damaged.

**Solution:**

1. Check your Queue selection to make sure that you have entered the correct path.
2. Check to be sure that you have access privileges to the selected Queue location.
3. If the first two options do not work, your Job Queue might be damaged. Try rebuilding the Queue from within the Job Queue window.

- **Error 1018: Unable to create the subdirectory. Check to make sure that the path is correct. If the target drive does not support long filenames then try using a shorter directory name.**

- **Error 1019: Unable to lock queue.**

Only one person or application can update or change the Job Queue at one time. When someone accesses the Queue, it is locked to prevent anyone else from changing it.

If another person or application is updating the Queue, Network Polling will not be able to submit files until the activity is finished. Polling will keep trying to access the Queue until it is successful.

- **Error 1020: Cannot find file.**

The Network Polling program cannot find Notepad.

**Solution:**

Be sure that NOTEPAD.EXE is in the Windows directory.

- **Error 1021: Unable to locate job ticket (.PLP file).**

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- **Error 1022: Garbled data.**
- **Error 1023: Error finding help file viewer.**
- **Error 1024: Error executing help file viewer.**
- **Error 1025: Help file viewer path is invalid.**
- **Error 1026: Help file viewer specified is invalid or is not an executable file.**
- **Error 1027: Insufficient memory to load help file viewer.**
- **Error 1028: Unable to launch the help file viewer.**
- **Error 1029: Help file cannot be found.**

- **One or more polling directories has been deleted. Shall I recreate them?**

One or more of the target directories have been removed from the specified location. Network Polling cannot search them for incoming files.

**Solution:**

Select **Yes** to recreate the directory(s) in the correct location.

- **You must specify a queue directory.**

You must tell Network Polling where your destination Job Queue resides.

**Solution:**

In the Modify Directory dialog box, enter the path and name of the Queue directory in the Queue Directory field.

## The Printer Interface

### Common Printing Problems

#### Fonts on PDF files are printing thin

This problem occurs when the font specified in the PDF file is not listed in the Fontmap.gs file. PlotWorks then substitutes a different font.

PlotWorks uses Ghostscript to process PDF files. All fonts known to Ghostscript are cataloged in a file called Fontmap.gs.

To resolve this problem the best solution is to edit the PDF file to use a font that is listed in the Fontmap.gs file. Otherwise acquire the desired font and modify the Fontmap.gs file. Information on editing this file is provided at the beginning of the Fontmap.gs file.

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### To view or edit the Fontmap.gs file:

1. Click on the Windows **Start** button.
2. Click on **Programs**.
3. Click on **Accessories**
4. Click on **Notepad**. Windows Notepad opens.
5. Click on the **File** menu.
6. Select **Open**. The Open dialog box appears.
7. In the **Files of type** drop down list select **All Files**
8. Then navigate to the file **C:\Program Files\PLP\PlotWorksonmap.GS**
9. Click on the **Open** button. The file opens in Notepad.

## Error Messages

- **Activation codes are about to expire**

This dialog box appears to remind you that the PlotWorks Activation codes are about to expire. Clicking on the OK button causes the dialog box to disappear. The message will reappear every eight hours, until the activation codes are renewed or replaced.

- **Error: Add Media**

This error occurs when the printer does not contain the medium type or size specified in the job ticket. The software halts printing and requests the correct medium. You can take one of the following actions to resolve the problem:

- Load the specified medium into the printer, or
- Use the **Override Media** command to force printing on an available roll (*see below*).



### To override the requested media:

1. Click **Override Media**.
2. Select the available medium you wish to use. The software prints the job on this medium, regardless of the specifications in the job ticket.

You can also set up the software to put jobs on hold when the correct medium is not available. The printer skips these jobs and continues printing the remaining jobs in the Queue. The above error messages do not appear when you have selected this option.

### To put jobs on hold when media is out:

1. Open the **Setup** menu and select **Printing Configuration**.

2. Select **Hold Job When Media Out**.

3. Click **OK**.

- **Fatal Error**

Solution: Refer to the displayed dialog box to identify and resolve the error. Then close and reopen the Printer Interface.

- **HPGL conversion code has expired**

The Activation Codes have expired. Please contact PLP for new Activation Codes.

- **Multiple Match**

The medium detected by the printer matches more than one of the items on the inventory list. When you have a multiple match, the media roll on your printer diagram turns red.

**Solution:**



1. Click **Media Change**.

2. Find the roll that has a multiple match and select the correct medium type in the **Selected Media** field.

3. Click **OK**.

- **No Match**

The medium detected by the printer does not match anything in the inventory list. When you have a No Match error, the media roll on your printer diagram turns red.

**Solution:**

Add the detected medium to the inventory list. See “Adding Media to Inventory” on page 8-21.

- **Error: Invalid “XXXX” Option Code**

This occurs when a feature’s activation code is missing or invalid. Contact Technical Support to find out the status of the code.

- **Error: “XXXX” Security Code to Expire in “X” Days**

A temporary activation code is about to expire. Contact Technical Support to find out the status of the code.

- **Error 1: The language DLL that you are using is not current. See your administrator for more information.**

- **Error 2: Unable to read the stock inventory file.**
  - **Error 3: Unable to write to stock inventory file.**
  - **Error 4: You must select an item to complete the transaction.**
  - **Error 5: Unable to open or create queue file.**
  - **Error 6: Unable to create directory: XXX**
  - **Error 7: A parameter file is already in process!**
  - **Error 8: Cannot open device driver**

The 8850 printer using the embedded controller displays this error when Enable LMHOSTS Lookup is not enabled. Refer to Appendix E page 26 for how to enable LMHOSTS Lookup.
  - **Error 9: 7396 scanner communication error**

Ensure the Smart Switch option is set to Automatic. This problem sometimes occurs when the Smart Switch scanner, printer or loop cables need replacing. If this does not resolve the problem, remove the Smart Switch and connect directly to the printer and scanner and then change the Smart Switch option to None. If communication is established then check the Smart Switch connection and replace it if necessary.
  - **Error 10: Printer has no power or is not connected**

This error sometimes occurs if a connection is lost while trying to communicate with the printer, any job currently printing is deleted from the Printer Interface. The job is then set to processing in the Job Queue and is resubmitted once the connection is reestablished.
  - **Error 11: Call Service (fuser low temperature)**
  - **Error 12: Call Service (fuser over temperature)**
  - **Error 13: Call Service (main motor error)**
  - **Error 14: Call Service (developing motor error-black)**
  - **Error 15: Call Service (process motor error)**
  - **Error 16: Call Service (counter error)**
  - **Error 17: Call Service (cutter error)**
  - **Error 18: Call Service (web feeding error)**
  - **Error 19: Call Service (out of web error)**
  - **Error 20: Call Service (X cutter 0 error)**
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- **Error 21: Call Service (X cutter 1 error)**
- **Error 22: Call Service (X cutter 2 error)**
- **Error 23: Call Service (paper feeding motor error)**
- **Error 24: Call Service (fuser motor error)**
- **Error 25: Call Service (original motor error)**
- **Error 26: Call Service (wire cleaning motor error)**
- **Error 27: Call Service (exposure lamp error)**
- **Error 28: Call Service (quantity counter error)**
- **Error 29: Call Service (key counter error)**
- **Error 30: Call Service (developer motor error-red)**
- **Error 31: Call Service (fuser thermostat error)**
- **Error 32: Call Service (tray error)**
- **Error 33: Call Service**
- **Error 34: Folder communication error**
- **Error 34: Folder communication error or Host Mode disabled**
- **Error 35: Folder is not set for external control**
- **Error 36: Paper jam**
- **Error 37: Paper jam in folder**
- **Error 38: Waste toner full**
- **Error 39: Folder is over temperature**
- **Error 40: Out of toner**
- **Error 41: Remove manual feed**
- **Error 42: Need manual feed: XXX**
- **Error 43: Transport open**
- **Error 44: Door open**
- **Error 46: Folder is off**
- **Error 47: Not enough memory to print image: XXXMB**
- **Error 48: Printer claimed by SCSI class driver**

"Error: 48" occurs if Scsiprnt and Scsiscan are not disabled in the WinNT Devices applet or if another program is claiming the SCSI driver. The problem is in the Control Panel WinNT Devices applet. Open the Devices dialog box and verify that Scsiprnt and Scsiscan are set to Disabled. If the

device is set to Automatic in Devices it will claim the SCSI card. Then reboot the PC.

- **Error 49: Large SCSI transfer failed**
- **Error 49: Printer Claimed by SCSI class device**

Disable SCSIPrint from the Windows Devices window.

The option SCSIPrint is found under Start\Settings\Control Panel\Devices. When Windows NT is first installed SCSIPrint is enabled by default. Once it is disabled, reboot the PC. Then when Windows NT restarts SCSIPrint is disabled and the error should not display.

- **Error 50: Cover open**
  - **Error 51: Printer must have version 1.03 firmware or later**
  - **Error 52: J2-02 toner cartridge can't find home**
  - **Error 53: LL-05 end of oil web**
  - **Error 54: LL-06 no oil web encoder pulses**
  - **Error 55: LL-10 module wrap-around**
  - **Error 56: LL-11 servo controller SCB comm fault**
  - **Error 57: LL-12 photoreceptor motor stall fault**
  - **Error 58: LL-21 charge HVPS fault**
  - **Error 59: LL-22 transfer/dtack HVPS fault**
  - **Error 60: LL-30 cutter cannot leave/find home**
  - **Error 61: LL-41 fuser not to 110F in one minute**
  - **Error 62: LL-42 fuser temperature exceeds maximum**
  - **Error 63: LL-43 fuser open signal**
  - **Error 64: LL-44 scorch signal active**
  - **Error 65: LL-45 fuser zap too long**
  - **Error 66: LL-4F fuser logic fault**
  - **Error 67: LL-50 24V power supply off**
  - **Error 68: LL-90 overtoned**
  - **Error 69: LL-91 undertoned**
  - **Error 70: LX.FF fault requiring power cycling**
  - **Error 71: U1-01 copy counter disconnected**
  - **Error 72: Front door open**
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- **Error 73: Cut sheet feed shelf open**
  - **Error 74: Upper rear cover open**
  - **Error 75: Cutter drawer open**
  - **Error 76: Media drawer 1 open**
  - **Error 77: Media drawer 2 open**
  - **Error 78: Media drawer 3 open**
  - **Error 79: Need manual feed: XXX**
  - **Error 80: Media roll 1 not ready**
  - **Error 81: Media roll 2 not ready**
  - **Error 82: Media roll 3 not ready**
  - **Error 83: Printer front panel being accessed**
  - **Error 84: Not enough memory for raster fill pattern**
  - **Error 85: Invalid XXX option code**
  - **Error 86: Folding specified but no folder attached**
  - **Error 87: Folds without margin must be between 180 and 200mm**
  - **Error 88: Folds with margin must be 210mm**
  - **Error 89: Fold margin must be between 20 and 30mm**
  - **Error 90: Cannot punch without a margin and crossfold**
  - **Error 91: Cannot reinforce without a margin and crossfold**
  - **Error 92: Punching specified but folder has no punching option**
  - **Error 93: Reinforcement strip specified but folder has no reinforcement option**
  - **Error 94: 7396 control requires Rev 2 Scorpion board or later**
  - **Error 95: Printer error**
  - **Error 96: Drawer shelf 1 open**
  - **Error 97: Drawer shelf 2 open**
  - **Error 98: Drawer shelf 3 open**
  - **Error 99: Clam shell open**
  - **Error 100: Rear cover open**
  - **Error 101: Drum cover open - Call Service**
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- **Error 102: Power is off**
  - **Notice 103: Printer is in Power Save mode**
  - **Error 104: Incorrect driver (SCORPION.SYS) version**
  - **Notice 105: Manual bypass tray open**
  - **Error 106: Close manual bypass shelf**
  - **Notice 107: Printer is in warm power save mode**
  - **Notice 108: Printer is in cold power save mode**
  - **Error 109: XXX option code expired**
  - **Error 110: XXX option code (Can't find hardware key)**
  - **Error 111: Printer error**
  - **Error 112: Door or panel open**
  - **Error 113: Not ready to print**
  - **Error 114: Plot mode disabled**
  - **Error 115: You must enter a detected width.**
  - **Error 116: You must enter a detected medium.**
  - **Notice 117: Receiving Scan Data**
  - **Error 118: Folder Error**
  - **Error 119: Remove Prints From Folder Bridge and Reset Folder**
  - **Error 120: Close long plot folder tray.**
  - **Error 121: Error executing viewer.**
  - **Error 122: Viewer file or path is not valid**
  - **Error 123: Viewer specified is invalid or not an executable file.**
  - **Error 124: Insufficient memory to load viewer.**
  - **Error 125: Unable to launch viewer.**
  - **Error 126: Too many command-line arguments for viewer.**
  - **Error 127: Folding cannot be selected for mylar or vellum media.**
  - **Error 128: Error finding help file viewer.**
  - **Error 129: Error executing help file viewer.**
  - **Error 130: Help file viewer path is invalid.**
  - **Error 131: Help file viewer specified is invalid or is not an executable file.**
  - **Error 132: Insufficient memory to load help file viewer.**
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- **Error 133: Unable to launch the help file viewer.**
- **Error 134: Help file cannot be found.**
- **Error 135: Multiple invalid or missing activation codes.**
- **Error 136: Patterns must be aligned**
- **Error 137: Print Failed**
- **Error 138: "Clear all media holds" - Bad record or record unavailable. Restarting scan of queue.**

This message indicates a corrupt Queue. Rebuild the Queue to resolve the problem. This often occurs when jobs are kept for several days and not deleted often.

- **Error 139: "Find next print job" - Bad record or record unavailable. Restarting scan of queue.**
  - **Error 140: Unable to retrieve job information from the queue.**
  - **Error 141: Could not allocate page memory.**
  - **Error 141: Cannot allocate page memory when running NT SP4**  
Run Windows NT SP6A, remove unwanted items from the hard drives and increase the page file size
  - **Error 142: Entry count too high.**
  - **Error 145: System has run out of memory.**  
Close all unnecessary applications. If this does not solve the problem, add more memory to the computer.
  - **Error 146: System has no hard drive space available**  
Delete all unwanted applications and files from your hard drive and from the Windows Recycle Bin.
  - **Error 147: Failed to create space to store unencoded image.**  
This error occurs when the system fails to create a memory mapped file to store the uncompressed raster image. Check the debug log for the last error encountered.
  - **Error 149: Communication error with the printer's controller**  
This is a fatal error caused by the OCE API  
Solution: Shut down and restart the OCE controller and Printer Interface computers.
  - **Error 150: Printer could not be opened**
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Printer communication failed when the job was started. Ensure that the correct printer is selected in the Device Specific Options dialog box. If this does not solve the problem, consult the debug log to see what the last error encountered was.

- **Error 151: Folder has no power**

This error occurs when a print folder is detected but not powered. Ensure that the folder is powered and connected to the printer properly.

- **Error 152: Too many open sessions to the printer's controller**

This is an issue that Oce is resolving. This error occurs when the OCE TDS controller cannot handle another session or when old sessions are not released. Ensure that no one else is connected to the controller. If no one else is connect to the controller then restart the computer containing the OCE controller.

- **Error 153: A job has been put on hold by the controller**

Check the computer containing the controller for a message explaining why the job was put on hold.

- **Error 154: The delivery tray is full**

Remove all papers from the delivery tray.

- **Error 155: The printer needs paper to finish printing the job see display panel for details**

Check the display panel and add the media requested.

- **Error 157: The detachable cover is open**

Close the detachable cover.

- **Error 158: The original cover is open**

Close the original cover.

- **Error 159: The toner cover is open**

Solution: Close the toner cover.

- **Error 160: The output cover is open**

Close the output cover.

- **Error 161: The waste toner cover is open**

Close the waste toner cover.

- **Error 162: Bypass misfeed**

Clear the paper jam in the bypass section of the printer.

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- **Error 163: Misfeed in roll #**  
Clear the paper jam in the indicated roll.
- **Error 164: Misfeed in the paper conveying section**  
Clear the paper jam in the paper conveying section.
- **Error 165: Misfeed in the paper exiting section**  
Clear the paper jam in the paper exiting section of the printer.
- **Error 166: Misfeed in the leading edge cut request**  
Clear the paper jam in the leading edge cut section of the printer.
- **Error 167: Misfeed in the original conveying section**  
Clear the paper jam in the original conveying section of the printer.
- **Error 168: Call Service (controller hardware error)**  
The printer display should provide an error code indicating what the problem is. Look up this code in the printer service manual. If necessary, call the printer service technician to fix the problem.
- **Error 169: Call Service (controller memory error)**  
The printer display should provide an error code indicating what the problem is. Look up this code in the printer service manual. If necessary, call the printer service technician to fix the problem.
- **Error 170: Call Service (controller error)**  
The printer display should provide an error code indicating what the problem is. Look up this code in the printer service manual. If necessary, call the printer service technician to fix the problem.
- **Error 171: The printer requires paper in roll # to finish printing**  
The printer has run out of paper in the specified roll. Replace the depleted roll with the same size media previously loaded.
- **Error 172: Controller Communication has not been established**  
Failed to connect with the controller. Confirm the IP address is correct. Ensure that 'Enable LMHOSTS lookup' is enabled for that controllers network connection.

## Job Editor

Job Editor warning and error messages are listed numerically then alphabetically below.

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- **Error 2001: The language DLL that you are using is not current. See your administrator for more information.**
- **Error 2002: Unable to write to the system registry.**
- **Error 2003: Unable to open files for compression.**
- **Error 2004: An error occurred while imploding - XXX**
- **Error 2005: An error occurred while exploding - XXX**
- **Error 2006: Error uncompressing file: XXX**
- **Error 2007: Error opening files for decompression.**
- **Error 2008: Invalid file format.**
- **Error 2009: Compress file failed.**
- **Error 2010: There is an error in the CRC of XXX**
- **Error 2011: File Error**
- **Error 2012: Unable to create temporary INF file for transmission.**
- **Error 2013: No valid files are currently selected.**
- **Error 2014: No job to submit. All files were skipped.**
- **Error 2015: The specified path to HyperACCESS/5 is invalid.**
- **Error 2016: Unable to find the file XXX. It will be skipped.**
- **Error 2017: Unable to find preprocessing files for XXX. They will be skipped.**
- **Error 2018: Unable to find the PGS file XXX. It will be skipped.**
- **Error 2018-1: Unable to find the intermediate PostScript/PDF file XXX. It will be skipped.**
- **Error 2019: Unable to find the message file XXX. It will be skipped.**
- **Error 2020: Security code invalid**

The activation codes may have expired or are incorrect. Confirm that you are running the correct activation codes for your PlotWorks key and the correct driver for your PlotWorks card. Then run the PlotWorks smart update ensuring you are using the correct activation code diskette.

Install Internet Explorer 6.0 and then reinstall the latest version of PlotWorks.

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- **Error 2021: The job file (.PLP) just saved exceeds the maximum size allowed by PlotWorks for DOS.**
- **Error 2022: The file is not a valid job ticket (.PLP file).**
- **Error 2023: Cannot read this version of job ticket (.PLP file).**
- **Error 2024: Invalid or corrupt job ticket (.PLP file).**
- **Error 2025: Unable to create the configuration file XXX.**
- **Error 2026: Unable to create the necessary preprocessing subdirectory.**
- **Error 2027: The necessary preprocessing subdirectory does not exist.**
- **Error 2028: This file has not been processed.**
- **Error 2029: Specified directory for preprocessing does not exist or cannot be created. In the Processing Options dialog box, Processing tab, either specify a valid directory or select to automatically create a directory.**
- **Error 2030: Unable to create processing dialog box.**
- **Error 2031: An unknown error occurred while accessing the diskette (XXX).**
- **Error 2032: Diskette not ready or unformatted. Please insert a diskette.**
- **Error 2033: This diskette is full. Please insert another empty diskette.**
- **Error 2034: No valid files are currently selected.**
- **Error 2035: Destination directory not found.**

This could be because the FTP Destination directory was not found. Verify that the destination path and directory exist. To set up a destination directory:

1. Open the Job Editor or Job Client if it is not already open
  2. Click on the **Setup** menu
  3. Click on **Configure Destinations** to open the Configure Destinations dialog box
  4. Click on the **Add** button to open the Add Destinations dialog box
  5. Enter a name of your choice in the text box labeled Destination name
  6. Select the radio button labeled **FTP site**
  7. If you are not using a proxy enter either username:password@host name or your IP (/subdirectory) in the text box labeled Destination path If you are using a proxy enter either username@host name or your IP (/
-

subdirectory) in the text box labeled Destination path

8. Click **OK**

- **Error 2036: Unable to access the next Q\*Works job number.**
- **Error 2037: Unable to create the next Q\*Works job directory.**
- **Error 2038: Unable to connect to the output queue. Job has not been submitted.**

Rebuild the Job Queue:

1. Open the Job Queue if it is not already open
2. Click on the File menu
3. Select Rebuild Queue to open the Rebuild Queue dialog box
4. Click Yes

- **Error 2039: Unable to create a new job queue subdirectory or entry.**
  - **Error 2040: Unable to create the next NetQuery job directory. Extended Error %lu.**
  - **Error 2041: Exhausted all possible NetQuery job directories.**
  - **Error 2042: Exception XXX was encountered during transfer of file XXX. Continuing with the next file.**
  - **Error 2043: Unable to lock the output queue. Job XXX has been removed.**
  - **Error 2044: User aborted transmission**
  - **Error 2045: Unable to dial remote system. RAS extended error #XXX.**
  - **Error 2046: The Image Viewer application cannot be found. Make sure the application is properly installed, and that it has not been deleted, or moved, or renamed.**
  - **Error 2047: Unable to load GridWiz resources. Make sure grid.rc is included in your projects resource file.**
  - **Error 2048: Unknown data type.**
  - **Error 2049: No file was selected!**
  - **Error 2050: Current File is not empty!**
  - **Error 2051: No Document**
  - **Error 2052: Unknown Value XXX for XXX**
-

- **Error 2053: The Scanning Interface application cannot be found. Make sure the application is properly installed, and that it has not been deleted, or moved, or renamed.**
  - **Error 2054: Unable to find TEMPLATE.INF file in current directory or the install path.**
  - **Error 2055: Unable to find Template.inf**  
Deselect the "Send additional information from TEMPLATE.INF file". option from the Job Editor or Client Configure Destination dialog box. To access this dialog box click on Setup then Configure Destination.
  - **Error 2055: Unknown value type.**
  - **Error 2056: Unable to find the specified Windows temporary directory. This path is found in the system 'TMP' environmental variable.**
  - **Error 2057: Unable to match Specified Size.**
  - **Error 2058: Unable to match Output Size.**
  - **Error 2059: Not enough memory for reading file.**
  - **Error 2060: Unable to open Postscript/PDF file for reading.**
  - **Error 2061: Internal selection error.**
  - **Error 2056: You must enter a filename in this field.**
  - **Error 2063: Unable to get the short filename of XXX. The drive that it is on does not support short name aliases. You might have to shorten the name down or move it to a local drive and re-add it to the job.**
  - **Error 2064: Unable to erase the disk. The disk could be write-protected or one of its files might be in use.**
  - **Error 2065: Unable to save viewer configuration to registry.**
  - **Error 2066: Unable to save viewer configuration to registry.**
  - **Error 2067: Error executing viewer. Please recheck viewer path.**
  - **Error 2068: Error executing viewer.**
  - **Error 2069: Viewer file or path is invalid.**
  - **Error 2070: Viewer specified is invalid or not an executable file.**
  - **Error 2071: Insufficient memory to load viewer.**
-

- **Error 2072: Unable to launch viewer.**
  - **Error 2073: Too many command-line arguments for viewer.**
  - **Error 2074: The last directory you specified is no longer valid. Defaulting to program directory.**
  - **Error 2075: Unable to register PlotWorks for Drag-and-Drop capability.**
  - **Error 2076: Unable to open PLPJT.DAT file.**
  - **Error 2077: Error executing DMSDBADD. Please recheck path in environment.**
  - **Error 2078: Error executing DMSDBADD.**
  - **Error 2079: DMSDBADD file or path is invalid in environment.**
  - **Error 2080: DMSDBADD specified in environment is invalid or not an executable file.**
  - **Error 2081: Insufficient memory to load DMSDBADD.**
  - **Error 2082: Unable to launch DMSDBADD.**
  - **Error 2083: Missing DMS\_DB\_ADD path in environment.**
  - **Error 2084: Unable to create temp file for DMSDBADD.**
  - **Error 2086: Cannot copy file(s) to itself.**
  - **Error 2087: Please choose only one job ticket (.PLP file) or PFS file.**
  - **Error 2088: Error finding help file viewer.**
  - **Error 2089: Error executing help file viewer.**

Acrobat Reader is not installed. Acrobat Reader is provided on the PlotWorks Job Client and Server CD.
  - **Error 2090: Help file viewer path is invalid.**
  - **Error 2091: Help file viewer specified is invalid or not an executable file.**
  - **Error 2092: Insufficient memory to load help file viewer.**
  - **Error 2093: Unable to launch help file viewer.**
  - **Error 2094: Help file cannot be found.**
  - **Error 2095: Unable to rename file.**
  - **Error 2096: File <filename.ext> already exists in this job. Duplicate**
-

**filenames not allowed.**

- **Error 2097: No viewer has been defined for this data format.**
- **Please set this up in "Configure Viewers" under the "Setup" menu.**
- **Error 2098: PlotWorks viewer not available in basic client mode.**
- **Error 2099: Unable to write to the destination directory. System Error:**
- **Error 2100: Encountered an unknown property tag.**
- **Error 2101: The template.inf file is empty.**

Error numbers 2106 through 2110 are generated by the FTP Polling function,

- **Error 2106: xxx (nnn) and other error numbers in the 10000 or 20000 range**

This error indicates that the FTP module sent us an error message (xxx) with an error number (nnn).

- **Error 2107: Unspecified error occurred while FTP polling**  
An error occurred that is not recognized as an FTP polling error. This could be due to an incomplete installation of a Service Pack, Windows OLE dlls, or an OS corruption.
  - **Error 2108: Unable to request list of files in remote directory xxx (nnn)**  
Failed to obtain a directory listing for the polled directory from the remote FTP server.
  - **Error 2109: Unable to create temporary filename.**  
This error indicates that the Windows function CoCreateGUID failed. This is due to a missing network card or a network card failure on a Windows NT 4.0, 95, or 98 operating system.
  - **Error 2110: Unable to create local file yyy from temporary file.**  
Failed to move the temporary file downloaded from the FTP site to the destination directory for the polled files. This is caused by anything that prevents you from writing to the destination directory - usually access permissions or a bad network connection.
  - **The destination directory does not exist.**  
This error occurs if the destination directory for the FTP polled files does not exist, or you don't have access rights to it.
  - **An error occurred attempting to delete the file %s from the ftp server. xxx (nnn)**
-



An error occurred while attempting to delete the file on the remote FTP server after the file was copied and placed in the destination directory. This could be because the FTP server or network connection is down, or you do not have the correct access permissions on the remote FTP server to delete files in the polled directory.

- **An error occurred downloading the file yyy. xxx (nnn)**

An error occurred during the FTP download, such as the failure of the network connection or the FTP server.

- **Error while logging in. Please check the surname and password. xxx (nnn)**

This error occurs when we use the FTP module to log into the FTP server, and the log in fails. This could be due to a bad user name or password, or the network connection or FTP server is down.

- **The file %s can not be overwritten because of insufficient file permissions or some other reason. Polling will be aborted.**

If the user chooses to replace the file already in the destination directory, and PlotWorks is not able to remove the read-only attribute for that file, this error occurs. This is usually a problem with access permissions, such as the current user not having rights to remove the read-only flag from that file.

- **The file yyy already exists in the destination directory. Would you like to overwrite the existing file?**

This means that the name we are going to use for the file that was just downloaded is already in use in the destination directory.

- **Operation interrupted (connection with server was lost)**

This error occurs when using the FTP Polling function. When the FTP module encounters an error while processing a request to the remote FTP server. This could be due to a power failure at the remote FTP server, or a bad network connection.

- **The specified FTP server could not be found or an error occurred. xxx (nnn)**

This error occurs when the IP address or URL cannot be looked up by the FTP module. The DNS may not be working preventing the IP look up, or the IP address doesn't exist on this network or on the Internet, or there is a downed network connection.

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- **Warning: A file of an unsupported file format was downloaded from the remote directory. It will not be added to the job ticket. Please check the remote directory to ensure that it is correct.**

PlotWorks doesn't recognize the file format of the downloaded file.

## Job Processor:

- **Error 3001: The language DLL that you are using is not current. See your administrator for more information.**
  - **Error 3002: Security code invalid**
  - **Error 3003: Unable to connect to specified queue.**
  - **Error 3004: Unable to find specified queue.**
  - **Error 3005: Unable to access the queue to scan for the next job to preprocess.**
  - **Error 3006: The job XXX could not be found in the proper directory.**
  - **Error 3007: Unable to lock the queue to update the status after preprocessing a job.**
  - **Error 3008: Job XXX had errors during processing.**
  - **Error 3009: Unable to create processing dialog box.**
  - **Error 3010: Unable to create the necessary preprocessing subdirectory.**
  - **Error 3011: The necessary preprocessing subdirectory does not exist.**
  - **Error 3012: Job Processor cannot close while a job is being processed.**
  - **Error 3013: Unable to write job entry to the queue.**
  - **Error 3014: Error finding help file viewer.**
  - **Error 3015: Error executing help file viewer.**
  - **Error 3016: Help file viewer path is invalid.**
  - **Error 3017: Help file viewer specified is invalid or is not an executable file.**
  - **Error 3018: Insufficient memory to load help file viewer.**
  - **Error 3019: Unable to launch the help file viewer.**
  - **Error 3020: Help file cannot be found.**
-

- **Error 3021: Remote queues are not supported without proper activation codes.**
- **Error 3022: Cannot process client jobs without proper activation codes.**

## **Image Viewer**

- **Error 5001: Invalid HPGL\_RTL sequence**  
This error occasionally occurs when using the HP 650C driver, supplied by a different company, then HP or AutoCAD. Use the optimized systems driver from the AutoCAD 2000 CD.
- **Error 5001: The language DLL that you are using is not current. See your administrator for more information.**
- **Error 5002: A fatal error occurred while reading the image file.**
- **Error 5003: Unknown Object type**
- **Error 5004: File: XXX has an invalid plot format!**
- **Error 5005: This application can only be run under NT or WIN95!**
- **Error 5006: Fail to Create Font**
- **Error 5007: Fail to TextOut**
- **Error 5008: Fail to Set Data into Pen List Box**
- **Error 5009: Error finding help file viewer.**
- **Error 5010: Error executing help file viewer.**
- **Error 5011: Help file viewer path is invalid.**
- **Error 5012: Help file viewer specified is invalid or is not an executable file.**
- **Error 5013: Insufficient memory to load help file viewer.**
- **Error 5014: Unable to launch the help file viewer.**
- **Error 5015: Help file cannot be found.**

## **Scanner Interface:**

- **Error 7001: The language DLL that you are using is not current. See your administrator for more information.**
-

- **Error 7002: Failed to Autodetect document Size!**
  - **Error 7003: Working Directory does not exist!**
  - **Error 7004: Strength must be between -100 and 100!**
  - **Error 7005: Document Width must be greater than 0!**
  - **Error 7006: Document Height must be greater than 0!**
  - **Fatal Error 7007: Failed to get image data from scanner!**
  - **Fatal Error 7008: Paper Jam!**
  - **Fatal Error 7009: Scanner Hardware Error. Please reset the scanner.**
  - **Fatal Error 7010: Image buffer overflow. Please decrease scanner speed or increase image data buffer size, and try again.**
  - **Fatal Error 7011: Aborted command!**
  - **Error 7012: Failed to print. Current file is Empty!**
  - **Error 7013: Black point must be between 0 and 255!**
  - **Error 7014: White point must be between 0 and 255!**
  - **Error 7015: White point must be greater than or equal to black point.**
  - **Error 7016: Scale is out of range. Scale must be between XXX and YYY.**
  - **Fatal Error 7017: Image buffer overflow. Please increase image data buffer size, and try again.**
  - **Error 7018: Failed to Autodetect document Size!**
  - **Error 7019: Too many command-line arguments for viewer**
  - **Error 7020: Error executing viewer. Please recheck viewer path.**
  - **Error 7021: Error executing viewer.**
  - **Error 7022: Viewer path is invalid.**
  - **Error 7023: Viewer specified is invalid or is not an executable file.**
  - **Error 7024: Insufficient memory to load viewer.**
  - **Error 7025: Error finding help file viewer.**
  - **Error 7026: Error executing help file viewer.**
  - **Error 7027: Help file viewer path is invalid.**
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- **Error 7028: Help file viewer specified is invalid or is not an executable file.**
- **Error 7029: Insufficient memory to load help file viewer.**
- **Error 7030: Unable to launch the help file viewer.**
- **Error 7031: Help file cannot be found.**
- **Error 7032: An unspecified file error occurred.**
- **Error 7033: The file could not be located.**
- **Error 7034: All or part of the path is invalid.**

If running an older version of PlotWorks, ensure there are no hyphens, spaces or parenthesis in the file name. PlotWorks 5.5 and newer does support hyphens; spaces and parenthesis in filenames but previous PlotWorks versions do not.

- **Error 7035: The permitted number of open files was exceeded.**
  - **Error 7036: The file could not be accessed.**
  - **Error 7037: There was an attempt to use an invalid file handle.**
  - **Error 7038: The current working directory cannot be removed.**
  - **Error 7039: There are no more directory entries.**
  - **Error 7040: There was an error trying to set the file pointer.**
  - **Error 7041: There was a hardware error.**
  - **Error 7042: Share.exe was not loaded, or a shared region was locked.**
  - **Error 7043: The disk is full.**
  - **Error 7044: The end of file was reached.**
  - **Error 7045: There was an attempt to lock a region that was already locked.**
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