AlertCode Table for IBM NP12/17/24 Printers - V2.1

prt Alert Code	Symbolic Name	Severity Level	Training Level	Group Index	Sub-Unit Index	Location Decimal	Device Status	Printer Status	Printer Detected Error State	prtAlertDescription
3	Cover Open	3	3	6	n	N/A	5	1	bit 4	‘Cover Open’
3	Cover Open	3	3	6	n	N/A	5	1	bit 4	‘Finisher Cover Open’
8	Jammed (*Staples)*	3	3	30	1	N/A	5	1	bit 5	‘Staple Jam’
8	Jammed (*Exit Area*)	3	3	13	1	N/A	5	1	bit 5	‘Paper Jam’
8	Jammed (Input *n*)	3	3	8	n	N/A	5	1	bit 5	‘Paper Jam’
8	Jammed (*Duplex Unit*)	3	3	13	1	N/A	5	1	bit 5	‘Paper Jam’
8	Jammed (*Fuser*)	3	3	13	1	N/A	5	1	bit 5	‘Paper Jam’
8	Jammed (*Output n*)	3	3	9	n	N/A	5	1	bit 5	‘Paper Jam’
8	Jammed (*Mailbox n*)	3	3	9	n	N/A	5	1	bit 5	‘Mailbox Jam’
8	Jammed (*Input Area)*	3	3	6	n	N/A	5	1	bit 5	‘Paper Jam’
8	Jammed (*Fuser Area)*	3	3	6	n	N/A	5	1	bit 5	‘Paper Jam’
8	Jammed (*Face down bin)*	3	3	6	n	N/A	5	1	bit 5	‘Paper Jam’
8	Jammed (*Duplex)*	3	3	6	n	N/A	5	1	bit 5	‘Paper Jam’
8	Jammed (*HiCap tray*)	3	3	8	n	N/A	5	1	bit 5	‘Paper Jam’
8	Jammed (*Finisher*)	3	3	30	1	N/A	5	1	bit 5	‘Finisher Jam’
9	subunitMissing	3	3	8	n	N/A	5	1	bit 0	‘Tray Missing’
9	subunitMissing	3	3	13	n	N/A	5	1	bit 7	‘Duplex Option Error’
9	subunitMissing	3	3	8	n	N/A	5	1	bit 7	‘Envelope Option Error’
9	subunitMissing (*HiCap tray)*	3	3	8	n	N/A	5	1	bit 7	‘Option Error’
9	subunitMissing	3	3	30	1	N/A	5	1	bit 7	‘Finisher Option Error’
13	subunitEmpty	3	3	8	n	N/A	5	1	bit 1	‘Load Paper inTray’
13	subunitEmpty	3	3	30	1	N/A	5	1	bit 7	‘Load Staples’
15	subunitFull	3	3	9	n	N/A	5	1	bit 7	‘Output Full’
22	subunitOffline	3	3	5	-1	N/A	5	1	bit 6	‘Offline’
29	subunitRecoverableFailure	3	3	14	n	N/A	5	1	bit 7	‘Serial COMM Error’
30	subunitUnrecoverableFailure	3	3	8 or 9	n	N/A	5	1	bit 7	‘Option Error’

30	subunitUnrecoverableFailure	3	3	9	n	N/A	5	1	bit 7	'Mailbox Power'
30	subunitUnrecoverableFailure	3	4	4	-1	N/A	5	1	bit 7	'Network Option Error'
30	subunitUnrecoverableFailure (*Laser Beam*)	3	5	10	1	N/A	5	1	bit 7	'Error Call for Service'
30	subunitUnrecoverableFailure (*Scanner Speed*)	3	5	10	1	N/A	5	1	bit 7	'Error Call for Service'
30	subunitUnrecoverableFailure (NP24 *Duplexer*)	3	5	13	n	N/A	5	1	bit 7	'Error Duplexer Call for Service'
30	subunitUnrecoverableFailure (*Duplex Unit*)	3	5	13	n	N/A	5	1	bit 7	'Error Call for Service'
30	subunitUnrecoverableFailure	3	4	8	1	N/A	5	1	bit 7	'Tray 1 Error Call for Service'
30	subunitUnrecoverableFailure	3	4	4	n	N/A	5	1	bit 7	'Option Error'
30	subunitUnrecoverableFailure	3	4	10	n	N/A	5	1	bit 7	'Error Fuser Call for Service'
30	subunitUnrecoverableFailure	3	4	10	n	N/A	5	1	bit 7	'Error Scanner Call for Service'
30	subunitUnrecoverableFailure	3	4	10	n	N/A	5	1	bit 7	'Error Scanner Call for Service'
30	subunitUnrecoverableFailure	3	4	10	n	N/A	5	1	bit 7	'Error Laser Call for Service'
30	subunitUnrecoverableFailure	3	4	30	1	N/A	5	1	bit 7	'Error Finisher'
31	subunitRecoverableStorage Error	4	7	3	n	N/A	3	3 or 4		'Memory Alloc Error'
32	subunitUnrecoverable Storage Error	3	3	3	n	N/A	5	1		'Memory Overflow'
32	subunitUnrecoverable Storage Error (*NVRAM)*	4	5	3	-1	N/A	3	3 or 4	bit 7	'Error Call for Service'
32	subunitUnrecoverable Storage Error (*EEPROM*)	3	5	3	n	N/A	5	1	bit 7	'Error Call for Service'
32	subunitUnrecoverable Storage Error	3	5	3	n	N/A	5	1	bit 7	'Disk Error'
33	subunitMotorFailure (*Main Motor)*	3	5	5	-1	N/A	5	1	bit 7	'Error Call for Service'
33	subunitMotorFailure (*Fan)*	3	5	5	-1	N/A	5	1	bit 7	'Error Call for Service'
33	subunitMotorFailure	3	5	10	n	N/A	5	1	bit 7	'Error Scanner Call for Service'
33	subunitMotorFailure	3	5	30	1	N/A	5	1	bit 7	'Error Call for Service'

33	subunitMotorFailure	3	5	8	1	N/A	5	1	bit 7	'Error Call for Service'
503	poweredUp	4	7	5	-1	N/A	2	3 or 4		'Powered Up'
506	printerManualReset	4	7	5	-1	N/A	2	3 or 4		'Resetting Printer'
810	inputManualInputRequest	3	3	8	n	N/A	5	1	bit 1	'Load Paper in Manual'
812	inputTrayElevationFailure	3	5	8	n	N/A	5	1	bit 7	'Error Call for Service'
813	inputCannotFeedSizeSelected	3	5	8	n	N/A	5	1	bit 1	'Wrong Paper Size'
1001	markerFuserUnderTemp	3	5	10	1	N/A	5	1	bit 7	'Error Fuser Call for Service'
1002	markerFuserOverTemp	3	5	10	1	N/A	5	1	bit 7	'Error Call for Service'
1004	markerFuserThermistorFailure	3	5	10	1	N/A	5	1	bit 7	'Error Fuser Call for Service'
1104	markerTonerAlmostEmpty	4	3	11	-2	N/A	3	3 or 4	bit 2	'Toner Low'
1115	Toner Cartridge Missing	3	3	11	-2	N/A	5	1	bit 3	'Toner Cartridge Missing'

Severity Level

3 Critical Binary

4 Warning Unary
5 Critical Unary (non-likely except for power-off)
6 warning Binary

Training Level

2 Unknown
3 Untrained
4 Trained
5 Field Service
6 Management
7 No Intervention Required

Group Index

1 (Other)
2 (Unknown) N/A
3 hostResouurcesStorage
4 hostResourcesDevice
5 generalPrinter
6 Cover
7 Localization
8 Input
9 Output
10 Marker
13 Media Path
14 Channel
15 Interpreter
16 ConsoleDisplayBuffer
17 ConsoleLights