

## OCP Error Messages



**Important** • If the **Possible Solution** does not solve your problem, contact *Zebra Technical Support*.

CODE	MESSAGE	POSSIBLE CAUSE	POSSIBLE SOLUTION
5	FIRMWARE UPGRADE ERROR	Firmware upgrade incompatibility.	Verify the version, and retry installing the firmware.
6	DIAGNOSTIC ERROR	Error encountered in Diagnostic Mode.	Power cycle the printer, and retry.
7	FIRMWARE UPGRADE ERROR	Firmware upgrade failed.	Verify the version, and retry installing the firmware.
8	CRITICAL ERROR SHUTTING DOWN	Major malfunction encountered.	Contact Zebra Technical Support.
3001	PRINTER OFFLINE	Status toggled (offline/online) via the OCP Advanced Settings Menu.	Change status to online via the OCP Advanced Settings Menu.
4003	CARD JAM	Card is jammed in the Printer.	Clear the card path.
4014	CARD FEED ERROR	Card is jammed in Feeder Cartridge,  - or -  The printer is out of cards.	a. Clear card jam in Feeder Cartridge, and re-seat Feeder Cartridge. b. Ensure that cards are not stuck together and that they are the correct thickness (10 to 50 mil).  a. Load cards in the Feeder Cartridge. b. Re-seat the Feeder Cartridge.
4015	CARD NOT INSERTED	Card was not fed into the Manual Feed Slot within 30-second period.	Retry and feed a card into the Manual Feed Slot, or cancel the operation.
5001	OUT OF RIBBON	Print ribbon has run out.	Load a new roll of print ribbon.
5002	INVALID RIBBON	Print ribbon does not match the printer.	Verify the part number of the print ribbon is correct on OCP.
5003	RIBBON JAM	Print ribbon is jammed.	a. Check the print ribbon. b. Reinstall the print ribbon. c. Repair the break in the print ribbon and reinstall.
5006	RIBBON BEMF ERROR	Problem with the Back EMF (BEMF) of the ribbon motors.	Contact Zebra Technical Support.
5007	RIBBON COLOR DETECT ERROR	Print ribbon is not installed correctly.	Reinstall the print ribbon. If reinstalling the ribbon does not solve the problem, contact Zebra Technical Support.
5008	INVALID RIBBON	Print ribbon does not match the printer.	a. Verify the part number of the print ribbon is correct on OCP. b. Power cycle the printer, and retry.
6009	FLASH ERASE ERROR	There is a problem when accessing flash memory.	Power cycle the printer, and retry.

CODE	MESSAGE	POSSIBLE CAUSE	POSSIBLE SOLUTION
6010	FLASH ERASE VERIFY ERROR	There is a problem when accessing flash memory.	Power cycle the printer, and retry.
6011	FLASH PROGRAM ERROR	There is a problem when accessing flash memory.	Power cycle the printer, and retry.
6012	FLASH PROGRAM VERIFY ERROR	There is a problem when accessing flash memory.	Power cycle the printer, and retry.
6013	INVALID FW S-RECORD	There is a problem when accessing flash memory.	Power cycle the printer, and retry.
6015 - 6025	GENERAL MEMORY ERROR	There is a problem when accessing general memory.	Power cycle the printer, and retry.
7001	CARD FEED ERROR	Card is jammed in Feeder Cartridge,  - or -  The printer is out of cards.	a. Clear card jam in Feeder Cartridge, and re-seat Feeder Cartridge. b. Ensure that cards are not stuck together and that they are the correct thickness (10 to 50 mil).  a. Load cards in the Feeder Cartridge. b. Re-seat the Feeder Cartridge.
7003	PRINthead CABLE ERROR	Printhead cable loose or disconnected.	Check printhead cable connection, reconnect if loose or disconnected.
7004	CARD EJECT ERROR	Card from previous job is stuck in the exit area.	Remove the card from the exit area.
7008	PRINT COVER OPEN	This warning will be displayed if the cover protecting the Printer Module is opened.	This warning will be cleared when the printer cover is closed.
7010	PRINthead MOTION ERROR	Printhead did not move to proper position during initialization.	Power cycle the printer, and retry.
7013	MOTOR VOLTAGE ERROR	Incorrect voltage detected at one or several motors in the unit.	Power cycle the printer, and retry.
7014	SCRIPT PROCESSING ERROR	Internal logic error.	Power cycle the printer, and retry.
7015	MAG MOTION ERROR	This is a magnetic encoding retrace error.	Power cycle the printer, and retry.
7018	SMARTCARD ERROR	<ul style="list-style-type: none"> <li>• Encoding error.</li> <li>• Faulty card.</li> </ul>	a. Ensure that you are using the correct card type. b. Check that the cards are loaded in the correct orientation. c. Ensure that the data conforms to ISO Specifications. d. Retry writing and reading.
7019	SCRIPT CONTENT ERROR	Internal logic error.	Power cycle the printer, and retry.
7020	SCRIPT SEND ERROR	Internal logic error.	Power cycle the printer, and retry.
7023	SMART CARD CAM ERROR	Mechanical positioning issue.	Power cycle the printer, and retry.
7024	OPTIONS CARD JAM	Card is jammed in the Options Module, Feeder Cartridge.	Clear the card path.

## 7: Troubleshooting

### Introduction

CODE	MESSAGE	POSSIBLE CAUSE	POSSIBLE SOLUTION
7026	FLIPPER CARD JAM	Card is jammed in the Flipper.	Clear the card path.
7028	OPTIONS COVER OPEN	This warning will be displayed if the cover protecting the Options Module is opened.	This warning will be cleared when the options cover is closed.
7029	FLIPPER ROTATION ERROR	The Flipper has failed.	Contact Zebra Technical Support.
7032	OPTIONS CARD JAM	Card is jammed in the Options Module, Single Card Feed Slot.	Clear the card path.
7033	FLIPPER BOARD ERROR	The Flipper has failed.	Contact Zebra Technical Support.
7034	REJECT BIN FULL REMOVE CARDS	The Reject Bin is full.	Remove the cards from the bin, and reset the reject bin card count to 0 via the OCP (Main Menu > Advanced Settings > Clear Reject Bin).
7035	OPTIONS CARD JAM	Card is jammed in the Options Module, Magnetic Encoder.	Clear the card path.
7036 - 7039	PRINT CARD JAM	Card is jammed in Printer Module.	Clear the card path.
9001	MAG READ ERROR	<ul style="list-style-type: none"> <li>Encoding error.</li> <li>Defective magnetic stripe.</li> </ul>	<ol style="list-style-type: none"> <li>Ensure that you are using the correct card type.</li> <li>Check that the cards are loaded with the magnetic stripe in the correct orientation.</li> <li>Ensure that the cards are set-up correctly in the printer driver (coercivity setting).</li> <li>Ensure that the data conforms to ISO Specifications.</li> <li>Retry reading.</li> </ol>
9002	MAG WRITE ERROR	<ul style="list-style-type: none"> <li>Encoding error.</li> <li>Defective magnetic stripe.</li> </ul>	<ol style="list-style-type: none"> <li>Ensure that you are using the correct card type.</li> <li>Check that the cards are loaded with the magnetic stripe in the correct orientation.</li> <li>Ensure that the cards are set-up correctly in the printer driver (coercivity setting).</li> <li>Ensure that the data conforms to ISO Specifications.</li> <li>Retry writing.</li> </ol>
9004	NO MAG STRIPE	Magnetic stripe not detected.	<ol style="list-style-type: none"> <li>Ensure that you are using the correct card type.</li> <li>Check that the cards are loaded with the magnetic stripe in the correct orientation.</li> </ol>
15001	MISSING MAB	An error occurred when reading the RFID Tag by the MAB (Media Authentication Board).	<ol style="list-style-type: none"> <li>Check print ribbon orientation.</li> <li>Verify part number of the print ribbon.</li> <li>Power cycle the printer, and retry.</li> </ol>
15002	MAB FIRMWARE MISSING	MAB (Media Authentication Board) Firmware is missing.	Install the firmware.

CODE	MESSAGE	POSSIBLE CAUSE	POSSIBLE SOLUTION
17002	LAMINATOR FAILED INITIALIZATION	Laminator was detected by the printer, but was unable to communicate to it.	Contact Zebra Technical Support.
17003	LAMINATOR UNKNOWN ERROR	An unknown error has occurred – this is an indication of a FW problem and should not occur.	a. Press RETRY on the OCP. b. Contact Zebra Technical Support.
17004	MISSING LAMINATOR MAB	An error occurred when trying to communicate to the Laminator MAB (Media Authentication Board).	a. Power cycle the printer, and retry. b. Contact Zebra Technical Support.
17005	TOP LAMINATE FEED FAIL	<ul style="list-style-type: none"> <li>• Top laminate cartridge is not installed properly.</li> <li>• Cartridge is not removed when that side of the card is not being laminated.</li> <li>• A mis-cut piece of laminate (rare) is obscuring the media sensor.</li> </ul>	<ul style="list-style-type: none"> <li>• Remove, reposition, and re-install the top laminate cartridge.</li> <li>• Remove the top laminate cartridge.</li> <li>• Remove the mis-cut piece of laminate.</li> </ul>
17006	BOTTOM LAMINATE FEED FAIL	<ul style="list-style-type: none"> <li>• Bottom laminate cartridge is not installed properly.</li> <li>• Cartridge is not removed when that side of the card is not being laminated.</li> </ul>	<ul style="list-style-type: none"> <li>• Remove, reposition, and re-install the bottom laminate cartridge.</li> <li>• Remove the bottom laminate cartridge.</li> </ul>
17007	TOP LAMINATE REGISTRATION ERROR	<ul style="list-style-type: none"> <li>• Improperly prepared registered laminate.</li> <li>• Media misfeed.</li> <li>• Patch length improperly set.</li> <li>• Unexpected end of laminate roll detected.</li> </ul>	Remove and recut laminate in the center of the index notch, re-install, and retry.
17008	LAMINATOR CARD FEED FAIL	Printer has not fed the card far enough into laminator mechanism for infeed rollers to grab it.	Open the Laminator and printer doors to check for jammed/stuck cards.
17009	LAMINATOR EARLY CARD JAM	Card did not make it to the staging rollers.	Remove the card and/or laminate that is stuck in the laminator staging/cutting area.
17010	LAMINATOR MIDDLE CARD JAM	Card and laminate have jammed inside heater assembly, often due to mis-positioned laminate patch sticking to heated rollers.	Remove the oven, and inspect for stuck cards.
17011	LAMINATOR LATE CARD JAM	Card did not unblock the exit sensor in the specified time.	a. Check for card jam in the exit area. b. Assure that the sliding exit door is not partially blocking the exit path.
17012	LAMINATOR POLL TIMEOUT	The laminator expects the printer to periodically send commands to it within a specified time period. If it fails to do so, it assumes that something is wrong with the communication link or that the printer is down. This error may occur if the printer-to-laminator communications is having intermittent problems.	Power cycle the printer, and retry.

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CODE	MESSAGE	POSSIBLE CAUSE	POSSIBLE SOLUTION
17013	LAMINATOR TOP HEATER FAIL	Top heater did not turn on after being instructed to do so. When the heater is enabled, the controller will wait a certain specified amount of time for it to attain the set target temperature. If the heater fails to reach the target in the specified time, the TopHeaterFail fault will be set.	Replace the top halogen bulb.
17014	LAMINATOR BOTTOM HEATER FAIL	Bottom heater did not turn on after being instructed to do so. When the heater is enabled, the controller will wait a certain specified amount of time for it to attain the set target temperature. If the heater fails to reach the target in the specified time, the BotHeaterFail fault will be set.	Replace the bottom halogen bulb.
17015	LAMINATOR TOP TEMPERATURE HIGH	If the top roller temperature ever exceeds a fixed temperature threshold, the over temp error occurs.	a. Power cycle the printer, and retry. b. If this error persists, contact Tech Support.
17016	LAMINATOR BOTTOM TEMPERATURE HIGH	If the bottom roller temperature ever exceeds a fixed temperature threshold, the over temp error occurs.	a. Power cycle the printer, and retry. b. If this error persists, contact Tech Support.
17017	LAMINATOR TOP CUTTER STALL	Top cutter blade is obstructed, or top cutter mechanism is damaged.	If this error persists, contact Tech Support.
17118	LAMINATOR BOTTOM CUTTER STALL	Bottom cutter blade is obstructed, or bottom cutter mechanism is damaged.	If this error persists, contact Tech Support.
17019	LAMINATOR TOP CUTTER FAIL	Top cutter has failed.	If this error persists, contact Tech Support.
17020	LAMINATOR BOTTOM CUTTER FAIL	Bottom cutter has failed.	If this error persists, contact Tech Support.
17021	LAMINATOR TOP TEMP SENSOR FAIL	The top temperature (thermopile) sensor has failed.	If this error persists, contact Tech Support.
17022	LAMINATOR BOTTOM TEMP SENSOR FAIL	The bottom temperature (thermopile) sensor has failed.	If this error persists, contact Tech Support.
17023	LAMINATOR FAN FAIL	This should only happen if one or both cooling fans fail or the cooling vents near the heated roller assembly are blocked or the fan(s) have failed.	Check for blocked vents.
17024	LAMINATOR EEPROM DEFAULT	The parameters stored in EEPROM have been reset to their default values. This will not normally happen, but could be seen with certain FW upgrades when new parameters have been added by Engineering. It could also indicate a problem with the Laminator's EEPROM.	a. Press RETRY on the OCP when this error occurs. b. Power cycle the printer, and retry.
17026	TOP AND BOTTOM LAMINATES OUT	The top and bottom laminates have run out.	Load new rolls of laminate.
17027	TOP LAMINATE OUT	The top laminate has run out.	Load new roll of laminate.

CODE	MESSAGE	POSSIBLE CAUSE	POSSIBLE SOLUTION
17028	BOTTOM LAMINATE OUT	The bottom laminate has run out.	Load new roll of laminate.
17029	INVALID TOP LAMINATE	Laminate does not match the printer.	a. Verify the part number of the laminate is correct on OCP. b. Power cycle the printer, and retry.
17030	INVALID BOTTOM LAMINATE	Laminate does not match the type allowed in the laminator or top and/or bottom has been swapped.	a. Verify that the top and bottom laminate cassettes are installed in the correct locations. b. Verify the part number of the laminate is correct on OCP. c. Power cycle the printer, and retry.
17031	BOTTOM LAMINATE REGISTRATION ERROR	<ul style="list-style-type: none"> <li>• Improperly prepared registered laminate.</li> <li>• Media misfeed.</li> <li>• Patch length improperly set.</li> <li>• Unexpected end of laminate roll detected.</li> </ul>	Remove and recut laminate in the center of the index notch, re-install, and retry.
17038	LAMINATOR COVER OPEN	This warning will be displayed if the cover protecting the laminator is opened.	This warning will be cleared when the laminator cover is closed.
17040	LAMINATOR INITIALIZING	This warning will be displayed after the laminator door is closed and laminate spools are re-read/detected.	No action needed
17041	LAMINATOR FIRMWARE MISSING	LCB (Laminator Controller Board) Firmware is missing.	Install the firmware.
17042	LAMINATOR MAB FIRMWARE MISSING	Laminator MAB (Media Authentication Board) Firmware is missing.	Install the firmware.