



Troubleshooting

To better help our customers - this HP Laserjet 5100 series troubleshooting page is simply a guide / additional information for your convenience, as you search for assistance in repairing your machine. Although this information is provided for your convenience it is recommended, for the most part, that a technician inspects your office equipment.

It is recommended to consult with a professional when ordering your printer part(s).

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Troubleshooting process

The troubleshooting process is a systematic approach that addresses the major problems first, then other problems as you identify the causes for printer malfunctions and errors.

The following list describes the basic questions to ask the customer and the corresponding troubleshooting step to help you quickly define the problem(s). Use the process flow on page 185 to investigate printer malfunctions and errors more carefully and then pursue the best approach to troubleshooting.

Table 28. Major steps for troubleshooting

Power on (page 188)	Does the printer perform the initialization and power-on steps? This section contains the procedures for correcting power supply problems.
Display (page 190)	Does the control panel show READY, OFFLINE, or POWERSAVE ON? This section contains the procedures for clearing control panel error messages and reading and correcting event log codes.
Event log (page 191)	Does the event log show recurring problems? This section contains information about printing the event log and evaluating the history.
Printer messages (page 193)	How should I respond to messages on the display or in the event log? This section describes printer messages and recommends actions.
General paper-path troubleshooting (page 202)	Does paper jam in the printer? This section contains information about solving problems in the paper path.
Information pages (page 204)	Will the printer print information pages successfully? This section contains the procedures for printing the information pages and evaluating and correcting the printer's configuration.
Image quality (page 207)	Does the print quality meet the customer's expectations? This section contains toner cartridge checks, information about EconoMode, image-defect examples, and the repetitive defect ruler.
Interface troubleshooting (page 225)	Can the customer print from the host system successfully? This section describes how to determine if the printer is communicating correctly with the host system.
Reference diagrams (page 227)	What if the failure doesn't fit these categories? This section provides printer reference information to help the troubleshooting process.

Troubleshooting process flow

The following troubleshooting process flow illustrates the major steps for troubleshooting the printing system. Each heading depicts a major troubleshooting step.

- A YES answer to a question directs you to the next major step.
- A NO answer indicates that additional testing is needed. Proceed to the referenced location and follow the directions for that area. After completing the additional testing, proceed to the next major step.



