



Troubleshooting

To better help our customers - this HP Laserjet 2400 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).

Chapter contents

Troubleshooting common Windows problems
Troubleshooting common Macintosh problems
Troubleshooting common PostScript problems
 General problems
 Specific errors

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Troubleshooting common Windows problems

Error message:

"Error Writing to LPTx" in Windows 9x.

Cause	Solution
Media is not loaded.	Make sure that paper or other print media is loaded in the trays.
The cable is defective or loose.	Make sure that the cables are connected correctly, the printer is on, and the Ready light is on.
The printer is plugged into a power strip and is not receiving enough power.	Unplug the power cord from the power strip and plug it into another electrical outlet.
The input/output setting is incorrect.	Click Start , click Settings , and then click Printers . Right-click the HP LaserJet 2400 series printer driver and select Properties . Click Details and then click Port Settings . Click to clear the check mark from the Check Port State before Printing box. Click OK . Click Spool Setting and then click Print Directly to Printer . Click OK .

Error message:

"General Protection Fault Exception OE"

"Spool32"

"Illegal Operation"

Cause	Solution
	<p>Close all software programs, restart Windows, and try again.</p> <p>Select a different printer driver. If the HP LaserJet 2400 series PCL 6 driver is selected, switch to a PCL 5e or PS printer driver. You can usually do this from a software program.</p> <p>Delete all temp files from the Temp subdirectory. You can determine the name of the directory by editing the AUTOEXEC.BAT file and looking for the statement "Set Temp =". The name after this statement is the temp directory. It is usually C:\TEMP by default, but can be redefined.</p> <p>See the Microsoft Windows documentation that came with your computer for more information about Windows error messages.</p>

Troubleshooting common Macintosh problems

In addition to the problems that are listed in [Solving general printing problems](#), this section lists problems that can occur when using Mac OS 9.x, or Mac OS X.

NOTE

Setup for USB and IP printing is performed through the **Desktop Printer Utility**. The printer will **not** appear in the Chooser.

Table 7-9. Problems with Mac OS 9.x

The printer name or IP address does not show or verify in the Desktop Printer Utility.

Cause	Solution
The printer might not be ready.	Make sure that the cables are connected correctly, the printer is on, and the ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer or use a different port.
The wrong connection type might be selected.	Make sure that Printer (USB) or Printer (LPR) is selected in the Desktop Printer Utility , depending on the type of connection that exists between the printer and the computer.
The wrong printer name or IP address is being used.	Check the printer name or IP address by printing a configuration page. See Configuration page . Verify that the printer name or IP address on the configuration page matches the printer name or IP address in the Desktop Printer Utility .
The interface cable might be defective or of poor quality.	Replace the interface cable. Make sure to use a high-quality cable.

The PostScript Printer Description (PPD) file for the printer does not appear as a selection in the Desktop Printer Utility.

Cause	Solution
The printer software might not have been installed or was installed incorrectly.	Make sure that the HP LaserJet 2400 series PPD is in the following hard-drive folder: <code>System Folder/Extensions/Printer Descriptions</code> . If necessary, reinstall the software. See the getting started guide for instructions.
The PostScript Printer Description (PPD) file is corrupt.	Delete the PPD file from the following hard-drive folder: <code>System Folder/Extensions/Printer Descriptions</code> . Reinstall the software. See the getting started guide for instructions.

A print job was not sent to the printer that you wanted.

Cause	Solution
The print queue might be stopped.	Restart the print queue. Open the Printing menu in the top menu bar and click Start Print Queue .

Table 7-9. Problems with Mac OS 9.x (continued)

A print job was not sent to the printer that you wanted.

Cause	Solution
The wrong printer name or IP address is being used. Another printer that has the same or a similar name or IP address might have received your print job.	Check the printer name or IP address by printing a configuration page. See Configuration page . Verify that the printer name or IP address on the configuration page matches the printer name or IP address in the Desktop Printer Utility .
The printer might not be ready.	Make sure that the cables are connected correctly, the printer is on, and the ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer or use a different port.
The interface cable might be defective or of poor quality.	Replace the interface cable. Make sure to use a high-quality cable.

You cannot use the computer while the printer is printing.

Cause	Solution
Background Printing has not been selected.	For LaserWriter 8.6 and later: Turn Background Printing on by selecting Print Desktop on the File menu and then clicking Background Printing .

An encapsulated PostScript (EPS) file does not print with the correct fonts.

Cause	Solution
This problem occurs with some programs.	<ul style="list-style-type: none">• Try downloading the fonts that are contained in the EPS file to the printer before printing.• Send the file in ASCII format instead of binary encoding.

Your document is not printing with New York, Geneva, or Monaco fonts.

Cause	Solution
The printer might be substituting fonts.	Click Options in the Page Setup dialog box to clear substituted fonts.

You are unable to print from a third-party USB card.

Cause	Solution
This error occurs when the software for USB printers is not installed.	When adding a third-party USB card, you might need the Apple USB Adapter Card Support software. The most current version of this software is available from the Apple Web site.

Table 7-9. Problems with Mac OS 9.x (continued)

When connected with a USB cable, the printer does not appear in the Desktop Printer Utility or the Apple System Profiler after the driver is selected.

Cause	Solution
<p>This problem is caused by either a software or hardware component.</p>	<p>Software troubleshooting</p> <ul style="list-style-type: none"> • Check that your Macintosh supports USB. • Verify that your Macintosh operating system is Mac OS 9.1 or later. • Ensure that your Macintosh has the appropriate USB software from Apple. <hr/> <p>NOTE</p> <p>The iMac and Blue G3 desktop Macintosh systems meet all of the requirements to connect to a USB device.</p> <hr/> <p>Hardware troubleshooting</p> <ul style="list-style-type: none"> • Check that the printer is turned on. • Verify that the USB cable is connected correctly. • Check that you are using the appropriate high-speed USB cable. • Ensure that you do not have too many USB devices drawing power from the chain. Disconnect all of the devices from the chain and connect the cable directly to the USB port on the host computer. • Check to see if more than two non-powered USB hubs are connected in a row on the chain. Disconnect all of the devices from the chain and connect the cable directly to the USB port on the host computer. <hr/> <p>NOTE</p> <p>The iMac keyboard is a non-powered USB hub.</p>

Table 7-10. Problems with Mac OS X

The printer driver is not listed in Print Center.

Cause	Solution
<p>The printer software might not have been installed or was installed incorrectly.</p>	<p>Make sure that the HP LaserJet 2400 series PPD is in the following hard-drive folder: <code>Library/Printers/PPDs/Contents/Resources/<lang>.lproj</code>, where <code><lang></code> represents the two-letter language code for the language that you are using. If necessary, reinstall the software. See the getting started guide for instructions.</p>
<p>The Postscript Printer Description (PPD) file is corrupt.</p>	<p>Delete the PPD file from the following hard-drive folder: <code>Library/Printers/PPDs/Contents/Resources/<lang>.lproj</code>, where <code><lang></code> represents the two-letter language code for the language that you are using. Reinstall the software. See the getting started guide for instructions.</p>

Table 7-10. Problems with Mac OS X (continued)**The printer name, IP address, or Rendezvous host name does not appear in the printer list box in the print center.**

Cause	Solution
The printer might not be ready.	Make sure that the cables are connected correctly, the printer is on, and the ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer or use a different port.
The wrong connection type might be selected.	Make sure that USB, IP Printing, or Rendezvous is selected, depending on the type of connection that exists between the printer and the computer.
The wrong printer name, IP address, or Rendezvous host name is being used.	Check the printer name, IP address, or Rendezvous host name by printing a configuration page See Configuration page . Verify that the name, IP address, or Rendezvous host name on the configuration page matches the printer name, IP address, or Rendezvous host name in the Print Center.
The interface cable might be defective or of poor quality.	Replace the interface cable. Make sure to use a high-quality cable.

The printer driver does not automatically set up your selected printer in Print Center.

Cause	Solution
The printer might not be ready.	Make sure that the cables are connected correctly, the printer is on, and the ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer or use a different port.
The printer software might not have been installed or was installed incorrectly.	Make sure that the HP LaserJet 2400 series PPD is in the following hard-drive folder: <code>Library/Printers/PPDs/Contents/Resources/<lang>.lproj</code> , where <lang> represents the two-letter language code for the language that you are using. If necessary, reinstall the software. See the getting started guide for instructions.
The Postscript Printer Description (PPD) file is corrupt.	Delete the PPD file from the following hard-drive folder: <code>Library/Printers/PPDs/Contents/Resources/<lang>.lproj</code> , where <lang> represents the two-letter language code for the language that you are using. Reinstall the software. See the getting started guide for instructions.
The printer might not be ready.	Make sure that the cables are connected correctly, the printer is on, and the ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer or use a different port.
The interface cable might be defective or of poor quality.	Replace the interface cable. Make sure to use a high-quality cable.

A print job was not sent to the printer that you wanted.

Cause	Solution
The print queue might be stopped.	Restart the print queue. Open print monitor and select Start Jobs .

Table 7-10. Problems with Mac OS X (continued)

A print job was not sent to the printer that you wanted.

Cause	Solution
The wrong printer name or IP address is being used. Another printer with the same or similar name, IP address, or Rendezvous host name might have received your print job.	Check the printer name, IP address, or Rendezvous host name by printing a configuration page See Configuration page . Verify that the name, IP address, or Rendezvous host name on the configuration page matches the printer name, IP address, or Rendezvous host name in the Print Center.

An encapsulated PostScript (EPS) file does not print with the correct fonts.

Cause	Solution
This problem occurs with some programs.	<ul style="list-style-type: none">• Try downloading the fonts that are contained in the EPS file to the printer before printing.• Send the file in ASCII format instead of binary encoding.

You are unable to print from a third-party USB card.

Cause	Solution
This error occurs when the software for USB printers is not installed.	When adding a third-party USB card, you might need the Apple USB Adapter Card Support software. The most current version of this software is available from the Apple Web site.

Table 7-10. Problems with Mac OS X (continued)

When connected with a USB cable, the printer does not appear in the Macintosh Print Center after the driver is selected.

Cause	Solution
<p>This problem is caused by either a software or a hardware component.</p>	<p>Software troubleshooting</p> <ul style="list-style-type: none">• Check that your Macintosh supports USB.• Verify that your Macintosh operating system is Mac OS X version 10.1 or later.• Ensure that your Macintosh has the appropriate USB software from Apple. <p>Hardware troubleshooting</p> <ul style="list-style-type: none">• Check that the printer is turned on.• Verify that the USB cable is connected correctly.• Check that you are using the appropriate high-speed USB cable.• Ensure that you do not have too many USB devices drawing power from the chain. Disconnect all of the devices from the chain, and connect the cable directly to the USB port on the host computer.• Check to see if more than two non-powered USB hubs are connected in a row on the chain. Disconnect all of the devices from the chain and connect the cable directly to the USB port on the host computer. <hr/> <p>NOTE</p> <p>The iMac keyboard is a non-powered USB hub.</p>

Troubleshooting common PostScript problems

The following situations are specific to the PostScript (PS) language and might occur when several printer languages are being used. Check the control-panel display for messages that might help resolve problems.

NOTE

To receive a printed or screen message when PS errors occur, open the **Print Options** dialog box and click the selection next to the PS Errors section that you want.

General problems

The job prints in Courier (the printer's default typeface) instead of the typeface that you requested.

Cause	Solution
The requested typeface is not downloaded.	Download the font that you want and send the print job again. Verify the type and location of the font. Download the font to the printer if applicable. Check the software documentation for more information.

A legal page prints with clipped margins.

Cause	Solution
The print job was too complex.	You might need to print your job at 600 dots per inch (dpi), reduce the complexity of the page, or install more memory.

A PS error page prints.

Cause	Solution
The print job might not be PS.	Make sure that the print job is a PS job. Check to see whether the software application expected a setup or PS header file to be sent to the printer.

Specific errors

Limit Check Error

Cause	Solution
The print job was too complex.	You might need to print your job at 600 dots per inch (dpi), reduce the complexity of the page, or install more memory.

VM Error

Cause	Solution
A font error occurred.	Select unlimited downloadable fonts from the printer driver.

Range Check

Cause	Solution
A font error occurred.	Select unlimited downloadable fonts from the printer driver.