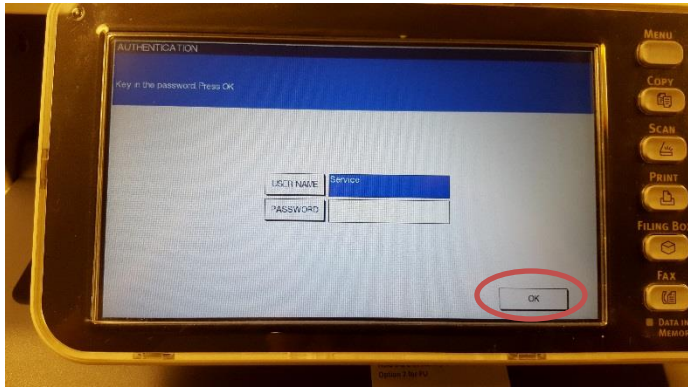


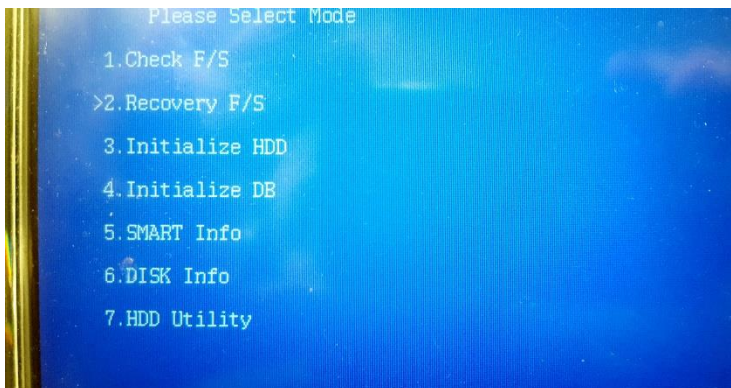
Top Access F101 Errors - (Library)

When getting a call for F101 HDD errors on the top access printers, please follow the steps below. F101 errors are resolvable over the phone most of the time.

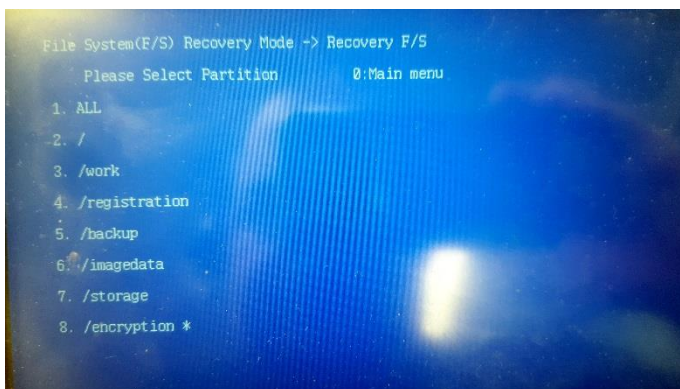
1. Press and hold 5 & C buttons while powering up printer.
2. Press "OK" when prompted for a password.



3. Now you will see the following options. Select 2 for recovery and then press start.

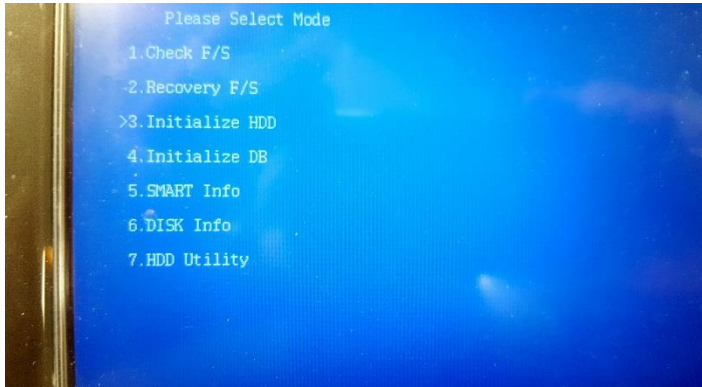


4. Then you will see the screen below. Select the item that pertains to the error sub-code that the printer is getting. For example, **F101_7** pertains to **/imagedata** so you would select 6 then press start.

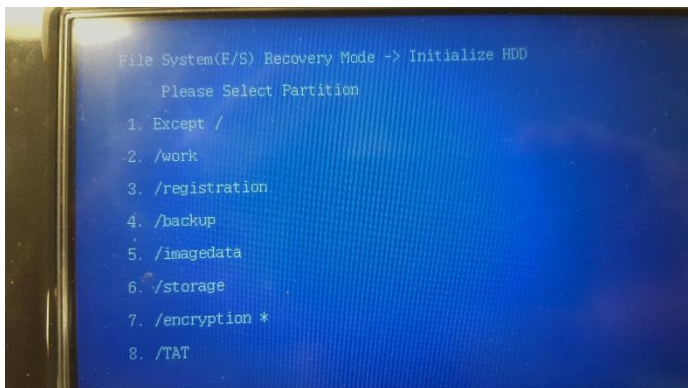


5. When that is done, it will say "failed" or "success". Either way, you want to power off the printer and power back up holding 5 & C again. And again, press "OK" when it prompts for a password.

6. This time we will select 3 "Initialize HDD" and then press start.



7. Once again, you will select the item pertaining to the error you are getting.



Note: Each sub-code points to a different partition such as /work or /imagedata and hit start to initialize hdd. These are just examples. There are more partitions. Just be sure you look up the error code in Maintenance Manual 2 of 2 pages 98 and 99 of 487.

8. Power cycle printer normally and error should be cleared.

F510 Application start error - 5c select 2 for recovery and hit start, then select 1 (ALL) start whatever fails select 6 image data example start , power off 5c, hit ok, select 3 INITIALIZE HD, start, then 5 image data start should say complete and reboot printer.

F101_0 HDD connection error (HDD connection cannot be detected.)

F101_1 Root partition mount error (HDD formatting fails.): The HDD cannot be connected (mounted) caused by damage to the areas in which the program is mainly stored.

F101_2 Partition mount error: HDD cannot be connected (mounted) caused by damage to areas other than those described in the F101_1 and F101_4 to F101_9 errors.

F101_3 Partition mount error: HDD cannot be connected (mounted) caused by damage to areas other than those described in the F101_1 and F101_4 to F101_9 errors.

F101_4 Partition mount error: HDD cannot be connected (mounted) caused by damage to the **/work** partition.

F101_5 Partition mount error: HDD cannot be connected (mounted) caused by damage to the **/registration** partition.

F101_6 Partition mount error: HDD cannot be connected (mounted) caused by damage to the **/backup** partition.

F101_7 Partition mount error: HDD cannot be connected (mounted) caused by damage to the **/imagedata** partition.

F101_8 Partition mount error: HDD cannot be connected (mounted) caused by damage to the **/storage** partition.

F101_9 Partition mount error: HDD cannot be connected (mounted) caused by damage to the **/encryption** partition.

I had the tech reboot the printer in 5C mode and select option 2 for recovery f-s then select 6 for image-data. The operation failed. I had the tech reboot the printer in 5C and choose option 3 to initialize hdd and select option 5 for image-data. The operation completed. I had the customer reboot the printer normally.