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HP Jetdirect Print Servers - Resetting a HP Jetdirect Print Server to Factory Defaults (Cold Reset) and Printing a Configuration Page

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Restoring an HP Jetdirect print server to factory defaults (known as a **cold reset**) will erase all previous configurations and may require network administrative knowledge, permissions, and access to reconfigure it. A cold reset also allows the HP Jetdirect to broadcast DHCP and BootP packets, which will allow it to be configured by a DHCP or BootP server.

It is also a useful troubleshooting step in the following cases:

+ The HP Jetdirect needs to be reconfigured from a previous network configuration or from an inadvertently incorrect configuration.

+ The HP Jetdirect is in an error state that cannot be resolved by any other means.

+ To clear passwords, old IP addresses, or old NetWare configurations.

+ To help discover the HP Jetdirect with HP software such as the Install Network Printer Wizard.

Printing the Configuration page will provide useful information, including the current Transmission Control Protocol/Internet Protocol (TCP/IP) address, any Internetwork Packet Exchange/Sequenced Packet Exchange (IPX/SPX) or Novell configuration information, a network statistics section showing the amount and types of packets the HP Jetdirect is sending and receiving, and either ready or error messages that indicate network communication status.

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When it is unable to obtain an IP address automatically from the network, a Jetdirect print server will typically assume a default IP address of 192.0.0.192 or 169.254.xxx.xxx (depending on the Jetdirect product model and its firmware revision). The TCP/IP status on the Configuration page should be **Ready**, and IPX/SPX status should be **Not Configured**, although it may be **Ready** on some Jetdirect models.

General Cold Reset steps

- Many HP printers with **internal** HP Jetdirect print servers can be reset to factory defaults (or cold-reset) by turning the printer off and holding down the ONLINE or GO buttons while turning the printer back on. The printer control panel display should read Cold Reset or Restoring Factory Settings. If the printer has no display, the indicator lights will cycle.

- Many HP Designjet plotters cannot cold reset an HP Jetdirect. However, if another printer is available, the HP Jetdirect can be put into any of the HP LaserJet 4 family of printers to be reset. Also, HP Jetadmin can be used to reset the IPX/SPX settings or Telnet can be used to reset the TCP/IP settings. Many Designjet (e.g., 1050c, 1055cm, 500, and 800 series) printers have a reset option in the menus of the control panel. See the table below.

- To cold reset an HP Jetdirect *external* print server, unplug the power cord from the HP Jetdirect print server, then hold down the TEST button (on top of or in back of the HP Jetdirect) for five to 30 seconds while plugging in the power cord. If necessary, click here to download manuals for current external print servers or refer to the manual that came with the print server.

- If the HP Jetdirect print server is installed in an HP LaserJet II, IID, III, or IIID series printer, turn off the printer, then turn it on while pressing the STATUS button on the HP Jetdirect print server for five to 30 seconds. This will reset the Locally Administered Address on Token Ring XIO cards.

> **NOTE:** The HP LaserJet IIISi cannot cold reset a C2059 series HP Jetdirect. The HP Jetdirect must be reset in an HP LaserJet 4 family printer.

Cold Reset Steps for Printers with HP Jetdirect Internal Print Servers

The following is a list of printers and how to reset the HP Jetdirect *internal* print server to factory defaults, a process known as a cold reset.

Printer	Cold reset steps	Control Panel Message
HP Color LaserJet 3700 series	Turn the printer on and allow the printer to start the power-on sequence, then press and hold the green checkmark key until all three lights on the control panel are lit. When Select Language appears on the display, press the Down Arrow key until Cold Reset appears on the display. Press SELECT and the printer will perform a cold reset and continue its power-on sequence.	Cold Reset
HP Color LaserJet 2500 series	Hold down the green GO button while turning on the printer. Continue to hold the GO button until only the bottom three LEDs are on. Continue to hold the GO button for approximately five seconds after that (until the Attention light turns off).	N/A
HP Color LaserJet	Hold down the green GO button for approximately five seconds while turning on	Cold Reset

Printer	Cold reset steps	Control Panel message
4500,	the printer.	
HP Color LaserJet 8500 and 8550 series		
HP Color LaserJet 4600 series HP Color LaserJet 5500 series	Turn the printer on and allow the printer to start the power-on sequence, then press and hold the green checkmark key until all three lights on the control panel are lit. When Select Language appears on the display, press the Up Arrow key until Cold Reset appears on the display. Press SELECT and the printer will perform a cold reset and continue its power-on sequence.	
HP Color LaserJet 5 series	Hold down ONLINE while turning on the printer.	08 Cold Reset
HP Color LaserJet	Hold down ONLINE while turning on the printer.	08 Cold Reset
Printer	**Cold reset steps**	**Control Panel message**
HP LaserJet 9000 series HP LaserJet 4200, 4300 series HP LaserJet 4100mfp	Turn the printer power off. Hold down the SELECT (Checkmark) button, and then turn the printer power on. Continue holding down the SELECT (Checkmark) button until all three printer control-panel lights flash once and then remain on. This might take up to 10 seconds. After the message SELECT LANGUAGE appears on the display, press the UP ARROW button or the DOWN ARROW button until COLD RESET is highlighted. Press the SELECT (Checkmark) button. The printer performs a cold reset and then continues its power-on sequence.	Cold Reset
HP LaserJet 4250, 4350 series	Turn the printer power off. Power on the printer and watch for the memory count to begin. Hold down the SELECT (Checkmark) button, when you see the memory count begin. Continue holding down the SELECT (Checkmark) button until all three printer control-panel lights flash once and then remain on. This might take up to 10 seconds. After the message SELECT LANGUAGE appears on the display, press the UP ARROW	Memory count, Select Language, and Cold Reset

button or the DOWN ARROW button until COLD RESET appears on the display

Press the SELECT (Checkmark) button. The printer performs a cold reset and then continues its power-on sequence.

HP LaserJet 9000mfp	Hold down the 6 key while powering on the printer. After all the LEDs come on, release the 6 key. Caution: The LEDs will flash initially. Do not release the 6 key until all LEDs are solidly lit on. Press and release the 9 key one time. Cold Reset is then displayed. Press and release the 6 key one time.	Cold Reset
HP LaserJet 8000	Hold down GO while turning on the printer.	Cold Reset
HP LaserJet 4100, 4050, 4000, 5000 series		
HP LaserJet 5 series		
HP LaserJet 2200, 2200dn, and 2200dtn	Hold down the GO button. Turn the printer on and continue to hold the GO button for five to ten seconds. Release the GO button after the Attention light turns on. (*If the button is held down for 20 seconds or more after the LEDs come on, it may reset the page count and remove the serial number.*)	N/A
HP LaserJet 2300	Turn off the printer. Turn it on and hold the green checkmark button until all three lights are on. When the lights are on, stop pressing the checkmark. When Select Language appears, press the Up Arrow button to select Cold Reset and press the green checkmark button again.	Cold Reset
HP LaserJet 2100, 2100n, and 2100tn	Printers with firmware v 19991018 or higher can cold reset the HP Jetdirect using this method: Hold down the small JOB CANCEL button. Turn the printer on; continue to hold the JOB CANCEL button for seven to ten seconds, then release. *Do not hold the JOB CANCEL button longer than 10 seconds.* Printers with older firmware can cold reset the HP Jetdirect; however, *the page count and serial number on the printer's Configuration page will be lost* (the serial number is, however, also printed on the back of the HP LaserJet 2100 printer). **This procedure is for reference only and should be avoided if possible.** Print a Configuration page. This will ensure that a hardcopy of the current page count and the electronic serial number is available. Turn	N/A

Printer	Cold reset steps	Control Panel message
	off the HP LaserJet 2100 printer. After the power is off, press and hold JOB CANCEL. Turn the power on, and continue to hold JOB CANCEL until all of the LEDs come on or for five to 20 or more seconds after all of the LEDs come on.	
HP LaserJet 5Si and 5Si MX	Hold down ONLINE while turning on the printer.	Resetting to Factory Defaults
HP LaserJet IIISi, 4Si	Hold down ONLINE while turning on the printer.	08 Cold Reset
HP LaserJet 4, 4V, 4 Plus series		
HP LaserJet III and II series	Hold down the STATUS button on the card while turning on the printer - hold the button for at least 40 seconds.	None

Printer	Cold reset steps	Control Panel message
HP Business Inkjet 3000 series	Turn off the printer. Press and hold the green SELECT key while turning the printer on. When all three status lights on the control panel light up (sequencing through the lights), release the green SELECT key. After Select Language appears on the front control panel, press the Down Arrow to "Cold Reset." Press the green SELECT key.	Cold Reset
HP 2500c, 2500cm, 2500cxi, and 2500cse Professional series (Inkjet)	While holding down the GO button, turn on the printer.	Initializing When the printer is done initializing, Print Head Not Aligned will appear on the front panel. Realign the print head through the Diagnostics menu.
HP 2200, 2250, and 2600 Professional series (Inkjet)	Press and hold ITEM and RESUME together while turning on the printer (pressing POWER).	N/A
HP Deskjet 1600c and 1600cm printers	Hold down the BLUE button on the front panel for five seconds while turning on the printer.	N/A
HP Deskjet 1200c and1200 ps printer	Hold down SHIFT while turning on the printer.	N/A

Printer	Cold reset steps	Control Panel message
HP Designjet 5000 series or 5500 series	Press the TOP button and make sure the plotter icon is on the display of the front panel, then press ENTER. Press the Up or Down Arrow until I/O Setup is on the display, then press ENTER. Press the Up or Down Arrow until ENTER is on the Display, then press ENTER. Press the Up or Down Arrow until Card setup is on the display, then press ENTER Press the Up or Down Arrow until Advanced is on the display, then press ENTER. Press the Up or Down Arrow until Reset card is on the display, then press ENTER.	N/A
HP Designjet Color Pro GA	While holding down the GO button, turn on the printer.	Initializing. When the printer is done initializing, Print Head Not Aligned will appear on the front panel. Realign the print head through the Diagnostics menu.
HP Designjet 1050c or 1055cm	Press the TOP button and make sure the plotter icon is on the display of the front panel. Press the Up or Down Arrow until I/O Setup is on the display, then press ENTER. Press the Up or Down Arrow until Network card is on the display, then press ENTER. Press the Up or Down Arrow until Advanced is on the display, then press ENTER. Press the Up or Down Arrow until Reset card is on the display, then press ENTER.	N/A
HP Designjet 500 or 800 series	Press TOP, Highlight the printer icon, and then press ENTER. Press the Up or Down Arrow until I/O Setup is on the display, then press ENTER. Press the Up or Down Arrow until Card Setup is on the display, then press ENTER. Press the Up or Down Arrow until Advanced is on the display, then press ENTER. Press the Up or Down Arrow until Reset card is on the display, then press ENTER.	N/A

Printers with HP Jetdirect 200m, 250m, 280m LIO Internal print servers

The steps are the same for all printer models

Printer	Cold reset steps	Control Panel message

HP Officejet D series 125, 135, 145, and 155 all-in-one (these printers are not supported in a Novell Netware network) HP Color Inkjet cp1700, cp1700d, and cp1700ps printers HP Color Inkjet 1160 series HP Officejet 7100 series (these printers are not supported in a Novell Netware network) HP LaserJet 1300 series	**NOTE:** Because the LIO print server receives its power from the printer, the printer must be turned on while performing the cold reset. Remove the print server from the printer. Press and hold down the TEST button on the print server. While holding down the TEST button, insert the print server back into the printer Continue holding the test button for a few seconds. Release the TEST button. Wait two minutes for the print server to poll the network.	N/A

Cold Reset Steps for Printers with HP Jetdirect External Print Servers

To cold reset any HP JetDirect external print server:
1. Unplug the power cord from the HP JetDirect print server,

2. Hold down the TEST button (either on **top** of or on the **back** of the HP JetDirect.)

3. Continue to hold down the test button while you reconnect the power cord.

4. Wait at least ten (10) seconds before releasing the test button.

5. Wait another full minute before printing the test page, as the JetDirect will need to initialize.

If necessary, click here to download manuals for current external print servers or refer to the manual that came with the print server.

Printing a Configuration page [Top of Page]

A Configuration page will have useful information on it, including the current TCP/IP address, any IPX/SPX or Novell configuration information, a network statistics section showing the amount and types of packets the HP Jetdirect is sending and receiving, and either ready or error messages that indicate network communication status.

For printers with internal jetdirect print servers, there are at least two styles of printer control panels - "Classic" and "Flex". Classic control panels typically have Menu and Item buttons; Flex control panels have a check mark button and arrow buttons and/or a numeric keypad.

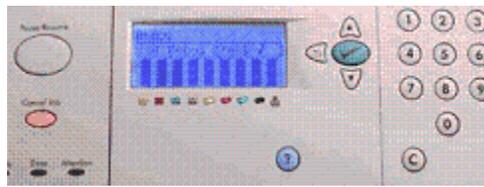**Figure 1: Flex or Graphical Control Panel**

Figure 2: Classic Control Panel

While this complicates things in an environment with many different types of printers, the basic navigation concepts apply: the HP Jetdirect configuration page is usually found on an **Information** menu.

Overview for Printing a Configuration page with Internal HP Jetdirect print servers

For Classic menus in general, press the MENU button to go to the Print Configuration, Print EIO Configuration, PCL Configuration Page, or the Self Test menu. Press the SELECT or ENTER button.

For Flex menus, press the check mark button to enter the menu system, press the down arrow button to Information. Press the check mark button to enter the Information menu. Press the down arrow button to Print Configuration. Press the check mark button.

Printing a Configuration page from specific printers with internal print servers

Printer	Steps for printing a Configuration page
HP Color LaserJet 3700	Press the `Checkmark` (Select) to enter the MENUS. Press the `Down Arrow` to highlight INFORMATION. Press the `Checkmark` (Select) to select INFORMATION. Press the `Down Arrow` to highlight PRINT CONFIGURATION. Press `Checkmark` (Select) to select PRINT CONFIGURATION
HP Color LaserJet 2500 series	Press the green `GO` button and the small `JOB CANCEL` button simultaneously.
HP Color LaserJet 8550 and 8500 series	Press the `MENU` button until `Information Menu` appears on the display. Press the `ITEM` button until `Print Configuration` or `Print EIO Page` appears in the display. Press `SELECT`.
HP Color LaserJet 4600	Press the `Checkmark (Select)` to enter the `MENUS`. Press the `Down Arrow` to highlight INFORMATION. Press the `Checkmark (Select)` to select INFORMATION. Press the `Down Arrow` to highlight PRINT CONFIGURATION. Press `Checkmark (Select)` to select PRINT CONFIGURATION
HP Color LaserJet 4500	Press the `MENU` button until `Information Menu`

	appears on the display. Press the ITEM button until "Print Configuration" appears in the display. Press the SELECT button.
HP Color LaserJet 5 series	Take the printer OFFLINE. Press the MENU button until Test Menu or PCL Test Menu appears in the display. Press the ITEM button until Self Test or PCL Configuration Page appears. Press SELECT or ENTER.
HP Color LaserJet	Select the ONLINE key to take the printer offline (the On Line indicator goes out). Press the MENU key until PCL Test Menu or PS Test Menu appears on the first line of the Printer's display panel. Note: the prefix PCL or PS depends on whether HP-PCL or PostScript has been selected as the current "system personality." For example, if you want to print a PS self test but the printer is currently set to PCL, you need to change the printer's personality to PostScript. To do this, press the MENU key until PCL CONFIG MENU shows on the first line of the display panel. SYS=PCL or AUTO will appear on the second line. At this point, press the Plus (+) key once to change to PS and then press ENTER. Finally, press the ON LINE key and the printer will reset to the PS personality. PCL SELF TEST or PS SELF TEST should automatically appear on the second line. Press the ENTER key to print the self-test page. Press the ONLINE key to put the printer back online (the On Line indicator goes on).

Printer	Printing a Configuration page
HP LaserJet 9000	Press 2, 2 (press the 2 key twice) on the numeric keypad of the printer.
HP LaserJet 8100 and 8000 series	Press the MENU button until Information Menu appears on the display. Press the ITEM button until Print Configuration or Print EIO Pageappears in the display. Press SELECT.
HP LaserJet 4200, 4250, 4300, 4350 series	Press the Checkmark (Select) to enter the MENUS. Press the Down Arrow to highlight INFORMATION. Press the Checkmark (Select) to select INFORMATION. Press the Down Arrow to highlight PRINT CONFIGURATION. Press Checkmark (Select) to select PRINT CONFIGURATION
HP LaserJet 5000, 4050, and 4000	Press the MENU button until Information Menu appears on the display. Press the ITEM button until "Print Configuration" appears in the display. Press the SELECT button.
HP LaserJet 2300	Press the Checkmark (Select) to enter the MENUS. Press the Down Arrow to highlight INFORMATION. Press the Checkmark (Select) to select INFORMATION. Press the Down Arrow to highlight PRINT CONFIGURATION. Press Checkmark (Select) to select PRINT CONFIGURATION.
HP LaserJet 2200, 2200dn, and 2200dtn	Press the GO and JOB CANCEL buttons simultaneously.
HP LaserJet 2100, 2100n, and 2100tn	Press the GO and JOB CANCEL buttons simultaneously.

HP LaserJet 5Si, and 5 series	Take the printer OFFLINE. Press the MENU button until Test Menu or PCL Test Menuappears in the display. Press the ITEM button until "Self Test" or "PCL Configuration Page" appears. Press SELECT or ENTER.
HP LaserJet 4 series, and the 4Si, 4V, 4Plus series	Take the Printer OFFLINE. Press the MENU button until Test Menu appears in the display. Press the ITEM button until Self Test appears in the display. Press ENTER.
HP LaserJet IIIsi	Take the printer OFFLINE. Press the TEST button until 05 Self-Test appears in the display.
Printer	**Printing a Configuration page**
HP LaserJet III, and II series	Press and hold the STATUS button on the back of the HP Jetdirect XIO card. Continue holding the STATUS button until the printer starts printing. Note: This will be easier if the eraser end of a pencil is used to hold the button in.
HP 2500c, 2500cm, 2500cxi, and 2500cse Professional series (Inkjet)	Press the MENU button until "Self Test" appears. Press the ITEM button until Print Diagnostic Page is displayed. Press SELECT.
HP 2200, 2230, 2250, and 2280 Professional series (Inkjet)	Press the MENU button until "Information Menu" appears. Press the ITEM button until Print Configuration appears. Press the RESUME button to print the Configuration page.
HP Deskjet 1600c	Press and hold the BLUE button for two seconds.
HP Deskjet 1200c	Press and hold the SHIFT button while pressing the TEST button.
HP Paintjet XL300	Take the printer OFFLINE; press the TEST button for less than two seconds.
HP Copyjet	Press the SELFTEST button then press the Plus (+) button.
HP Designjet 2500c, and 3500c	Change the paper size to ARCH A. Go to the Utilities menu and select Service Tests, then select Service Print. Press ENTER.
Printer	**Printing a Configuration page**
HP Designjet 500 **NOTE:** Without an HP-GL/2 accessory card, an HP Designjet 500 or 800 series printer will not produce a Configuration page. Certain HP Jetdirect information is available from the front panel.	For the HP Designjet 500 series printers with optional HP-GL/2 accessory cards, do the following: From the front panel message of Ready, press the Down Arrow key to highlight the Setup Menu on the left side of the screen; the plotter icon will also be highlighted on the right side of the screen. Press ENTER. Press the Down Arrow to Printer Information. Press ENTER. Press the Down Arrow to Print. Press ENTER.
HP Designjet 750c, 755cm, and 650c	Change the paper size to ARCH A. Go to the Utilities Menu and select Config Plot or Service Config. Press ENTER.
HP Designjet 800	For the HP Designjet 800 series printers with optional

NOTE: Without an HP-GL/2 accessory card, an HP Designjet 500 or 800 series printer will not produce a Configuration page. Certain HP Jetdirect information is available from the front panel.

HP-GL/2 accessory cards, do the following: From the front panel message of Ready, press the `Down Arrow` key to highlight the `Setup Menu` on the left side of the screen; the plotter icon will also be highlighted on the right side of the screen. Press ENTER. Press the `Down Arrow` to `Printer Information`. Press ENTER. Press the `Down Arrow` to "Print." Press ENTER.

HP Designjet 1050c or 1055cm	Press the `TOP` button and highlight the printer icon on the front panel, then press ENTER. Press the `Down Arrow` to `Utilities`. Press ENTER. Press the `Down Arrow` to `Test Prints`. Press ENTER. Press the `Down Arrow` to `Service Config` Press ENTER.
HP Designjet Color Pro GA	Press the `MENU` button until `Self Test` appears. Press the `ITEM` button until `Print Diagnostic Page` is displayed. Press `SELECT`.
HP Designjet 5000 or 5500 series	Press the `Down Arrow` keys on the front panel until the `Setup Menu` is displayed. Press ENTER. Go to the `Utilities` menu and select `Test Prints`.Press ENTER. For the HP Designjet 5000 series, select `Service Config`. Press ENTER. For the HP Designjet 5500 series, select `Network-card Config`. Press ENTER.

Printing a Configuration page from printers with LIO internal print servers

The steps to print a Configuration page from an LIO print server is the same for all printer models

Printer	Steps for printing a Configuration page
HP Officejet D series 125, 135, 145, and 155 all-in-one (these printers are not supported in a Novell Netware network)	To print a configuration page from an **HP JetDirect 200m, 250m, or 280m print server**, press the TEST button on the print server itself. In this case the Printer Model does not change the process for printing a configuration page.
HP Color Inkjet cp1700, cp1700d, and cp1700ps printers	
HP Color Inkjet 1160 series	
HP Officejet 7100 series (these printers are not supported in a Novell Netware network)	
HP LaserJet 1300 series	

Printing a Configuration page from printers with external HP Jetdirect print servers

1. Press the TEST button on the top or the back of the HP Jetdirect print server. The

print server should auto-negotiate the Printer Description Language (PDL) and the Configuration page should print.

Figure 3: Example of the test button on a 310x print server

NOTE: HP Jetdirect print servers with three parallel ports will print the Configuration page only on the printer that is connected to parallel port one.

2. If the Configuration page does not print, the PDL may need to be changed manually. Hold down the TEST button, using information in the table below, then release. A Configuration page should print after releasing the button, but if it does not, press the TEST button once to print.

To change the PDL on the external print server

Printer	Printing a Configuration page
HP EX (J238XA/B)	PCL Status page - Press and hold the TEST button for less than three seconds. HPGL Status page - Press and hold the TEST button for more than five seconds.
HP EX 150 (J2592A)	The HP Jetdirect 150X prints its Configuration page *only in PCL*. Press and hold the TEST button for less than three seconds.
HP EXPlus or EXPlus 3 (J2591A, J2593A, J2594A), HP 300x (J3263A, J4101A), HP 170x (J3258A, J4102A), HP 500x (J3265A) **NOTE:** To print both pages of the HP 300x Jetdirect card internal configuration pages when printing with a Designjet, hold down the TEST button and allow the LED states shown to the right to be displayed. Release the TEST button as soon as both of the LED's turn on again after running through the first three LED light sequences. This will allow both page one and page two of the HP 300x JetDirect Print Server Card internal configuration pages to be printed. Page two of the printout contains both the IP Address and the Appletalk information that allows the printer to possibly be networked in either a Macintosh or Windows environment.	Hold TEST button down accordingly: + HP PCL - Status LED Off - Activity LED Off + ASCII - Status LED Off - Activity LED On + PostScript - Status LED On - Activity LED Off + HP-GL/2 - Status LED On - Activity LED ON
HP 175x EX (J6035A), HP 310x EX (J6038A), HP 380x (J6061A), HP en3700 (J7942A)	1. Press and hold the TEST button. Continue to hold the button until

the power/status light first changes to amber, then flashes green. Then, release the button.

2. Press the TEST button again once to print the Configuration page.

3. Repeat steps as necessary until the Configuration page prints correctly.

The page language can also be set through the embedded Web server. Enter the TCP/IP address of the HP Jetdirect in a supported browser; click **Networking**, then **USB Settings**.

HP WP110 (J6062A)

Press and hold the TEST button until the page begins to print. The Configuration page is in ASCII Text only.

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