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## HP Color LaserJet Pro M453, M454, M478, M479 - 10.0X.11 or Supply Memory Error (Emerging issue)

ish\_2843695-2837821-16 | For HP And Channel Partner Internal Use

Last Modified: 2020-10-31

Learn about an emerging issue involving a 10.0X.11 or Supply Memory Error, where "X" represents the affected toner cartridge color.

### Issue

A 10.0X.11 error or Supply Memory Error message displays on the control panel of an HP Color LaserJet Pro M453, M454, M478 or M479 when using a genuine HP cartridge. The customer is unable to print in this error state.

The error code varies depending on the cartridge color. One of the following error codes will display on the control panel:

10.00.11 = Black toner cartridge

10.01.11 = Cyan toner cartridge

10.02.11 = Magenta toner cartridge

10.03.11 = Yellow toner cartridge

### Cause

The cause of this issue is related to a firmware defect.

### Affected printers

This document applies to the following printer series:

HP Color LaserJet Pro M453-M454

HP Color LaserJet Pro MFP M478-M479

### Resolve a 10.0X.11 or "Supply memory error"

Use the following steps in the order presented to troubleshoot a 10.0X.11 or Supply Memory Error.

### Call agent or Service technician steps

1. Ensure the printer is turned on, and then open the front door to remove the toner cartridge that is in the error state.

#### Note:

Toner cartridges that display a "10.0x.11" or "Supply Memory Error" will continue to have this error if used in different printers.

Dispose or recycle the defective toner cartridge as these toner cartridges cannot be used in any printer.

2. Replace the toner cartridge(s) in the error state with a new cartridge, and then close the cartridge door. Use the [Table 1](#) to order the correct part number for the designated country/region when replacing the cartridge.

#### Note:

Do not replace all the four toner cartridges. Make sure to replace only the affected toner cartridge.

Toner cartridge part details

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<b>Part Number</b>	<b>Description</b>	<b>Region</b>
W2020A	HP 414A Black LaserJet Toner Cartridge	ROW
W2021A	HP 414A Cyan LaserJet Toner Cartridge	ROW
W2022A	HP 414A Yellow LaserJet Toner Cartridge	ROW
W2023A	HP 414A Magenta LaserJet Toner Cartridge	ROW
W2020X	HP 414X Black LaserJet Toner Cartridge	ROW
W2021X	HP 414X Cyan LaserJet Toner Cartridge	ROW
W2022X	HP 414X Yellow LaserJet Toner Cartridge	ROW
W2023X	HP 414X Magenta LaserJet Toner Cartridge	ROW
W2030A	HP 415A Black LaserJet Toner Cartridge	EMEA
W2031A	HP 415A Cyan LaserJet Toner Cartridge	EMEA
W2032A	HP 415A Yellow LaserJet Toner Cartridge	EMEA
W2033A	HP 415A Magenta LaserJet Toner Cartridge	EMEA
W2030X	HP 415X Black LaserJet Toner Cartridge	EMEA
W2031X	HP 415X Cyan LaserJet Toner Cartridge	EMEA
W2032X	HP 415X Yellow LaserJet Toner Cartridge	EMEA
W2033X	HP 415X Magenta LaserJet Toner Cartridge	EMEA
W2040A	HP 416A Black LaserJet Toner Cartridge	APJ
W2041A	HP 416A Cyan LaserJet Toner Cartridge	APJ
W2042A	HP 416A Yellow LaserJet Toner Cartridge	APJ
W2043A	HP 416A Magenta LaserJet Toner Cartridge	APJ

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Part Number	Description	Region
W2040X	HP 416X Black LaserJet Toner Cartridge	APJ
W2041X	HP 416X Cyan LaserJet Toner Cartridge	APJ
W2042X	HP 416X Yellow LaserJet Toner Cartridge	APJ
W2043X	HP 416X Magenta LaserJet Toner Cartridge	APJ

3. Download the following firmware version for your printer model from [HP Support](#): 002.2118A

For instructions to update the firmware, go to [HP LaserJet Pro - Update the printer firmware](#).

4. Wait for the firmware update to complete, and then print a Configuration Page.

5. On the Configuration Page, make sure that the firmware version installed is **002.2118A**.

6. Attempt to print and check if the issue persists.

7. If the issue persists, collect the following information and note it in a CDAX case:

- a. Type " Supply memory error:10.0x.11" in the case subject.
- b. Enter the error code and message displayed on the printer control panel.
- c. Obtain pictures of the cartridge and with the electrical contact. Attach the pictures in the CDAX case.
- d. Check for defect on the electrical contact of the toner and printer.
- e. Check whether the toner used is an HP genuine toner.
- f. Ask the customer to provide answers to the following questions:
  - i. When did the issue begin/start, OOB? While printing or when idle?
  - ii. Was there any preceding error or defect prior to this issue?
  - iii. Were there any parts replaced or software updates prior to this error?
  - iv. Was the cartridge used in multiple printers?
  - v. Did this issue happen on set-up cartridge or after market cartridge (trade)?

8. Ensure the information in the CDAX case is valid, and then elevate the case to ATS.