Samsung MultiXpress SL-M5370 Laser Multifunction Printer series ⊗

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Samsung MultiXpress Laser MFP, ProXpress Laser MFP - Recover the HDD on the printer

c05914243 | For HP And Channel Partner Internal Use

Last Modified Date: 2018-04-17

Issue Description

It might be necessary to recover the HDD in the following instances:

- If the printer is not working after replacing the main board.

- If an "`S5-311x`" error code displays on the control panel screen.

- If you recently replaced the HDD on your printer.

Solution

Follow the steps below to recover the HDD on your printer.

Step one: Obtain the HDD recovery files

Follow these steps to obtain the HDD recovery file from the HP FTP site, and save it to a USB thumb drive.

> 🔔 **NOTE:**
>
> You must use a FAT16 or FAT32 USB thumb drive. NTFS is not supported.

1. Click the following link to open the HP FTP site: ftp://ftp.hp.com/pub/softlib/software13/printers/SS/HDD-UI-Recovery

2. In the FTP directory, click the "**HDD.zip**" file that corresponds with your printer model to start the download. When prompted, save the file to your desktop.

   Refer to the table below to find the HDD recovery zip file name that corresponds with your printer model.

   > 🔔 **NOTE:**
   >
   > There will be numbers in place of the "x's" in the file name to indicate the version number, however, you do not need to worry about the version number. Just be sure to select the file with "**HDD.zip**" in the file name.

Figure : Recovery files

Item	Printer model	Recovery file name
HDD	SL-K4250 Series SL-K4300 Series SL-K4350 Series	K4xx0_EVxx.xx.xx.xx_FSxx.xx.xx.xx.xx_HDD.zip
	SL-K7400 Series SL-K7500 Series SL-K7600 Series	K7x00_Vxx.xx.xx.xx_FS_Vxx.xx.xx.xx.xx_HDD.zip
	SL-M4580 Series SL-M4583 Series	M458x_EVxx.xx.xx.xx_FSxx.xx.xx.xx.xx_HDD.zip
	SL-M4370 Series SL-M5370 Series	M537x_M437x_EVxx.xx.xx.xx_FSxx.xx.xx.xx.xx_HDD.zip
	SL-X4220 Series SL-X4250 Series SL-X4300 Series	X4xx0_EVxx.xx.xx.xx_FSxx.xx.xx.xx.xx_HDD.zip
	SL-X7400 Series SL-X7500 Series SL-X7600 Series	X7x00_Vxx.xx.xx.xx_FS_Vxx.xx.xx.xx.xx_HDD.zip
	SL-C4060 Series SL-C4062 Series	C40xx_EVxx.xx.xx.xx_FSxx.xx.xx.xx.xx_HDD.zip
UI	SL-K4250 Series SL-K4300 Series SL-K4350 Series SL-M4580 Series SL-M4583 Series SL-M4370 Series SL-M5370 Series SL-K7400 Series SL-K7500 Series SL-K7600 Series SL-X4220 Series SL-X4250 Series SL-X4300 Series SL-X7400 Series SL-X7500 Series SL-X7600 Series	Vx.xx.xx.xx.xx_UI_Recovery.zip
	SL-C4060 Series SL-C4062 Series	Does not support the UI recovery.

3. Insert a USB thumb drive into the USB port on your computer, and then copy the HDD recovery file to the USB thumb drive.

Step two: Enter System Recovery Mode on the printer

There are a couple of methods for entering System Recovery Mode on the printer.

Select the appropriate option in the table below and then follow the steps provided.

> **IMPORTANT**: When you execute the HDD recovery, all files on the HDD will be deleted. If you need any files from the HDD, save the files to another storage device **before** running recovery.

In case of normal booting	In case of abnormal booting

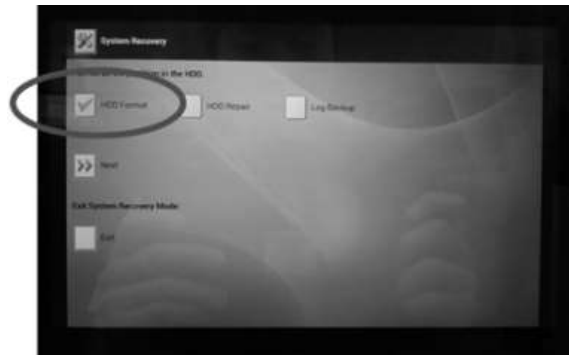| In case of normal booting	In case of abnormal booting
If the printer has booted to a normal state, follow these steps to enter SVC mode, and then select the System Recovery menu: 1. Make sure the printer is on, and then press the Power button and wait for the "Power Off" dialog box to display on the control panel screen. 2. In the "Power Off" dialog box, touch the area where it says "Device will turn off" (as shown in the image below) and wait for the Password screen to display. **Figure** : Touch the "Device will turn off" area 3. On the Password screen, enter **1934** using the touch keypad, and then touch **Done**. 4. Once you have entered SVC mode, select the **System Recovery** menu.	If the printer will not boot to a normal state, use one of the following methods to enter System Recovery Mode: • Remove the HDD cable in the printer, and then turn on the printer. • Open the side cover on the printer, and then press and hold the Power button on the OP panel for 10 seconds (as shown in the image below). **Figure** : Press the Power button on the OP panel The System Recovery menu will display.

Step three: Recover the HDD

1. In the System Recovery menu, touch **HDD Format** to select it, and then touch **Next**.

   The other menu options are as follows:

   • **HDD Repair**: Use this option to restore the internal system by checking the HDD error. This will recover the HDD by itself.

   • **Log Backup**: Use this option if you need a backup log. When selecting this option, a "backup_log.tar.gz" file will be saved.

   Figure : Touch "HDD Format"

2. Touch **Password**, enter **1934**, and then touch **Next**.
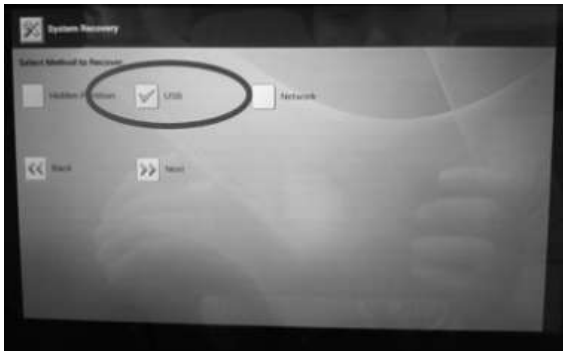
Figure : Touch "Password"

3. Insert the USB thumb drive into the USB port on the printer.

4. Touch **USB** to select it, and then touch **Next**.

> 🔔 **NOTE:**
>
> The printer will check the USB thumb drive for the required files. If any files are missing, an error message will display.

Figure : Touch "USB"

5. When a confirmation message displays, touch **Next** to start the HDD recovery process.

> 🛇 **IMPORTANT**: If you removed the HDD cable in the printer, reconnect it now before touching **Next**.

6. When the HDD recovery is complete, reboot the printer.

When the printer reboots, the system initialization will begin automatically.

> 🔔 **NOTE:**
>
> If the system initialization does not start automatically, enter SVC mode and execute the "Full memory clear" function. Otherwise, the printer might not work normally.

Step four: Update the printer firmware to the latest version

Update the printer firmware to the latest version using the one ROM file that you saved on the USB thumb drive in a previous step.

> 🔔 **NOTE:**

This step is mandatory to set the same version of all firmware modules in the printer.