| A 900.00 Firmware Error Results From a Damaged Scanner Cable	Document ID:SO8533
	Usergroup :Partner
English	
Lexmark CX820 Lexmark CX825 Lexmark CX827 Lexmark CX860 Lexmark XC8155 Lexmark XC8160	

Solution

Audience: 'Lexmark and Partners' only

What you will see

A damaged **Flat Flex Cable** (**FFC**) results in **900.00 firmware errors** related to scanner functions. The most common error posted for this issue looks similar to:

"900.00 Firmware Error, comm Scanmgr.main, reason hydra killed by SIGABRT."

Illustration
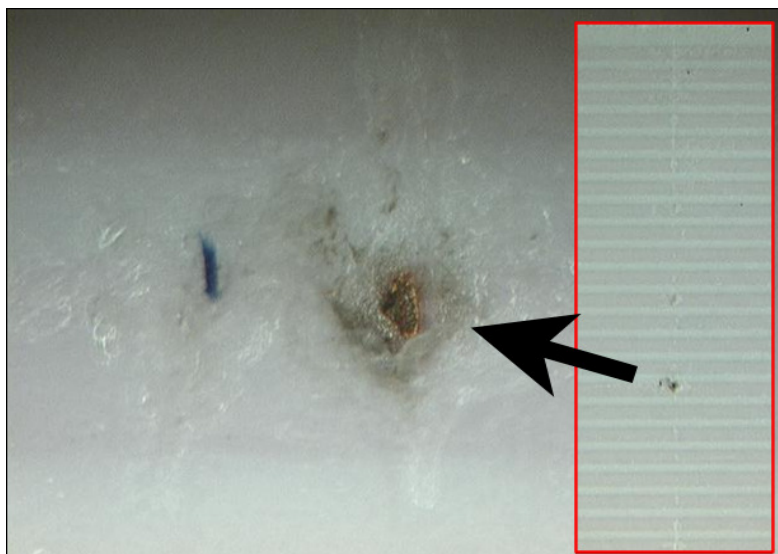
NOTE: This cable originates at the controller card's **J1** header and terminates at the flatbed CCDM. It is where this cable passes through the steel frame of the flatbed where the damage occurs.

Affected serial numbers (SN#s)

In early January 2018, a manufacturing solution was implemented to eliminate this issue. If the MFP is manufactured **after January**, then please **escalate** this issue to your next level of support and **product engineering (PE)**.

To verify the date of manufacture, use the **date code** embedded in the SN#'s **5th**, **6th** and **7th** digits.
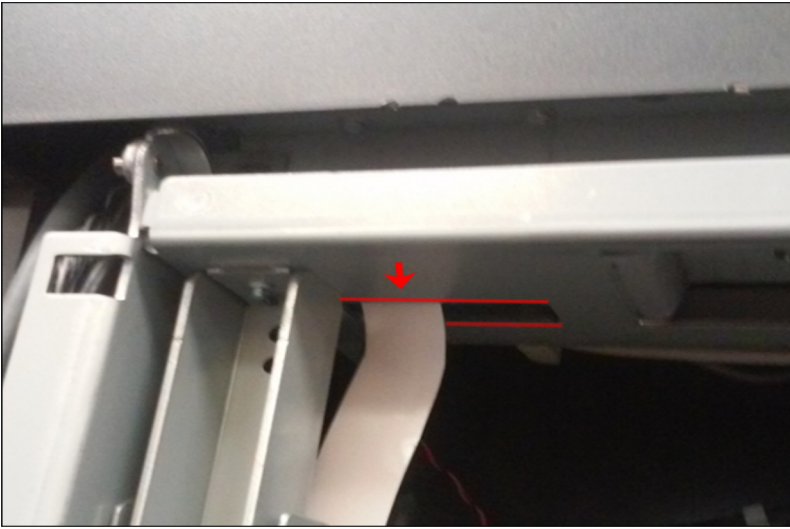
For example, take **SN#** 7564**801**010123.

> **5th** digit = **8 = 2018 (Year)**

6th and **7th** digit **= 01 = January (Month)**

Service action and parts

Apply tape to the affected area of the FFC **or replace** the **FFC**.

Step	Action
1	Remove the **cover** above **door B**.
2	Locate the area of damage; this is where the **scanner's FFC** passes through the **steel frame**.
3	Apply **two layers** of **electrical tape** to the **top edge** of the **frame opening**, specifically **where** the **FFC makes contact** with **frame**.
4	Apply one layer of **tape** on the **FFC** where **cable passes** through the **frame**.
5 Parts	If tape is not an option, or the issue persists, then replace the **FFC**. *PN#:* **41X0274** – **Flat Flex Cable**

Additional information

If necessary, refer to the Service Manual ([CX82x](CX82x)/[CX860](CX860)) for more detailed diagnostic information as well as for FRU removal procedures.