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Locked Up at **Initializing**

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Source of Info:

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Attachments:

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SourceName: **WorkCentre 3315, 3325, Phaser 3320 Tech Eureka**

Applies to: WC 3325 ONLY

Distribution: Xerox Use Only

Fault Codes:

Chains:

Problem:

On bootup, the machine locks up with "**Initializing**" displayed.

Main Control Board and RAM were replaced without any change to the behavior.
Thanks to Kevin Dathe & Jim Hawley for the updates.

Cause:

This can be caused by corruption or a power outage to the machine.

Solution: **Fixed!** **Did not fix.**

Please provide feedback on this record, ONLY if you tried the information contained in the record.

Click on the Thumbs Up if this record helped you.

Click on the Thumbs Down if this record did not help you.

Corrupt / failed Flash Drive (also called USB thumb drive) PL 6.1 item 10 'Hard Drive' (007N01809) on the Main Board.

Note: This is not an Option on WC 3325 ONLY, since it is the memory used for Print & Fax queues.

For WC 3325 Only, this Fault may be recoverable with no parts.

Perform a Full FAT 32 Format on the USB Flash Memory (Hard drive) and reinstall it in the front (outer) USB port on the Main PWB. It will create the partitions and folders/ files needed to utilize the USB (Hard drive) when the machine is powered on. The machine will display "**initializing**" while it is writing to the USB (Hard drive), and the LED on the USB (Hard drive) will flash with activity. Upon completion, the LED on the USB (Hard drive) will stop flashing, and go to a steady on/off cycle. Power cycle the machine, even though "**Initializing**" may still

be displayed.

The information contained in this Eureka Document has been included in the Service Documentation that is now posted to [GSN Library 7387](#).

Keywords: Corrupted, thumbdrive, flashdrive, USB

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