



The New Era for Printing

Technical Service Bulletin	
File number : 2022006	Date: 09/19/2022
Publishing department : Customer Service Department	Page : 1 / 6

How to solve Kernel Error 900 issue

CM2200 CP2200 series

Release Object: Service Center

Maintenance Types :

Cartridge	☐	Installation	☐
Wireless Network	☐	Wired Network	☐
Paper	☐	App	☐
Print	☐	Scan	☐
Fax	☐	Set	☐
Firmware	☒	Others(hardware,etc)	☐

Applicable Model: CM2200,CP2200 series

UPDATING		
VERSION	MODIFIED CONTENTS	DATE
1.0	/	09/11/2021
2.0	Firmware adjust	07/12/2021

Written by : Bill	Verified by : Benson	Approved by : Miracle
Date : 19/09/2022	Date : 19/09/2022	Date : 19/09/2022

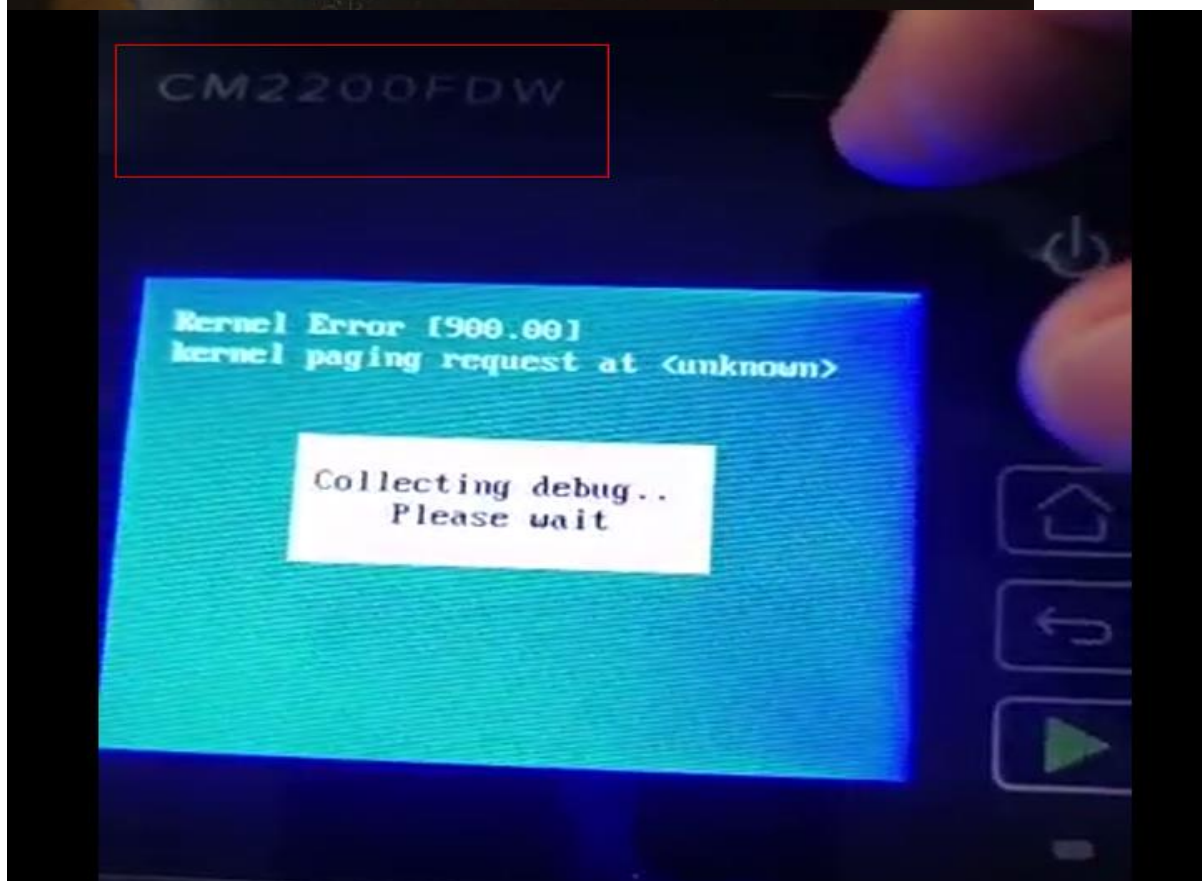
PANTUM

The New Era for Printing

Technical Service Bulletin	
File number : 2022006	Date: 09/19/2022
Publishing department : Customer Service Department	Page : 2 / 6

I. Problem Description

Error message as below



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The New Era for Printing

Technical Service Bulletin	
File number : 2022006	Date: 09/19/2022
Publishing department : Customer Service Department	Page : 3 / 6

II. Causes

- (1) Microsoft WIN 10 system bug

III. Solution

- (1) Update firmware and configuration as follows:

1. Prepare the whole machine to be upgraded, and put the firmware package and configuration file into the specified path (the path can be selected by yourself, which is convenient for uploading firmware)
2. Connect the printer to the computer's wired network (local area network is also OK), then open the computer browser, log in to the IP address displayed on the printer panel, and enter the printer Embedded Web Server interface, as shown below:

Embedded Web Server

Language Guest Log In

Pantum CM2200FDW
IP Address : 169.254.96.26
Contact Name :
Location :

Status : 未就绪
Messages : 更换黑色 碳粉盒 [88.40K] (More...)

Search

Import Configuration Export Configuration

Select Option

- Status
- Settings
- Device
- Print
- Paper
- Copy
- Fax
- E-mail
- FTP
- USB Drive
- Network/Ports
- Security
- Cloud Connector
- Reports
- Shortcuts
- Site Map

Status

Messages

Alerts

Reset Printer

Message	Source
✖ 电子邮件 SMTP服务器未设置。请与系统管理员联系。 [...]	E-mail
✖ 更换黑色 碳粉盒 [88.40K]	Printer

Warnings

Message
⚠ 更换黑色 碳粉盒

Supplies

Black Cartridge	
Cyan Cartridge	
Magenta Cartridge	

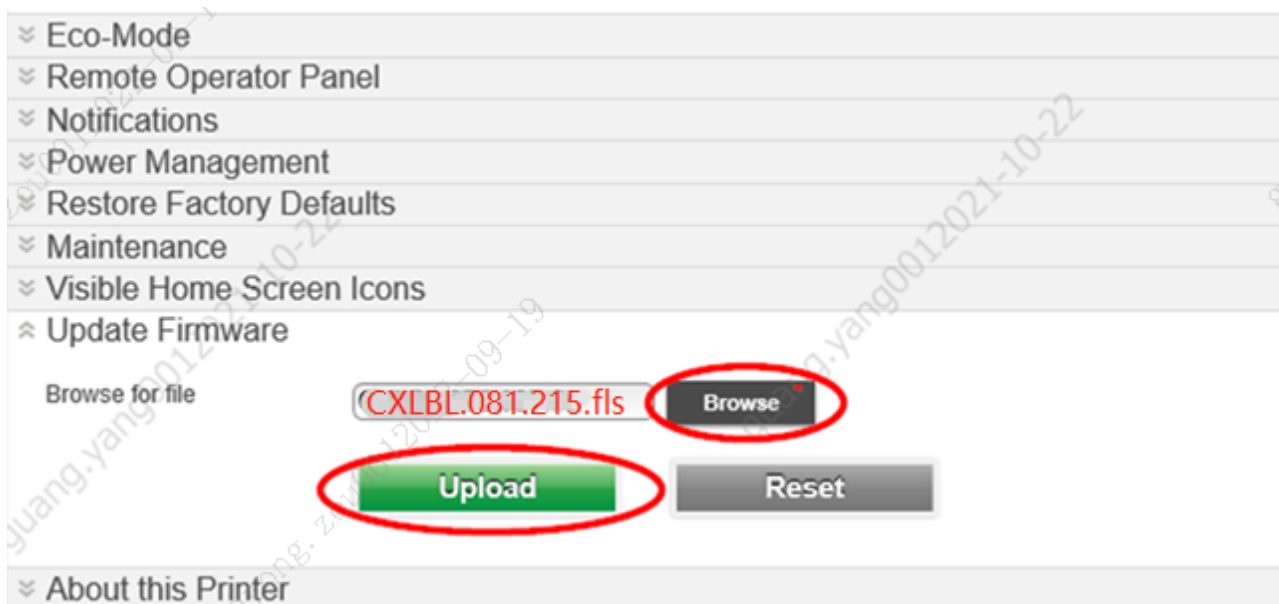
Technical Service Bulletin	
File number : 2022006	Date: 09/19/2022
Publishing department : Customer Service Department	Page : 4 / 6

3. Click "Device" at the option in the above interface to enter the interface below:

The screenshot shows the PANTUM printer's settings interface. On the left, a sidebar titled 'Select Option' lists various settings: Status, Settings (with sub-items: Device, Print, Paper, Copy, Fax, E-mail, FTP, USB Drive, Network/Ports, Security, Cloud Connector, Reports), Shortcuts, and Site Map. The 'Device' option is selected. The main content area is titled 'Device' and contains several sections: 'Preferences' (Display Language: 简体中文, Country/Region: China (PRC), Run Initial Setup: unchecked), 'Keyboard' (Keyboard Type: 简体中文), 'Displayed information' (Display Text 1: IP Address, Display Text 2: Date/Time, Custom Text 1 and 2: empty), 'Date and Time' (22-10-2021 05:17 PM), 'Paper Sizes' (Metric), 'Screen Brightness' (100, Range: 20 - 100 %), 'Flash Drive Access' (Enabled), 'One Page Flatbed Scanning' (unchecked), 'Screen Timeout' (60, Range: 5-300 seconds), and a list of options at the bottom: Eco-Mode, Remote Operator Panel, Notifications, Power Management, Restore Factory Defaults, Maintenance, Visible Home Screen Icons, **Update Firmware** (highlighted with a red box), and About this Printer. 'Save' and 'Reset' buttons are also visible.

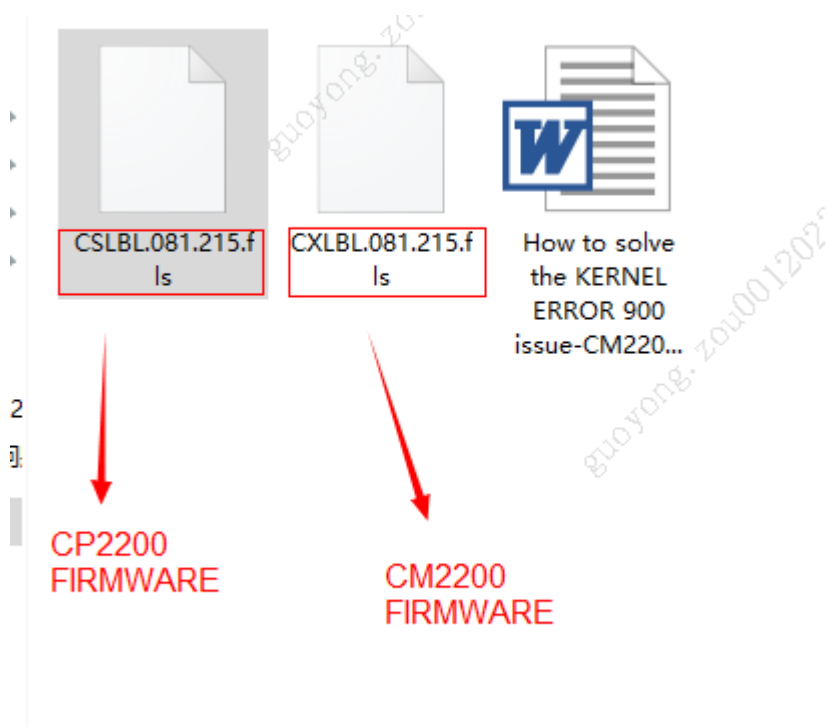
4. Click "Update Firmware" in the figure above, enter the interface of the figure below, select "Browse", select the path of the firmware package and click the green "Upload". At this time, the data firmware will be automatically transferred to the printer, and the printer panel will proceed. Firmware upgrade, the upgrade process lasts about 5 minutes, the printer restarts after the upgrade is completed:

Technical Service Bulletin	
File number : 2022006	Date: 09/19/2022
Publishing department : Customer Service Department	Page : 5 / 6



IV. Remark

The configuration files and firmware versions are distinguished as follows:





The New Era for Printing

Technical Service Bulletin	
File number : 2022006	Date: 09/19/2022
Publishing department : Customer Service Department	Page : 6 / 6

Notice:

1. The printer needs to be connected to a wired network to upgrade
2. This upgrade method is limited to windows Windows10 system environment
3. Do not disconnect the cable, power supply or interrupt the upgrade during the upgrade process
4. Restart the printer after all steps are completed