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Thermal 2 troubleshooting
Release date: 07 Mar 2006

No Image appears on the Plate

Applies To

- Lotem® Quantum
- Trendsetter® NEWS
- Magnus™-family devices

Symptoms

Plates come out of the device totally blank. An error message may or may not appear. This happens when plates are imaged from both the workstation and from a test plot.

Possible Causes and Their Solutions

Identify the possible cause and attempt the suggested solution.

1. **BBS shutter is stuck closed**

   Although this is not a common failure, it is possible for the shutter to be stuck closed. When this happens, the head can beam balance, a plot command can be issued, and no error message is produced. It will appear that everything is working properly, but the plates produced will not have an image.

   Solution: Check that the BBS shutter is opening and closing properly. See the document *Testing the Shutter* for the procedure. If you confirm that the shutter is stuck closed, the head must be replaced. See the flowchart *How to Return a Head* for instructions on replacing a head. Download both procedures from the Thermal 2 Procedures page under Other procedures.

2. **Write laser is disabled**

   This can occur after certain head focus troubleshooting techniques. Check that the write laser is enabled both in the head and in the host.

   Solution: Check that the write laser is enabled. See **Laser Problems** > **Is the laser disabled?** in the following document:
   http://techplanet.creo.com/output/heads/thermal_2/content/troubleshooting/stroke_cal.htm.

3. **Write laser has failed**

   This will produce error `[02317] The laser beam was not detected during initialization` . For details on how to troubleshoot this error, see The laser beam was not detected (error 02317) (available on the Thermal 2 troubleshooting page).

4. **NVS parameters are set incorrectly**

   Verify that the following head parameters have the correct values:

   a. `plotenable` should be set to false

   b. `sysignore laser` should be set to false

   Solution: Check that the write laser is enabled in the head. Refer to the following document for details: http://techplanet.creo.com/output/heads/thermal_2/content/troubleshooting/stroke_cal.htm

5. **Drum speed has changed**

   This can occur if the wrong media type was selected or if the drum speed changes substantially because a media setting was changed or a script was run.

   Solution: Check that you are using the proper media type. Also, confirm that the job being sent by the workstation has the correct media type assigned to it.