HDP 5000 getting error 28 No Film

Symptom

While trying to print from the Fargo HDP5000 Printer, the following error message appears:

Error 28 No Film .

Resolution

This error appears when either the ribbon cartridge or the HDP film cartridge is not installed.

To correct the error, verify that both the ribbon and HDP film cartridge are installed.

Applies To

OnGuard (All versions); Third Party Hardware

Additional Information