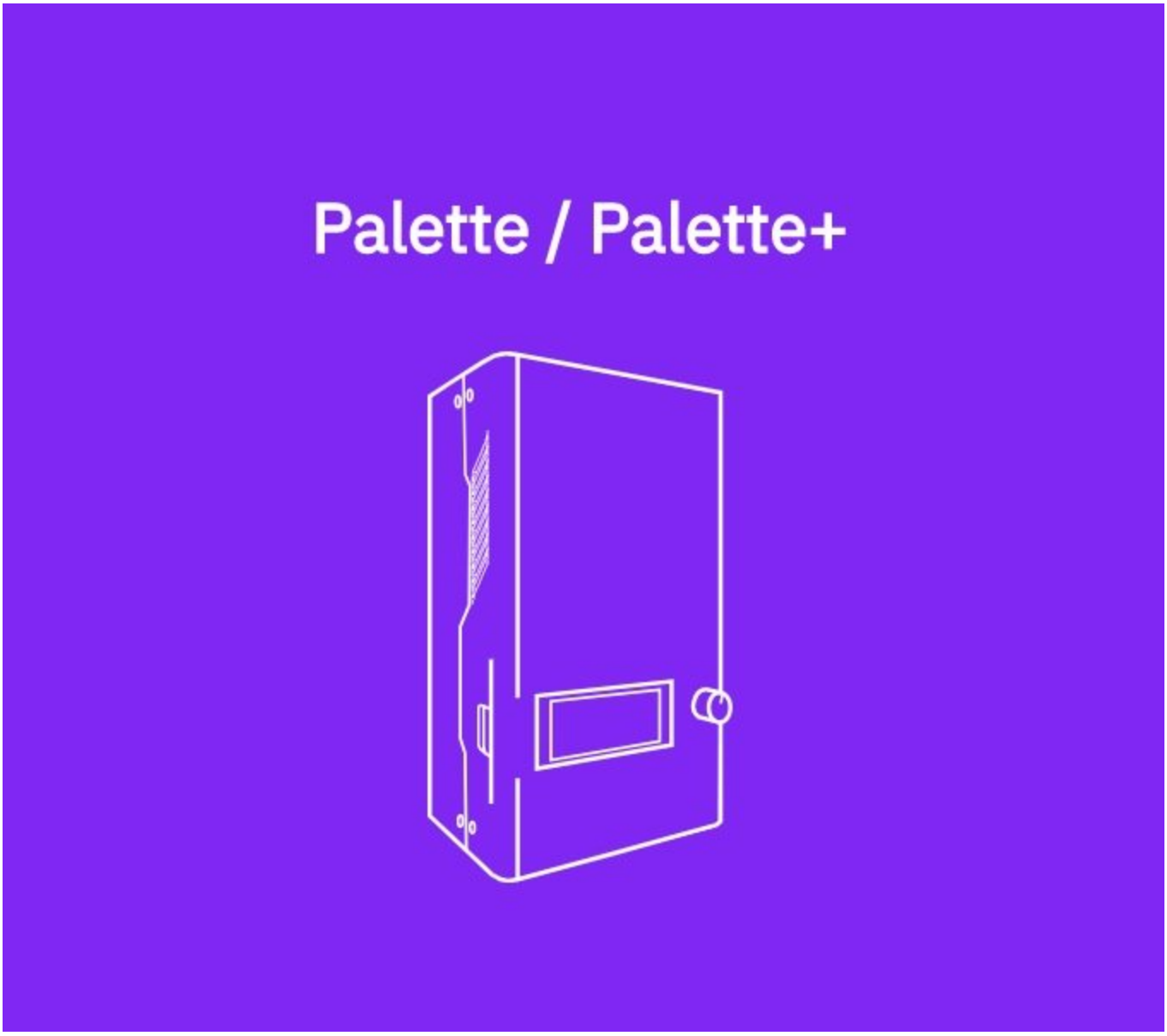
Error 203 - Invalid PPM

This guide will take you through solved error 203 on Palette.

Written By: Mosaic Support

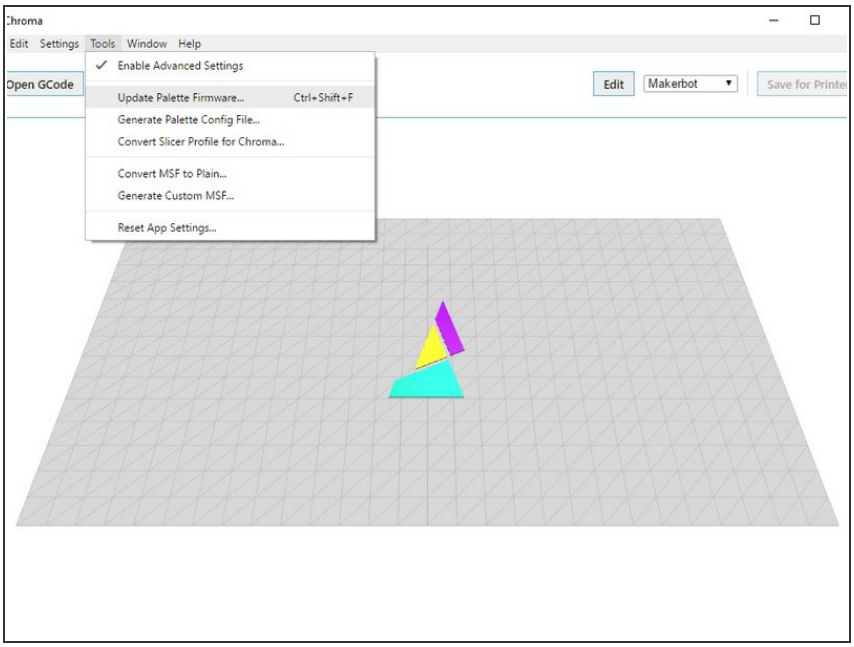


INTRODUCTION

Error 203 means an invalid PPM value which refers to a problem with one of the calibration values that is calculated during the printer calibration step. PPM (pulses per millimeter) tells Palette how much to move each drive to drive 1 mm of filament.

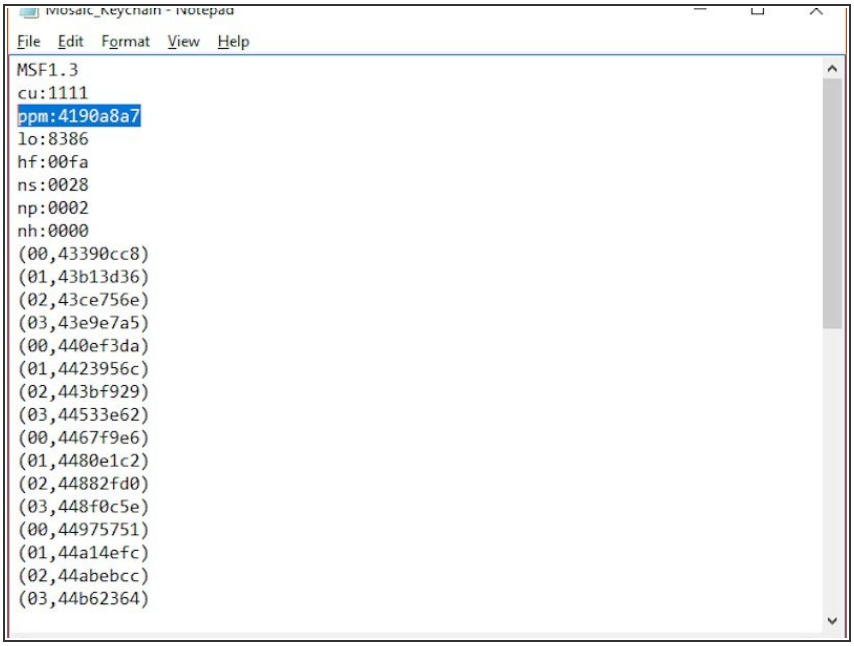
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Step 1 — Update Firmware



- Make sure that you are using the most up-to-date version of Chroma and Palette firmware as older versions may be affecting the PPM values in your files. To check which version of firmware your Palette is using, access "Diagnostics" on Palette's screen.
- To update firmware, open Chroma and you'll find *Tools > Update Palette Firmware*.

Step 2



- Re-calibrate your printer and Palette. The values in your MSF files may be too low, making the value invalid for Palette to read. To check your PPM value, open the MSF file created by Chroma. You'll see the PPM value near the top.

- You can transpose this value on this website, which will convert the hexidecimal value to a decimal value. Please add 0x to the beginning of the hex number (Using this example, 0x4190a8a7). The PPM value should be around 30, so if you find a value which is much lower or higher, it would be best to re-calibrate.

If you have any questions, please contact us at support@mosaicmfg.com.