

# HP LaserJet 9500MFP Firmware Readme

Product Name(s): **HP Color LaserJet 9500mfp**  
Model Number(s): **C8549A**

## **IMPORTANT NOTE:**

“This firmware version installs code signing verification functionality. Firmware signed by HP guarantees the integrity and authenticity of the code; meaning that the firmware was produced by HP (authenticity) and that the firmware has not been altered in any way (integrity). “

**ATTENTION:** Once this firmware has been applied to your printer or multifunction device it **CANNOT BE DOWNGRADED** to a firmware version earlier than **20120213 08.260.1**

**BACKGROUND:** It is important to note that Code Signing Verification functionality has been provided with this version of firmware and will be provided with all future versions of firmware, therefore, the ability to downgrade to a previous version of firmware no longer exists.

This document contains information for the firmware revision **20131017 08.280.1**, designated as CPE 11.2.3 for CLJ9500MFP and any previous versions, if applicable.

## **Description**

What is included in a Remote Firmware Update (RFU)?  
Who needs this firmware?  
Determining the current version level of your firmware

## **Enhancements and Fixes provided with this firmware revision**

Enhancements and Fixes provided with the previous revision/s

## **Installation Instructions**

Updating firmware to a single device  
Using the Embedded Web Server (EWS):  
Using FTP from Internet Explorer:  
For Windows Systems:  
Using FTP:  
For Unix systems:  
For Macintosh systems:  
Using HP Web JetAdmin 7.x or 8.X

## **Expected device messages during an update**

## **Troubleshooting a Firmware Update**

### **System Requirements**

### **Technical Assistance**

Customer Support  
Internet  
Additional Information

### **Legal Statements**

Trademark Notices  
License and Copyright

## **Description**

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This Readme file provides specific installation instructions and other information you should know before you perform a firmware update for your HP LaserJet Series printer or MFP. Installation instructions are provided for Single and Multiple Printer Updates.

This document provides specific update, installation and troubleshooting information. For additional information on the device features, refer to the online user guide found on the Windows Printing System Installer CD-ROM that came with your printer or at [hp.com](http://hp.com).

### **What is included in a Remote Firmware Update (RFU)?**

The HP LaserJet Printer Remote Firmware Update file available from the hp web site contains firmware for the printer, embedded JetDirect (if applicable), HP paper handling accessories used with the device in one convenient download file. When the Remote Firmware Upgrade file is sent to the HP LaserJet Printer or MFP firmware for the engine and all connected accessories are upgraded.

### **Who needs this firmware?**

Similar to Hewlett Packard providing improved software for your HP LaserJet Printer or MFP, Hewlett Packard provides firmware updates for your printer periodically through its supported lifecycle. A firmware update may be necessary if it is determined that you may benefit from the resolution of any issue that is documented below. These updates are available on the HP support web site.

### **Determining the current version level of your firmware**

To determine the current level of firmware installed on the device:

1. Go to the printer's or MFP's control panel.
2. Press the "MENU" button on the control panel.
3. Select the "INFORMATION" selection on the touch screen.
4. Select "PRINT CONFIGURATION PAGE" on touch screen.

On the printed CONFIGURATION page look in the section marked "Device Information" for the firmware date code. The firmware date code will look something like this: **20050908 08.032.9**

## **Enhancements and Fixes provided with this Firmware revision**

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The firmware had to roll due to an HP internal version string change necessary for a development tool change. It contains no other enhancements or fixes.  
FIRMWARE DATECODE: **20131017 08.280.1**

Current firmware revisions included in this firmware bundle:

### **DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
CLJ 9500MFP series printer	Date Code –20131017 08.280.1
2000 sheet input tray (Q1891A)	01.13
Stacker/Stapler (C8085A)	080306
Stacker (C8084A)	100608
8-Bin Mailbox (Q5693A)	050316
Multifunction finisher (C8088B)	041022
Copy Processor Board:	0.208 (2.1)
Scanner Control Board:	MFP301 11
Analog Fax	2.37p
Release Designation	11.2.3 Signed

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## **Enhancements and Fixes provided with Previous Firmware**

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The firmware had to roll due to an HP internal version string change necessary for a development tool change. It contains no other enhancements or fixes.  
FIRMWARE DATECODE: **20130207 08.270.1**

Current firmware revisions included in this firmware bundle:

### **DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
CLJ 9500MFP series printer	Date Code –20130207 08.270.1
2000 sheet input tray (Q1891A)	01.13
Stacker/Stapler (C8085A)	080306
Stacker (C8084A)	100608
8-Bin Mailbox (Q5693A)	050316

Multifunction finisher (C8088B)	041022
Copy Processor Board:	0.208 (2.1)
Scanner Control Board:	MFP301 11
Analog Fax	2.37p
Release Designation	11.2.2 Signed

## **Enhancements and Fixes provided with previous Firmware revision**

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The following new functionality or features are provided by this firmware release: FIRMWARE DATECODE: **20120213 08.260.1**

### **ENHANCEMENT:**

Base MFP:

- No new updates

Embedded Digital Sending:

- No new updates

### **FIXES:**

Base MFP:

- No New Updates

Embedded Digital Sending:

- No new updates

Analog Fax:

- No new updates

*HP Multifunction finisher (C8088B) Firmware Revision: 041022*

-- No Update

*Stapler/Stacker (C8085A) Firmware Revision: 080306*

--- No Update

Stacker (C8084A) Firmware Revision: 061214

-- No Update

8-Bin Mailbox (Q5693A) Firmware Revision: 050316

-- No Update

2000 sheet input tray (Q1891A) Firmware Revision: 01.13

-- No Update

Current firmware revisions included in this firmware bundle:

**DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
CLJ 9500MFP series printer	Date Code –20120213 08.260.1
2000 sheet input tray (Q1891A)	01.13
Stacker/Stapler (C8085A)	080306
Stacker (C8084A)	100608
8-Bin Mailbox (Q5693A)	050316
Multifunction finisher (C8088B)	041022
Copy Processor Board:	0.208 (2.1)
Scanner Control Board:	MFP301 11
Analog Fax	2.37p
HP Fleet Release Designation	CPE 11.2 Signed

## **FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:**

NOTE: ALL IMPROVEMENTS WITH PREVIOUS REVISIONS OF FIRMWARE ARE INCLUDED WITHIN THE MOST CURRENT REVISIONS

## **Enhancements and Fixes provided with this Firmware revision**

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The following new functionality or features are provided by this firmware release: FIRMWARE DATECODE: **20110524 08.251.1**

### **ENHANCEMENT:**

Base MFP:

- The Job Held Timeout feature can now be applied to Stored Jobs in addition to Quick Copy Jobs, and will be available for Oz based devices with this release. The timeout setting will be

applied retroactively to any existing jobs. This feature is available through the EWS and Control Panel for customers who want all Job Data removed on a scheduled basis

Embedded Digital Sending:

- Expanded support for Embedded Send to Network Folder jobs to Microsoft Distributed File System destination directories.

**FIXES:**

Base MFP:

- No New Updates

Embedded Digital Sending:

- Autosend and Embedded Email alert functionality may not work properly on servers where SMTP Authentication is configured.
- Embedded Send to Network Folder jobs could fail for users with passwords containing ISO Latin-1 characters

Analog Fax:

- Now 'Ringer Volume' setting of Receive Fax works properly.

HP Multifunction finisher (C8088B) Firmware Revision: 041022

-- No Update

Stapler/Stacker (C8085A) Firmware Revision: 080306

--- No Update

Stacker (C8084A) Firmware Revision: 061214

-- No Update

8-Bin Mailbox (Q5693A) Firmware Revision: 050316

-- No Update

2000 sheet input tray (Q1891A) Firmware Revision: 01.13

-- No Update

Current firmware revisions included in this firmware bundle:

**DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
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CLJ 9500MFP series printer	Date Code – <b>20110524 08.251.1</b>
2000 sheet input tray (Q1891A)	01.13
Stacker/Stapler (C8085A)	080306
Stacker (C8084A)	100608
8-Bin Mailbox (Q5693A)	050316
Multifunction finisher (C8088B)	041022
Copy Processor Board:	0.208 (2.1)
Scanner Control Board:	MFP301 11
Analog Fax	2.37p
HP Fleet Release Designation	CPE 11.2

## **FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:**

NOTE: ALL IMPROVEMENTS WITH PREVIOUS REVISIONS OF FIRMWARE ARE INCLUDED WITHIN THE MOST CURRENT REVISIONS

The following new functionality or features are provided by this firmware release: FIRMWARE DATECODE: **20110228 08.221.1**

### **ENHANCEMENT:**

Base MFP:

- No New Updates

Embedded Digital Sending:

- No New Updates

### **FIXES:**

Base MFP:

- You may see a PCL-XL error when changing print resolution from 600 to 1200.
- The MFP User Credential form is now viewable for workflows configured in HP MFP Digital Sending Software
- The Secure Erase Mode may be reported incorrectly if no disk is installed

Embedded Digital Sending:

- A 49.00FF error may be seen when performing embedded Send to Network Folder digital send jobs
- Some embedded Send to Network Folder and Send to Email digital send jobs could have corrupted PDF scan output
- The device priority for name resolution transport (DNS or WINS) can be configured for embedded Send to Network Folder
- Excessive DNS traffic may be generated when the SMTP server under Digital Sending -> Email Settings is configured by hostname instead of IP address
- Some embedded Send to Email digital send jobs may fail when configured to use SMTP authentication and custom message body text is specified
- User credentials containing diacritic characters in the password field may not pass properly for embedded Send to Network Folder digital send jobs

Analog Fax:

- No New Updates

HP Multifunction finisher (C8088B) Firmware Revision: 041022

-- No Update

Stapler/Stacker (C8085A) Firmware Revision: 080306

--- No Update

Stacker (C8084A) Firmware Revision: 061214

-- No Update

8-Bin Mailbox (Q5693A) Firmware Revision: 050316

-- No Update

2000 sheet input tray (Q1891A) Firmware Revision: 01.13

-- No Update

Current firmware revisions included in this firmware bundle:

**DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
CLJ 9500MFP series printer	Date Code – <b>20110228 08.221.1</b>
2000 sheet input tray (Q1891A)	01.13
Stacker/Stapler (C8085A)	080306
Stacker (C8084A)	100608
8-Bin Mailbox (Q5693A)	050316
Multifunction finisher (C8088B)	041022
Copy Processor Board:	0.208 (2.1)



Scanner Control Board:	MFP301 11
Analog Fax	2.37p
HP Fleet Release Designation	CPE 11.1

The following new functionality or features are provided by this firmware release: **08.210.6**

FIRMWARE DATECODE: **20101129 08.210.6**

**ENHANCEMENT:**

Base MFP:

- When synchronizing with a network time server, the printer clock now copies the actual time from the server. Previously it only corrected for drift within a small time range.
- The number of user-defined media types is increased from 5 to 20

Embedded Digital Sending:

- The configurable maximum attachment size for embedded send to email has been increased

**FIXES:**

Base MFP:

- You may see a 49.4C02 error when using ALM (Alternate Letterhead Mode)
- Not able to print the correct quantity of copies when using the Private Pin with certain Microsoft Word documents.
- A 49.5F11 error may be seen on the control panel when using the Alternative Letterhead feature
- Some pages will not be included with the print job when using the Alternative Letterhead feature
- A change in the File Erase Mode may not be updated in the EWS without a power cycle

Embedded Digital Sending:

- A 49.4C02 Error may occur when applying a WebJetAdmin configuration template containing Kerberos Authentication settings
- Digital Send jobs could have missing scan pages if a paper jam occurred during the scan

Analog Fax:

- Email notification for Fax jobs initiated with the PC Send Fax Driver would fail with email addresses longer than 32 characters

HP Multifunction finisher (C8088B) Firmware Revision: 041022

-- No Update

Stapler/Stacker (C8085A) Firmware Revision: 080306

--- No Update

Stacker (C8084A) Firmware Revision: 061214

-- No Update

8-Bin Mailbox (Q5693A) Firmware Revision: 050316

-- No Update

2000 sheet input tray (Q1891A) Firmware Revision: 01.13

-- No Update

Current firmware revisions included in this firmware bundle (Version **08.210.6**)

**DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
CLJ 9500MFP series printer	Date Code – <b>20101129 08.210.6</b>
2000 sheet input tray (Q1891A)	01.13
Stacker/Stapler (C8085A)	080306
Stacker (C8084A)	100608
8-Bin Mailbox (Q5693A)	050316
Multifunction finisher (C8088B)	041022
Copy Processor Board:	2004.0917 (2.1)
Scanner Control Board:	MFP301 11
Analog Fax	2.37p
HP Fleet Release Designation	CPE 10.4

The following new functionality or features are provided by this firmware release: **08.190.1**

FIRMWARE DATECODE: **20100903 08.190.1**

**ENHANCEMENT:**

Base MFP:

- Blank Page Suppression is enhanced to include PCL6 (was only PCL5), and also work with duplex printing if both sides a page are blank.
- A feature has been added to the EWS to allow custom settings for tray mapping

Embedded Digital Sending:

- No new updates

**FIXES:**

Base MFP:

- Boot-up hangs may be seen in the 6/C and 6/E process on machines more heavily used. The Event Log may also show a 49.1D34 error.
- ALM (Alternate Letterhead Mode) was not treating user-defined media types as asymmetrical
- Classic tray mode not working correctly
- Media type settings do not hold over a power cycle for non-Letter paper sizes
- After performing restore factory settings the Device Name is not changed to Factory Default

Embedded Digital Sending:

- No new updates

Analog Fax:

- No new updates

*HP Multifunction finisher (C8088B) Firmware Revision: 041022*

-- No Update

*Stapler/Stacker (C8085A) Firmware Revision: 080306*

--- No Update

*Stacker (C8084A) Firmware Revision: 061214*

-- No Update

*8-Bin Mailbox (Q5693A) Firmware Revision: 050316*

-- No Update

*2000 sheet input tray (Q1891A) Firmware Revision: 01.13*

-- No Update

Current firmware revisions included in this firmware bundle (Version **20100903 08.190.1**)

**DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
CLJ 9500MFP series printer	Date Code – <b>20100903 08.190.1</b>
2000 sheet input tray (Q1891A)	01.13
Stacker/Stapler (C8085A)	080306
Stacker (C8084A)	061214
8-Bin Mailbox (Q5693A)	050316
Multifunction finisher (C8088B)	041022
Copy Processor Board:	2004.0916 (2.1)
Scanner Control Board:	MFP301 11
Analog Fax	2.37p
HP Fleet Release Designation	CPE 10.3

The following new functionality or features are provided by this firmware release: **08.170.9**

FIRMWARE DATECODE: **20100520 08.170.9**

**ENHANCEMENT:**

Base MFP:

- The EWS Security tab now has a checkbox to require the EWS password to see the EWS Information page

Embedded Digital Sending:

- No new updates

**FIXES:**

Base MFP:

- If an Attention message (Paper Out, Door Open, etc.) appears while in a control panel screen from a third-party application the message cannot be recalled.
- "Genuine HP Supplies" messages may force users to start over with control panel input
- Possible 49.5001 errors with DSMP network traffic

Embedded Digital Sending:

- MFP DNS behavior could cause the email icon to disappear from the control panel of the device
- In embedded send to network folder configuration, the field length for the destination directory was limited to 63 characters
- The username field for Kerberos authentication has been expanded to allow a maximum of 64 characters

Analog Fax:

- No new updates

HP Multifunction finisher (C8088B) Firmware Revision: 041022

-- No Update

Stapler/Stacker (C8085A) Firmware Revision: 080306

--- No Update

Stacker (C8084A) Firmware Revision: 061214

-- No Update

8-Bin Mailbox (Q5693A) Firmware Revision: 050316

-- No Update

2000 sheet input tray (Q1891A) Firmware Revision: 01.13

-- No Update

Current firmware revisions included in this firmware bundle (Version **20100520 08.170.9**)

**DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
CLJ 9500MFP series printer	Date Code – <b>20100520 08.170.9</b>
2000 sheet input tray (Q1891A)	01.13
Stacker/Stapler (C8085A)	080306
Stacker (C8084A)	061214
8-Bin Mailbox (Q5693A)	050316
Multifunction finisher (C8088B)	041022
Copy Processor Board:	2004.0916 (2.1)
Scanner Control Board:	MFP301 11
Analog Fax	2.37p
HP Fleet Release Designation	CPE 10.2

The following new functionality or features are provided by this firmware release: **08.160.8**

FIRMWARE DATECODE: **20100219 08.160.8**

#### **ENHANCEMENT:**

##### Base MFP:

HP has implemented a new method of page counting (known as Print Usage Tracker), which can be enabled if desired. The administrator or owner of the product has the option either to enable the new counting method or to do nothing. If the new counting method is enabled the device **cannot return to the previous counting method**. It is important to understand this. If the feature is not enabled, nothing will change on the device and it will continue to count pages the same as it originally did from the factory.

- **Background:** Current page counting methods were designed to enable efficient service and support. The Print Usage Tracker feature implements new page counting methods which are more aligned with today's job accounting needs.

**Additional information:** For more information about the Print Usage Tracker feature, visit, [www.hp.com/go/support](http://www.hp.com/go/support). To navigate to the support web page for your product, on the SUPPORT AND DRIVERS page, type the product name of your device (for example, HP Color LaserJet CM3530 MFP or model number CC520A) in the "See support and troubleshooting information" section. Once you have located your support page search for "Print Usage Tracker". Additional information may also be obtained by contacting your regions HP Customer Support Center. This information can be located in the "Use" manual that came with your product documentation or on the CD-ROM.

**How to enable the feature:** If desired, use the following steps to enable the new page counting method (known as Print Usage Tracker) via the product's Embedded Web Server.

1. Update your device firmware to this release or greater.
2. Once this is done the Print Usage Tracker acceptance and activation screen will be available from the product's Embedded Web Server (EWS) at the following location: EWS >> Settings >> Security >> Device Security Settings >> Print Usage Tracker
3. Review the acceptance screen so that the changes are understood and you are comfortable with how the changes may or may not affect your HP device or product use model.

4. If you are comfortable with the acceptance statements and the new counting functionality, choose to enable the feature. As stated previously it is very important to understand that once enabled the device cannot return to the previous counting method.
  - a. Select "I Accept"
  - b. Select "Enable the Print Usage Tracker feature on this device"
  - c. Press "Apply"

NOTE: Currently this functionality can only be enabled through the product's Embedded Web Server (EWS). In the future, HP will provide the ability to enable this functionality through HP's Device management software called HP WebJet Admin. The WebJet Admin support pages can be accessed using the following URL: [www.hp.com/go/webjetadmin](http://www.hp.com/go/webjetadmin)

Embedded Digital Sending:

- No new updates

**FIXES:**

Base MFP:

- A 49.4c06 may be displayed on the control panel when printing certain files from Excel that contain non-printable characters
- Possible 49 error when using PCL5 macros (more likely with USB mass storage device connected).
- You may see a 49.4C02 or 49.4C06 error when printing with the PCL5 driver due to a font management issue.

Embedded Digital Sending:

- No new updates

Analog Fax:

- No new updates

*HP Multifunction finisher (C8088B) Firmware Revision: 041022*

-- No Update

*Stapler/Stacker (C8085A) Firmware Revision: 080306*

--- No Update

*Stacker (C8084A) Firmware Revision: 061214*

-- No Update

*8-Bin Mailbox (Q5693A) Firmware Revision: 050316*

-- No Update

2000 sheet input tray (Q1891A) Firmware Revision: 01.13

-- No Update

Current firmware revisions included in this firmware bundle (Version **20100219 08.160.8**)

**DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
CLJ 9500MFP series printer	Date Code – 20100219 08.160.8
2000 sheet input tray (Q1891A)	01.13
Stacker/Stapler (C8085A)	080306
Stacker (C8084A)	061214
8-Bin Mailbox (Q5693A)	050316
Multifunction finisher (C8088B)	041022
Copy Processor Board:	2004.0916 (2.1)
Scanner Control Board:	MFP301 11
Analog Fax	2.37p

The following new functionality or features are provided by this firmware release: **08.150.3**

FIRMWARE DATECODE: **20091020 08.150.3**

**ENHANCEMENT:**

Base MFP:

- You may see some Improvements to authentication performance.

Embedded Digital Sending:

- No new updates

**FIXES:**

Base MFP:

- You may see a 49.4C02 when printing and using the Papyrus font from the Macintosh.



- MFP print speeds would slow down in some environments when LDAP addressing is configured

Embedded Digital Sending:

- No new updates

Analog Fax:

- No new updates

HP Multifunction finisher (C8088B) Firmware Revision: 041022

-- No Update

Stapler/Stacker (C8085A) Firmware Revision: 080306

--- No Update

Stacker (C8084A) Firmware Revision: 061214

-- No Update

8-Bin Mailbox (Q5693A) Firmware Revision: 050316

-- No Update

2000 sheet input tray (Q1891A) Firmware Revision: 01.13

-- No Update

Current firmware revisions included in this firmware bundle (Version **20091020 08.150.3**)

**DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
CLJ 9500MFP series printer	Date Code – 20091020 08.150.3
2000 sheet input tray (Q1891A)	01.13
Stacker/Stapler (C8085A)	080306
Stacker (C8084A)	061214
8-Bin Mailbox (Q5693A)	050316
Multifunction finisher (C8088B)	041022
Copy Processor Board:	0.206 (2.1)
Scanner Control Board:	MFP301 11
Analog Fax	2.37p

The following new functionality or features are provided by this firmware release: **08.141.3**

FIRMWARE DATECODE: **20090908 08.141.3**

#### **ENHANCEMENT:**

##### Base MFP:

- The Wake-Up schedule can now be set with Sleep Mode disabled
- The Asset Field found in the products EWS (Embedded Web Server) which is used for assigning Asset numbers to a device has been changed to allow support for more characters.

##### Embedded Digital Sending:

- No new updates

#### **FIXES:**

##### Base MFP:

- Switching between languages may cause certain settings to reset/change back to their factory settings.
- A 49.4C02 may be seen on the control panel when printing large PostScript Files.
- Some PostScript files generated from SAP applications may print barcodes incorrectly.

##### Embedded Digital Sending:

- LDAP authentication (Simple or Simple over SSL) could fail with an insufficient privileges error in some configurations
- A 49.4C02 error may be seen when "Disable Reverse DNS Lookups" is selected under Settings -> Kerberos Authentication -> Advanced
- There is now the option to specify a primary and backup LDAP server under Settings -> Kerberos authentication. This feature reduces authentication failures related to hostname resolution issues during the LDAP portion of the authentication cycle
- Embedded send to network folder digital send jobs would fail when NTLMv2 is selected as the password encryption method
- The digital send log would incorrectly designate some failed digital send jobs as successful
- A 49.00FF error could be generated after an abnormal communication break between the MFP and its configured DSS server
- Embedded send to network folder digital send jobs may fail to create XML metadata files
- Embedded send to network folder digital send jobs may generate metadata files with truncated output
- A 49.4C02 error may be seen when configuring Kerberos authentication through HP MFP Digital Sending Software
- A 49.4C02 error may be seen when trying to login after a power cycle or firmware update when the MFP is configured for sign in at home screen
- Copy jobs are able to be performed without signing in when MFP is configured for Kerberos authentication
- Kerberos Authentication may be successful in the user interface when incorrect credentials are specified in the MFP Embedded Web Server

Analog Fax:

- A full fax activity log may result in Modem Fail (82) or Modem Fail (84) messages
- Possible Job Fail (0), compression errors or fax corruption with fax firmware versions 2.36v and 2.37m
- Stored Fax does not print after performing Restore Factory Settings
- In rare cases a No Fax Detected message may occur when a fax machine is at the other end.
- When sending a fax, a No Dial Tone occurrence does not result in an automatic retry
- Possible 49.00FF or 49.4C02 errors when using stored faxes
- A "Remote Abort" message is added to notify users the remote fax disconnected.
- Results column may be truncated in Fax Activity log when set to Verbose

HP Multifunction finisher (C8088B) Firmware Revision: 041022

-- No Update

Stapler/Stacker (C8085A) Firmware Revision: 080306

--- No Update

Stacker (C8084A) Firmware Revision: 061214

-- No Update

8-Bin Mailbox (Q5693A) Firmware Revision: 050316

-- No Update

2000 sheet input tray (Q1891A) Firmware Revision: 01.13

-- No Update

Current firmware revisions included in this firmware bundle (Version **20090908 08.141.3**)

**DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
CLJ 9500MFP series printer	Date Code – 20090908 08.141.3
2000 sheet input tray (Q1891A)	01.13
Stacker/Stapler (C8085A)	080306
Stacker (C8084A)	061214
8-Bin Mailbox (Q5693A)	050316
Multifunction finisher (C8088B)	041022
Copy Processor Board:	0.206 (2.1)
Scanner Control Board:	MFP301 11

The following new functionality or features are provided by this firmware release: **08.131.3**

FIRMWARE DATECODE: **20090604 08.131.3**

#### **ENHANCEMENT:**

Base MFP:

- No new updates

Embedded Digital Sending:

- No new updates

#### **FIXES:**

Base MFP:

- When selecting to print all stored jobs from the front control panel you may see a longer than expected delay between stored jobs. With this new behavior you will no longer see a delay between files as long as the job attributes are the same.
- When printing a personal job without a PIN number the job will print N-1 based on the number of copies selected in the print driver for the job. For example: If 10 copies were selected in the driver only 9 copies will print.
- Alternative Letterhead mode will not function correctly when a tray selection is made using a tray selection command instead of a paper type selection command
- Issues may be seen using the Alternative Letterhead feature.
- When "Disable Reverse DNS Lookups" is enabled under Settings -> Kerberos Authentication -> Advanced, the MFP could experience a 49.4C02 error
- A potential for the Kerberos configuration on the MFP to become corrupt could generate a 49.4C02 error on the MFP
- A scanning hang may occur when sleep mode on the printer is turned off, sleep schedule is turned on and printer wakes up at the scheduled time.

Embedded Digital Sending:

- Some Embedded Send to Network Folder jobs would result in corrupt PDF output in the destination directory
- The configured time server set under Settings -> Date & Time -> Clock Drift Correction would intermittently change from the configured setting.

Analog Fax:

- Possible 49.4C02 and 49.4C06 errors when using the fax address book
- Fax Thumbnails may be missing from the fax report.
- Fax shrinkage in some situations
- Improve fax receiving success rate in ECM mode

- Disable V.34 Menu Item is removed because V.34 is automatically enabled or disabled.
- Maximum Baud Rate can now be selected separately for send and receive
- Possible 49.6A1C errors when receiving faxes
- Stored faxes may not be completely deleted after printing. This can result in some faxes being reprinted.
- Possible 49.4C01, 49.4CF0 and 49.5001 errors
- A new "Remote Abort" fax error message is added to indicate the other party aborted a send or receive operation
- An erroneous "No Fax Detected" message may appear on the control panel

HP Multifunction finisher (C8088B) Firmware Revision: 041022

-- No Update

Stapler/Stacker (C8085A) Firmware Revision: 080306

--- No Update

Stacker (C8084A) Firmware Revision: 061214

-- No Update

8-Bin Mailbox (Q5693A) Firmware Revision: 050316

-- No Update

2000 sheet input tray (Q1891A) Firmware Revision: 01.13

-- No Update

Current firmware revisions included in this firmware bundle (Version **20090604 08.131.3**)

**DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
CLJ 9500MFP series printer	Date Code – 20090604 08.131.3
2000 sheet input tray (Q1891A)	01.13
Stacker/Stapler (C8085A)	080306
Stacker (C8084A)	061214
8-Bin Mailbox (Q5693A)	050316
Multifunction finisher (C8088B)	041022
Copy Processor Board:	0.206 (2.1)
Scanner Control Board:	MFP301 11
Analog Fax	2.37m

The following new functionality or features are provided by this firmware release: **08.120.9**

FIRMWARE DATECODE: **20081205 08.120.9**

**ENHANCEMENT:**

Base MFP:

- No new updates

Embedded Digital Sending:

- Kerberos Authentication now supports the ability to specify multiple Kerberos domains

**FIXES:**

Base MFP:

- No new updates

Embedded Digital Sending:

- No new updates

Analog Fax:

- Canceling a fax job may take longer than expected when canceling job from the front control panel.
- Job Fail or Communication Errors may be generated with some received faxes.
- The control panel may improperly display an error message during fax jobs.
- Received fax jobs may generate a 49.4C02 or 49.4C06 error.

*HP Multifunction finisher (C8088B) Firmware Revision: 041022*

-- No Update

*Stapler/Stacker (C8085A) Firmware Revision: 080306*

--- No Update

*Stacker (C8084A) Firmware Revision: 061214*

-- No Update

8-Bin Mailbox (Q5693A) Firmware Revision: 050316

-- No Update

2000 sheet input tray (Q1891A) Firmware Revision: 01.13

-- No Update

Current firmware revisions included in this firmware bundle (Version **20081205 08.120.9**)

**DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
<b>CLJ 9500MFP series printer</b>	<b>Date Code – 20081205 08.120.9</b>
<b>2000 sheet input tray (Q1891A)</b>	<b>01.13</b>
<b>Stacker/Stapler (C8085A)</b>	<b>080306</b>
<b>Stacker (C8084A)</b>	<b>061214</b>
<b>8-Bin Mailbox (Q5693A)</b>	<b>050316</b>
<b>Multifunction finisher (C8088B)</b>	<b>041022</b>
<b>Copy Processor Board:</b>	<b>0.206 (2.1)</b>
<b>Scanner Control Board:</b>	<b>MFP301 11</b>
<b>Analog Fax</b>	<b>2.36v</b>

The following new functionality or features are provided by this firmware release: **08.110.9**

FIRMWARE DATECODE: **20080724 08.110.9**

**ENHANCEMENT:**

Base MFP:

Embedded Digital Sending:

- Send to FTP can now be configured to add a timestamp to the destination file name.

**FIXES:**

Base MFP:

- Toner status alert may contain erroneous characters in Japanese localization.

Embedded Digital Sending:

- Under rare circumstances a user may not be able to initiate a send to FTP job if one is already in progress.

Analog Fax:

- No Answer or ModemFail(0) can be caused by incoming ring just before dialing another fax number.
- It may take 45-90 minutes to receive one page fax before the job errors out.
- A fax log corruption may cause a 49.4C01 error.
- You may see ModemFail, CommunicationError and PageFail error codes in the error report.
- FW may fail to upgrade to the correct Modem FW version when using the upgrade methods of WebJet Admin or FTP.

HP Multifunction finisher (C8088B) Firmware Revision: 041022

-- No Update

Stapler/Stacker (C8085A) Firmware Revision: 080306

--- No Update

Stacker (C8084A) Firmware Revision: 061214

-- No Update

8-Bin Mailbox (Q5693A) Firmware Revision: 050316

-- No Update

2000 sheet input tray (Q1891A) Firmware Revision: 01.13

-- No Update

Current firmware revisions included in this firmware bundle (Version **20080724 08.110.9**)

**DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
<b>CLJ 9500MFP series printer</b>	<b>Date Code – 20080724 08.110.9</b>
<b>2000 sheet input tray (Q1891A)</b>	<b>01.13</b>
<b>Stacker/Stapler (C8085A)</b>	<b>080306</b>



<b>Stacker (C8084A)</b>	<b>061214</b>
<b>8-Bin Mailbox (Q5693A)</b>	<b>050316</b>
<b>Multifunction finisher (C8088B)</b>	<b>041022</b>
<b>Copy Processor Board:</b>	<b>0.206 (2.1)</b>
<b>Scanner Control Board:</b>	<b>MFP301 11</b>
<b>Analog Fax</b>	<b>2.36k</b>

The following new functionality or features are provided by this firmware release: **08.101.9**

FIRMWARE DATECODE: **20080403 08.101.9**

**ENHANCEMENT:**

Base MFP:

Embedded Digital Sending:

- Embedded Send to Network Folder has added support for Distributed File System (DFS) folder destinations

**FIXES:**

Base MFP:

- Disk initialization does not properly clear authentication assignments
- Common Access Card authentication added. NOTE: Version 1.21 of the CAC Authentication Agent is required.
- Kerberos authentication fails when public credentials are used and Simple is configured as the LDAP server bind method
- You may see a 49.4CF0 when printing certain types of PDF files.
- "Warming Up" improperly localized in Russian
- You may see a 49.4C02 error when posting status messages from Chai SOE concurrently.
- SMTP server can't be configured by hostname from WJA
- The user can now choose an alternative keyboard layout when using the keyboard that is presented with any feature that use one. The icon that allows this selection can be enabled from the following HP Easy Select Control Panel Menu: Administration>Device Behavior>Keyboard Layout Button
- Use Defaults button in EWS Custom DST settings does not work.
- The column name "Severity" is missing in the digital send log page of the embedded web server

Embedded Digital Sending:

- MFPs could generate truncated Send to FTP output
- MFPs could pass credentials multiple times when performing send to network folder
- SMTP server could be configured with a port number of 0 for Embedded Send to Email

Analog Fax:

- Speed Dial number missing from printed Speed Dial list
- Fax printing schedule does not handle 12:00 AM/PM correctly.
- Fax does not fall back to v.17 correctly, resulting in increased fax failures.  
Retry after fax error increased from 15 seconds to 60 seconds
- Internal Fax revision number missing from EWS Configuration page
- Fax report headers may overlap
- Fax T30 reports may never delete from hard disk
- Number of pages added to fax notification (printed and/or email)
- Some fax control panel menus are not localized
- 13 Members allowed in Fax Speed Dial. Correct limit is 12 Members.

HP Multifunction finisher (C8088B) Firmware Revision: 041022

-- No Update

Stapler/Stacker (C8085A) Firmware Revision: 080306

-- Updated to help with second page not stapling.

Stacker (C8084A) Firmware Revision: 061214

-- No Update

8-Bin Mailbox (Q5693A) Firmware Revision: 050316

-- No Update

2000 sheet input tray (Q1891A) Firmware Revision: 0113

-- No Update

Current firmware revisions included in this firmware bundle (Version **20080403 08.101.9**)

**DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
<b>CLJ 9500MFP series printer</b>	<b>Date Code – 20080403 08.101.9</b>
<b>2000 sheet input tray (Q1891A)</b>	<b>0113</b>

<b>Stacker/Stapler (C8085A)</b>	<b>080306</b>
<b>Stacker (C8084A)</b>	<b>061214</b>
<b>8-Bin Mailbox (Q5693A)</b>	<b>050316</b>
<b>Multifunction finisher (C8088B)</b>	<b>041022</b>
<b>Copy Processor Board:</b>	<b>0.206 (2.1)</b>
<b>Scanner Control Board:</b>	<b>MFP301 11</b>
<b>Analog Fax</b>	<b>2.36i</b>

The following new functionality or features are provided by this firmware release: **08.091.3**

FIRMWARE DATECODE: **20070925 08.091.3**

**Note:**

This release includes the ability to automatically adjust for daylight saving time. HP strongly recommends this be configured via the EWS (Embedded Web Server) or WebJetadmin (it is not possible to verify all DST settings via the control panel or menu map). Selecting your time zone will automatically set the appropriate start and end dates for daylight saving time. After configuration, settings can be verified from the EWS as follows:

- Select the Settings tab from the top of the EWS (password may be required)
- Select Date and Time from the left side of the Settings Page
- Select Advanced
- Select Start Date/End Date
- Verify the Start Date, End Date, and DST Offset settings are correct for your time zone

Accessing the EWS:

- Open your web browser
- In the Address or Go To field, type the Internet Protocol (IP) address that is assigned to the product (for example, <http://192.168.1.1>) or the host name (for example, NPI474283 )

If the Information tab is the only one at the top of the page, your administrator has restricted access by setting an EWS password

**ENHANCEMENT:**

Base MFP:

- Enabled the ability to logon with UserPrincipalName without specifying a domain.

- Expand Kerberos username field limited to accommodate long UserPrincipalName entries.
- Allow the keyboard language/layout to be selected independently from MFP Language. The new menu item is 'Keyboard Layout' in the Device Behavior for M- series products and Systems Setup for non-M-series products. A new keyboard layout option of Swiss/French (QWERTZ) is also added.

#### Embedded Digital Sending:

- Embedded Send to Folder can now use DNS or WINS

#### **FIXES:**

##### Base MFP:

- A 49.4C02 error may be presented on the control panel when printing with host print / VPS print jobs
- A 49.4C04 error may be presented on the control panel when printing certain PDF files.
- A 49.4c27 may error if a hard key is pressed quickly after confirming authentication credentials.
- The firmware release 08.081.5 added the ability to automatic adjust the clock for daylight saving time. With that release, if the MFP is turned off for the entire duration of the time change (turned off before 2:00 AM, and on after 3:00 AM in the U.S.) the clock will not adjust.
- Time Zone control panel menu is English-only
- Time zone information prints outside the margins in the menu map
- You may receive an error while trying to delete an email distribution list which has long entries.
- Excessive DNS traffic when resolving LDAP, SMTP, and KDC server IP addresses may cause the MFP to become slow or unresponsive
- Incorrect localization of time zone names in the EWS
- The Date/Time and Time Zone wizards no longer appear after a firmware upgrade, or with new units. This allows complete remote management. Users must remember to set the date, time, time zone, and DST behavior to insure correct time settings.
- You may see a 49.4C02 error while printing certain files from the Macintosh PS driver.
- Unable to print using the Print option within the EWS
- When copying 11x17" (ledger), 2-sided, multiple pages from the ADF, end user cannot choose the option to staple.

#### Embedded Digital Sending:

- Digital Send client application may hang when you press the RESET or STOP buttons after initiating a scan.
- Embedded Send to Folder meta data files contain no carriage returns.
- An Embedded Send to Network Folder Job may fail when sending across different subnets.
- When sending an email, the time on the attached image's header will be ahead by one hour of when the email is sent.
- Setting the Compression Mode does not have any effect for Scan to Local Folder jobs.

#### Analog Fax:

- Receiving fax will fail if the TSI (Transmitting Subscriber Identification) contains a multi-byte character (e.g. Asian character). The error message is typically "Communication Error (2)".
- The date stamp on received faxes prints improperly when the device is set to Chinese, Japanese, Korean and Russian language.

HP Multifunction finisher (C8088B) Firmware Revision: 041022

-- No Update

Stapler/Stacker (C8085A) Firmware Revision: 070115

-- No Update

Stacker (C8084A) Firmware Revision: 061214

-- No Update

8-Bin Mailbox (Q5693A) Firmware Revision: 050316

-- No Update

2000 sheet input tray (Q1891A) Firmware Revision: 0113

-- No Update

Current firmware revisions included in this firmware bundle (Version **20070925 08.091.3**)

**DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
<b>CLJ 9500MFP series printer</b>	<b>Date Code – 20070925 08.091.3</b>
<b>2000 sheet input tray (Q1891A)</b>	<b>0113</b>
<b>Stacker/Stapler (C8085A)</b>	<b>070115</b>
<b>Stacker (C8084A)</b>	<b>061214</b>
<b>8-Bin Mailbox (Q5693A)</b>	<b>050316</b>
<b>Multifunction finisher (C8088B)</b>	<b>041022</b>
<b>Copy Processor Board:</b>	<b>0.206 (2.1)</b>
<b>Scanner Control Board:</b>	<b>MFP301 11</b>
<b>Analog Fax</b>	<b>2.36b</b>

The following new functionality or features are provided by this firmware release: **08.081.5**

FIRMWARE DATECODE: **20070609 08.081.5**

**Notes:**

- This firmware release has a new feature to automatically adjust for Daylight Saving Time. After installation of the firmware, the MFP may have a control panel screen prompt for time zone or date and time. These screens will remain on the MFP until action is taken by a user. While the prompts are displayed, the MFP will accept print and fax jobs, but will not print them until after the user responds to the prompt.
- There are isolated conditions where the time zone and Daylight Saving Time adjustment appear to be configured, but are not. Correct configuration can be verified in the EWS by going to the Start and End Date page in the EWS. A device that is not configured will have a "0" in the DST Offset field, and incorrect dates for Start Date and Stop Date. Navigate to the Start and End Date page of the EWS as follows:  
[Settings]/[Date and Time]/[Advanced]/[Start Date / End Date]

**ENHANCEMENT:**

## Base MFP:

- Automatic Daylight Saving Time adjustment added.
- Added Alternate Letterhead mode to MFP firmware. This feature should only be used when the driver does not support the functionality. Selecting the feature in both the driver and MFP will produce unexpected results. NOTE: This release may fail (49 error) when using this feature with A5, B5, and Executive paper sizes. A fix will be available in the next release.

## Embedded Digital Sending:

- Allows Embedded send-to-folder to be configured such that user directories can be locked down, limiting access to the user that owns the directory.
- Added support for e-mail PDL's and fax speed dials to Simple Device Address Book.
- When "Use address book entries only" is selected in the Embedded send-to-email configuration, end users will now be prevented from adding entries to the local address book. This enables administrators to further restrict send-to-email destinations.

**FIXES:**

## Base MFP:

- You may see a 20 Insufficient Memory error when printing certain PDF files with the postscript driver.
- Time stamp information missing from the device event log.
- Unable to output to stacker when calling a user-defined media type.
- MFP will roll to a different NTP server when configured by hostname if named server is not available.
- The devices Embedded Web Server's Security page is not localized correctly for UTF-8 languages.
- Event log may show values above 59 seconds instead of rolling to minutes.
- Homescreen image may be missing from the EWS Authentication Manager Help when viewed through a Mozilla Firefox web browser.
- If cartridge is changed while MFP is in power save, the new cartridge may not be recognized until after a power cycle.
- Time server IP address lost on FW upgrade
- Default Sleep Delay changed from 90 to 45 minutes

## Embedded Digital Sending:

- 3rd party solutions developed using Simple Document Capture (SDC) will now work correctly when the device is added to the Digital Sending Software (DSS).

- Long email addresses are truncated when they are added to the local address book. The limit is now extended to 64 characters.
- Blank passwords not allowed for Embedded LDAP Authentication.
- Possible 49.4c02 error while using Embedded send-to-folder.
- Device improperly wakes from sleep mode if either the sleep delay timeout is triggered or if the Sleep button is pressed.
- Embedded LDAP over SSL Authentication does not work in Windows 2000 and Windows 2003 environments.
- Setting "Allow Use of Digital Send Service" to OFF clears default Subject for send to email.

#### Analog Fax:

- Fax volume control for receiving faxes is same audible level when switching between high and low.
- No support for localized characters in the COMPANY NAME field of the FAX HEADER in the EWS (only ASCII characters 32 to 127)
- When receiving faxes on a device set to French language, the name of the month in the fax header may appear incorrectly.
- Unable to enter Alt or Shift+Alt characters in Company Name field when Devices Language is set to Czech.
- Faxes received in ultra-fine (400 dpi) quality may fail with an error or print out distorted.
- The Fax Call Report may print twice if a received fax fails with certain errors.
- The MFP may display a 49.4c2f service error when receiving a fax.
- Stored faxes may not print at the scheduled time if the MFP is rebooted after they are received (and stored).
- When sending a fax to several destinations and some of the numbers fail with a "no answer", some of the numbers that were successful may not show in the Fax Activity Log.
- In some circumstances the "notify" and "one touch" section of the fax screen may not localize properly when the device language is changed.
- The time stamp on the Fax Call Report may be unreadable when the device is set to Russian
- The status message in fax email notifications may appear incorrectly when the device is set to French language.

#### HP Multifunction finisher (C8088B) Firmware Revision: 041022

-- No Update

#### Stapler/Stacker (C8085A) Firmware Revision: 070115

-- No Update

#### Stacker (C8084A) Firmware Revision: 061214

-- No Update

#### 8-Bin Mailbox (Q5693A) Firmware Revision: 050316

-- No Update

#### 2000 sheet input tray (Q1891A) Firmware Revision: 0113

-- No Update

Current firmware revisions included in this firmware bundle (Version **20070609 08.081.5**)  
**DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
<b>CLJ 9500MFP series printer</b>	<b>Date Code – 20070609 08.081.5</b>
<b>2000 sheet input tray (Q1891A)</b>	<b>0113</b>
<b>Stacker/Stapler (C8085A)</b>	<b>070115</b>
<b>Stacker (C8084A)</b>	<b>061214</b>
<b>8-Bin Mailbox (Q5693A)</b>	<b>050316</b>
<b>Multifunction finisher (C8088B)</b>	<b>041022</b>
<b>Copy Processor Board:</b>	<b>0.206 (2.1)</b>
<b>Scanner Control Board:</b>	<b>MFP301 11</b>
<b>Analog Fax</b>	<b>2.35u</b>

The following functionality or features are provided by this firmware release: **08.071.9**

FIRMWARE DATECODE: **20070213 08.071.9**

**ENHANCEMENT:**

Base MFP:

- Added the capability to turn off the visibility of the Color Usage Job Log menu from the Embedded Web Server and the Front Control Panel. This new feature can be enabled within the EWS under the Settings->Security page. The Color Usage Job Log will continue to collect information but will not be visible to the end user.
- Auto crop white space from documents on the glass, so that the image is located upper left of the page.
- Add the ability to adjust the clock for daylight savings time when using both the EWS and Web JetAdmin in conjunction.
- Added the ability to set a Sleep time with in the EWS for each day of the week. At the specified time the printer will enter into the Power Save Mode.

Embedded Digital Sending:

- Embedded Send to Network Folder permissions. Allows ESNF to be configured such that user directories can be locked down, limiting access to the user that owns the directory.
- Adding User Principle Name support to Embedded Kerberos Authentication.
- Embedded Send Network Folder - Add support for the forward slash (/) characters in a UNC path.



#### Analog Fax:

- Removed voice calls from the Fax Activity Log.
- Remove fax number from failed confirmation print out.

#### **FIXES:**

##### Base MFP:

- Menu Map does not correctly reflect control panel lock settings.
- You may see a 49.4C0x error while accessing the Supplies Status menu during a scan job.
- Embedded Kerberos Authentication will not resolve passwords with European characters
- Increase the job limit to allow more than 32 jobs to be stored.
- Time stamp information missing from XML data
- Output device is not responding and may cause a Cleaning page to jam resulting with a 13.12.05 while trying to exit the printer.
- Italian Localization is Incorrect for Image Cleaning Kit and Transfer Kit
- Added additional text on the Front Control Panel Help Menu while the printer is performing a Color Calibration.

##### Embedded Digital Sending:

- No "date" field in SMTP header causing send-to-email failures.
- Intermittent loss of "Send to Network Folder" Jobs.
- LDAP performance may be slow In Enterprise Directories.
- Your filename may be reset after you select Folder Destination for Embedded Send to Network Folder.
- Disk Initialization Clears Settings for Digital Send
- Scan-to-local file fails when network not detected on bootup

##### Analog Fax:

- Corrupt faxes may be scaled to a 1x1 inch thumbnail when printed.
- Not possible to differentiate between an original call and a retry in the Fax Activity Log
- Received Legal faxes are printed on B4 paper size even though legal is loaded in the printer
- MFP may hang when entering Fax Screen while disconnected from the network
- MFP will not print from Trays 2,3,4 for incoming LTR faxes when Tray1 is set to anything other than ANY/ANY & FaxPaperTray=0
- Not possible to send fax when the MFP is disconnected from the LAN.

#### HP Multifunction finisher (C8088B) Firmware Revision: 041022

-- No Update

#### Stapler/Stacker (C8085A) Firmware Revision: 070115

-- Output device is not responding and may cause a Cleaning page to jam resulting with a 13.12.05 while trying to exit the printer.

#### Stacker (C8084A) Firmware Revision: 061214

-- May receive a "Corrupt Firmware in External Device" message on the front control panel when stack quality sensor is triggered.

8-Bin Mailbox (Q5693A) Firmware Revision: 050316

-- No Update

2000 sheet input tray (Q1891A) Firmware Revision: 0113

-- No Update

Current firmware revisions included in this firmware bundle (Version **20070213 08.071.9**)

**DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
<b>CLJ 9500MFP series printer</b>	<b>Date Code – 20070213 08.071.9</b>
<b>2000 sheet input tray (Q1891A)</b>	<b>0113</b>
<b>Stacker/Stapler (C8085A)</b>	<b>070115</b>
<b>Stacker (C8084A)</b>	<b>061214</b>
<b>8-Bin Mailbox (Q5693A)</b>	<b>050316</b>
<b>Multifunction finisher (C8088B)</b>	<b>041022</b>
<b>Copy Processor Board:</b>	<b>0.206 (2.1)</b>
<b>Scanner Control Board:</b>	<b>MFP301 11</b>
<b>Analog Fax</b>	<b>2.35q</b>

The following functionality or features are provided by this firmware release: **08.061.9**

FIRMWARE DATECODE: **20060914 08.061.9**

**Base:**

- Enhancement to suppress the control panel toner low messages.
- Firmware upgrades are now logged to the Event Log
- Firmware version included in all Event Log entries.
- When Fax Confirmation is enabled, completely obscure the original number while entering the confirmation number.

- Fax number is removed when confirmation fails with Fax Number Confirmation enabled.
- Implemented HP separator page in the driver properties.
- More complete user information is included in the log file for send to email jobs sent through SMTP gateways.
- New security page has been added to the Embedded Web Server.
- 49.FF81 errors logged to the Event Log.

### **Embedded Analog Fax:**

- Added Backup and Export capabilities for Fax Address Book and Speed Dial lists.
- Enhancement to allow Fax reports to print from the default fax tray specified on the printer.
- Display the name of any speed dial chosen next to the number when using quick dial feature.

### **Fixes**

The following fixes or improvements are provided by this firmware release: **08.061.9**

FIRMWARE DATECODE: **20060914 08.061.**

- Some ADF jams may hang third party SCAPE solutions.
- Corrupt firmware on your input or output device may cause one of the following messages on the front control panel: 49.2169 error message, Resend Upgrade message or Corrupt Firmware on Output Device message.
- SLEEP DELAY is not resetting to default after Restoring Factory Settings
- Times not being reported correctly in Job Accounting Data
- Some PDF files may print with inverse colors.
- Implemented an Intermediate control panel lock feature.
- 49.5001 may appear with storing and retrieving large numbers of copy jobs.
- Secure Storage Erase operations may not consistently show up in the event log.
- Kerberos Authentication may not work when the LDAP Server Bind Method is anything but Kerberos.

- Fax Modem failure when number dialed contains 80 digits or more (Prefix and Recipient combined).
- 49.4C02 error may occur after performing restore factory setting following a Disk INIT/NVRAM INIT.
- Added additional metadata keys to support third party accounting software.
- 49.6A08 or 49.6A18 Compression Error when a modem failure occurs while receiving a corrupted fax.
- The "Cancel" button on Restrict Color Page may not work properly.
- E-mail Fax Notification is not including thumbnail image (include thumbnail option is not selectable in EWS).
- DSS Send to Folder file size is always the same no matter what is selected - Small, Standard or Large file size.
- Pressing the Reset key during a scan initiated by a third party application running on the MFP, the device may become unresponsive.
- Analog fax card not disabled during secure disk erase
- Implemented new telecom features for Belarus fax compatibility.
- EWS is reporting the NFS file system access incorrectly
- When setting up Embedded Send to Network Folder with MFP User Credentials, the user is prompted to enter Public Credential Information before leaving EWS.
- When Toner Low Alerts are turned on you may see an Email Alert every 10 seconds.
- Printing all Private Jobs may not print requested number of copies in each job.
- SMTP Authentication may fail when used with Microsoft IIS Virtual SMTP Server.
- While "LDAP server not available" message is displayed, Menu items may disappear or pressing Reset & Start initiates a copy job.
- 49.4C02 or 49.4C06 may occur when pressing Reset key with some third party Digital Send Enabler applications.
- FAX ACTIVITY LOG may show negative job duration if no end time is logged when fax is terminated unexpectedly.
- Ability to use simple or simple over SSL for LDAP addressing when using Kerberos authentication.
- Scan "Scaling Error" message is cropped in all languages except English.
- HP MFP Digital Sending Software (DSS) limited to 32 log entries.
- Not all fax numbers are listed in the email notification when the list contains up to 1500-2000 characters.
- PC Fax email notification's "TO" field displays name garbled.
- MFP will not print Legal size faxes from trays 2 or 3 when certain paper size settings are used.

- Missing capability to add up to eight (8) additional Kerberos domain entries.
- 49.4C02 may occur on power cycling MFP with LDAP Authentication set to Log In At Walk Up.
- MFP loses contact with Network Time Protocol (NTP) server if the IP address changes.

HP Multifunction finisher (C8088B) Firmware Revision: 041022

-- No Update

Stapler/Stacker (C8085A) Firmware Revision: 050317

-- No Update

Stacker (C8084A) Firmware Revision: 060602

-- 13.12.13 error may occur when a sensor does not properly detect a large stack of media in the output bin.

8-Bin Mailbox (Q5693A) Firmware Revision: 050316

-- No Update

2000 sheet input tray (Q1891A) Firmware Revision: 0113

-- No Update

Current firmware revisions included in this firmware bundle (Version **20060914 08.061**)

**DEVICE FIRMWARE REVISION**

ACCESSORY	FIRMWARE VERSION
<b>CLJ 9500MFP series printer</b>	<b>Date Code – 20060914 08.061.9</b>
<b>2000 sheet input tray (Q1891A)</b>	<b>0113</b>
<b>Stacker/Stapler (C8085A)</b>	<b>050317</b>
<b>Stacker (C8084A)</b>	<b>060602</b>
<b>8-Bin Mailbox (Q5693A)</b>	<b>050316</b>
<b>Multifunction finisher (C8088B)</b>	<b>041022</b>
<b>Copy Processor Board:</b>	<b>0.206 (2.1)</b>

<b>Scanner Control Board:</b>	<b>MFP301 11</b>
<b>Analog Fax</b>	<b>2.35i</b>

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **20050411 08.051.7**

This firmware bundle provides the following enhancement to the products Digital sending capabilities:

- Added the ability to configure SMTP and LDAP server hostnames to help with load balancing.
- Added support for LDAP to transverse the entire LDAP tree.
- Added Mixed Letter/Legal job support for Send to Email and Send to Folder.

Enhancements to the optional analog fax:

- Internal Fax Reporting pages will now print as mono pages. These pages include: Activity Log, Call Report, Billing Codes Report, Blocked Fax List, and Speed Dial List.
- Added enhanced fax scheduling.
- Added additional support for Avaya PBX systems.
- Allows dialing sequences to be hidden when using DSS
- Some fax menu items now available with control panel lock set

This firmware bundle provides the following enhancement:

- Added email alert support for SMTP servers that require authentication.
- Added the ability to reduce a 2-sided document when using the Automatic Document Feeder.
- Added the ability to provide color authorization services within the printer. On a given job, permission to use color is granted based on the user id and the application.
- Added power cycle messaging to control panel when you receiving a 49 error.
- Added the ability to lock the USB and Parallel local ports through the Embedded Web Server
- Job Held Timeout feature expanded to include stored copy and print jobs
- Improved performance for TIFF/MTIFF jobs.
- Provides a mechanism to disallow stored jobs by sending a PjL command

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This firmware bundle provides the following fixes:

- You may see a 13.03 Paper Jams when printing multiple back

- to back jobs from tray 4
- Print jobs with long file names will generate a 49.0E00 error when printing from Macintosh OS 10.4.x
  - You may see slower than anticipated performance when digitally sending a FTP generated file.
  - A 49 service error may occur with some jobs from OpenVMS DCPS systems
  - A 49.4c02 Service Error may occur when deleting the speed dial entries
  - A 49.4c02 Service Error may occur when printing the speed dial entries
  - PC Fax Send driver would send a fax, even though fax is disabled with DSS.
  - Third-party solutions now reserve (hold off print jobs) just like internal MFP applications
  - You may see a user interface hang or crash when background buttons are pressed quickly after a failed home screen authentication.
  - The Russian localized string for "reduce/enlarge" on the copy settings screen is being cropped at both ends of the string.
  - Chai-based solutions only: Slow printing from Job JNI.
  - Chai-based solutions only: Inconsistent job name values returned.
  - Localization errors in Kerberos error message in French and Spanish
  - Help screen in Workflow tab doesn't disappear when Back is selected
  - Upgrading FW may erroneously enable authentication
  - Attempting to set parameters for an uninstalled applet may cause a 49.4C02 error
  - XML logfile missing information from PC Fax jobs. Only applies to job accounting solutions.
  - Autostore authentication settings lost when upgrading MFP firmware
  - Embedded send to folder EWS tab labeled as Fax when language = French
  - Entering a long, invalid string for a gateway may cause a 49.FF04
  - Spaces doubled with some Japanese font solutions
  - Incorrect fax resolution Help in Italian localization
  - Poor performance with I/O filters (third-party solutions)
  - Display errors with language set to Czech
  - Menu screen available to unauthenticated users
  - Entering a long hostname for the SMTP gateway may cause a 49.FF04 error.
  - Changing the printers IP address manually twice in a row may cause a 49.4c02 error.
  - Jobs may be lost when sending to a network folder.
  - Embedded Web Server Send To Fax was not localized correctly in French
  - Addressed an issue where localization is not correct for PC Send Fax "Disabled" on Finnish configuration page.
  - Localization for the PC Send Fax driver was not correct for certain languages.
  - Help section for Fax Pin was not localized correctly in Italian.
  - Analog fax modem would not upgrade firmware correctly.
  - PC Fax Send entry on Fax Accessory Configuration Page prints with space colon instead of colon space.
  - The "Show me how" menu for Send a Fax in Czech language is not formatted correctly.
  - Incorrect localized title for "Send to Folder Network Settings."

HP Multifunction finisher (C8088B) Firmware Revision: 041022

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-- No Update

Stapler/Stacker (C8085A) Firmware Revision: 050317

-----  
-- No Update

Stacker (C8084A) Firmware Revision: 050315  
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-- No Update

8-Bin Mailbox (Q5693A) Firmware Revision: 050316  
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-- No Update

2000 sheet input tray (Q1891A) Firmware Revision: 0113  
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-- No Update

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **20051210 08.041.8**

This firmware bundle provides the following enhancement to the products Digital sending capabilities:

- Added the ability to select a Turkish F keyboard via a PJL file.
- Added embedded Kerberos authentication.
- MFP serial # now included in embedded send to folder metadata.

Enhancements to the optional analog fax:

- Added page & job counts for transmitted & received faxes.
- Changes to allow users to set the send resolution for faxes sent using the embedded Fax accessory on a job per job basis, instead of only allowing them to use the default resolution set in menus.
- Added functionality to show Sending page X of Y on status line while sending a fax.
- Added the ability to hide PIN or confidential numbers from fax log
- Added the ability to enter up to 30 character with in the fax header.
- Added support for PC Fax Send driver.

This firmware bundle provides the following enhancement:

- Added "Enlarge/Reduce" to the Copy scale menu to help with usability.
- Increase jobstorage limits on HDD from 100 to 300
- Added a menu item to allow the administrator to set the default copy value to Scale-To-Fit. This will help enable a end user to scan/copy an entire document without loosing any information and without having to set Scale-To-Fit for each scan/copy job.

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This firmware bundle provides the following fixes:

- If the total number of jobs sent is greater than the "JobStorage Limit" value, then the "Job Held Timeout" feature will not function correctly.
- Dimplex page counts would be incorrect when using the PCL5 driver



with complex odd paged jobs.

- You may receive an 95.0001 errors when using Autostore.
- If selecting the Staple option before selecting Paper tray the printer will ask to load media even though the correct media is loaded.
- The "From:" field no longer contains an Email address and is inaccessible after using the Autostore application.
- A clear glass message stays on the front control panel after pressing the Start button when a third party ChaiJet is loaded to help initiate a scan using SCAPI
- Send options on the front control panel are not available if primary DNS server is not responding even though a second DNS server entry is entered.
- The FIH (Foreign Interface Harness) is not communicating properly with third party devices when copying from the flatbed glass.
- You may receive a 49.00FF error when the digital sending and email server replies with a multi-line response.
- When digital sending an A4 sized page the pdf file has a gray line at the top of the page from the ADF, and a gray bar from the glass. Image is also offset and shrunk.
- Not able to print faxes from tray 5.
- Speed dial lists cannot be printed when the speed dial names contain special characters like ä.
- When using a Chai GUI (or SUI) application with a TextBox, if the user enters accented characters from the keyboard, pushes okay, and then returns the to the keyboard, the accented characters disappear.
- The FIH (Foreign Interface Harness) is not communicating properly with third party devices when copying from the flatbed glass.
- letter sized originals copied from the glass, would print on legal sized media when "mixed ltr/lgl" was selected from the copy settings menu.
- A 49.4C02 may occur on reset or timeout while "Authentication Method Not Found" message is displayed.
- A 49.4c02 may occur after a reboot with email job processing and network cable removed.
- Faxing a job with a maximum length e-mail address (256 characters) as notification may lead to a crash.
- In the previous firmware release users may observe that Folders and Workflows would disappear following a Email address lookup via LDAP. The Folders and Workflows would reappear following a normal powercycle.
- HP LaserJet MFP devices use the proprietary DSMP protocol to communicate with HP MFP Digital Sending Software (DSS). Previous firmware revisions caused the MFP to poll DSS every 60 seconds in order to check availability of digital sending. As long as DSS was available, the MFP would continue to display Email, Folder, Workflow or Fax icons. If DSS was unavailable, the MFP would display "not available" for these digital send options. With this firmware release, MFPs will no longer periodically poll DSS for status. Email, Folder, Workflow and Fax icons will be displayed constantly if they are configured in DSS. If the MFP is unable to communicate with DSS when a user attempts to interact with these services, an error message will be displayed.

HP Multifunction finisher (C8088B) Firmware Revision: 041022

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-- No Update

Stapler/Stacker (C8085A) Firmware Revision: 050317

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-- No Update

Stacker (C8084A) Firmware Revision: 050315

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-- No Update

8-Bin Mailbox (Q5693A) Firmware Revision: 050316

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-- No Update

2000 sheet input tray (Q1891A) Firmware Revision: 0113

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-- No Update

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision "**20050908 08.032.1**"

- Printer may slow down when copying from the ADF when using Tray 1.
- When 2-up copying A4 or Letter to smallest custom size (3" x 5") on MFP engines, the two output images produced on each page have the wrong aspect ratio. Not reproducible if scanning from the ADF.
- Changing Turkish Keyboard layout to Turkish Q setup
- 49.00FF error may occur when copying duplex Letter pages from the ADF to a stored job.
- 49.4C02 error may occur upon initial set up of the date and time, either for the clock or wake up time.
- Added the ability to change the fax Ring Burst Time for compatibility with certain faxing environments.
- Fax header in French language incorrectly displayed when entered via the EWS.
- Fax would print 224 errors in the fax activity log when receiving faxes.
- Fax confirmation reports were printing without a thumbnail.
- Fax would still receive calls, despite being disabled in HP DSS software.
- 49.4c04 error would occur when receiving a corrupted fax.
- 49.4c02 error would occur when configuring the date\time.
- Fax recipients entered in the Search Phone Book screen are being duplicated after exiting Phone Book.
- Norwegian, Swedish, Danish, and German characters were not appearing correctly on the fax header.
- 49.4c02 error would occur when scrolling thru the fax Address Book.

- No error message would be displayed, when selecting e-mail for fax notification, and not entering an e-mail address.
- Unable to select email address to delete after deleting address in AB edit.
- 49.00FF error may occur when copying a small object from the glass when Mixed LTR/LGL is set as default media size.
- The printer may be very slow or unresponsive when secure disk erase is enabled.
- MFP polls the SMTP gateway every 60 seconds, which may fill the SMTP server log files

Enhancement:

- Added the ability to display the secure erase mode setting in both a printed configuration page and Embedded Web Server configuration page.
- Added time stamp on the event log.
- Improved performance of stored copy jobs when secure file erase is enabled
- FIH enhanced to issue two pulses for 11" X 17" and A3 paper
- Enhanced Authentication Manager allowing pin code lockout.
- Embedded SMTP Authentication Support
- Alternative Letterhead Mode (ALM) - which allows the end user to keep the Letterhead media type loaded in the tray with the same orientation for both Simplex and Duplex print jobs.
- Added the ability to mix originals from the ADF and glass in job mode

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Embedded Digital Sending - Fixes And Enhancements

- Added the ability to Send To Network Folder.
- MFP would poll the SMTP gateway every 60 seconds.
- MFP would not issue an SMTP "Quit" command.
- Added performance improvements to LDAP.
- Added improvements to Dynamic LDAP in Active Directory.
- Added new compression MTIFF\TIFF files with JPEG compression.
- Added the prompt "Add To Local Address Book" after finding an e-mail address in the LDAP directory.

HP Multifunction finisher (C8088B) Firmware Revision: 041022

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-- No Update

Stapler/Stacker (C8085A) Firmware Revision: 050317

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-- No Update

Stacker (C8084A) Firmware Revision: 050315

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-- No Update

8-Bin Mailbox (Q5693A) Firmware Revision: 050316

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-- No Update

2000 sheet input tray (Q1891A) Firmware Revision: 0113

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-- No Update  
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You may see improvements for the problems mentioned below by updating your MFP's firmware with revision "**20050415 08.021.7**"

- ADF Output Bin Full message would appear after a long job was scanned and a paper jam occurred within the ADF.
- Selecting the Lock Carriage function from within the Embedded Web Server did not lock the Carriage.
- JetDirect EIO page does not print when a third party menu page is registered.
- When the job count exceeds the maximum job stored limit, the oldest quick copy job in the queue is being deleted improperly.
- When the front control panel is locked the printer will not reboot automatically after a Firmware upgrade has occurred.
- EWS Address Book import feature is locked if front control panel is using the address book.
- Duplex copies on custom media type will copy on 2 sheets instead of one.
- Chai-based authentication agent does not cause a "Log Out" button to appear on the home screen.
- When using Secure Disk Erase you may receive a 49.2F90 or 49.2F9C
- The total number of pages are missing from the Fax Header on printed faxes.
- Scanning features will not respond. Printing internal pages or through the driver still function.
  
- Certain PDF file may cause pauses or slow downs between various sets of pages.
- If a stack of documents is faxed to a destination fax machine, and an error occurs after the first page is sent, but before the last is sent, the whole stack is resent.
- Selecting custom paper size will causes the fax to fail.
- Selecting ANY\ANY for paper size and type will cause the fax to be received but never printed.
- Error may occur when the search root is left blank for LDAP.
- When using LDAP Authentication and send-to-workflow the name of the logged-in user is not published in the XML file.
- Changed the default setting of Stamped Received Faxes from YES to No.
- Users could access the Security option under Send to Fax menu in the Embedded Web Server without a PIN.
- The total number of pages are missing from the Fax Header on printed faxes.
- The Fax input and output tray options in the Embedded Web Server has invalid values.
- Front control panel prompts you to load media into Tray 1 or Tray 3, when Tray 4 is set to custom and the menu "Fax

- Receive/Fax Paper Tray" is set to Tray 4
- Selecting ANY\ANY for paper size and type will cause the fax to be received but never printed.
- Include Thumbnail option is not disabled in the Embedded Web Server when e-mail notification is selected.
- Embedded web server would allow a user to create a non numeric pin number for Modem Security.
- Fixed an issue where PRINT START TIME and PRINT END TIME had incorrect values in English.
- Changed the default fax resolution to be set to Standard.
- Internal Fax was being printed on mfp configuration report when no fax card is installed.

Enhancement:

- Added the functionality to auto complete entries in the fax phone book.
- Added the functionality to add an entry to a Speed Dial list after it has been saved.
- Added the functionality to access speed dials from the main fax screen.
- Added the functionality to access fax notification from the main fax screen.
- Added the functionality to delete a single entry in a speed dial list.

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Embedded Digital Sending - Fixes And Enhancements

- Added support for SSL over LDAP. This support is provided via the JetDirect interface and provides encryption for embedded LDAP Addressing as well as embedded LDAP Authentication
- Added support for embedded LDAP Authentication.
- Added support for embedded Send To Folder (LJ4345mfp & 9200c only).
- Fixed an issue regarding Black & White MTIFF compression.

HP Multifunction finisher (C8088B) Firmware Revision: 041022

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- The first job after recovering from a jam may fail.
- Motor may continue to run if a door is opened while pages are in the alignment bin.
- Minor problems with job offset.
- Printing on A5 paper immediately after a jam may result in poor stacking.

Stapler/Stacker (C8085A) Firmware Revision: 050317

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- 49.xx error was generated if Korean language was selected.
- Localization fixes to Russian, Czech and Hungarian
- Additional console messages were added to help in the detection of the cause of the carriage hang problem.

- Change to declare both bins as full when face-up bin gets full while diverting pages due to length mismatch in job.
- Staples would run out when the device is detached-attached while it was on staples low condition.
- Configuration menu was added, this item controls if the destination bin of subsequent pages after detecting a missize is changed from Face Down Bin to Face Up Bin.
- A 65.12.99 error occurs when the unit comes out of powersave Mode.

Stacker (C8084A) Firmware Revision: 050315

- 
- 49.xx error was generated if Korean language was selected.
  - Localization fixes to Russian, Czech and Hungarian:
  - Change to declare both bins as full when face-up bin gets full while diverting pages due to length mismatch in job.
  - Configuration menu was added, this item controls if the destination bin of subsequent pages after detecting a missize is changed from Face Down Bin to Face Up Bin.

8-Bin Mailbox (Q5693A) Firmware Revision: 050316

- 
- 49.xx error was generated if Korean language was selected.
  - Localization fixes to Russian, Czech and Hungarian.

2000 sheet input tray (Q1891A) Firmware Revision: 0113

- 
- Front control panel message - "Input Paper Path Open" - may still be displayed after clearing paper jam from side input tray.
- 

You may see improvements for the problems mentioned below by updating your printer's firmware with revision "**20050218 08.011.5**".

- Truncated fax delivery emails in some languages.
- Under rare circumstances, SNMP status reports off-line while control panel says Ready.
- Processing Job hang on paper out when Input Auto-Continue set to No Timeout.
- Security improvements implemented with mfp is used with DSS.
- Incorrect French localization of media sizes in Copy Settings.
- Mixed Letter and Legal originals can now be copied via the ADF.
- In some unique network environments, the MFP sends multiple copies of the same email message.
- Pressing Reset in text entry mode results in a blank menu.
- Fax country codes are added for Estonia, Iceland, Japan,

- Latvia, Liechtenstein, Lithuania, Morocco, and Slovenia.
- Restore Factory Settings does not restore Exclusive Tray settings.
  - 75 dpi emails are sent as 150 dpi
  - When email is configured, but not connected, the message is now "Not Available" instead of "not Configured"
  - LDAP lookup no longer functions after executing a Find Send Gateways without network connectivity. An NVRAM INIT was required to restore LDAP lookup functionality.
  - Web Jetadmin unable to complete a remote firmware upgrade with control panel locked. This revision changes how future upgrades will be handled, but upgrading to this revision will still require a manual reboot.
  - LDAP server hostname resolution only happens at boot-up, rather than dynamically.
  - Device POP3 Username size limit increased from 16 characters to 256 characters.
  - Manual copy settings show two paper sizes selected when copying Letter-R or A4-R.
  - Fax that couldn't print, caused by paper out for example, is lost on power cycle.
  - Incorrect page counts in XML data.
  - Some output device configuration settings not reflected in EWS.
  - 49.4C02 when a null value is entered for LDAP IP address.
  - Improvements were made in how the mfp handles control panel messages from third-party solutions.
  - Simplex landscape images are rotated 180 degrees on any n-up copy job.
  - ADF Output bin full was getting trigger at the incorrect number of pages.
  - Slow printing on certain jobs due to timing issues.
  - Images are rotated 90 degrees when copying small items from glass.
  - EIO Page is missing from printout when 3rd-Party Configuration page is registered.
  - The Fax Icon will not be enabled on the DSS machine after DSS has been re-installed.
  - A Fax job will fail if the default resolution is changed to superfine after starting the job.
  - Job Mode "ON" and Authentication "ON" causes jobs to be canceled after inactivity timeout.
  - You will receive a 65.12.99 error when trying to wake up the printer from Web JetAdmin.
- 
- Enhancement: Exclusive tray settings now allow alternate tray selection prompt to be disabled.
  - Enhancement: The Stop button can now be used to cancel a fax.
  - Enhancement: The sender of an email can automatically be copied on all messages. A configuration file, available from HP support, enables this behavior.

AutoStore - This release incorporates all fixes previously provided with 08.005.0, and is the official support

firmware for use with AutoStore.

HP Multifunction finisher (C8088B) Firmware Revision: 040827

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-- No Update.

Stapler/Stacker (C8085A) Firmware Revision: 040819

-----  
-- No Update.

Stacker (C8084A) Firmware Revision: 040820

-----  
-- No Update.

8-Bin Mailbox (Q5693A) Firmware Revision: 040804

-----  
-- No Update.

2000 sheet input tray (Q1891A) Firmware Revision: 0113

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-- Front control panel message - "Input Paper Path Open" - may still  
be displayed after clearing paper jam from side input tray.

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## Installation Instructions

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**NOTE:** Please be aware that an update in some circumstance may require approximately ten minutes to complete.

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**-- Upgrading firmware to a single device --**

You can send an .RFU update to a device at any time; the device will wait for all I/O channels to become idle before cycling power.

Please print a configuration page prior to performing any firmware update. To print the configuration page:

1. Go to the printer's control panel.
2. Press the green checkmark button.
3. Use the arrow keys and select the "INFORMATION" selection on the control panel.
4. Use the arrow keys and select the "PRINT CONFIGURATION" selection.
5. Press the green checkmark button to print the Configuration Page.



On the printed CONFIGURATION page look in the section marked "Device Information" for the firmware date code. The firmware date code will look something like this: **20080405 52.012.0**

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**NOTE:** If the firmware update involves a change in the format of NVRAM, the NVRAM settings will be lost and must be set again by the customer.

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The elapsed time for an update depends on the I/O transfer time as well as the time that it takes for the printer to reinitialize. The I/O transfer time will depend on a number of things including the speed of the host computer sending the update and the I/O method (parallel, or network).

The re-initialization time will depend on the specific hardware configuration of the printer, such as the number of EIO devices installed, the presence of external paper handling devices, and the amount of memory installed. Finally, any print jobs ahead of the .RFU job in the queue will be printed before the .RFU update is processed.

---

**NOTE:** When the upgrade process has completed the printer will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

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**-- Using FTP from Internet Explorer --**

Take note of the TCP/IP address on the configuration pages.

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**NOTE:** This method is not recommended if Internet Explorer 7 is installed on your pc due to frequent FTP timeouts. A stand-alone FTP client program is recommended.

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1. Insure the "Enable folder view for FTP sites" box is checked on the Advanced tab under Tools/Internet Options.
2. Open the browser and type ftp://192.168.0.90 (this is an example).
3. Use the TCP/IP address of the printer from step 1). The display will show a folder labeled Port 1.
4. Open Windows Explorer and navigate to the directory where the .rfu file is located.
5. Drag the rfu file from Windows Explorer to the Port 1 folder in step 2.
6. Verify the printer's control panel displays "Performing Upgrade"

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**NOTE:** When the upgrade process has completed the printer will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

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**For Windows Systems:**

If the device is shared on the network, then the following command can be issued from a command prompt:

***copy /b FILENAME \\SHARENAME\PRINTERNAME***

where FILENAME is the name of the .RFU file, <SHARENAME> is the name of the machine, from which the printer is being shared, and <PRINTERNAME> is the printer's share name (do not type the angle brackets).

If the device is attached locally, then the .RFU file can be sent directly to the printer with a COPY command from a command prompt or DOS window:

***copy /b FILENAME PORTNAME***

where <FILENAME> is the name of the .RFU file and <PORTNAME> is the name of the appropriate device port (such as LPT1).

The following can be set on the computer to help address a timeout message that may occur during an update:

From a command prompt or DOS window type the following command and press the enter key:

***Mode lpt1:,,p***

If the device is attached to a parallel port other than LPT1, then substitute the proper LPT port number in the MODE command. Once this command has been set the file can then be copied to the printer with the above mentioned COPY command.

---

**NOTE:** When the upgrade process has completed the Printer will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

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**Using FTP:**

If your HP Color LaserJet printer uses a direct network connection, you can use file transfer protocol (FTP) to update your HP Color LaserJet firmware. Take note of the TCP/IP address on the configuration pages.

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**NOTE:** Make sure that the printer is not in Powersave mode. Also make sure that any error messages are cleared from the control panel display.

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1. Open a DOS command window on your computer.
2. Type ftp <TCP/IP PRINTER ADDRESS>(for example, if the TCP/IP address is 192.168.0.90, type ftp 192.168.0.90).
3. Press ENTER on the keyboard.
4. When prompted for user name and password press ENTER for each.
5. Type *bin* at the >prompt.
6. Press ENTER.

7. Type: put <path> where <path> is the location where the .RFU file was downloaded from the Web. For example, type:

***put C:\CLJXXXX\cljXXXXFW.RFU***

8. Press ENTER.
9. Type "bye" at the command prompt once the download process begins and the firmware is updated on the printer
10. Press ENTER to exit the FTP session.

---

**NOTE:** When the upgrade process has completed the printer will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

---

**For Unix systems:**

Any method that delivers the .RFU file to the printer will work, including:

***\$ cp /home/yourmachine/FILENAME /dev/ <XXXX>***

where XXXX is the appropriate parallel device; and where /home/yourmachine/FILENAME contains the .RFU file.

**For Macintosh systems:**

**Remote firmware update using the HP Printer Utility (Macintosh OS X)**

The HP Printer Utility is a software program that gives you access to the product in Mac OS X.

The HP Printer Utility is available in Mac OS X V10.3 and later. The HP Printer Utility does not work when it is installed by using the AppleTalk protocol. Use IP, Bonjour, Rendezvous, or a USB connection to enable the HP Printer Utility.

The HP Printer Utility can be found on the Administrator software CD ("Admin CD") that came with the product.

If you do not have the CD, you can obtain the HP Printer Utility by downloading the latest product installer from the following Web sites:

<http://www.hp.com/go/ljXXXXmfp>

Complete the following steps:

1. Open the HP Printer Utility:

2. (OS X v 10.4 and 10.5) The utility can be found in the Application/Utilities folder by choosing the HP Printer Selector.
3. (OS X v 10.3) The utility can be found in the Library/Printers/hp/Utilities folder.
4. Choose your printer from the list, Press Select and continue with step 7.
  - a. If a list does not appear, click on the printer icon in the lower left corner.
  - b. Choose your printer from the list, Press Select and continue with step 7.
5. If the product does not appear, click More Printers.... The Connection Type screen will appear.
6. Choose the connection type (USB or TCP/IP). Choose the product name or enter in an IP address.
7. On the Connection Type screen, click Add. The Select Printer screen will now appear.
8. Choose your printer from the List and Press Select.
9. You are now in the HP Printer Utility.
10. Select Update Firmware on the left side of the window, click Choose, browse to firmware upgrade file, and then click Open.
11. On the Update Firmware screen, click Update.

#### **Mac OSX System Terminal session**

1. Open the Terminal application found in the Utilities folder; a terminal window will appear.
2. After the % symbol enter following information:

***ftp <<your printers IP address>>***(example - % ftp 192.0.0.192)

The terminal window will list that you are connected to the printer and the JD FTP Server is Ready.

3. Press the enter key twice. Both the Username and Password can be blank
4. Enter the following information after ftp>:

***put <<path/Firmware File Name.rfu>>***(Example - ftp> put /users/computername/Desktop/laserjet\_fw.rfu)

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**Note:** To ensure that the entire proper path to the .rfu file is placed in the put command, type in put and a space, then click and drag the .rfu file on to the terminal window. The complete path to the file will be placed after the put command.

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**NOTE:** When the upgrade process has completed the Printer will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

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#### **Using HP Web JetAdmin 7.x or 8.X**

Download the appropriate firmware update file from hp.com to a folder on your PC or the Web JetAdmin server.

1. Start Web JetAdmin 7.x or 8.x.
2. From the Navigation section of the screen select the "Device management" selection from the dropdown menu. This is located in the top left hand section of the window.
3. Choose the "Device List " folder and select one of the following depending on what list your device/s are located under:
  - All Devices
  - Ungrouped Devices
  - New Devices

You can also select the "Device Groups" folder if a device group has been created for the device/s you want to update

4. Once you have selected you list or group that your device is located in highlight the device/s you want to update from populated Device List or Device Groups List on the right hand section of the window.
5. Select "Update Printer Firmware from the Device Tools drop down on the top right hand section of the window.
6. Click the "Browse" button and locate the correct firmware image.
7. Select the file and Click on the "OK" button.
8. Select the "Update" button, found in the lower right portion of the window to start the update process.

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**NOTE:** Do not turn printer off during the update process! When the update process is complete, the printer will automatically reboot. If the firmware update process fails, Web JetAdmin will provide notification with a page (screen) of information regarding the reason(s) for failure. A link will be provided to attempt the process again.

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### Using HP Web Jetadmin 10.x

NOTE: HP Web Jetadmin can be configured to get firmware details from hp.com directly. Use Tools, Options, Shared, Network, HTTP to add HTTP proxy details (if needed) and to enable "Allow download". "Allow download" is required for HP Web Jetadmin to communicate with the Internet. Once these settings are enabled, HP Web Jetadmin may be able to get firmware listing and firmware image files directly from HP.com if this is allowed on the network where HP Web Jetadmin is running.

1. Start Web Jetadmin 10.x
2. From the "Device Management" section, select "All Devices" (or the appropriate device group). An "All Devices" list will appear in the center window.

3. Find your device in the list, or type the IP address of the device in the Quick Device Discovery section in the lower-left of the screen (this will highlight your device in the device list). You can sort the device list by clicking on a column name at the top.
4. If your device list is sorted by model number, you may select multiple devices with the same model number by Control-Click or Shift-Click.
5. Right-click on the device and select "Upgrade firmware...".
6. An Upgrade Firmware window will appear. Select "Device firmware" and click "Next"
7. A list of available firmware will appear. If the correct version is listed, click "Next", and the upgrade process will start.

If the correct firmware version does not appear on the list, you will need to manually upload it. New firmware may be available on an FTP site prior to appearing on hp.com. The instructions below allow you to upload a RFU file from your local PC to WJA 10:

1. Click on "Firmware/Firmware Repository" in the "Device Management" pane
2. A "Firmware Repository" window will appear in the center of the screen
3. Click on "Upload" in the upper-right of the window
4. Browse to the .rfu file on your local PC
5. Click "Upload"
6. Once the .rfu file is uploaded, go back to step 2 in the first section and complete steps 2 through 6.

NOTE: Do not turn printer off during the update process! When the update process is complete, the printer will automatically reboot. If the firmware update process fails, Web JetAdmin will provide notification with a page (screen) of information regarding the reason(s) for failure. A link will be provided to attempt the process again.

## Expected device messages during an upgrade

The device displays three messages during a normal update process:

Printer message	Explanation
RECEIVING UPGRADE	Displayed from the time the device recognizes the beginning of an .RFU update until the time the printer has verified the validity and integrity of the .RFU update

PERFORMING UPGRADE	Displayed while the device is actually reprogramming the DIMM with the .RFU update
WAIT FOR PRINTER TO REINITIALIZE	Displayed from the time the device has finished reprogramming the code until the printer reinitializes.

**NOTE:** To verify that the firmware update succeeded, print a Configuration page from the printer's control panel and verify the firmware datecode shown on the Configuration page is the same as the datecode of the .RFU file you downloaded.

## Troubleshooting a Firmware Update

The following table lists causes and results for possible interruptions to the firmware update.

CAUSE	RESULT
Job cancelled from printer control panel	No upgrade has occurred. Resend upgrade
Break in I/O stream during send (for example, parallel cable removed)	No upgrade has occurred. Resend upgrade.
Power cycle during RECEIVING UPGRADE	No upgrade has occurred. Resend upgrade.
Power cycle during UPGRADING PRINTER	Resend upgrade.
Power cycle during WAIT FOR PRINTER TO REINITIALIZE	Upgrade completed.

Print jobs sent to the printer while an update is in process will not interrupt the update.

The following table lists possible reasons for the failure of a Remote Firmware Update and the corrective action to take for each situation.

REASON FOR FIRMWARE UPDATE FAILURE	CORRECTIVE ACTION
.RFU file corrupted	The device will recognize that the file is corrupted and will reject the update. Download the image again from the <a href="http://www.hp.com">http://www.hp.com</a> Web site and send the new file to the printer.

Wrong printer model	The device will recognize the model in .RFU file mismatch and will reject the update. Download the correct image from the <a href="http://www.hp.com">http://www.hp.com</a> Web site and send it to the printer.
Update interrupted.	No updated has occurred. Resend the upgrade package.

## System Requirements

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The RFU upgrade requires a network, USB or parallel port connection

## Technical Assistance

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Some of the services below are provided for the United States only. Similar services to those listed below are available in other countries. See your printer's user guide or call your local authorized HP dealer.

### Customer Support

See your printer's user guide or call your local authorized HP dealer.

### Internet

An anonymous FTP library service is available worldwide for around-the-clock access to drivers and technical support information for HP peripheral and computer products. Please note that paths may change without notice. Access the Internet or FTP address and use the menus to locate the software or support of your choice.

- URL for HP LaserJet XXXX MFP Series Support:  
<http://www.hp.com/go/support>.
- URL for Software and Support:  
[http://www.hp.com/go/ljXXXXmfp\\_firmware](http://www.hp.com/go/ljXXXXmfp_firmware)
- URL for Access HP: <http://www.hp.com>
- FTP address: <ftp.hp.com>  
 Login: anonymous  
 Password: your Internet email address



## **Additional Information**

Refer to your printer's user guide for additional methods of obtaining software and support information, such as printer driver distribution centers other online services, fax services, and other online support.

## **Legal Statements**

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