

HP Color LaserJet Enterprise M552 and M553 Series Firmware Readme

Product Name(s): Color LaserJet Enterprise M552dn

Model Number(s): B5L23A

Product Name(s): Color LaserJet Enterprise M553n, Color LaserJet Enterprise M553dn, Color LaserJet Enterprise M553x

Model Number(s): B5L24A • B5L25A • B5L26A

This document contains information for the firmware revision number:

Firmware Datecode: 20250112

Firmware Revision: 2309118_002275

Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.16

IMPORTANT NOTE: Firmware updates using Web Jet Admin will require Web JetAdmin Version 10.3 SR4 or greater. Older versions of WJA will not recognize the firmware files for this product.

Description

- What is included in the Firmware bundle?
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- Determining the current version level of your firmware

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Legal Statements

- Trademark Notices
- OPEN-SOURCE SOFTWARE LICENSE AGREEMENTS (In English)
- License and Copyright

Description

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.

What is included in a Firmware bundle?

The HP LaserJet printer 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:

Go to the printer's or MFP's control panel.

1. Go to the printer's control panel.
2. Scroll down and select the **Administration** application.
3. Select the **Reports** menu.
4. Select the **Configuration/Status Pages** menu.
5. Select the **Configuration Page** option.
6. Select the **Print**.

On the printed Configuration page look in the section marked "Device Information" for the Firmware Datecode and Firmware Revision. The Firmware Datecode and Firmware Revision will look something like this:

Firmware Datecode: 20121009

Firmware Revision: 2201000_231082

IMPORTANT NOTE:

This firmware file requires an interactive update method. You CANNOT update these Product(s)/Model(s) using the traditional FTP, LPR or Port 9100 methods of upgrading. Please use one of the following methods listed below to update the firmware of this device.

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20250112
Firmware Revision: 2309118_002275
Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.16

For information on HP Security Bulletins addressed by firmware releases, please visit: <https://support.hp.com/security-bulletins>
To initiate a subscription to receive future HP Security Bulletin alerts via email, visit: <https://www.hp.com/go/alerts>

ENHANCEMENT:

Base:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- No new updates

Security/Authentication:

- Please check the HP Security Bulletin links for more information about security fixes included in this release.

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	VERSION
Firmware Datecode	20250112
Firmware Revision	2309118_002275
Embedded JetDirect	JSI23900065
DC Controller Version	4.136

Fleet Release Designation	FutureSmart 3.9.16
MD5 checksum for .bdl file	ea2fb4d9c4a9115ccb71091d4a160da7

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20240322

Firmware Revision: 2309110_002028

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.15

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ENHANCEMENT:

Base:

- Adding support for Digicert (G5) Root certificate.

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- There are additional security fixes included in this release, please check the above HP Security Bulletin links above for more information.

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20240322
Firmware Revision	2309110_002028
Embedded JetDirect	JSI23900064
DC Controller Version	4.136
HP Fleet Release Designation	FutureSmart 3.9.15
MD5 checksum for .bdl file	d941b15b8b0ff4dcc683a2c5114a790e

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20230131

Firmware Revision: 2309088_001466

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.12

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ENHANCEMENT:

Base:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- The lock icon no longer appears in the Embedded Web Server's Access Control menu for Device Guests even though the device still has restricted access.

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20230131
Firmware Revision	2309088_001466
Embedded JetDirect	JSI23900057
DC Controller Version	4.136
HP Fleet Release Designation	FutureSmart 3.9.12
MD5 checksum for .bdl file	96483c7bd8a587ce4f5a0b1b067af916

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20221117

Firmware Revision: 2309083_001398

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.11

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ENHANCEMENT:

Base:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- Update to cipher suite prioritization.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20221117
Firmware Revision	2309083_001398
Embedded JetDirect	JSI23900057
DC Controller Version	4.136
HP Fleet Release Designation	FutureSmart 3.9.11
MD5 checksum for .bdl file	5f36ffc95196779bdf1f4fbcbb15b5245

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20220826

Firmware Revision: 2309081_001318

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.10

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ENHANCEMENT:

Base:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- Incorrect printed page order may occur when printing from Tray 1 with specific jobs.
- The device will not reboot if selecting the "Restart Product" button within the Embedded Web Server's Remote Control Panel menu.
- Email alerts for Cartridge status are not getting sent after FW upgrade.

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20220826
Firmware Revision	2309081_001318
Embedded JetDirect	JSI23900055
DC Controller Version	4.136
HP Fleet Release Designation	FutureSmart 3.9.10
MD5 checksum for .bdl file	1a8b4b92cbc433987d55a0af205a4332

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20220214

Firmware Revision: 2309059_000614

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.9

For information on HP Security Bulletins addressed by firmware releases, please visit: <https://support.hp.com/security-bulletins>To initiate a subscription to receive future HP Security Bulletin alerts via email, visit: <https://www.hp.com/go/alerts>**ENHANCEMENT:**

Base:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- Updated the JQuery version.

Security/Authentication:

- No new updates

Embedded JetDirect:

- Updated the network stack.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20220214
Firmware Revision	2309059_000614
Embedded JetDirect	JSI23900044
DC Controller Version	4.136
HP Fleet Release Designation	FutureSmart 3.9.9
MD5 checksum for .bdl file	27fd5bf0008e8e0a8883ef005ea34dca

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20210730

Firmware Revision: 2309055_000423

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.8

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ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates

Security/Authentication:

- The Microsoft KB5004238 update (which includes fixes for KB5005408) will cause all smartcard authentications to fail.

Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Color LaserJet Enterprise M552 and M553 Series Firmware	Firmware Datecode: 20210730 Firmware Revision: 2309055_000423
Embedded JetDirect:	JSI23900041
DC Controller:	4.136
Optional Tray Version	3.102
HP Fleet Bundle Version Designation	Original Release FutureSmart 3.9.8
MD5 checksum for .bdl file	fb8a8d9e2fd2a39ee5fe976ed5d6ed10

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20210317

Firmware Revision: 2309046_000267

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.7

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ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- HP Webservices will stop working and the printer will lose its connection to HP Connected on the web. You may see an error "Could not communicate with HP Connected, or Unable to contact HP Connected" when you try to enable HP Web Services.
- Third party solutions created in 2021 will not be able to load on the device through the solution installer page.

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
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HP Color LaserJet Enterprise M552 and M553 Series Firmware	Firmware Datecode: 20210317 Firmware Revision: 2309046_000267
Embedded JetDirect:	JSI23900041
DC Controller:	4.136
Optional Tray Version	3.102
HP Fleet Bundle Version Designation	Original Release FutureSmart 3.9.7
MD5 checksum for .bdl file	8bbf3687ea69908e6b585d37551e3bdb

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20191213

Firmware Revision: 2309025_582089

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.6

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ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- 49.4A.04 error may occur intermittently when printing from certain types of customized applications.

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Color LaserJet Enterprise M552 and M553 Series Firmware	Firmware Datecode: 20191213 Firmware Revision: 2309025_582089
Embedded JetDirect:	JSI23900037
DC Controller:	4.136
Optional Tray Version	3.102
HP Fleet Bundle Version Designation	Original Release FutureSmart 3.9.6
MD5 checksum for .bdl file	d9281fbe51ad312d94eeba508e9f8540

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20190711

Firmware Revision: 2309021_581886

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.5

ENHANCEMENT:

Base:

- No New Updates

Security/Authentication:

- Added an updated digital signature verification for aftermarket solution bundles during installation. Currently installed solutions are not affected. Customers and resellers should work with solution providers for an updated signature-compliant version of their software.

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- Some SmartCard solutions may fail to communicate with the card reader properly causing the authentication dialog window to not appear.
- The eMMC part may fail prematurely with a 99.39.73 error.
- The control panel may freeze/lockup when using a spinner list on the 4-line display models.

Security/Authentication:

- CVE-2019-6334 - Solution application signature checking may allow potential execution of arbitrary code.

Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Color LaserJet Enterprise M552 and M553 Series Firmware	Firmware Datecode: 20190711 Firmware Revision: 2309021_581886
Embedded JetDirect:	JSI23900036
DC Controller:	4.136
Optional Tray Version	3.102
HP Fleet Bundle Version Designation	Original Release FutureSmart 3.9.5
MD5 checksum for .bdl file	f8c3183e9f7beac7140a3e602e9a0de0

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20190118

Firmware Revision: 2309010_581409

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.4

ENHANCEMENT:

Base:

- No New Updates

Security/Authentication:

- New security check will prevent installation of non-compliant aftermarket solution bundles. Currently installed solutions are unaffected. Please work with solution providers for an updated signature-compliant version of their software.

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- TLS 1.0 and Multicast IPV4 settings do not get backed up and restored properly.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Color LaserJet Enterprise M552 and M553 Series Firmware	Firmware Datecode: 20190118 Firmware Revision: 2309010_581409
Embedded JetDirect:	JSI23900036
DC Controller:	4.136
Optional Tray Version	3.102
HP Fleet Bundle Version Designation	Original Release FutureSmart 3.9.4
MD5 checksum for .bdl file	80f42422486c6b61b3282b83a0c96402

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20180605

Firmware Revision: 2308974_579763

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.2

ENHANCEMENT:

Base:

- No New Updates

Security/Authentication:

- Added a feature to prevent Cross-site Request Forgery (CSRF) exploits. This guards against a malicious exploit where unauthorized commands are sent to the EWS using the logged-on administrator credentials.

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- Under certain conditions 49.38.07 error is seen after receiving a fax job.

Security/Authentication:

- CVE-2018-5923: Insecure Solution DLL Signature Validation.
- CVE-2015-9251: jQuery before version 1.12.0 and 3.0.0 may be vulnerable to Cross-site Scripting (XSS) attacks.

Embedded JetDirect:

- Cisco "ARP Proxy" feature is causing devices to decline the DHCP offer.
- Syslog Priority setting is not filtering properly.
- Device loses network connection after re-negotiating the link speed.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Color LaserJet Enterprise M552 and M553 Series Firmware	Firmware Datecode: 20180605 Firmware Revision: 2308974_579763
Embedded JetDirect:	JSI23900018
DC Controller:	4.136
Optional Tray Version	3.102
HP Fleet Bundle Version Designation	Original Release FutureSmart 3.9.2
MD5 checksum for .bdl file	eb935974777759b9645925f57a0df939

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20180301

Firmware Revision: 2308955_579076

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.1

ENHANCEMENT:

Base:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- When printing from Mac OS High Sierra, error "undefinedresult, OFFENDING COMMAND" is seen.
- Unable to print certain PDF files from USB.

Security/Authentication:

- No New Updates

Embedded JetDirect:

- By default, the IPP queue was disabled and it was enabled only for CUPS client. This change includes enabling IPP queue by default, which improves IPP/IPPS performance significantly.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Color LaserJet Enterprise M552 and M553 Series Firmware	Firmware Datecode: 20180301 Firmware Revision: 2308955_579076
Embedded JetDirect:	JSI23900012
DC Controller:	4.136
Optional Tray Version	3.102
HP Fleet Bundle Version Designation	Original Release FutureSmart 3.9.1
MD5 checksum for .bdl file	b97167261e50cf5210c632395c8d4214

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20171213

Firmware Revision: 2308937_578487

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9

ENHANCEMENT:

Base:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- Display brightness value is getting reset to default on a power cycle.

Security/Authentication:

- This firmware addresses the following security issues: CVE-2017-13077: Reinstallation of the pairwise encryption key (PTK-TK) in the 4-way handshake. CVE-2017-13078: Reinstallation of the group key (GTK) in the 4-way handshake. CVE-2017-13079: Reinstallation of the integrity group key (IGTK) in the 4-way handshake. CVE-2017-13080: Reinstallation of the group key (GTK) in the group key handshake. CVE-2017-13081: Reinstallation of the integrity group key (IGTK) in the group key handshake.
- This firmware disables the "TFTP Configuration File" setting to prevent unauthorized device resets.

Embedded JetDirect:

- Printer is showing offline after registering to Google Cloud Print.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Color LaserJet Enterprise M552 and M553 Series Firmware	Firmware Datecode: 20171213 Firmware Revision: 2308937_578487
Embedded JetDirect:	JSI23900010
DC Controller:	4.136
Optional Tray Version	3.102
HP Fleet Bundle Version Designation	Original Release FutureSmart 3.9
MD5 checksum for .bdl file	7eceb33f18d15123c46f92267bb09092

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20171110

Firmware Revision: 2308903_577315

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.8.9

ENHANCEMENT:

Base:

- The Backup and Restore feature has been expanded to include JDI settings. Additionally, this feature has been expanded to allow creating a backup file and restoring that file to another device of the same model and firmware version as the backup file.
- Added support for "Any Size/Any Type" in cassette trays.
- This feature increases the number of allowed PIN users in the device's local address book; from 1000 to 2000.
- Optimized JPEG decompression library improves performance of print jobs with JPEG compressed images
- A new option has been added to delete the temporary jobs after 3 days.
- Error code "42.B0.01" will not be displayed in the event log for end customers.
- Added new feature to allow PCL 6 to suppress blank pages. Previously this feature was only available with PCL5, now this functionality is also available with PCL6.
- Changes in power management to meet new Blue Angel regulations.

Security/Authentication:

- Users now have the ability to disable printing from Help.
- Added two new features to improve the private and usability of retrieving stored jobs from the "Retrieve from Device Memory" application. Administrators can define what users first see when entering the "Retrieve from Device Memory" application. The default behavior has not changed, but administrators have a new setting in the embedded web server under

"Security" [Tab] -> "Protect Stored Data" [Menu] -> "Managed Stored Jobs" [Section] called "Behavior when users are authenticated. If "Assist users to their jobs" is selected, users entering the application will immediately see their jobs provided a folder exists by their username (default behavior in the print driver when sending jobs) but can navigate back to the list of folders with jobs. Administrators will also note a new permission that is not activated by default in the embedded web server under "Security" [Tab] -> "Access Control" [Menu] -> "Sign In and Permission Policies" [Section] -> "Open from Device Memory application" [Control Panel Permission] for "Other Users' Jobs and Folders". If removing the permissions (e.g. for "Guest" and "Device User") a regular user will only be able to see their or guest jobs. If at the folder view they will only be able to see folders with at least one of their own jobs or a guest job within it except for the special folders like "Untitled" & "Stored Faxes". These two features can be used together to optimize the privacy & usability when users retrieve their stored jobs.

- Allow for nested group behavior on the EWS: Security>Access Control>Windows Setup. Nested AD groups may be configured to inherit parent permissions.
- Allows for authentication at devices using AD credentials instead of local device credentials via Web Jet Admin.
- This firmware provides compatible HP and 3rd party solution software the ability to establish HTTPs communications through the Jetdirect networking interface. The protocol and encryption parameters for these solutions are now configured using the Jetdirect networking settings, allowing access to updated Jetdirect protocols and encryption. This option is available to HP and 3rd party solutions using the HttpWebRequest Class connection methods.
- This firmware addresses the following security issues: CVE-2005-4900– SHA-1 is not collision resistant, allowing for context-dependent spoofing attacks. Cipher suites containing the SHA-1 hashing algorithm can now be disabled by setting Encryption Strength to "High" within the "Mgmt. Protocols" page under the EWS Networking tab. These cipher suites will remain enabled/active if Encryption Strength is set to either "Medium" or "Low". Note: For devices with Encryption Strength set to "High", after installing this firmware the Encryption Strength setting will be changed to "Medium" to allow continued access to SHA-1 cipher suites.

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- You may see a 49.00.FF error while performing a Direct TIFF print job.
- Setting Legacy resolution to 300 x 300 would not be retained after a power cycle.

- Print job size of 400mb or more not getting stored on the device disk memory.
- Disk resident fonts are not persistent after a power cycle.
- Paper type is displayed incorrectly on control panel when using Chinese.
- Wrong translation of control panel buttons in Czech.
- Certain PDFs were not printed correctly, text on PDF was getting printed as blocks.
- Improved Barcode scanning.
- Improvement in print performance of certain PDF files.
- You may see an Access Denied warning when trying to access the EWS even prior to entering in a Password.
- Under certain circumstances an SNMP GET request might receive a slow response which exceeds all client retries and timeouts. Sometimes the printer would never respond. This fix ensures that these circumstances do not prevent timely SNMP responses.
- Fixed the cleaning cycle issue causing the increase of background toner resulting in toner leakage due to repeated paper size mismatch events or excessive power cycles by power cord insertion/removal.
- Intermixing of pages is seen when printing copy jobs.
- Embedded EPrint setting intermittently shows state as "Not Supported" instead of "Enabled/Disabled" via WJA.
- Using the Pages per Sheet N-Up printing feature provided with any version of the UPD PCL6 driver will give incorrect printed output.
- You may see improvements printing certain fonts.
- Improvement for toner level reporting as cartridges are consumed.
- 49.38.07 error is seen when printing certain jobs with "reverse page order" setting enabled on a device without finisher.
- PS Error seen when printing certain documents greater than 40 pages.
- Added a Web Service object for the "Security" -> "WebScan Auto Capture Jobs: Enable Remote User Auto Capture" feature which will allow Web Jet admin to fleet manage this setting with XTP Tickets where reservation less scanning for Network TWAIN is required.
- 49.4A.04 is seen when printing certain PDF files containing excessive numbers of XObjects on one or more pages
- Error 49.4A.04 is seen when reprinting certain jobs from Corel Draw.
- The PCL commands to call barcode fonts does not work when using asterisks
- 49.38.07 error is seen when printing certain PDF jobs in duplex.
- Color mismatch while printing certain PDF documents and selecting the CMYK profile in driver.
- Device stops responding to SNMP requests when we go to Device tab in WJA.
- USB volume name is not getting displayed correctly in Korean and other 2 byte languages.
- Missing graphics on pages when printing certain PCL5 jobs.
- Improvements in small job print performance.

Security/Authentication:

- Resolved issue where aftermarket authentication agents utilizing the OXPd protocol could inadvertently remove guest permissions to tabs (ex: the Information tab) on the EWS page.
- This firmware addresses the following security issue: CVE-2016-2183 – 3DES TLS/SSL Birthday Attacks on 64-bit Block Ciphers (SWEET32) Vulnerability.
- Re-added web services (removed in FS 3.8) to allow HP Jet Advantage Security Manager to manage the state of the Information tab in the embedded web server.
- Resolved redundant authentication prompts when accessing certain types of logs.
- This firmware addresses the following security issue: CVE-2017-2750 - Insecure Solution DLL Signature Validation.
- Added support for G&D FIPS-201 SIPR smartcards that are provisioned without encipherment certificates.
- When logging into the Embedded Web Server using Windows authentication, you may not be able to see all the tabs or options that you have been granted access to.

Embedded JetDirect:

- Fixed "IP Address/Subnet is out of range. Check the field. IP=x.x.x.x Mask=x.x.x.x" error given when an IP address was entered with zero for the host number in the Access Control List.
- The Certificate Signing Request generated by the printer included three OU fields (one specified by the user when filling in the EWS form and two additional OU fields added automatically). Some Certificate Authorities accept only one OU field so the user entered field was retained and the two internally generated OU fields were removed).
- Buffers expanded to hold large DNS responses (70+ records). Previously only about 7 or 8 records were accepted.
- Trying to connect via the FTP may fail with certain applications.
- Fixed an issue where Windows Authentication would hang the printer.
- Product was generating Certificate Signing Requests with version number other than zero. RFC 2986 requires a version number of zero.
- Product was generating Certificate Signing Requests with version number other than zero. RFC 2986 requires a version number of zero.
- Printer crashes with 81.09.00 Embedded Jetdirect Error message when user sets Admin password from Telnet.
- Under certain circumstances during initial power-on, the DHCP Discover message is sent without a hostname (option 81). This fix ensures that option 81 is always present when applicable.
- The password input for "Import Certificate and Private Key" has been expanded beyond 16 characters.
- Default name when saving a CSR (Certificate Signing Request) is no longer "certificate.cer".
- Under certain circumstances the certificate validity check performed during the IKE portion of IPsec was done with the local printer time and not UTC time.
- If a Jetdirect 2900w is installed and two different wired networks are connected to the printer (one on the JD 2900w and one on the Jetdirect

- Inside connection), then it was possible (under certain circumstances) for the entire printer to become unresponsive.
- This fix prevents the printer from resetting the connection during an intervention event (paper out, paper jam, etc.) when printing using the LPD protocol. Previously, the connection would be reset after the TCP Idle Timeout had expired. Now it will wait indefinitely.
 - The firmware had trouble parsing a long list of "additional records" in a DNS SRV response packet. This fix prevents the problems which were causing the device to crash with a 49.38.07 error code.
 - Do not respond to pings during the DHCP process (after DHCP Discover).
 - Retry 802.1x EAP Start process if unsolicited Request Identity is received after connecting to unsecured network.
 - IPP attribute "printer state" is not returning the correct state when printing a port 9100 job.
 - Updates to HTTPS communications for embedded aftermarket solutions.
 - Some SSL requests from embedded solutions would fail due to corruption of the destination URL.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Color LaserJet Enterprise M552 and M553 Series Firmware	Firmware Datecode: 20171110 Firmware Revision: 2308903_577315
Embedded JetDirect:	JSI23900004
DC Controller:	4.136
Optional Tray Version	3.102
HP Fleet Bundle Version Designation	Original Release FutureSmart 3.8.9

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20170922

Firmware Revision: 2308216_001064

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.8.0.3

ENHANCEMENT:

Base:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- No New Updates

Security/Authentication:

- This firmware addresses the following security issues: CVE-2017-11103 - Heimdal before 7.4 allows remote attackers to impersonate services with Orpheus' Lyre attacks.
- This firmware addresses the following security issues: CVE-2017-9765 - Integer overflow in SOAP (Simple Object Access Protocol) function allows execution of arbitrary code or Denial of Service, aka Devil's Ivy attack.

Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Color LaserJet Enterprise M552 and M553 Series Firmware	Firmware Datecode: 20170922 Firmware Revision: 2308216_001064
Embedded JetDirect:	JSI23e80165
DC Controller:	4.134
Optional Tray Version	3.102
HP Fleet Bundle Version Designation	Original Release FutureSmart 3.8.0.3

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20170602

Firmware Revision: 2308214_000907

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.8.0.2

ENHANCEMENT:

Base:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- No New Updates

Security/Authentication:

- This firmware addresses the following security issue: CVE-2017-2743 - Cross Site Scripting (XSS) Vulnerability.

Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Color LaserJet Enterprise M552 and M553 Series Firmware	Firmware Datecode: 20170602 Firmware Revision: 2308214_000907
Embedded JetDirect:	JSI23e80161
DC Controller:	4.134
Optional Tray Version	3.102
HP Fleet Bundle Version Designation	Original Release FutureSmart 3.8.0.2

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20160820

Firmware Revision: 2308209_000566

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.8

ENHANCEMENT:

Base:

- Introduced a secure pull print job purge feature where when using a pull print solution and there is a condition on the device that requires user intervention, a job purge mode will be tied to the inactivity timeout. Job purge is limited to up to 3 jobs in the current print queue. To enable, select "Cancel Print Jobs after Unattended Error" in the devices EWS Security - General tab.
- Upgraded the font library to UFST 7.3.1. The focus areas are Error handling for TrueType fonts and OpenType CFF fonts.
- Mediatype "HP EcoSMARTLite" has been renamed to "HP EcoFFICIENT".
- Role-Based Access to EWS - provides ability to limit access to EWS items via defined roles. Note: If configured using 3.7.4, feature changes in next fleet release may cause some access controls to be lost. See white paper for details.
- Added a new menu item to turn On/Off control panel sound with 4.3 inch displays on single function products.
- Added functionality to allow users to cancel A3 jobs on A4 printers, mainly targeted for Pull printing customers.

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- Slow printing of specific PDF files.
- You may see devices intermittently stop responding in complex print environments
- Improvement in print performance of certain PDF files.
- Resolves an issue where HP device with PaperCut solutions may result in users being unable to Authenticate or Pull Print. Within the PaperCut Administration Console the HP device is unable to be configured or the embedded device status reports the following error "Error: The server sent HTTP status code 400: BadRequest".
- EPrint error "Could not communicate with HPConnected.com. Some internal error happened, try again." is seen after upgrading firmware to FS 3.5.1 or later versions.
- A 49.38.07 error may be seen when printing PDF files using LPR.
- Improvement in print performance while printing certain PDFs using PS driver.
- PCLXL error is seen while printing PDFs with watermark.
- When PJI JOB START specifies a specific page to begin printing on (e.g. PAGE 20), the device correctly begins printing on the specified page.

However, unsolicited PJJ USTATUS PAGE responses would begin counting from Page 1 (Page 2 when printing duplex) instead of the specified JOB START page (e.g. PAGE 20). This has been corrected so PJJ USTATUS returns PAGE counts beginning at the specific START PAGE.

- An indication that direct Tiff printing was supported with the Retrieve from USB feature was missing from control panel screen seen after opening the application on the control panel.
- Not able to change Tray Registration settings while EWS is in certain languages.
- Equitrac Authentication Agent sign-in agent is missing.
- Fixed the cleaning cycle issue causing the increase of background toner resulting in toner leakage due to repeated paper size mismatch events or excessive power cycles by power cord insertion/removal.
- If stop hard key is pressed while the device is in sign-in page of any application, the device does not recover and we are not able to access any application on home screen after that.
- PDF bar code not printed correctly.

Security/Authentication:

- 33.05.17 Security Alert seen when base filename used to package and zip files for solution bundling is too long.
- You may see a 33.05.18 error when using select Solution Providers software on Firmware bundle 3.7
- EWS Session Id HttpOnly attribute in HttpCookie class set to true.

Embedded JetDirect:

- Functionality of the TCP MSS settings in Telnet has been restored.
- Fixed an issue where generating a self-signed certificate would fail if the system date format wasn't mm/dd/yyyy.
- Fixed a situation where bad network packets (invalid checksum) could be accepted and processed as if they were good.
- Resolved memory leaks (and possible device lockup) in DNS mapping logic when handling uncommon IPv4/IPv6 scenarios.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Color LaserJet Enterprise M552 and M553 Series Firmware	Firmware Datecode: 20160820 Firmware Revision: 2308209_000566
Embedded JetDirect:	JSI23e80161
DC Controller:	4.134
Optional Tray Version	3.102
HP Fleet Bundle Version Designation	Original Release FutureSmart 3.8

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20160102
Firmware Revision: 2307781_551186
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.7

ENHANCEMENT:

Base:

- The device now has the capability to directly print TIFF files from the walk up USB port.
- Added support for printing TIFF files.
- IPP Job Mandatory attributes and Page Overrides are supported in Airprint 1.5 phase 2.
- Additional support added for Code128, Code 3of9, OCR-A, and OCR-B.
- When No Media Type is specified in the job and Tray 1 is loaded and configured (ex: letter, cardstock), a prompt with the default media type is seen in the mount (default: plain). If we press "OK" then the tray will be seeded to the job size and type. If the user decides to not accept this change and selects the modify button and change the tray1 type and press ok, the mount comes back. What this means is that the user will not be able to use what is loaded and configured in Tray1 with the current job. This requirement provides the capability wherein an "Options" button is displayed instead of "OK" in the mount and once user presses Option button, he should be able to see two listings for Tray1, one with the current tray settings and one with the Job settings. Once user selects Tray1 with Job settings, Job size and Job type will be seeded in Tray1 and Job will get printed from Tray1. If user selects any other listing it will be treated as override of Job to tray settings.

Security/Authentication:

- No New Updates

Embedded JetDirect:

- Added support for new USB accessory (HP Jetdirect 2900nw). Wireless STA with second Ethernet connection.
- Added support for new USB accessory (HP Jetdirect 3000w). Wireless AP with NFC and Wireless Direct.

FIXES:

Base:

- You may see a delay in accepting data in the middle of a job or between jobs when using the Equitrac solution.
- HPAC15.0 does not read proximity card correctly when waking from sleep mode with OXPd1.7
- Keyboard layout setting is changed from "English (UK)" to "Japanese (Romaji)" after upgrading FW from 3.2.7 to 3.4.
- Accented characters missing with univers font on 3.4
- Slow printing of specific PDF files
- The Esc E command is not resetting the PCL5 print environment when used with the PaperType command
- Lines on page may not print when using certain PS or PDF print files
- Adding a WJA Template has the potential to produce a 46.23.1C error
- You may see the devices intermittently stop responding to SNMPv3 queries after 2-3 weeks of up-time
- SNMP Value for hrMemorySize (OID 0.1.3.6.1.2.1.25.2.2.0) is reporting Incorrect Memory Size.
- Arabic words on WinForms have separated letters only.
- A 49.38.07 may be seen on the control panel for no apparent reason
- Slow performance on PPT files

Security/Authentication:

- No New Updates --

Embedded JetDirect:

- Upgrading from FS 3.4 will cause Bonjour protocol to be enabled - even if it was previously disabled.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Color LaserJet Enterprise M552 and M553 Series Firmware	Firmware Datecode: 20160102 Firmware Revision: 2307781_551186
Embedded JetDirect:	JSI23700101
DC Controller:	4.132
Optional Tray Version	3.102
HP Fleet Bundle Version Designation	Original Release FutureSmart 3.7

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20150731

Firmware Revision: 2306242_531754

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.6

ENHANCEMENT:

Base:

- No New Updates --

Security/Authentication:

- No New Updates --

Embedded JetDirect:

- No New Updates --

FIXES:

Base:

- You may see a delay in accepting data in the middle of a job or between jobs when using the Equitrac solution.
- HPAC15.0 does not read proximity card correctly when waking from sleep mode with OXPd1.7
- Keyboard layout setting is changed from "English (UK)" to "Japanese (Romaji)" after upgrading FW from 3.2.7 to 3.4.
- Accentuated characters missing with univers font on 3.4
- Slow printing of specific PDF files
- The Esc E command is not resetting the PCL5 print environment when used with the PaperType command
- 'Lines on page may not print when using certain PS or PDF print files
- Adding a WJA Template has the potential to produce a 46.23.1C error
- You may see the devices intermittently stop responding to SNMPv3 queries after 2-3 weeks of up-time
- "SNMP Value for hrMemorySize (OID 0.1.3.6.1.2.1.25.2.2.0) Reporting Incorrect Memory Size"
- Arabic words on WinForms have separated letters only
- A 49.38.07 may be seen on the control panel for no apparent reason

Security/Authentication:

- No New Updates --

Embedded JetDirect:

- Upgrading from FS 3.4 will cause Bonjour protocol to be enabled - even if it was previously disabled.
- Slow performance on PPT files

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Color LaserJet Enterprise M552 and M553 Series Firmware	Firmware Datecode: 20150731 Firmware Revision: 2306242_531754
Embedded JetDirect:	JSI23600140
DC Controller:	4.130
Optional Tray Version	3.102
HP Fleet Bundle Version Designation	Original Release FutureSmart 3.6

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20150609

Firmware Revision: 2305090_000457

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.5.1

ENHANCEMENT:

Base:

- No New Updates --

Security/Authentication:

- No New Updates --

Embedded JetDirect:

- No New Updates --

FIXES:

Base:

- Added OID support for Cartridge Serial Number
- Cartridge Very Low message is cleared while opening and closing doors -

Security/Authentication:

- No New Updates --

Embedded JetDirect:

- No New Updates --

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Color LaserJet Enterprise M552 and M553 Series Firmware	Firmware Datecode: 20150609 Firmware Revision: 2305090_000457
Embedded JetDirect:	JSI23500064
DC Controller:	4.130
Optional Tray Version	3.102
HP Fleet Bundle Version Designation	Original Release FutureSmart 3.5.1

Enhancements and Fixes provided with this Previous Firmware revision

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

Firmware Datecode: 20150403

Firmware Revision: 2305076_518484

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.5

ENHANCEMENT:

Base:

- No New Updates -- Original Release

Security/Authentication:

- No New Updates -- Original Release

Embedded JetDirect:

- No New Updates -- Original Release

FIXES:

Base:

- No New Updates -- Original Release

Security/Authentication:

- No New Updates -- Original Release

Embedded JetDirect:

- No New Updates -- Original Release

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Color LaserJet Enterprise M552 and M553 Series Firmware	Firmware Datecode: 20150403 Firmware Revision: 2305076_518484
Embedded JetDirect:	JSI23500060
DC Controller:	4.130
Optional Tray Version	3.102
HP Fleet Bundle Version Designation	Original Release FutureSmart 3.5

No Previous Releases -- Original Version

Installation Instructions

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

You can send the firmware 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. Scroll down and select the **Administration** application.
3. Select the **Reports** menu.
4. Select the **Configuration/Status Pages** menu.
5. Select the **Configuration Page** option.
6. Select the **Print**.

On the printed Configuration page look in the section marked "Device Information" for the Firmware Datecode and Firmware Revision. The Firmware Datecode and Firmware Revision will look something like this:

Firmware Datecode: 20120808
Firmware Revision: 2200890_229591

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 depend on the

speed of the host computer sending the update and the I/O method (USB 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 firmware job in the queue will be printed before the update is processed.

NOTE: When the update process has completed the LaserJet will need to be rebooted. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

Additional information to know

The firmware file will be in the following file format "xxxxxxx.bdl" where "xxx" indicates the firmware file name and the ".bdl" is the files extension.

This file requires an interactive update method. You cannot update the printer using the traditional FTP, LPR or Port 9100 methods of upgrading. Please use one of the following methods listed below to update the firmware of this device.

How to perform firmware upgrades.

Embedded Web Server: (control panel is at a Ready screen)

Please visit the following link to a view video on this firmware upgrade method explained below. **YouTube address:** <http://youtu.be/adeJ69EKi04>

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

After uncompressing the file you will see a xxxxxxx.bdl file.

1. Open an Internet Browser Window.
2. Enter the IP address in the URL line.
3. Select the **Firmware Upgrade** link from within the **Troubleshooting tab**.
4. Browse to the location that the firmware upgrade file was downloaded to, and then select the firmware file. Select the Install button to perform the upgrade.

NOTE: Do not close the Browser Window or interrupt communication until the Embedded Web Server displays the Confirmation Page.

5. Select **Restart Now** from the EWS confirmation page, or turn the product off and then on again using the power switch. The printer will not automatically reboot.

Once the printer or MFP is back online, print a Configuration Page and verify that the new firmware has been installed.

Pre-Boot walk-up USB thumb drive: (control panel Pre-Boot menu)

NOTE: Only to be used if the printer is not able to boot to READY

After uncompressing the file you will see a xxxxxx.bdl file.

1. Copy the xxxxxx.bdl file to a portable USB flash memory storage device (thumb drive). USB Flash Drives with a CD formatted partition may not be recognized by the printer. You may need to try a different USB flash drive.
2. Turn the printer ON.
3. Press the **HP** logo in the middle of the screen when you see the "**1/8**" under the logo.
4. Press the Down arrow to highlight **Administrator**, and then press the OK key.
5. Press the Down arrow to highlight **Download**, and then press the OK key.
6. Insert the portable USB storage device with the xxxxxx.bdl file on it.
7. Press the Down arrow to highlight **USB Thumbdrive**, and then press the OK key.
8. Press the Down arrow to highlight the xxxxxx.bdl file, and then press the OK key.

NOTE: If you have more than one .bdl file on your USB Thumb drive, select the file you want loaded and press OK.

Please be patient since this may take up to 10 minutes to reboot.

9. When the message **Complete** appears on the control panel display, press the Back button several times until you see the **Continue** menu, then press the OK key.
10. The printer will continue to boot to the Ready state.

Once the printer or MFP is back online, print a Configuration Page and verify that the new firmware has been installed.

Walk-up USB thumb drive: (Standard control panel menu)

Please visit the following link to a view video on this firmware upgrade method explained below. **YouTube address:** <http://youtu.be/MHB18T45LX0>

After uncompressing the file you will see a xxxxxx.bdl file.

1. Copy the xxxxxx.bdl file to a portable USB flash memory storage device (thumb drive). USB Flash Drives with a CD formatted partition may not be recognized by the printer. You may need to try a different USB flash drive.
2. Turn the printer ON.

3. Scroll down and select the **Device Maintenance** application.
4. Select the **USB Firmware Upgrade** menu.
5. Insert the portable USB storage device with the xxxxxx.bdl file on it into the USB port on the front control panel of the product.
6. Select and highlight the xxxxxx.bdl file you would like to use.

NOTE: If there is more than one xxxxxx.bdl file on the storage device, make sure that you select the correct file for this product.

7. Select the Upgrade button in the lower right corner to begin the upgrade process.

When the upgrade is complete, the printer will reboot automatically.

NOTE: The upgrade process may take 10 or more minutes to complete. Please do not interrupt the updating process.

Once the printer or MFP is back online, print a Configuration Page and verify that the new firmware has been installed.

Web Jetadmin (Supported with version 10.3 SR4 or newer)

Please visit www.hp.com and type "Web Jet Admin" in the "Search" Box to find more information about new releases of Web Jetadmin and the release note information for those releases.

Upgrading Firmware:

1. Start Web Jetadmin 10.3 SR4 or newer
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.

NOTE: If the correct firmware version does not appear within the list, you will need to manually upload it into WJA. New firmware may be available on an FTP site prior to appearing on hp.com. The instructions below allow you to upload a firmware file from your local PC to WJA 10.3 SR4 or newer

Uploading new firmware files into WJA:

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 .bdl file on your local PC
5. Click "Upload"
6. Once the .bdl 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.

System Requirements

The Firmware upgrade process requires a network or USB port connection.

Technical Assistance

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 Color LaserJet Enterprise M552 and M553 Support:

URL for Firmware downloads:

www.hp.com/support/colorljM552

www.hp.com/support/colorljM553

URL for Support:

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

URL for Access HP: <http://www.hp.com>

FTP address: [ftp.hp.com](ftp://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.

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