

HP Scanjet 7000n/7000nx Firmware Readme

Product Name(s): HP Scanjet Enterprise 7000n/7000nx Document Capture Workstation

Model Number(s): L2708A, L2709A

This document contains information for the firmware revision number(s):

Firmware Datecode: 20140430

Firmware Revision: 2204081_233277

HP Fleet Release Designation: FutureSmart 2 SP2.06

IMPORTANT: Jetdirect firmware must be upgraded to V.41.12 or higher before installing Scanjet firmware! More information is included in the Enhancements and Fixes section.

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Description

This Readme file provides specific installation instructions and other information you should know before you perform a firmware upgrade for your HP Scanjet scanner. Upgrade instructions are provided for single and multiple scanner upgrades.

What is included in a firmware upgrade?

The HP Scanjet firmware upgrade file available from the HP support web site contains firmware for the engine, scanner and embedded JetDirect (if applicable) in one convenient download file. When the firmware upgrade file is sent to the HP Scanjet scanner, the firmware for the engine and scanner is upgraded.

Who needs this firmware?

HP provides firmware upgrades for your scanner periodically through its supported lifecycle. A firmware upgrade may be necessary if it is determined that you may benefit from the resolution of any issues that are documented below. These upgrades are available on the HP support web site.

NOTE: If you are using a third-party application on your HP Scanjet 7000n/7000nx, contact the application vendor before upgrading the firmware to see if your application(s) have been qualified with this firmware release.

Finding the Current Firmware Version

From the Scanner

1. Touch the **Service** button on the Home screen.
2. Locate the **Firmware Revision** field. The firmware version will look something like this: 113773_118969

NOTE: Touch the **Firmware Upgrade** button and a **Detecting USB Storage Device** message will be displayed. Wait until the message is dismissed and then touch the **Details** button to view additional information about the content of the installed firmware.

From Embedded Web Server (EWS)

1. In a supported Web browser on your computer, type the product IP address or host name in the address/URL field. To find the IP address or host name, touch the **Network Address** button on the Home screen.
2. Click on the **Information** tab.
3. Click on the **Configuration Page** link.
4. Locate the **Firmware Revision** and **Firmware Datecode** fields. The firmware version will look something like this:
Firmware Datecode: 20101130
Firmware Revision: 113773_118969

From HP Web Jetadmin

1. Start HP Web Jetadmin.
2. Open the **Device Management** view.
3. In the left navigation pane, expand **Overview** and select **All Devices**. Locate the device in the list, and then click to select it. If you need to view the firmware version for multiple devices, select all of them by pressing either the Ctrl or Shift key as you click the name of each device.
4. Click on the **Firmware** tab. From the **View** options select **Printer Firmware**.

5. The firmware version can be found under the **Device Firmware** column and will look something like this: 113773_118969

ENHANCEMENTS AND FIXES PROVIDED WITH THIS FIRMWARE REVISION

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

Firmware Datecode: 20140430

Firmware Revision: 2204081_233277

HP Fleet Release Designation: FutureSmart 2 SP2.06

IMPORTANT: Jetdirect firmware must be upgraded to V.41.12 or higher before installing Scanjet firmware! This Scanjet firmware is incompatible with older versions of Jetdirect firmware. Installing this Scanjet firmware with older Jetdirect firmware will result in loss of most EWS functionality.

[Click here for Jetdirect firmware upgrade instructions](#)

[Click here for instructions on upgrading Jetdirect via FTP. You will need to follow this process if you did not upgrade Jetdirect first, and EWS tabs are not visible. The instructions do not list the 635n, but still apply](#)

Enhancements:

The Scanjet 7000n/nx is no longer included in FutureSmart fleet releases. No enhancements are included in this maintenance release.

Fixes or improvements:

Fixes or improvements for the following issues are provided by this firmware release:

- You may see a 49.38.07 error when using Job Build with recent (FutureSmart 2 SP2) firmware.
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- The keyboard layouts may not change when changing them via the Embedded Web Server.
- Network Contacts (LDAP) Address Book Fails with Multiple Search Roots
- The DOMAIN field for MFP send to network folder quick sets configured to use the credentials of users signing in at the device control panel is now able to be configured through web services.
- WJA could not read Metadata file type correctly (Web Services was not correctly presenting the file setting)

- FutureSmart devices have a difficult time accessing Send to Folder when 50+ Quicksets exist
- DSS defined Home Folders do not appear in the send to folder application
- Performance with DSS may be impacted by excessive keep alive traffic.
- ADF Duplex Sides Count increments by 4 for a single 2-sided page with FutureSmart 2 SP2 firmware
- The global setting of "Allow invalid email address formats" did not apply to many EWS configuration items. With this release, the global setting applies to quick sets as well as control panel input
- The scanner records a 40.80.04 "Failed to read value from NVRAM" event in the Event Log at every power up. This was not a real error, but rather a firmware defect where it was trying to read a value that does not apply to scanners. The error is corrected in this release.
- Possible SharePoint errors when using DSS 5 workflows
- Automatically Detect Orientation was added in version 11.3.2. The selection is missing in FutureSmart 2 SP1 and SP2 versions
- The algorithm for automatically detecting content orientation is moderately improved in this release
- LANFax credentials may randomly disappear, resulting in unconfigured quick sets or 49.38.03/44.91.08 errors
- When using the quick set wizard you may see an Automatic Tone selection when using the Previous Screen button. Automatic Tone is not supported on this product, and the erroneous checkbox is removed in this release
- The device Remote Configuration Password credentials incorrectly allow access to the EWS configuration interface. The Remote Configuration Password is used by remote configuration tools including HP Digital Sending Software and HP Web Jetadmin to connect to the device.
- A 40.80.04 Failed to read value from NVRAM error is entered in the Event Log each time the unit is powered on. All firmware versions prior to this release were trying to access a variable that does not apply to scanners. The real error was the message in the Event Log. It is fixed in this release.
- This firmware addresses the following security issues:
SSRT101249 – CVE-2013-4828
SSRT101327 - CVE-2013-4829
- This release includes a failsafe mechanism to prevent disk overrun during extremely heavy scanning

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Scanjet Enterprise 7000n/7000nx	2204081_233277 (20140430)
SCB	50.8.18.110
HP Fleet Release Designation	FutureSmart 2 SP2.06

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:

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

Firmware Datecode: 20130119

Firmware Revision: 2201075_229185

HP Fleet Release Designation: FutureSmart 2 SP2

IMPORTANT: Jetdirect firmware must be upgraded to V.41.12 or higher before installing Scanjet firmware! This Scanjet firmware is incompatible with older versions of Jetdirect firmware. Installing this Scanjet firmware with older Jetdirect firmware will result in loss of most EWS functionality.

[Click here for Jetdirect firmware upgrade instructions](#)

[Click here for instructions on upgrading Jetdirect via FTP. You will need to follow this process if you did not upgrade Jetdirect first, and EWS tabs are not visible. The instructions do not list the 635n, but still apply](#)

Enhancements:

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

Base unit:

- A virtual Hebrew keyboard is now selectable
- The device will no longer enter sleep mode if the user is interacting with it.
- Behavior of job build when the Inactivity Timeout expires can now be configured (cancel entries or attempt to act on what has been scanned)

- The Retain Settings for Next Job checkbox can now be checked by default
- Behavior of the Inactivity Timeout is now configurable. Previously values between 120 and 300 were treated as 120.
- Usage counts are now included in a Save/Restore operation
- Default "From:" address can now be specified for Email alerts and AutoSend
- The Initial Settings icon can now be removed by remote management applications
- The ability to display a custom display message when the device is inactive has been added
- The virtual keyboard can now be disabled in the EWS, typically for Tempest applications

Digital Sending:

- Email address validation may now be disabled for user input
- Ability to perform send to folder on Novell shares with DSS
- An option to lock/unlock changes to "Default File Type" setting while performing Send to Folder is added in this release
- This release adds support for newer Mac OS X Send to Network Folder functions.
- A new option for file naming of multiple files provides compatibility for legacy devices
- Search capability is added for for the digital sending Address Book
- The LANFax Username metadata field is now configurable
- The ability to import address books from legacy devices has been enhanced

Fixes or improvements:

Fixes or improvements for the following issues are provided by this firmware release:

Base unit:

- You may see a 49.38.07 error using HPAC with FutureSmart 2 SP 1.02
- When setting up the energy schedule you will see an incorrect localization for German days of the week.
- You may see the virtual keyboard layout is in a QWERTY configuration when signing in after the printer has been asleep with the French language set as the default language.

- The messages seen for the Start instantly upon selection and Enter application when user presses Start Quick sets are different when the device is first booted.
- During the initial Setup when ""German"" is selected as the display language and ""German – Switzerland"" as the Keyboard Language the values will be saved correctly for the display language, but the keyboard language will be set to ""German – Germany"" instead of ""German – Switzerland"".
- A "Restore Factory Settings" screen is presented when performing a restore from a Back Up.
- A message including the following information appears on the control panel when removing the USB Flash Drive after a backup and restore: [[cExportBackupFileError]] and [[cRestoreFailure]]
- Pressing the physical keyboard Enter key produces inconsistent results, such as displaying a Help item. With this release behaves as Enter or Select, depending on context.
- Destination path format in email notification for USB jobs may be confusing.
- A fax or send job may hang if the Scanner hatch is open and the Image Preview button is pressed.
- The Administration -> display settings -> key press sound menu is not localized in some languages.
- When changing the language at the Control panel using the Globe, certain settings for Date and time may not change to match the localization selected.
- Some help items are not localized in the Control Panel Help menu.
- Restore Factory Settings may not work as expected. With this release the item is moved to the Administration menu.
- Pressing the power button while the scanner is busy may result in an incorrect control panel display

Digital Sending:

- Scanning to an FTP destination takes more time to deliver the resulting images than scanning to HTTP destination.
- FTP Active mode not working as expected.
- LanFax email notifications may be delayed
- Scan to folder performance is improved in this release

- Cropped area may appear solid black
- Some embedded Save to Network Folder digital send jobs could get "stuck" in a processing loop when unrecognized Server Message Block (SMB) responses are returned to the MFP
- For embedded Save to Network Folder digital send jobs, support has been added for distributed file system environments that require referral requests to be preceded with a single backslash
- To and From fields do not populate appropriate addresses in send to me configuration
- While using 'Send to me' configuration, logged in user gets a prompt to add his/her own email address to address book.
- You may see a delay during the 'sending' phase of email or network folder jobs
- The scanner may not be able to verify folder access through HP DSS or Novell
- While sending email/LAN Fax If the original size is changed to Custom then fax/email fails to send.
- In previous releases the job log details showed the default settings, not the actual user settings for the job. From this release forward, details are not included in the job log
- Control panel may indicate an incorrect username/password if an invalid folder path is entered by the user
- Send to folder fails to send with access verification turned off and an authenticated user signed in
- When send to folder is performed to create folder based on username, an additional folder %SECURTIY_USERNMAE% is created as a side effect.
- Email addresses fail to autofill from the LDAP address book when LDAP addressing is configured by DSS, LDAP authentication is required, and the LDAP authentication is set to work using signed-in user's credentials.
- The scanner may not accept fixed credentials for Scan to SharePoint jobs
- Using DSS, when accessing the address book for send to email you will see a progress bar while the system collects the addresses to display. This will most commonly happen when ldap address lookup is enabled.
- When using encrypted email as default, and the default To: address is the signed-in user, the address may appear twice in the To: field
- When using Send to Folder to a local DSS 4.25 folder, the Verify Access button may incorrectly prompt for credentials. The only issue is the Verify Access function. Jobs are sent correctly if the button is not pressed.

- If a SharePoint folder location contains a space, the location in the email alert will be truncated at the space
- Scan to SharePoint does not work when using HTTPS/SSL in FutureSmart 2 SP1.
- Send to Folder metadata incorrectly counted blank pages with Blank Page Suppression enabled
- Send to Email "From:" address may appear as "DAFAULT" under rare circumstances

Authentication and Security:

- Smart Card Sign-In could fail during repeated authentication attempts
- Device event log messages for certain Windows Sign-In failures have been changed to provide improved information

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Scanjet Enterprise 7000n/7000nx	2201075_229185 (20130119)
SCB	50.8.18.110
HP Fleet Release Designation	FutureSmart 2 SP2

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:

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

IMPORTANT: Jetdirect firmware must be upgraded to V.41.12 or higher before installing Scanjet firmware! This Scanjet firmware is incompatible with older versions of Jetdirect firmware. Installing this Scanjet firmware with older Jetdirect firmware will result in loss of most EWS functionality.

Scanjet 7000n/nx firmware information:

HP Fleet Release Designation: FutureSmart 2 SP1 (CPE 22.1)
 Firmware Datecode: 20120623

Firmware Revision: 2200643_228343

Enhancements:

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

Base unit:

- Identification for which FutureSmart Version and Service Pack currently being used has been added to the Configuration page.
- Language support has been added for the Do Not Unplug Icon.
- Particular 49.38.07 errors have been changed to 49.38.18 errors to add more details with regards to why the error happened.
- Instructional text for the How to Connect/Network Address button can now be enabled or disabled
- The device MAC address now appears on the How to Connect/Network Address screen and printed configuration page

Authentication and Security:

- Certificate registration now occurs during certificate install, avoiding dual registration issues. In addition, HTTPS binding of the certificate also now occurs during certificate install
- AES 256 symmetric encryption strength is now available for encrypted send to email
- SHA-256 is now available for signed send to email
- Reverse DNS Lookups can now be enabled/disabled for Smart Card sign in configuration page of the device embedded web server
- CDP (Certificate Revocation List Distribution Point) can now be configured from the device embedded web server

Digital Sending:

- You can now use a step by step interface for setting up email via the EWS, which includes both required and optional settings under a single tab. This avoids clicking on multiple tabs to complete email setup.
- Now Send to Network Folder job will prompt for user credentials only once.
- Devices can now be configured to prevent the selection of OCR file types when bound to DSS.

- Digital send jobs can now use original file names and extensions. This enhancement provides backward compatibility with legacy LaserJets and Digital Senders.
- Send to Email now supports SMTP servers that require SSL/TLS
- Notification of digital send jobs now provide a thumbnail option
- Scan to Folder/FTP now supports Active Mode
- Send to a LANfax server can now be configured to use FTP for data transport
- Support for Billing Codes is added for LANFax

Fixes or improvements:

Fixes or improvements for the following issues are provided by this firmware release:

Base unit:

- Quickset Home Screen button can cause an "Initialization" hang screen if pressed twice in succession
- Detection of a USB device may be slower than normal in recent firmware versions
- The control panel selection for Key Press Sound is not localized
- The Date/Time options in the control panel menus may not be localized
- An incorrect control panel message may be displayed if a Backup is initiated while the scanner is busy
- The translation for the days of the week in Italian are not correct for the Sleep Delay feature
- When making a back-up by going to Device Maintenance -> BackUp/Restore -> Backup and then doing a restore by taking the same path and selecting "Restore" instead of "Backup" you will see an invalid message string [[cMacroSubsystemsDigitalSend]].
- With firmware Fleet Release 11.3.1 only, a 49.38.07 error occurs if a Paper Path Test or Clear Paper Path is executed
- The scanner takes 20 minutes to shut down if shut down is selected when the device is not at Ready
- DS XML File Destination Name Not Reporting Correct Name
- A 99.06.01 error may be seen in the event log without any description.
- A message indicating the system is busy may be missing when attempting to enter sleep mode

- EWS stop responding after a DST Offset is set with more than ten digits
- The OID - .1.3.6.1.2.1.43.5.1.1.17.1 - may pull inconsistent data from different devices
- Possible 49.38.07 error after upgrading firmware
- The event log contains multiple 40.80.04 errors. This error was logged in error. It was not harmful, and did not indicate an operational problem with the unit
- Possible 49.38.07 error after upgrading via USB when thumbdrive is removed
- Accessing Job Status / Job Log may be slow to respond for authenticated users.
- Certain Japanese Characters seem to be missing from the keyboard layout.
- The word "Service" may not be localized in the Device Maintenance area of the control panel
- "There is no message is displaying to the user if the password and the reentered password for exporting a backup to a USB do not match.
- The Ok button, for continuing an export backup to USB, remains disabled until the passwords match.
- Behavior when pressing the keyboard ENTER key to select items may be inconsistent
- Embedded Web server pages may load slowly
- When viewing a Job in the Job Status window the job may become un-highlighted when another job in the queue changes state.
- Welcome message may not localize correctly when signing in and changing localization.
- Pressing the Image Preview button multiple times has numerous side effects such as unexpected screens and the device becoming unresponsive
- The Job Name field inside Save to Device Memory is cleared between subsequent jobs when "Retain Settings" is selected on the Status Screen
- Selecting a 2nd Quickset causes file name to be lost without warning
- When pressing the "OK" selection when the control panel is set to Japanese, we get an unexpected character.
- You may see two Text boxes with authenticating and switching fields when the language is set to Chinese
- You will not be able to enter the folder when clicking the breadcrumb in save to USB when overwriting a file

- The configured language in the User Interface is reflected in EWS Job log page even if EWS has another configured language
- The date column of Job log is always in 12hour format even the device is configured to 24hour format
- EWS Security Access Control settings incorrect after session timeout
- EWS is not localized in the same language as the browser
- When setting up a Send to FTP path you will see "%20" in the path name instead of a space.
- When retrieving device information, FutureSmart devices incorrectly report the Model Number instead of the Model Name.

Authentication and Security:

- During import of user PINs the progress barber pole is not present. With high numbers of imported records (~2000) a confirmation screen may not appear, and a reboot may be required to get the unit back to Ready
- When performing Smart Card Sign In, if a user enters an incorrect PIN a generic error message is displayed instead of the proper "Sign In Failed: Invalid PIN entry, please try again using the correct PIN" error message
- When authenticating to the device via HP web services, the authentication can be very slow
- Cancelling device sign-in attempts repeatedly from the control panel can cause the device to hang
- A 49.38.03 error may be seen on devices with installed USB Smart Card readers when the control panel user interface is pressed at the same time as a smart card is entered into the card reader

Digital Sending:

- You may see a 49.38.07 error when the SMTP service is not available and the printer keeps trying to send the email over multiple attempts.
- FTP validation takes more than 3.5 sec
- Scan to SharePoint may fail when scanning Legal pages with non-default resolution to SharePoint 2003 using HTTPS
- After completing email job the email settings are not retained in the 'From' field where the user has signed in and option to edit the 'From' address is enabled. The settings are also not retained in 'To' field and clears out the email address.

- A problem has been resolved where SMTP errors were being logged several times for the same error
- After disabling PDF encryption from the device embedded web server, the PDF encryption password will not clear.
- Restore factory Defaults and Cold Reset did not remove a device from DSS
- Send to Network folder metadata is overwritten for files with the same name, even though the file type (extension) is different
- Communication error seen when sending email through Lotus Domino 7 SMTP Gateway
- Address book does not display French special characters
- When the checkbox "Allow DSS" is unchecked via the EWS the device will now unbind itself from DSS if it is currently bound. This allows DSS to know that it is no longer a bound device.
- In embedded send to email, where one recipient address is incorrect or an SMTP server is incorrect, results in multiple emails.
- Send to Home folder results in a 49.38.0c Error
- DSS Workflow (OXPD 1.4) now creates 1-bit monochrome images for the following two sets of settings:
 - For DSS 4.91 and 4.25: (color quality = B&W AND File Format = TIFF or MTIFF)
 - For DSS 4.91 only: (Color Preference = Black/Gray AND File Type = PDF AND Optimize For = Text)
- Junk character "\n" appears after "Network folder path" in Control Panel and EWS with some local languages.
- Encrypted emails are not able to be decrypted by the recipient when the public key is obtained from the userCertificate attribute
- While doing Send to folder or email job in Japanese language, the symbol keyboard is cut off.
- Onscreen keyboard is delayed when being accessed from the following functions. Retrieve job from memory (PIN), Scan to email and Save to network folder.
- For Send to Email job, pressing Start button multiple times results in clearing the settings retained from the previous job in TO: field
- While typing the address in Send to email job, pressing OK to select the proposed autofill address results in the partially typed name to be selected instead of full address.
- Unable to use backspace through the highlighted default 'From' address in the 'From' field when doing Send to Email

- An issue has been resolved where the path for a send to home folder job was not being populated in the UI after the home folder path lookup. This would occur when the device is sending via DSS.
- Incorrect keyboard layout when switching between 3 languages in email address book
- Performance has been improved in the interactions of DSS or the EWS when the device is in sleep mode
- When using a digital sending quickset, using DSS 4.9x and sending from DSS, the file type set in DSS may not appear at the control panel. For example, setting Searchable PDF in the quickset may appear as PDF when the quickset is selected
- Send to Folder may fail when the destination folder is on Windows DFS (Distributed File System)

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Scanjet Enterprise 7000n/7000nx	2200643_228343 (20120623)
SCB	50.8.18.110
HP Fleet Release Designation	CPE 22.1

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:

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

IMPORTANT: Jetdirect firmware must be upgraded to V.41.12 or higher before installing Scanjet firmware! This Scanjet firmware is incompatible with older versions of Jetdirect firmware. Installing this Scanjet firmware with older Jetdirect firmware will result in loss of most EWS functionality.

Jetdirect 635n firmware upgrade instructions:

1. Jetdirect 635n firmware V.41.12, filename 635N_V4112.dld, is included in the .zip file with the Scanjet firmware. Extract the Jetdirect firmware to a folder on your PC
2. Open the Scanjet 7000n/nx Embedded Web Server

3. Browse to the Networking tab. You may be asked to enter your username and password
4. Select Other Settings on the left side
5. Select the Firmware Upgrade tab
6. Use the "Browse" button to locate the Jetdirect firmware extracted in step 1
7. Select Upgrade Firmware and follow the EWS prompts

Scanjet 7000n/nx firmware information:

HP Fleet Release Designation: CPE 11.3.2

Firmware Datecode: 20120319

Firmware Revision: 2131325_192303

CPE 11.3.2 contains a fix for the following issue with CPE 11.3.1:

- Running a Paper Path Test or a Clean Paper Path from the Service menu results in a 49.38.07 error, or in the device becoming unresponsive.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Scanjet Enterprise 7000n/7000nx	2131325_192303 (20120319)
SCB	50.8.18.110
HP Fleet Release Designation	CPE 11.3.2

The notes below for CPE 11.3.1 also apply to CPE 11.3.2.

HP Fleet Release Designation: CPE 11.3.1

Firmware Datecode: 20120119

Firmware Revision: 2131311_192131

Enhancements:

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

- "Automatic Tone" added to Scan settings. Checking this box sets the Darkness, Contrast, and Background Cleanup settings automatically.
- "Content Orientation" added to Scan Settings. Adds the ability for the page to be automatically oriented based upon the text orientation on the page. The orientation will be adjusted by 90, 180 or 270 degrees so each page in a stack is oriented for normal reading
- Scan to SharePoint is now available as a digital sending option.

- Maximum email attachment size can now be enter as an integer value. Previously it was selected from a restricted list (No Limit, 512 KB, 1 MB, 2 MB, 4 MB, 8 MB)
- You can now send scanned data to multiple folder destinations of any type (Windows, FTP)
- The device address book now supports network folder path. Another field is added to contacts much like email address and fax number.
- You can now specify custom address books on the device. This is essentially adding a tag to each local contact on the device to specify which address book they belong to.
- A text box is added below the customizable file name/folder path areas
- LDAP admin credential support added for FutureSmart fleet compatibility
- LDAP Filter Condition field is added in Advanced LDAP settings
- Support is added to provide access for web services applications, including Web Jetadmin, to the FIPS 140-2 status information of installed encrypted hard drives and the ability to enable/disable the encryption on the drive.
- The ability to prevent disk corruption when the power plug pulled during a firmware upgrade is improved in this version
- A new internal page, Administration > Reports > Configuration/Status Pages > Web Service Status Page, is added. It will list all of the currently running web services.
- The ability to collect diagnostic log information if not able to boot to Ready. Thiis new feature allows you to use the Pre-boot menu and a USB thumbdrive to collect the log files.
- The "Use Address Book Entries Only" feature is simplified for Send to Email
- The Job List can now be hidden
- Added the ability to write Scan Supplies events to the different log files on the device
- Unsupported USB device messages are now able to be Hidden
- The signed-in Username will now be visible from most control panel screens

Fixes or improvements:

Fixes or improvements for the following issues are provided by this firmware release:

- Control Panel UI appears to hang when canceling Help me find SMTP operation in email Setup Wizard

- Options Conflict Dialog does not display when setting email notification without entering a valid email address to send the notification to for Digital Send operations.
- email can be set as an option for Fax notification even though email is not configured on the device
- Test email may not inform user of success or failure in Email Setup
- XML Metadata inconsistent with previous products. FutureSmart now consistent.
- In the UI when one starts an email job, previews it and then sends it, it does not prompt for adding the To/CC/BCC Address into the address book. Whereas if one did not preview the image, it prompts for adding the To/CC/BCC Address into the address book.
- FutureSmart SmartCard Sign not working with Kerberos over SSL binds for the LDAP portion of the SmartCard authentication cycle
- You may see a slow down/performance issue while performing a scan to folder job.
- A 49.38.07 is seen when updating firmware. This issue applied to Scanjet 7000n/nx firmware version 2121192_170279, which was not released because of this problem.
- Email Address (auto-complete) lookup may be slow
- Scan and Fax Features and "Setting up Send to Folder" are now localized and their items and help content are included in the Japanese language.
- Accessing the Embedded Web Server job log page is slow when several job entries are present
- Address auto-complete is slow
- Delays when opening Job Status and Open from Device Memory control panel menus
- Setting up a new folder path for Save To Folder while processing a previous job or changing the file type an excessive amount time.
- Control panel performance delays when setting up Send to Folder paths
- Send to Email configuration changes may be slow to save
- A long delay is seen when accessing the Configuration page using the products Embedded Web Server
- A long delay is seen when accessing the Event Log page using the product's Embedded Web Server
- Default resolution set on internet fax and LANFax jobs now sticks after a reboot.

- Large address book imports may cause the control panel to become unresponsive or slow.
- Entering and exiting the email application may cause an error
- Job Start pop-up screen now displays the correct status of the job, without a lag between scanning and preparing the job.
- Long delays may be seen when using the search functionality when accessing an LDAP server.
- Device may display a 49.38.XX error when a Smartcard is repeatedly inserted and removed or if the card reader connection is poor.
- Importing large CSV files can cause the Embedded Web Server to become unresponsive during the import
- The EWS Does Not Provide Accurate Feedback during Firmware Upgrade
- Device may display 49.38.03 when using the USB Quickset.
- If no card is present when Smartcard sign-in is attempted, the PIN prompt will now appear again when card is installed
- The device will become unresponsive when sending repetitive send to email jobs with an unresponsive SMTP server.
- Device may intermittently fail when sending Scan to Folder Jobs when security blob size is over 5k.
- Selected settings are now reflected correctly on the control panel for Workflow (OXPd HTML) jobs.
- Initial Setup information text does not update localization when language changes
- While the backlight is not on, pressing the Hide button makes the home screen unusable

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Scanjet Enterprise 7000n/7000nx	2131311_192131 (20120119)
SCB	50.8.18.110
HP Fleet Release Designation	CPE 11.3.1

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:

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

Firmware Datecode: 20110528

Firmware Revision: 2121192_170279

HP Fleet Release Designation: CPE 11.2

This version was not released due to frequent 49.38.07 errors when upgrading. The problem is fixed in CPE 11.3 firmware. All enhancements and fixes listed below are included in the 11.3 release above.

Important Notes:

- ❖ **Jetdirect firmware must be upgraded to version V.41.08 prior to installing this firmware. If Jetdirect firmware is not upgraded LDAP over SSL will not work! The firmware can be downloaded from:**
<http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?lang=en&cc=us&taskId=130&prodSeriesId=27355&prodTypeId=13037&objectID=bpj07429>
- ❖ **An enhancement in this release secures the device pre-boot menu password using a SHA 256 hashing algorithm. Because the existing password cannot be re-encrypted automatically, the existing password is cleared by applying this upgrade. The device administrator will need to set a new password or reapply the previous password.**

Enhancements:

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

- TIFF compression settings for digital send jobs are added to the control panel menu. They were previously only available via the EWS.
- Added the ability to Show or Hide the Network Address button.
- A Control Panel snapshot is now available from the Information tab in the Embedded Web Server.
- Home Screen Quick Language Selection feature has been added to the Home Screen. This feature is used by pressing the Globe Icon located in the middle of the bottom of the Home Screen. This feature allows the user to change the language of the Home Screen for their session at the device. It will return to the default Home Screen Language when the Reset button or Inactivity timer time value is reached.

- An Edge Erase menu is added to Scan Settings for Send to Email, Network Folder and USB. Erase widths can be set independently for all four edges, as well as front and back.
- Cropping Options of Do Not Crop, Crop to Paper, and Crop to Content are added to Scan Settings for Send to Email, Network Folder and USB.
- Save to Network Folder can now function with user credentials that have only write access to the destination directory. This option does not support folder verification or job notification for the digital send job
- The device pre-boot menu password is now secured using a SHA 256 hashing algorithm. Because the existing password cannot be re-encrypted automatically, this password is cleared by applying this upgrade. The device administrator will need to set a new password or reapply the previous password.
- Certificate Revocation List Distribution Point support has been added for US Government SmartCard Authentication. Encrypted email support is also added.
- Windows Server 2008 and 2008R2 environments are now supported for US Government SmartCard authentication.
- A new feature has been added which will allow the administrator to configure the device to auto recover from intermittent 49.XXXX errors. With this release the feature will be enabled (ON) by default.
- A checkbox has been added to retain job settings after performing a copy or digital send job.
- If a user is in the middle of a configuration wizard, a cancel confirmation dialog will now appear if the wizard is canceled. The cancel can occur by the user explicitly pressing the Cancel button on the wizard dialog or implicitly by pressing Reset. The cancel confirmation will warn the user that they will lose any settings they have made in the wizard and give them the choice to return to the wizard.
- Added the ability to not display the date and time on the control panel. This can be configured from the Embedded Web Server or the Administration application on the control panel..

Fixes or improvements:

Fixes or improvements for the following issues are provided by this firmware release:

- HPS and XML metadata is not consistent with other LaserJets and Digital Senders.

- Test emails sent from the device control panel (Administration -> Scan/Digital Send Settings -> E-mail settings -> E-mail setup wizard) would not indicate success or failure
- XML Metadata file content generated during Save to Network Folder jobs was not consistent with legacy HP MFPs
- A 49.38.07 error may occur if a long, invalid domain name is entered in the Network Identification tab of the EWS
- An incorrect error message may occur when using Smartcard authentication and a certificate cannot be found
- DOMAIN\username format is now supported for Windows Sign In
- Windows Sign In would fail using the userPrincipalName attribute if the domain suffix is not in upper case
- The device may hang if a smartcard is removed while authentication is in process
- HP MFP Digital Send Software usage settings are not restored properly on the device when a restore from a scheduled backup is performed.
- Email notification for fax jobs could not be properly set from the front panel after the device comes up from the first boot or after a cold reset.
- Erroneous Send to folder quickset credentials warning appears multiple times
- When duplicate entries are imported via a CSV file a misleading error message occurs in the EWS. This applies to speed dials and address book entries.
- When adding a quick set in the Embedded Web Server for the Save to USB option and entering a path in the "Create or place in this folder on the USB Storage Device" box of more than 255 characters will cause an error.
- Performance for doing large scale Alerts subscriptions in WJA via WS-Eventing is significantly slower than using SNMP

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Scanjet Enterprise 7000n/7000nx	2121192_170279 (20110528)
SCB	50.3.30.106
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

Firmware Datecode: 20110323
Firmware Revision: 2110194_149408
HP Fleet Release Designation: CPE 11.1.1

This firmware release corrects a problem with the version below (CPE 11.1, datecode 20110211) when upgrading from previous versions (datecode 20101130 or earlier). The problem only occurs on firmware upgrades. New units may be shipped with the version below. There is no need to upgrade a new unit from CPE 11.1, datecode 20110211 to CPE 11.1.1, datecode 20110323.

A fix for the problem below is provided in CPE 11.1.1, datecode 20110323:

- When a unit with firmware datecode 20101130 or earlier is managed by DSS or WJA, Upgrading to CPE 11.1 (datecode 20110211) will result in DSS not being able to connect to the device. This same upgrade scenario may also result in a 49 error.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Scanjet Enterprise 7000n/7000nx	2110194_149408 (20110323)
SCB	50.11.6.90
HP Fleet Release Designation	CPE 11.1.1

The following enhancements, fixes, and improvements are provided by this firmware release:

Firmware Datecode: 20110211
Firmware Revision: 2110180_149077
HP Fleet Release Designation: CPE 11.1

Enhancements:

- Within the Job Notification settings of the device embedded web server, administrators can now specify a default email address for job notification.

- Front control panel will display a prompt to let the end user know there is low disk space.
- Within the Save to Network Folder application at the device control panel, configured quicksets can now be sorted by alphabetical order.
- If a fax number is present as a single-number entry in the speed dial list, the name from the list will be displayed. This feature is configurable within fax settings.

Fixes or improvements:

- HP Smart card reader may not be recognized on reboot unless the reader is unplugged and plugged back in.
- When running the security wizard from the device embedded web server, Web Services Discovery is always set to disabled instead of the value specified within the wizard.
- Names over a 128 characters will give an invalid message when naming files with the Send to USB option.
- Incorrect error message displayed in EWS if file name is longer than 128 characters
- DSS Addressing test may erroneously pass with a bad LDAP configuration
- The device may incorrectly enter sleep from within the Workflow application when the device default sleep delay threshold is reached.
- Restore factory settings is not removing workflows when all of the options are selected.
- With the HP Smart Card reader installed, the device may incorrectly prompt for a card swipe action when attempting to access device features that are not configured to require smart card authentication.
- The device will improperly populate the IP Address field of metadata files for HP MFP Digital Sending Software LANfax jobs.
- When using languages other than English and defining an original size as Custom you will receive an warning message when inputting the dimensions
- You may see incorrect characters on Advanced tab in 2 byte languages.
- Turning off edge erase is not reflected in image preview

- Windows Sign In would fail for users who are members of child domains for configured parent domains.
- Windows Sign In would fail if the userprincipalname suffix was not entered in uppercase characters.
- For Send to Email jobs where smart card authentication is required, and the device is configured to use the USERNAME value as a filename suffix for file attachments, the attachment filename would contain the userprincipalname of the authenticated user instead of the display name.
- When performing smart card authentication, the sign in screen may hang if the smart card is removed while authentication is in progress.
- When attempting authentication on a device where improper time configuration would result in an authentication failure due to the time offset, the control panel error message is incorrect.
- After a scheduled backup is performed, the "Allow Usage of HP MFP DSS Server" and "Allow Transfer to new DSS Server" options would not reflect the properly configured values when the device is restored from the scheduled backup.
- You may see a hang or a 49.38.03 error in certain conditions when performing a Restore to Backup via the Embedded Web server.
- Possible 49.38.03 error with paper jams with rare combinations of Sleep Delay and Inactivity Timeout settings
- For Send to Email jobs performed by authenticated users where the user's email address is specified in the CC: field, the number of CC: entries will multiply if the user sends multiple jobs without signing out between jobs.
- Possible 49.38.03 errors when using Save to USB
- The Tab key on the physical keyboard may not work for entering a value and moving to the next field
- When attempting to perform smart card authentication with a locked out smart card, the error message will be truncated on the device control panel.
- When using Save to USB, the prompt "This file already exists. Would you like to replace the existing file?" may result in a second file being generated instead of replacing the original file

- When using Save to USB with authentication, the user may not be signed out if the USB drive is removed at the end of the operation.
- When using Custom setting and long paper sizes a Resolution setting of greater than 300 DPI may be erroneously allowed. Actual operation will be at 300 DPI, or on rare occasions a 49..38.07 error. With this firmware, resolutions greater than 300 DPI are not allowed.
- A "Scanner not available: Options Conflict" error message would display when performing Send to Email jobs with job build, image preview, and "Automatically sign user out after starting job" enabled.
- A message may be presented that states that the folder already exists when creating a new folder with the Save to USB application.
- "Select a contact from the address book" may not display properly when performing address lookups from the Send to Email application.
- LDAP Sign In configuration test would not properly use the Administrator's credentials provided on-screen.
- Some failed email jobs incorrectly showing "Failed: General send to email error" instead of a more specific error message.
- Misleading error messages could be generated when importing a fax speed dial list containing entries which already exist on the device
- Setting up Save to USB using the EWS may allow the administrator to input too many characters for a quick set without warning until the next wizard
- WJA Alerts performance is improved in this release for large-scale subscriptions

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Scanjet Enterprise 7000n/7000nx	2110180_149077 (20110211)
SCB	50.11.6.90
HP Fleet Release Designation	CPE 11.1

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:

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

Known Issues

- During a Backup or Restore from EWS the user may receive an intermittent error saying that "The operation was canceled". Workarounds are to try the operation again, or to do the operation from the Service application on the device. *Fixed in CPE 11.1*
- During a Save to USB scan job the user may be prompted with a message saying "This file already exists. Would you like to replace the existing file?". If the user selects "Replace" a new file will be created instead of replacing the existing file. *Fixed in CPE 11.1*
- Save to Network Folder fails for Smartcard users when the network folder path has the server name in IP Address format. The workaround is to specify the server name in domain name format. *Will be fixed in CPE 11.2*

Enhancements and Fixes

NOTE: All enhancements and fixes from previous revisions of firmware are included in the current revision.

Firmware Revision: 113773_118969

Firmware Datecode: 20101130

HP Web Jetadmin:

- **IMPORTANT:** If you are using HP Web Jetadmin Alerts with HP Scanjet 7000n Series devices, you must upgrade to HP Web Jetadmin 10.2 Service Release 4 at the same time you upgrade your HP Scanjet 7000n Series devices. If you do not upgrade both the firmware and HP Web Jetadmin in the same timeframe, Alerts with these devices will not function.

Control Panel:

- Added option to turn on/off the Edge Erase feature from the Default Job Options menus in the Administration application.
NOTE: This option is only available from the Control Panel, and is not available from the Quick Sets settings in the Embedded Web Server.
- Fixed issue where the help text was missing for the scan options.
- Fixed issue where the Address Book settings were not being cleared when resetting the Address Book from the Service application.
- Fixed issue where usage of the tab key in Quick Sets to move from field-to-field was skipping some of the fields.

- Fixed issue in the Address Book where the username and domain name parts of email addresses were getting switched when manually adding new addresses and modifying old addresses.

EWS (Embedded Web Server):

- Added ability to view and export scan job information from the Information > Job Log page.
- Added General > Control Panel Customization page to reorder, show, or hide applications on the Home Screen.
- Added General > Restore Factory Settings page to restore all device settings to factory defaults. Device settings can also be restored from the Troubleshooting > Restore Factory Settings page.
- Added ability to monitor and remove the device connection to a Job Statistics Service from the General > Quota and Statistics Services page.
- Fixed lengthy delay of more than 5 minutes when attempting to find an SMTP server on the network using the "Search network for outgoing e-mail server" feature.
- Fixed issue in Internet Explorer 6 where a user cannot reorder or delete the LDAP database "Bind and Search Root" entries.
- Enhanced warning text in Security > Protect Stored Data > Erase Job Data feature indicating that the erase process can take more than 2 hours depending on the size of the media and the storage erase mode chosen.

Scan / Digital Send:

- Fixed issue where the support information link in the ADF paper jam e-mail alert message was incorrect.
- Fixed issue where a scan job remains active in the Job Status page, or a 49.38.07 Device Error is seen, after dismissing an error dialog, such as an ADF paper jam message, in image preview and then canceling the scan job.
- Fixed issue where unnecessary "received too many illegal datagrams" entries were being logged in the Event Viewer on a Windows Server after every scan job.

Image Quality:

- Scaled the width of the Edge Erase margin based on the Original Size. The smaller the Original Size, the smaller the margin.
- Fixed issue where the results of the Edge Erase feature were not showing up in Image Preview.
- Fixed issue where PDF files contained image corruption with the Default File Type set to Searchable PDF, Compression set to High, and PDF Encryption enabled.

Energy Settings:

- Implemented new sleep modes as described below.
 - Shallow Sleep
 - Turns off the control panel display after 2 minutes of inactivity.

- Sleep LED is on, and Ready LED is on.
 - Cannot be controlled by the user.
- Full Sleep
 - Turns off the control panel display, and turns off the scanner after the Sleep Delay has expired.
 - Sleep LED is on, and Ready LED is off.
 - Can be controlled by the user through the Sleep Delay, Sleep Schedule, and Instant Lamp Mode On features.
- Fixed intermittent 49.50.03 Device Error after waking unit from sleep.

COMPONENT	FIRMWARE VERSION
HP Scanjet Enterprise 7000n/7000nx	113773_118969 (20101130)
ActivClient Middleware	6.1.3.74.3 (20090820)
BIOS	Scone_0005.HP090209_1753 (20090902)
Graphics Driver	1.0.0.0 (20090526)
Hardkeys Drivers	1.0.0.200909150 (20090915)
System Firmware	VMPS_BUILD_2.0.113773.96250 (20101129)
InstallerDispatcher	07.16.2009_EFI44671M_PC367M (20090716)
JIO Drivers	1.0.20091020.7 (20091020)
OCREngine	12.2.7 (20090901)
Product	VMPS_BUILD_2.0.113773.96250 (20101129)
PartitionInstaller	07.16.2009_EFI44671M_PC367M (20090716)
Platform Applications	LOCAL-IJS-Jedi-XPE-2.0.52429.1326 (20090930)
PlatformPartition	OS Partition 20091001.30232 (20091001)
Scanner Driver	0.108.9.1013 (20091014)
Scanner Firmware	100809_100_50 (20100819)
SmartCardDlls	1.0.0.1 (20090521)
SwapPartition	NTFS Swap Partition 1.0 (20090728)

Firmware Revision: 103115_104927

Firmware Datecode: 20100930

Access Control:

- Option to allow users to choose alternate sign-in methods.
- Option to automatically sign users out after starting a scan job.
- Feature to add, delete, and reorder LDAP search roots.
- Option for LDAP server authentication using device user's credentials or LDAP administrator's credentials.
- Enhanced control over permission policies for the menu items in the Administration application.

Control Panel:

- Initial Setup short-cut on Home screen to assist in configuring the device.
- Quick Sets Setup feature to control order of Quick Sets on the Home screen.

EWS (Embedded Web Server):

- HP Instant Support link connects you to a set of dynamic web pages that will help you solve specific problems, and determine what additional services are available for your device.

Fax:

- Feature for fax number confirmation that requires users to enter the fax number twice.
- Job Build feature is available for LAN and Internet fax.
- Blank Page Suppression feature is available for LAN and Internet fax.

File Settings:

- Configurable TIFF compression method.
- Configurable file name prefix and suffix based on date, time, or user name.
- Optional meta data file in HPS or XML format that includes information about the scanned document for Save to Network Folder scan jobs.

Scan Settings:

- The Optimize Text/Picture setting has new options available from the Control Panel to "Auto Detect" in order to optimize the output according to the type of content on each page, and "Photograph" to optimize the output for high quality photographic originals.

Scan / Digital Send:

- Ability to search the Address Book.
- Feature to save scanned documents to an FTP server.
- Feature to create the destination subfolder based on the user name.
- Option to verify folder access prior to job start. When unselected, users can save jobs more quickly but jobs may fail if the folder is unavailable.

- Fixed issue where all of the scanned images in a scan job were lost if a multi-pick, no pick, or paper jam occurred.
- Fixed issue where a hyphen "-" was being used instead of an underscore "_" between the default file name and date/time stamp for scanned documents in order to maintain consistency with the fleet.

Image Quality:

- Fixed issue where thin black lines were visible on the edges of scanned documents, by erasing a small margin around the edges of the document, therefore you may lose some image data if it goes to the very edge of the page.

Energy Settings:

- Sleep Schedule feature to control when the device is awake and asleep.
- Sleep Delay feature to select the time interval that the device should remain inactive before entering Sleep Mode.
- Fixed issue where the scanner would intermittently report an "Options Conflict - Scanner is not available" if paper was inserted in the input tray while the scanner was asleep with Instant Lamp Mode On enabled.

COMPONENT	FIRMWARE VERSION
HP Scanjet Enterprise 7000n/7000nx	103115_104927 (20100930)
ActivClient Middleware	6.1.3.74.3 (20090820)
BIOS	Scone_0005.HP090209_1753 (20090902)
Graphics Driver	1.0.0.0 (20090526)
Hardkeys Drivers	1.0.0.200909150 (20090915)
System Firmware	VMPS_BUILD_2.0.103115.62500 (20100930)
InstallerDispatcher	07.16.2009_EFI44671M_PC367M (20090716)
JIO Drivers	1.0.20091020.7 (20091020)
OCREngine	12.2.7 (20090901)
Product	VMPS_BUILD_2.0.103115.62500 (20100930)
PartitionInstaller	07.16.2009_EFI44671M_PC367M (20090716)
Platform Applications	LOCAL-IJS-Jedi-XPE-2.0.52429.1326 (20090930)

PlatformPartition	OS Partition 20091001.30232 (20091001)
Scanner Driver	0.108.9.1013 (20091014)
Scanner Firmware	100809_100_50 (20100819)
SmartCardDlls	1.0.0.1 (20090521)
SwapPartition	NTFS Swap Partition 1.0 (20090728)

Firmware Revision: 62463_12379

Firmware Datecode: 20100209

Auto Color Detect:

- Fixed issue where Auto Color Detect was not selecting the correct output type when scanning black/gray documents optimized for text or mixed text/picture to a PDF file.

Backup and Restore:

- Fixed issue where Outgoing E-mail Servers (SMTP) were not being restored.

Blank Page Suppression:

- Fixed issue where blank pages were not being suppressed if they were skewed.
- Included fix to suppress colored blank pages, previously only white or lightly colored blank pages were suppressed.

Control Panel:

- Fixed issue where the inactivity timeout was not being triggered in the Image Preview screen during a scan job.
- Fixed issue where the user was not signed out if multiple inactivity timeouts were triggered in the Image Preview or Job Build screens during a scan job.
- Fixed device error in Service application seen when the inactivity timeout was triggered while a warning dialog was being displayed.
- Fixed issue where the Start button LED was not turning green to indicate that the device was ready to start a scan job.
- Fixed issue where the calibration settings in the Calibrate Touchscreen application were lost after the device was shut down or restarted.
- Fixed intermittent hang in the Calibrate Touchscreen application.
- Fixed intermittent device error seen during high memory usage scan jobs (e.g. large page size, duplex enabled, high resolution, job build enabled, etc.).

Image Adjustment:

- Adjusted sensitivity of Darkness slider tool to achieve optimal results when making adjustments for low contrast documents, such as those containing hand writing.

PDF Compression:

- Fixed issue where the high compression PDF file setting was producing the identical file sizes for the high (large file), medium, and low (small file) output quality settings.

HP Web Jetadmin:

- Fixed error condition when configuring the SMTP server settings (see Tools > Options > Shared > Email > SMTP).
- Fixed issue where a SMTP server could not be configured for more than one server usage function (supported functions are Email, Fax, Alerts, AutoSend).
- Fixed issue where the Network Time Server (NTS) synchronization period could not be set to a value greater than 24 hours.

OXPd & Web Services:

- Fixed issue where the inactivity timeout was not triggered and the scan job was not automatically submitted to the server after a scan job completed and the job status dialog was being displayed.
- Fixed issue where some HP Secure Hard Disk information was not being reported correctly.
- Fixed permissions mismatch between the DeviceUsage Web Service and the Device Web Service.
- Added object identifier (OID) to enable/disable the web proxy configuration settings.
- Now displays correct workflow configuration data file versions on the OXPd: Workflow web page.
- Fixed XML parsing issue that caused OXPd workflow solution buttons to be unresponsive.
- Fixed device error when installing OXPd solutions using the Solution Installer in EWS or HP Web Jetadmin.

COMPONENT	FIRMWARE VERSION
HP Scanjet Enterprise 7000n/7000nx	62463_12379 (20100209)
Platform NVram	0.0.1.0 (20091118)
ActivClient Middleware	6.1.3.74.3 (20090820)
BIOS	Scone_0005.HP090209_1753 (20090902)
Graphics Driver	1.0.0.0 (20090526)
Hardkeys Drivers	1.0.0.200909150 (20090915)
System Firmware	VMPS-Builder-JediAppXpL1Branch- 2.0.62463.0 (20100209)
InstallerDispatcher	07.16.2009_EFI44671M_PC367M

	(20090716)
JIO Drivers	1.0.20091020.7 (20091020)
OCREngine	12.2.7 (20090901)
Product	VMPS-Builder-JediAppXpL1Branch-2.0.62463.0 (20100209)
PartitionInstaller	07.16.2009_EFI44671M_PC367M (20090716)
Platform Applications	LOCAL-IJS-Jedi-XPE-2.0.52429.1326 (20090930)
PlatformPartition	OS Partition 20091001.30232 (20091001)
Scanner Driver	0.108.9.1013 (20091014)
Scanner Firmware	91106_90_50 (20091110)
SmartCardDlls	1.0.0.1 (20090521)
SwapPartition	NTFS Swap Partition 1.0 (20090728)

Firmware Upgrade Instructions

You can use any of the following methods to upgrade the device firmware. For each of these methods, you must first download the firmware upgrade file from one of the HP support web sites given below, and save the file on the network or on your computer. The firmware download is a self-extracting executable that expands to a firmware upgrade file with a .BDL extension.

HP Scanjet 7000n Firmware Downloads: www.hp.com/go/sje7000n_software

HP Scanjet 7000nx Firmware Downloads: www.hp.com/go/sje7000nx_software

NOTE: To verify that the firmware upgrade succeeded check the firmware version using the instructions in the [Finding the Current Firmware Version](#) section.

IMPORTANT:

1. **Before upgrading the firmware, and after upgrading the firmware, please perform a device data backup.** In addition, if you have configured the device with Local Address Book Contacts, Fax Speed Dials, or User Access Codes, then export them to a CSV file.
2. **Do not remove power from the device during an upgrade** unless the device specifically asks you to. Removing power from the device during an upgrade can damage the device.
3. Although scan jobs initiated from the device while an upgrade is in progress will not interrupt the upgrade; it is recommended that the firmware upgrade be done after business hours when the device is not in use.

4. The firmware file with the .BDL extension is approximately 50 MB in size. The upgrade process can take up to 45 minutes to complete depending on the upgrade method, connection speed, and how much the firmware has changed in comparison to the version that is currently on the device.

Use HP Web Jetadmin to Upgrade the Firmware

1. Start HP Web Jetadmin.
2. If you have set a device administrator user name and password in EWS for any of the devices that you want to upgrade, then follow the steps below to add the EWS passwords to the global credentials store.
3. In the left navigation pane, right click on **Firmware** and select **Upgrade firmware**. The **Select upgrade type** page is displayed.
4. Select the **Device firmware** upgrade type and click **Next**. The **Select devices** page is displayed.
5. Select the device by highlighting it and clicking the arrow buttons between the two lists. If you need to upgrade multiple devices, select all of them by pressing either the Ctrl or Shift key as you click the name of each device. Click **Next**. The **Select firmware version** page is displayed.
6. Select the firmware image to upgrade and click **Next**.

NOTE: If no firmware images are displayed, then follow the steps below for getting and importing firmware images into HP Web Jetadmin.

IMPORTANT: If more than one upgrade option is available, the hardware NVRAM must be upgraded first, and then install the firmware upgrade.

7. The **Confirm** page is displayed. Click **Upgrade**.
8. The device will automatically restart after the firmware file has been transferred to the device. Starting the device after a firmware upgrade may take up to 20 minutes.
9. The **Results** page is displayed. Click **Done**.

NOTE: The summary on the **Results** page may indicate that a **Communications error** occurred. This error can be ignored and you can verify that the upgrade was successful by checking the firmware version.

Getting Firmware Images from www.hp.com

1. In the left navigation pane, expand **Firmware** and click **Firmware Repository**. The **Firmware Repository** page is displayed with the firmware images already available.
2. Click **Get Images**. The **Get Firmware Images** wizard is started with the **Select images** page displayed.
3. Select the images to get from www.hp.com and click **Next**. The **Select destination** page is displayed.
4. Select the destination for the image to be stored and click **Next**. The **Confirm** page is displayed.
5. Click **Get Images**. The image is downloaded to HP Web Jetadmin and the **Results** page is displayed.
6. To get the image onto the HP Web Jetadmin server, check the box for **Import firmware images** and then click **Done**.

7. The **Select images to import** page is displayed. Select the firmware image and click **Next**.
8. The **Confirm** page is displayed. Click **Import**.
9. The firmware image is then imported to the server and will appear in the **Firmware Repository**.
10. The **Results** page is displayed. Click **Done**.

Importing Firmware Images from a Local or Network Folder

1. In the left navigation pane, expand **Firmware** and click **Firmware Repository**.
2. The firmware upgrades are displayed on the **Firmware Repository** page. Click **Import**. The **Import Firmware Images** wizard is started with the **Choose images folder** page displayed.
3. Enter or browse to the folder where the firmware image with the .BDL extension is located and click **Next**.
4. The **Select images to import** page is displayed. Select the firmware image and click **Next**.
5. The **Confirm** page is displayed. Click **Import**.
6. The firmware image is then imported to the server and will appear in the **Firmware Repository**.
7. The **Results** page is displayed. Click **Done**.

Adding an EWS Password to the Global Credentials Store

1. In the menu bar, select **Tools**, and click **Options**.
2. In the left navigation pane, expand **Shared**, expand **Credentials**, expand **Device**, and click **EWS**.
3. The **Global EWS Password** page is displayed. Click **Add....**
4. Enter the **User name** and **Password** that matches what was entered in EWS for the device(s). Enter a unique name that identifies the device(s) in the **Remember credential as:** field, and click **OK**.
NOTE: If you are upgrading multiple devices, you must add credentials for every unique combination of **User name** and **Password** on the devices.

Use Embedded Web Server (EWS) to Upgrade the Firmware

NOTE: To upgrade the firmware, a non-blank administrator password must be set on the General Security page under the Security tab.

1. In a supported Web browser on your computer, type the product IP address or host name in the address/URL field. To find the IP address or host name, touch the **Network Address** button on the Home screen.
2. Click on the **General** or **Troubleshooting** tab.
3. Click on the **Firmware Upgrade** menu item.
4. Click the Browse button and select the firmware file with the .BDL extension and click **Install**.
5. Click Restart Now from the EWS confirmation page, or turn the product off and then on again using the power switch. The scanner will not automatically reboot.

Use USB Storage Device to Upgrade the Firmware

NOTE: You must have access to the device's local administrator password to complete this task.

1. Copy the firmware file with the .BDL extension to a USB storage device, and then plug the USB device into the USB connector beside the control panel.

CAUTION: Make sure to leave the USB storage device plugged into the USB connector until all upgrades are installed, the device has restarted, and the Home screen is displayed on the touch screen.

2. From the Home screen, touch the **Service** button, and then touch the **Firmware Upgrade** button.
3. Touch the upgrade option you want to install, and then touch the **Upgrade Now** button.
4. When prompted, touch the **Yes** button to restart the device. Starting the device after a firmware upgrade may take up to 20 minutes.

Expected Device Messages During an Upgrade

The device displays the following messages during a normal upgrade process:

Device Message	Explanation
Receiving upgrade	Displayed from the time the device recognizes the beginning of a firmware upgrade until the time the device has verified the validity and integrity of the firmware upgrade.

Troubleshooting a Firmware Upgrade

The following table lists possible reasons for the failure of a firmware upgrade and the corrective action to take for each situation.

REASON FOR FIRMWARE UPGRADE FAILURE	RESULT / CORRECTIVE ACTION
.BDL file corrupted	The device will recognize that the .BDL file is corrupted and will reject the upgrade. Download the firmware file again from the HP support web site and send the new file to the scanner.

Wrong scanner model	The device will recognize the model mismatch in the .BDL file and will reject the upgrade. Download the correct firmware file from the HP support web site and send it to the scanner.
Upgrade interrupted Examples include: Lost network connection, closed EWS browser window, etc.	No upgrade has occurred. Device will transition to Ready. Resend the upgrade package.

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