

HP Color LaserJet 5550 Firmware Readme

IMPORTANT NOTE:

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

ATTENTION: Once this firmware has been applied to your printer or multifunction device it **CANNOT BE DOWNGRADED** to a firmware version earlier than **20120207 07.200.4**

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

Product Name(s): [HP Color LaserJet 5550 Printer Series](#)

Model Number(s): [Q3713A, Q3714A, Q3715A, Q3716A, Q3717A](#)

This document contains information for the firmware revision number **20131018 07.220.1**, designated as CPE 11.2.3 for CLJ5550 and any previous versions, if applicable.

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Description

This Readme file provides specific installation instructions and other information you should know before you perform a firmware update for your HP Color LaserJet Series printer. 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 Remote Firmware Update (RFU)?

The HP Color LaserJet Printer Remote Firmware Update file available from the [hp](http://hp.com) 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 Color LaserJet Printer firmware for the engine and all connected accessories are upgraded.

Who needs this firmware?

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

Determining the current version level of your firmware

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

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

On the printed CONFIGURATION page look in the section marked "Device Information" for the firmware date code. The firmware date code will look something like this: **20050524 07.007.3**

FIXES AND ENHANCEMENTS PROVIDED WITH THIS FIRMWARE REVISION

The firmware had to roll due to an HP internal version string change necessary for a development tool change. It contains no other enhancements or fixes. FIRMWARE DATECODE: 20131018 07.220.1.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

HP CLJ5550 Series Printers	Datecode: 20131018 07.220.1
Bootloader	1.04

Release Designation	11.2.3 Signed
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FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISION

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

HP CLJ5550 Series Printers	Datecode: 20130207 07.210.1
Bootloader	1.04
Release Designation	11.2.2 Signed

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISION

IMPORTANT NOTE:

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

ATTENTION: Once this firmware has been applied to your printer or multifunction device it CANNOT BE DOWNGRADED to a previous version of firmware.

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

ENHANCEMENT:

- No new updates

FIXES:

- No new updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

HP CLJ5550 Series Printers	(Datecode: 20120207 07.200.4
HP Fleet Release Designation	CPE 11.3 Final Release

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:

You may see improvements for the problems mentioned below by updating your printer's firmware with revision:

FIRMWARE DATECODE: **20110406 07.190.2**

ENHANCEMENT:

- Added a link from within the EWS to help with Print Quality Troubleshooting.

FIXES:

- Issues or PDF errors may be seen when direct printing PDF files.
- Toner levels may not report correctly when monitoring toner levels with remote toner management software

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

HP CLJ5550 Series Printers	(Datecode: 20110406 07.190.2
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

You may see improvements for the problems mentioned below by updating your printer's firmware with revision:

FIRMWARE DATECODE: **20110131 07.180.1**

ENHANCEMENT:

- No new updates

FIXES:

- You may see a PCL-XL error when changing print resolution from 600 to 1200.
- The Secure Erase Mode may be reported incorrectly if no disk is installed

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

HP CLJ5550 Series Printers	(Datecode: 20110131 07.180.1
HP Fleet Release Designation	CPE 11.1

You may see improvements for the problems mentioned below by updating your printer's firmware with revision **07.170.2**

FIRMWARE DATECODE: **20101025 07.170.2**

ENHANCEMENT:

- No new updates

FIXES:

- You may see a 49.4C02 error when using ALM (Alternate Letterhead Mode)
- Not able to print the correct quantity of copies when using the Private Pin with certain Microsoft Word documents.
- A 49.5F11 error may be seen on the control panel when using the Alternative Letterhead feature
- Some pages will not be included with the print job when using the Alternative Letterhead feature

Current firmware revisions included in this firmware bundle (Version 20101025 07.170.2)

DEVICE FIRMWARE REVISION

HP CLJ5550 Series Printers	(Datecode: 20101025 07.170.2
HP Fleet Release Designation	CPE 10.4

You may see improvements for the problems mentioned below by updating your printer's firmware with revision **07.160.3**

FIRMWARE DATECODE: **20100723 07.160.3**

ENHANCEMENT:

- Blank Page Suppression is enhanced to include PCL6 (was only PCL5), and also work with duplex printing if both sides a page are blank.

FIXES:

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

Current firmware revisions included in this firmware bundle (Version 20100723 07.160.3)

DEVICE FIRMWARE REVISION

HP CLJ5550 Series Printers	(Datecode: 20100723 07.160.3
HP Fleet Release Designation	CPE 10.3

You may see improvements for the problems mentioned below by updating your printer's firmware with revision **07.150.3**

FIRMWARE DATECODE: **20100516 07.150.3**

ENHANCEMENT:

- The Alternative Letterhead feature will now allow selecting paper trays by source tray number as long as the trays paper type is set to a type which provides the Alternative Letterhead functionality.

FIXES:

- Not able to Enable and Disable the Color Usage Job Log page from the Information menu when using Web JetAdmin.

Current firmware revisions included in this firmware bundle (Version 20100516 07.150.3)

DEVICE FIRMWARE REVISION

HP CLJ5550 Series Printers	(Datecode: 20100516 07.150.3
HP Fleet Release Designation	CPE 10.2

You may see improvements for the problems mentioned below by updating your printer's firmware with revision **07.140.5**

FIRMWARE DATECODE: **20100126 07.140.5**

ENHANCEMENT:

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

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

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

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

1. Update your device firmware to this release or greater.
2. Once this is done the Print Usage Tracker acceptance and activation screen will be available from the product’s Embedded Web Server (EWS) at the following location: EWS >> Settings >> Security >> Device Security Settings >> Print Usage Tracker
3. Review the acceptance screen so that the changes are understood and you are comfortable with how the changes may or may not affect your HP device or product use model.
4. If you are comfortable with the acceptance statements and the new counting functionality, choose to enable the feature. As stated previously it is very important to understand that once enabled the device cannot return to the previous counting method.
 - a. Select “I Accept”
 - b. Select “Enable the Print Usage Tracker feature on this device”
 - c. Press “Apply”

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

FIXES:

- A 49.4c06 may be displayed on the control panel when printing certain files from Excel that contain non-printable characters.
- Very slow printing or printer hang may occur when a very complex Postscript file with large amounts of lineto commands are present.
- Possible 49 error when using PCL5 macros (more likely with USB mass storage device connected).
- You may see a 49.4C02 or 49.4C06 error when printing with the PCL5 driver due to a font management issue.

Current firmware revisions included in this firmware bundle (Version 20100126 07.140.5)

DEVICE FIRMWARE REVISION

HP CLJ5550 Series Printers	(Datecode: 20100126 07.140.5)
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You may see improvements for the problems mentioned below by updating your printer's firmware with revision **07.130.5**

FIRMWARE DATECODE: **20091124 07.130.5**

FIXES:

- You may see a 49.4C02 when printing and using the Papyrus font from the Macintosh.
- Numerical and Alpha characters have been added to the images displayed on the control panel during the "power on" process. If the device should stall, during the "power on" process the administrator should log the numerical and alpha characters and contact an HP regional support center for additional help. This should only be done if turning the power OFF and back ON for a second time does not resolve the stall.
- When selecting to print all stored jobs from the front control panel you may see a longer than expected delay between stored jobs. With this new behavior you will no longer see a delay between files as long as the job attributes are the same.
- You may see a postscript "Insufficient Memory" error when using added 2-byte fonts

Current firmware revisions included in this firmware bundle (Version 20091124 07.130.5)

DEVICE FIRMWARE REVISION

HP CLJ5550 Series Printers	(Datecode: 20091124 07.130.5)
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You may see improvements for the problems mentioned below by updating your printer's firmware with revision **07.014.0**

FIRMWARE DATECODE: **20090715 07.014.0**

FIXES:

- You may see a 49.4C02 error when printing some large PS files.
- Certain PostScript file generated from SAP application may not print properly.
- Increase the amount of users in the Embedded Web Server's Color Access Control.
- The Asset Field found in the products EWS (Embedded Web Server) which is used for assigning Asset numbers to a device has been changed to allow support for more characters.

Current firmware revisions included in this firmware bundle (Version 20090715 07.014.0)

DEVICE FIRMWARE REVISION

HP CLJ5550 Series Printers	(Datecode: 20090715 07.014.0)
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You may see improvements for the problems mentioned below by updating your printer's firmware with revision **07.013.2**

FIRMWARE DATECODE: **20090511 07.013.2**

FIXES:

- 49 Error when printing certain files from Illustrator CS3
- Incorrect Image Transfer Kit part number
- You may see a hang while printing certain PDF file using latest PS driver.
- The PCL6 driver may clip images when printing with Office 2007.
- The PCL6 driver may cause 49.4C02 or 49.4C06 error with certain files.
- PJI returns incorrect USTATUS code for Tray Empty
- You may see a 49.00FF error with certain PDF file.

Current firmware revisions included in this firmware bundle (Version 20090511 07.013.2)

DEVICE FIRMWARE REVISION

HP CLJ5550 Series Printers	(Datecode: 20090511 07.013.2)
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You may see improvements for the problems mentioned below by updating your printer's firmware with revision **07.012.0**

FIRMWARE DATECODE: **20080327 07.012.0**

Enhancements

- Improved Asian font printing speeds.

The following new functionality or features are provided by this firmware release (20071107 07.011.0):

- Added Secure Fast Erase to Compact Flash

The following new functionality or features are provided by this firmware release (20070417 07.010.0):

- Added the ability to disable NFS (network file system) using PML.
- Included Color Access Control (CAC) and Job Logging to the Embedded Web Server (EWS).
- Added the ability to "hide" Job Logging information from end users. The feature is available through the EWS.
- Changed the Private Print (store until printed) feature to allow a print job to be stored with or without a PIN.

- Added the ability to lock out the parallel and USB connection ports.

Fixes

The following fixes or improvements are provided by this firmware release (20080327 07.012.0):

- Corrected the occurrence of not printing the PCL job correctly
- Duplex printing returns to normal speed after the tray goes empty.
- Correct the occurrence of not printing with direct PDF files.
- Wide A4 setting retains extended area printing after power cycle.
- Corrected 49.5001 error
- Correct localization for Russian Text

The following fixes or improvements are provided by this firmware release (20071107 07.011.1):

- Slow PDF printing when using the Postscript Driver.
- Improved initialization and startup internal processes.
- Improved EPS file translation and printing.

The following fixes or improvements are provided by this firmware release (20070417 07.010.1):

- Resolved a “20 MEM OUT” error condition when printing some types of PDF files through a Postscript driver.
- Added more character space in the Username area for the SMTP e-mail Alerts generated by the EWS.
- Fixed a unique condition that would cause a “RESEND FIRMWARE UPDATE” message to appear and could not be cleared.
- Corrected the Job Storage feature that adds ‘+1’ to the end of a duplicate print job being stored on the hard disk.
- Fixed some general Postscript emulation print issues that would cause 49.xxxx errors.

The following fixes were provided by previous firmware revisions and are also included in the current firmware revision:

- Corrected several conditions that would cause 49.4C02 errors including:
 - A special case where the use of an ICC profile could cause the error.
 - Printing from Mac OS 10.4.x with a file name that contains more than 50 characters.
 - A situation where PDF files might cause a process call issue in the firmware
 - Disabled an unused network port (8900).
- Fixed a font kerning (escapement) issue with 2-byte Asian fonts.
- Removed behavior that would add a very thin line around a box image in certain applications.
- Historical toner coverage information on the Usage Page is now correct when using custom sized media.

- Fixed a situation that would cause random data corruption on an installed hard disk drive accessory.
- The EIO page now prints when a 3rd Party Configuration Page is registered with the firmware.
- Fixed an imaging issue that would occur when printing on custom media and then on a standard media size.
- Placed the correct part number for the transfer kit in the control panel.
- When printing PDF's using direct PDF Printing duplexed files with an odd number of pages now print as expected.
- Corrected the behavior when 2 JetDirect cards are installed any supplies messages that were suppressed/disabled were re-enabled.
- Resolved an incorrect "Load Paper" message displayed for true exclusive mode when standard is selected but size is not detected.
- Fixed a situation where certain PCL files including the "set margin command" would not print properly.
- Fixed the condition where PML would not return the correct JobName consistently.
- Repaired a printing error that occurred when duplexing a print job with duplicate PCL duplex commands.
- Fixed a situation where an image in a PDF might print in inverse colors.
- Corrected the Configuration Page printing behavior when the control panel language is set the Czech.
- Improved performance when an IO Filter was installed

Installation Instructions

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

-- Upgrading firmware to a single device --

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

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

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

On the printed CONFIGURATION page look in the section marked "Device Information" for the firmware date code. The firmware date code will look something like this: **20051204 46.029.3**

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

The elapsed time for an update depends on the I/O transfer time as well as the time that it takes for the printer to reinitialize. The I/O transfer time will depend on a number of things including the speed of the host computer sending the update and the I/O method (parallel, or network). The re-initialization time will depend on the specific hardware configuration of the printer, such as the number of EIO devices installed, the presence of external paper handling devices, and the amount of memory installed. Finally, any print jobs ahead of the .RFU job in the queue will be printed before the .RFU update is processed.

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

-- Using FTP from Internet Explorer --

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

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

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

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

For Windows Systems:

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

copy /b FILENAME \\SHARENAME\PRINTERNAME

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

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

copy /b FILENAME PORTNAME

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

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

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

Mode lpt1:,,p

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

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

Using FTP:

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

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

1. Open a DOS command window on your computer.
2. Type ftp <TCP/IP PRINTER ADDRESS>(for example, if the TCP/IP address is 192.168.0.90, type ftp 192.168.0.90).
3. Press ENTER on the keyboard.
4. When prompted for user name and password press ENTER for each.
5. Type *bin* at the >prompt.
6. Press ENTER.
7. Type: put <path> where <path> is the location where the .RFU file was downloaded from the Web. For example, type:

put C:\CLJXXXX\cljXXXXFW.RFU

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

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

For Unix systems:

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

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

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

For Macintosh systems:

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

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

The HP Printer Utility is available in Mac OS X V10.3 and later. The HP Printer Utility does not work when it is installed by using the AppleTalk protocol.

Use IP, Bonjour, Rendezvous, or a USB connection to enable the HP Printer Utility.

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

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

www.hp.com/support/clj5550

Complete the following steps:

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

Mac OSX System Terminal session

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

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

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

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

put <<path/Firmware File Name.rfu>>(Example - ftp> put /users/computername/Desktop/laserjet_fw.rfu)

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

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

Using HP Web JetAdmin 7.x or 8.X

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

1. Start Web JetAdmin 7.x or 8.x.

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

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

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

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.

Using HP Web Jetadmin 10.x

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

1. Start Web Jetadmin 10.x
2. From the "Device Management" section, select "All Devices" (or the appropriate device group). An "All Devices" list will appear in the center window.
3. Find your device in the list, or type the IP address of the device in the Quick Device Discovery section in the lower-left of the screen (this will highlight your device in the device list). You can sort the device list by clicking on a column name at the top.
4. If your device list is sorted by model number, you may select multiple devices with the same model number by Control-Click or Shift-Click.
5. Right-click on the device and select "Upgrade firmware...".
6. An Upgrade Firmware window will appear. Select "Device firmware" and click "Next"
7. A list of available firmware will appear. If the correct version is listed, click "Next", and the upgrade process will start.

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

1. Click on "Firmware/Firmware Repository" in the "Device Management" pane
2. A "Firmware Repository" window will appear in the center of the screen
3. Click on "Upload" in the upper-right of the window

4. Browse to the .rfu file on your local PC
5. Click "Upload"
6. Once the .rfu file is uploaded, go back to step 2 in the first section and complete steps 2 through 6.

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

Expected device messages during an upgrade

The device displays three messages during a normal update process:

Printer message	Explanation
RECEIVING UPGRADE	Displayed from the time the device recognizes the beginning of an .RFU update until the time the printer has verified the validity and integrity of the .RFU update
PERFORMING UPGRADE	Displayed while the device is actually reprogramming the DIMM with the .RFU update
WAIT FOR PRINTER TO REINITIALIZE	Displayed from the time the device has finished re-programming the code until the printer reinitializes.

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

Troubleshooting a Firmware Update

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

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

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

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

REASON FOR FIRMWARE UPDATE FAILURE	CORRECTIVE ACTION
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.RFU file corrupted	The device will recognize that the file is corrupted and will reject the update. Download the image again from the http://www.hp.com Web site and send the new file to the printer.
Wrong printer model	The device will recognize the model in .RFU file mismatch and will reject the update. Download the correct image from the http://www.hp.com Web site and send it to the printer.
Update interrupted.	No updated has occurred. Resend the upgrade package.

System Requirements

The RFU upgrade requires either a network, USB or parallel 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 5550 Series Support:
<http://www.hp.com/support/clj5550>
- URL for Access HP:
<http://www.hp.com>
- FTP address:
<ftp.hp.com>
Login: anonymous
Password: your Internet email address

Additional Information

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

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