HP Color LaserJet CP4005 Firmware Readme

Product Name(s): HP Color LaserJet CP4005 Printer Series
Model Number(s): CB503A, CB504A

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 **20120113 46.190.3**

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

This document contains information for the firmware revision number **20141224 46.230.6, d**esignated as CPE 11.2.4 for CP4005 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 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" 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: **20080307 46.034.1**

FIXES AND ENHANCEMENTS PROVIDED WITH THIS FIRMWARE REVISION 20141224 46.230.6

ENHANCEMENTS:

No new functionality or features are provided by this firmware release.

Fixes or improvements:

This firmware provides fixes or improvements for following issues-

Authentication/Security:

This firmware addresses the following security issue:
 ➢ CVE-2014-0224 - SSL/TLS MITM vulnerability
 ➢ CVE-2014-3566 – SSLv3 POODLE (Padding Oracle on Downgraded Legacy Encryption) Vulnerability

Current firmware revisions included in this firmware bundle:
DEVICE FIRMWARE REVISION

CP4005 Series Printers	Datecode: **20141224 46.230.6**
Embedded JetDirect	V.33.42.VL
DC Controller	3F
Release Designation	CPE 11.2.4 Signed Release

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISION 20131018 46.220.1

This firmware version was created to accommodate a HP internal version string change necessary for a development tool change. It contains no other enhancements or fixes.

Current firmware revisions included in this firmware bundle:
DEVICE FIRMWARE REVISION

CP4005 Series Printers	Datecode: **20131018 46.220.1**
Embedded JetDirect	V.33.42.VL
DC Controller	3F
Release Designation	CPE 11.2.3 Signed Release

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISION 20130114 46.210.2

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

CP4005 Series Printers	Datecode: **20130114 46.210.2**
Embedded JetDirect	V.33.42.VL
DC Controller	3F
Release Designation	CPE 11.2.2 Signed Release

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS

IMPORTANT NOTE:
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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.

ENHANCEMENTS:

Base Product:

➢ No new updates

Embedded JetDirect:

➢ No new updates

FIXES:

Base Product:

➢ No new updates

Embedded JetDirect:

➢ No New Updates

Current firmware revisions included in this firmware bundle:
DEVICE FIRMWARE REVISION

CP4005 Series Printers	(Datecode: **20120113 46.190.3**)

Embedded JetDirect	V.33.42.VL
DC Controller	3F
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: **20110511 46.180.9**

ENHANCEMENTS:

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

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
➢ 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

Embedded JetDirect:

➢ No New Updates

Current firmware revisions included in this firmware bundle:
DEVICE FIRMWARE REVISION

CP4005 Series Printers	(Datecode: **20110511 46.180.9**
Embedded JetDirect	V.33.41.VL
DC Controller	3F
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 **46.160.4**

FIRMWARE DATECODE: **20101028 46.160.4**

ENHANCEMENTS:

➢ When synchronizing with a network time server, the printer clock now copies the actual time from the server. Previously it only corrected for drift within a small time range.

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
➢ You may not see a significant shift in color density when using the Adjust Color Density setting for Midtones, Highlights and Shadow regions.
➢ Media Type settings do not hold over a power cycle with non-Letter size paper

Embedded JetDirect:

➢ No New Updates

Current firmware revisions included in this firmware bundle (Version 46.160.4)
DEVICE FIRMWARE REVISION

CP4005 Series Printers	(Datecode: **20101028 46.160.4**
Embedded JetDirect	V.33.41.VL
DC Controller	3F
HP Fleet Release Designation	CPE 10.4

You may see improvements for the problems mentioned below by updating your printer's firmware with revision **46.150.3**

FIRMWARE DATECODE: **20100725 46.150.3**

ENHANCEMENTS:

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

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.

Embedded JetDirect:

- ➢ No New Updates

Current firmware revisions included in this firmware bundle (Version 46.150.3)
DEVICE FIRMWARE REVISION

CP4005 Series Printers	(Datecode: **20100725 46.150.3**
Embedded JetDirect	V.33.41.VL
DC Controller	3F
HP Fleet Release Designation	CPE 10.3

You may see improvements for the problems mentioned below by updating your printer's firmware with revision **46.140.5**

FIRMWARE DATECODE: **20100519 46.140.5**

ENHANCEMENTS:

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

FIXES:

- ➢ When printing certain PDF files the printer may continuously print pages with erroneous characters on them.
- ➢ 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 46.140.5)
DEVICE FIRMWARE REVISION

CP4005 Series Printers	(Datecode: **20100519 46.140.5**
Embedded JetDirect	V.33.41.VL
DC Controller	3F
HP Fleet Release Designation	CPE 10.2

You may see improvements for the problems mentioned below by updating your printer's firmware with revision **46.130.5**

FIRMWARE DATECODE: **20100211 46.130.5**

ENHANCEMENTS:

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

➢ 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.

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 hangs 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 46.130.5)
DEVICE FIRMWARE REVISION

CP4005 Series Printers	(Datecode: **20100211 46.130.5**
Embedded JetDirect	V.33.41.VL
DC Controller	3F

You may see improvements for the problems mentioned below by updating your printer's firmware with revision **46.120.4**

FIRMWARE DATECODE: **20091125 46.120.4**

ENHANCEMENTS:
➢ 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.

FIXES:
➢ You may see a 49.4C02 when printing and using the Papyrus font from the Macintosh.
➢ 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 46.120.4)
DEVICE FIRMWARE REVISION

CP4005 Series Printers	(Datecode: **20091125 46.120.4**
Embedded JetDirect	V.33.41.VL
DC Controller	3F

You may see improvements for the problems mentioned below by updating your printer's firmware with revision **46.035.3**

FIRMWARE DATECODE: **20090605 46.035.3**

FIXES:
➢ The localization string for "Page" on the internal pages is incorrect for Spanish and Portuguese languages
➢ You may see an incorrect behavior when trying to manually duplex custom sizes
➢ Certain PCL6 files may cause a 49.4C02 or 49.4C06 error.
➢ You may see a 49.4C02 error when posting status messages from Chai SOE concurrently.
➢ Images on slides may be clipped when printing using the PCL 6 driver with Microsoft 2007 applications.
➢ When selecting to print all private jobs, the quantity gets reduced to 1 copy and does not take on the value set by the application or driver.
➢ When printing with Alternative Letterhead mode turned ON and you are using more than one media type you may see your job print out on incorrect media or print in the wrong orientation.
➢ PJL returns incorrect USTATUS code for Tray empty
➢ JDI updates to be bundled into this release.

ENHANCEMENTS:
➢ An enhancement to the paper tray selection capability in the HP paper handling model has been made.
The following behaviors will now be seen when a PCL5e print job sent from a non-windows application only includes a tray source command (no paper type command) and the source trays paper type has been set to something other than "ANY TYPE".
1) If the Tray Behavior setting for "Use Requested Tray" is set to "Exclusive" then the job will only pull from the tray specified in the print stream and will not wonder to another tray.
2) If the Tray Behavior setting for "Use Requested Tray" is set to "First" then the job will pull initially from the tray specified in the print stream and then move to any tray whose type is set to "PLAIN" and whose size matches the size in the tray originally specified.

Current firmware revisions included in this firmware bundle (Version 46.035.3)
DEVICE FIRMWARE REVISION

HP Color LaserJet CP4005 Series Printers	(Datecode: **20090605 46.035.3**
Embedded JetDirect	V.28.63.FF
DC Controller	R1.63.0

You may see improvements for the problems mentioned below by updating your printer's firmware with revision **46.034.1**
FIRMWARE DATECODE: **20080128 46.034.1**

Enhancements

The following new functionality or features are provided by this firmware release (20080128 46.034.0):

- Disable Secure Cold Reset.

- Control Panel message needed when hot un/plug duplexer.

- Remote access of Bootloader Password via PML.

- Delete stored jobs PJL command.

- Fraud website link not clickable in EWS Supplies Status tab.

- Change Tray 1 default setting from full sensing to expanded sensing.

- Colon (-) missing in Supplies Status Page in few languages.

The following new functionality or features are provided by this firmware release (20070831 46.033.1):

- Added the ability to use the alternative letterhead mode in the firmware for hosted jobs.

- Added color table change to assist color representation.

- Added a cleaning page interval of 500.

The following new functionality or features are provided by this firmware release (20070326 46.032.2):

- Added the ability to store a personal job (formerly private printing) without a PIN until the print job is printed. NOTE: This requires a software update to function properly.

- Created the ability to hide the Color Usage Job Log in the EWS and the Control Panel.

- Added "Processing Job" to the control panel when sending a stored or personal print job.

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

- Enhancements to standard color table

- Disabled an unused network port (8900)

- Increased the number of print jobs that could be stored on an installed hard disk drive accessory from 100 stored jobs to 500 stored jobs.

- Implemented new feature: "Restrict Color Use"

- Increased job storage limits on hard disk drive from limit of 100 jobs to 500 or more jobs

- Character "@" added to Calibration Information section of Configuration Page to indicate when a custom color table has been loaded onto the printer (in place of the default 4650 sRGB color table emulation)

Fixes

The following fixes or improvements are provided by this firmware release (20080128 46.034.0):

- Corrected Processing Job Hang at 1000 pages

- Improved PDF printing.

- Corrected problems Printing Postscript Macros & Fonts.

- 49.4C02 error when printing PDFs.

- WideA4 setting does not retain extended area after power cycle.

- Garbage Display after update avter firmware update.

- Corrected localization in Russion Language-"Overheated" where "Warming up" expected.

49.4C04 error occurs while printing pdf file.The following fixes or improvements are provided by this firmware release (20070831 46.033.1):

- Corrected memory conditions that would cause a 49.4C02 error when powering on.

- Duplex print turns page 2 180 degrees.

- 49.4CFO error on CP4005.

- Toner Gauges disappear when adding hostname.

- The E-mail alerts subjects are wrong when EWS is in Portuguese language.

- 49.4C04 error occurs while printing pdf file.

The following fixes or improvements are provided by this firmware release (20070326 46.032.2):

- Changed the behavior of pages printing in color even when color usage is restricted. This would occur if the Department ID was changed from default.

- Corrected the media sensor values after a cold reset was performed, improving the color output after the cold reset.

- Improved printing performance when sending PDF files directly to the printer.

- Fixed the Embedded Web Server e-mail alerts feature for the Portuguese language setting. The subject line now shows the correct values.

- Removed the Pantoneâ logo from the diagnostics pages.

- Corrected memory conditions that would cause a 49.4C06 error when printing long PDF files.

- Improved Asian font performance in both PCL and Postscript emulation.

- Changed the way the printer interprets duplicate duplex commands.
- Fixed direct PDF printing behavior when the document is both duplexed and contains an odd number of pages.
- Corrected some conditions that would cause 49.00FF errors when printing Postscript files.
- Fixed the Ustatus message response when the printer was in a cleaning cycle.
- Corrected the error behavior that would cause some Encapsulated PostScript files to print incorrectly or not print at all.
- Changed the behavior of PML so that it will return the correct "JobName" correctly.
- Remedied a condition in PostScript emulation that would return an errant "undefinedfilename" error.
- Improved toner level sensing primarily for high toner coverage situations.
- Corrected overall font width issues.
- Fixed the incorrect printing behavior when a PCL print job contained "set margin" commands.
- Corrected German language support in the EWS.
- Fixed a PCL5 rendering issue when trying to print boxes.

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

- EWS Job Log "Job" field not populated correctly
- 49.0E00 when printing in Mac OS X from Safari or Firefox
- Custom color table does not change when color table .rfu is loaded
- Slow or paused printing of some pdf files
- When Czech language is enabled, configuration page 1 does not print
- Umlauts missing on German language cleaning Page
- Control panel font selection backward compatibility broken for AP fonts
- Color density variation (increase) over first 250 pages of new cartridge
- Stapler/stacker optional accessory not offsetting print job
- Reduced frequency of calibrations based on environmental changes
- CLJ4700 color table improvements, particularly with respect to differentiation of Microsoft standard template blue hues

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 the Embedded Web Server (EWS):
The EWS can be used in the majority of environments to easily update the firmware on most current devices.

(TCP/IP) based network connection:
1. Open your web browser.
2. In the Address or Go to field, type the Internet protocol (IP) address that is assigned to the product (for example,

   http://192.168.1.1) or the host name (for example, npi[XXXXXX] or a configured host name such as http://www.[your_server].com).

3. On the Information tab, Select "Print" from the control menus on the left.
4. Select the xxxxxx.rfu file that you want to send by using one of the following options:
5. Click the button (under Option 1) to browse to a file that you want to send.
   Or type the address (beginning with "http://") in the Address field (under Option 2) to send a file that is available over your intranet.
6. Click Apply.

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: 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. 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:

Mac OS 9.2.x systems

The first step in upgrading the Color LaserJet 4700 firmware is making sure you have the tools and files necessary for the update. You will need either Netscape, or the LaserJet Utility and the xxxxxx.rfu file that you downloaded with this ReadMe. The .rfu file is the actual firmware file for the Color LaserJet printer.

Once you have the firmware file, Netscape, or the LaserJet Utility you are ready to begin the upgrade process.

Upgrade using Netscape:
1. Launch Netscape 4.7 or newer. Disable FTP proxy setting if you are using a proxy connection to the internet.
2. Type ***ftp://<<your printers IP address>>***(example - ftp://192.0.0.192) in the url address box.
3. Press the enter key to connect to the printer.
4. Drag and drop the xxxxxx.rfu file into the browser window. The browser window should show port1 as a directory. A message window will appear "Are you sure you want to upload the dragged file
5. Click the OK button.

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.

Update using LaserJet Utility:
1. Launch the HP LaserJet Utility.
2. Click Select Printer and locate the printer you would like to upgrade on the network.
3. Select the printer on the right side of the dialog box, and click OK. An information dialog box for the HP Color LaserJet 4700 printer appears.
4. On the left side of the information dialog box, click Files. A dialog box appears that allows you to choose a file to be downloaded to the printer.
5. Click Select File.

6. Locate the clj4700fw.rfu file on your hard disk, and click the file name to highlight it. Then click Select. The Files dialog box updates showing the clj4700fw.rfu file under File to download.
7. Click Download. The HP LaserJet Utility starts downloading the file to the printer. A progress bar keeps you updated on how much of the file has been downloaded. While the file is downloading, the RECEIVING UPGRADE message appears on the control-panel display on the printer. After the file has downloaded to the printer the PERFORMING UPGRADE message appears on the control-panel display.

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.

Mac OSX System
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.

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

.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 4700 Series Support:
  http://www.hp.com/support/clj4700
- 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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