

## HP LaserJet CP3525 Firmware Readme

**Product Name(s):** HP Color LaserJet CP3525

**Model Number(s):** CC468A, CC469A, CC470A, CC471A

This document contains information for the firmware revision number **20170314 06.250.3** HP Fleet Release Designation: CPE 15.1.4 and any previous revisions if applicable.

### **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 **20120112 06.130.8**

**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.

NOTE: ALL ENHANCEMENTS, FIXES/IMPROVEMENTS WITH PREVIOUS REVISIONS OF FIRMWARE ARE INCLUDED WITHIN THE MOST CURRENT REVISIONS. Documentation on previous releases follows information on this release.

Note: Since 12.2 (20121201 06.150.7) version onwards a new field **‘Authentication/Security’** has been added to classify embedded authentication and security related enhancements and fixes, which were classified under ‘Base product’ in the earlier revisions.

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## Description

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

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

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

The HP LaserJet Printer Remote Firmware Update file available from the [hp](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 LaserJet Printer or MFP firmware for the engine and all connected accessories are upgraded.

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

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

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

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

1. Go to the printer's control panel.
2. Press the "MENU" button.
3. Use the arrow keys and select the "INFORMATION" selection.
4. Press "OK".
5. Use the arrow keys and select the "PRINT CONFIGURATION" selection.
6. Press the "OK" 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: **20040322  
07.000.0**

## **Enhancements and Fixes provided with this Firmware revision** **20170314 06.250.3 CPE 15.1.4**

### **ENHANCEMENTS:**

Base Product:

Authentication/Security:

Embedded JetDirect:

### **FIXES OR IMPROVEMENTS:**

This firmware provides fixes or improvements for following issues:

Base Product:

Authentication/Security:

- CVE-2016-2108 - ANS.1 implementation errors resulting in the "negative zero" issue.
- CVE-2016-2183 – 3DES TLS/SSL Birthday Attacks on 64-bit Block Ciphers (SWEET32) Vulnerability.
  - The 3DES protocol can now be disabled by setting Encryption Strength to "High" within the "Mgmt. Protocols" page under the EWS Networking tab. The 3DES protocol will remain enabled/active if Encryption Strength is set to either "Medium" or "Low" (which is the default value).

Embedded JetDirect:

Current firmware revisions included in this firmware bundle:

**Device Firmware Revision**

| <b>COMPONENT</b>             | <b>FIRMWARE VERSION</b>  |
|------------------------------|--------------------------|
| HP CLJ CP3525                | <b>20170314 06.250.3</b> |
| DC Controller:               | 02.066 (25) (No Change)  |
| Embedded JetDirect:          | V.44.00.FF               |
| HP Fleet Release Designation | CPE 15.1.4               |

**Enhancements and Fixes provided with this Firmware revision**  
**20150731 06.240.2 CPE 15.1**

**ENHANCEMENTS:**

Base Product:

- Added support for the J&H licensing method.
- Upgraded the font library to the version 7.3.

Authentication/Security:

- Security issue CVE-2014-3566 – SSLv3 POODLE (Padding Oracle on Downgraded Legacy Encryption) Vulnerability has been addressed.

Embedded JetDirect:

- No new updates.

**FIXES OR IMPROVEMENTS:**

This firmware provides fixes or improvements for following issues:

Base Product:

- No new updates.

Authentication/Security:

- No new updates.

Embedded JetDirect:

- No new updates.

Current firmware revisions included in this firmware bundle:

**Device Firmware Revision**

| <b>COMPONENT</b>             | <b>FIRMWARE VERSION</b>  |
|------------------------------|--------------------------|
| HP CLJ CP3525                | <b>20150731 06.240.2</b> |
| DC Controller:               | 02.066 (25) (No Change)  |
| Embedded JetDirect:          | V.43.92.FF               |
| HP Fleet Release Designation | CPE 15.1                 |

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

**20141230 06.191.7 CPE 14.2**

**ENHANCEMENTS:**

Base Product:

- No new updates.

Authentication/Security:

- Invalid authentication attempt now introduces a delay following unsuccessful authentication attempts when accessing stored jobs that are protected with PIN.

Embedded JetDirect:

- No new updates.

**FIXES OR IMPROVEMENTS:**

This firmware provides fixes or improvements for following issues:

Base Product:

- Custom status message set through HPAC, does not interleave with "Paused" message when device is paused.
- 49.DFFF error is seen when printing certain PDF files that contain non-English characters (e.g.: French, Italian, or German).
- When printing certain PDF files, user may experience "1200 DPI banner job not printed" error on the control panel screen, missing data and delay in between pages.
- Intermittently hostname changes to NPIxxxx and is also set to 'Read only'.
- 49.5F11 error seen when printing from Mac OS 10.7, 10.8 and 10.9 using InDesign CS 6 application.
- Device hangs when printing mixed A4/A5 jobs.

Authentication/Security:

- Device can encounter a 49.FF09 error during a Nessus vulnerability scan.
- Device can encounter a 49.FF04 error during a Nessus vulnerability scan.
- Telnet connectivity to device may be unavailable after a Nessus vulnerability scan.

Embedded JetDirect:

- No new updates.

Current firmware revisions included in this firmware bundle:

**Device Firmware Revision**

| <b>COMPONENT</b>             | <b>FIRMWARE VERSION</b>  |
|------------------------------|--------------------------|
| HP CLJ CP3525                | <b>20141230 06.191.7</b> |
| DC Controller:               | 02.066 (25) (No Change)  |
| Embedded JetDirect:          | V.43.82.FF               |
| HP Fleet Release Designation | CPE 14.2                 |

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

**20140722 06.183.1 CPE 13.3.5**

## 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

Current firmware revisions included in this firmware bundle:

### Device Firmware Revision

| COMPONENT                    | FIRMWARE VERSION         |
|------------------------------|--------------------------|
| HP CLJ CP3525                | <b>20140722 06.183.1</b> |
| DC Controller:               | 02.066 (25) (No Change)  |
| Embedded JetDirect:          | V.43.39.IR105906         |
| HP Fleet Release Designation | CPE 13.3.5               |

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

#### **20140505 06.182.2 CPE 13.3.2**

## Enhancements

Base Product:

- No new Updates.

Embedded Jet Direct:

- No new Updates.

Authentication/Security:

- No new Updates.

### **Fixes or improvements**

This firmware provides fixes or improvements for following issues:

Base Product:

- 49.4C02 errors may be seen when printing with UPD PS driver or via ftp.
- 49.4C06 errors may be seen when printing with UPD PS driver.
- 49.4C02 errors may be seen when printing certain PDF files.
- A 49.4C02 error may be seen when printing certain web pages.

Embedded Jet Direct:

- No new updates.

Authentication/Security:

- No new updates.

Current firmware revisions included in this firmware bundle:

### **Device Firmware Revision**

| <b>COMPONENT</b>             | <b>FIRMWARE VERSION</b>  |
|------------------------------|--------------------------|
| HP CLJ CP3525                | <b>20140505 06.182.2</b> |
| DC Controller:               | 02.066 (25) (No Change)  |
| Embedded JetDirect:          | V.43.39.FF               |
| HP Fleet Release Designation | CPE 13.3.2               |

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

### **20140127 06.180.4 CPE 13.3**

### **Enhancements**

Base Product:

- No new Updates.

Embedded Jet Direct:

- No new Updates.

Authentication/Security:

- No new Updates.

### **Fixes or improvements**

This firmware provides fixes or improvements for following issues:

Base Product:

- Connection to 9100 port hangs intermittently when sending several jobs to the device using SafeCom's Pull Print solution, SafeCom Go HP.

Embedded Jet Direct:

- Jetdirect Gigabit link speed OID reports as 100FX (fiber) rather than 1000T.

Authentication/Security:

- No new updates.

Current firmware revisions included in this firmware bundle:

#### **Device Firmware Revision**

| <b>COMPONENT</b>             | <b>FIRMWARE VERSION</b>  |
|------------------------------|--------------------------|
| HP CLJ CP3525                | <b>20140127 06.180.4</b> |
| DC Controller:               | 02.066 (25) (No Change)  |
| Embedded JetDirect:          | V.43.39.FF               |
| HP Fleet Release Designation | CPE 13.3                 |

**Enhancements and Fixes provided with previous Firmware revision**  
**20131115 06.171.2 CPE 13.2**

**Enhancements**

Base Product:

- Ability to remotely interact with the control panel on OZ SFPs, MFPs, Digital Senders and Document Capture Workstations.

Embedded Jet Direct:

- OIDs for SNMPv3 Context ID and Name are now available.

Authentication/Security:

- The ATA Secure Disk Erase for non-encrypted feature performs a disk hardware base overwrite erase. All data on the selected disk is permanently deleted and cannot be recovered.

The ATA DISK ERASE command is available in the Boot loader menu, in the INITIALIZE DISKS section.

**Fixes or improvements**

This firmware provides fixes or improvements for following issues:

Base Product:

- Russia and Venezuela time zones were off by a few hours on the devices after the newly introduced time zone changes in 2011.

Embedded Jet Direct:

- No new Updates

Authentication/Security:

- No new updates

Current firmware revisions included in this firmware bundle:

## Device Firmware Revision

| COMPONENT                    | FIRMWARE VERSION         |
|------------------------------|--------------------------|
| HP CLJ CP3525                | <b>20131115 06.171.2</b> |
| DC Controller:               | 02.066 (25) (No Change)  |
| Embedded JetDirect:          | V.43.37.FF               |
| HP Fleet Release Designation | CPE 13.2                 |

## **Enhancements and Fixes provided with previous Firmware revision** **20130510 06.161.0 CPE 13.1**

### Enhancements

Base Product:

- No new updates.

Embedded Jet Direct:

- Ability for Printer to self-register with DNS via RFC 2136.
- Up to date encryption methods implemented for Printer.

Authentication/Security:

- The Printer Job Language (PCL) Device Access Command Enable/ Disable setting determines if the device accepts PCL device management commands. Clearing the checkbox disables PCL device management commands and provides additional security by preventing unauthorized modification of device settings.
- Support for SHA-256 hashing and AES-256 encryption introduced to meet regulatory requirements including NIST Special Publication 800-131a requiring SHA-256 hashing for digital signature generation. Passwords encrypted with AES-128 are automatically re-encrypted with AES-256 during the firmware upgrade.
- Support for TLS 1.1 and TLS 1.2 protocol introduced. TLS 1.2 provides enhanced security and support for SHA-256.

IMPORTANT NOTE: If TLS 1.0/SSL 3.0 is disabled, both the Client (web browser) and Server (Printer) must enable support for TLS 1.2 or EWS communication will be DISABLED. Most web browsers do NOT support TLS 1.2 by default.

IMPORTANT NOTE: No TLS 1.2 support for HP Web Jetadmin, HP Imaging & Printing Security Center and HP Digital Sending Software until Fall 2013. Disabling TLS 1.0/SSL 3.0 will disable compatibility with these solutions.

IMPORTANT NOTE: SNMP version 3 support for AES-128 and SHA-1 introduced in this firmware version. No HP Web Jetadmin support for SNMPv3 AES-128 and SHA-1 available until Fall 2013. Enabling these options will disable compatibility with HP Web Jetadmin.

### Fixes or improvements

This firmware provides fixes or improvements for following issues:

Base Product:

- Intermittent garbage print output seen with OZ devices when printing using AKI Port monitor IPP port instead of the traditional 9100 port.

Embedded Jet Direct:

- Printer does not generate Auto-IP address.
- A 49.FF09 failure is encountered when the firewall is enabled.

Authentication/Security:

- No new updates

Current firmware revisions included in this firmware bundle:

#### Device Firmware Revision

| COMPONENT           | FIRMWARE VERSION         |
|---------------------|--------------------------|
| HP CLJ CP3525       | <b>20130510 06.161.0</b> |
| DC Controller:      | 02.066 (25) (No Change)  |
| Embedded JetDirect: | V.43.30.FF               |

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**Enhancements and Fixes provided with previous Firmware revision**  
**20121201 06.150.7 CPE 12.2****Enhancements**

## Base Product:

- When a new object Date is created in Chai SOE it does not contain the correct time and TimeZone according to the time and Time Zone set in the EWS. New functionality has been implemented to make sure they are synched.
- Added the ability to send Autosend data over HTTPS for a secure link.
- PML implementation for the 'PS Wait Timeout' system variable so that the value of the variable can be changed in the range 0 to 4095 according to the customer needs.

## Embedded Jet Direct:

- DHCP is only negotiated at boot, not when network is connected.
- Only certificates for root Certificate Authorities are accepted; certificates from intermediate certificates are rejected.
- Embedded Jetdirect network code is not separately downloadable and code-signed.

## Authentication/Security:

- The device Bootloader Password now uses the more secure SHA-256 hashing algorithm when stored by the system. The password is automatically re-encrypted with SHA-256 during the firmware upgrade.
- The ATA Secure Disk Erase feature performs a Cryptographic Erase. All data on the selected disk is permanently deleted and cannot be recovered. It is available in the Security section of the EWS menus, in the Hard Drive and Mass Storage Security Settings section.

**Fixes or improvements**

This firmware provides fixes or improvements for following issues:

Base Product:

- After upgrading to 11.3 CPE, when documents embedded with PCL5 macros are sent to the printer, there is significant slowdown in print speed.
- 49.60AC error seen when a WJA-monitored device is rebooting, and a multiple-page, multiple-copy job is sent to it.
- Alerts subscribed to by the device are not received when SMTP port number is changed from 25 to any other.

Embedded Jet Direct:

- When configured for DHCP or BootP, if no DHCP or BootP servers are reachable, the device does not fall back on Auto-IP addresses in the 169.254.xx.xx range.
- The SNMP variable to require an exact match of the 802.1x server was not settable. Setting the OID: 1.3.6.1.4.1.11.2.4.3.20.19 gives an error.

Authentication/Security:

- No new updates

Current firmware revisions included in this firmware bundle:

**Device Firmware Revision**

| <b>COMPONENT</b>             | <b>FIRMWARE VERSION</b>  |
|------------------------------|--------------------------|
| HP CLJ CP3525                | <b>20121201 06.150.7</b> |
| DC Controller:               | 02.066 (25) (No Change)  |
| Embedded JetDirect:          | V43.21.FF                |
| HP Fleet Release Designation | CPE 12.2                 |

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**Enhancements and Fixes provided with previous Firmware revision**  
**20120718 06.140.3 CPE 12.1**

**Enhancements**

Base Product:

- Ability to choose Alternative Letterhead Mode by Tray or Type.
- PML OID for setting Tray Registration for Tray 1 and 2 to Y1/Y2 does not work.

Embedded Jet Direct:

- Secure SMTP over SSL is now supported.

**Fixes or improvements**

This firmware provides fixes or improvements for following issues:

Base Product:

- Intermittent "Internal Disk Operation Failed" errors on the control panel of some Printers.
- Documents with custom font generated by Adobe InDesign application for LanguageLevel 3 were not getting printed.
- USB card reader stops working (or becomes less responsive) after upgrading the device to CPE 11.2. These devices have a 3rd party application installed (Safecom) which were working correctly with the card reader before upgrading to 11.2.

Embedded Jet Direct:

- Encryption Strength is set incorrectly via WJA in CPE 11.3.
- CPE 11.3 does not send DHCP Option 12 (Hostname) on certain models.
- Device Announcement Agent (DAA) accepted invalid credentials from IPSC.

Current firmware revisions included in this firmware bundle:

**Device Firmware Revision**

| <b>COMPONENT</b> | <b>FIRMWARE VERSION</b> |
|------------------|-------------------------|
|------------------|-------------------------|

|                              |                          |
|------------------------------|--------------------------|
| HP CLJ CP3525                | <b>20120718 06.140.3</b> |
| DC Controller:               | 02.066 (25) (No Change)  |
| Embedded JetDirect:          | V43.16.FF                |
| HP Fleet Release Designation | CPE 12.1                 |

## Enhancements and Fixes provided with previous Firmware revision

### 20120112 06.130.8 CPE 11.3

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#### 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.

#### Enhancements

Base Product:

- Ability to change control panel message when the service request is raised
- The ability to retain Personal Stored Jobs through a Power Cycle.

Embedded Jet Direct:

- Secure@Install support is now available
- 802.1x failure to negotiate disables networking
- SNMPv3 privacy and authentication use keys rather than passphrases
- No SSL Proxy available to Auto-Send

#### Fixes or improvements

This firmware provides fixes or improvements for following issues:

Base Product:

- Personal jobs with filenames, containing at least 16 characters, are overwritten

Embedded Jet Direct:

- SSL vulnerable to a man-in-the-middle renegotiation attack
- Certificate Signing Requests specify 1024 bit keys; should specify 2048 bit keys
- The default key size for Certificate Signing Requests should be 2048 bits not, 1024
- A "Reflected XSS" is possible due to redirection to HTTPS
- Crash results when navigating to Refresh Rate in Networking pages
- Crash results when a duplicate IPv6 address is encountered
- SSL vulnerable to a Ciphersuite downgrade attack
- Telnet crashes
- Misbehavior when DHCP NAK received

### Current firmware revisions included in this firmware bundle

| COMPONENT                    | FIRMWARE VERSION                      |
|------------------------------|---------------------------------------|
| HP CLJ CP3525                | (Datecode: <b>20120112 06.130.8</b> ) |
| DC Controller:               | 02.066 (25) (No Change)               |
| Embedded JetDirect:          | V.43.10.FF                            |
| HP Fleet Release Designation | CPE11.3                               |

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### Improvements provided with previous firmware revisions:

**NOTE: All improvements with previous revisions of firmware are included within the most current revision.**

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

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### **Enhancements**

The following new functionality or features are provided by this firmware release:  
(Datecode: 20110406 06.100.9)

Base Product:

- Added the On-line Authentication and Rewards feature for consumables.

Embedded Jet Direct:

- No new updates

### **Fixes or improvements**

The following fixes or improvements are provided by this firmware release: (Datecode: 20110406 06.100.9)

Base Product:

- Toner levels may not report correctly when monitoring toner levels with remote toner management software.
- Autosend and Embedded Email alert functionality may not work properly on servers where SMTP Authentication is configured.
- Issues or PDF errors may be seen when direct printing PDF files.

Embedded Jet Direct:

- N/A

| <b>COMPONENT</b>             | <b>FIRMWARE VERSION</b>       |
|------------------------------|-------------------------------|
| HP CLJ CP3525                | (Datecode: 20110406 06.100.9) |
| DC Controller:               | 02.066 (25) (No Change)       |
| Embedded JetDirect:          | V.38.99.FF (No Change)        |
| HP Fleet Release Designation | CPE11.2                       |

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### **Improvements provided with previous firmware revisions:**

**NOTE: All improvements with previous revisions of firmware are included within the most current revision.**

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

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### **Enhancements**

The following new functionality or features are provided by this firmware release:  
(Datecode: 20110104 06.091.8)

Base Product:

- Provided the ability to send an alert e-mail from the device when the Auto Recovery feature has turned the device off and back on.

Embedded Jet Direct:

- No new updates

### **Fixes or improvements**

The following fixes or improvements are provided by this firmware release: (Datecode: 20110104 06.091.8)

Base Product:

- The Secure Erase Mode may be reported incorrectly if no disk is installed.
- Minor control panel display localization errors in some non-English languages.

Embedded Jet Direct:

- 802.1x implementation is incompatible with FreeRadius
- The checkbox for "Use Stateless DHCPv4 when Manually Configured" would always be checked after reboot.
- 802.1x improperly negotiates to MD5 Authentication
- FTP server welcome message terminates lines with linefeeds instead of carriage-return and line feed
- Support for the Trace method is removed from the JDI EWS HTTP server in this and future releases
- DNS resolves hostnames to IPv6 addresses even when IPv6 is disabled.

| <b>COMPONENT</b> | <b>FIRMWARE VERSION</b> |
|------------------|-------------------------|
| HP CLJ CP3525    |                         |

|                              |                               |
|------------------------------|-------------------------------|
|                              | (Datecode: 20110104 06.091.8) |
| DC Controller:               | 02.066 (25) (No Change)       |
| Embedded JetDirect:          | V.38.99.FF                    |
| HP Fleet Release Designation | CPE11.1                       |

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### **Improvements provided with previous firmware revisions:**

**NOTE: All improvements with previous revisions of firmware are included within the most current revision.**

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

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#### **Enhancements**

The following new functionality or features are provided by this firmware release:  
(Datecode: 20101025 06.080.2)

Base Product:

- No new updates

Embedded Jet Direct:

- No new updates

#### **Fixes or improvements**

The following fixes or improvements are provided by this firmware release: (Datecode: 20101025 06.080.2)

Base Product:

- 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.
- Possible 49.4C02 on power up when a USB device is installed
- 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
- EXPECTED DRIVE MISSING error message on control panel after upgrading firmware
- Possible infrequent 49.4C18 errors
- You may not see a significant shift in color density when using the Adjust Color Density setting for Midtones, Highlights and Shadow regions.

Embedded Jet Direct:

- No new updates

| COMPONENT                    | FIRMWARE VERSION              |
|------------------------------|-------------------------------|
| HP CLJ CP3525                | (Datecode: 20101025 06.080.2) |
| DC Controller:               | 02.066 (25) (No Change)       |
| Embedded JetDirect:          | V.38.97.FF                    |
| HP Fleet Release Designation | CPE 10.4                      |

### **Improvements provided with previous firmware revisions:**

**NOTE: All improvements with previous revisions of firmware are included within the most current revision.**

### **Enhancements**

The following new functionality or features are provided by this firmware release:  
(Datecode: 20100720 06.070.3)

Base Product:

- No new updates

Embedded Jet Direct:

- No new updates

### **Fixes or improvements**

The following fixes or improvements are provided by this firmware release: (Datecode: 20100720 06.070.3)

#### Base Product:

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

- No new updates

| <b>COMPONENT</b>             | <b>FIRMWARE VERSION</b>       |
|------------------------------|-------------------------------|
| HP CLJ CP3525                | (Datecode: 20100720 06.070.3) |
| DC Controller:               | 02.066 (25) (No Change)       |
| Embedded JetDirect:          | V.38.80.FF (No Change)        |
| HP Fleet Release Designation | CPE 10.3                      |

### **Improvements provided with previous firmware revisions:**

**NOTE: All improvements with previous revisions of firmware are included within the most current revision.**

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## Enhancements and Fixes provided with this Firmware revision

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### Enhancements

The following new functionality or features are provided by this firmware release:  
(Datecode: 20100519 06.060.6)

Base Product:

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

Embedded Jet Direct:

- No new updates

### Fixes or improvements

The following fixes or improvements are provided by this firmware release: (Datecode: 20100519 06.060.6)

Base Product:

- 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.
- The control panel back light will now dim when the device is in the Powersave mode.

Embedded Jet Direct:

- No new updates

| COMPONENT                    | FIRMWARE VERSION              |
|------------------------------|-------------------------------|
| HP CLJ CP3525                | (Datecode: 20100519 06.060.6) |
| DC Controller:               | 02.066 (25) (No Change)       |
| Embedded JetDirect:          | V.38.80.FF (No Change)        |
| HP Fleet Release Designation | CPE 10.2                      |

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## **Improvements provided with previous firmware revisions:**

**NOTE: All improvements with previous revisions of firmware are included within the most current revision.**

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

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### **Enhancements**

The following new functionality or features are provided by this firmware release:  
(Datecode: 20100106 06.050.5)

Base Product:

- HP has implemented a new method of page counting (known as Print Usage Tracker), which can be enabled if desired. The administrator or owner of the product has the option either to enable the new counting method or to do nothing. If the new counting method is enabled the device **cannot return to the previous counting method**. It is important to understand this. If the feature is not enabled, nothing will change on the device and it will continue to count pages the same as it originally did from the factory.
  - **Background:** Current page counting methods were designed to enable efficient service and support. The Print Usage Tracker feature implements new page counting methods which are more aligned with today's job accounting needs.

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

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

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

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

- 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. For Single function devices, you will find the selection under the following menu: CONFIGURE DEVICE>SYSTEM SETUP>Auto Recovery. For "M" Series Multifunction Devices you will find the selection under the following menu: ADMINISTRATION>MANAGEMENT>Auto Recovery.

Embedded Jet Direct:

N/A

### Fixes or improvements

The following fixes or improvements are provided by this firmware release: (Datecode: 20100106 06.050.5)

Base Product:

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

Embedded Jet Direct:

- Incompatibility with Win Server 2008 and 802.1x
- CA certificate not accessible via SNMP
- IPP printer-URI-string miss-formatted
- DHCPINFORM transmit rate too high

| COMPONENT           | FIRMWARE VERSION              |
|---------------------|-------------------------------|
| HP CLJ CP3525       | (Datecode: 20100106 06.050.5) |
| DC Controller:      | 02.066 (25) (No Change)       |
| Embedded JetDirect: | V.38.80.FF                    |

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### **Improvements provided with previous firmware revisions:**

**NOTE: All improvements with previous revisions of firmware are included within the most current revision.**

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

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#### **Enhancements**

The following new functionality or features are provided by this firmware release:  
(Datecode: 20091111 06.040.4)

Base Product:

- 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.

Embedded Jet Direct:

N/A

### Fixes or improvements

The following fixes or improvements are provided by this firmware release: (Datecode: 20091111 06.040.4)

Base Product:

- 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

Embedded Jet Direct:

N/A

| COMPONENT           | FIRMWARE VERSION              |
|---------------------|-------------------------------|
| HP CLJ CP3525       | (Datecode: 20091111 06.040.4) |
| DC Controller:      | 02.066 (25) (No Change)       |
| Embedded JetDirect: | V.38.68.FF (No Change)        |

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### Improvements provided with previous firmware revisions:

**NOTE: All improvements with previous revisions of firmware are included within the most current revision.**

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

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### **Enhancements**

The following new functionality or features are provided by this firmware release:  
(Datecode: 20090916 05.059.3)

Base Product:

- The Asset Field found in the products EWS (Embedded Web Server) which is used for assigning Asset numbers to a device has been changed to allow support for more characters.

Embedded Jet Direct:

N/A

### **Fixes or improvements**

The following fixes or improvements are provided by this firmware release: (Datecode: 20090916 05.059.3)

Base Product:

- A 49.4c02 may be seen on the control panel when printing large PostScript Files.
- Some PostScript files generated from SAP applications may print barcodes incorrectly.

Embedded Jet Direct:

N/A

| <b>COMPONENT</b>    | <b>FIRMWARE VERSION</b>       |
|---------------------|-------------------------------|
| HP CLJ CP3525       | (Datecode: 20090916 05.059.3) |
| DC Controller:      | 02.066 (25)                   |
| Embedded JetDirect: | V.38.68.FF                    |

## **Improvements provided with previous firmware revisions:**

**NOTE: All improvements with previous revisions of firmware are included within the most current revision.**

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

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### **Enhancements**

The following new functionality or features are provided by this firmware release:  
(Datecode: 20090604 05.058.4)

Base Product:

- 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.

- Support for 3" x 5" paper has been added through Tray 1 only. The Custom paper size for Tray 1 needs to be set to the proper dimensions through the Supplies Status Menu. The UPD 5.0 driver(s) must be used. Tray 1 paper guides will require special snap in guides which can be purchased from HP. Contact your regions HP support center for additional information.

Embedded Jet Direct:

N/A

### **Fixes or improvements**

The following fixes or improvements are provided by this firmware release: (Datecode: 20090604 05.058.4)

Base Product:

- Images on slides may be clipped when printing using the PCL 6 driver with Microsoft 2007 applications.
- PJJ returns incorrect USTATUS code for Tray empty.

- Issues may be seen using the Alternative Letterhead feature.
- When selecting to print all private jobs, the quantity is reduced to 1 copy and does not take on the value set by the application or driver.
- Memory hang may be seen when device is first powered ON.
- A 49.5001 error may be seen on the control panel when a stored job is retrieved.
- A 49.5f14 error may be seen on the control panel after hours of continuous printing.

Embedded Jet Direct:

N/A

| COMPONENT           | FIRMWARE VERSION              |
|---------------------|-------------------------------|
| HP CLJ CP3525       | (Datecode: 20090604 05.058.4) |
| DC Controller:      | 02.064 (23)                   |
| Embedded JetDirect: | V.38.67.FF                    |

**Improvements provided with previous firmware revisions:**

**NOTE: All improvements with previous revisions of firmware are included within the most current revision.**

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

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**Enhancements**

The following new functionality or features are provided by this firmware release:  
(Datecode: 20081204 05.057.1)

Base Product:

N/A

Embedded Jet Direct:

N/A

### **Fixes or improvements**

The following fixes or improvements are provided by this firmware release: (Datecode: 20081204 05.057.1)

Base Product:

- PDF printing errors
- Printing Menu Map time delay
- Updated "Show Me" files
- Translation updates
- Continuous calibration changes
- Resend RFU Via USB Dev Port message may appear on the Front Control panel. This firmware will keep this error from appearing after the device has been updated with this version. It will not address the error if it is seen on the Control panel.
- Improved PostScript printing performance

Embedded Jet Direct:

N/A

## **Installation Instructions**

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**NOTE:** Please be aware that an update in some circumstance may require ten minutes or more 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 or MFP's control panel.
2. Press the "Administration" Icon on the touch screen.
3. Select the "INFORMATION" selection on the touch screen.
4. Select "CONFIGURATION/STATUS PAGES".
5. Select "CONFIGURATION PAGE".
6. Select the "Print" button.

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:

**20040322 48.001.0**

**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 LaserJet 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 with Windows Vista or if Internet Explorer 7 is installed on your pc due to frequent timeouts. A stand-alone FTP client program is recommended for Windows Vista.

**NOTE:** Make sure that the printer is not in Power save 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 LaserJet will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

## Updating firmware using “HP Easy Firmware Upgrade” utility

### Important Notes:

Do not power cycle the MFP or the PC during this process or the MFP may become unstable and or unusable.

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

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

Please see the section “Expected device messages during an upgrade” for more information on messages on the control panel during an upgrade.

### Update process

1. Download the HP Easy Firmware Upgrade utility file to the desktop.
2. Double click on the HP Easy Firmware Upgrade utility file. A dialog box with the name of the printer will open.
3. Use the drop down arrow to select the printer you wish to upgrade. If the device you wish to upgrade is not in the list, you must install a print driver for the device and be able print to the device with the print driver before continuing.
4. Click on the "Send Firmware" button.
5. The progress bar will begin to move to the right indicating information is being transferred.
6. On the PC, a smiling face will appear in the HP Easy Firmware Upgrade utility dialog box when the file has completely transferred to the computers spooler.

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Depending on the speed of your PC, the firmware upgrade process may or may not complete on the MFP before the progress bar on the screen completes.

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7. Once the MFP reboots the firmware upgrade will be complete.

### 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:

## Using USB

Before you can send a firmware upgrade through the USB port, you need to know the name of the computer the printer is connected to, and you need to enable printer sharing. These steps are for Windows® XP. Other versions of Windows operating systems are similar, with slightly different operations.

How to find out the name of your computer:

1. Click the Start button, Programs, Accessories, System Tools, and then choose System Information.
2. You will find your computer's name in the right window-pane next to System Name.
3. Write down this name as it will be needed later.

How to share the connected printer:

1. Click the Start button, Settings, then Printers and Faxes.
2. Right-click the printer you need to send the upgrade to, then choose Sharing...
3. Choose the radio button labeled Share this printer.
4. Type a name for the share. Make it short and easy to remember.
5. Click Apply and write down the share name, as it will be needed later.

1. For example: "HP LaserJet mfp"

2. How to send the firmware upgrade using a USB connection:

1. Open a DOS Command Prompt (in Windows NT® 4.0, 2000, or XP, click Start, Run, then type CMD and press OK, or in Windows 9x click Start, Programs, Accessories, and then click MSDOS Prompt.) and locate the directory where you saved the firmware file.
2. Type: copy /b filename [\\computer](#) name\share name
3. For example: copy /b ljXXXXmfpfw\_0X.00X.X.rfu [\\computer1\HP LaserJet mfp printer](#)
3. Press Enter.

**NOTE:** When the upgrade process has completed the LaserJet 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 LaserJet product uses a direct network connection, you can use file transfer protocol (FTP) to update your HP 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:\LJXXXXVjXXXXFW.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 LaserJet 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 OSX System (ftp)**

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

### **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/cljcm6030mfp](http://www.hp.com/support/cljcm6030mfp) or [www.hp.com/support/cljcm6040mfp](http://www.hp.com/support/cljcm6040mfp)

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.

### **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 DevicesYou 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**

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The device displays three messages during a normal update process:

| <b>Printer message</b> | <b>Explanation</b>  |
|------------------------|---|
| 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.<br>Resend upgrade  |
| Break in I/O stream during send (for example, parallel cable removed) | No upgrade has occurred.<br>Resend upgrade. |
| Power cycle during RECEIVING UPGRADE                                  | No upgrade has occurred.<br>Resend upgrade. |
| Power cycle during UPGRADING PRINTER                                  | Resend upgrade.                             |
| Power cycle during WAIT FOR PRINTER TO REINITIALIZE                   | Upgrade completed.                          |

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

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

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

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

## System Requirements

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The RFU upgrade requires a network or USB port connection

## Technical Assistance

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

### Customer Support

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

### Internet

An anonymous FTP library service is available worldwide for around-the-clock-access to drivers and technical support information for HP peripheral and computer products.

Please note that paths may change without notice. Access the Internet or FTP address and use the menus to locate the software or support of your choice.

- URL for HP LaserJet CP3525 Series Support:  
[http://www.hp.com/go/cljcp3525\\_firmware](http://www.hp.com/go/cljcp3525_firmware)
- URL for Software and Support: <http://www.hp.com/go/support>
- URL for Access HP: <http://www.hp.com>
- FTP address: <ftp.hp.com>  
Login: anonymous  
Password: your Internet email address

### Additional Information

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

## Legal Statements

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