HP LaserJet 9040/9050 Multifunction Printer Firmware Readme

Product Name(s): HP LaserJet 9040mfp, HP LaserJet 9050mfp.

Model Number(s): Q3726A, Q3728A, Q3726AR, Q3728AR

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 version of firmware earlier than **20111213 08.220.1B**

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 20171206 08.320.8, designated as CPE 17.1 for LJ9040/9050 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 LaserJet Series printer or MFP. Installation instructions are provided for Single and Multiple Printer Updates.

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

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

The HP 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 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 or MFP's control panel.

2. Press the green checkmark button.

3. Use the arrow keys to select the "INFORMATION" selection on the control panel.

4. Use the arrow keys to select "PRINT CONFIGURATION".

5. Press the green checkmark button to print the Configuration Page.

On the printed CONFIGURATION page look in the section marked "Device Information" for the firmware date code. The firmware date code will look something like this:
 20040322 07.000.0

Enhancements and Fixes provided with this Firmware revision
FIRMWARE DATECODE: 20171206 **08.320.8**

You may see improvements for the problems mentioned below by updating your printer's firmware with revision: FIRMWARE DATECODE: 20171206 **08.320.8**

Enhancements

➢ No New Updates.

Fixes or improvements

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

Base:

➢ Certain fonts are not printing correctly when using the PS driver**.**

Authentication/Security:

➢ This firmware addresses the following security issues: CVE-2017-11103 - Heimdal Kerberos before version 7.4 allows remote attackers to impersonate services with Orpheus' Lyre attack.

Current firmware revisions included in this firmware bundle

COMPONENT	FIRMWARE REVISION
LaserJet 9040/9050 Series Printers:	20171206 **08.320.8**
2000 sheet input tray (C8531A):	03.42
Stacker (C8084A):	100608
Stacker/Stapler (C8085A):	080306
Multifunction finisher (C8088B):	041022
Multi-bin Mailbox (Q5693A):	050316
Embedded Jetdirect:	V.33.30.FF
Boot Loader	02.54
Release Designation	17.1

Enhancements and Fixes provided with this Firmware revision
FIRMWARE DATECODE: **20170327 08.310.1.**

You may see improvements for the problems mentioned below by updating your printer's firmware with revision: FIRMWARE DATECODE: **20170327 08.310.1.**

Enhancements

➢ No New Updates.

Fixes or improvements

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

Base:

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.

  o 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).

Current firmware revisions included in this firmware bundle

COMPONENT	FIRMWARE REVISION
LaserJet 9040/9050 Series Printers:	**20170327 08.310.1**
2000 sheet input tray (C8531A):	03.42
Stacker (C8084A):	100608
Stacker/Stapler (C8085A):	080306
Multifunction finisher (C8088B):	041022
Multi-bin Mailbox (Q5693A):	050316
Embedded Jetdirect:	V.33.30.FF
Boot Loader	01.03

Release Designation	15.1.4

Enhancements and Fixes provided with this Firmware revision

FIRMWARE DATECODE: **20140320 08.250.1.**

You may see improvements for the problems mentioned below by updating your printer's firmware with revision: FIRMWARE DATECODE: **20140320 08.250.1.**

Enhancements

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

Fixes or improvements

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

Base

➢ Device hangs when printing Mixed A4\A5 job.

Current firmware revisions included in this firmware bundle

COMPONENT	FIRMWARE REVISION
LaserJet 9040/9050 Series Printers:	**20140320 08.250.1.**
2000 sheet input tray (C8531A):	03.42
Stacker (C8084A):	100608
Stacker/Stapler (C8085A):	080306
Multifunction finisher (C8088B):	041022
Multi-bin Mailbox (Q5693A):	050316

Embedded Jetdirect:	V.33.25.FF
Boot Loader	01.03
Release Designation	11.2.4 Signed

Enhancements and Fixes provided with this Firmware revision
FIRMWARE DATECODE: **20131107 08.240.2.**

Enhancements:

Base Product:

➢ No New Updates.

Embedded Jetdirect:

➢ No New Updates.

Fixes or improvements:

This firmware provides fixes or improvements for following issues:

Base Product:

➢ Printers experience 49.5F11 error when printing bank statements and cheques
with firmware version 08.221.5 and later.

Embedded Jetdirect:

➢ No New Updates.

Current firmware revisions included in this firmware bundle

COMPONENT	FIRMWARE REVISION
LaserJet 9040/9050 Series Printers:	**20131107 08.240.2**
2000 sheet input tray (C8531A):	03.42
Stacker (C8084A):	100608
Stacker/Stapler (C8085A):	080306
Multifunction finisher (C8088B):	041022
Multi-bin Mailbox (Q5693A):	050316
Embedded Jetdirect:	V.33.25.FF
Boot Loader	01.03
Release Designation	11.2.3 Signed

Enhancements and Fixes provided with Previous Firmware revision

Enhancements:

Base Product:

➢ No New Updates.

Embedded Jetdirect:

➢ No New Updates.

Fixes or improvements:

This firmware provides fixes or improvements for following issues:

Base Product:

- ➢ Postscript files from 3rd-party application jobs pulling paper from unspecified and unexpected paper input sources with firmware version 08.221.5.

- ➢ Intermittently, when printing PS jobs using LPRNG 3.8.2 over port 9100, printer stops responding to PJL USTATUS requests and stops printing.

- ➢ File system access settings cannot be disabled using SNMP tools or Web JetAdmin.

Embedded Jetdirect:

- ➢ No New Updates.

Current firmware revisions included in this firmware bundle

COMPONENT	FIRMWARE REVISION
LaserJet 9040/9050 Series Printers:	**20130320 08.230.3**
2000 sheet input tray (C8531A):	03.42
Stacker (C8084A):	100608
Stacker/Stapler (C8085A):	080306
Multifunction finisher (C8088B):	041022
Multi-bin Mailbox (Q5693A):	050316
Embedded Jetdirect:	V.33.25.FF
Boot Loader	01.03
Release Designation	11.2.2 Signed

Enhancements and Fixes provided with previous Firmware revision

Enhancements:

Base Product:

  ➢ No New Updates.

Embedded Jetdirect:

  ➢ No New Updates.

Fixes or improvements:

This firmware provides fixes or improvements for following issues:

Base Product:

  ➢ Certain forms were not getting printed properly, and text was overlapping.

Embedded Jetdirect:

  ➢ No New Updates.

Current firmware revisions included in this firmware bundle

COMPONENT	FIRMWARE REVISION
LaserJet 9040/9050 Series Printers:	20120119 08.221.5
2000 sheet input tray (C8531A):	03.42

Stacker (C8084A):	100608
Stacker/Stapler (C8085A):	080306
Multifunction finisher (C8088B):	041022
Multi-bin Mailbox (Q5693A):	050316
Embedded Jetdirect:	V.33.25.FF
Boot Loader	01.03
HP Fleet Release Designation	CPE 11.3 Final Release

Enhancements and Fixes provided with previous Firmware revision

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Enhancements:

Base Product:

> ➢ No New Updates.

Embedded Jetdirect:

> No New Updates.

Fixes or improvements:

This firmware provides fixes or improvements for following issues:

Base Product:

> No New Updates.

Embedded Jetdirect:

> No New Updates.

COMPONENT	FIRMWARE REVISION
LaserJet 9040/9050 Series Printers:	20111213 08.220.1B
2000 sheet input tray (C8531A):	03.42
Stacker (C8084A):	100608
Stacker/Stapler (C8085A):	080306
Multifunction finisher (C8088B):	041022
Multi-bin Mailbox (Q5693A):	050316
Embedded Jetdirect:	V.33.21.FF
Boot Loader	01.03
HP Fleet Release Designation	CPE 11.3

Improvements provided with previous Firmware revision

Enhancements

No new functionality or features are provided by this firmware release: (20110406 08.200.5).

Fixes or improvements

Fixes or improvements for the following issues are provided by this firmware release: (20110406 08.200.5).

➢ Added support for Cyrillic fonts

➢ Issues or PDF errors may be seen when direct printing PDF files.

➢ Toner levels may not report correctly when monitoring toner levels with remote toner management software

Current firmware revisions included in this firmware bundle

COMPONENT	FIRMWARE REVISION
LaserJet 9040/9050 Series Printers:	20110406 08.200.5
2000 sheet input tray (C8531A):	03.42
Stacker (C8084A):	100608
Stacker/Stapler (C8085A):	080306
Multifunction finisher (C8088B):	041022
Multi-bin Mailbox (Q5693A):	050316
Embedded Jetdirect:	V.33.21.FF
Boot Loader	01.03
HP Fleet Release Designation	CPE 11.2

Improvements provided with previous firmware revisions:

Enhancements

No new functionality or features are provided by this firmware release: (20110204 08.190.1).

Fixes or improvements

Fixes or improvements for the following issues are provided by this firmware release: (20110204 08.190.1).

> You may see a PCL-XL error when changing print resolution from 600 to 1200

> Possible 49 errors with direct printing of postscript files (no HP driver involved)

> The Secure Erase Mode may be reported incorrectly if no disk is installed

Current firmware revisions included in this firmware bundle

COMPONENT	FIRMWARE REVISION
LaserJet 9040/9050 Series Printers:	20110204 08.190.1
2000 sheet input tray (C8531A):	03.42
Stacker (C8084A):	100608
Stacker/Stapler (C8085A):	080306
Multifunction finisher (C8088B):	041022
Multi-bin Mailbox (Q5693A):	050316
Embedded Jetdirect:	V.33.21.FF
Boot Loader	01.03
HP Fleet Release Designation	CPE 11.1

Improvements provided with previous firmware revisions:

Enhancements

No new functionality or features are provided by this firmware release: (Datecode: 20101112 08.180.1).

Fixes or improvements

Fixes or improvements for the following issues are provided by this firmware release: (Datecode: 20101112 08.180.1).

➤ 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 see a 49.4C02 error when using ALM (Alternate Letterhead Mode)

➤ On rare occasions the toner level may not report correctly

Current firmware revisions included in this firmware bundle (Version 08.180.1)

COMPONENT	FIRMWARE REVISION
LaserJet 9040/9050 Series Printers:	08.180.1 (Datecode: 20101112 08.180.1)
2000 sheet input tray (C8531A):	03.42
Stacker (C8084A):	100608
Stacker/Stapler (C8085A):	080306
Multifunction finisher (C8088B):	041022
Multi-bin Mailbox (Q5693A):	050316
Embedded Jetdirect:	V.33.21.FF
Boot Loader	01.03
HP Fleet Release Designation	CPE 10.4

Improvements provided with previous firmware revisions:

Enhancements

The following new functionality or features are provided by this firmware release: (Datecode: 20100719 08.160.3).

➤ 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 or improvements

Fixes or improvements for the following issues are provided by this firmware release: (Datecode: 20100719 08.160.3).

➤ Boot-up hangs may be seen in the 6/C and 6/E process on machines more heavily used. The Event Log may also show a 49.1D34 error.

➤ ALM (Alternate Letterhead Mode) was not treating user-defined media types as asymmetrical

➤ Classic tray mode not working correctly

➤ Media type settings do not hold over a power cycle for non-Letter paper sizes

➤ After performing restore factory settings the Device Name is not changed to Factory Default

Current firmware revisions included in this firmware bundle (Version 08.160.3)

COMPONENT	FIRMWARE REVISION
LaserJet 9040/9050 Series Printers:	08.160.3 (Datecode: 20100719 08.160.3)
2000 sheet input tray (C8531A):	03.42
Stacker (C8084A):	061214
Stacker/Stapler (C8085A):	080306
Multifunction finisher (C8088B):	041022
Multi-bin Mailbox (Q5693A):	050316
Embedded Jetdirect:	V.33.21.FF
Boot Loader	01.03
HP Fleet Release Designation	CPE 10.3

Improvements provided with previous firmware revisions:

Note:

Starting with this release, an HP Fleet Release Designation is added to the revision table. This is not printed on the configuration page, and is only included for reference.

Enhancements

The following new functionality or features are provided by this firmware release: (Datecode: 20100516 08.150.6).

Base Printer

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

Fixes or improvements

Fixes or improvements for the following issues are provided by this firmware release: (Datecode: 20100516 08.150.6).

Base Printer

➢ If an Attention message (Paper Out, Door Open, etc.) appears while in a control panel screen from a third-party application the message cannot be recalled.

Embedded Jetdirect

➢ Will not interoperate with Win2008 Release 2, receives Failure 823 error response

➢ Printer slows and eventually hangs due to HTTPS/EWS usage

➢ Print job delays under HP UX RLP/LPD printing

➢ User is not prevented from installing identity certificate where a CA certificate is required.

Paper Handling

"Stapler/Stacker (C8085A):

➢ Second page may not staple with low-quality media. Timing changes implemented to improve performance.

➢ A problem with the stack holder mechanism may display as "Corrupt Firmware in External Device". Message is changed in this release

Stacker (C8084A):

➢ An erroneous 13.12.13 jam may occur

Current firmware revisions included in this firmware bundle (Version 08.150.6)

COMPONENT	FIRMWARE REVISION
LaserJet 9040/9050 Series Printers:	08.150.6 (Datecode: 20100516 08.150.6)
2000 sheet input tray (C8531A):	03.42
Stacker (C8084A):	061214
Stacker/Stapler (C8085A):	080306
Multifunction finisher (C8088B):	041022
Multi-bin Mailbox (Q5693A):	050316
Embedded Jetdirect:	V.33.21.FF
Boot Loader	01.03
HP Fleet Release Designation	CPE 10.2

Improvements provided with previous firmware revisions:

Enhancements

The following new functionality or features are provided by this firmware release:
(Datecode: 20100213 08.140.5).

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 Web Jetadmin. The Web

Jetadmin support pages can be accessed using the following URL:
www.hp.com/go/webjetadmin

Fixes or improvements

Fixes or improvements for the following issues are provided by this firmware release:
(Datecode: 20100213 08.140.5).

- ➢ A 49.4c06 may be displayed on the control panel when printing certain files from Excel that contain non-printable characters

- ➢ Very slow printing or printer hang would occur when a very complex Postscript file with large amounts of lineto commands 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 font management issue.

Current firmware revisions included in this firmware bundle (Version 08.140.5)

COMPONENT	FIRMWARE REVISION
LaserJet 9040/9050 Series Printers:	08.140.5 (Datecode: 20100213 08.140.5)
2000 sheet input tray (C8531A):	03.42
Stacker (C8084A):	060602
Stacker/Stapler (C8085A):	050317
Multifunction finisher (C8088B):	041022
Multi-bin Mailbox (Q5693A):	050316
Embedded Jetdirect:	V.33.20.FF
Boot Loader	01.03

Improvements provided with previous firmware revisions:

Enhancements and Fixes provided with this Firmware revision

Enhancements

The following new functionality or features are provided by this firmware release: (Datecode: 20091124 08.130.4).

Base

➤ 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.

Fixes or improvements

Fixes or improvements for the following issues are provided by this firmware release: (Datecode: 20091124 08.130.4).

Base

➤ You may see a 49.4C02 when printing and using the Papyrus font from the Macintosh.

➤ You may see a postscript "Insufficient Memory" error when using added 2-byte fonts

Embedded Jetdirect

➤ HTTPS is now forced on Printer/MFP tabs when required.

➤ When DNS responses are returned as a stream (TCP) rather than a datagram (UDP), JDI would wait forever for more data.

➤ When Web Jetadmin is on a different subnet than the printer and establishes an HTTPS connection to query status, the JDI would mishandle the connection and hang.

➤ IPP operation is now allowed when the EWS is disabled

Current firmware revisions included in this firmware bundle (Version 08.130.4)

COMPONENT	FIRMWARE REVISION
LaserJet 9040/9050 Series Printers:	08.130.4 (Datecode: 20091124 08.130.4)
2000 sheet input tray (C8531A):	03.42
Stacker (C8084A):	060602
Stacker/Stapler (C8085A):	050317
Multifunction finisher (C8088B):	041022
Multi-bin Mailbox (Q5693A):	050316
Embedded Jetdirect:	V.33.20.FF
Boot Loader	01.03

Improvements provided with previous firmware revisions:

Enhancements

The following new functionality or features are provided by this firmware release: (Datecode: 20090716 08.112.0).

Base

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

Fixes or improvements

Fixes or improvements for the following issues are provided by this firmware release: (Datecode: 20090716 08.112.0).

Base

> 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.

Current firmware revisions included in this firmware bundle (Version 08.112.0)

COMPONENT	FIRMWARE REVISION
LaserJet 9040/9050 Series Printers:	08.112.0 (Datecode: 20090716 08.112.0)
2000 sheet input tray (C8531A):	03.42
Stacker (C8084A):	060602
Stacker/Stapler (C8085A):	050317
Multifunction finisher (C8088B):	041022
Multi-bin Mailbox (Q5693A):	050316
Embedded Jetdirect:	V.33.19.FF
Boot Loader	01.03

Improvements provided with previous firmware revisions:

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

Enhancements: None provided in this release

Fixes or improvements

Fixes or improvements for the following issues are provided by this firmware release: (Datecode: 20090507 08.111.1)

Base Product:

➢ Possible missing pages with direct PDF printing

➢ Possible image clipping when printing from Office 2007 with PCL6

➢ Possible issues with private and stored jobs

➢ Incorrect printing with Alternate Letterhead Mode

➢ A security vulnerability, described in HP Security Bulletin HPSBPI02398 SSRT080166, is fixed in this release.

Improvements provided with previous firmware revisions:

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

Enhancements/Fixes

Enhancements

There are no new functionality or features provided by this firmware release

Fixes

The following fixes or improvements are provided by this firmware release (08.110.0)

- Supply Staus Page showing low cartridge yield (23K)
- Monroney font will not print and posts 49.4c06 error
- Localization defect in Russian Language - "Overheated" where "Warming up" expected

The following fixes or improvements are provided by this firmware release (08.109.0)

- 49.4C04 error occurs while printing PDF file. This error is NOT limited to just one file
- PDF fails to print directly - OK with driver.
- 49.4C02 on power cycle w/ custom media type assigned to 500 sheet feeder
- WideA4 setting does not retain extended area after power cycle
- Feature enhancement request for "ORDER CARTRIDGE" message example customer can set trigger
- LJ9050 slower than 9000 with same jobs

The following fixes or improvements were provided in an earlier firmware release and are included in this release.

20061121 08.108.0

- Printer boots to 49.2169 after aborted RFU
- Alternative Letterhead Mode in firmware for hosted jobs

20061121 08.107.1

- Fixed slower printing of some .pdf files.
- Resolved false "Resend Upgrade" error messaging.
- Fixed 49 errors that occurred when printing select .pdf documents.
- Asian font backwards compatibility fixed.
- Various fixes involving 49 error messaging.

20060123 08.104.0

Fixes

- The spacing for Asian fonts was doubled in some cases.
- Direct PDF printing problem when printing an odd number of pages in duplex mode
- Incorrect help message for tray exclusive mode
- Missing first configuration page when language set to Czech
- EWS menus from third-party solutions may load slowly
- Internal clock drifts
- Jetdirect page does not print when a third party menu page is present.
- When the front control panel is locked the printer will not reboot automatically after a firmware upgrade has occurred.
- Isolated cases of postscript errors.
- Paper jams cause the printer to hang with non-HP high-capacity
- Input device.
- Printer will not collate (MOPY) without a hard disk installed.
- Incorrect PML reporting of font information from compact flash.
- 12" X 18" paper goes to upper bin on Stacker and Stacker/Stapler regardless of selected bin.
- 49.4C02 error when using user-defined media types.

Enhancements

- A time stamp is added to the event log
- Standby Fuser Mode is added to the Fuser Modes menu. This allows users to modify the standby fuser behavior. Turning off Standby Fuser Mode may help with fuser flat spots when the printer sits idle for long periods of time
- The job storage limit is increased from 100 to 500
- A menu item has been added to allow users to disable the SIZE/TYPE prompt each time a tray is opened. When the prompt is disabled, all SIZE/TYPE prompts are disabled, including when a tray is switched from STANDARD to CUSTOM.
- An additional level of control panel lock has been added.
- Setting the level to INTERMEDIATE locks out the paper handling menu in addition to the items locked out in the MODERATE setting.

HP Multifunction finisher (C8088B) Firmware Revision: 041022

- The first job after recovering from a jam may fail.
- Motor may continue to run if a door is opened while pages are in the alignment bin.
- Minor problems with job offset.
- Printing on A5 paper immediately after a jam may result in poor stacking.

Stapler/Stacker (C8085A) Firmware Revision: 050317

- A menu item was added to allow subsequent pages after detection of a paper miss-size error to go to the originally-selected bin. Default behavior is to send these pages to the face-up bin to avoid potential jams. The new option should only be selected if the user would prefer a jam to having the balance of the job go to the face-up bin. Settings are AUTO-SENSE MODE (default setting), and NORMAL (pages go to original bin, but jams are more likely).
- Staples show as OUT when the device is detached, then re-attached while in a STAPLES LOW condition.
- A 65.12.99 error occurs when the unit comes out of powersave mode.
- Improvements were made to angled stapling

Stacker (C8084A) Firmware Revision: 050315

- A menu item was added to allow subsequent pages after detection of a paper miss-size error to go to the originally-selected bin. Default behavior is to send these pages to the face-up bin to avoid potential jams. The new option should only be selected if the user would prefer a jam to having the balance of the job go to the face-up bin. Settings are AUTO-SENSE MODE (default setting), and NORMAL (pages go to original bin, but jams are more likely).

8-Bin Mailbox (Q5693A) Firmware Revision: 050316

- Possible reduced print speed
- A menu item was added to allow subsequent pages after detection of a paper miss-size error to go to the originally-selected bin. Default behavior is to send these pages to the face-up bin to avoid potential jams. The new option should only be selected if the user would prefer a jam to having the balance of the job go to the face-up bin. Settings are AUTO-SENSE MODE (default setting), and NORMAL (pages go to original bin, but jams are more likely).

Jetdirect Inside: V.28.59

- Added SSL Proxy Functionality
- Fixed an intermittent TCP/IP 49.FF04 error
- Increased datagram endpoints

20041116 08.101.1

- Incorrect email alerts via the EWS (Embedded Web Server)
- Incorrect localized control panel messages
- Enhancement: POP3 server name field in EWS is increased from 16 characters to 255 characters
- Installing an un-initialized compact flash device makes the printer non-functional
- Incorrect reporting of Tray 4 status following Sleep mode
- EWS configuration page reports incorrect status of compact flash card
- Cleaning Page menu item not available
- Paper jam message indicates incorrect tray
- Selecting media by type does not work from Pagemaker
- Enhancement: Added ability to enable/disable "Use Another Tray" prompt in Tray Behavior menu
- Typographical errors on postscript font list page

2000 sheet input tray (C8531A) Firmware Revision: 03.42

- 66.11.00 lift error when printing large jobs

Stacker (C8084A) Firmware Revision: 040820

- Some undetectable standard paper sizes, particularly 8.5" X 13", are supported by the stacker hardware, but do not work with the printer
- Printer locks up after 13.12.05 jam
- Improvements were implemented to decrease 13.12.04 jams

Stacker/Stapler (C8085A) Firmware Revision: 040819

- Some undetectable standard paper sizes, particularly 8.5" X 13", are supported by the stacker/stapler hardware, but do not work with the printer
- Printer locks up after 13.12.05 jam
- Improvements were implemented to decrease 13.12.04 jams

HP Multifunction finisher (C8088B) Firmware Revision: 040827

- Improvements were implemented to reduce 66.12.XX errors
- Improvements were implemented to decrease 13.12.34 jams

HP Multi-bin Mailbox (Q5693A) Firmware Revision: 040804

- When in job separator mode, a bin full condition for bin 8 will cause all output to go the default printer bin
- Event log not present in printer's configuration page
- Improvements were implemented to decrease 13.02.12 jams

Embedded Jetdirect Firmware Revision: V.28.46

- Auto-negotiation occurs when not enabled in Link Settings

Installation Instructions

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.

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:

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 LPT 1).

Setting the following on the devices control panel may help

if a timeout messages is seen on the computer monitor

during an update:

Change the timeout in the control panel

a. Press the "Mode" button and select the "PRINT" mode.

b. Once this has been done the PRINT menus will be displayed on

   the touch screen control panel.

c. Press the Menu selection

d. Press the Configure Device selection

e. Press the I/O selection

f. Press the I/O Timeout selection

g. Enter a value of 300 seconds with the 10 key hard buttons

h. Press OK

i. Press EXIT

The following can also be set on the computer to help address

a timeout message that is seen on the computer monitor

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 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:\LJXXXX\jXXXXFW.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 OS X 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 or 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 Devices

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

4. Once you have selected you list or group that your device is located in highlight the device/s you want to update from populated Device List or Device Groups List on the right hand section of the window.

5. Select "Update Printer Firmware from the Device Tools drop down on the top right hand section of the window.

6. Click the "Browse" button and locate the correct firmware image.

7. Select the file and Click on the "OK" button.

8. Select the "Update" button, found in the lower right portion of the window to start the update process.

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

Using HP Web Jetadmin 10.x

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

1. Start Web Jetadmin 10.x

2. From the "Device Management" section, select "All Devices" (or the appropriate device group). An "All Devices" list will appear in the center window.

3. Find your device in the list, or type the IP address of the device in the Quick Device Discovery section in the lower-left of the screen (this will highlight your device in the device list). You can sort the device list by clicking on a column name at the top.

4. If your device list is sorted my model number, you may select multiple devices with the same model number by Control-Click or Shift-Click.

5. Right-click on the device and select "Upgrade firmware…".

6. An Upgrade Firmware window will appear. Select "Device firmware" and click "Next"

7. A list of available firmware will appear. If the correct version is listed, click "Next", and the upgrade process will start.

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

1. Click on "Firmware/Firmware Repository" in the "Device Management" pane

2. A "Firmware Repository" window will appear in the center of the screen

3. Click on "Upload" in the upper-right of the window

4. Browse to the .rfu file on your local PC

5. Click "Upload"

6. Once the .rfu file is uploaded, go back to step 2 in the first section and complete steps 2 through 6.

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

Expected device messages during an upgrade

The device displays three messages during a normal update process:

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

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

Troubleshooting a Firmware Update

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

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

REINITIALIZE	

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 a network or USB port connection

Technical Assistance

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

Customer Support

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

Internet

An anonymous FTP library service is available worldwide for around-the-clock-access to drivers and technical support information for HP peripheral and computer products. Please note that paths may change without notice. Access the Internet or FTP address and use the menus to locate the software or support of your choice.

- URL for HP LaserJet 9040/9050 mfp Series hp.com/go/lj9040mfp

- 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.

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