



Enable compatibility with HP FutureSmart 4.8 and newer

HP LaserJet Managed E50045dw, HP Color LaserJet Managed E55040dw

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Overview

An architecture compatibility change was made to the product identity string for the HP LaserJet Enterprise Managed E50045dw (3GN19A) and HP Color LaserJet Managed E55040dw (3GX98A) models in HP FutureSmart Bundle Version 4.8 and newer.

This change was intentionally made to prevent the ability to accidentally send the HP LaserJet Enterprise Managed E50045dw or HP Color LaserJet Managed E55040dw firmware to the HP Enterprise LaserJet M506n, M506dn, or M506dh and/or the HP Color LaserJet M552dn, M553n, M553dn, or M553dh models which are not compatible with HP FutureSmart 4.

Due to this change, a solution must be installed on these models (3GN19A or 3GX98A) before upgrading to enable compatibility with and allow newer versions of firmware to be installed.

Use the instructions in this document to install the compatibility solution bundle (.bdl) using the Solution Installer feature in the Embedded Web Server (EWS) or Web Jetadmin (WJA).

NOTE: These instructions are also used to resolve “unsupported/invalid bundle” errors when trying to install HP FutureSmart Bundle Version 4.8 or newer on these models.

IMPORTANT: You cannot downgrade firmware after updating to HP FutureSmart bundle version 4.8 or newer. Firmware downgrades are no longer supported and will not be possible after this update has been installed.

IMPORTANT: Do not install this update until ready to install HP FutureSmart bundle version 4.8 or newer. This update alters printer configurations that might affect other solutions and applications until the new firmware is loaded.

Applicable printers

This document applies to the following printer models:

- HP LaserJet Enterprise Managed E50045dw (3GN19A)
- HP Color LaserJet Managed E55040dw (3GX98A)

Installation Instructions

First, download the files and then use either the Embedded Web Server (EWS) or Web Jetadmin (WJA) to install the compatibility solution and HP FutureSmart version 4.8 or newer.

Download the .bdl and .xml files needed to install the compatibility update

Before installing the update, you must first download the files.

1. Click one of the following links:
 - <https://support.hp.com/us-en/drivers/selfservice/hp-laserjet-managed-e50045-series/19203869> or,
 - <https://support.hp.com/us-en/drivers/selfservice/hp-color-laserjet-managed-e55040-series/20107794>
2. Expand the **Pre-FutureSmart...** Firmware section and locate the *E50045_E55040_RequiredForUpgradeFromPre-FS4.8.zip* file.
3. Download the .zip file.
4. Unzip the file.

Install the compatibility update and HP FutureSmart 4.8 (or newer)

Use one of the following methods to install the compatibility update:

NOTE: Use the Embedded Web Server method for less than 20 printers or when a Web Jetadmin Server is not available.

- [Method one: Install the update using the Embedded Web Server \(EWS\)](#)
- [Method two: Install the update using Web Jetadmin](#)

Method one: Install the update using the Embedded Web Server (EWS)

Follow these steps to install the compatibility update and HP FutureSmart version 4.8 (or newer) using the Embedded Web Server (EWS):

NOTE: The EWS method is recommended when updating 20 or fewer printers, or when an HP Web Jetadmin server is not available.

1. Open the Embedded Web Server (EWS).
 - a. Open a web browser.
 - b. Type the IP address ( 16.87.243.xx) of the printer in the URL address field and press Enter.
 - c. When 'This site is not secure' displays, click More information, and then click Go on to the webpage....

NOTE: Accessing this website will not harm the computer or the printer.
2. Click **Sign In** on the upper right, type the printer's password, and then click the **Sign In** button.

3. Log in using administrator credentials.
NOTE: If the administrator password is blank, make sure to set a password before continuing or the next step will fail. If the administrator password is already set, do not perform this step.
 - a. Click the **Security** tab.
 - b. Under Set the Local administrator Password, type a password and confirm the password.
 - c. Click **Apply**.
4. Click the **General** tab.
5. In the left pane, select **Solution Installer**.
6. Under Install New Solution, click **Choose File** and select the .bdl file (included with this document or downloaded from HP.com) *E50045_E55040_RequiredForUpgradeFromPre-FS4.8.bdl*.
7. Click **Install** and wait for the printer to automatically reboot.
NOTE: The printer will reboot after a minute of being idle. When the installation is complete, "Solution Install Successful" displays and the new solution **HP_3GX98A_3GN19A_Update** is listed under Installed Solutions.
8. After the printer reboots, click the **Information** tab in the EWS.
NOTE: You will need to log in again using administrator credentials after the printer reboots.
9. In the left pane, select **Configuration Page**.
10. Locate the Firmware Bundle Version and make sure it displays as *Resend_Firmware*.
NOTE: If the update completed successfully, the solution will no longer be installed, and the printer is ready for the firmware update.
11. Install HP FutureSmart bundle 4.8 or newer firmware using the EWS.
 - a) Click the **General** tab.
 - b) In the left pane, select **Firmware Upgrade**.
 - c) Under Install New Firmware, click **Choose File**, and then select the new firmware.
 - d) Click **Install**.
 - e) When the installation completes, the printer will be ready for use.

Method two: Install the update using Web Jetadmin

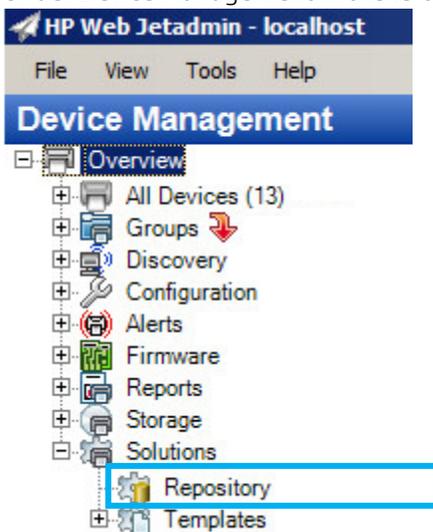
Follow these steps to install the compatibility update using HP Web Jetadmin (WJA):

NOTE: The WJA method is recommended for use when 20 or more printers require this update. It does require an HP Web Jetadmin installation with the printers already added to the device list.

- *Step one: Import the solution into WJA*
- *Step two: Create a solution template*
- *Step three: Install the solution on a fleet of printers*

Step one: Import the solution into Web Jetadmin

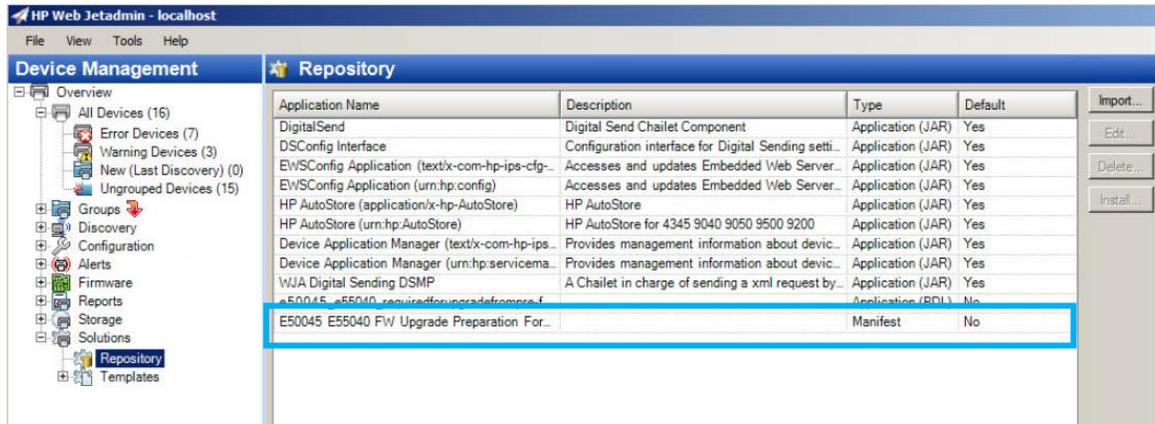
1. Open HP Web Jetadmin.
2. Under Device Management in the left menu, navigate to **Overview** > **Solutions** > **Repository**.



3. On the right-side of the screen, click **Import**.
4. Click **Browse**.
5. Select the **.bdl** and **.xml** files (included with this document or downloaded from HP.com) and click **Open**. For example:
 - E50045_E55040_RequiredForUpgradeFromPre-FS4.8.bdl
 - E50045_E55040_RequiredForUpgradeFromPre-FS4.8.xml
6. Click **Import**.
7. Click **Done** to close the wizard.

NOTE: The two files selected in previously should now display in the list of solutions.

8. Select the Solution *E50045 E55040 FW Upgrade Preparation for Upgrades from Pre-FS4.8* (the Type column lists **Manifest**) and click **Edit**.
NOTE: Do not select the file type **Application (BDL)**.



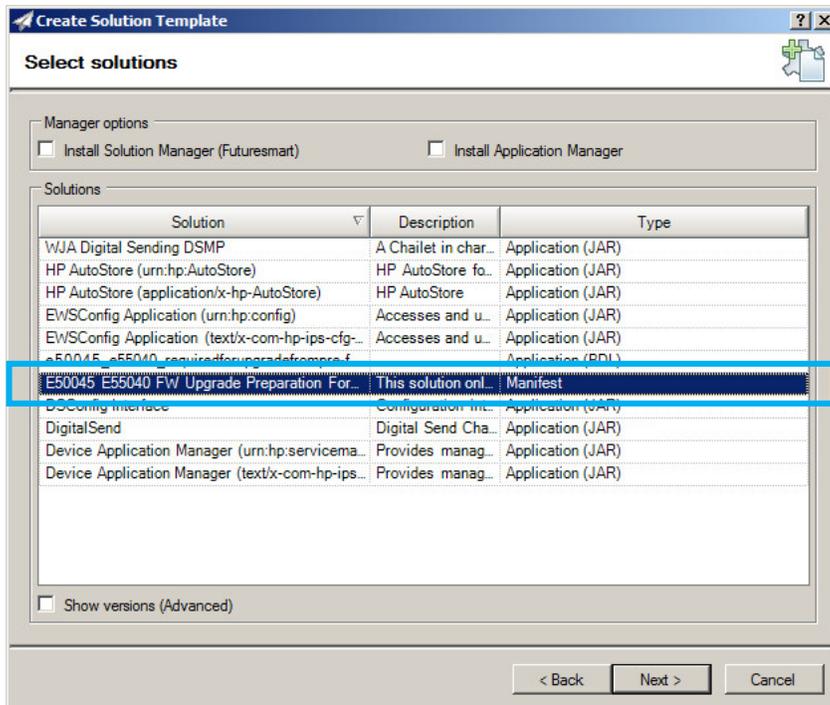
9. Type or copy/paste the following text in the Description field: *This solution needs to be run one time only and applies to only E50045 and E55040 when upgrading from an older version to 4.8 or newer.*
10. Type or copy/paste the following url into the **Application URL, URL** field:
[http://\\$WJASERVER\\$:8000/ImportedSolutions/E50045_E55040_RequiredForUpgradeFromPre-FS4.8.bdl](http://$WJASERVER$:8000/ImportedSolutions/E50045_E55040_RequiredForUpgradeFromPre-FS4.8.bdl) and make sure to replace the \$WJASERVER\$ text with your server IP or hostname.
11. Copy the URL and try to access it in a web browser on a device other than the server to confirm it downloads the bdl file.
 - If prompted for administrator credentials, type those credentials in the URL Credential fields in the Application URL section.
 - If not prompted for credentials, no action is required in the URL Credential fields.
12. Click **OK** to save changes.

Step two: Create a solution template

1. Open HP Web Jetadmin.
2. Under Device Management in the left menu, navigate to **Overview > Solutions > Templates**.



3. On the right-side of the screen, click **Create**.
 4. Under Operations, select the **Install** option, and click **Next**.
 5. Under Manager options, clear the check boxes **Install Solution Manager (FutureSmart)** and **Install Application Manager**.
 6. Under Solutions, find and select the Solution *E50045 E55040 FW Upgrade Preparation for Upgrades from Pre-F54.8* (the Type column lists **Manifest**) and then click **Next**.
- NOTE:** Do not select the file type **Application (BDL)**.



7. Click **Next** (no changes are needed on the Setting page).
8. Type *Install E50045 E55040 FW Upgrade Prep* as the name of the solution template.
9. Click **Next**, and then click **Create Template**.
10. Click **Done** to close the wizard.

Step three: Install the solution on devices

1. Open HP Web Jetadmin.
2. Under Device Management in the left menu, navigate to **Overview > Solutions > Templates**.



3. Select the template that was created previously: *Install E50045 E55040 FW Upgrade Prep*.
4. On the right-side of the screen, click **Apply**, and then click **Next**.
5. For the Selection method, select one of the following options:
 - **Devices** (to select devices manually from a list) OR sort the list by Device model and hold the CTRL key to select multiple support devices and press the > arrow button to add the devices to the list of selected devices.
 - **Groups** (to select a pre-made Web Jetadmin device group with all supported devices). Use an automatic group matching device property Model Number 3GN19A or 3GX98A to capture all supported devices.
6. Select the devices or device group, and then click **Next**.
7. Click **Apply Template** and wait for the printers to automatically reboot.

NOTE: The devices will reboot after a minute of being idle. After the printer(s) return to *Ready*, the compatibility solution will no longer be installed, and the printer will be ready to update firmware.
8. Install HP FutureSmart bundle 4.8 or a newer firmware, using the standard Web Jetadmin firmware installation processes.
9. Wait for the installation to finish. When complete, the printer will be ready for use.

Troubleshooting

Use the following information to help troubleshoot any issues encountered when installing the utility or migrating to HP FutureSmart 4.8 and newer.

Issue: Error received when installing the solution with Web Jetadmin

Cause 1: The Embedded Web Server password is not up to date within Web Jetadmin.

Solution:

1. Open HP Web Jetadmin.
2. Under Device Management in the left menu, navigate to **Overview > All Devices**.
3. Find and select the device(s) in the list.
4. Right-click the device(s) and select **Update Credentials**.
 - If a message "*None of the selected devices require new credentials*" is received, skip to the next Cause.
 - If this message is not received, continue to the next step.
5. Type *admin* in the User name field and type the correct password in the Password field.
6. Click **Set** and then click **Finish**.
7. Try again to install the solution.

Cause 2: The **Application (BDL)** file type was selected instead of the **Manifest** file type during the creation of the solution template.

Solution:

1. Open HP Web Jetadmin.
2. Under Device Management in the left menu, navigate to **Overview > Solutions > Templates**.
3. Select the template *Install E50045 E55040 FW Upgrade Prep*.
4. On the right-side of the screen, click **Edit**.
5. Click **Next**.
6. Under Solutions, make sure the selected solution is *E50045 E55040 FW Upgrade Preparation for Upgrades from Pre-FS4.8* (the Type column lists **Manifest**), and then click **Next**.
7. Click **Next** (no changes are needed on the Settings page).
8. Click **Next** (no changes are needed in the template name).
9. Click **Edit Template**.
10. Click **Done** to close the wizard
11. Try again to install the solution.

Issue: Web Jetadmin indicates the solution installed successfully but the solution did not install

Cause 1: The Application URL configured in the solution manifest is not reachable by the device.

Solution: Edit the Manifest file created in Step one of the HP Web Jetadmin Installation and make sure the Application URL can be accessed on the same network as the device and the device has the proper DNS configuration.

Cause 2: Web Jetadmin is out of sync with the device due to a failed installation attempt.

Solution:

1. Open HP Web Jetadmin.
2. Under Device Management in the left menu, navigate to **Overview > All Devices**.
3. Find and select the device(s) in the list.
4. Select the **Solutions** tab.
5. Select the device(s) from the list and click **Remove**.
6. Select the **Specify Solution** option and click **Next**.
7. Select the *E50045 E55040 FW Upgrade Preparation For Upgrades From Pre-FS4.8* (Type column lists **Manifest**), click **Next**, and then click **Uninstall**.
8. Try again to install the solution.

Issue: The device does not reboot after loading the solution update

Cause: The device has pending jobs that must be completed before the reboot can occur. An *"Upgrade Received... waiting for jobs to complete."* message displays on the control panel

Solution: Wait for jobs to complete or, if the device is in an error state, clear any errors that might be preventing the jobs from completing.

Issue: Web Jetadmin will not load the new firmware and/or it is not available after installing the compatibility solution

Cause 1: Web Jetadmin is out of sync with the device.

Solution:

1. Open the Embedded Web Server (EWS).
2. Click the **Information** tab.
3. In the left pane, select **Configuration Page**.
4. Locate the Firmware Bundle Version. If it displays as *"Resend_Firmware"*, continue to the next step, otherwise skip to the next Cause.
5. Open HP Web Jetadmin.
6. Under Device Management in the left menu, navigate to **Overview > All Devices**.
7. Find and select the affected device in the list.
8. Right-click the device and select the menu option **Refresh Selection (Full)**.
9. Wait a few minutes then try again to load the firmware.

Cause 2: The device has not automatically rebooted after loading the solution due to pending jobs.

Solution:

1. Open the Embedded Web Server (EWS).
2. Click the **General** tab.
3. In the left pane, select **Solution Installer**.
 - If an information message displays at the top of this page “*The installation is pending. The device must restart to complete the installation.*”, continue to the next step.
 - If this message is not displayed, skip to the next Cause.
4. Wait for all jobs to complete, check if the device is in an error state, and clear any errors that might be preventing the jobs from completing. If the device appears to have no errors and no jobs pending, perform a manual reboot of the device.
5. After the device reboots, try again to load the firmware.

Cause 3: The solution did not install in Web Jetadmin

Solution:

1. See the Solution section in *Issue: Web Jetadmin claims the solution installed successfully yet the solution did not install.*
2. After the compatibility update loads successfully, try again to load the firmware.

Issue: The device reboots but the firmware version on the Configuration Page does not display as Resend_Firmware

If the device reboots but the firmware version on the Configuration Page does not display as *Resend_Firmware* after installing the solution, use the following troubleshooting information as a guide:

Cause 1: The solution was installed on a product other than the HP LaserJet Enterprise Managed E50045dw or HP Color LaserJet Managed E55040dw.

Solution: Check the model number of the device in question.

- If the model number is not one of the two supported devices in this document, the device does not require a compatibility update.
- If the device is one of the supported devices, continue to the next possible cause.

Cause 2: The device has already had the compatibility update applied.

Solution: Try installing firmware version 4.8 or newer to confirm that it loads successfully. If the issue persists, see the next possible cause.

Cause 3: An error has occurred within the update utility.

Solution: Reboot the device and try again. If it fails again, retrieve Diagnostic Data from the device and contact support.

hp.com/go/support

Current HP driver, support, and security alerts delivered directly to your desktop.

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Doc ID: c06386844, Updated July 2019

