HP LASERJET MANAGED MFP E62655, E62665 and E62675 SERIES
Firmware Readme

Product Name(s):
- HP LaserJet Managed MFP E62655dn
- HP LaserJet Managed MFP E62665hs
- HP LaserJet Managed Flow MFP E62665h
- HP LaserJet Managed Flow MFP E62665z
- HP LaserJet Managed Flow MFP E62675z
- Model Number(s): 3GY14A • 3GY15A • 3GY16A • 3GY17A • 3GY18A

This document contains information for the firmware revision number:
Firmware Datecode: 20260828
Firmware Revision: 2510156_069206
Fleet Bundle Version Designation: FutureSmart Bundle Version 5.10.0.7

Reminder: Dynamic security enabled printer. This Firmware includes dynamic security measures, which are used to block cartridges using a non-HP chip or modified or non-HP electronic circuitry. The printer is intended to work only with new or reused cartridges that have a new or reused HP chip or circuitry. Periodic firmware updates will maintain the effectiveness of the dynamic security measures and block cartridges that previously worked. More at: www.hp.com/learn/ds.

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-- Additional Information to know
-- Using the Embedded Web Server
-- Using the Walk up USB port
-- Web JetAdmin

FutureSmart Level Switching Procedures
-- Embedded Web Server (EWS)
-- Device Control Panel
-- Web JetAdmin

System Requirements
Technical Assistance
Customer Support
Internet
Additional Information
Legal Statements

-- Trademark Notices
-- OPEN-SOURCE SOFTWARE LICENSE AGREEMENTS (In English)
-- License and Copyright

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 Firmware bundle?
The HP LaserJet printer 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 HP Inc. providing improved software for your HP LaserJet Printer or MFP, HP Inc. 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:
Go to the printer's or MFP's control panel.

1. Go to the printer's control panel.
2. Swipe left and select the **Reports** application.
3. Select the **Configuration/Status Pages** menu.
4. Select the **Configuration Page** option.
5. Select the **Print**.

On the printed Configuration page look in the section marked "Device Information" for the Firmware Datecode and Firmware Revision. The Firmware Datecode and Firmware Revision will look something like this:

Firmware Datecode: 20201209
Firmware Revision: 2501124_004329

IMPORTANT NOTE:

This firmware file requires an interactive update method. You CANNOT update these Product(s)/Model(s) using the traditional FTP, LPR or Port 9100 methods of upgrading. Please use one of the following methods listed below to update the firmware of this device.

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20260828
Firmware Revision: 2510156_069206
Fleet Bundle Version Designation: FutureSmart Bundle Version 5.10.0.7

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ENHANCEMENT:

Base:

- No new updates

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- Added support for Microsoft Personal and Entra ID Mobile Sign-In.

Embedded JetDirect:

- No new updates

FIXES:

Base:

- The Embedded Web Server's Remote Control Panel may crash with a browser server communication error when using an active directory authenticated user.
- A PDF print job may show as an active job on the device but fail to successfully print.
- A 42.34.03 file corruption error may appear repeatedly in the device Event Log.
- Printer may hang, or jobs may be missing certain pages when performing a direct print job with certain PDF files.
- Certain MFP files created from a Fax solution may not print.
- A delay may be observed between jobs when printing PIN-protected jobs with Microsoft Universal Print.
- Print jobs may pause between pages when a job is submitted through the Electronic Document Management System (eDMS) application via sapsprint.
- Output may not be formatted correctly when printing a booklet job with using the Mac driver software.
- A 49.00.FF error may occur when print certain Word documents through the IPP protocol when using the Harmony OS.
- The Italian translation for the "Print List" button on the Print from Job Storage menu is the same as the translation for the "Print" button.
- An incorrect out-of-paper status may intermittently be returned by the device in response to an SNMP status query.
- An incorrect media size may be automatically selected when using the GetDefaultCopyOptions() OXPd Copy Client call rather than the expected "Any" setting.
- Device may respond to an OXPd SDK default copy settings query with a previously-used value for ImageShift when the ImageShift option has subsequently been disabled.
- Output files produced by device with high compression mode may be larger than those created with compression mode set to normal.
- Not able to set the printer to mono when printing with SAP.

Digital Sending:

- A 49.38.03 error may be observed instead of successfully booting to Ready state after upgrading the device firmware.

Analog Fax:

- An MFP is able to delete a pending LAN-FAX jobs belonging to another MFP.
- Device may fail to successfully send fax notifications when using Office 365 SMTP if the recipient (To) address domain differs from the SMTP authentication domain.

Security/Authentication:

- Device may experience a failure performing Scan to Email jobs when using an IPv6 SMTP server.
- A logged in user may be able to view the stored jobs of another user at the device control panel when those users have the same first name followed by a period in their local device account names.
- Device may encounter a 49.38.0D error while shutting down and powering back up again.
- The LDAP password credential may not be configured when setting up LDAP sign-in with Web JetAdmin.
- An intermittent 49.38.07 "System Main Has Failed" error may occur during a SafeQ Authentication.
- Device may fail to sync to a Network Time Server in an IPv6 environment.
- "The Selected certificate does not support the intended usage" may be seen when attempting to set Network Identity Certificate.

Embedded JetDirect:

- Device may experience errors connecting to Microsoft Universal Print following firmware upgrade.
- Device may not enter sleep mode due to frequent hard drive activity.
- When sending print jobs via Microsoft Universal Print (MUP) from Mac OS, output will print in grayscale only.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	VERSION
Firmware Datecode	20260828
Firmware Revision	2510156_069206
Embedded JetDirect	JSI25100070
DC Controller Version	9.106
SCB	xxxxFA2313AR 1.0
CPB	3.422
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.100.00.250701.00.0675,BSP.30250703
Fleet Release Designation	FutureSmart 5.10.0.7
MD5 checksum for .bdl file	6601580dba916b9200dc66b81e8cb849

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20260311
Firmware Revision: 2509515_000446
Fleet Bundle Version Designation: FutureSmart Bundle Version 5.9.2.3

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ENHANCEMENT:

Base:

- Media size lists for copy and scan apps are now ordered with priority given to sizes common to the selected region or country.

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- Added LDAP support over an IPv6 connection.
- Added the ability to create an Administrator password from the control panel even though the Settings menu has been locked and you do not have access to the Embedded Web Server.

Embedded JetDirect:

- No new updates

FIXES:

Base:

- Existing application icons may be doubled on the control panel view after upgrading to firmware version 5.9.0.2.
- A localization error may display when applying changes to default copy options in the Embedded Web Server.
- Device reports status OK over SNMP when an Internal Disk Not Functional error is displayed.
- Job may stay in a pending state when printing from port 9100 even if the job has been cancelled.
- Screen reader may incorrectly pronounce words or names.
- Setting up and sending a Scheduled Email Notification or Job Statics log, will not reoccur after the first email notification is sent.

- Toner Density value may not be set correctly when using an external tool, however setting the value via EWS is successful.
- Solution buttons may disappear requiring the device to be rebooted for the solution buttons to be visible again.
- The first side of a copy job may be blank when copying 2-sided to 2-sided, enlarging both width and height, and enabling the "Erase Edges" option.
- A 30.03.46 code may be reported in PSP or Fleet Ops tools.

Digital Sending:

- The Portuguese button text does not match the referenced button text in the on-screen instructions when performing a multiple-page flatbed scan.
- A 49.38.07 error may occur when performing a scan to email job after upgrading firmware.
- Scanned image is longer than expected when using eSCL protocol to generate scanned documents.
- A 49.38.03 Error may result when sending a Secure Email Job.
- A Scan to Network Folder job hang may occur when DNS queries include the server name in all capitalized characters.
- The scan file size is larger when scanning to XPS file type and Color mode when selecting Enable High Compression (smaller file) than when using Disable High Compression (smaller file).

Analog Fax:

- A 44.91.07 and 49.38.03 may both occur when sending LANFax jobs.

Security/Authentication:

- Compliance for Common Criteria Certification FIA_X509_EXT.1.1 and FIA_X509_EXT.3.2 requiring the Certificate Signing Request is validated upon importing Microsoft CA (Certificate Authority) Signed Certificates.

Embedded JetDirect:

- A 81.09.00 error may occur on boot up, after installing an identity certificate with ECDHE keys.
- Printer is not declining a special use IP DHCP offer.
- Device may temporarily disconnect from a wireless network.
- A 81.09.00 error may occur causing print jobs to stay in the Pending state on the Microsoft Universal Print portal.
- Connectivity issues may occur when switching between wired and wireless interfaces, leading to connection errors when registered in Azure.
- Printer may lose their Wi-Fi credentials and other configuration settings after being rebooted.
- Microsoft Universal Print jobs may not print due to stored job limitations which prevent more than 10 jobs from being processed.
- Device may lose its IP address after entering deep sleep overnight.
- Wireless settings may get removed after the printer is in sleep mode for more than 3 days.

- A 49.38.02 error may occur followed by the network settings being reset.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	VERSION
Firmware Datecode	20260311
Firmware Revision	2509515_000446
Embedded JetDirect	JSI25090515
DC Controller Version	9.106
SCB	xxxxFA2313AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.100.00.250701.00.XXXX,BSP.30250703
Fleet Release Designation	FutureSmart 5.9.2.3
MD5 checksum for .bdl file	de21645842bdf494a68ab62ee955c92e

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20250826
Firmware Revision: 2509087_000074
Fleet Bundle Version Designation: FutureSmart Bundle Version 5.9.0.2

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ENHANCEMENT:

Base:

- No new updates

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- No new updates

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- SNMPv3 connectivity failures may result after upgrading to 5.9 firmware.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	VERSION
Firmware Datecode	20250826
Firmware Revision	2509087_000074
Embedded JetDirect	JSI25090087
DC Controller Version	9.106
SCB	xxxxFA2313AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.099.00.250214.00.XXXX,BSP.30230426
Fleet Release Designation	FutureSmart 5.9.0.2
MD5 checksum for .bdl file	c05e11777305e955da333b94fdcb4821

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20250522
Firmware Revision: 2509076_057161
Fleet Bundle Version Designation: FutureSmart Bundle Version 5.9

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ENHANCEMENT:

Base:

- Added the ability to create a Stamp (like a watermark) to all print jobs no matter how the print job is sent to the printer.
- Added improvements on FIH to solve inaccurate billing information for Color/Mono.
- Added a date and time format for scan variables which separates the year, month and day with underscore characters.
- Added PDF and JPG file types for internet fax file type.
- Added the ability to use Asset Number and Device Location variables in custom file names for Scan to Network Quick Sets.
- Added a setting in the EWS to prevent "Error Receiving Data" messages on the control panel.
- Added customization of the Original Size list for Copy and Scan jobs to only show desired media sizes.

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- The Copy button may be grayed out when using MyQ to manage user quotas.
- A parser error message of "Error closing filter" may print when performing a Direct PDF print job.
- Direct PDF print jobs sent to the printer may disappear and not print.
- A 10.26.59 "Used supply installed" event may occur in the event log even though the fuser has not been changed.

- Not all jobs are successfully processed when printing from an SAP environment.
- Incorrect Traditional Chinese translation for "Print List" within the Print from Job Storage menu.
- The Coverage Report may show incorrect text instead of the correct coverage value.
- After performing a copy job using the Expert Copy app, when selecting a different tray for a subsequent copy job, incorrect media size and type values may be set by default.
- PDF error may occur with certain files when performing a Direct PDF print job.
- During the boot process, the device may send a DHCP discover/request packet without including its hostname.
- A corrupt scan image within the file may be observed when scanning jobs of mixed media sizes.
- A 42.26.00 Insufficient Memory error may result when printing some PDF files with the Print feature of the Embedded Web Server.
- An incorrect User login name prefix is included in fax archive filename.
- The "normal boot up" Event Log entry does not show the correct time.
- PDF errors may occur when printing PDF files using the Print feature of the Embedded Web Server.
- A 49.00.FF error may occur when printing a PostScript file using the Print feature of the Embedded Web Server.
- A Sign-out notification may not be triggered when using OXPd.
- Spanish quickset are not recognized when using the Accessibility Tool.
- Excessive 48.01.02 error may be filling up the event log.
- Tray status may not update correctly over an IPP connection.
- Embedded Web Server user permissions that have been granted administrator access are unable to change certain settings.
- A Used Consumables (Toner / Drum) message may appear when upgrading or rollback firmware even though the Low Alerts messaging has been disabled.
- Device reports status OK over SNMP when an Internal Disk Not Functional error is displayed.

Digital Sending:

- A 48.05.03 Constraints error followed by a 49.38.07 crash may occur when scanning to an e-mail or network folder.
- Encrypted Digital Send PDF files will not open correctly on iOS devices.
- A 44.03.06 error may occur when creating multiple files with the Searchable OCR or Searchable/A OCR settings.
- An "unexpected error" may occur in the Embedded Web Server when using OAuth2.0 in the Scan to Email setup wizard.

Analog Fax:

- A 44.91.07 error may occur when sending LAN Fax jobs.
- A transmission error may occur when sending faxes over a mobile connection.

- Device may not be able to receive faxes though it can successfully send them.
- Added support for Fine 200x200 dpi and SuperFine 300x300 dpi resolution for LanFax.

Security/Authentication:

- The Security Log shows "Not FIPS-140 compliant. Usage of non-FIPS supported algorithms configured." after enabling FIPS-140.
- A "503 Service Unavailable" error may occur intermittently when accessing the Embedded Web Server.

Embedded JetDirect:

- Intermittent failures may be experienced when performing an LDAP address lookup for Scan to Email jobs.
- An 81.09.00 error may occur and randomly reboot before coming to a Ready state.
- Devices are not able to communicate with Web Authentication Protocol (WPP).
- Printing to port 9100 may intermittently stop with print jobs hung in the spooler.
- Device network connection may report as failed and can be restored to functional state by disconnecting and reconnecting the network cable.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	VERSION
Firmware Datecode	20250522
Firmware Revision	2509076_057161
Embedded JetDirect	JSI25090011
DC Controller Version	9.106
SCB	xxxxFA2313AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.099.00.250214.00.XXXX,BSP.30230426
Fleet Release Designation	FutureSmart 5.9
MD5 checksum for .bdl file	9ada7b07b42f5e163fe286de86910ca2

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20241216
Firmware Revision: 2508402_000081
Fleet Bundle Version Designation: FutureSmart Bundle Version 5.8.1.2

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ENHANCEMENT:

Base:

- No new updates

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- No new updates

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- Please check the HP Security Bulletin links for more information about security fixes included in this release.

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	VERSION
Firmware Datecode	20241216
Firmware Revision	2508402_000081
Embedded JetDirect	JSI25080326
DC Controller Version	9.106
SCB	xxxxFA2313AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.095.00.231129.00.XXXX,BSP.30230426
Fleet Release Designation	FutureSmart 5.8.1.2
MD5 checksum for .bdl file	2bfeff6d817558f6360482edf18f3c06

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20241116
Firmware Revision: 2508385_053990
Fleet Bundle Version Designation: FutureSmart Bundle Version 5.8.1.1

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ENHANCEMENT:

Base:

- Supply settings have been added to the Backup/Restore process.
- Modifications to the German-Swiss keyboard layout to improve ease of use.

Digital Sending:

- Incoming faxes can be transferred to multiple email destinations.

Analog Fax:

- Updated the search capabilities within the fax address book to be more user-friendly.
- The "+" character is now available on the control panel interface for internet fax jobs.

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- Print sample or target files may fail to print when sent from the Custom Color Manager 2.1 application to a device.
- A 49.38.03 error may occur when printing certain customer generated PDF files.
- Certain types of direct PDF print jobs will appear to start processing and fails to print.
- A Postscript error may occur when printing specific PDF large file.
- Print jobs may fail to print when sent via IPP printing from a Chrome OS device.
- Longer than expected processing time many occur for PDF files produced by Microsoft Universal Print.
- Specific PDF files are not able to be processed directly by the printer.
- Direct PCL printing may prompt for the incorrect custom paper size.
- Added the ability to cancel copy jobs after an unattended error.

Digital Sending:

- A 48.05.03 Constraint error may occur followed by 49.38.07 crash when performing a scan to E-mail or scan to Network folder job.
- An SMTP gateway not responding message may occur when scanning and using IPv6, even though emails are successful.

Analog Fax:

- A fax communication error may occur while switching between analog and IP fax jobs.

Security/Authentication:

- Windows LDAP authentication may fail after a reboot or waking from sleep.
- A 45.08.02 error may occur after swiping HID proximity key.
- A longer than expected pause between jobs may occur when retrieving more than one password-encrypted stored job.

Embedded JetDirect:

- When IPv6 address is empty, signaling to UDP may not be successful.

- Device may intermittently respond to an SNMPv3 request with an SNMPv1 message.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	VERSION
Firmware Datecode	20241116
Firmware Revision	2508385_053990
Embedded JetDirect	JSI25080326
DC Controller Version	9.106
SCB	xxxxFA2313AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.095.00.231129.00.XXXX,BSP.30230426
Fleet Release Designation	FutureSmart 5.8.1.1
MD5 checksum for .bdl file	2420e9e742d1e95a5f67f3271cef5b10

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20240723
Firmware Revision: 2508048_049284
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.8

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ENHANCEMENT:

Base:

- Added Vietnamese language support for the control panel.
- Incorrect job printing order may occur when a print job is interrupted for a Copy job.
- Added Basque language support for the control panel.

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- A System Main Failed error may occur due to a memory allocation failure when processing print and copy jobs at the same time.
- A 49.00.FF error could be observed when printing JPG files from a USB thumbdrive.
- A 49.38.07 error may occur when switching the home screens during the sign in process of the device.
- A3 copies will always be counted as color when the Foreign Interface Harness (FIH) is enabled and using the automatically detect Color/BW setting.
- The printer page counts may be lost after receiving a 49.38.0D error.
- A 49.38.03 may be observed when printing with custom paper size settings.
- Some device settings could be lost due to a Disk Full Unhandled Exception.
- A 45.08.01 USB initialization error may occur when authenticating with certain USB card readers.
- The X of Y copy count text is translated incorrectly in Japanese within the Job Log menu.
- A 49.38.07 may be observed when printing an A4/Letterhead job with Alternate Letterhead Mode enabled.
- A "cCleanDocumentFeederRollers" message may be incorrectly recorded on the Event Log page.
- The "Print List" text is translated incorrectly in Japanese within the Print from Job Storage menu.
- Some PDF files may fail to print completely when submitted via Print From USB Drive or using the Print menu of the Embedded Web Server Information tab.
- Devices may randomly not establish communication to the Network Time Server.
- A User Interface hang may be encountered when transitioning to a third party kiosk application.
- A 49.38.03 error may occur when an Elite Accounting License has expired after upgrading to 5.7 firmware.
- Improvements and updates have been made on Workpath SDK to work properly with 3rd party card readers.
- The Enter Key on the physical keyboard does not work when the virtual keyboard has been disabled.

- Devices using L1 solutions may experience a USB initialization error on startup.
- Unable to upload files greater than 2GB from USB to network folder.

Digital Sending:

- A 49.DE.11 error can be observed when performing a native Scan to Folder job.
- Encrypted emails fail for case mismatch between the Active Directory mail attribute and the Subject Alternative Name (SAN) in the certificate.
- The device may not log the user out after the inactivity period has been reached in certain instances.
- A 49.38.07 error may occur if the recipient email address is entered directly into the TO field when both the local and the LDAP address book are active on the printer.

Analog Fax:

- Lanfax notifications do not work when a "-" (dash) is included in the destination phone number.
- Failed faxes are incorrectly reported as Stored on Fax Activity Log.
- Canceled Faxes are incorrectly reported as Stored on Fax Activity Log.

Security/Authentication:

- "Unexpected LDAP address book error" may occur when using the network address book feature.
- An intermittent Kerberos authentication failure may be observed.
- Session Setup Response randomly contains error: STATUS_USER_SESSION_DELETED (0xc0000203)

Embedded JetDirect:

- Ports 7627, 80, and 443 can sometimes stop responding a few hours to a few days following bootup.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20240723
Firmware Revision	2508048_049284
Embedded JetDirect	JSI25080020
DC Controller Version	9.106
SCB	xxxxFA2313AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.095.00.231129.00.XXXX,BSP.30230426
HP Fleet Release Designation	FutureSmart 5.8
MD5 checksum for .bdl file	76e18c4c233dbc97ebdc73476cf72f8f

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20240128
Firmware Revision: 2507252_046123
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.7.1.1

For information on HP Security Bulletins addressed by firmware releases, please visit: https://support.hp.com/security-bulletins
To initiate a subscription to receive future HP Security Bulletin alerts via email, visit: https://www.hp.com/go/alerts

ENHANCEMENT:

Base:

- No new updates

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- Some Double-Byte font characters may not print correctly when printing from SAP.
- Improvements and updates on Workpath SDK to work properly with 3rd party card readers.
- A device crash occurs due to memory corruption when an Inepro card reader is attached and card reader data is read.
- The X of Y copy count text is translated incorrectly in Japanese within the Job Log menu.

- Printing hangs while processing some password-protected, stored print jobs until the printer is rebooted.

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- LDAPs Contact List fails when SPNEGO authentication is selected.
- Smartcard authentication does not work for all users on Series 400 and newer products.

Embedded JetDirect:

- Embedded Web Server may become unresponsive when the TLS is limited to 1.2 and higher after installing a CA-signed ID certificate.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20240128
Firmware Revision	2507252_046123
Embedded JetDirect	JSI25077205
DC Controller Version	9.106
SCB	xxxxFA2313AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.093.00.230706.00.XXXX,BSP.30230426
HP Fleet Release Designation	FutureSmart 5.7.1.1
MD5 checksum for .bdl file	2de909fccd4c2f73e657d72c6c535cfb

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20230809
Firmware Revision: 2507050_043094
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.7

For information on HP Security Bulletins addressed by firmware releases, please visit: https://support.hp.com/security-bulletins
To initiate a subscription to receive future HP Security Bulletin alerts via email, visit: https://www.hp.com/go/alerts

ENHANCEMENT:

Base:

- No new updates

Digital Sending:

- Added support to be able to Export/Import of all types of Quicksets that may have Authentication requirements.

Analog Fax:

- No new updates

Security/Authentication:

- Added the ability to contact more than one LDAP server if the primary server cannot be reached.

Embedded JetDirect:

- No new updates

FIXES:

Base:

- The Image Overlay feature within the copy menu is rotated and printed 180 degrees from normal.
- Paper feed may not be pulling media when Automatically Select Tray is being used with Expert Copy.
- The control panel user interface may slow down as more quicksets are added.
- A 49.4A.0A and 49.38.07 error may be seen when printing specific Postscript files.
- A Client Error: Document Format Not Supported may be seen when the printer is responding to an IPP request and there are more than 80 quicksets loaded.
- A communication failure may occur when the device is connected to a PC using a USB cable.
- The Friday abbreviation is localized incorrectly in the German language within the Energy Settings menu.
- Incorrect printed page order may occur when printing from Tray 1 with specific jobs.

Digital Sending:

- When performing scanner calibration the device gets stuck in calibrating state and the process does not complete.
- A document is incorrectly detected as officio when an A3 size media is placed in the Automatic Document Feeder (ADF).

Analog Fax:

- Fax numbers are not blocked if there are space between the numbers.
- Incoming fax failures may occur while using a MFP fax device with Cisco ATA 190.

Security/Authentication:

- No new updates

Embedded JetDirect:

- Embedded Web Server hangs may occur after Syslog is configured for the TLS protocol.
- The device is not detected via the HP Device Selection Tool intermittently or when device goes to sleep mode.
- Czech translation is incorrect on the control panel for the DHCP Release button and the firmware Rollback button.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20230809
Firmware Revision	2507050_043094
Embedded JetDirect	JSI25067006
DC Controller Version	9.106
SCB	xxxxFA2313AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.093.00.230706.00.XXXX,BSP.30230426
HP Fleet Release Designation	FutureSmart 5.7
MD5 checksum for .bdl file	fc7d07dce37a58a0442f74956a725f78

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20230521
Firmware Revision: 2506649_040442
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.6.0.2

For information on HP Security Bulletins addressed by firmware releases, please visit: https://support.hp.com/security-bulletins
To initiate a subscription to receive future HP Security Bulletin alerts via email, visit: https://www.hp.com/go/alerts

ENHANCEMENT:

Base:

- Enable print job encryption and signing in the UPD using user public and private key from HP US Government smart card. Also enable print job validation and decryption using a US Government smart card solution.

Digital Sending:

- Improved performance when importing a bulk encrypted address book.

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- The control panel user interface may slow down as more quicksets are added.
- The Job Accounting Data in Device User Statistics log may be incorrect when sending stored jobs with an unmatched User Access Code in UPD or SUPD print driver.

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- Occasionally, a "STATUS_USER_SESSION_DELETED" error will be returned from a Microsoft file server in response to an SMB Session Setup Request from an HP MFP device.

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20230521
Firmware Revision	2506649_040442
Embedded JetDirect	JSI25066003
DC Controller Version	9.106
SCB	xxxxFA2239BR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.088.03.221027.00.XXXX,BSP.30221026
HP Fleet Release Designation	FutureSmart 5.6.0.2
MD5 checksum for .bdl file	83b2296a0cbafc9e2bed35409a040abb

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20230207
Firmware Revision: 2506116_037321
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.6

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To initiate a subscription to receive future HP Security Bulletin alerts via email, visit: https://www.hp.com/go/alerts

ENHANCEMENT:

Base:

- Added administrator controls for the clear event log command via Access Control section of device security to ensure that event logs are not erased as part of a service routine.

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- Added support for HMAC-SHA2 during negotiation of a secure session.

Embedded JetDirect:

- No new updates

FIXES:

Base:

- The wrong output size of A6 is saved when the original scan size is A4 when scanning to a USB thumbdrive with a .jpg file format.
- Icons in the upper left corner of the control panel may be overlapping when using a Workpath application.
- A delay in printing may occur with an iPad or iPhone when using the AirPrint protocol.
- A 49.38.03 error may occur when signing in using a badge and then selecting an application on the control panel before the sign-in completed.
- A 49.38.07 error may occur when setting up fax storage and printing.
- An OpenWnn error message appears on the control panel when using a Workpath application when the control panel is set to the Japanese language.
- An incorrect message is displayed when performing an Embedded Web Server Export operation.
- Expert Copy help content is not matching the actual functionality of the menu.
- Blank pages may be printed on certain files when sending a Direct PDF print job.
- The Card Identification number is missing alphanumeric digits with the Embedded Badge Authentication using proximity card reader X3D03A compared to HP Card Reader Configuration Utility.
- A 49.38.07 error may occur when printing a C5 envelope.
- A 49.4A.04 error may occur when printing a PDF file with the MacOS AirPrint driver.

Digital Sending:

- A 451 response error code will occur due to the SSRF countermeasure sending the incorrect forgery username format.
- Intermittent send-to-email failures may occur due to Gmail server timeouts.

Analog Fax:

- A 99.07.22 error may occur when the formatter is trying to communicate with the fax modem or when trying to upgrade the fax firmware and it fails.

Security/Authentication:

- Unable to read or set ePrint Settings via Web Jetamin.

Embedded JetDirect:

- HP Web Jetadmin cannot read or set the ePrint Settings on FutureSmart 5 devices.
- HTTPS jobs over TLS 1.3 may fail to send even after successfully negotiating the initial connection.
- The device may fail to wake up from deep sleep and re-authenticate when using a secure 802.1x network.
- A PrintUri status may return a "job-completed-successfully" message even though nothing has printed.
- JetDirect config page can be misleading or incorrect when Ethernet interface is not connected.
- 81.09.00 errors may occur under certain network environment and circumstances.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20230207
Firmware Revision	2506116_037321
Embedded JetDirect	JSI25060010
DC Controller Version	9.106
SCB	xxxxFA2239BR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.088.03.221027.00.XXXX,BSP.30221026
HP Fleet Release Designation	FutureSmart 5.6
MD5 checksum for .bdl file	0adcce156408239fe88a3f98b01fa2bd

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20221111
Firmware Revision: 2505701_000840
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.5.0.3

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ENHANCEMENT:

Base:

- No new updates

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- An "Unexpected Error has occurred" message may appear within the Embedded Web Server when trying to change the Custom Tray Mapping setting.
- Macros will not stay resident on a USB storage device after rebooting the printer.
- Print jobs are not getting processed by the I/O Filter if a PCL print job is not encapsulated with PJL.
- OXPd Solutions that rely on POST methods while using the user interface will now correctly re-post the body of the request (e.g. URL form encoded data) if redirected with a 307 response from the web server.
- Pages are printed to the incorrect output bin when the device is set to Stacker Mode and the output bin has become full.
- User sign-in attempts with badges may be ignored if using some third party and HP branded solutions. This occurs if those solutions are using the OXPd Callback Operation SDK and attempting to reserve authorization contexts without admin credentials.

- The first side of a duplex color job being scanned in by the Automatic Document Feeder (ADF) appears to be saved as a monochrome page.
- A "Device User" is not able to add contacts to a Group and will only be able to add individual contacts when accessing the Embedded Web Server's Access Controls.
- Fax speed dial data may not import onto a device if there are incorrect Japanese characters on the web page or Embedded Web Server.
- Notification jobs are printed in mono but counted as color when a thumbnail is included.
- The Copy button at the bottom of the control panel home screen may randomly be grayed out.

Digital Sending:

- Scanning from the flatbed may produce a PDF file with a gray background after upgrade to the FutureSmart 5.5 firmware bundle.
- 44.01.3F and 44.01.46 events are seen intermittently in the event log.
- Incorrect page orientation may occur while scanning from the flatbed when using the HP Universal Scan Solution.

Analog Fax:

- A 99.07.22 error may occur when the formatter is trying to communicate with the fax modem or when trying to upgrade the fax firmware and it fails.

Security/Authentication:

- No new updates

Embedded JetDirect:

- Device loses the manual network configuration settings during a power cycle if not connected to a network.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20221111
Firmware Revision	2505701_000840
Embedded JetDirect	JSI25050251
DC Controller Version	9.106
SCB	xxxxFA2239BR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.087.00.220915.00.XXXX,BSP.30220906
HP Fleet Release Designation	FutureSmart 5.5.0.3
MD5 checksum for .bdl file	2fed5c7ee1886845d102b9b799a2562e

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20220602
Firmware Revision: 2505192_030546
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.5

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ENHANCEMENT:

Base:

- Added the ability to schedule daily, weekly and monthly email summarizing device user statistics for Serverless Job Accounting / Local Quota solution.
- Added the "Drum Data Erase" report to overwrite any information that may remain on the image drum.
- Added ability to schedule a periodically sent email that contains the exported Device User Statistics Log. Note that the Device User Statistics Log is different from the Device Usage Log which is typically what is used to collect device meters/counters.

Digital Sending:

- Added the ability to reduce the Scan to Email file size by allowing user to select the "Quality and File Size" setting.

Analog Fax:

- No new updates

Security/Authentication:

- Added TLS 1.3 support along with the TLS_AES_256_GCM_SHA384, TLS_AES_128_GCM_SHA256, and TLS_AES_128_CCM_SHA256 ciphers. Note: Fleet tool support will be available in HPSM 3.9 and WJA 10.5SR2.

Embedded JetDirect:

- Added configuration options for disabling ports 80, 7627 and 443 without using the Firewall.

FIXES:

Base:

- The scanning option is not available when using HP Advance Secure Scan.
- The "Cycle Counts" value has changed to "Service Counts" with in the Service menu before opting into new counting method for Cycle Counts.
- Slow Performance my occur with the copy application after upgrade firmware to FutureSmart 5.4.
- Slow Performance may occur with copy jobs after upgrade firmware to FutureSmart 5.4.
- Slow performance may occur when adding Scan Quicksets via the Embedded Web Server.
- PCL5 tray commands no longer work for specific jobs after upgrading to 25.3.
- jpg images may print in unexpected orientation when printing from Photos application via AirPrint.
- Incorrect Polish translation for "Done" is seen within the copy menu.
- EWS will slow down and may cause the printer to hang after scheduling several wake events.
- False reporting in the event log may occur for a Workpath error crash.
- Email alerts for Cartridge status are not getting sent after FW upgrade.
- An automatic trigger was created for the FIH (Foreign Interface Harness) enablement with non-MICR sensor.

Digital Sending:

- The Job icon stays displayed indefinitely while using auto filled stamps with special characters in certain languages.
- Scanning to an FTP sub-folder may fail.
- Incorrect scan orientation may occur when using HP Scan Twain from the flatbed.

Analog Fax:

- A discrepancy counting Fax 'Monochrome' vs. 'Total' may occur on the page counts/equivalent impressions.
- The Windows domain field under the Fax Archive to Network folder will accept any input characters without validating them.

Security/Authentication:

- Corrected issue for Digicert root CA certs with SHA-384 hashing algorithm
- Addressed the frequent of the 33.05.52 Intrusion Detection errors which began after upgrade to firmware 5.2.0.2, 5.3 or 5.4.

Embedded JetDirect:

- IPP/IPPS improper status may occur after receiving a PS job with a syntax error.

- The Jetdirect 3100w may disconnect from network which requires a reboot of the printer to recover.
- The SNMP OID to enable legacy TLS renegotiation handshake does not work.
- A 81.09.00 error may occur during sleep mode or the device may hang in "Initializing" when a long hostname is used.
- A 81.09.00 error may occur after connecting to a particular VLAN.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20220602
Firmware Revision	2505192_030546
Embedded JetDirect	JSI25050010
DC Controller Version	9.106
SCB	xxxxFA2202AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.080.00.211021.00.XXXX,BSP.23171015
HP Fleet Release Designation	FutureSmart 5.5
MD5 checksum for .bdl file	2fd49bcf2e04465ca59d016ffa34348e

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20220213
Firmware Revision: 2504171_023882
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.4

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ENHANCEMENT:

Base:

- Added ability to schedule daily, weekly and monthly automatic quota resets or email quota reports for Serverless Job Accounting / Local Quota.
- Added preset percentage values to the Reduce/Enlarge copy menu to allow scaling between common paper sizes.
- Added the capability for multiple stamps to be located in the same stamp region.

- Added support for printing JPG and PNG file formats along with adding Print Options such as copies, color mode, duplex, paper source, auto fit when printing from a USB thumbdrive.
- Additional information has been added to the instant on message to provide information indicating if it's a periodic instant on message (every 12 hours) or an instant on message due to other reasons (for example device reboot). This additional information can be used by applications which can consume instant-on messages, such as HP Security Manager 3.7 or higher, in order to determine if an action by the receiving application is required.
- The Generate Debug data menu is no longer available since it will now be generated by default and will be a part of the Retrieve Diagnostic log files. A separate action to generate this file is no longer required.

Digital Sending:

- No new updates

Analog Fax:

- The OID Fax count value does not match the Usage Page fax count.

Security/Authentication:

- Added support for ECDSA-based CA and identity certificates.

Embedded JetDirect:

- Additional information has been added to the instant on message to provide information indicating if it's a periodic instant on message (every 12 hours) or an instant on message due to other reasons (for example device reboot). This additional information can be used by applications which can consume instant-on messages, such as HP Security Manager 3.7 or higher, in order to determine if an action by the receiving application is required.

FIXES:

Base:

- A 49.38.18 error may occur when accessing the Support Tools menu if an email domain is entered in the "Allowed Email Domains" list within Embedded Web Server Security tab (Email Domain Restriction).
- A freeze/hang may occur when a Foreign Interface Harness (FIH) solution is connected to the device.
- A PostScript Error: "Typecheck" may occur when printing certain PDF files.
- A 49.DE.15 error may occur after running for about 2 hours when attempting to load a kiosk application.

- Excess System Logging (Syslog) which is enabled in the Embedded Web Server Networking tab may occur while printer is in sleep mode.
- The OID Fax count value does not match the Usage Page fax count.
- Some Direct PDF print jobs may disappear and not print when printing from the Embedded Web Server PRINT feature.
- An "Error Connecting to Device" message may occur when connecting to card reader Y7C05A to a device.
- Print jobs may hang when using 1200 dpi (Fine Lines) driver settings or with certain type of files within different applications after upgrading to FutureSmart 5.3.
- All jobs are logged in the "Others" account group when using embedded badge authentication for local device accounts, and Serverless Job Accounting / Local Quota solution.
- The device may reboot intermittently and hang during initialization when upgrading from FutureSmart 5.2.x to FutureSmart 5.3 firmware.
- PDF parsing error may occur when performing a Direct to PDF print job.
- Square box characters are printed instead of actual characters when printing via ePrint.

Digital Sending:

- A "31.13.02 Jam in Document Feeder" error may occur after power cycle or upgrading firmware if the ADF feeder is open.
- A 49.38.13 error may occur when performing a Send to Folder job and the Hostname is resolved to multiple IP Addresses.
- Poor quality on scanned output may occur when using 400 dpi or higher scanned resolution.

Analog Fax:

- No new updates

Security/Authentication:

- LDAP admin users using OXPd are not receiving admin permissions.
- Common Criteria Certification enhanced logging is disabled by loss of connection to the timeserver.

Embedded JetDirect:

- A 81.09.00 error may occur while performing an A5 copy job.
- A 81.09.00 error may occur when performing a copy job with specific settings.
- A 400 bad request error may occur when creating a new IPsec/Firewall rule in the Embedded Web Server when the localized language is set to Spanish.
- Excess System Logging (Syslog) which is enabled in the Embedded Web Server Networking tab may occur while printer is in sleep mode.

- The Control Panel may become unresponsive and/or the network may intermittently disconnect due to energy requirement changes when a Bluetooth Low Energy (BLE) or Wireless accessory is connected.
- Updated the network stack.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20220213
Firmware Revision	2504171_023882
Embedded JetDirect	JSI25040022
DC Controller Version	9.106
SCB	xxxxFA2202AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.080.00.211021.00.XXXX,BSP.23171015
HP Fleet Release Designation	FutureSmart 5.4
MD5 checksum for .bdl file	dfa40b715bf8e9b4e10258c3922579bc

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20211204
Firmware Revision: 2503242_000345
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.3.0.1

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To initiate a subscription to receive future HP Security Bulletin alerts via email, visit: https://www.hp.com/go/alerts

ENHANCEMENT:

Base:

- No new updates

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- A 49.38.07 error may occur when using any accessory to authenticate an end user.
- Remove certificate pinning, to prevent conflicts with Transparent Proxy use and Web Services communication.
- A black image is printed when using the Direct PDF print path.

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- Unable to verify certificates with expiration date exceeding 03:14:07 UTC on 19 January 2038.

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20211204
Firmware Revision	2503242_000345
Embedded JetDirect	JSI25030030
DC Controller Version	9.106
SCB	xxxxFA2128BR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.077.00.210714.00.XXXX,BSP.23171015
HP Fleet Release Designation	FutureSmart 5.3.0.1
MD5 checksum for .bdl file	9adf30ed548ab4d0cbe28c97bbbcef62

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20211013
Firmware Revision: 2503213_016691
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.3

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ENHANCEMENT:

Base:

- Printer will no longer enter into a deep sleep state when a USB accessory is connected to the printer.
  This will help with the USB accessories not being able to re-initialize when the printer wakes up from sleep mode.
- Added the Tray Protection feature to prevent a tray from being automatically selected.
- Added the ability to select Tray Priority order.
- Added the ability to enable Embedded Badge Authentication to sign-in to the device.
- Added the ability to Import/Export Embedded Badge Authentication Card registration list and security settings.
- Number of pages scanned and printed for copy Jobs are now provided in the Control Panel's Message Center Job Details screen.
- Removed the ability to disable 1W deep sleep in order to maintain Energy Star and Blue Angel certification.

Digital Sending:

- Added SMTP and email validation to be configurable on the control panel.

Analog Fax:

- No new updates

Security/Authentication:

- Increased the Embedded Web Server password length to support up to 32 characters for security purposes.

Embedded JetDirect:

- No new updates

FIXES:

Base:

- The combined 49.38.07 and 49.38.0C errors may occur on a device eventually leading to a permanent 49.38.0C error due to unrecoverable hard drive corruption with the following Issue Signature. 0049380Ce3395f8981ef2c74c447bb92e1ffdb42This firmware release will improve the long-term reliability for the installed hard drive and will help reduce the chance of encountering this issue in the future. This firmware release will not help with hard drives already experiencing these specific errors.
- Some PDF files pause frequently when printing with PCL6. Small improvements have been made in this area.
- Incorrect translation strings may be observed for Paper Jam messaging on the control panel of a device set to Japanese language.
- A 49.00.FF error may occur when printing certain PDF files.
- IPP/IPPS issues: long pauses between jobs, missing jobs/pages
- Print job does not complete when printing certain PS jobs.
- A Postscript error may be seen when printing specific Postscript jobs.
- Copy jobs submitted through Copy Kiosk applications are cancelled when the user logs out.
- The error message, "An unknown error has occurred, which has already been logged.
  Sorry for the inconvenience." may appear in the device's Embedded Web Server Local Quota Configuration page if a Local Device User Account name includes a special character.

- Incorrect translation strings may be observed for "Original Size" on control panel menus on devices configured for Japanese language.
- Incorrect translation strings may be observed for "Skew Correction" and "Calibrate Deskew" configuration settings on devices configured for Japanese language.
- A printURI job may get terminated when a TCP/IP Idle timeout occurs.
- A 49.38.0C error may occur after receiving a lot of LDAP or FAX related errors.
- A hung client and loss of user data may occur due to missed acknowledgement from the LPD daemon while the printer is in a jam condition.
- The error "There was an error while reading a stream." will occur on your PC when opening a scanned PDF with Adobe Reader DC when the scanned PDF is created with specific scan settings.
- A SureStart error may occur when performing a direct to PDF print job or printing certain PDF files from the Macintosh AirPrint driver.
- HTTP access to the device fails when Syslog configured for a bogus TCP server

- A 42.26.00 error may occur when printing certain PDFs.
- A device may become unresponsive and display the message "Damaged data detected by device and needs to be restarted. Stored User data might need to be re-entered".
- The "Roller cleaning is recommended" warning message is not able to be cleared from the control panel.
- The button description on the control panel may overlap an adjacent button description.
- Certain Postscript jobs will partially print and then report an error.
- A 49.4A.04 or 49.38.03 error may occur when performing a Direct to PDF print job.
- Incorrect language translations in Portuguese can be found in the Copy, Digital Sending and Help menus.
- A 49.38.07 or 49.38.18 error may occur when accessing the Support Tools menu if an email domain is entered in the "Allowed Email Domains" list within Embedded Web Server Security tab (Email Domain Restriction).
- The OID status lists the printer as "Exiting Sleep mode" when printing or at the Ready state.
- A 49.4A.04 error may occur when printing certain PDFs.
- The prtMarkerSuppliesEntry1.17 public OID (Toner Collection Unit) is displaying the incorrect value.
- A transparent application icon on the control panel is not displaying correct.
- An "Operation is not supported" error may occur when Workpath apps are re-arranged using the Embedded Web Server Home Screen Customization menu.
- A 49.38.07 error may occur when printing SAP jobs after performing a firmware upgrade.
- A disconnect in the established external connection may occur due to a previous change in the XIP module.
- An intermittent disconnect may occur that is attributed to communication issues while using a Workpath Application and connected to cloud services.

Digital Sending:

- Scan jobs may fail when the Misfeed Detection Mode is ON and a user navigates to the home screen after the scan job is initiated.

Analog Fax:

- No new updates

Security/Authentication:

- Added recovery functions for TPM error condition 33.04.05 Unknown TPM
- Permission is denied when signing into the Embedded Web Server with domain user and third-party solutions.

- Output may be in grayscale when signed in with the service pin when an OXPd authentication and authorization agents or any third party OXPd or embedded solutions are installed.
- Support for USAccess Smart Cards are not working.
- Failure to bind with cloud-based LDAP server which requires the basedn to be specified by "UID=xxxx" instead of "CN=xxxx"
- The Microsoft KB5004238 update will cause all smartcard authentications to fail.

Embedded JetDirect:

- The Wireless Hostname is not retained when configured using the Control Panel.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20211013
Firmware Revision	2503213_016691
Embedded JetDirect	JSI25030025
DC Controller Version	9.106
SCB	xxxxFA2128BR 1.0
CPB	3.415
Fax 500/600 Series	Ver11.4A
HP Fleet Release Designation	FutureSmart 5.3
MD5 checksum for .bdl file	7aa52315a4878f658d621f55992cfa02

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20210721
Firmware Revision: 2502507_000133
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.2.0.2

For information on HP Security Bulletins addressed by firmware releases, please visit: https://support.hp.com/security-bulletins
To initiate a subscription to receive future HP Security Bulletin alerts via email, visit: https://www.hp.com/go/alerts

ENHANCEMENT:

Base:

- Provides support to the new Device Discovery feature in HP Command Center, which permits a device to be discovered and onboarded from a primary device as a secondary listener via WS Discovery or Device Announcement Agent.
  Note: Device must be compatible to install any available solutions after onboarding.

Digital Sending:

- No New Updates

Analog Fax:

- No New Updates

Security/Authentication:

- An authentication failure will occur due to the URI (Uniform Resource Indicator) that is sent from the web request creator is partial rather than absolute.

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- No New Updates

Digital Sending:

- A 49.38.1B error is seen randomly when performing Send to Network folder jobs.

Analog Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LASERJET MANAGED MFP E62655, E62665 and E62675 SERIES	Firmware Datecode: 20210721 Firmware Revision: 2502507_000133
Embedded JetDirect:	JSI25020205
DC Controller Version	9.106
Optional Trays Versions	4.108
Fax	Ver11.4A
Stapler Stacker	ED01.17 01.17
HP Fleet Release Designation	Original Release FutureSmart 5.2.0.2
MD5 checksum for .bdl file	c7e0f156cce2e03d07a55be4715d5d50

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20210331
Firmware Revision: 2502087_007714
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.2

For information on HP Security Bulletins addressed by firmware releases, please visit: https://support.hp.com/security-bulletins
To initiate a subscription to receive future HP Security Bulletin alerts via email, visit: https://www.hp.com/go/alerts

ENHANCEMENT:

Base:

- Additional Syslog auditing capabilities have been added to capture changes to the security posture related firmware settings.

Digital Sending:

- No New Updates

Analog Fax:

- No New Updates

Security/Authentication:

- Added limited EC cipher support.

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- The files and directories are visible on a USB thumb drive which is intended to be used only for an installed solution.
- Some device configuration strings are incorrectly translated for the Portuguese language.
- Duplicate buttons for the same application may be displayed on the control panel and in a sub-folder.
- A 64.03.04 error is seen when additional RAM is removed on a device where workpath is enabled.
- Some PDFs with specific settings are not printed correctly.
- Hex keyboard will not load with solutions.
- Certain PDFs do not print during Direct PDF printing.
- The time stamp in the printed Job log does not change to PM at Noon.
- A 44.16.06 error may occur when scanning to SharePoint and using credentials containing a special character (&'").
- The header and footer data are not printed correctly in certain documents.
- Certain PDFs printed from iOS devices do not print.
- Some device configuration strings are incorrectly translated for Portuguese language.
- Some settings are not restored correctly during Backup and Restore operation.
- Incorrect text string for "Darkness" for Japanese language, within device configuration options in Copy / Scan menus.
- A 49.38.13 error may occur when many PCL 5 print jobs are sent to a device in a short period of time.
- The wrong expiration date is displayed in the Embedded Web Server for Intermediate CA Certificates.
- 49.38.07 error after loading Skip Disk load with a solution.

Digital Sending:

- Certificate caching issues for scanning to email with encryption.
- A scan job failure occurs when selecting the File Numbering Format _XX_of_YY when in the Japanese language.

Analog Fax:

- No New Updates

Security/Authentication:

- LDAP query fails when the server times out waiting for initial data.
- A 81.09.00, 99.05.56 , or 30.01.41 error may occur when the hostname + domain name (FQDN) is greater than 64 characters long.
- The network folder credential form is not filled out when a Smartcard user is authenticated with the Celiveo application.
- TLS version selected gets out of sync with TLS version used to negotiate a secure connection when using LDAP Contact List.
- Self-Signed ID and CA certificates are regenerating without cause after a reboot.
- Third party solutions created in 2021 will not be able to load on the device through the solution installer page.

Embedded JetDirect:

- No New Updates
- A "USB hubs cannot be attached in series. Remove extra hubs." error may appear on the control panel when plugging in a JD3100w to the HIP pocket using a short cable.
- The Gateway address is missing digits in the last octet when the configuration page is viewed on the control panel and language is set to Japanese.

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

COMPONENT	FIRMWARE VERSION
HP LASERJET MANAGED MFP E62655, E62665 and E62675 SERIES	Firmware Datecode: 20210331 Firmware Revision: 2502087_007714
Embedded JetDirect:	JSI25020013
DC Controller Version	9.106
Optional Trays Versions	4.108
Fax	Ver11.4A
Stapler Stacker	ED01.17 01.17
HP Fleet Release Designation	Original Release FutureSmart 5.2
MD5 checksum for .bdl file	9141a8ac3410496511bce79400d47df0

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20201209
Firmware Revision: 2501124_004329

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.1

For information on HP Security Bulletins addressed by firmware releases, please visit: https://support.hp.com/security-bulletins
To initiate a subscription to receive future HP Security Bulletin alerts via email, visit: https://www.hp.com/go/alerts

ENHANCEMENT:

Base:

- No New Updates -- Original Release

Digital Sending:

- No New Updates -- Original Release

Analog Fax:

- No New Updates -- Original Release

Security/Authentication:

- No New Updates -- Original Release

Embedded JetDirect:

- No New Updates -- Original Release

FIXES:

Base:

- No New Updates -- Original Release

Digital Sending:

- No New Updates -- Original Release

Analog Fax:

- No New Updates -- Original Release

Security/Authentication:

- No New Updates -- Original Release

Embedded JetDirect:

- No New Updates -- Original Release

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LASERJET MANAGED MFP E62655, E62665 and E62675 SERIES	Firmware Datecode: 20201209 Firmware Revision: 2501124_004329
Embedded JetDirect:	JSI25010008
DC Controller Version	9.106
Optional Trays Versions	4.108
Fax	Ver11.4A
Stapler Stacker	ED01.17 01.17
HP Fleet Release Designation	Original Release FutureSmart 5.1
MD5 checksum for .bdl file	9cb19b8d81c11b9e9c237b8ce52e040a

No Previous Releases -- Original Version

Installation Instructions

NOTE: Please be aware that an update in some circumstances may require 10 minutes or more to complete.

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

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

1. Go to the printer's control panel.
2. Swipe left and select the **Reports** menu.
3. Select the **Configuration/Status Pages** menu.
4. Select the **Configuration Page** option.
5. Select the **Print**.

On the printed Configuration page look in the section marked "Device Information" for the Firmware Datecode and Firmware Revision. The Firmware Datecode and Firmware Revision will look something like this:

Firmware Datecode: 20201209
Firmware Revision: 2501124_004329

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 depend on the speed of the host computer sending the update and the I/O method (USB 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 firmware job in the queue will be printed before the update is processed.

NOTE: When the update process has completed the LaserJet will need to be rebooted. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

Additional information to know

The firmware file will be in the following file format "xxxxxxx.bdl" where "xxx" indicates the firmware file name and the ".bdl" is the files extension.
This file requires an interactive update method. You cannot update the printer using the traditional FTP, LPR or Port 9100 methods of upgrading. Please use one of the following methods listed below to update the firmware of this device.

How to perform firmware upgrades.

Embedded Web Server: (control panel is at a Ready screen)

After uncompressing the file you will see a xxxxxxx.bdl file.

1. Open an Internet Browser Window.
2. Enter the IP address in the URL line.
3. Select the **Firmware Upgrade** link from within the General tab.
4. Select **Choose File** and browse to the location that the firmware upgrade file was downloaded to, and then select the firmware file.
5. Select the **Install** button to perform the upgrade.

NOTE: Do not close the Browser Window or interrupt communication until the Embedded Web Server displays the Confirmation Page.

6. The printer will automatically reboot unless you are downgrading. If downgrading Firmware you will be prompted to select the Rollback option.

NOTE: Please be aware that an update in some circumstances may require 10 minutes or more to complete.

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

Walk-up USB thumb drive: (Standard control panel menu)

After uncompressing the file you will see a xxxxxxx.bdl file.

1. Copy the xxxxxxx.bdl file to a portable USB flash memory storage device (thumb drive).

NOTE: USB Flash Drives that are not in a Fat32 format or having a CD formatted partition may not be recognized by the printer. You may need to try a different USB flash drive.

2. Turn the printer ON.
3. Swipe to the left and select the **Support Tools** application.
4. Select the **Maintenance** menu
5. Select the **USB Firmware Upgrade** menu.
6. Insert the portable USB storage device with the xxxxxxx.bdl file on it into the USB port on the front control panel of the product.
7. Select the xxxxxxx.bdl file you would like to use.

NOTE: If there is more than one xxxxxxx.bdl file on the storage device, make sure that you select the correct file for this product.

8. Select the **Install** button on the bottom of the screen.
9. Select the **Upgrade, Re-install or Downgrade** option depending on the task you are performing. The firmware upload process will begin.

   When the upload is complete, the printer will reboot automatically and start the upgrade process.

NOTE: The upgrade process may take up to 10 minutes to complete. Please do not interrupt the updating process.

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

Pre-Boot walk-up USB thumb drive: (control panel Pre-Boot menu)

NOTE: Only to be used if the printer is not able to boot to READY

After uncompressing the file you will see a xxxxxxx.bdl file.

1. Copy the xxxxxxx.bdl file to a portable USB flash memory storage device (thumb drive).

NOTE: USB Flash Drives that are not in a Fat32 format or having a CD formatted partition may not be recognized by the printer. You may need to try a different USB flash drive.

2. Turn the printer ON.
3. Press the **HP** logo in the middle of the screen when you see the "**1/8**" under the logo.
4. Press the Down arrow to highlight **Administrator**, and then press OK.
5. Press the Down arrow to highlight **Download**, and then press OK.
6. Insert the portable USB storage device with the xxxxxxx.bdl file on it.
7. Press the Down arrow to highlight **USB Thumbdrive**, and then press OK.
8. Press the Down arrow to highlight the xxxxxxx.bdl file, and then press OK.

NOTE: Please make sure the firmware file is located in the root directory of the flash drive. If you have more than one .bdl file on your USB flash drive, select the file you want loaded and press OK.

Please be patient since this may take up to 10 minutes to complete.

9. When the message **Complete** appears on the control panel display, power cycle the printer.
10. The printer will start the upgrade process and will continue to boot to the Ready state.

NOTE: Please be patient since this may take up to 10 minutes to complete.

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

Web Jetadmin (Supported with version 10.4 SR9 or newer)

Please visit www.hp.com and type "Web Jet Admin" in the "Search" Box to find more information about new releases of Web Jetadmin and the release note information for those releases.

Upgrading Firmware:

1. Start Web Jetadmin 10.4 SR9 or newer
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.

NOTE: If the correct firmware version does not appear within the list, you will need to manually upload it into WJA. New firmware may be available on an FTP site prior to appearing on hp.com. The instructions below allow you to upload a firmware file from your local PC to WJA 10.4 SR9 or newer

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Uploading new firmware files into WJA:

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 .bdl file on your local PC
5. Click "Upload"
6. Once the .bdl 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.

System Requirements
The Firmware upgrade process 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 MANAGED MFP E62655, E62665 and E62675 SERIES Support:

URL for Firmware downloads:
www.hp.com/support/ljE62655
www.hp.com/support/ljE62665
www.hp.com/support/ljE62675

URL for Support:
http://www.hp.com/go/support

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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