

HP LASERJET MFP
M437/M438/M439/M440/M442/M443/M42523/M42525/M42623/M4
2625 SERIES

Firmware Upgrading Failure Notice

Product Name(s):

- HP LaserJet MFP M437n, M437dn, M437nda
- HP LaserJet MFP M438n, M438dn, M438nda
- HP LaserJet MFP M439n, M439dn, M439nda
- HP LaserJet MFP M440n, M440dn, M440nda
- HP LaserJet MFP M442dn
- HP LaserJet MFP M443nda
- HP LaserJet MFP M42523n, M42523dn
- HP LaserJet MFP M42525n, M42525dn
- HP LaserJet MFP M42623n, M42623dn
- HP LaserJet MFP M42625n, M42625dn
- **ModelNumber(s):** 7ZB19A • 7ZB20A • 7ZB21A • 7ZB22A • 7ZB23A • 7ZB24A • 7ZB25A • 7ZB26A • 7ZB27A • 7ZB28A • 8AF43A • 8AF44A • 8AF45A • 8AF46A • 8AF47A • 8AF48A • 8AF49A • 8AF50A • 8AF51A • 8AF52A • 8AF71A • 8AF72A

Issue statement

Impossible to upgrade to the latest firmware from V3.82.01.11

Upgrading failure example

It's impossible to upgrade to V3.82.01.15 from previous V3.82.01.07 such as V3.82.01.05 and V3.82.01.03

From	To	Status
Previous V3.82.01.07	V3.82.01.15	Impossible
Previous V3.82.01.07	V3.82.01.12	Possible
V3.82.01.12	V3.82.01.15	Possible

Workaround

If the device's firmware is previous V3.82.01.07, need to upgrade to the FW V3.82.01.12 firstly, and then upgrade to the firmware with latest.