

Important Notice: Firmware Upgrade Path Requirement

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
- **Model Number(s):** 7ZB19A • 7ZB20A • 7ZB21A • 7ZB22A • 7ZB23A • 7ZB24A
• 7ZB25A • 7ZB26A • 7ZB27A • 7ZB28A • 8AF43A • 8AF44A • 8AF45A • 8AF46A
• 8AF47A • 8AF48A • 8AF49A • 8AF50A • 8AF51A • 8AF52A • 8AF71A • 8AF72A

Issue

Devices running firmware V3.82.01.11 or earlier cannot be upgraded directly to the latest firmware version.

Resolution

If the device firmware is earlier than V3.82.01.12, perform the upgrade in two steps:

1. Upgrade the device to V3.82.01.12.
2. After that, upgrade to the latest firmware version.

Example of Upgrade Failure

It's impossible to upgrade to V3.82.01.19 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	V3.82.01.19	Impossible
Previous V3.82.01.07	V3.82.01.12	Possible
V3.82.01.12	V3.82.01.19	Possible