

HP PageWide Pro Series - Firmware Readme

Product Name(s):	HP PageWide 352dw	HP PageWide Pro 552dw
	HP PageWide 377dw	HP PageWide Pro 552z
	HP PageWide Pro 452dn	HP PageWide Pro 577dw
	HP PageWide Pro 452dw	HP PageWide Pro 577z
	HP PageWide Pro 477dn	HP PageWide Pro P55250dw
	HP PageWide Pro 477dw	HP PageWide Pro P57750dw

Product Model(s):	J6U57	D3Q17
	J9V80	K9Z74
	D3Q15	D3Q21
	D3Q16	K9Z76
	D3Q19	J6U55
	D3Q20	J9V82

This document contains information about the latest firmware revision number **1829A**.

The firmware revision currently on a device can be determined by reading five (5) characters from the Firmware Version field shown on the Printer Status Report. Example: MAHDWOPP1N001.1829A.00.00

NOTE: ALL IMPROVEMENTS INCLUDED IN PREVIOUS (OLDER) REVISIONS OF FIRMWARE ARE INCLUDED IN THE MOST CURRENT REVISIONS.

HP STRONGLY RECOMMENDS THAT THIS LATEST VERSION OF FIRMWARE BE INSTALLED ON ALL DEVICES LISTED ABOVE.

IMPORTANT! EXISTING SCAN TO NETWORK PROFILE SETTINGS MAY REQUIRE REVISION AFTER APPLYING THIS FIRMWARE UPDATE

IN ORDER TO PROVIDE INCREASED NETWORK SECURITY, THIS VERSION OF FIRMWARE FOR THE PRODUCTS LISTED ABOVE ENABLES SUPPORT FOR SMB V2/V3 NETWORK PROTOCOLS. WITH THE ENABLEMENT OF SMB V2/V3, USERS ARE NOW REQUIRED TO ADHERE TO NETWORKING STANDARDS FOR SPECIFICATION OF NETWORK PATHS AND USER AUTHENTICATION.

PLEASE ENSURE THAT FULLY QUALIFIED DOMAIN NAMES ARE USED FOR NETWORK PATHS, AND THAT DOMAIN IS INCLUDED IN CONJUNCTION WITH USERNAME FOR AUTHENTICATION SETTINGS WHEN UPDATING EXISTING SCAN TO NETWORK FOLDER PROFILES OR CREATING NEW SCAN TO NETWORK FOLDER PROFILES.

EXAMPLES: Network Location Using Fully Qualified Domain Name:
 \\machinename.domain.yourcorpname.net\scantonetworkfoldername\
Username including Domain Name:
 DOMAIN\username

Enhancements and fixes provided with this firmware revision

The following new functionality or features are provided by this firmware release, Revision 1829A

ENHANCEMENTS:

- Important security enhancements

Enhancements and fixes provided with previous firmware revisions

The following new functionality or features were provided by firmware revision 1823B

(This was a limited release which is no longer available. All fixes and enhancements are included in later releases)

FIXES:

- Resolved an SMB V2 NETBIOS issue when using Hostname in network path for Scan to Network folder profiles

The following new functionality or features were provided by firmware revision 1818A

(This was a limited release which is no longer available. All fixes and enhancements are included in later releases)

NOTE: This firmware version disables features that could prevent certain ink cartridges containing non-HP security chips from working in printers manufactured prior to December 1, 2016. Please note that HP cannot guarantee the quality or reliability of non-HP cartridges.

ENHANCEMENTS:

- Secured printer configuration settings when admin password control is in effect
- Added security protection against WPA/WPA2 and the Krack Exploit
- Enabled support for SMB V2/V3 protocols

FIXES:

- Fixed an issue caused by the AirPrint Encryption Credential expiring
- Reduce the number of memory asserts causing B8xxxxxx errors

The following new functionality or features were provided by firmware revision 1743A

ENHANCEMENTS:

- Important security enhancements
- All supported ink supply part numbers will be included in Embedded Web Services and on the Printer Status Report.
- Improvements to enhance print quality

FIXES:

- Print jobs cannot be canceled from the control panel if a print cartridge is empty
- DHCP connections will no longer be lost when resetting network defaults
- Resolved the issue with certain Japanese characters that would not print
Resolved issues related to HP Third Party Solutions and card reader compatibility
- Improvements to Web Service delivery connections
- Improvements to wired Ethernet connections
- Improvements to Google Cloud Print compatibility

The following new functionality or features were provided by firmware revision 1708D

ENHANCEMENTS & FIXES:

- Important security enhancements
- Resolved issue with truncation of information on the Welcome Page after enabling HP Web Services
- Web pages printed from AirPrint (iOS 9.1) are no longer showing stripes
- Resolved issue with certain PDFs that were not printing completely when using ePrint
- B8xxxxxx errors will no longer occur when storing jobs using UPD PCL 6.1 • Supported .jpg file size increased to 16Mb when using AirPrint

The following new functionality or features were provided by firmware revision 1701A

ENHANCEMENTS:

- Enhancement to allow certain incompatible cartridges to print until completion
NOTE: Even with this change, HP cannot guarantee the quality or reliability of non-HP cartridges. Cartridges using a non-HP chip may not work, and those that work today may not work in the future.
- Added a “self-recover” feature that can be used if the printer is left in an unstable state. This new functionality will prevent permanent damage to the print engine. • Improvements to the Advanced Paper Jam Recovery feature

FIXES:

- The fax will no longer answer or interrupt voice calls
- Digital fax to email jobs will correctly update XML information
- When scanning to a network folder, the files will save to the correct network location
- Scan to email will no longer fail in environments where a firewall is enabled
- Resolved various language translation errors
- Resolved B8xxxxxx memory assert error
- Fixed issues with restoring customer data from the front panel using a backup USB thumb drive
- Resolved issue with Restore Factory Settings not sending end-job data during 1st print job
- Updated default copy tray settings will save, even after a power cycle
- When a user is required to sign-in to print, they will automatically be signed out after the job has printed

The following new functionality or features were provided by firmware revision 1629F

ENHANCEMENTS:

- Change of the default mode to “Scan and Fax” for outgoing fax jobs. This allows the scanner to be used fully if the fax system is in the process of dialing and transmitting a long job.
- Backup and restoration of encrypted customer data to a USB thumb drive. User configuration and settings can now be backed up and restored to a different printer of the same model numbers. Access is via the Setup/Printer Maintenance menu on the control panel.
- When the ink collection unit must be replaced due to high page counts, the process to reset the counter has been simplified. Instructions will be included with the replacement duplex unit.
- Enhanced paper jam elimination feature to help the user determine where the paper jam is located. This feature is automatically triggered when a paper jam is detected and will display on the product control panel to guide the customer in clearing the jam.

FIXES:

- Resolved issues related to improving reliability & security
- Fixed an issue related to printing certain Chinese characters using TrueType fonts
- Resolved issue with the device mute feature not working properly for certain generated sounds (e.g. Chimes)
- OXP Extensibility fixes
- Set the Device Announcement Agent defaults to on
- Fixes for Job Storage
- Resolved problems that occurred when printing larger files via AirPrint
- Resolved issue with printer not automatically detecting an Ethernet connection
- Made improvements to account for FAX regional voltage differences