

COLOR LASERJET ENTERPRISE M575 MFP PRINTER SERIES Firmware Readme

Product Name(s): HP Color LaserJet M575dn • HP Color LaserJet M575f

Model Number(s): CD644A • CD645A

This document contains information for the firmware revision number:

Firmware Datecode: 20130729

Firmware Revision: 2300333_378008

HP Fleet Release Designation: FutureSmart 2 SP3

Description

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- 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 Hewlett Packard providing improved software for your HP LaserJet Printer or MFP, Hewlett Packard 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. Scroll down and select the **Administration** application.
3. Select the **Reports** menu.
4. Select the **Configuration/Status Pages** menu.
5. Select the **Configuration Page** option.
6. 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: 20120412

Firmware Revision: 2200302_226980

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: 20130729
Firmware Revision: 2300333_378008

ENHANCEMENT:

Base:

- To meet the Blue Angel 2013 energy requirement for M575 and M551 all products the default sleep mode settings will change to 1W (Network port)instead of A1W (All events in the energy settings).
- A new message has been added to inform a user that a MICR toner cartridge is installed when the device is configured with FIH.
- Added the ability to run a scan diagnostics while in scan error state.
SNMP page counters were added:
Object Name
OID
Description
PRINT-METER-EQUIVALENT-IMPRESSION-COUNT.1
1.1.16.1.44.1.1
A4/Equip Mono Print Impression Count
PRINT-METER-EQUIVALENT-IMPRESSION-COUNT.2
1.1.16.1.44.1.2
A4/Equip Mono Copy Impression Count
PRINT-METER-EQUIVALENT-IMPRESSION-COUNT.3
1.1.16.1.44.1.3
A4/Equip Mono FAX Impression Count
PRINT-METER-EQUIVALENT-IMPRESSION-COLOR-COUNT.1
1.1.16.1.44.2.1
A4/Equip Color Print Impression Count
PRINT-METER-EQUIVALENT-IMPRESSION-COLOR-COUNT.2
1.1.16.1.44.2.2
PRINT-METER-EQUIVALENT-IMPRESSION-COLOR-COUNT.2
1.1.16.1.44.2.2
PRINT-METER-EQUIVALENT-IMPRESSION-COLOR-COUNT.1
1.1.16.1.44.2.1
A4/Equip Color Print Impression Count
PRINT-METER-EQUIVALENT-IMPRESSION-COLOR-COUNT.2
1.1.16.1.44.2.2"
EU products will have lost the ability to disable sleep to meet Blue Angel certification
- Backup and Restore scheduling has be removed from the control panel to enhance reliability and eliminate complexity.
- A "Bin Full" message and a Jam message occurring at the same time could result in a Bin Full message being displayed instead of a Jam message, even after the bin was emptied.
- WJA could not set the Time Zone in previous releases

- The remote configuration password that can be set in the Embedded Web Server is not being restored when Back Up and Restore is performed with a restore that includes the Password.
- Default "From:" address can now be specified for Email alerts and AutoSend
- The Initial Settings icon can now be removed by remote management applications
- Support Search Capability within Address Book
- Enhancements to meet new Blue Angel and Energy Star requirements.
- USB port insertion will now wake the device from Sleep
- Added AirPrint 1.2 IPP Support
- Added AirPrint 1.2 Bonjour Support
- Auto Detect will be enabled for Flatbed scans when the original size is set to any of the "Mixed" size options
- Added Book Mode which allows the device the ability to scan pages from a book by using the scanner glass and aligning the spine of the book with the markings on the edge of the scanner. The scanner will separate the left and right sides of a book into separate pages.
- Added 2 sided ID Scan which allows the device the ability to scan both sides of a small document and place both images on one page.
- An unregistered USB device can now be added before the solution is loaded
- Added the ability to manually adjust the control panel Display Brightness.

Digital Sending:

- Username field in LANFax metadata can now be populated with the user's LDAP Display Name
- When a digital send job is broken into multiple files, the naming convention was Filename_1-3.ext, Filename_2-3.ext, Filename_3-3.ext. Oz firmware uses the convention Filename_01_of_03.ext, Filename_02_of_03.ext, Filename_03_of_03.ext. FutureSmart firmware now uses the same naming convention that OZ firmware uses.
- The global setting of "Allow invalid email address formats" did not apply to many EWS configuration items. With this release, the global setting applies to quick sets as well as control panel input

Fax:

- Fax Archive now supports PDF and PDF/A file types in addition to MTIFF
- Added the ability to import OZ firmware address books into a FutureSmart printer

Security/Authentication:

- Support for SHA-256 hashing introduced to meet regulatory requirements including NIST Special Publication 800-131a requiring SHA-256 hashing for digital signature generation.
Support for TLS 1.1 and TLS 1.2 protocol introduced. TLS 1.2 provides enhanced security and support for SHA-256.

IMPORTANT NOTE: If TLS 1.0/SSL 3.0 is disabled, both the Client (web browser) and Server (MFP) must enable support for TLS 1.2 or EWS communication will be DISABLED. Most web browsers do NOT support TLS 1.2 by default.

IMPORTANT NOTE: No TLS 1.2 support for HP Web JetAdmin, HP Imaging & Printing Security Center and HP Digital Sending Software until Fall 2013. Disabling TLS 1.0/SSL3.0 will disable compatibility with these solutions.

IMPORTANT NOTE: SNMP version 3 support for AES-128 and SHA-1 introduced in this firmware version. No HP Web JetAdmin support for SNMPv3 AES-128 and SHA-1 until Fall 2013. Enabling these options will disable compatibility with HP Web JetAdmin."

- The Printer Job Language (PJL) Device Access Command Enable/ Disable setting determines if the device accepts PJL device management commands. Clearing the checkbox disables PJL device management commands and provides additional security by preventing unauthorized modification of device settings. PJL Device Access can be disabled by WJA, EWS and IPSC (Imaging & Printing Security Center)."
- Firmware bundles digital signed using SHA-2 hashing algorithm to meet new regulatory requirements in NIST Special Publication 800-131a.
- The DOMAIN field for MFP send to network folder quick sets configured to use the credentials of users signing in at the device control panel is now able to be configured through web services.
- SMIME Encrypted E-mail now uses FIPS-140 validated encryption libraries
- The smart card edge type can now be configured through web services

Embedded JetDirect:

- The printer can now directly register its hostname and domain with DNS, compliant with RFC 2136.
- When optional network interfaces are installed, the primary interface for Digital Sending and Solutions will remain the embedded wired interface.
- The printer can now directly register its hostname and domain with DNS, compliant with RFC 2136.
- Expanded support for Kerberos encryption types used with IPsec has been added, to provide parity with Kerberos in Windows Server 2008 environments
- Support for SHA-256 hashing and AES-256 encryption introduced to meet regulatory requirements including NIST Special Publication 800-131a requiring SHA-256 hashing for digital signature generation. Passwords encrypted with AES-128 are automatically re-encrypted with AES-256 during the firmware upgrade.
- DNS SRV and TXT responses are now cached
- Jetdirect now includes a UTC timestamp in CCC log messages
- "TLS 1.2 can be used for outbound connections.
- IMPORTANT NOTE: If TLS 1.0/SSL 3.0 is disabled, both the Client and Server must enable support for TLS 1.2
- An option to verify the server certificate when pulling print jobs from a server using IPP/IPPS has been implemented
- Special ASCII characters are now supported in the WEP password

FIXES:

The following fixes or improvements are provided by this firmware release:

Firmware Datecode: 20130610

Firmware Revision: 2300293_377162

Base:

- Stored Jobs show Job owner as Guest in job log after job has been retrieved from memory
- You may see a Control Panel hangs and printer drops of the network when IPsec is enabled on wireless LAN adapter and left idle
- When a Bar DIMM or IPDS solution has been installed through WJA certain settings set with WJA will not set correctly.
- Speed of launching functions from the home screen is improved in this release
- The "Start Button" on the control panel may occasionally not respond well
- When creating a Copy Quickset the summary is displaying a wrong information for the Paper Selection option
- Stop button in service tab gets grayed out when we create a jam and try to execute continuous Scan test
- "Any Size" for tray 2 and greater is missing from the menu. - breaking backward compatibility
- Pushing the start button multiple times for a personal stored job results in multiple copies being printed.
- SCB fan error reported is incorrect. It reports as 30.01.05; the correct error is 30.01.06.
- Downloading Fonts causes 49.38.0C
- Font Source reverts back to Internal after reboot
- When setting up eprint, any document that prints is looking for tray 1 so the printer requests paper in Tray one and job will not print until someone goes to the device and selects a different tray(tray 2) or loads paper in the side tray(tray 1).
- You may see a print job that is printed successfully but the Job Status is displayed as "Failed" when using the Macintosh driver.
- User Defined types are not getting updated in UPD after enabling VIA EWS pages
- "Wake/Auto On to These Events" options are disabled when the Sleep Mode/Auto Off After... mode is disabled
- The Help screen, accessed by pressing the ?, for the Configuration/Status display omitted some items
- In certain languages the Scan Status dialog shows truncated messages.
- Device will wake up if a sleep schedule has been set and the device was already asleep
- Setting the @PJL DEFAULT LANG variable on FutureSmart devices does not permanently change the device language

- After adding an output device the unit does not recognize a J-font encrypted USB.
- You may see a hang in the 2/8 boot up stage if the Sleep Timer Setting is set to wake on a Network Port Event and printer has been in sleep mode.
- Invalid values are getting saved in Date/Time screen, without throwing an error message to the user.
- When accessing the login screen, pressing a specific sequence of text boxes, dropdown arrow, and Enter key may result in incorrect Enter key behavior
- Some EWS Help pages are missing with Norsk, Portugues, and Slovenscina localizations
- Job Log export prompts in EWS may not be localized to browser language
- If more than 100 quick sets are configured, it may be impossible to remove individual quick sets
- SMTP server priority may be different for Send to Email, Alerts, and AutoSend. With this release they are synchronized (all the same)
- Some control panel help messages may not be localized
- You may experience a 49.38.07 error when using Save to USB if the USB device is full
- A warning message about re-ordering quicksets may be missing
- Backup and Restore –Backup may fail with IO Exception error message when a user tries to Backup to USB thumb drive with an insufficient space.
- Fax Polling may appear on the EWS General > Control Panel Customization page when an analog fax card is not installed
- Romaji to Hiragana-Katakana-Kanji auto-change system is unintuitive for Japanese users on FutureSmart devices
- Image Preview mode does not work when Job Build mode is also enabled.
- Button titles with a &, <, >, ?. or ; will trigger the device to use authentication even though it is not set to use authentication.
- Device increments time by 1 hour when "Save" (CP) or "Apply" (EWS) are clicked within Date/Time configuration followed by a reboot
- English virtual keyboard displayed during authentication with device set to Spanish keyboard
- EWS Network Folder Tab Performance may be improved in this release, depending on previous firmware version
- Quick Set Setup takes longer than expected to load
- Address Book EWS page is taking longer than expected to load in the first access and longer to be saved
- Keyboard layout may be incorrect in some languages
- A 49.38.07 may be seen on the control panel after a 41.03 errors is seen and you change the paper size to accommodate the size needed by the printer.
- When printing a stored Legal job the description of the job printing may indicate that it is printing Letter
- The device may not reboot properly after a Restore Factory Defaults reset has been initiated.
- When canceling a job build job the MFP may go into a hung state.
- A 49.38.13 or 49.38.07 may be seen on the control panel when printing from a wired and wireless network port on the MFP.

- One of the output bins is listed as the "Face Down Tray" in the Embedded Web Server which is misleading
- 49.38.07 may be seen on the control panel when using the print continuously from USB feature in the Test menus
- When the Windows Sign In method is enabled the Japanese IM does not work correctly in the ""Sign In - Windows"" screen. In a Japanese windows environment, user name and password should consist of only 1 byte characters, there is no need for Japanese IM on this Sing-In screen.
- For some OXPd 1.6 scan and digital send jobs that are configured to require user authentication, the device may use the guest account instead of the signed in user's credentials
- OXP IPP Print jobs that fail certificate validation will keep the IPP print status as "Busy" within firmware and prevent subsequent IPP print jobs from going through
- The embedded authentication agent could not be properly set to DSS via programmatic methods.
- OXP 1.4 and 1.6 button icons are not visible in standby mode.

Digital Sending:

- LANFax credentials randomly are cleared, resulting in 49.38.03 or 44.91.08 errors
- Improved handling for error messages sent from non-Windows operating systems during send to network folder digital send jobs
- The EWS Speed Dial list may load slower than normal
- Control panel Help for File Options erroneously shows Document File Type Help
- The EWS may become unresponsive when importing more than 1000 User Access codes
- LDAP server filter condition may erroneously allow the & character
- When authenticating via DSS, and feature are configured to use DSS, you may see situations where authentication to the device works, but access to features is denied
- A warning message may be missing when configuring signed email quick sets and Authentication is not enabled
- Email notifications sent for Save to SharePoint digital send jobs requiring Smart Card authentication will incorrectly display the email user ID with two @ symbols
- "Guest" user may be missing in the Job Log for Save to USB jobs
- Print Notification may be grayed out at the control panel for digital sending if an SMTP server is not configured.
- Fax resolution or Digital Sending file type may be cut off on the control panel display.
- Using DSS 4.25, email notification does not indicate that encrypted, searchable PDF is not supported
- With Send to Folder configured for Restrict access to subfolder, a second user may not be able to create a new subfolder based on their credentials
- FutureSmart devices have a difficult time accessing Send to Folder when 50+ Quicksets exist

- The Send to Email application may incorrectly include the default From address from the EWS (instead of Local Device PIN ID) when Local Device PIN authentication is configured
- Digital Sending metadata scan count included blank pages when Blank Page Suppression was enabled. Metadata scan count now matches the number of pages in the output file.
- The timeout value for sending a test email to an SMTP server is reduced from 10 minutes to 1 minute in this release
- When using DSS 4.91, configuring a second folder destination with an invalid path may cause a 49.38.18 error on the device. This does not apply to DSS 4.25.

Fax:

- The Fax Activity Log will show Job numbers incorrectly. They will repeat job ID numbers multiple times, sometimes between sequential job ID numbers, and sometimes in place of a Job ID number. Customers rely on these numbers and will not deploy devices and/or 22.2.2 interim FW with this issue. See attachments for clarity.
- The device will not recognize the ENTER and OK buttons as a trigger for search entry 'completion' in addition to SPACE softkey when the device language is set to Japanese.
- Faxes may not print due to unknown compression formats. This release improves performance by trying JBIG compression for unknown formats. In cases where that does not work the fax status will be set to Fail.
- Incoming fax call may not be answered on some VoIP systems. This fix was implemented for an Avaya system.
- A Fax Archive to folder may cause a 49.38.03 error
- Rings to Answer available settings would be consistent between EWS and CP.
- CP shows a max of 6 rings
- EWS shows a max of 5 rings
- T.30 report may print with incorrect localization when initiated by the EWS if EWS and Control Panel are set to different languages
- Previously configured Lan Fax settings are missing in the Embedded Web Server after being removed from DSS
- Thumbnail does not show the rotated image in fax failure notification.
- Sending LanFax jobs via DSS using Biscom service results in invalid delivery notification processing on the device

Security/Authentication:

- 3rd party solutions could unexpectedly stop working after a 3rd part developer's signing cert expires. This version of firmware resolves this failure by checking any timestamp that is available for validity.
- The device Remote Configuration Password credentials incorrectly allow access to the EWS configuration interface. The Remote Configuration Password is used by

remote configuration tools including HP Digital Sending Software and HP Web Jetadmin to connect to the device.

Embedded JetDirect:

- Digital Sending and Solutions are routed to optional network interfaces when they are installed instead of using the embedded wired interface.
- Text entered in the "Product Support URL" and "Technical Support URL" fields in the device web pages were not filtered to eliminate HTML commands.
- The front control panel is not wrapping the text when the printer is in a wireless configuration mode.
- The Web Proxy cannot be disabled via EWS
- Device loses the IP Address for both wired and wireless when IPv6 is disabled and enabled via the EWS
- IPSec Aggressive mode is not working

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Color LJ M575 Series	Firmware Datecode: 20130729 Firmware Revision: 2300333_378008
Embedded JetDirect:	JDI23000013
DC Controller:	4.72
CPB	2.120g
SCB	xxxxFA1319AR 1.0
Fax	Ver10.4
HP Fleet Release Designation	FutureSmart 2 SP3

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:

NOTE: ALL IMPROVEMENTS WITH PREVIOUS REVISIONS OF FIRMWARE ARE INCLUDED WITHIN THE MOST CURRENT REVISIONS

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:

Firmware Datecode: 20121208

Firmware Revision: 2201057_231930

ENHANCEMENT:

Base:

- The Start Copy icon on the Control Panel has been enhanced to stand out more.
- Certain menu icons on the Control Panel has been enhanced to stand out more.
- A virtual Hebrew keyboard is now selectable.
- The printer will now have the ability to retain Personal Jobs after a power cycle.
- When cancelling a print job within a queue the currently printing job is now highlighted, making it the default job to be cancelled.
- The device will no longer enter sleep mode if the user is interacting with it.
- Behavior of job build when the Inactivity Timeout expires can now be configured (cancel entries or attempt to act on what has been scanned)
- The Retain Settings for Next Job checkbox can now be checked by default
- Support is added for the HP CalcPad 100 numeric keypad
- Behavior of the Inactivity Timeout is now configurable. Previously values between 120 and 300 were treated as 120.
- User Defined Media Type names that are changed via SNMP they are not updated in the Control Panel.
- Custom papers sizes are now supported with AirPrint
- The printer will now delete temporary stored jobs at the scheduled time regardless of the sleep state. Previously some sleep modes extended the expiration time for the job
- For Devices with two LED's the Ready Light will flash to indicate the device is receiving data. This behavior will mimic the behavior seen for a device that has a Data LED.
- sage counts are now included in a Save/Restore operationNo

Digital Sending:

- Email address validation may now be disabled for user input
- Ability to perform send to folder on Novell shares with DSS
- An option to lock/unlock changes to "Default File Type" setting while performing Send to Folder is added in this release
- Ability to test with default FROM email address instead of test@hp.com
- This release adds support for newer Mac OS X Send to Network Folder functions.

Analog Fax:

- Ability to Print or Store incoming faxes when Fax is set to Archive only and archiving fails. This will prevent from faxes being lost.

Security/Authentication:

- No Updates

Embedded JetDirect:

- Jetdirect would not accept a certificate from an Intermediate Certificate Authority.
- Jetdirect would disable networking if 802.1x authentication fails
- DHCP is not negotiated after a link break/restore.No

FIXES:

The following fixes or improvements are provided by this firmware release:

Firmware Datecode: 20121208

Firmware Revision: 2201057_231930

Base:

- The device will stay in "Processing" and not print any copies when the copy option of 2 or 4 pages printed on one sheet when the encoded entity font is installed.
- You may see a 49.38.07 error using HPAC with FutureSmart 2 SP 1.02

- When setting up the energy schedule you will see an incorrect localization for German days of the week.
- A 49.43.0F error may be seen on a FutureSmart product which has been configured with a SafeCom solution and / or possibly other access solutions and has been upgraded to FutureSmart 2 SP 1.
- A 49.43.0F may be seen on the control panel when printing a Configuration page.
- You may see a 30.01.45 Scan Error when scanning back to back jobs.
- A 49.23.CB error may be seen when printing the engine test.
- You may see the virtual keyboard layout is in a QWERTY configuration when signing in after the printer has been asleep with the French language set as the default language.
- Landscape Prepunched documents print with the holes oriented on the bottom of the page.
- You may not see the User name on Job Status menu when printing from Mac OS.
- The incorrect translation is used for the tray open message when the language is set to Italian.
- The messages seen for the Start instantly upon selection and Enter application when user presses Start Quick sets are different when the device is first booted.
- During the initial Setup when "German" is selected as the display language and ""German – Switzerland"" as the Keyboard Language the values will be saved correctly for the display language, but the keyboard language will be set to ""German – Germany"" instead of ""German – Switzerland"".
- A "Restore Factory Settings" screen is presented when performing a restore from a Back Up.
- The Paper Path page initiated from Troubleshooting tab in the Embedded Web Server does not print.
- You may see hang while the control panel reads "Processing Duplex Job" when printing multiple Postscript jobs in a row.
- The German language does not allow you to set the Adjust Tray 1 setting under the Image Registration menu.

- Changing the paper type in Job build changes the output paper type on the job start popup.
- After disabling AirPrint and IPPS in the Embedded Web Server the ePC displays "ePrint is off".
- A message including the following information appears on the control panel when removing the USB Flash Drive after a backup and restore:
[[cExportBackupFileError]] and [[cRestoreFailure]]
- Using the job Interrupt may cause a job that is interrupted to hang or become unresponsive.
- The Embedded Web Server incorrectly reports Tray 2 capacity.
- The Manual Duplex help animation is not displayed correctly when performing a manual duplex.
- Control panel help shows the value [app] for certain help topics.
- In certain languages, some control panel messages were clipped off.
- If power is removed from the device during the reboot process of a firmware upgrade a 49.38.07 may be displayed on the control panel.
- You may see the barber pole pause periodically while preview images are loading on the screen and cache.
- Image preview may seem sluggish when scrolling from page to page.
- Screen flickering may be seen with using image preview.
- An intermittent 49.38.03 may be displayed when using a Smart Card.
- In certain languages you will not be able to input characters when the text is highlighted.
- When using the Continuous Copy and Continuous Scan options in Device Maintenance Service Menu the device does not stop when the Stop button is pressed.
- When pressing a letter key on the keyboard the letter will keep moving to the right on the screen. This can be seen when the language is set to Simplified Chinese.
- Modify Custom Tray Images are missing.

- An Options Conflict message may be displayed twice on some screens.
- If the default custom paper size is set but the user cancels out of the configuration screens the setting is still retained.
- Job Status Paused message is incorrect.
- Changing the default keyboard language in EWS is not changing the devices keyboard language.
- Japanese keyboard symbols selection will allow user to change keyboard languages when EWS is specified to disallow it.
- In some cases, the Inactivity Timeout will not reset the copy options.
- Destination path format in email notification for USB jobs may be confusing.
- The Print Job list appears to have incorrect text.
- Scan Calibration process prints the calibration page incorrectly if duplex settings are not at default.
- When using IOS you may not see messages from the printer indicating that it is out of paper.
- An SNMP walk may time out if a print job is printing during the walk.
- Some devices may not respond to a WJA discovery when in 1 Watt sleep mode.
- Device doesn't wake from sleep mode when closing scanner lid.
- The Administration -> display settings -> key press sound menu is not localized in some languages.
- When changing the language at the Control panel using the Globe, certain settings for Date and time may not change to match the localization selected.
- Document Feeder Kit in Embedded Web Server is translated incorrectly in Portuguese.
- A 49 error may be seen if a stored color copy job is saved and then printed after the administrator disables color printing.
- Margin adjustments don't work well on a paper size override.
- Document Feeder Kit OID returns wrong value.

- Incorrect Approximate Percent Remaining reported when setting the Document Feeder Kit Count above the Document Feeder Kit Interval.
- "Jam in Document Feeder" attention message appears on the control panel even though the jam has been cleared.
- The device may not go to sleep when a ADF jam is encountered.
- Adjusted SNMP to mimic non-FutureSmart products for get command responses when invalid set commands are sent.
- If the disk drive is full and the system has the wake event set to "Power button only", when the system attempts to go to sleep (i.e. shuts down), the system will hang.
- You may see the incorrect supply being reported as unauthorized.
- Image loss may occur on near edge printing in some cases. The output can be different from different trays.
- SNMP response time may be slow with some objects.
- The SNMP object is not returning the string "Auto sense mode".
- After setting tray 1 to letter/plain, tray 1 prompts for legal during Scanner Calibration.
- Toner Very Low message hides a Non-HP supply message so the user may not see it.
- The Supplies Installed message behavior will change.
- A 49.38.0D error may be displayed after extended use of the product.
- A 49.38.07 error may be displayed on the control panel when a Scan to USB job is performed.
- The 33.03.01 and 33.03.02 event code have been added for the Save and Recover operation.
- If the drive is low on memory you may not see the ""Disk Low Threshold"" pop up message after a reboot.
- Automatic options displays for Image Adjustment used in Copy or Save to Device Memory.

- Order of Configuration pages is different between MPS's and Single Function Devices.
- Embedded Web Server Web pages may not appear localized in the Browser language when this setting is selected.
- When Enable Host USB plug and play is disabled in the Embedded Web Server and a user accesses a menu for USB use no message is presented indicating that the USB functions have been disabled.
- An unexpected error occurs in the Embedded Web Server when invalid characters are input into the screens for the NTS settings.
- You may see an Internal Server error for invalid characters in NTS settings.
- Fixed an unlocalized authentication agent name string in security webservices.
- "Upgrading to this revision of firmware will keep the following message from appearing in the Embedded Web Server: ""The operation failed because there is not enough available disk space.""
- Firmware install times are improved with this release.
- Printer may appear unavailable (EWS, copy, etc.) while executing a digital sending job with an OCR file type selected.
- When setting booklet features as default setting for copy within EWS, the control panel would not reflect the same settings.
- The device may become unresponsive when in sleep mode.

Digital Sending:

- Scanning to an FTP destination takes more time to deliver the resulting images than scanning to HTTP destination.
- FTP Active mode not working as expected.
- Scan to folder performance is improved in this release.
- Some embedded Save to Network Folder digital send jobs could get "stuck" in a processing loop when unrecognized Server Message Block (SMB) responses are returned to the MFP.

- For embedded Save to Network Folder digital send jobs, support has been added for distributed file system environments that require referral requests to be preceded with a single backslash.
- To and From fields do not populate appropriate addresses in send to me configuration.
- While using 'Send to me' configuration, logged in user gets a prompt to add his/her own email address to address book.
- You may see a delay during the 'sending' phase of email or network folder jobs.
- Email notification report may be missing information.
- Save to network folder Quick set and address book are displaying invalid FTP address.
- In previous releases, the job log details showed the default settings, not the actual user settings for the job. From this release forward, details are not included in the job log.
- You may see a 49.38.07 error when performing a Send to Email Job.
- Control panel may indicate an incorrect username/password if an invalid folder path is entered by the user.
- Send to folder fails to send with access verification turned off and an authenticated user signed in.
- When send to folder is performed to create folder based on username, an additional folder %SECURTIY_USERNMAE% is created as a side effect.
- Email addresses fail to autofill from the LDAP address book when LDAP addressing is configured by DSS, LDAP authentication is required, and the LDAP authentication is set to work using signed-in user's credentials.
- Using DSS, when accessing the address book for send to email you will see a progress bar while the system collects the addresses to display. This will most commonly happen when ldap address lookup is enabled.
- When using encrypted email as default, and the default To: address is the signed-in user, the address may appear twice in the To: field.
- FTP failures intermittently occur as some FTP servers don't see QUIT command.

- When using Send to Folder to a local DSS 4.25 folder, the Verify Access button may incorrectly prompt for credentials. The only issue is the Verify Access function. Jobs are sent correctly if the button is not pressed.
- If a SharePoint folder location contains a space, the location in the email alert will be truncated at the space.
- With an OCR file type, and "Any Size" selected for Original size, OCR may not be performed on the complete scan job.
- With Searchable PDF/A and "Any Size" selected, mixed Letter/Legal complex pages may come out blank.
- Scan to SharePoint does not work when using HTTPS/SSL in FutureSmart 2 SP1.
- Send to Folder via DSS 4.25 incorrectly prompts for credentials when connected via a 2700W Wi-Fi adapter.

Analog Fax:

- LanFax email notifications may be delayed
- Locked Stored Fax folder can be accessed when switching control panel languages
- Failed PC fax jobs do not get archived to shared folder / email.
- Call report not being printed when user cancels fax when receiving
- Fax Print Notification Page shows 'Other' instead of User name as 'Fax'.
- Fax Archiving and Forwarding feature is taking effect for the first fax Job after Archive or Forward settings are changed.
- Fax sent is compressed vertically when original size is selected as mixed letter/legal.
- Device cannot store more than 1500 fax jobs.
- The device may go into an error state if a user deletes all images in Image Preview and sends a fax.
- The device may go into an error state when a fax is cancelled while scanning with email notification enabled.

- Faxes received successfully but are not printed. The job shows the status on incoming faxes as 'Processing'.
- When the MFP is in sleep mode, an incoming fax wakes the device, but may not be received.
- A fax or send job may hang if the Scanner hatch is open and the Image Preview button is pressed.

Security/Authentication:

- Device event log messages for certain Windows Sign-In failures have been changed to provide improved information.

Embedded JetDirect:

- Wireless Accessory (2700W) would not connect when moving between two Access Points using the same SSID but different WPA configuration, e.g. WPA personal with passphrase to WPA Enterprise with certificates
- Wireless authentication using WPA Enterprise with certificates does not re-authenticate when the identity certificate is changed.
- Setting the IP address manually over the control panel fails intermittently.
- Intermittent printing failure on long print jobs over ePrint, AirPrint, direct, requiring restart of printer.
- When announcing and registering with HP Imaging and Printing Security Center (HP IPSC), the printer neglects to verify the identity of the server.
- When using a 2700W Wi-Fi adapter the printer may hang if the router is power cycled
- The Interlock option is forced to ON causing network connections to remain open for an excessive time, until the print job completed.

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Color LJ M575 Series	Firmware Datecode: 20121208 Firmware Revision: 2201057_231930
Embedded JetDirect:	JDI22210020
DC Controller:	4.63
CPB	2.092k
SCB	xxxFA1244AR 1.0
Fax	Ver8.6A (No Change)
HP Fleet Release Designation	FutureSmart 2 SP2

The following new functionality or features are provided by this firmware release:

Datecode:

Firmware Datecode: 20120623

Firmware Revision: 2200643_228345

ENHANCEMENT:

Base:

- Added the SSID# to the How to Connect menu when using Direct Print.
- Add capability for new Print Mode: Mid weight mode
- Add capability for new Print Mode: Mid-wt glossy mode
- Added Oficio media sizes for Latin America Legal Media
- Added PJI Media Margins Command to support AirPrint.
- Identification for which FutureSmart Version and Service Pack currently being used has been added to the Configuration page.
- AirPrint functionality for URF and PDF 1.4 has been provided
- SNMP support provided for the UPD printer Drivers
- Added WebJet Admin support for determining PJI versioning and PDL language support
- Adjustable Print modes can now be adjusted by Web Service
- Values on devices that show "Print Cartridge" will be changed to show "Toner Cartridge"
- Language support has been added to single function devices for the Do Not Unplug Icon.
- Particular 49.38.07 errors have been changed to 49.38.18 errors to add more details with regards to why the error happened.
- A new SNMP OID has been provided to report the devices power state for all sleep states including 1W.

Digital Sending:

- You can now use a step by step interface for setting up email via the EWS, which includes both required and optional settings under single tab. This avoids clicking on multiple tabs to complete email setup.
- Local (Analog) fax settings can now be configured via the EWS while a device is bound to DSS
- Now Send to Network Folder job will prompt for user credentials only once.
- Virtual Key board key size was changed for a better user experience
- Devices can now be configured to prevent the selection of OCR file types when bound to DSS.

Analog Fax:

- No New Updates

Security/Authentication:

- Certificate registration now occurs during certificate install, avoiding dual registration issues. In addition, HTTPS binding of the certificate also now occurs during certificate install
- PIN and Private stored jobs are now able to be unlocked through SmartCard sign in
- AES 256 symmetric encryption strength is now available for encrypted send to email
- SHA-256 is now available for signed send to email
- Reverse DNS Lookups can now be enabled/disabled for Smart Card sign in configuration page of the device embedded web server
- CDP (Certificate Revocation List Distribution Point) can now be configured from the device embedded web server

Embedded JetDirect:

- Certificates default to 1024 bit encryption key
- Support is added for multiple Jetdirect interfaces

FIXES:

Firmware Datecode: 20120623

Firmware Revision: 2200643_228345

Base:

- You Embedded Web server page may indicate page not found when Restore Factory Settings is selected. To help user know that this is OK a message is provided s may load slowly
- PJJ USTATUS will now return Job Display Name
- When using AirPrint the URF is Not Using Color Tables.
- When pressing the "Start" button it does not show any visual indication that the button was pressed.
- An issue has been resolved which could stop web services if a device is configured while it is sending a folder job via DSS. This would prevent DSS from communicating with the device.
- When Mixed Letter / Legal is set as the default the flatbed scanner only recognizes Legal when paper is placed on the glass the first time.
- Under rare circumstances the device may hang (not respond) when a print job is received while in sleep mode
- 49.38.13 error may be seen if the ADF is loaded with paper and then the flatbed is opened and the user tries to cancel the "Flatbed open" message
- User information is not available for "job-info-attr-X" SNMP for Copy job when querying the device
- Network communication may not wake device when in 1 watt sleep mode.
- When setting up a Send to FTP path you will see "%20" in the path name instead of a space.
- When retrieving device information, FutureSmart devices incorrectly report the Model Number instead of the Model Name.
- Save to Device Memory control panel text and images are not aligned properly
- When a print or copy job has been canceled the Job still shows as an active job in the Job Status screen and the "Detail" and "Cancel" button are still active.
- Waking up the device from sleep or the touch screen cause the device
- Turning the printer on with the printer in an error state will cause the Home Screen to freeze for a couple of minutes when the Hide button is pressed on the error screen.
- Scanner Calibration images are not correct

- The size "Any Size" is displayed as a selection in the Original Size selection for copies. The selection should be "Automatically Detect"
- When the Cartridge door is open the device indicates that the cartridges are at 100% and OK and it should indicate the status is UNKNOWN and the cartridge remaining life should show a "?"
- When attempting to use the Restore Factory Defaults menu - there are certain combinations of settings that do not display a space in between words - or the column width appears to be insufficiently wide in some cases.
- "The menu items for Adjustment, Output Quality, and Notification are missing in the following location:
 1. Go Into the Admin App.
 2. Go into Admin -> Scan/Digital Send Settings -> Save to Network Folder Settings -> Default Job Options.
- The EWS "Adjust Paper Types" menu, used by an Administrator to disallow selected Media Types on a device, does not allow control of eleven of the media types

Digital Sending:

- All Media Types except for Plain should be possible to disable. This is accomplished in the EWS by checking or
- You may see a 49.38.07 error when the SMTP service is not available and the printer keeps trying to send the email over multiple attempts.
- FTP validation takes more than 3.5 sec
- After completing email job the email settings are not retained in the 'From' field where the user has signed in and option to edit the 'From' address is enabled. The settings are also not retained in 'To' field and clears out the email address.
- A problem has been resolved where SMTP errors were being logged several times for the same error
- After disabling PDF encryption from the device embedded web server, the PDF encryption password will not clear.
- Restore factory Defaults and Cold Reset did not remove a device from DSS
- Send to Network folder metadata is overwritten for files with the same name, even though the file type (extension) is different
- Communication error seen when sending email through Lotus Domino 7 SMTP Gateway
- Address book does not display French special characters

- When the checkbox "Allow DSS" is unchecked via the EWS the device will now unbind itself from DSS if it is currently bound. This allows DSS to know that it is no longer a bound device.
- In embedded send to email, where one recipient address is incorrect or an SMTP server is incorrect, results in multiple emails.
- Using Send to Network folder, when creating a Quickset with the Subfolder Based on Username feature, the subfolder generated takes the name %SECURITY_USERNAME%. Instead of actual user name.
- Send to Home folder results in a 49.38.0c Error
- "DSS Workflow (OXPd 1.4) now creates 1-bit monochrome images for the following two sets of settings:
 - For DSS 4.91 and 4.25: (color quality = B&W AND File Format = TIFF or MTIFF)
 - For DSS 4.91 only: (Color Preference = Black/Gray AND File Type = PDF AND Optimize For = Text)"
- Junk character "\n" appears after "Network folder path" in Control Panel and EWS with some local languages.
- Job Start Notification Pop up (JSNP) and Time (%DEVICE_TIME_HHMMSS%) macros are both using Incorrect 12-hour Time format.
- Embedded Send to Network Folder - When entering the folder path and appropriate credentials, a message "The operation failed. Please verify your configuration and try again" occurs when attempting to test folder access.
- "Encrypted emails are not able to be decrypted by the recipient when the public key is obtained from the userCertificate attribute"
- While doing Send to folder or email job in Japanese language, the symbol keyboard is cut off.
- "Onscreen keyboard is delayed when being accessed from the following functions. Retrieve job from memory (PIN), Scan to email and Save to network folder."
- For Send to Email job, pressing Start button multiple times results in clearing the settings retained from the previous job in TO: field
- While typing the address in Send to email job, pressing OK to select the proposed autofill address results in the partially typed name to be selected instead of full address.
- Email autocompletion is sluggish at times due to waiting for an auto complete search to be performed.

- Unable to use backspace through the highlighted default 'From' address in the 'From' field when doing Send to Email
- An issue has been resolved where the path for a send to home folder job was not being populated in the UI after the home folder path lookup. This would occur when the device is sending via DSS.
- Incorrect keyboard layout when switching between 3 languages in email address book
- Performance has been improved in the interactions of DSS or the EWS when the device is in sleep mode
- EWS: Save to Network Folder Setup page takes four seconds to load
- EWS: Save to Network Folder Setup page takes four seconds to load
- Improvements have been made to the Send to Folder Scan time.
- Send to Folder may fail when the destination folder is on Windows DFS (Distributed File System).

Analog Fax:

- Faxing an A4 page with all job defaults, causes the image to contain black and white stripes.
- Fax resolution constraint settings do not retain after reboot
- Output bin settings under Fax receive settings in the device control panel are blank and the device crashes with 49.38.07 when you try to cancel the screen.
- When sending a fax using Internet fax method, an error comes up "The Job could not be sent at this time. Try again." Pressing the OK button on the message would send the fax.
- Lanfax HPF file does not show Pause character in the fax number.
- Printer hangs in "Checking Printer" when it wakes up from sleep by incoming Analog Fax.
- Fax received from certain fax machines won't print
- Intermittent 49.38.07 error when fax archive is enabled.
- Stored Faxes folder information cannot be printed in the job list page and some junk characters exist in the job list page.
- Fax may consistently fail to sending to specific fax numbers

- The device may not answer an incoming fax after many fax jobs (~20) are received in quick succession

Security/Authentication:

- A 49.38.03 error may be seen on devices with installed USB Smart Card readers when the control panel user interface is pressed at the same time as a smart card is entered into the card reader
- WPA PSK Passphrase is visible in control panel
- If network connectivity is lost while LDAP over SSL sign-in is in progress, the "Signing In" screen will be displayed on the screen for an excessive period of time
- Cancelling device sign-in in attempts repeatedly from the control panel can cause the device to hang
- When performing Smart Card Sign In, if a user enters an incorrect PIN a generic error message is displayed instead of the proper "Sign In Failed: Invalid PIN entry, please try again using the correct PIN" error message
- Secure Sanitize Erase may be the default setting for Protect Stored Data. The factory default should be Non-secure Fast Erase

Embedded JetDirect:

- IPsec: IKE phase 1 is performed using wrong auth method
- JDI goes offline after changing the network link speed.
- 49.38.02 error may be seen when printing a Power Point file from an iPad
- 81.02.00 Wireless Network Error

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Color LJ M575 Series	Firmware Datecode: 20120623 Firmware Revision: 2200643_228345
Embedded JetDirect:	JDI2200023
DC Controller:	4.60
CPB	2.083B
SCB	xxxFA1223AR 1.0
Fax	Ver8.6A
HP Fleet Release Designation	FutureSmart 2 SP1

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:

NOTE: ALL IMPROVEMENTS WITH PREVIOUS REVISIONS OF FIRMWARE ARE INCLUDED WITHIN THE MOST CURRENT REVISIONS

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:

Datecode:

Firmware Datecode: 20120412

Firmware Revision: 2200302_226980

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 Color LJ M575 Series	Firmware Datecode: 20120412 Firmware Revision: 2200302_226980
Embedded JetDirect:	JDI2200005
DC Controller:	4.60
CPB	2.076
SCB	xxxxFA1210AR 1.0
Fax	Ver8.6A
HP Fleet Release Designation	Original Release

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:

NOTE: ALL IMPROVEMENTS WITH PREVIOUS REVISIONS OF FIRMWARE ARE INCLUDED WITHIN THE MOST CURRENT REVISIONS

No Previous Releases – Original Version

Installation Instructions

NOTE: Please be aware that an update in some circumstance may require ten 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:

7. Go to the printer's control panel.
8. Scroll down and select the **Administration** application.
9. Select the **Reports** menu.
10. Select the **Configuration/Status Pages** menu.
11. Select the **Configuration Page** option.
12. 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: 20120412
Firmware Revision: 2200302_226980

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)

Please visit the following link to view a video on this firmware upgrade method explained below. YouTube address: <http://youtu.be/adeJ69EKi04>

NOTE: Please be aware that the update in some circumstances may require between 10 or more based on the I/O transfer rates and the time it takes to reinitialize.

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 **Troubleshooting tab**.
4. Browse to the location that the firmware upgrade file was downloaded to, and then select the firmware file. 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.

5. Select **Restart Now** from the EWS confirmation page, or turn the product off and then on again using the power switch. The printer will not automatically reboot.

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). USB Flash Drives with 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 the OK key.
5. Press the Down arrow to highlight **Download**, and then press the OK key.

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 the OK key.
8. Press the Down arrow to highlight the xxxxxxx.bdl file, and then press the 6 key.

NOTE: If you have more than one .bdl file on your USB Thumb drive, select the file you want loaded and press OK.

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

9. When the message **Complete** appears on the control panel display, press the Back button several times until you see the **Continue** menu, then press the OK key.
10. The printer will continue to boot to the Ready state.

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)

Please visit the following link to a view video on this firmware upgrade method explained below. **YouTube address:** <http://youtu.be/MHB18T45LX0>

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). USB Flash Drives with 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. Scroll down and select the **Device Maintenance** application.
4. Select the **USB Firmware Upgrade** menu.
5. 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.
6. Select and highlight 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.

7. Select the Upgrade button in the lower right corner to begin the upgrade process.

When the upgrade is complete, the printer will reboot automatically.

NOTE: The upgrade process may take 10 or more 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.

Web Jetadmin (Supported with version 10.2 SR4 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 10.2 SR4 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 by 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 10.2 SR4 or newer

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 M575 MFP Series Support:

URL for Firmware downloads:

www.hp.com/go/lj500colorMFPM575_firmware

URL for Support:

<http://www.hp.com/go/support>

URL for Access HP: <http://www.hp.com>

FTP address: <ftp.hp.com>

Login: anonymous

Password: your Internet email address

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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