

# HP Universal Print Driver v7.0.0.24832

## Release Notes

The HP Universal Print Driver (HP UPD) is a single driver that gives users access to a range of HP print devices in the office or on the road without downloading separate drivers for every utilized printer. The HP UPD works well with a broad range of networked and direct-connected HP print products using PCL 6 or PostScript emulation. The HP UPD installs in Traditional Mode, or Dynamic Mode to enhance mobile printing. Dynamic Mode discovers network printers or enter a printer name or ip address and print anywhere on your network. It is great when you are on the road or want to print to a new device but do not have a model specific print driver installed. Traditional Mode is just like a traditional driver. Both modes can be used on the same PC. In addition to the print driver, use the tools in the HP UPD Printer Administrator's Resource Kit (HP PARK) to streamline IT tasks, implement printing policies, and optimize your unique imaging and printing environment.

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### Version

Universal Print Driver version 7.0.0.24832

Release Note Edition 3 – September 2020

## Supersedes

Each HP UPD release is a full release of the driver for both 32-bit and 64-bit platforms.

Supported versions and history of HP UPD builds are posted to [www.hp.com/go/upd](http://www.hp.com/go/upd).

HP UPD Release*	PDL	Release Date	Driver Version	Unidrv.dll	pscript5.dll
7.0.0.24832	PCL 6, PS	September 2020	61.250.01.24832	10.0.17763.1217	10.0.16299.402
6.9.0.24630	PCL 6, PS	December 2019	61.240.01.24630	10.0.16299.402	10.0.16299.402
6.8.0.24296	PCL 6, PS	June 2019	61.230.01.24296	10.0.16299.402	10.0.16299.402
6.7.0.23989	PCL 6, PS	March 2019	61.225.01.23989	10.0.16299.402	10.0.16299.402
6.6.5.23510	PCL 6, PS	September 2018	61.220.01.23510	10.0.16299.402	10.0.16299.402
6.6.0.23029	PCL 6, PS	March 2018	61.215.01.23029	6.3.9600.18048	6.3.9600.18048
6.5.0.22695	PCL 6, PS	September 2017	61.196.01.22169	6.3.9600.18048	6.3.9600.18048
6.4.1.22169	PCL 6, PS	April 2017	61.196.01.22169	6.3.9600.18048	6.3.9600.18048
6.4.0.22070**	PCL 6, PS	March 2017	61.195.01.22070	6.3.9600.18048	6.3.9600.18048
6.3.0.21178	PCL 6, PS	October 2016	61.190.01.22278	6.3.9600.18048	6.3.9600.18048
6.2.1.20636	PCL 6, PS	May 2016	61.186.01.20636	6.3.9600.18048	6.3.9600.18048
6.2.0.20412	PCL 6, PS	February 2016	61.185.01.20412	6.3.9600.18048	6.3.9600.18048
6.1.0.20062	PCL 5, PCL 6, PS	November 2015	61.180.01.20062	6.1.7601.21853	6.1.7601.21853
6.0.0.18849	PCL 5, PCL 6, PS	December 2014	61.175.01.18849	6.1.7601.21853	6.1.7601.21853
5.9.0.18326	PCL 5, PCL 6, PS	August 2014	61.170.01.18326	6.1.7601.21853	6.1.7601.21853
5.8.0.17508	PCL 5, PCL 6, PS	January 2014	61.160.01.17508	6.1.7601.21853	6.1.7601.21853
5.7.0.16448	PCL 5, PCL 6, PS	September 2013	61.155.01.16448	6.1.7601.21853	6.1.7601.21853
5.6.5.15717	PCL 5, PCL 6, PS	June 2013	61.150.02.15717	6.1.7601.21853	6.1.7601.21853
5.6.1.15198	PCL 5, PCL 6, PS	April 2013	61.141.01.15198	6.1.7601.21853	6.1.7601.21853
5.6.0.14430	PCL 5, PCL 6, PS	December 2012	61.140.04.14430	6.1.7601.21853	6.1.7601.21853
5.5.0.12834	PCL 5, PCL 6, PS	June 2012	61.130.4.12834	6.1.7600.16385	6.1.7600.16385

\*Versions prior to HP UPD 5.5.0 reached end of support on June 1, 2015

\*\*Off cycle release available with HP new device purchase or through HP Support

## Description

The HP Universal Print Driver (HP UPD) is available as a free download from [www.hp.com/go/upd](http://www.hp.com/go/upd). This version release has the following attributes:

- Available for both 32-bit and 64-bit operating systems
- Available for PCL6 and PS page description languages
- Supports Network and USB

The following list of supported HP driver management tools are available for free in the HP Printer Administrator Resource Kit (HP PARK) v1.8.9 available from [www.hp.com/go/upd](http://www.hp.com/go/upd)

- Active Directory Template v4.5.1

- Driver Configuration Utility v1.700.1.33226
- Driver Deployment Utility v2.0.0.33228

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**NOTE:** AD templates, DCU and DDU are designed for the HP V3 UPD and do not support newer discrete (printer specific) drivers for Windows 7 and later operating systems.

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## Update recommendation

**Optional** - Includes optional enhancements, new features, software or hardware enablement, and/or defect fixes.

## Product Models

New model support announced in this release is listed below. Please reference [www.hp.com/go/upd](http://www.hp.com/go/upd) for the current supported HP device list.

- HP LaserJet Enterprise M610dn
- HP LaserJet Enterprise M611dn
- HP LaserJet Enterprise M611x
- HP LaserJet Enterprise M612dn
- HP LaserJet Enterprise M612x
- HP LaserJet Enterprise MFP M634dn
- HP LaserJet Enterprise MFP M634z
- HP LaserJet Enterprise Flow MFP M634h
- HP LaserJet Enterprise MFP M635h
- HP LaserJet Enterprise MFP M635fht
- HP LaserJet Enterprise Flow MFP M635z
- HP LaserJet Enterprise MFP M636fh
- HP LaserJet Enterprise Flow MFP M636z
- HP Color LaserJet Enterprise MFP M578dn
- HP Color LaserJet Enterprise MFP M578f
- HP Color LaserJet Enterprise Flow MFP M578c
- HP Color LaserJet Enterprise Flow MFP M578z
- HP Color LaserJet Enterprise M554dn
- HP Color LaserJet Enterprise M555dn
- HP Color LaserJet Enterprise M555x
- HP Color LaserJet Managed MFP E78223a
- HP Color LaserJet Managed MFP E78223dv
- HP Color LaserJet Managed MFP E78223dn
- HP Color LaserJet Managed MFP E78223dn Plus
- HP Color LaserJet Managed MFP E78223dn CN

- HP Color LaserJet Managed MFP E78228dn
- HP Color LaserJet Managed MFP E78228dn Plus
- HP Color LaserJet Managed MFP E78228dn CN
- HP Color LaserJet Managed MFP E78323dn
- HP Color LaserJet Managed MFP E78323dn Plus
- HP Color LaserJet Managed MFP E78323dn CN
- HP Color LaserJet Managed Flow MFP E78323z
- HP Color LaserJet Managed Flow MFPE78323Z Plus
- HP Color LaserJet Managed Flow MFPE78323z CN
- HP Color LaserJet Managed MFP E78325dn
- HP Color LaserJet Managed Flow MFP E78325z Plus
- HP Color LaserJet Managed Flow MFP E78325dn CN
- HP Color LaserJet Managed MFP E78325z
- HP Color LaserJet Managed Flow MFP E78325z Plus
- HP Color LaserJet Managed Flow MFP E78325z CN
- HP Color LaserJet Managed MFP E78330dn
- HP Color LaserJet Managed MFP E78330dn Plus
- HP Color LaserJet Managed MFP E78330dn CN
- HP Color LaserJet Managed MFP E78330z
- HP Color LaserJet Managed Flow MFP E78330z Plus
- HP Color LaserJet Managed Flow MFP E78330z CN
- HP LaserJet Enterprise M406dn
- HP LaserJet Enterprise M407dn
- HP LaserJet Managed E40040dn
- HP LaserJet Enterprise MFP M430f
- HP LaserJet Enterprise MFP M431f
- HP LaserJet Managed MFP E42540f
- HP Color LaserJet Enterprise M455dn
- HP Color LaserJet Managed E45028dn
- HP Color LaserJet Enterprise MFP M480f
- HP Color LaserJet Managed MFP E47528f
- HP Laser 408dn
- HP Laser MFP 432fdn

## Devices Supported

Please reference [www.hp.com/go/upd](http://www.hp.com/go/upd) for the current supported HP device list.

## Operating Systems

Client and server operating systems supported for this release of the HP UPD:

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**NOTE:** HP UPD 6.2.0 and later requires minimum SP1 on Win 7 and Win 2008R2 OS.

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### Client operating systems supported:

- **Microsoft Windows 10.** Pro 32-bit and 64-bit.  
HP UPD Traditional Mode: Windows 10 desktop applications; Modern apps  
HP UPD Dynamic Mode: Windows 10 desktop applications
- **Microsoft Windows 8 / 8.1,** Pro, Enterprise; 32-bit and 64-bit.  
HP UPD Traditional Mode: Windows 8 desktop applications; Modern apps  
HP UPD Dynamic Mode: Windows 8 desktop applications
- **Microsoft Windows 7 SP1\*** Starter, Home Premium, Professional, Enterprise, and Ultimate; 32-bit and 64-bit  
  
\*Microsoft has ended mainstream support for this operating system. HP will continue to provide best effort support for the current HP UPD and tools with this discontinued Windows operating system.

### Server operating systems supported:

- **Microsoft Windows Server 2019** Essentials, Standard, Datacenter  
Services: Terminal Server, Cluster Server
- **Microsoft Windows Server 2016** Foundation, Essentials, Standard, Datacenter.  
Services: Terminal Server, Cluster Server
- **Microsoft Windows Server 2012 / 2012R2** Foundation, Essentials, Standard, Datacenter.  
Services: Terminal Server, Cluster Server
- **Microsoft Windows Server 2008R2 SP1** Datacenter, Enterprise and Standard Edition  
Services: Terminal Server, Cluster Server

## Novell / Micro Focus

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**NOTE:** Novell iPrint has been rebranded to Micro Focus iPrint. For more information see: <https://www.novell.com/products/iprint/>.

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For Micro Focus iPrint (formerly Novell iPrint), HP UPD is supported in traditional mode only. Dynamic mode is not supported.

Pre-configuration of the driver using the HP Driver Configuration Utility (HP DCU) is supported so that administrators can define defaults before driver installation.

The iPrint clients are now available with iPrint server and not as a separate download. You should install the iPrint client from the Welcome page of the iPrint server or iPrint Appliance.

For information on how HP UPD works in Print environment, see [Using Printer Driver Profiles](#) in the [OES 2015 SP1: iPrint Administration Guide](#) or [Using Printer Driver Profiles](#) in the [iPrint Appliance 2.1 Administration Guide](#).

## Citrix Support

HP recommends reading and following the instructions outlined in the HP whitepaper "HP Printers Supported in Citrix XenApp Server Environments" available at [www.hp.com/go/upd](http://www.hp.com/go/upd)

- Citrix Virtual Apps and Desktops 18xx
- Citrix XenApp and XenDesktop 7.x
- Citrix XenApp 6.0
- Citrix XenApp 6.5
- Citrix XenApp and XenDesktop 7.5

## Languages

The HP Universal Print Driver (HP UPD) is available in the following languages:

Arabic	Finnish	Latvian	Slovak
Bulgarian	French	Lithuanian	Slovenian
Catalan	German	Norwegian	Spanish
Croatian	Greek	Polish	Swedish
Czech	Hebrew	Portuguese (Brazilian)	Thai
Danish	Hungarian	Romanian	Traditional Chinese
Dutch	Italian	Russian	Turkish
English	Japanese	Serbian (Latin)	Ukrainian
Estonian	Korean	Simplified Chinese	

## Enhancements/New Features

### HP UPD 7.0.0

- Support Banner printing up to 47.2 inch (1198.88 mm)
  - Starting with UPD 7.0.0, banner printing is supported with custom size.
    - up to 17 X 47.2 inch
    - up to 431.8 X 1198.99mm
  - Supported model
    - HP Color LaserJet M751, HP Color LaserJet E75245
    - HP Color LaserJet M776
    - HP Color LaserJet M856, HP Color LaserJet E85055.

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**NOTE:** Banner printing feature supports only above models.

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- Add "color Themes" into DCU for the customer can use Photo(sRGB) as default.

## HP UPD 6.9.0

- Modified Scaling Options -- Starting with UPD 6.9.0, constraints between Print Document On and Scaling have been decoupled/removed. You can now scale the page by selecting Custom Scale even with Print document on selected when printing 1-UP.

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**NOTE:** Scaling Type and the ability to scale the page is not available when 2-UP (2 pages per sheet such as with booklet printing) is selected. Scaling Options are not available for 4-UP and more pages per sheet.

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- Scaling Options: Scaling Type – Selects the scaling type to apply to your document.
  - No Scale – print your document on the selected paper size without resizing. If No Scale is selected, then the document page images will not be scaled, and are instead centered at full size on the target paper. If the document size is larger than the target paper size, then the document image is clipped. If it is smaller, then it is centered within the target paper.
  - Scale to fit -- Specifies whether each formatted document page image is scaled to fit the target paper size.
  - Custom Scale – enlarge or reduce your document from normal size. Enlarging your document may truncate some of each page.
- Scaling Options: Alignment – enables you to align the image on the sheet to the upper, center or lower right, left of center of the page.
- Expanded the positioning of the [Username] pattern in Group Dynamic Watermarks from two positions, "Center" and "Top Right" to nine positions:
  - Top Left, Top Middle, Top Right, Center Left, Center, Center Right, Bottom Left, Bottom Middle, or Bottom Right.
- Removed the constraint between "Back to Front" and Duplex.
  - Whenever "Back to Front" and Duplex is selected, a warning message "Back to Front with Duplex supported only for faceup printers. Using this combination with facedown printers would result in undefined behavior"
- Removed Online Diagnostics from Internet Services on the Services tab of the print driver.

## HP UPD 6.8.0

- Support for custom user forms
- Adds the capability to add a watermark or overlay of an image to each page
- Image shift option for printing custom pre-printed media
- Option for UpdateNow.exe PARK tool to run in silent mode
- EMF spooling option
- Option for HP data collection
- Support for Windows Server 2019

## HP UPD 6.7.0

- Option to lock the "Job Storage Mode" to "Personal Job" and lock the "Make Job Private/Secure" option to "Pin to Print" by enabling "PIN to Print Only" in the Device Settings tab of Printer Properties
- UPD PCL 6 support for Tab printing

## HP UPD 6.6.5

- Support for Serverless Job Accounting

## HP UPD 6.6.0

- Option under Special Pages for inserting pages throughout documents from a different input tray and different paper type

## HP UPD 6.5.0

- Expanded support for printer capabilities mode including Paper Sizes, Color and Ink Settings, Ink Print Quality Settings, and Secure Encryption
- HP UPD implementation of Compatible IDs
- Expanded support for “new” printers in future releases supporting printer capabilities mode
- Edge to edge support in printer compatibilities mode
- A new mode for only HP MFP S900 printers to provide an additional way to print booklets with improved printing performance.

## HP UPD 6.4.1

- Support for Microsoft Windows Server 2016 for PCL 6 and PS
- New Print Quality Settings
- New Output Device Settings
- Group Watermarks
- Decoupled dropdown for Black Only & HP EasyColor
- HP Smart Device Agent Base for USB Plug and Play

## HP UPD 6.3.0

- N/A

## HP UPD 6.2.1

- N/A

## HP UPD 6.2.0

- Support for XenApp 7.6 UPS
- Support for Dynamic Watermarks - Document Name and Page Numbers
- Support for watermark image having near white pixels printing - PCL6 ONLY

## HP UPD 6.1.0

- Support for Microsoft Windows 10 for PCL 6 and PS

## HP UPD 6.0.0

- Support for using printui.dll switches /Ss and /Sr
- Support for Citrix XenApp and XenDesktop v7.5



- Support for Internet Printing Protocol for Traditional Mode Print Queues. HP UPD Dynamic mode is not supported. IPP does not support SNMP, therefore HP UPD's bidirectional communication (Update Now feature) is not supported for IPP connected printers

### HP UPD 5.9.0

- New graphics displayed on the UPD installer and Automatic Configuration screens
- New Separator Page (Alternate) prints one separator page for the entire print job. Not available on Windows XP, Windows Vista or Windows Server 2003
- Install.exe help contents updated to communicate that /q and /h are required switches when used with /infstage and /infremove
- Improved error messaging when HP UPD fails to "Add Permanent instance printer..." in dynamic mode
- Services tab now supports Mozilla and Chrome browsers

### HP UPD 5.8.0

- Support for the HP S900 series MFPs

### HP UPD 5.7.0

- N/A

### HP UPD 5.6.5

- New options added to the HP UPD install.exe for USB Plug and Play:
  - Select USB mode for USB Plug and Play
  - Remove all versions of HP Universal Printing Driver from Windows driver store
  - Add 'HP Universal Printing Driver' to Windows driver store

### HP UPD 5.6.0

- Support for Windows 8 x32 and x64, and Windows Server 2012
- Update driver properties and preferences via a Microsoft API call.
  - This new mechanism should also eliminate the Interactive Services Detection / Session 0 messages that customers have reported in the past."
- Reintroduce the /aml install switch to UPD
  - Update the install.exe /? help text to include information on the /aml switch for UPD Install.exe
- Update unidrv.dll and pscript5.dll to the most current version released by Microsoft

### HP UPD 5.5.0

- Device type and job storage can now be pre-configured via DCU and DDU
- Add the ability to pre-configure print driver's tray settings (Tray 1 through Tray 10) in DCU and DDU
- HP UPD version specific driver name includes X.Y.Z (major.minor.subminor) to match the UPD version release. With this change, you can install a HP UPD 5.4.5 driver and 5.4.0 driver on the same server.

## Fixes/Key Issues Resolved

### HP UPD 7.0.0

- UPD 6.9.0 - Manual color setting is not pre-configured.
- UPD 6.8.0 PS - Custom scale of excel is changed after changing the color mode.
- UPD 6.9.0 - PARK DCU Staple selection for Japanese incorrectly localized (DCU: 1.680.133156)
- UPD 6.9.0 PCL 6 – Some Japanese menu is cut off
- UPD 6.8.0 PS- Bluebeam PDF Software - Blank page prints instead of PDF file
- UPD 6.9.0 - can't change Password for secure encrypted print after setting it as default.

### HP UPD 6.9.0

- UPD 6.6.5 PS -- E82550z PDF2 double-sided printing as booklet: print content cannot be seen clearly. Fixed in Build Microsoft Windows 10 - Version 1903
- UPD 6.8.0 PS - Preconfiguration Issue when creating booklet shortcut
- UPD 6.8 PCL 6 - Bluebeam PDF Software - Blank page prints instead of PDF file
- USB UPD for Managed Services getting alert from Windows Defender Security

### HP UPD 6.8.0

- UPD 6.6.5 - Job Storage with Encryption Fails with Windows Native (Metro) Applications
- UPD 6.6.5 - Preconfiguring via DCU - PageWide Printers created in Dynamic Mode do not Inherit Pre-configured Print Quality setting for "General Office "
- Crashing issue when printing on VDI environment
- P2055 Duplexer missing when installing UPD 6.6.5 while it works with UPD 6.6.0
- UPD - Job Accounting prompt not working with MS Edge
- UPD 6.6.5 Postscript driver flip up versus flip over changes for Portrait pages after printing A3 Landscape pages in mixed orientation document
- Manually Feed Unknown A4 after updating UPD v6.7.0

### HP UPD 6.7.0

- HP UPD driver configuration does not provide color option in Modern app (Edge) Win 10 with no bidi
- HP UPD 6.5.0/6.6.0 PCL 6 Incorrect colors when printing XPS files
- HP UPD 6.6.5 Job Storage with Encryption Fails with Windows Native (Metro) Applications such as MS Edge when using a default password
- HP UPD 6.6.5 install fails with print name starting with "prn" or "prt" or lowercase letter -- installs without issue with UPD 6.5.0
- HP UPD PCL 6 Wrong color output printing from Windows Edge (orange turns blue)

- Crashing issue when printing on VDI environments with error message: “Windows TSE Virtual Channel Plugin has stopped working“

## HP UPD 6.6.5

- HP UPD 6.5 orientation issue with PDF Export files from Excel or Printing from MS Office Excel
- HP UPD 6.5 PS doesn't auto-configure the booklet maker on M855/M880 with FS 4.5
- HP UPD 6.5 causing hangs with Word 2010 on splwow64.exe -- Intermittently with UPD PCL 6, when selecting File and then Print to print from a 32-bit application on a 64-bit Windows Operating System, the application's Print U/I hangs, locks up or does not appear. Ending the Splwow64 process unlocks the application, enabling printing of multiple jobs before seeing another hang.
- Corrupted printouts with PDF X-Change where fine lines are printed incorrectly fixed by adding a new feature named “Line Width Correction” in Printer Properties with two options- “Enabled” and “Disabled”. User can change the settings from Printer properties->Device Setting or Pre-configure the setting through DCU.
- UPD 6.6.0 PCL6 causes logo distortion
- Preconfiguring Grayscale printing shortcuts does not show up correctly after install without bidi.
- HP UPD 6.6.0 PCL 6 cannot print customer Font Gotham in bold
- HP UPD 6.6.0 not displaying "Automatic Configuration" option when naming port TST0036 during install. The following reserved characters cannot be used as the first characters of a port name: “\\”, “USB”, “DOT4\_”, “LPT”, “HST\_”, “IP\_”, “IPX\_”, “COM”, “FILE:”, “:raw”, “TS”, “:”, “\”, “WSD-”, “/.ipp”, “/ipp”, “ipp://”, and “Secure”.
- Printer install creating a second IP port if the port name is not the Windows default IP
- HP UPD 6.6.0 PCL 6 cannot add shortcuts in HP UPD if a CFM file used in deployment
- HP UPD 6.5.0/6.6.0 PCL 6: Preconfiguring the driver with /gcfm"c:\Temp\Duplex.cfm" does not configure the queue

## HP UPD 6.6.0

- HP UPD 6.0 - Performance Degradation after changes are made in Printing Preferences
- HP UPD 6.4.1 driver having a Korean translation error with HP M681/E62575 output accessory option
- HP UPD 6.4.1 PCL 6, Mixed Orientation document does not print correctly with PCL 6. However, it prints correctly with PS.
- HP LaserJet M632/M682 – HP UPD 6.4.1 PCL 6 bin selection issue (3 bin stapler/stacker accessory) only shows 2 bins when upgrading to FS 4.3.1 FW
- Pictures print blue or rotated from IE 11 on Windows 10
- Black background on chart when printed on HP E87660, which is fixed by disabling HP EasyColor
- Formatted images in MS Word missing data with HP UPD PCL 6 v6.5.0, prints correctly with HP EasyColor disabled, or with HP UPD 6.3.0
- HP UPD 6.5.0 PCL6 caused PCL XL error if A3+duplex+booklet+left binding active
- HP UPD 6.5.0 PCL 6, occasional reverses images in output

## HP UPD 6.5.0

- Slow booklet printing with HP MFP S962 printer using HP UPD 6.2.1 PCL6
- HP UPD PCL6 - Mopy disabled after installation with set to Enabled in DCU CFM file when pointing at LPT1
- Flipcharts with 32-bit 3rd party app on 64-bit Windows 8 prints fine with HP UPD 6.0 PCL 6, fails with HP UPD 6.3.0 PCL 6
- HP UPD 6.4.1 allows user to avoid policy by pressing "Cancel" on Printing Preferences
- HP UPD 6.4.1 PS - Unable to Print Color background and Drawings in Word Document as MONO with Grayscale option with Separator page in use. HP UPD 6.2.0 PS works fine.
- CAD prints have bold outlines from HP UPD 6.4.1 PCL 6 -- prints correctly in HP UPD 6.2.0
- Printing PDF file results in very thick lines when using PDF Xchange
- HP UPD 6.4.1 PCL6 trouble printing a border pattern in MS Word

## HP UPD 6.4.1

- Collate not set by default with Default shortcuts when performing an Update now to a Mopier supported device
- Client machine hangs when changing properties on the client machine
- If the user disables Mopy in the print queue with a printer that supports Mopy mode, they get the square of the copies selected
- DCU – Windows 10 v1607 Pre-configuration Settings Not Sticking. Fixed in “Cumulative Update for Windows 10 Version 1607 (KB4013429)” released on March 15, 2017.

## HP UPD 6.3.0

- Slow PDF Printing using HP UPD 6.2.0 PCL 6 with the HP M680
- HP UPD PCL 6 does not follow Top Margin values when printing PDF or MS Word files
- HP UPD 6.2.0 shows delay in Opening About tab in Citrix VDI environment
- HP UPD 6.2.0 PCL 6 on Windows 8.1 x64, MS Word 2013 slow spooling, excessive print times
- Microsoft Edge and HP UPD 6.2 PCL and PS cannot Print from Browser
- Terminal Session and Windows 7 Client with HP UPD 6.2.0/6.2.1 PCL6 does not print correctly
- HP M506/M605, HP UPD does not auto configure the printer over USB when using an existing port, tray 3 missing

## HP UPD 6.2.1

- AD Template Policy not active until after first time printing
- Color Access Control through HP UPD AD Group Policy does not work with 32-bit apps on 64-bit operating systems
- HP UPD 6.2.0 PCL 6 in Citrix Xen Desktop 7.6 SP 1 VDI - shows delay of 20 secs to open driver properties from Application while printing

## HP UPD 6.2.0

- XenApp 7.6 Application goes to not responding state when selecting HP printer

- Job hangs in queue, Unidrv 6.1 shipping in HP UPD is being overwritten by Unidrv 6.2
- HP UPD 6.0.2 Stored jobs with the same name overwrite previous jobs on OZ devices
- When using Equitrac I-Queue with 6.0 UPD drivers (PS & PCL6) documents do not print correctly
- HP UPD 6.1.0 PCL 6 w/Portuguese Windows 7 in Dynamic Mode, Add printers to Printer and Faxes and Print requests manual feed and Printer auto select shows letter instead of A4

## HP UPD 6.1.0

- Unable to restrict color printing in EWS when using a 32-bit application with a 64-bit driver
- HP EasyColor set as OFF in DCU Shows Enable when creating Permanent Instance from Dynamic mode installation
- Staples are missing from preview image in driver user interface for Left and Right Binding for Fold and Stitch
- HP UPD 6.0.0 PS and PCL 6 shows the wrong German Translation for Custom in the Job Storage tab for Username - Custom
- Page order in the Advance tab of HP UPD Properties does not use the configured value. If Back to Front is selected, the setting changes to Front to Back if any other settings are changed
- For Stored jobs, the 1-99 designation is missing on Job Storage Identification popup resulting in jobs with same name being overwritten
- HP UPD PCL 6 does not accept the "Print document on" preset settings from DCU
- When using Windows 8.1, when a HP LaserJet P3015 printer is connected in Plug and Play, it connects to a composite USB port instead of a DOT4 port. Printer Status pop-ups do not work correctly. Changes made in HP UPD and HP SuperDOT4 to resolve this issue.
- HP UPD 6.0.0 PCL 6, Booklet printing fails for document with mixed portrait and landscape content with the order of pages incorrect
- Output Bin 1 is missing from the HP UPD when connected to an HP LaserJet M9050 printer with 8-bin MBM in Mailbox Mode
- When using the HP UPD PCL6 driver and specifying an output option for 4 holes and 1 staple, or 3 holes and 1 staple, the output is punched but not stapled
- Selecting DCU created shortcuts in Printing Preferences and clicking OK, when going back into Printing Preferences, the shortcut is no longer selected
- Duplex Lock prints as Simplex if settings are changed from the application level
- When printing a pdf file created in MS Word using PCL 6, the print job crashes with an error around page 9

## HP UPD 6.0.0

- Intermittently hpc6r130.dll implicated in splwow64 crashes
- Page order is incorrect with Fold and Stitch selected with Duplex Flip Up and Flip Over
- When collate is not selected, multiple copies of a single page document are stapled together as one job
- Setting "Device Type = Monochrome" in Device Settings now forces grayscale printing
- Unable to delete EcoSmart shortcut in Driver Configuration Utility (DCU)
- Incorrect default paper sizes in Printing Preferences for French Canada locale

- Dynamic Mode search options that should be hidden by policy are displayed
- User can experience long delays when printing from a point and print client
- Stored / Encrypted print jobs are not stored correctly on the device

## HP UPD 5.9.0

- When the "Print on both sides" option is checked on a printer without an auto-duplexer, one extra blank page prints when printing one-page content from IE 9.
- If a folder is already created, the print driver is unable to change permissions on the folder.
- Communication fails with a device when Dynamic Mode is used with a Custom Community Name
- Settings changed at the application level get reset to AD/MPA Policy defaults immediately after sending the print job with the application still open.
- With a mixed A3, A4 document, duplex print binding is incorrect with A3 pages printing as Flip Up from the long edge and A4 pages printing Flip Over from the long edge.
- HP UPD fails to automatically configure the printer over the network when using a host name with the phrase "USB" in all capital letters. When the driver finds the phrase "USB" in capital letters in the port name / port address fields of a printer, it tries to perform BiDi through the Composite USB channel causing the operation to fail.
- When printing a second job from MS Office 2013/365, MS Office hangs on Windows 7 32-bit systems. However, the first job prints correctly. Disabling SNP resolves this issue.
- After pre-staging the HP UPD, an HP LaserJet P3015 printer is not correctly installed using the HP UPD PCL 6 on a USB Dot 4 port.
- The HP CM8060 Color MFP printer does not staple when using HP UPD 5.8.0 PS.
- When printing an A4 document with Landscape and Portrait content as a Booklet job with 2 or more copies on A3 media, the HP UPD shrinks the Landscape job to fit in the selected paper size. The same job prints fine as a Booklet when printing only 1 copy.
- On a Windows 8.1 system, the HP UPD does not detect the RAM disk over USB on an HP LaserJet P4515 printer resulting in stapler-stacker related issues. Printing multiple copies of a multi-page stapled job results in all copies printed and stapled as one with USB. The copies are collated but are stapled together as a single document. Printing over the network prints and staples the individual copies correctly.
- On Windows 7 64-bit clients, splwow64.exe crashes randomly with Clients losing printing for a period of time (between 3 to 5 minutes).
- HP UPD 5.7 & 5.8 is not enabling Job Storage when the Hard Disk and Mopier is configured as enabled in DCU (CFM file).
- The HP M5035 MFP printer does not staple when using HP UPD 5.8.0 PS.
- HP UPD PS shows media types in English for non-English systems including systems configured for the Netherlands and Germany.
- HP UPD printing performance is impacted in Novell iPrint when using the ShortInstallName configuration.
- Mixed media size document prints with 11x17 page rotated 180 degrees when the output device is attached.
- HP UPD in Dynamic Mode shows the incorrect model name of the printer.

## HP UPD 5.8.0

- Custom Permissions on "C:\ProgramData\Hewlett-Packard" prevent Revolve Notebook rotation software from working correctly
- Cancelling print jobs in dynamic mode with Outlook results in an error
- PCL XL Error: Illegal Media Size when printing 4x6
- When using HP UPD in Dynamic Mode, the copy count and collate settings from Word 2010 are not consistent between the application and driver
- Visio 2010 prints solid fills (semitransparent) with dark cross-hatch lines

## HP UPD 5.7.0

- When you disable a policy in the MPA/AMD template, the changes are not reflected in existing HP UPD queues/printers.
- Fonts are sent down rasterized by default versus TrueType as in previous versions of the HP UPD.
- The HP UPD is not retaining the Shortcut settings saved after changing the media size. It is reverting to the default values.
- Separator Page User Name is not maintained when switching between print queues.
- When printing EXCEL documents using the print "entire notebook" option with HP UPD PCL 5 and not opening the print preview for individual sheets, the output may contain invalid junk characters.
- With a previous version of HP UPD installed, when installing a newer version of the HP UPD, the HP UPD v.5.6.1 & v5.6.5 cioum\*.msi package and cioum.dll is updated but five dependent DLL files are not correctly updated.
- With Grayscale turned on as default, un-checking "Print in Grayscale" only prints in color 50% of the time.
- In HP UPD Dynamic Mode with user accounts that do not have admin privileges, the option "Add Printer to Printer & Faxes Folder" is grayed out.

## HP UPD 5.6.5

- User-specified print settings are ignored when a policy exists for that setting.
- Trays, Media information and Watermarks are displayed in English on systems with the Windows Multilingual User Interface Pack (MUI) installed and set to a non-English language
- Registry growth in HKU\DEFAULT\Software\Hewlett-Packard may occur on Windows Terminal Server or Citrix XenApp servers.
- Manual duplex instructions are not displayed intermittently
- A delay is seen when opening a print queue on a remote server through Windows Print Management Console
- The "pin to print" dialog may be displayed in the background (hidden) instead of in the foreground
- HP UPD PS driver does not show all supported print resolutions for the HP LaserJet M401 printer
- ADMX policy for color restrictions with application name not working
- Printing Shortcuts do not save resizing options
- Command line install option /qcomname does not work when used with the /ni command switch
- Windows Server 2008 R2 in PMC Printer preferences are overwriting Printing Defaults when an Update Now is performed

- HP UPD 5.6 PCL6, SetPrinter cannot modify the Duplex printing setting if the print queue is preconfigured with DCU
- Output bins are not available on a HP LaserJet 9050 printer with an 8-bin Mailbox
- Shortcuts created using a device specified custom media type are not displayed
- HP UPD 5.6.0 PS Separator Page does not Print from Adobe Applications when PS Passthrough is Enabled
- The expected “unable to communicate” error pop-up is not displayed when HP UPD is unable to communicate with the device
- Installing HP UPD 5.6.0 in traditional mode to a HP LaserJet P3005 printer defaults to 600 DPI instead of FastRes 1200

## HP UPD 5.6.0

- After making a policy setting in MPA/AD group policy, the settings are locked at the application level even when it is not locked in the actual policy
- UPD 5.3.1 PS/PCL6, creating a shortcut with A4 + Landscape + 4-UP + Duplex + short edge binding, after clicking Save the binding style is set to Long Edge, changing to 6-UP, orientation is incorrectly displayed in the preview
- MPA 2.6.5 printer images are not showing up correctly, often showing the same image across printer models
- The Dutch translation for HP UPD installation screens has a translation error
- Duplex flip pages up are printed as duplex flip pages over when doing N-UP printing from PowerPoint with UPD 5.3 and 5.4 PCL 6
- HP UPD 5.5.0, HP LaserJet M600/ CE997A 5-bin mailbox bins mislabeled in all modes for all PDLs
- HP UPD installation using install.exe with custom scripts hangs after approximately 100 print queues
- HP UPD 5.4/MPA 2.6.5 slow printer list population for users
- Spooler hanging or crashing with HP UPD 5.1, log shows "the language monitor dll is waiting on a critical section. "
- HP UPD 5.5.0 with the HP LaserJet P4515/ CB520A, the 5-bin mailbox is mislabeled in all modes for all PDLs
- MPA printer list does not show up in Devices and Printers when you right click the queue and click Printer properties or Printer preferences
- MPA with “Custom Community name” in MPL is not communicating with the device using HP UPD in Dynamic Mode
- MPA and AD group policy, changes to unlocked policy settings when printing are ignored at the application level
- HP UPD 5.5 PCL6, when printing from PowerPoint, some squares are a yellowish color instead of green when EasyColor is enabled
- HP UPD 5.5/MPA 2.6.5, graphics printer list crashes Explorer when attempting to view the graphic printer list from printing preferences
- HP UPD 5.5 with the HP LaserJet 9040 does not have an option to print to the Left Bin (Face Up) when no output accessory is attached
- HP UPD always defaults to letter and non-metric values



- HP UPD PCL 6 is not reflecting DCU CFM settings correctly for device type and status notification
- Envelope DL media size is missing in HP UPD PCL5 and PCL6 in German Windows Server 2008 R2 operating system, PS shows Envelop DL size correctly
- HP UPD is not showing all available supported resolutions for HP LaserJet P3005, Fastres 1200 and PPro res 1200 missing in Print Quality
- HP UPD 5.5, issues with PnP using DPInst or PnPUtil with the HP LaserJet P2055 and M401, PnP event fails on driver
- HP UPD 5.5 in Citrix XenDesktop, the print driver intermittently is not getting installed due to an installation error
- HP UPD 5.5 PCL6, HP M600 series, when printing Oficio 216x340 with auto duplexing, the driver shows manual duplex

## HP UPD 5.5.0

- MPA version 2.5.9 help includes an older version of the System Admin Guide that incorrectly lists support for Windows 2000.
- HP UPD PCL 5, a document is printed in simplex mode when duplex is selected, and copies is set to 20.
- After making a policy setting in the HP MPA or Active Directory (AD) templates, the duplex and job storage (personal job) settings are locked even when they are not locked in the actual policy.
- When creating a shortcut with the media type A4, Landscape, 4UP, Duplex and short edge binding in HP UPD 5.3.1 PS/PCL6, after saving the shortcut and changing the shortcut from 4UP to 6UP, binding style is reset to long edge.
- MPA 2.6.5 printer images are not showing up correctly in the MPL view "List with printer graphics" -- printers show the same common image or no image. The HP Color LaserJet CP4020, HP LaserJet 500 color M551, HP LaserJet 600 M603, and HP LaserJet P4515 printers are all displaying the same graphic. The HP LaserJet 5200 and HP Color LaserJet CP4525 printers display a generic image. The HP Color LaserJet CM4540mfp and CP5520 printers initially come up blank in MPL view and you must do an update to get the correct image.
- The Dutch translation for the HP UPD installation screens have a translation error.
- HP UPD 5.4 PCL 6, a color shortcut created in DCU and saved to a CFM file can be deleted from preferences when using the port LPT1 but cannot be deleted if the port is an IP address.
- The HP UPD 5.4 PCL5 driver is printing some characters incorrectly in vector graphics mode such as the letters l and t.
- In HP UPD 5.3.1 and 5.4 PCL 6 with PowerPoint 2010, Landscape Duplex jobs print the back side flipped over like a calendar instead of printing the back side right side up like a book.
- In the Epic printing environment, print jobs appear to be hanging, showing up in a splwow64 process that would appear to be hung. However, the issue is a thread is entering a critical section and not exiting correctly. This results in the process not sending return messages to the calling programs and eventually resulting in processes timing out.
- In a Citrix Epic printing environment, IE and MS Word related print issues are occurring in Terminal Services and Citrix sessions. No issues are occurring when printing from clients locally to these same networked print queues.
- When you print a PDF file from Acrobat Reader with the HP UPD PCL 5 driver, the file will only print correctly if you set Page Scaling to none. When Page Scaling options other than none are selected, the file is printed incorrectly with small additional lines under the text and underscored text printing

incorrectly. With the HP UPD PCL 6 driver, small dots appear in the middle of the leftmost characters and numbers. This issue does not occur with the HP UPD PS driver.

- When you select alternative letterhead mode “on” with the paper type letterhead and duplex mode on and printing a two-page document from MS Word, the printer uses two sheets of paper and duplexes both sheets with one side blank. Issue is occurring with HP UPD 5.4 PCL5 but is working correctly with HP UPD 5.3.1.
- In a terminal server print environment, if there is no duplexer in the printer, you have the option in the HP UPD to select manual duplex. Instructions for manual duplexing are coming up on the console of the server instead of the client.
- When a permanent instance is created using HP UPD 5.4 PCL 6 Dynamic Mode to the HP Color LaserJet CM6040mfp printer with the 3-Bin Stapler Stacker, no options are listed. If a manual Automatic Configuration Update Now is performed, the options for the Output bin are listed.
- The printer name is always that of the last installed printer when using the job accounting feature of MPA.
- When Job Storage is set to Disable in DCU and saved in the CFG file, the /gcfm switch is not setting Job Storage to disabled.
- In the process of migrating print server drivers and queues from the HP discrete drivers to HP UPD, the Windows 2008 SP2 (32-bit) print server encounters spooler crashes post migration to HP UPD v5.2.5
- Characters and words are randomly spaced when using Office 2002 with HP UPD 5.2.6 and custom soft fonts on the HP LaserJet 2055 printer.
- After installing HP UPD 5.4, the registry, file version and product version of the file cioum.dll is not updated with a new version.
- In a point and print environment, if there is no hard disk in the printer, you have the option in the HP UPD to select manual duplex. Instructions for manual duplexing are coming up on the console of the server instead of the client.
- Using the HP UPD 5.2.6 in a cluster environment, when printing from the cluster, the registry on the client computer is filling up with registry entries.
- With Windows Server2008, 64 bits, sp2, when using HP UPD 5.4 with the Citrix stress test tool as admin, the spooler is occasionally crashing.
- When printing a Corel Draw document from Windows XP with the HP UPD PCL 5 driver, Kernel memory usage increases when printing and the gdrv tag increases when viewed in PoolMon (the Memory Pool Monitor).
- A @PJL JOB command is missing at the beginning of jobs (job header) when printing from Internet Explorer in Windows 7.
- When creating a shortcut in the English version of Windows Server 2008 R2 operating system with the media size "Envelop DL" and sharing with a German version of Windows Server 2008 R2, the "Envelop DL" media size does not show up in the German operating system.
- Watermarks which have spaces or special characters in the text are only getting partially printed when using the HP UPD PCL 5 driver or are producing PCL XL errors with the HP UPD PCL 6 driver.
- In MPA 2.6.5, you cannot create a virtual printer for HP or Canon devices. MPA 2.6.3 works correctly when adding HP Virtual printers.
- When you create multiple custom shortcuts with a shortcut set to the default paper source of "Automatically select" and a second custom shortcut set to a paper source of "Manual Feed in Tray 1", if you select the manual feed shortcut and then the Auto Select shortcut, the Paper Source is changed to "Manual Feed in Tray 1."

- Upgrade error events are reported by the print system in the event log and the user is seeing intermittent printer properties and document properties dialogs not getting closed.
- On the HP LaserJet M603 printer with the HP UPD PS driver, the 5-bin mailbox bins are mislabeled, and standard bin and rear bin selections are missing.
- On the CB522E Stapler/Stacker, stapling options are not showing up correctly in HP UPD 5.3.1 and 5.4 PCL5 and PCL6.
- The install /gcfm switch is only working with a new install with HP UPD 5.4 on Windows 7 32-Bit, but it works correctly with HP UPD 5.3.1.

## Deprecated features

- HP UPD v6.4.1 is the last release of the HP UPD supporting Status Notification Pop-ups (SNPs)
- HP UPD v6.3.0 is the last release of the HP UPD supporting Windows Server 2008 x32 and x64
  - No change to Windows Server 2008R2
- HP UPD v6.3.0 and HP PARK 1.8.1 are the last release of the HP UPD and HP PARK supporting MPA
  - MPA Workaround: Active Directory group policy (HP PARK AD Template)
- HP UPD v6.1.0 is the last version of the HP UPD to support PCL 5 for Windows 7 and later Windows operating systems
- HP UPD v6.0.0 is the last version of the HP UPD PCL6 and PS to support Microsoft Windows XP and Vista
- HP UPD v5.9.0 is the last version of the HP UPD PCL5 to support Microsoft Windows XP and Vista
- HP UPD v5.9.0 is the last version of the HP UPD to support Microsoft Server 2003
- When using install.exe /SM and specifying an LPT port, the port name must be in all capital letters and contain a colon (i.e. LPT1:) Lower-case port names without a colon are no longer valid resulting in a failure to create the port or creation of a port name not tied to the system's LPT port.

## Issues and Workarounds

The following list contains the known issues in this release and available workarounds. HP targets resolution for these issues in future releases of the HP UPD and/or print driver tools within the HP Print Administrator Resource Kit (PARK).

- Banding printing on JPG images with PCL6 driver only -- Windows 8.1 and Windows 10 Photos app
  - Workaround: Disable HP EasyColor or right click the image and print it from Windows Photo Viewer
- DCU constraint between HPEasyColor and Color Settings is missing in the Printing shortcut path
- HP UPD driver configuration will not provide a color option in Modern apps in Windows 10 without bidi
  - Workaround: When configuring the driver through DCU, in the Device Setting Tab, set Device Type to color and lock it. For the Automatic Configuration feature, select the option Disable.
- HP UPD 6.5.0/6.6.0 PCL 6 Incorrect colors when printing XPS files
  - Workaround: Use the UPD 6.4.1 or earlier driver
- Duplicate entry in Printer Window while printing through Edge, Photos with two copies of job printed with pooling enabled
  - Issue is also seen with non-HP print drivers

- Workaround: With a server/client environment, use client rendering. To set the value in the registry, start with Render on Client currently selected, uncheck the setting, click Apply and then check the setting and click Apply to set the value in the registry. This sets the EMFDespoolingSetting to 0 (zero) 0=CSR and 1=SSR. This must be set on the server queue in the Sharing tab in Printer properties.

## Known Limitations

The following limitations are known to exist in Windows 8 / 8.1 and Window 10.

- HP UPD Dynamic Mode printing from Modern apps is not supported. Attempting to print with HP UPD Dynamic Mode from Modern apps may exhibit the following behaviors:
  - 1) The HP UPD Dynamic Mode interface is not displayed. Printer discovery and selection is unavailable.
  - 2) Print jobs fail and must be manually removed from the print queue. This will occur if the HP UPD Dynamic Mode printer does not already contain a destination printer in the “Recently Used Printers” list.

**Workaround:** To print from Modern apps, create a permanent instance printer.

- When printing from a Modern app to a printer using a v3 printer driver, the user is presented with the default print experience; print features like stapling, duplex selection, and paper size options that are common to all printers are available. Driver-specific features like PIN-secured printing are unavailable when printing from Modern apps to v3 printer drivers. For more information, see <http://msdn.microsoft.com/en-us/library/windows/hardware/hh852373.aspx>
- The HP LaserJet USB (DOT4) communication driver must be installed on Windows 8 and later Windows operating systems prior to connecting the device. This component is available for download at <http://www.hp.com/go/upd>.

## Installation instructions

Documentation of proper installation and upgrade steps for all supported versions of HP UPD can be found in the [HP Universal Print Driver System Administrator's Guide](#) located on the “Documents and whitepapers” link at [www.hp.com/go/upd](http://www.hp.com/go/upd).

New or first-time installations of the HP UPD should always use the most current available version. The most current HP UPD release is posted to <http://www.hp.com/go/upd>. New releases provide new features or serve as maintenance releases.

Upgrading to the most current available HP UPD release is not a requirement for all environments but is advised for customers that:

- Need new print driver features introduced in the release
- Experience printing behavior that has been documented as fixed in the HP UPD release notes
- Require support for recent Microsoft operating system releases

## HP UPD Install/Upgrade

Before installation or upgrade, it is advised to review the following documentation from HP and Microsoft.

- [HP Universal Print Driver System Administrator's Guide](#)

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**NOTE:** if upgrading from HP UPD v5.2, please refer to the System Administrator's Guide section “Issues after upgrade from HP UPD v5.2.x)”

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- [KB829766](#): Mailbox and other printer-specific settings are saved with an Excel file
- [KB2004234](#): After upgrading a printer driver on any Microsoft Operating system later than Windows XP and Server 2003, the old driver files are still being used.

For Microsoft Windows 7 and Microsoft Windows 2008R2, please reference the following Microsoft printing core components update: <http://support.microsoft.com/kb/2647753>

Enterprise environments that have a unidrv.dll and/or pscript5.dll version older than the version packaged in the HP UPD may experience symptoms defined in the Microsoft articles. Administrators should identify the unidrv.dll or pscript5.dll version installed in the \windows\system32\spool\drivers\\*3 directory, compare it to the HP UPD Version History table in this release note, and create appropriate testing and deployment plans specific to the installation environment.

## USB Plug and Play

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**NOTE:** The HP LaserJet USB (DOT4) communication driver must be installed on Windows 8 / 8.1 and later Windows operating systems prior to connecting the device. This component is available for download at [www.hp.com/go/upd](http://www.hp.com/go/upd).

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Starting with HP UPD 5.6.5, new options in install.exe add the ability to select USB mode for USB Plug and Play with options to remove all versions of HP Universal Printing Driver from Windows driver store, or to add the HP Universal Printing Driver to Windows driver store. The feature removes reliance on Microsoft's pnputil.exe to stage drivers to the Windows driver store and allows control of the ranking process used by the Microsoft operating system when selecting an HP UPD driver version during plug and play USB install.

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**NOTE:** When using HP UPD with Smart Install capable devices, the Smart Install feature must be disabled at the control panel of the device prior to connecting the device to the computer. Please see the device documentation for instructions on disabling Smart Install.

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## Pre installing using the HP Smart Device Agent Base for USB Plug and Play

The following additional files are available on the web under "Driver-Universal Print Driver for Managed Services" for pre-installing the HP Smart Device Agent Base for USB Plug and Play:

- HP Universal Print Driver for Windows PCL6 (32-bit) for USB connected printers
  - pcl6-usb-setup-x32-6.6.0.23029
- HP Universal Print Driver for Windows PCL6 (64-bit) for USB connected printers
  - pcl6-usb-setup-x64-6.6.0.23029
- HP Universal Print Driver for Windows PostScript (32-bit) for USB connected printers
  - ps-usb-setup-x32-6.6.0.23029
- HP Universal Print Driver for Windows PostScript (64-bit) for USB connected printers
  - ps-usb-setup-x64-6.6.0.23029

During the install process, the HP Smart Device Base package performs the following items:

- Installs the HP Smart Device Agent Base

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**NOTE:** This software installation requires .NET 4.5 or higher to install correctly.

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- Pre-stages the HP UPD in the Windows driver store

Pre installing using the HP Smart Device Agent Base for USB Plug and Play package:

- Integrates an SDA "base" component for USB connected printers

- Enables customers to move from self-managed to MPS with ease
- Installs the Windows Local Service HPSmartDeviceAgentBase
- Installs silently (no UI) by executing a separate msi as a step in the USB driver install adding only milliseconds to the installation
- Simple and secure
- Does not collect any data from the PC or from connected printers or mfps
- Service does not communicate with the cloud or listen on any ports
- It cannot be used by anything except a verified JetAdvantage Management Connector (JAMc) instance

Once installed:

- The HP Smart Device Agent Base searches for USB connected printers. If none are found, the service goes into sleep mode for one hour and then checks again.
- If the service determines that a USB-connected printer is present, the service does a DNS query to see if the JetAdvantage Management Connector (JAMc) is available. If it does not find one, the service checks to see if JAMc is available through a UDP multicast over ports 49001-49008.
- If no JAMc is found, the service does not check again until the computer is rebooted.

For more information, see:

- “Pre installing using the HP Smart Device Agent Base for USB Plug and Play” in chapter 5 of the HP System Administrator’s Guide.
- [HP Smart Device Agent for USB Connected Printers \(c05493761\)](#)
- [Pre-Install using SDA Base for USB Plug & Play \(c05431930\)](#)

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**NOTE:** To uninstall the HP Smart Device Agent Base, see “To Uninstall the HP Smart Device Agent Base Service” in chapter 5 of the HP UPD System Administrator’s Guide available for download at [www.hp.com/go/upd](http://www.hp.com/go/upd).

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For more information on JAMc: <https://hp.sharepoint.com/sites/ww/IPTP/Pages/managed-devices.aspx>

## Related information

- The latest documentation for the HP Universal Print Driver and Printer Administrator Resource Kit is available for download at <http://www.hp.com/go/upd>.
- Refer to <http://www.hp.com/go/upd> for the current list of HP UPD print devices.