

HP PageWide Enterprise Color MFP 780 and 785 series Firmware Readme

Product Name(s):

- HP PageWide Enterprise Color MFP 780dn
- HP PageWide Enterprise Color MFP 780dns
- HP PageWide Enterprise Color Flow MFP 785f
- HP PageWide Enterprise Color Flow MFP 785zs
- HP PageWide Enterprise Color Flow MFP 785z+ (Firmware 4.6.4 or newer)
- Model Number(s): J7Z09A • J7Z10A • J7Z11A • J7Z12A • Z5G75A

This document contains information for the firmware revision number:

Firmware Datecode: 20190212

Firmware Revision: 2407163_000211

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.7.1

Description

- What is included in the Firmware bundle?
- Who needs this firmware?
- Determining the current version level of your firmware

Enhancements and Fixes provided with this firmware revision

Enhancements and Fixes provided with the previous revision(s)

Installation Instructions

- Additional Information to know
- Using the Embedded Web Server
- Using the Walk up USB port
- Web JetAdmin

FutureSmart Level Switching Procedures

- Embedded Web Server (EWS)
- Device Control Panel
- Web JetAdmin

System Requirements

Technical Assistance

Customer Support

Internet

Additional Information

Legal Statements

- Trademark Notices
- 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 HP Inc. providing improved software for your HP LaserJet Printer or MFP, HP Inc. 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. Swipe left and select the **Reports** application.
3. Select the **Configuration/Status Pages** menu.
4. Select the **Configuration Page** option.
5. 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: 20170809

Firmware Revision: 2403782_000143

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: 20190212

Firmware Revision: 2407163_000211

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.7.1

ENHANCEMENT:

Base:

- Added the UPC/A Font
- Added the ability to see scanning status on the Control Panel while performing a scan job.
- Italian language support added for the HP Accessibility Assistance.

Digital Sending:

- No New Updates

Analog Fax:

- No New Updates

Security/Authentication:

- New security check will prevent installation of non-compliant aftermarket solution bundles. Currently installed solutions are unaffected. Please work with solution providers for an updated signature-compliant version of their software.

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- An invalid status via SNMP Host Resources Mib may be seen when supplies are low.
- A 49.DE.05 Webkit encountered a fatal error, unable to recover error message may be observed when performing functions on the control panel with a pull-print solution installed.
- After a tray runs out of media the printer will prompt to load tray 1 even if another tray has similar media loaded.
- SafeNet AT SC650 v4.1 DoD SmartCard is not recognized.
- Embedded Web Server may hang with certain solutions installed when the Embedded Web Server is set to the Norwegian language.
- WS-Discovery packet causes 81.09.00 error.
- The "Use Requested Tray" setting within the Manage Trays section of the Embedded Web Page will temporarily change visually when setting tray size or type.
- A 49.4A.04 error may be seen intermittently when printing certain PDF files continuously for longer durations.

Digital Sending:

- Intermittently some pages are missing when performing Scan to Folder using 300 dpi and enabling High compression mode.
- An Operation Failed message is seen when typing in the email "to" field on devices managed by DSS.

Analog Fax:

- No New Updates

Security/Authentication:

- An invalid 33.05.21 Security Alert error occurs when waking device from sleep mode by opening the automatic document feeder.
- There is no prompt for PIN when accessing a function protected by Access Control with a DoD SmartCard installed.

Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP COLOR LASERJET M78x SERIES	Firmware Datecode: 20190212 Firmware Revision: 2407163_000211
Embedded JetDirect	JSI24070104
CPB - Copy Processor Board	3.395
SCB - Scan Control Board	xxxxFA1848BR 1.0
Stapler/Stacker Finisher	LFP1N0051902A00
Fax	Ver11.4A
HP Fleet Release Designation	Original Release FutureSmart 4.7.1
MD5 checksum for .bdl file	f5ec010bd56b40fe74fcc8e70ad8f874

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20181130

Firmware Revision: 2407071_037940

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.7

ENHANCEMENT:

Base:

- Added the ability to cancel all pending jobs at once. An access control setting "Details or Cancel any User's job" allows this to be restricted to logged-in users or administrators only.
- Added the ability to select the "General Office" print quality for Copy Jobs. This option can be configured via the Embedded Web Server and Control Panel.
- The checkbox "Show Preferred Domain Servers" has been added to the Windows Sign in Setup and Scan to Network Folder pages to allow the administrator to prioritize the order in which domain servers are tried.
- Added performance modification that reduces time to authenticate with a badge swipe.
- The Network Time Protocol server setting within the Embedded Web Server will no longer get auto deleted when the server cannot be reached after a few days.
- Added Job ID in Copy Archive meta data.

Digital Sending:

- Added the ability to perform a Book Scan Mode for Digital Sending which is similar to the copy feature already present.
- Added the ability to perform 2-sided ID scans from within the Scan Mode menu for Embedded Digital Sending.

Analog Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- Barcodes generated with Code 128 font are not readable in certain conditions.
- A 49.38.0C error may occur when the printer is in a "Paper Out" condition and an IPDS print job is received.
- The "Evaluating Cartridge Level" message continues to show on the control panel even after the cartridge level check has completed.
- The ink supply levels may not report accurately.
- The Home button will not return the control panel to the proper Home Screen unless the Reset button is pressed when using an aftermarket solution.
- The Date and Time may be incorrectly formatted when the localization functions of the JavaScript Date object are used.
- Fax Archive fails if the Job Statistics and Local Quota service are enabled.
- An incorrect load prompt may be seen in certain conditions when OCR scanning a document and then printing the same scanned document.
- Storing a Person Job within the drivers Job Storage feature may take more time then compared to a FutureSmart 3 device.
- Some SmartCard solutions may fail to communicate with the card reader properly causing the authentication dialog window to not appear.
- The ink supply levels may not report accurately.
- The device may hang and not print when using and IPDS solutions installed for printing from an IBM Host system.

- The control panel displays incorrect graphics and text for the guided troubleshooting when the MFP prompts to "Clean the document feeder area" during a scan job.
- A 49 error is seen when upgrading firmware from FutureSmart 3 to FutureSmart 4 when keyboard layout is set to Portuguese ABNT2.
- A duplex scan with job reservation from a Network TWAN application will hang in the processing state and will not complete when no target is loaded in the ADF.
- A 49.38.11 may be seen on the control panel when printing emails with special characters.

Digital Sending:

- Unable to delete fax speed dials when the device is being managed by Digital Send Software.

Analog Fax:

- No New Updates

Security/Authentication:

- Authentication agent Sign-In performance may be slow when using an aftermarket solution.
- Under certain circumstances the SIPR/NIPR card reader would go offline and require power cycle.
- A 403 error may occur on the control panel or solution server when using a non-default administrator role with an aftermarket solution.
- CVE-2018-5923 - Solution application signature checking may allow potential execution of arbitrary code.

Embedded JetDirect:

- Manual configuration settings may not be reported properly on the network configuration page when the network is disconnected.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP COLOR LASERJET M78x SERIES	Firmware Datecode: 20181130 Firmware Revision: 2407071_037940
Embedded JetDirect	JSI24070006
CPB - Copy Processor Board	3.390
SCB - Scan Control Board	xxxxFA1837BR 1.0
Stapler/Stacker Finisher	LFP1N0051840H00

Fax	Ver11.4A
HP Fleet Release Designation	Original Release FutureSmart 4.7
MD5 checksum for .bdl file	dff51d9defacddd22b318395ec5f476f

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20180830

Firmware Revision: 2406314_034194

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.6.4

ENHANCEMENT:

Base:

- Added support for the HP PageWide Enterprise Color Flow MFP 785z+ (Z5G75A) model.
- Added a check box selection next to the file name in Print from Job Storage. End users can now select one or more files to include in a job.
- Added a job masking feature to the Print from Job Storage application which prevents jobs that are password or PIN protected from showing up on the print jobs list. The end user must first enter the password or PIN.
- Added the ability to Hide or Show the Help Menus on the front control panel.
- Added French and Spanish language support to the HP Accessibility Assistant.
- Improved the time it takes for the printer to boot to a Ready state from the powered off state. This change also reduced the amount of time it takes to get the first page out for a copy or print job just after turning on the device.
- Added the ability to perform the Rotate Offset function which allow the device to sort copy or print jobs without a finisher attached.

Digital Sending:

- Added the ability to retrieve a network folder path from the contacts application instead of having to type the path in each time for scan to network folder.

Analog Fax:

- No New Updates

Security/Authentication:

- Added support to resolve "CWE-693 Protection Mechanism Failure" by providing "Strict-Transport-Security", "Content-Security-Policy" and "X-Content-Type-Options" HTTP security header support.

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- While under the management of a Quota service, large print jobs may become unresponsive to a Cancel Job request.
- Within the Embedded Web Server (EWS), for the Job Statistics and Quota Settings configuration pages, some text/numeric strings are incorrectly translated for Simple Chinese language.
- A delay in printing may be seen after first power on when comparing the same activity with previous versions of firmware.
- A 48.A1.01 error can intermittently occur when connected to a critical-client job accounting solution because a job was not properly marked as acknowledged. HP recommends unsubscribing/re-subscribing the job accounting solution after installing this firmware to ensure all legacy un-acknowledged jobs have been properly marked in the system.
- Certain files may print slower after upgrading to FutureSmart Bundle Version 4.6.2 or 4.6.2.1.
- Unable to print multiple copies when using Personal Job with Encryption (with password) and the PostScript UPD drivers.
- Stored Jobs won't print the number of copies which were entered if the "Done" button is not pressed first.
- Certain PDF's which contain masks with 1 bit per color components and have been created from scanned image may print slowly.

Digital Sending:

- A 49.38.03 error may occur when performing a Digital Send Software Local Address Book search.
- Unable to configure fax speed dials when device is managed by Digital Send Software.
- Importing fax speed dials have missing entries for the Japanese region.

Analog Fax:

- Automatic population of group fax number when a single number is selected or entered.
- Fax confirmation prints the company name mirrored for Hebrew and other Right to Left languages.

Security/Authentication:

- A badge reader solution may become non-functional when swiping a badge during an error condition.
- Under certain circumstances the SIPR/NIPR card reader would go offline and require power cycle.

Embedded JetDirect:

- Some solutions may take longer to retrieve list of jobs by enabling Session caching for the IP address in addition to host name-based caching.
- Association/authentication problems with Jetdirect 2900nw and a wireless network when 802.11r fast roaming is enabled.
- An HTTP error 400 "Bad Request" may be seen when user tries to configure the Jetdirect 2700w in the Embedded Web Server.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP COLOR LASERJET M78x SERIES	Firmware Datecode: 20180830 Firmware Revision: 2406314_034194
Embedded JetDirect	JSI24060402
CPB - Copy Processor Board	3.388
SCB - Scan Control Board	xxxxFA1833AR 1.0
Stapler/Stacker Finisher	LCP1N0011830H00
Fax	Ver11.4A
HP Fleet Release Designation	Original Release FutureSmart 4.6.4
MD5 checksum for .bdl file	4b44973b07f13be6dabfb130bbec9895

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20180627

Firmware Revision: 2406206_031871

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.6.2

ENHANCEMENT:

Base:

- Adds an option in EWS to remove the job cancel button (red X) on the control panel.
- Added an option where Remote control panel screen can now be suppressed at the control panel.
- Added ability to allow users to cancel A3 jobs on A4 printers, mainly targeted for Pull printing customers.
- Added Import/Export feature from the control panel to USB drive of Address Book, Device User List, Quick Sets, and Home Screen Customization.
- Added the capability to create and enforce Local Quota for Server-Less Job Accounting that allow/limit/deny usage based on User Access Code .
- Added ability wherein when Local Quota is enabled, non-authenticated users, "guest" or "other" accounts will not be allowed to print, copy, or scan by default. The defaults for these non-authenticated users is Action=Stop and all quota credits=0 for prints, copies, and scans.
- Added the ability to reset Job Statistics from the Control Panel and print the Job Statistics report from the Control Panel and EWS (/w Admin Credentials) for Server-less Job Accounting.
- Added "Enable PS privileged operators" setting in the EWS Security/General Tab. When disabled (the default) the PostScript administrative passwords "SystemParamsPassword" and "StartJobPassword" are disabled and cannot be set. Any PS operator requiring these administrative passwords will not execute and return an error. When enabled both passwords default to "0" (zero) and can be set separately to an alphanumeric value.

Digital Sending:

- Adds job build functionality (non-image preview) for scan jobs.
- Enhancements to offline Address Book and Device User list editing and import.
- Added "Image Shift" feature to Copy and Scan to USB.
- Added support for Network Folder path in Contacts and allow users to save a Network Folder path in an individual contact record.

Analog Fax:

- Added ability to send long page faxes up to 28 inches.
- Added the ability to click on a speed dial entry to directly apply the fax number to the dialling list which will eliminate extra steps needed to complete the task.

Security/Authentication:

- Adds the ability to use an IP address in the IPPS configuration with HTTPS

- Added "Enable PS privileged operators" setting in the EWS Security/General Tab. When disabled (the default) the PostScript administrative passwords "SystemParamsPassword" and "StartJobPassword" are disabled and cannot be set. Any PS operator requiring these administrative passwords will not execute and return an error. When enabled both passwords default to "0" (zero) and can be set separately to an alphanumeric value.

Embedded JetDirect:

- Added a feature that allows configuring the complexity for SNMPv3 passphrase Authentication and privacy protocols

FIXES:

Base:

- The configurable default setting for a copy job destination will not retain after a power cycle.
- 49.38.07 errors may be seen when receiving faxes
- Error seen while enabling ePrint when device is set to "Norwegian" language.
- Certain barcode doesn't print correctly when using Direct PDF print.
- Print Quality Report Page prints in portrait orientation when control panel is set to any language other than English.
- You may see a Data Received Warning and a very long pause between jobs when trying to send direct PDF file over a USB connection.
- After setting the Time format to a 24 Hour Clock you will see the format change back to a 12 Hour clock after a power cycle.
- "USB hubs cannot be attached in series. Remove extra hubs" message may be seen intermittently on the control panel.
- 63.4D.01 or 63.4D.02 error may be seen when coming out of deep sleep mode and a warning already exists on the control panel.
- "Edge-to-Edge" configuration is listed under Copy Settings on Current Settings Page, and within embedded Help menu on device, even though the device does not support the "Edge-to-Edge" feature.
- Changing "Use Requested Tray" will not stick if Access control menu "Ability to modify tray size and type settings" is locked even when signed in as Administrator.
- When quickly using the remote control panel provided in the Embedded Web Server an administrator may see keyboard characters dropping or characters being presented out of order on the actual control panel screen.
- Enabling or Disabling the Restrict Color feature within the Embedded Web Server will not work if there is a leading or trailing space in the application name coming from the PJI Jobacct info in the driver.

- When "PJI Drive Access" Setting is enabled/disabled via WJA, the setting is not retained after a power cycle.

Digital Sending:

- 49.38.07 error is seen under some conditions when the user was typing an email address into the scan-to-email TO: field.
- 44.01.3F events are seen in event log when performing scan to email with LDAP.
- 49.DE.11 error may be seen during LDAP search in certain conditions.

Analog Fax:

- No New Updates

Security/Authentication:

- When the Device Guest does not have the Print in Color permission in Access Control and users cannot select Alternate Sign In Methods, jobs sent to the device using the HP Universal Printer Driver will print in color again.
- A user's domain account may get locked out prematurely when attempting to log in at the printer due to entering an incorrect Windows domain credential. Card swipes may be lost or delayed when initiating an authentication session.
- CVE-2015-9251: jQuery before version 1.12.0 and 3.0.0 may be vulnerable to Cross-site Scripting (XSS) attacks.
- EWS>Security>Access Control default sign-in method for the HP AC Secure Pull Print button is reset to "Local Device" from "HPAC - DRA Server" following a firmware upgrade.

Embedded JetDirect:

- No longer possible for the device to lose network connection after re-negotiating the link speed.
- Jetdirect 3000w not recognized by products localized for Japan.
- Device might exhibit a 81.09.00 error associated with certain HP AC authentication use cases involving multiple servers behind a network load balancer.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP COLOR LASERJET M78x SERIES	Firmware Datecode: 20180627 Firmware Revision: 2406206_031871
Embedded JetDirect	JSI24060206
CPB - Copy Processor Board	3.385

SCB - Scan Control Board	xxxxFA1825AR 1.0
Fax	Ver11.4A
HP Fleet Release Designation	Original Release FutureSmart 4.6.2
MD5 checksum for .bdl file	e3870f90b9f272c31521969d363e8d7d

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20180510

Firmware Revision: 2406048_029621

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.6.0.1

ENHANCEMENT:

Base:

- Improvements made to USB firmware download time. It can be seen on the next upgrade after installing FutureSmart Bundle Version 4.6 or greater.
- Added a status popup on UI with "cancel" button while waiting for the quota server to respond.
- Added support for HP Accessibility Assistant Accessory.
- Improvements made to print speeds for complex jobs containing raster/photographic data. The improvement will vary based on the image size and content of each printed page. Pages containing larger raster/photographic images may benefit more from this firmware change. Pages containing only Text or Vector images will continue to have the same performance as previous firmware bundles.

Digital Sending:

- No New Updates

Analog Fax:

- No New Updates

Security/Authentication:

- Added additional security measures to Cross-site Request Forgery (CSRF) prevention feature that may affect installation or configuration of new or previously installed Level 1 extensibility solution bundles. Temporarily disabling the CSRF feature may be required to complete installing and configuring these solutions.

Embedded JetDirect:

- Added patch method for SNMP configuration.
- Updated certificates for Google Cloud Print.

FIXES:

Base:

- Fixed a defect where the printable "Current Settings" page did not correctly represent the established value for 'Auto Off After Sleep'.
- Fixed a defect where 49.38.03 error is seen sometimes after running scanner calibration service.
- Fixed a defect where a 49 error is seen when upgrading from FS3 to FS4 firmware with stored jobs on device.
- Fixed a defect where a printed cleaning page is seen in the middle of a print or copy job.
- Fixed a defect where you may see a 49.38.07 error message on the control panel when trying to retrieve a stored job and simultaneously using the scan functionality.
- Fixed a defect where it would prevent a proximity card reader from properly communicating with the printer running solutions using OXPd 1.7-based authentication.

Digital Sending:

- No New Updates

Analog Fax:

- No New Updates

Security/Authentication:

- Fixed security defect CVE-2017-15361 ROCA- Vulnerable RSA generation (TPM only)
- Fixed a defect where the default sign in method changes from DSS to Local Device when device is rebooted.

Embedded JetDirect:

- Fixed a defect where Cisco "ARP Proxy" feature was causing devices to decline the DHCP offer.
- Fixed a defect where Syslog Priority setting was not filtering properly. The fix restores proper operation. CCC events will still be reported regardless of priority when the "Enhanced security event logging" option is selected.
- Fixed a defect where Wireless option is not showing under Information tab.
- Fixed a defect where network connection is lost when forced to downshift due to poor quality signal.
- Fixed a defect where JetDirect configuration page layout for Japanese (and other 2-byte languages) is unreadable.
- Fixed a defect where only one stored IPP/IPPS print job was allowed at a time.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP COLOR LASERJET M78x SERIES	Firmware Datecode: 20180510 Firmware Revision: 2406048_029621
Embedded JetDirect	JSI24060004
CPB - Copy Processor Board	3.379
SCB - Scan Control Board	xxxxFA1809AR 1.0
Fax	Ver11.4A
HP Fleet Release Designation	Original Release FutureSmart 4.6.0.1
MD5 checksum for .bdl file	a719b3462f1e55d3f50aeb04111078c7

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20180227

Firmware Revision: 2405420_027499

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.5.5

ENHANCEMENT:

Base:

- This firmware will add the ability to select the “Use the Scan Mode Prompt for additional Pages” feature to add pages to a copy job (formally known as Job Build)
- Provides the ability to configure, through permissions on the EWS access control page, to force a sign in before any functionality can be accessed. This is done by restricting the guest user from being able to access all items in the list. When a product has been configured this way, users need to sign in before the home screen will display.

Digital Sending:

- Added an option to block the creation of custom quickset.

Analog Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- When changing the default number of copies from either the control panel or EWS the copy count does not get reflected on the home screen.
- Performance improvements to reduce the time taken to sign in an authenticated user.
- When Alternative Letterhead Mode (ALM) is enabled and a Tray is set to Preprinted (or Letterhead), and a PCL5 print job is sent to the printer that includes Paper Size and Tray Source but no Paper Type command, the Job should inherit Paper Type from the Tray setting and process the page using ALM logic. Instead, the printer crashes with a 49.38.07 error and a reboot is required. This defect has been addressed.
- You may see a 42.26.00 error when printing certain files through direct PDF print path.
- Device may not wake up from sleep after sleeping for a long period of time. Control panel will be dim and unresponsive.

- You may see a 49.38.07 error under certain circumstances when printing from Tray1.
- When printing multiple raw direct print PDF files through an SAP print queue only first PDF is printed at the device.
- When device language is set to French and when performing scan to email, the virtual keyboard showing wrong layout setting is resolved.
- Image Registration values won't increment completely when the control panel language is set to other languages than English.
- The Danish keyboard does not contain Danish characters in FutureSmart 4
- Unable to print certain PDFs from USB.
- Return to "Home" view upon badge authentication - In this release, the device front panel will return to the primary "Home" screen upon authentication. This behavior is more consistent with the front panel behavior in FutureSmart 3 during authentication.
- A 49.38.07 error may be presented on the control panel or internal pages may not print if there is a prompt to load Letter Any in tray one when printing internal pages. This was due being allowed to set "Any" as the default paper type.
- Resolved an issue wherein when DSS is added or managing a device, it required the device to ping the DSS server every time prior to allow an authentication to occur. This led to increased authentication times.
- On the initial setup screen the Time Zone drop down menu has been placed before the selection for the Hours:Minutes.
- When changing the printer or MFP's Image registration values for trays in the Embedded Web Server you will see an error message presented on the EWS screen. This is seen when the language is set to something other than English.
- A 49.DE.11 error may be presented on the control panel when retrieving stored jobs or performing other activities with the fax functionality.
- PJJ INFO STATUS does not return information on device status while waking up from sleep.

Digital Sending:

- In certain circumstances, a user would be prompted for credentials when they try to use the "Browse" feature during a scan-to-folder operation. This would happen even when the "Always use these credentials" option was chosen and valid credentials had been entered into the setup. This fix makes sure that the Browse feature utilizes these credentials whenever possible.
- Performing a Scan to Network folder job with custom subfolder option of UserName generates sub folders with every new scan when settings are retained.

Analog Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- If a Domain Controller (DC) refused a connection with the printer (i.e. sent RST in response to SYN or just did not respond), the printer would go to the "scheduled" status (a "try again later" strategy). This fix has the printer get the next DC in the DNS SRV query response and try it. If all DCs in the SRV query response reject connection attempts, then the printer goes to the "scheduled" status.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP COLOR LASERJET M78x SERIES	Firmware Datecode: 20180227 Firmware Revision: 2405420_027499
Embedded JetDirect	JSI24050504
CPB - Copy Processor Board	3.375
SCB - Scan Control Board	xxxxFA1802AR 1.0
Fax	Ver11.4A
HP Fleet Release Designation	Original Release FutureSmart 4.5.5
MD5 checksum for .bdl file	a7d23a0fd69eb9cf7c65d6cde5c66ead

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20171218

Firmware Revision: 2405384_026006

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.5.3

ENHANCEMENT:

Base:

- No New Updates

Digital Sending:

- No New Updates

Analog Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- When printing from Mac OSX High Sierra, error "undefinedresult, OFFENDING COMMAND" is seen.
- The SNMP OID prtMarkerProcessColorants (.1.3.6.1.2.1.43.10.2.1.6) now contains values which are appropriate for monochrome devices.

Digital Sending:

- Operation Failed message on UI during address lookup on devices with windows embedded auth/DSS email/DSS ldap addressing.

Analog Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- Printer is showing offline after registering to Google Cloud Print.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
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HP COLOR LASERJET M78x SERIES	Firmware Datecode: 20171218 Firmware Revision: 2405384_026006
Embedded JetDirect	JSI24050263
CPB - Copy Processor Board	3.361d
SCB - Scan Control Board	xxxxFA1740AR 1.0
Fax	Ver11.4A
HP Fleet Release Designation	Original Release FutureSmart 4.5.3
MD5 checksum for .bdl file	1fb01d7019b179506faec51a90e4e237

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20171205

Firmware Revision: 2405347_024813

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.5.2

ENHANCEMENT:

Base:

- An additional field is added in EWS to configure the Custom media type to True/False for asymmetric media type. This setting when enabled, determines if Alternative Letterhead Mode when enabled, should be applied on this specific User defined media type or not.
- Provides the ability to disable the default SNMPv3 passphrase complexity.
- Embedded Job Accounting with Statistics - a simple server-less embedded solution that provides ability to track, report and account for individual use via PIN on the MFP and via HP UPD.
- Improvements to reduce the occurrence of System Busy message seen during Digital Send and Copy jobs.

Digital Sending:

- The length of the Quickset name has been increased to 100 characters and the description field has been increased to 300 characters

Analog Fax:

- No New Updates

Security/Authentication:

- Increased number of certificates allowed in the certificate store to 200

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- Certain Direct PDF printing causes middle of page to no longer be gradient.
- Printer reports itself as wrong model speed in driver or OID value even though the printer print and copies at correct speed.
- Time/clock may be off by one hour in southern hemisphere time zones
- Device may not wake up from sleep after sleeping for a long period of time. Control panel will be dim and unresponsive.
- Message Center instructions missing.
- Improvements to address book performance.
- A slight decrease in Quick Set entry time has been added in this release.
- A slight decrease to first copy page out time is provided in this firmware release.
- Physical and virtual keyboards on Workflow device are not synchronizing when pressing the caps lock.

Digital Sending:

- Improvements to the overall digital send and copy performance experience.
- Operation Failed message on UI during address lookup on devices with windows embedded auth/DSS email/DSS ldap addressing.
- Scan quality improvements for jobs scanned with high compression.

Analog Fax:

- No New Updates

Security/Authentication:

- Shortened timeout and added descriptive error for the case where a server completes the TCP handshake with the server but fails to negotiate the SMB protocol.
- This firmware addresses the following security issues: CVE-2017-13077: Reinstallation of the pairwise encryption key (PTK-TK) in the 4-way handshake. CVE-2017-13078: Reinstallation of the group key (GTK) in the 4-way handshake.

CVE-2017-13079: Reinstallation of the integrity group key (IGTK) in the 4-way handshake. CVE-2017-13080: Reinstallation of the group key (GTK) in the group key handshake. CVE-2017-13081: Reinstallation of the integrity group key (IGTK) in the group key handshake.

- EWS page for setting up Smart Card authentication was changed to indicate that hostnames for authentication servers need to be entered, not "Trusted Domains".
- In the embedded web server under the security tab and access control menu, removed the individual sign-in methods for the Embedded Web Server (EWS). These controls offered no advantage since access is determined by the initial sign-in to the embedded web server. The default sign-in method for the EWS remains if wanting to change the sign-in prompt to for example request Windows or LDAP authentication instead.
- This firmware disables the "TFTP Configuration File" setting to prevent unauthorized device resets.

Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP COLOR LASERJET M78x SERIES	Firmware Datecode: 20171205 Firmware Revision: 2405347_024813
Embedded JetDirect	JSI24050258
CPB - Copy Processor Board	3.361d
SCB - Scan Control Board	xxxxFA1740AR 1.0
Fax	Ver11.4A
HP Fleet Release Designation	Original Release FutureSmart 4.5.2
MD5 checksum for .bdl file	3687c19eb670f2dd40aea0e765271f49

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20171006

Firmware Revision: 2405087_018548

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.5

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 LASERJET M78x SERIES	Firmware Datecode: 20171006 Firmware Revision: 2405087_018548
Embedded JetDirect	JSI24050126
CPB - Copy Processor Board	3.361c
SCB - Scan Control Board	xxxxFA1740AR 1.0
Fax	Ver11.4A
HP Fleet Release Designation	Original Release FutureSmart 4.5
MD5 checksum for .bdl file	e631db610f564a95e2e2d1112d2d73d1

No Previous Releases - Original Version

Installation Instructions

NOTE: Please be aware that an update in some circumstances may require 10 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:

1. Go to the printer's control panel.
2. Swipe left and select the **Reports** menu.
3. Select the **Configuration/Status Pages** menu.
4. Select the **Configuration Page** option.
5. 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: 20170331
Firmware Revision: 2403298_006039

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 PageWide 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)

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 General tab.
4. Select **Choose File** and browse to the location that the firmware upgrade file was downloaded to, and then select the firmware file.
5. 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.

6. The printer will automatically reboot unless you are downgrading. If downgrading Firmware you will be prompted to select the Rollback option.

NOTE: Please be aware that an update in some circumstances may require 10 minutes or more to complete.

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)

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).

NOTE: USB Flash Drives that are not in a Fat32 format or having 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. Swipe to the left and select the **Support Tools** application.
4. Select the **Maintenance** menu
5. Select the **USB Firmware Upgrade** menu.
6. 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.
7. Select 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.

8. Select the **Install** button on the bottom of the screen.
9. Select the **Upgrade, Re-install or Downgrade** option depending on the task you are performing. The firmware upload process will begin.

When the upload is complete, the printer will reboot automatically and start the upgrade process.

NOTE: The upgrade process may take up to 10 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.

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).

NOTE: USB Flash Drives that are not in a Fat32 format or having 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 OK.
5. Press the Down arrow to highlight **Download**, and then press OK.
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 OK.
8. Press the Down arrow to highlight the xxxxxxx.bdl file, and then press OK.

NOTE: Please make sure the firmware file is located in the root directory of the flash drive. If you have more than one .bdl file on your USB flash drive, select the file you want loaded and press OK.

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

9. When the message **Complete** appears on the control panel display, power cycle the printer.
10. The printer will start the upgrade process and will continue to boot to the Ready state.

NOTE: Please be patient since this may take up to 10 minutes to complete.

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 10.4 SR1 with FP4 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 10.4 SR1 with FP4 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 10.4 SR1 with FP4 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 PageWide Enterprise Color MFP 780 and 785 series Support:

URL for Firmware downloads:

www.hp.com/support/pagewidecolor780

www.hp.com/support/pagewidecolor785

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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