

## **HP PageWide Color MFP 774dn and 779dn(s) Firmware Readme**

### **Product Name(s):**

- HP PageWide Color MFP 774dn
- HP PageWide Color MFP 779dn
- HP PageWide Color MFP 779dns

- **Model Number(s):** 4PZ43A, 4PZ45A, 4PZ46A

This document contains information for the firmware revision number:

Firmware Datecode: 20190212

Firmware Revision: 2407163\_000240

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 PageWide 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](http://hp.com).

### What is included in a Firmware bundle?

The HP PageWide 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 PageWide 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 PageWide 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. 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: 20180830

Firmware Revision: 2406314\_034195

### **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\_000240

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 PageWide Color MFP 774dn	Firmware Datecode: 20190212
HP PageWide Color MFP 779dn(s)	Firmware Revision: 2407163_000240
Embedded JetDirect	JSI24070104
CPB - Copy Processor Board	3.395
SCB - Scan Control Board	xxxxFA1848BR 1.0
Fax	Ver11.4A
HP Fleet Release Designation	Original Release FutureSmart 4.7
MD5 checksum for .bdl file	2d6f6f2aa15de504dcf430ac9245a6b1

## Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20181201

Firmware Revision: 2407071\_037965

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.
- 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.
- 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 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.

- Solution whitelisting has been enabled. Supported solutions include HP ROAM, HP Access Control, Safecom, Papercut and iSecStar.

#### 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 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 device may hang and not print when using and IPDS solutions installed for printing from an IBM Host system.
- 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.

#### 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 PageWide Color MFP 774dn	Firmware Datecode: 20181201
HP PageWide Color MFP 779dn(s)	Firmware Revision: 2407071_037965
Embedded JetDirect	JSI24070006
CPB - Copy Processor Board	3.390
SCB - Scan Control Board	xxxxFA1837BR 1.0
Fax	Ver11.4A
HP Fleet Release Designation	Original Release FutureSmart 4.7
MD5 checksum for .bdl file	de0fa6968e9e0145100de5296e81e126

## 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\_034195

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.6.4

### ENHANCEMENT:

Base:

- 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

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 PageWide Color MFP 774dn	Firmware Datecode: 20180830



HP PageWide Color MFP 779dn(s)	Firmware Revision: 2406314_034195
Embedded JetDirect	JSI24060402
CPB - Copy Processor Board	3.388
SCB - Scan Control Board	xxxxFA1833AR 1.0
Fax	Ver11.4A
HP Fleet Release Designation	Original Release FutureSmart 4.6.4
MD5 checksum for .bdl file	57b67a8b5297fdd43b29e43f1b7ec1e9

No Previous Releases – Original Version

## Installation Instructions

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

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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. 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: 20180830  
Firmware Revision: 2406314\_034195

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.

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**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.

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### **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.

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**NOTE:** Do not close the Browser Window or interrupt communication until the Embedded Web Server displays the Confirmation Page.

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

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

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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 xxxxxxxx.bdl file.

1. Copy the xxxxxxxx.bdl file to a portable USB flash memory storage device (thumb drive).

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**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.

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2. Turn the printer ON.
3. Select the **Support Tools** menu.
4. Select the **Maintenance** menu.
5. Select the **USB Firmware Upgrade** menu.
6. Insert the portable USB storage device with the xxxxxxxx.bdl file on it into the USB port on the front control panel of the product.
7. Select the xxxxxxxx.bdl file you would like to use.

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**NOTE:** If there is more than one xxxxxxxx.bdl file on the storage device, make sure that you select the correct file for this product.

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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.

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**NOTE:** The upgrade process may take up to 10 minutes to complete. Please do not interrupt the updating process.

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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)

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**NOTE:** Only to be used if the printer is not able to boot to READY

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After uncompressing the file you will see a xxxxxxxx.bdl file.

1. Copy the xxxxxxxx.bdl file to a portable USB flash memory storage device (thumb drive).

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**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.

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2. Turn the printer ON.

3. Press the **"X"** button or middle of the Touch Screen when you see the **"1/8"** under the HP 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 xxxxxxxx.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 xxxxxxxx.bdl file, and then press OK.

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**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.

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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.

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

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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](http://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.

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**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

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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.

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**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.

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## **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 Color MFP 774dn and 779dn(s) Support:**

URL for Firmware downloads:

[www.hp.com/support/colorpw779mfp](http://www.hp.com/support/colorpw779mfp)

[www.hp.com/support/colorpw774mfp](http://www.hp.com/support/colorpw774mfp)

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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