

OFFICEJET ENTERPRISE COLOR X585 PRINTER SERIES

Firmware Readme

Product Name(s):

- HP OfficeJet Enterprise Color X585dn
- HP OfficeJet Enterprise Color X585f
- HP OfficeJet Enterprise flow Color X585z

Model Number(s): B5L04A • B5L05A • B5L06A

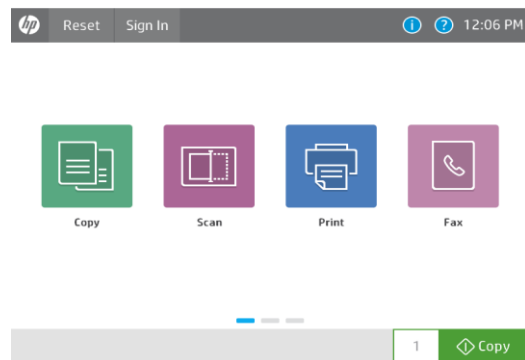
This document contains information for the firmware revision number:

Firmware Datecode: 20200807

Firmware Revision: 2411097_060494

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.11.0.1

Please note that this firmware provides a new user interface experience to help increase productivity with your HP Enterprise device.



NOTE: Products which have been upgraded to FutureSmart 4 can be downgrade back to FutureSmart 3 by using the latest version of FutureSmart 3 found on hp.com. Downgrades will reset the device back to factory settings and all device configurations will be lost.

More information on FutureSmart 4 can be found in the FutureSmart Solution Brief found here:

<http://h20195.www2.hp.com/v2/GetDocument.aspx?docname=4AA6-9365ENW>

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- 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: 20170715

Firmware Revision: 2403732_013010

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: 20200807

Firmware Revision: 2411097_060494

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.11.0.1

For information on HP Security Bulletins addressed by firmware releases, please visit:

<https://support.hp.com/security-bulletins>

To initiate a subscription to receive future HP Security Bulletin alerts via email, visit:

<https://www.hp.com/go/alerts>

ENHANCEMENT:

Base:

- Added support for both the HP and Honeywell barcode reader to allow input text at the control panel by reading a barcode.

Digital Sending:

- No New Updates

Analog Fax:

- Added support for Mixed Originals for fax job with pages longer than 15 inches in length.

Security/Authentication:

- The Embedded Web Server Security Log now provides access to device generated Syslog event information. The log stores all generated syslog event messages to an internal file that can be exported from the device EWS Security page.
- Added support for the HP Smartcard NIPRNet Solution for US Government to now authenticate automatically using the Signature or PIV-Authentication certificate. The preferred certificate for authentication is configured using the Prefer-GSC-IS over PIV card setting.

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- Jobs may not get duplexed when media is loaded short edge feed in certain cases.
- The Date and Time stamp within the Service Event logs can be different compared to the actual time, depending upon the time zone the printer is set to.
- The device status of "Printer is low on toner/ink" displays in the Window's printer spooler when a long-life consumable, such as an image drum or fuser, is in a low status.
- Scanning from 3rd Party TWAIN application takes longer than expected.
- When using the physical keyboard a press of the "Z" key will populate the screen with a "y" in the email field when using the Polish language.
- 49.4A.04 error may occur intermittently when printing from certain types of customized applications.
- A 49.DE.05 may occur when HPAC OXP is used in heavy volumes.
- Some media type strings are displayed incorrectly in Japanese language.
- The device may stop processing groups of mixed copy/print jobs when Serverless Job Accounting/Local Quota is enabled.
- If an export file is created with the Import/Export feature where the "Local quota and job accounting settings" is checked and the "Local Quota" setting in the Embedded Web Server (EWS) is disabled (EWS > General > Quota Settings > Local Quota) then the "Local Quota" setting in the EWS will no longer be available in the EWS after the import.
- A device administrator may be unable to access secured Embedded Web Server features when a third-party Authorization proxy is registered.
- A "Copier disabled. Check copy control device" message appears on control panel when a FIH accessory is connected, but insufficient copy credits are available.
- Card Reader may fail after a power cycle and will require the device to be registered again before it works.

- Japanese Localization for "Retry the Job" is incorrect for email notification.
- A 49.4A.04 error may occur when printing certain types of PostScript files.
- The Job Log does not display the full name of a Printed job.

Digital Sending:

- The Digital Send file name generated is incorrect when using the device date and time suffix along with the preview option.
- The "Send test Email" function of the Control Panel Setup for Scan to Email always fails with "SMTP Gateway not responding" when an SSL/TLS connection on port 465 is configured.
- Scan to Email will not work when using an Amazon email server.

Analog Fax:

- Sending 3 or more continuous IP fax jobs may result in a Communication Error.
- Incoming faxes fail to connect after being answered by the MFP.
- Fax speed dials with pauses (,) in the fax numbers cannot be restored after being exported.
- Unable to block fax numbers with spaces and hyphen.

Security/Authentication:

- Uses NTLM for authentication when SmartCard authentication is specified.
- Scan to folder is sending unsigned packets when the server sets the "Signing Enabled" flag.
- An intermittent 33.05.18 Security Alert may occur during a device power cycle.
- The HPAC app may launch prior to SIO Authentication and storing previous saved credentials in the Cloud Vault.
- LDAP with secure connection fails on server with Channel Binding enabled.
- Scan to DFS Folder may stop working, but may recover if enough time passes or printer is rebooted.
- In a network trace there will be no Tree Connect after successful Session Setup packet when scanning to a DFS folder.
- A corresponding Event Log entry is not created when a Syslog event message is sent for a Potential Intrusion Detection event.
- When scanning to a DFS share, a network trace shows "Bad network name" response to Tree Connect packet.

Embedded JetDirect:

- The device may become unresponsive in the morning or after long idle periods which will require a power cycle.
- The Current Settings page when printed in the Polish language is using incorrect structure and words.
- The connection screen in Polish language is not localized correctly.

- Web JetAdmin and HP Security Manager can't remediate SNMPv1/2 credentials when WiFi Direct is enabled.
- The Remote Control Panel feature will not load properly when using a Remote Embedded Web Server session over a Cloud Connected, Virtual JetAdvantage Management Connector (VJAMc), device.
- The device is unable to make a connection to HP Command Center even though the printer is online.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

| COMPONENT | FIRMWARE VERSION |
|---|--|
| HP OFFICEJET ENTERPRISE COLOR X585 SERIES | Firmware Datecode: 20200807 Firmware Revision: 2411097_060494 |
| Embedded JetDirect | JDI24110013 |
| CPB | 2.177 |
| SCB | xxxxFA1446AR 1.0 |
| Fax | Ver11.4A |
| HP Fleet Release Designation | Original Release FutureSmart 4.11.0.1 |
| MD5 checksum for .bdl file | df6f18d9d3f16984dfd80ebfac2791eb |

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20200205

Firmware Revision: 2410035_055328

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.10.0.1

For information on HP Security Bulletins addressed by firmware releases, please visit:

<https://support.hp.com/security-bulletins>

To initiate a subscription to receive future HP Security Bulletin alerts via email, visit:

<https://www.hp.com/go/alerts>

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:

- Several PrintMarkerStatus supply OIDs are missing after upgrade to FutureSmart Firmware Bundle version 4.10.

Digital Sending:

- No New Updates

Analog Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

| COMPONENT | FIRMWARE VERSION |
|---|--|
| HP OFFICEJET ENTERPRISE COLOR X585 SERIES | Firmware Datecode: 20200205 Firmware Revision: 2410035_055328 |
| Embedded JetDirect | JDI24100002 |
| CPB | 2.177 |
| SCB | xxxxFA1446AR 1.0 |

| | |
|------------------------------|---------------------------------------|
| Fax | Ver11.4A |
| HP Fleet Release Designation | Original Release FutureSmart 4.10.0.1 |
| MD5 checksum for .bdl file | e7bf03a3a392309f53d65bd0611de70f |

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20191224

Firmware Revision: 2410028_055013

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.10

For information on HP Security Bulletins addressed by firmware releases, please visit:

<https://support.hp.com/security-bulletins>

To initiate a subscription to receive future HP Security Bulletin alerts via email, visit:

<https://www.hp.com/go/alerts>

ENHANCEMENT:

Base:

- Import and export functionality was extended to include more settings: Home Screen, Job apps, Contacts, Accounts and permissions, Energy/sleep, Local quota and Job accounting settings, and Manage trays settings.

Digital Sending:

- No New Updates

Analog Fax:

- No New Updates

Security/Authentication:

- The default setting for "Allow firmware updates sent as print jobs (Port 9100)" has changed to Disabled (previously Enabled).

Embedded JetDirect:

- Added the SLP keep alive setting to the Embedded Web Server's Networking Settings menu.

FIXES:

Base:

- A 49.DE.03 or 49.DE.05 error may occur in a high usage area and an OXP solution is installed.
- Unable to use an Alternate Login when Enable Pre Prompt Check is Enabled for the Default Login Method.
- Monochrome print jobs may not be restricted properly based upon the available quota credits when the Local Quota Service is enabled.
- JetAdvantage Link Apps are presented to the user in the incorrect language when device language is set to Norwegian.
- An "Unknown conflict" warning will appear on the control panel when the Display language is set to Norwegian.
- Incorrect localization with Expert Copy screens.
- Signing into the device from the Control Panel takes longer compared to previous releases.
- Slower than expected print speeds may occur when printing PDF files at 1200dpi with the HP Universal Printer Driver PostScript.
- A "LOCALIZATION ERROR" occurs after upgrading from FutureSmart 3 and changing any setting within the Embedded Web Server's Copy/Print>Default Print Options menu.
- The device status of "Printer is low on toner/ink" displays in the Window's printer spooler when a long-life consumable, such as an image drum or fuser, is in a low status.
- The Home button does not work when a Workpath application is installed.
- The PORT command in the Scan to Active FTP mode contains a null IP address.
- The Print List button to print a list of all the stored jobs in translated incorrectly in German.

Digital Sending:

- No New Updates

Analog Fax:

- The left half of the Fax application control panel screen is missing.

Security/Authentication:

- User group permissions may not work in the Embedded Web Server once an OXPd Authorization Agent is loaded.
- "The network folder path specified does not exist" warning is seen on the control panel when scanning to a shared folder with networks that are not configured with a DNS server.

Embedded JetDirect:

- A Back up and Restore will fail to complete successfully if an administrator first accesses the HP Webservices Smart Cloud Tab within the Embedded Web Server.
- An HTTP 400 Bad Request "The Webpage cannot be found" error may occur when entering in a DNS suffix into the Embedded Web Server Networking tab.
- SNMPv3 fails to respond when the device is in a power save mode with certain configuration options being set.
- The Embedded Web Server may become unresponsive when the "Enhanced Security Event Logging" in the Networking tab is enabled and the Syslog Priority is set to 6 or lower.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

| COMPONENT | FIRMWARE VERSION |
|---|--|
| HP OFFICEJET ENTERPRISE COLOR X585 SERIES | Firmware Datecode: 20191224 Firmware Revision: 2410028_055013 |
| Embedded JetDirect | JDI24100001 |
| CPB | 2.177 |
| SCB | xxxxFA1446AR 1.0 |
| Fax | Ver11.4A |
| HP Fleet Release Designation | Original Release FutureSmart 4.10 |
| MD5 checksum for .bdl file | 8c0e53b89a03cc9e3b90788ace3b2983 |

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20191023

Firmware Revision: 2409058_053357

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.9.0.1

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:

- A 49.DE.11 error may occur when retrieving a stored job when the "Assist users to their job" setting is enabled.

Digital Sending:

- No New Updates

Analog Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

| COMPONENT | FIRMWARE VERSION |
|---|--|
| HP OFFICEJET ENTERPRISE COLOR X585 SERIES | Firmware Datecode: 20191023 Firmware Revision: 2409058_053357 |

| | |
|------------------------------|--------------------------------------|
| Embedded JetDirect | JDI24090014 |
| CPB | 2.177 |
| SCB | xxxxFA1446AR 1.0 |
| Fax | Ver11.4A |
| HP Fleet Release Designation | Original Release FutureSmart 4.9.0.1 |
| MD5 checksum for .bdl file | 40f65bda4594353bd87fd785ffab87c5 |

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 201909016

Firmware Revision: 2409048_052888

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.9

ENHANCEMENT:

Base:

- Added the ability to process Print, Copy, Scan and Stored jobs simultaneously when Serverless Job Accounting is enabled.
- Added a "Grand Total" row on the Usage Page to sum up the Print, Copy and Fax Equivalent Impressions for Letter/A4 pages.
- Job Accounting performance improvements have been made which modifies the database to return the records in a "Last-In-First-Out" (LIFO) format.
- Added the ability to allow the printer to wake from sleep/standby mode when swiping a digital badge on an attached security card reader.
- Added the ability to schedule a restart under the Embedded Web Server (EWS) Troubleshooting menu to allow users to restart a device at a specific time and frequency.

Digital Sending:

- Added support for the Universal Fax Driver which has replaced the legacy PC Send Fax Driver.

Analog Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- Increased the number of allowable IPv4 addresses within the Access Control List (ACL) to 20 entries.
- Added support for Radius Networks RadBeacon USB which acts as a Bluetooth Low Energy proximity beacon.

FIXES:

Base:

- The Copy, Scan or Print functionality may still be accessible while a user is signing out of the device.
- The Image Preview is not displayed when retrieving stored print jobs from the device control panel.
- Certain PDF files may print slowly, when printed directly via USB, the Embedded Web Server, or other direct-print workflows.
- Certain PDF files may print slower than anticipated from the Apple Preview application using the Apple Airprint driver in macOS 10.13 and macOS 10.14.
- Personal Jobs can be retrieved multiple times when using an Encrypted Password.
- Enlarged Text and Images are seen when printing internal pages when the Quality Level is set to "General Office".
- The wrong keyboard layout is displayed for the Polish language.
- The Custom Control Panel Wallpaper image is erased when upgrading to FutureSmart Firmware Bundle Version 4.8 or 4.8.0.1.
- An Acrobat Reader error may appear on the computer screen when opening a PDF in Acrobat Reader DC if the PDF is generated by an HP Digital Sending application and the media is loaded in the short edge feed direction.
- A 49.DE.15 low memory error may occur due to a caching issue when logging In and Out of some third party solutions.
- The Embedded Web Server (EWS) permissions are being grayed out when an OXPd authentication agent proxy is configured.

Digital Sending:

- A user's credentials are being requested a second time when accessing nested subfolders within a Send to Network Folder job.
- The Digital Send file name generated is incorrect when using the device date and time suffix along with the preview option.

Analog Fax:

- The first incoming fax after a reboot may not get answered.

Security/Authentication:

- An "Access Denied" error may occur when using a simple hostname in the folder path for the Scan to Folder setup.
- Celiveo SmartCard reader may become unresponsive due to inactivity.
- The Authorization Agent registration may fail when the Embedded Web Server (EWS) Access Control "Device Guest" has permissions enabled.

Embedded JetDirect:

- Incorrect characters are displayed on the Network Configuration Page when the control panel is set to Czech or other Latin languages.
- Slow printing may occur when performing direct-PDF printing and when printing certain file types within the Macintosh environment.
- Pages may be missing and not printed when IPP/IPPS jobs are sent in rapid succession.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

| COMPONENT | FIRMWARE VERSION |
|---|---|
| HP OFFICEJET ENTERPRISE COLOR X585 SERIES | Firmware Datecode: 201909016 Firmware Revision: 2409048_052888 |
| Embedded JetDirect | JDI24090011 |
| CPB | 2.177 |
| SCB | xxxxFA1446AR 1.0 |
| Fax | Ver11.4A |
| HP Fleet Release Designation | Original Release FutureSmart 4.9 |
| MD5 checksum for .bdl file | d99580cf311ed6d423621c4a52054deb |

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20190614

Firmware Revision: 2408067_049136

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.8

ENHANCEMENT:

Base:

- Added a recursive query to get all the user members from a group to provide sub groups Permission Set.
- Added the ability to change the font color and effects to improve readability in Home Screen applications.
- Added functionality that would restrict an end user from entering the copy application without credits when using a FIH (Foreign Interface Harness) solution.
- Added the ability to see Faxing and Printing status on the Control Panel while the process is taking place.
- Added new naming formats of the scanned file in Scan to Network folder (%DEVICE_HOSTNAME_PQDN%,%DEVICE_DATE_YYMMDD%)
- Added support for the HP Custom Color Manager Software tool. The tool provides color management capabilities to optimize color printing to better match customer's needs.

Digital Sending:

- No New Updates

Analog Fax:

- No New Updates

Security/Authentication:

- Added middleware support for SafeNet AT SC650 v4.1t smartcard.

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- Entering a PIN number for a stored job will unlock stored Jobs of another user with the same PIN number.
- Printer may hang when MPI IPDS printing.
- The Cancel button is not correctly notifying authentication solutions at sign-in when user presses the cancel button.

- Copying Legal sized media may get clipped when using the Copy Client from OXPd 1.8.
- Jobs may not get duplexed when media is loaded short edge feed in certain cases.
- Job is cancelled after swiping badge and logging out immediately after scan completes.
- HP Web JetAdmin might not be able to correctly identify the printer within its firmware repository.
- The pin field pops up on the control panel after a card is inserted with certain Smartcard solutions.
- Certain color PDF documents do not print correctly when using the UPD driver.
- When printing certain PDF files, the printer may output random characters or the actual PDF print code rather than the PDF file as expected.
- An Incorrect file name will appear in the Metadata XML file when performing a Send to Network Folder job.
- Jobs get cancelled immediately instead of waiting for the inactivity timer if the menu item "Delete job on unattended errors" is enabled.
- Not able to log in to the printer if the Sign in button is pressed before using a card authentication method.
- Barcodes are not printed properly in some documents during direct PDF printing.
- An Empty keyboard screen appears after an user authentication is initiated by pressing the "Number of Copies" field of the Copy application button in the device home screen.
- An incorrect translation occurs when registering your device to the Google Cloud Print server.
- LDAP access requests using SSL with CA certificates fail.
- The Expert Copy feature has been temporarily disabled for an user experience redesign and will be reenabled in a future firmware release.

Digital Sending:

- Text highlighting is incorrectly displayed when searching for text in scanned PDFs with OCR.
- Only 10 email addresses are visible when selecting an email group.

Analog Fax:

- Cannot create a fax speed dial within the Embedded Web Server when signed in as a Device User even though the Access Control menu has given permission to the Device User accounts.
- Fax logs are not clearing properly when using a Web JetAdmin template to delete the fax activity log.
- Fax send jobs are stuck in the active jobs queue with some failing with communication error 200.
- 'Internal fax' is misspelled as 'Internet fax' when using the Japanese control panel language.

Security/Authentication:

- Unhandled exception causes device to crash with 49.38.07 error immediately after Windows authentication.
- A 49.38.1B error may occur when using an invalid\offline HTTPS Device Alert endpoint.
- Safenet AT SC650 v4.1 card Smart Card: unique provisioning method prevents the middleware from finding the certificates.
- A CA signed ID certificate is replaced with a printer generated self-signed ID certificate when upgrading from FutureSmart 4.5.6 (or newer) to FutureSmart 4.7.3 (or older).
- An Insufficient Permissions dialog appearing with cancelled authentication attempts when PostPromptResultCode.Canceled is set
- "The default settings for the TLS 1.0 / TLS 1.1 (Transport Layer Security) protocol changed to Disabled (previously Enabled).
IMPORTANT NOTE: TLS 1.0 may need to be enabled / re-enabled to be compatible with some HP and 3rd party solutions and legacy web browsers".
- CVE-2019-6334 - Solution application signature checking may allow potential execution of arbitrary code.

Embedded JetDirect:

- IPv6 DHCP request packet contains a null Identity Association (IA). This works with the RFC and MS servers, but QIP servers do not handle this well.
- A printer performance slow down may occur with excessive mDNS traffic on a network.
- A stapled document will hang the printer when printing through the Google Cloud print solution.
- The default paper size may be incorrect when using the Google Cloud Print Driver.
- Jobs may not print when sending data over the 9100 port and the printer is in an idle state.
- UDP port 500 responds with an "Informational" packet even though no IPsec rules are defined.
- Some IP addresses are being mistakenly interpreted as multicast addresses by the IPsec/Firewall feature.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

| COMPONENT | FIRMWARE VERSION |
|---|--|
| HP OFFICEJET ENTERPRISE COLOR X585 SERIES | Firmware Datecode: 20190614 Firmware Revision: 2408067_049136 |
| Embedded JetDirect | JDI24080013 |
| CPB | 2.177 |
| SCB | xxxxFA1446AR 1.0 |

| | |
|------------------------------|----------------------------------|
| Fax | Ver11.4A |
| HP Fleet Release Designation | Original Release FutureSmart 4.8 |
| MD5 checksum for .bdl file | e8a17d840c58aa7b253007424b87bb6a |

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20190116

Firmware Revision: 2407081_000567

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.7.0.1

ENHANCEMENT:

Base:

- No New Updates

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:

- 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.
- An invalid 33.05.21 Security Alert error occurs when waking device from sleep mode by opening the automatic document feeder.

Digital Sending:

- No New Updates

Analog Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

| COMPONENT | FIRMWARE VERSION |
|---|--|
| HP OFFICEJET ENTERPRISE COLOR X585 SERIES | Firmware Datecode: 20190116 Firmware Revision: 2407081_000567 |
| Embedded JetDirect | JDI24070006 |
| CPB | 2.176 |
| SCB | xxxxFA1446AR 1.0 |
| Fax | Ver11.4A |
| HP Fleet Release Designation | Original Release FutureSmart 4.7.0.1 |
| MD5 checksum for .bdl file | a7a9366a0dd84baccaff98450b39bd12 |

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: 2707071_037932

ENHANCEMENT:

Base:

- Added an option in EWS to remove the job cancel button (red X) on the control panel.
- The feature once enable would allow users to cancel A3 jobs on A4 printers, mainly targeted for Pull printing customers
- Added the ability to be able to suppress the Remote Control Panel screen at the control panel.
- Added a check box selection next to the file name in the Print from Job Storage menu to allow end users to select one or more files to be 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 number to access protected jobs.
- 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 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.
- 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.
- Add the ability to use an IP address in the IPPS configuration with HTTPS
- 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 a feature that allows configuring the complexity for SNMPv3 Passphrase Authentication and Privacy Protocols.
- Added Job Build functionality for scan jobs without having to use the Image Preview feature.
- Added the ability to Hide or Show the Help Menus on the front control panel.
- Added the ability to work offline and edit and import the Address Book and Device users list.
- Added "Image Shift" feature to Copy and Scan to USB
- 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.

- When Local Quota is enabled, non-authenticated users "guest" or "other" accounts will not be allowed to print, copy, or scan by default. The default for non-authenticated users are Action=Stop and all quota credits=0 for prints, copies, and scans.
- Added performance modification that reduces time to authenticate with a badge swipe.
- Added French and Spanish language support to the HP Accessibility Assistant.
- Added Import/Export feature from the control panel to USB drive of Address Book, Device User List, Quick Sets, and Home Screen Customization for MFP's only
- 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 send faxes pages up to 28 inches long.
- 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.
- 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.
- 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 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.
- 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.
- This requirement is to support Network Folder path in Contacts and allow users to save a Network Folder path in an individual contact record.
- 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:

- Changing the "Use Requested Tray" setting will not stick if the Access control menu "Ability to modify tray size and type settings" are locked even if you are signed in as an Administrator.
- You may see the Data Received Warning and then a very long pause between jobs when trying to send direct PDF file over a USB connection.
- A 49.DE.11 error may occur during an LDAP search in some conditions.
- Keyboard characters may drop out or be out of order on the control panel screen when using the Remote Control Panel in the Embedded Web Service too quickly.
- A Quota Server will not be able to handle the job event and will not display an appropriate message to the control panel when cancelling a job immediately after the "Contacting the Quota Server" message is displayed on the Control Panel.
- Certain barcode fonts do not print correctly when Direct PDF printing.
- While under the management of a Quota service, large print jobs may become unresponsive to a Cancel Job request.
- The "PJM Drive Access - Enable/Disable" setting is not retained after a power cycle when changes to that setting is made within Web JetAdmin.
- The configurable default setting for a copy job destination will not retain after a power cycle.
- The Secure Erase feature may not work properly after replacing the device's Hard Disk Drive (HDD).
- The Time format within the Embedded Web Server and on the control panel will change from a 24 Hour Clock to a 12 Hour clock after a power cycle.
- A 30.01.54 scan failure event may be seen intermittently in the event log.
- 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.
- Barcodes generated with Code 128 font are not readable in certain conditions.
- 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 49.38.0C error may occur when the printer is in a "Paper Out" condition and an IPDS print job is received.
- Certain files may print slower after upgrading to FutureSmart Bundle Version 4.6.2 or 4.6.2.1.
- A badge reader solution may become non-functional when swiping a badge during an error condition.

- Unable to print multiple copies when using Personal Job with Encryption (with password) and the PostScript UPD drivers.
- Certain PDF's which contain masks with 1 bit per color components and have been created from scanned image may print slowly.
- Stored Jobs won't print the number of copies which were entered if the "Done" button is not pressed first.
- 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.
- Automatic population of group fax number when a single number is selected or entered.
- 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:

- A 49.38.07 error may occur under certain conditions when typing an email address into the scan-to-email TO: field.
- A 44.01.3F events may be seen in the printers event log when performing scan to email with LDAP.
- 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.
- Unable to delete fax speed dials when the device is being managed by Digital Send Software.

Analog Fax:

- The Fax header may display square boxes for certain characters while set to the Japanese localization.

- On the fax confirmation page, the company's name will print out as a mirrored image when the device is set to Hebrew or any other right to left language.
- Importing fax speed dials have missing entries for the Japanese region.

Security/Authentication:

- Authentication agent Sign-In performance may be slow when using an aftermarket solution.
- 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.
- CVE-2015-9251: jQuery before version 1.12.0 and 3.0.0 may be vulnerable to Cross-site Scripting (XSS) attacks.
- The Embedded Web Server>Security>Access Control sign-in method for the HP AC Secure Pull Print button was reset to "Local Device" from "HPAC - DRA Server" following an upgrade from FutureSmart firmware version 3.8 to 4.5.4.
- 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.
- Print jobs sent to the device using the HP Universal Printer Driver will print in color when the Device Guest does not have the Print in Color permission and the users cannot select an Alternate Sign In Methods.
- 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:

- Some solutions may take longer to retrieve the list of jobs by enabling session caching for the IP address in addition to host name-based caching.
- The device may lose network connection after re-negotiating the link speed.
- The Jetdirect 3000w may not be recognized by products localized in the Japanese language.
- A communication error will be seen when enabling ePrint on a device set to the Norwegian language.
- A 81.09.00 error may occur with certain HP AC authentication use cases involving multiple servers behind a network load balancer.
- An association/authentication problem with the Jetdirect 2900nw and a wireless network may be seen 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.
- 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 OFFICEJET ENTERPRISE COLOR X585 SERIES | Firmware Datecode: 20181130 Firmware Revision: 2707071_037932 |
| Embedded JetDirect | JDI24070006 |
| CPB | 2.176 |
| SCB | xxxxFA1446AR 1.0 |
| Fax | Ver11.4A |
| HP Fleet Release Designation | Original Release FutureSmart 4.7 |
| MD5 checksum for .bdl file | edd0433f9bb0b35aa3eb5ae03a6c08b1 |

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_029636

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.6.0.1

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.
- Added ability to disable the default SNMPv3 passphrase complexity.
- Added Embedded Job Accounting with Statistics functionality - 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.
- Added 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.
- Improvements made to reduce the occurrence of System Busy message seen during Digital Send and Copy jobs.
- Added a status popup on UI with "cancel" button while waiting for the quota server to respond.
- Added Job Build functionality for Copy Jobs as available in Future Smart 3.

- Added support for HP Accessibility Assistant Accessory.
- Improvements made to USB firmware download time. It can be seen on the next upgrade after installing Future Smart Bundle Version 4.6 or greater.
- 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:

- The length of the Quickset name has been increased to 100 characters and the description field has been increased to 300 characters.
- Added an option to block the creation of custom quickset.

Analog Fax:

- No New Updates

Security/Authentication:

- Increased number of certificates allowed in the certificate store to 200.
- 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 certain Direct PDF printing causes middle of page to no longer be gradient.
- Fixed a defect where the printer might report itself with the wrong model speed in the driver or OID value, even though the printer prints and copies at correct speed.
- Fixed a defect where time/clock may be off by one hour in southern hemisphere time zones

- Fixed a defect where when printing from Mac OSX High Sierra, error "undefinedresult, OFFENDING COMMAND" is seen.
- Fixed a defect where some instructions were missing in the Message Center area in the control panel.
- The SNMP OID prtMarkerProcessColorants (.1.3.6.1.2.1.43.10.2.1.6) now contains values which are appropriate for monochrome devices.
- Improvements made to the Address Book performance.
- Improvements made to the Quickset entry time.
- Improvements made to the first copy page out time.
- Fixed a defect where Physical and virtual keyboards on Workflow device are not synchronizing when pressing the caps lock.
- Fixed a defect where a 49.38.07 error is seen when Alternative Letterhead Mode (ALM) is enabled and a PCL5 print job is sent to the printer that includes Paper Size and Tray Source but no Paper Type command, with Tray set to Preprinted (or Letterhead).
- Improvements made to reduce the time taken to sign in an authenticated user.
- Fixed a defect where Quiet Mode set to Automatic Transition for 10 pages may cause duplex copy job to hang.
- Fixed a defect where a 49.38.07 error is seen under certain circumstances when printing from Tray1.
- Fixed a defect where Image Registration values weren't incrementing completely when the control panel language is set to other languages than English.
- Fixed a defect where a 49.38.07 error may be seen or internal pages may not print if there is a prompt to load Letter Any in tray one when printing internal pages.
- Fixed a defect where we were unable to print certain PDFs from USB.
- Fixed a defect where we were not returning to the primary Home screen after badge authentication.
- Fixed a defect where when printing multiple raw direct print PDF files through an SAP print queue only first PDF is printed at the device.
- Fixed a defect where the Danish keyboard does not contain Danish characters.
- Fixed a defect where when device language is set to French and when performing scan to email, the virtual keyboard shows wrong layout.
- Fixed a defect where a 42.26.00 error was seen when printing certain files through direct PDF print path.
- Fixed a defect where device may not wake up from sleep after sleeping for a long period of time. Control panel will be dim and unresponsive.
- On the initial setup screen, the Time Zone drop down menu has been placed before the selection for the Hours: Minutes.
- Fixed a defect where a 49.DE.11 error may be presented on the control panel when retrieving stored jobs or performing other activities with the fax functionality.
- Fixed a defect where an error is seen on EWS while changing the printer's Image registration values for trays when device language is set to non-English.
- Improvements made to authentication times with DSS connected.
- 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 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.
- 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:

- Improvements made to the overall digital send and copy performance experience.
- Fixed a defect where an 'Operation Failed' message might show up on the control panel during address lookup on devices with Windows embedded auth/DSS email/DSS LDAP addressing.
- Scan quality improvements for jobs scanned with high compression.
- Fixed a defect where Operation Failed message is seen during address lookup on devices with windows embedded auth/DSS email/DSS ldap addressing.
- Fixed a defect where 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.
- Fixed a defect where 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:

- 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.
- The EWS page for setting up Smart Card authentication was changed to indicate that hostnames for authentication servers need to be entered, not "Trusted Domains".
- Removed individual sign-in methods for the Embedded Web Server (EWS) permissions in the Access Control page under the Security tab in the embedded web server. 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.

- Fixed a PjL directory traversal issue that allows read-only access to the root directory.
- 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 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). The 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.
- Fixed a defect where setting the OID npSecurityEncryptedDot1xPassword with empty string to clear password was returning a "wrong value" error.
- 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 only one stored IPP/IPPSP print job was allowed at a time.
- 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.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

| COMPONENT | FIRMWARE VERSION |
|---|--|
| HP OFFICEJET ENTERPRISE COLOR X585 SERIES | Firmware Datecode: 20180510 Firmware Revision: 2406048_029636 |
| Embedded JetDirect | JDI24060004 |
| CPB | 2.175 |
| SCB | xxxxFA1446AR 1.0 |
| Fax | Ver11.4A |
| HP Fleet Release Designation | Original Release FutureSmart 4.6.0.1 |
| MD5 checksum for .bdl file | de328496d36b8d1c1d27c743fb0ec882 |

Enhancements and Fixes provided with this Firmware revision:

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

Firmware Datecode: 20171208

Firmware Revision: 2405135_000392

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.5.0.1

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:

- No New Updates

Digital Sending:

- No New Updates

Analog Fax:

- No New Updates

Security/Authentication:

- This firmware disables the "TFTP Configuration File" setting to prevent unauthorized device resets.
- 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.

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 |
|---|--|
| HP OFFICEJET ENTERPRISE COLOR X585 SERIES | Firmware Datecode: 20171208 Firmware Revision: 2405135_000392 |
| Embedded JetDirect | JDI24050131 |
| CPB | 2.175 |
| SCB | xxxxFA1446AR 1.0 |
| Fax | 11.4A |
| HP Fleet Release Designation | Original Release FutureSmart 4.5.0.1 |
| MD5 checksum for .bdl file | 30e2cb5501d0f9ed0b78c19006f9358c |

Enhancements and Fixes provided with this Firmware revision:

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

Firmware Datecode: 20171026

Firmware Revision: 2405129_000050

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 OFFICEJET ENTERPRISE COLOR X585 SERIES | Firmware Datecode: 20171026 Firmware Revision: 2405129_000050 |
| Embedded JetDirect | JDI24050120 |
| CPB | 2.175 |
| SCB | xxxxFA1446AR 1.0 |
| Fax | 11.4A |
| HP Fleet Release Designation | Original Release FutureSmart 4.5 |
| MD5 checksum for .bdl file | fec03b01c17f5a48cd245a22735bd832 |

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: 20170215

Firmware Revision: 2468135_024653

The elapsed time for an update depends on the I/O transfer time as well as the time that it takes for the printer to reinitialize. The I/O transfer time depend on the speed of the host computer sending the update and the I/O method (USB or network).

The re-initialization time will depend on the specific hardware configuration of the printer, such as the number of EIO devices installed, the presence of external paper handling devices, and the amount of memory installed. Finally, any print jobs ahead of the firmware job in the queue will be printed before the update is processed.

NOTE: When the update process has completed the LaserJet will need to be rebooted. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

Additional information to know

The firmware file will be in the following file format “xxxxxxx.bdl” where “xxx” indicates the firmware file name and the “.bdl” is the files extension.

This file requires an interactive update method. You cannot update the printer using the traditional FTP, LPR or Port 9100 methods of upgrading. Please use one of the following methods listed below to update the firmware of this device.

How to perform firmware upgrades.

Embedded Web Server: (control panel is at a Ready screen)

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 OfficeJet Enterprise X585 MFP Series Support:

URL for Firmware downloads:

www.hp.com/support/ojcolorMFPX585

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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