

## HP LASERJET ENTERPRISE MFP M527 SERIES Firmware Readme

**Product Name(s):** HP LaserJet MFP M527dn • HP LaserJet MFP M527f • HP LaserJet MFP M527c • HP LaserJet MFP M527z • HP LaserJet MFP M527dnm • HP LaserJet MFP M527cm

**Model Number(s):** F2A76A, F2A77A, F2A81A, F2A78A, F2A79A, F2A80A,

This document contains information for the firmware revision number:

**Firmware Datecode:** 20190118

**Firmware Revision:** 2309010\_581407

**HP Fleet Bundle Version Designation:** FutureSmart Bundle Version 3.9.4

### Description

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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](http://hp.com).

#### What is included in a Firmware bundle?

The HP LaserJet printer firmware update file available from the [hp](http://hp.com) 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 providing improved software for your HP LaserJet Printer or MFP, HP provides firmware updates for your printer periodically through its supported lifecycle. A firmware update may be necessary if it is determined that you may benefit from the resolution of any issue that is documented below. These updates are available on the HP support web site.

Determining the current version level of your firmware

#### To determine the current level of firmware installed on the device:

Go to the printer's or MFP's control panel.

1. Go to the printer's control panel.
2. Scroll down and select the **Administration** menu.
3. Select the **Reports** menu.
4. Select the **Configuration/Status Pages** menu.
5. Select the **Configuration Page** option.
6. Select the **Print**.

On the printed Configuration page look in the section marked "Device Information" for the Firmware Datecode and Firmware Revision. The Firmware Datecode and Firmware Revision will look something like this:

Firmware Datecode: 20150916

Firmware Revision: 2306272\_536016

#### 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: 20190118

Firmware Revision: 2309010\_581407

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.4

## **ENHANCEMENT:**

Base:

- No New Updates

Digital Send:

- No New Updates

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:**

Security/Authentication:

- No New Updates

Base:

- Unable to configure Digital Send Software (DSS) workflows when Cross-site Request Forgery (CSRF) is enabled.
- Scan and Copy jobs may get cancelled when pressing the space bar on the slide out keyboard.

Digital Sending:

- Warning message may appear stating the recipients email address is not in the address book.

Fax:

- No New Updates

Embedded JetDirect:

- TLS 1.0 and Multicast IPV4 settings do not get backed up and restored properly.

Current firmware revisions included in this firmware bundle:

**DEVICE FIRMWARE REVISION**

| COMPONENT                       | FIRMWARE VERSION   |
|---------------------------------|--|
| HP LaserJet Enterprise MFP M527 | Firmware Datecode: 20190118<br>Firmware Revision: 2309010_581407 |
| Embedded JetDirect:             | JSI23900036  |
| DC Controller:                  | 1.119  |
| CPB                             | 3.055r   |
| SCB                             | xxxxFA1744AR 1.0   |
| HP Fleet Release Designation    | FutureSmart Bundle Version 3.9.4                                 |
| MD5 checksum for .bdl file      | eff402c6261fde2aff34cb12fcd12154                                 |

## Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20180605

Firmware Revision: 2308974\_579761

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.2

**ENHANCEMENT:**

Base:

- No New Updates

Digital Send:

- No New Updates

Fax:

- No New Updates

#### Security/Authentication:

- Added a feature to prevent Cross-site Request Forgery (CSRF) exploits. This guards against a malicious exploit where unauthorized commands are sent to the EWS using the logged-on administrator credentials.

#### Embedded JetDirect:

- No New Updates

#### **FIXES:**

#### Security/Authentication:

- CVE-2018-5923: Insecure Solution DLL Signature Validation.
- CVE-2015-9251: jQuery before version 1.12.0 and 3.0.0 may be vulnerable to Cross-site Scripting (XSS) attacks.

#### Base:

- Under certain conditions 49.38.07 error is seen after receiving a fax job.

#### Digital Sending:

- No New Updates

#### Fax:

- Fax icon is disabled and requires reconfiguration when you upgrade from firmware version 3.8.7 to 3.9.

#### Embedded JetDirect:

- Cisco "ARP Proxy" feature is causing devices to decline the DHCP offer.
- Syslog Priority setting is not filtering properly.
- Device loses network connection after re-negotiating the link speed.

Current firmware revisions included in this firmware bundle:

#### **DEVICE FIRMWARE REVISION**

| COMPONENT | FIRMWARE VERSION |
|-----------|------------------|
|-----------|------------------|

|                                 |  |
|---------------------------------|--|
| HP LaserJet Enterprise MFP M527 | Firmware Datecode: 20180605<br>Firmware Revision: 2308974_579761 |
| Embedded JetDirect:             | JSI23900018  |
| DC Controller:                  | 1.119  |
| CPB                             | 3.055q   |
| SCB                             | xxxxFA1744AR 1.0   |
| HP Fleet Release Designation    | FutureSmart Bundle Version 3.9.2                                 |
| MD5 checksum for .bdl file      | 6e155a480b00333285d2c3a58f707744                                 |

## Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20180301

Firmware Revision: 2308955\_579074

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.1

### ENHANCEMENT:

Base:

- No New Updates

Digital Send:

- No New Updates

Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

### FIXES:

#### Security/Authentication:

- No New Updates

#### Base:

- When printing from Mac OS High Sierra, error "undefinedresult, OFFENDING COMMAND" is seen.
- Unable to print certain PDF files from USB.

#### Digital Sending:

- No New Updates

#### Fax:

- No New Updates

#### Embedded JetDirect:

- By default, the IPP queue was disabled and it was enabled only for CUPS client. This change includes enabling IPP queue by default, which improves IPP/IPPS performance significantly.

Current firmware revisions included in this firmware bundle:

#### **DEVICE FIRMWARE REVISION**

| COMPONENT                       | FIRMWARE VERSION   |
|---------------------------------|--|
| HP LaserJet Enterprise MFP M527 | Firmware Datecode: 20180301<br>Firmware Revision: 2308955_579074 |
| Embedded JetDirect:             | JSI23900012  |
| DC Controller:                  | 1.119  |
| CPB                             | 3.055q   |
| SCB                             | xxxxFA1744AR 1.0   |
| HP Fleet Release Designation    | FutureSmart 3.9.1  |
| MD5 checksum for .bdl file      | 87bd37e08d0fec9bee7fc1d62a8bc3e3                                 |

## **Enhancements and Fixes provided with this Firmware revision**

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

Firmware Datecode: 20171213

Firmware Revision: 2308937\_578485

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9

## ENHANCEMENT:

### Base:

- The Backup and Restore feature has been expanded to include JDI settings. Additionally, this feature has been expanded to allow creating a backup file and restoring that file to another device of the same model and firmware version as the backup file.
- When the "Email Domain Restriction" feature is configured with only one domain, the domain will autofill once the user selects the "@" symbol.
- Added support for "Any Size/Any Type" in cassette trays.
- This feature increases the number of allowed PIN users in the device's local address book; from 1000 to 2000.
- Optimized JPEG decompression library improves performance of print jobs with JPEG compressed images
- Enhancement to include the ability to keep the control panel lit during printing. Feature is only available to be turned on/off via XTP tickets.
- Support added for USB Keyboard HP part number QY776AA#ABA. Support added only for the keys also available on Flow model keyboards. All other keys are nonfunctional.
- Users now have the ability to cancel digital sending, copy, print and fax jobs via SNMP commands.
- Added the ability to specify a custom sign-in message at the control panel if all of its permissions have Guest locked. The default message in English is "Touch 'Sign in' to use the device." The ability to modify this message lets clients that have badge authentication solutions or other types of custom messaging they wish to be displayed to show.
- A new option has been added to delete the temporary jobs after 3 days.
- Error code "42.B0.01" will not be displayed in the event log for end customers.
- Added new feature to allow PCL 6 to suppress blank pages. Previously this feature was only available with PCL5, now this functionality is also available with PCL6.
- Changes in power management to meet new Blue Angel regulations.

### Digital Send:

- Devices will accept a new hidden macro called "%HOME\_FOLDER%" in the "UNC Folder Path" with the "Save to Shared Folders" of the "Save to Network Folder" setup. When specified, the device will attempt to locate that user's personal share folder using the default attribute for Active Directory named "home directory" if the user authenticated with Windows or LDAP authentication. Alternatively, when specified the device will attempt to locate the value for the constant Home Folder Path which certain pull print & authentication solutions like HP Access Control and others populate. This allows for a different way to specify personal folders so that the other advanced features like specifying a sub folder or



optionally using a service account can be used. This can be especially helpful for pull print and authentication solutions like HP Access Control in cases where network administrators want to allow end users to tap a badge (which does not have their password) to deliver jobs to their home folders without additional prompts. This also helps clients with Windows and LDAP authentication too even if not using a service account where end users want jobs delivered to a predictable subfolder (e.g. "scans") and not just their root home folder.

Fax:

- Firmware support for fax accessory 700.

Security/Authentication:

- Users now have the ability to disable printing from Help.
- Added two new features to improve the privacy and usability of retrieving stored jobs from the "Retrieve from Device Memory" application. Administrators can define what users first see when entering the "Retrieve from Device Memory" application. The default behavior has not changed, but administrators have a new setting in the embedded web server under "Security" [Tab] -> "Protect Stored Data" [Menu] -> "Managed Stored Jobs" [Section] called "Behavior when users are authenticated. If "Assist users to their jobs" is selected, users entering the application will immediately see their jobs provided a folder exists by their username (default behavior in the print driver when sending jobs) but can navigate back to the list of folders with jobs. Administrators will also note a new permission that is not activated by default in the embedded web server under "Security" [Tab] -> "Access Control" [Menu] -> "Sign In and Permission Policies" [Section] -> "Open from Device Memory application" [Control Panel Permission] for "Other Users' Jobs and Folders". If removing the permissions (e.g. for "Guest" and "Device User") a regular user will only be able to see their or guest jobs. If at the folder view they will only be able to see folders with at least one of their own jobs or a guest job within it except for the special folders like "Untitled" & "Stored Faxes". These two features can be used together to optimize the privacy & usability when users retrieve their stored jobs.
- Allow for nested group behavior on the EWS: Security>Access Control>Windows Setup. Nested AD groups may be configured to inherit parent permissions.
- Allows for authentication at devices using AD credentials instead of local device credentials via Web Jet Admin.
- This firmware provides compatible HP and 3rd party solution software the ability to establish HTTPs communications through the Jetdirect networking interface. The protocol and encryption parameters for these solutions are now configured using the Jetdirect networking settings, allowing access to updated Jetdirect protocols and encryption. This option is available to HP and 3rd party solutions using the HttpWebRequest Class connection methods.

- This firmware addresses the following security issues: CVE-2005-4900– SHA-1 is not collision resistant, allowing for context-dependent spoofing attacks. Cipher suites containing the SHA-1 hashing algorithm can now be disabled by setting Encryption Strength to “High” within the “Mgmt. Protocols” page under the EWS Networking tab. These cipher suites will remain enabled/active if Encryption Strength is set to either “Medium” or “Low”. Note: For devices with Encryption Strength set to “High”, after installing this firmware the Encryption Strength setting will be changed to “Medium” to allow continued access to SHA-1 cipher suites.

#### Embedded JetDirect:

- No New Updates

#### **FIXES:**

##### Base:

- You may see a 49.00.FF error while performing a Direct TIFF print job.
- Setting Legacy resolution to 300 x 300 would not be retained after a power cycle.
- Print job size of 400mb or more not getting stored on the device disk memory.
- Disk resident fonts are not persistent after a power cycle.
- Localization issue with physical keyboard is resolved.
- Paper type is displayed incorrectly on control panel when using Chinese.
- Wrong translation of control panel buttons in Czech.
- Certain PDFs were not printed correctly, text on PDF was getting printed as blocks.
- Improved Barcode scanning.
- Improvement in print performance of certain PDF files.
- Scanned output PDF documents fail PDF/1-b compliance with certain PDF test tools.
- You may see an Access Denied warning when trying to access the EWS even prior to entering in a Password.
- Under certain circumstances an SNMP GET request might receive a slow response which exceeds all client retries and timeouts. Sometimes the printer would never respond. This fix ensures that these circumstances do not prevent timely SNMP responses.
- Fixed an issue where Date and Time settings in EWS would not save when device was set to a non-English language.
- Intermixing of pages is seen when printing copy jobs.
- Save To Network Folder application always prompts for password after successful third party Kerberos authentication.
- A 48.A1.01 error could be displayed if a Job Accounting solution was registered as a 'critical client'. This error is normal in the case of lost communication to the solution server but was occurring inadvertently due to a corrupt job being tracked by the device.

- Embedded EPrint setting intermittently shows state as "Not Supported" instead of "Enabled/Disabled" via WJA.
- Using the Pages per Sheet N-Up printing feature provided with any version of the UPD PCL6 driver will give incorrect printed output.
- You may see improvements printing certain fonts.
- After upgrading to Future Smart 3.8 firmware and performing a cold reset on the MFP, 'Remote Scan Request' button no longer shows up on the Control Panel.
- 49.38.07 error is seen when printing certain jobs with "reverse page order" setting enabled on a device without finisher.
- PS Error seen when printing certain documents greater than 40 pages.
- Added a Web Service object for the "Security" -> "Web Scan Auto Capture Jobs: Enable Remote User Auto Capture" feature which will allow Web Jet Admin to fleet manage this setting with XTP Tickets where reservation less scanning for Network TWAIN is required.
- Event "31.03.34" will not be displayed in the event log.
- 49.4A.04 is seen when printing certain PDF files containing excessive numbers of XObjects on one or more pages
- Error 49.4A.04 is seen when reprinting certain jobs from Corel Draw.
- The PCL commands to call barcode fonts does not work when using asterisks
- 49.38.07 error is seen when printing certain PDF jobs in duplex.
- Removed possibility of a device hang that could occur during an HTTPS encrypted scan to an aftermarket solution server destination.
- Color mismatch while printing certain PDF documents and selecting the CMYK profile in driver.
- Device stops responding to SNMP requests when we go to Device tab in WJA.
- Address book search in Japanese for katakana-hiragana prolonged sound mark (-) does not work well.
- USB volume name is not getting displayed correctly in Korean and other 2 byte languages.
- Missing graphics on pages when printing certain PCL5 jobs.
- Improvements in small job print performance.
- You may see performance improvements when typing using physical keyboards (flow devices).
- HPEC - After selection is made from a dropdown, the user touches the screen where the dropdown options were and the selected will change to an unwanted selection.

#### Digital Send:

- Intermittent send to folder failures due to dfs server referrals.
- In the previous firmware release, a feature was added to let administrators use the Shared Folders (instead of the Personal Folders optionally) to allow end users to access their home folder this way. While configuring the feature in the Embedded Web Server worked as expected, an issue was discovered where configuring the same feature via Web Services (including future releases of Web Jet admin) were not resolving correctly

for users at the control panel when they tried to use the feature. This is now fixed.

#### Fax:

- When the user badges in with card authentication while an incoming fax is being received, inactivity timeout doesn't take effect thus not logging out the user.
- Thumbnail resolution of the failed fax report has been improved.

#### Security/Authentication:

- Resolved issue with Card Reader not responding intermittently with Card insert.
- Resolved issue where aftermarket authentication agents utilizing the OXPd protocol could inadvertently remove guest permissions to tabs (e.g. the Information tab) on the EWS page.
- "This firmware addresses the following security issue:
- CVE-2016-2183 – 3DES TLS/SSL Birthday Attacks on 64-bit Block Ciphers (SWEET32) Vulnerability."
- Re-added web services (removed in FS 3.8) to allow HP Jet Advantage Security Manager to manage the state of the Information tab in the embedded web server.
- Resolved redundant authentication prompts when accessing certain types of logs.
- Scan to network folder suddenly stops working for Windows 10 shares after receiving Microsoft update 1703 or later.
- This firmware addresses the following security issue: CVE-2017-2750 - Insecure Solution DLL Signature Validation.
- Added support for G&D FIPS-201 SIPR smartcards that are provisioned without encipherment certificates.
- When logging into the Embedded Web Server using Windows authentication, you may not be able to see all the tabs or options that you have been granted access to.
- 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.
- This firmware disables the "TFTP Configuration File" setting to prevent unauthorized device resets.

#### Embedded JetDirect:

- Fixed "IP Address/Subnet is out of range. Check the field. IP=x.x.x.x Mask=x.x.x.x" error given when an IP address was entered with zero for the host number in the Access Control List.
- Buffers expanded to hold large DNS responses (70+ records). Previously only about 7 or 8 records were accepted.
- Trying to connect via the FTP may fail with certain applications.
- Fixed an issue where Windows Authentication would hang the printer.
- Product was generating Certificate Signing Requests with version number other than zero. RFC 2986 requires a version number of zero.
- Product was generating Certificate Signing Requests with version number other than zero. RFC 2986 requires a version number of zero.
- Printer crashes with 81.09.00 Embedded Jetdirect Error message when user sets Admin password from Telnet.
- Under certain circumstances during initial power-on, the DHCP Discover message is sent without a hostname (option 81). This fix ensures that option 81 is always present when applicable.
- The password input for "Import Certificate and Private Key" has been expanded beyond 16 characters.
- Default name when saving a CSR (Certificate Signing Request) is no longer "certificate.cer".
- Under certain circumstances the certificate validity check performed during the IKE portion of IPsec was done with the local printer time and not UTC time.
- If a Jetdirect 2900w is installed and two different wired networks are connected to the printer (one on the JD 2900w and one on the Jetdirect Inside connection), then it was possible (under certain circumstances) for the entire printer to become unresponsive.
- This fix prevents the printer from resetting the connection during an intervention event (paper out, paper jam, etc.) when printing using the LPD protocol. Previously, the connection would be reset after the TCP Idle Timeout had expired. Now it will wait indefinitely.
- The firmware had trouble parsing a long list of "additional records" in a DNS SRV response packet. This fix prevents the problems which were causing the device to crash with a 49.38.07 error code.
- Do not respond to pings during the DHCP process (after DHCP Discover).
- Retry 802.1x EAP Start process if unsolicited Request Identity is received after connecting to unsecured network.
- IPP attribute "printer state" is not returning the correct state when printing a port 9100 job.
- Updates to HTTPS communications for embedded aftermarket solutions.
- Some SSL requests from embedded solutions would fail due to corruption of the destination URL.
- Printer is showing offline after registering to Google Cloud Print.
- The Certificate Signing Request generated by the printer included three OU fields (one specified by the user when filling in the EWS form and two additional OU fields added automatically). Some Certificate Authorities accept only one OU field so the user entered field was retained and the two internally generated OU fields were removed).

Current firmware revisions included in this firmware bundle:

**DEVICE FIRMWARE REVISION**

| COMPONENT                       | FIRMWARE VERSION   |
|---------------------------------|--|
| HP LaserJet Enterprise MFP M527 | Firmware Datecode: 20171213<br>Firmware Revision: 2308937_578485 |
| Embedded JetDirect:             | JSI23900010  |
| DC Controller:                  | 1.119  |
| CPB                             | 3.055q   |
| SCB                             | xxxxFA1744AR 1.0   |
| HP Fleet Release Designation    | FutureSmart 3.9  |
| MD5 checksum for .bdl file      | d45606e8b77eda55d2c5621f7f83ddda                                 |

**Enhancements and Fixes provided with this Firmware revision**

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

Firmware Datecode: 20170922

Firmware Revision: 2308216\_001071

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.8.0.3

**ENHANCEMENT:**

Base:

- No New Updates

Digital Send:

- No New Updates

Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

## **FIXES:**

### Base:

- No New Updates

### Digital Send:

- No New Updates

### Fax:

- No New Updates

### Security/Authentication:

- This firmware addresses the following security issues: CVE-2017-11103 - Heimdal before 7.4 allows remote attackers to impersonate services with Orpheus' Lyre attacks.
- This firmware addresses the following security issues: CVE-2017-9765 - Integer overflow in SOAP (Simple Object Access Protocol) function allows execution of arbitrary code or Denial of Service, aka Devil's Ivy attack.

### Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

#### **DEVICE FIRMWARE REVISION**

| COMPONENT                       | FIRMWARE VERSION   |
|---------------------------------|--|
| HP LaserJet Enterprise MFP M527 | Firmware Datecode: 20170922<br>Firmware Revision: 2308216_001071 |
| Embedded JetDirect:             | JSI23e80165  |
| DC Controller:                  | 1.119  |
| CPB                             | 3.055n   |
| SCB                             | xxxxFA1626AR 1.0   |
| HP Fleet Release Designation    | FutureSmart 3.8.0.3  |

## **Enhancements and Fixes provided with this Firmware revision**

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

Firmware Datecode: 20170602

Firmware Revision: 2308214\_000905

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.8.0.2

#### **ENHANCEMENT:**

Base:

- No New Updates

Digital Send:

- No New Updates

Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

#### **FIXES:**

Base:

- No New Updates

Digital Send:

- No New Updates

Fax:

- No New Updates



## Security/Authentication:

- This firmware addresses the following security issue: CVE-2017-2743 - Cross Site Scripting (XSS) Vulnerability.

## Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

### DEVICE FIRMWARE REVISION

| COMPONENT                       | FIRMWARE VERSION   |
|---------------------------------|--|
| HP LaserJet Enterprise MFP M527 | Firmware Datecode: 20170602<br>Firmware Revision: 2308214_000905 |
| Embedded JetDirect:             | JSI23e80161  |
| DC Controller:                  | 1.119  |
| CPB                             | 3.055m   |
| SCB                             | xxxxFA1626AR 1.0   |
| HP Fleet Release Designation    | FutureSmart 3.8.0.2  |

## Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20160820

Firmware Revision: 2308209\_000563

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.8

### ENHANCEMENT:

#### Base:

- Introduced a secure pull print job purge feature where when using a pull print solution and there is a condition on the device that requires user intervention, a job purge mode will be tied to the inactivity timeout. Job purge is limited to up to 3 jobs in the current print queue. To enable, select "Cancel Print Jobs after Unattended Error" in the devices EWS Security - General tab.
- Upgraded the font library to UFST 7.3.1. The focus areas are Error handling for TrueType fonts and OpenType CFF fonts.
- Mediatype "HP EcoSMARTLite" has been renamed to "HP EcoFFICIENT".
- Role-Based Access to EWS - provides ability to limit access to EWS items via defined roles. Note: If configured using 3.7.4, feature changes in next fleet

- release may cause some access controls to be lost. See white paper for details.
- Added functionality to allow users to cancel A3 jobs on A4 printers, mainly targeted for Pull printing customers.

#### Digital Send:

- The number of allowed domains in the Email Domain Restriction has been increased from 20 to 50.
- Added a feature to show secondary credentials as soon as the user starts a job that requires credentials (Folder, SharePoint) but credentials are missing. The secondary credentials prompt should be displayed regardless of the setting "verify folder access prior to job start" is enabled or disabled.
- TWAIN scanning support on Network connected MFPs. The scan can be initiated using an HP or non HP TWAIN client application. The feature would also support 'Job Reservations' to complete the remote scan requests from the Control Panel of the MFP.

#### Fax:

- Added alphanumeric keypad support for fax.

#### Security/Authentication:

- No New Updates
- Added a usability improvement for customers using certain pull print & authentication solutions (such as HP Access Control) which populate the username, domain & home folder path as attributes. In these environments if the user pre-authenticates with their badge (taps first) before entering a Save to Network Folder application quick set configured with Personal Share & verify access, the device will only require the user's password.
- Added Server Name Indication (SNI, section 3 of RFC 6066) support in TLS handshake for improved compatibility in certain configurations of Active Directory Federation Service (ADFS) on Internet Information Services (IIS) 8 or later or possibly other applications.

#### Embedded JetDirect:

- No New Updates

#### **FIXES:**

#### Base:

- Slow printing of specific PDF files.
- Garbled text printed on configuration pages in certain localizations have been resolved.
- You may see devices intermittently stop responding in complex print environments
- Improvement in print performance of certain PDF files.
- Resolves an issue where HP device with PaperCut solutions may result in users being unable to Authenticate or Pull Print. Within the PaperCut Administration Console the HP device is unable to be configured or the embedded device status reports the following error "Error: The server sent HTTP status code 400: BadRequest".
- EPrint error "Could not Communicate with HPConnected.com. Some internal error happened, try again." is seen after upgrading firmware to FS 3.5.1 or later versions.
- A 49.38.07 error may be seen when printing PDF files using LPR.
- Improvement in print performance while printing certain PDFs using PS driver.
- PCLXL error is seen while printing PDFs with watermark.
- When PJJ JOB START specifies a specific page to begin printing on (e.g. PAGE 20), the device correctly begins printing on the specified page. However, unsolicited PJJ USTATUS PAGE responses would begin counting from Page 1 (Page 2 when printing duplex) instead of the specified JOB START page (e.g. PAGE 20). This has been corrected so PJJ USTATUS returns PAGE counts beginning at the specific START PAGE.
- Performance improvements related to non-English language usage in EWS and at device Control Panel for built-in and aftermarket solutions (such as Authentication).
- An indication that direct Tiff printing was supported with the Retrieve from USB feature was missing from control panel screen seen after opening the application on the control panel.
- Not able to change Tray Registration settings while EWS is in certain languages.
- Equitrac Authentication Agent sign-in agent is missing.
- PaperCut error "Could not connect to the Quota server. If this problem persists, contact the administrator" is seen after upgrade to FS 3.7.4.
- You may see a shrinking or slight size reduction in the body of your scanned image when performing a Copy or Digital Scan through the ADF with either simplex or duplex images.
- If stop hard key is pressed while the device is in sign-in page of any application, the device does not recover and we are not able to access any application on home screen after that.
- PDF bar code not printed correctly.
- You may experience a 30.01.45 error when booting or when the unit comes up from sleep.

Digital Send:

- Reoccurring 44.01.0E errors in some scenarios when searching local fax records via address book has been resolved.
- During Send to Network folder the device fails to prompt user credentials screen when the destination is set to NAS.
- The device repeatedly prompts to add email address of the signed in user to the Address Book.
- Digital Send jobs get stuck in the queue when using font DIMM loaded with higher file size.
- Resolved an issue wherein encrypted emails restricted by size were not sent correctly.

#### Fax:

- Internet fax doesn't support special characters underscore ( \_ ) and hyphen ( - ) as T.37 prefix

#### Security/Authentication:

- 33.05.17 Security Alert seen when base filename used to package and zip files for solution bundling is too long.
- You may see a 33.05.18 error when using select Solution Providers software on Firmware bundle 3.7
- EWS Session Id HttpOnly attribute in HttpCookie class set to true.

#### Embedded JetDirect:

- Functionality of the TCP MSS settings in Telnet has been restored.
- Fixed an issue where generating a self-signed certificate would fail if the system date format wasn't mm/dd/yyyy.
- Fixed a situation where bad network packets (invalid checksum) could be accepted and processed as if they were good.
- Resolved memory leaks (and possible device lockup) in DNS mapping logic when handling uncommon IPv4/IPv6 scenarios.

Current firmware revisions included in this firmware bundle:

#### **DEVICE FIRMWARE REVISION**

| COMPONENT                       | FIRMWARE VERSION   |
|---------------------------------|--|
| HP LaserJet Enterprise MFP M527 | Firmware Datecode: 20160820<br>Firmware Revision: 2308209_000563 |
| Embedded JetDirect:             | JSI23e80161  |
| DC Controller:                  | 1.119  |
| CPB                             | 3.055m   |
| SCB                             | xxxxFA1626AR 1.0   |
| HP Fleet Release Designation    | FutureSmart 3.8  |

## Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20160102

Firmware Revision: 2307781\_551187

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.7

### ENHANCEMENT:

#### Base:

- The device now has the capability to directly print TIFF files from the walk up USB port.
- When a full keyboard is displayed on the control panel, there is now a shortcut key, "123" which when pressed, will display a 10-key numerical keypad to make it easier to enter numerical PINs.
- Added support for printing TIFF files.
- IPP Job Mandatory attributes and Page Overrides are supported in AirPrint 1.5 phase 2.
- Additional support added for Code128, Code 3of9, OCR-A, and OCR-B.
- When No Media Type is specified in the job and Tray 1 is loaded and configured (ex: letter, cardstock), a prompt with the default media type is seen in the mount (default: plain). If we press "OK" then the tray will be seeded to the job size and type. If the user decides to not accept this change and selects the modify button and change the tray1 type and press ok, the mount comes back. What this means is that the user will not be able to use what is loaded and configured in Tray1 with the current job. This requirement provides the capability wherein an "Options" button is displayed instead of "OK" in the mount and once user presses Option button, he should be able to see two listings for Tray1, one with the current tray settings and one with the Job settings. Once user selects Tray1 with Job settings, Job size and Job type will be seeded in Tray1 and Job will get printed from Tray1. If user selects any other listing it will be treated as override of Job to tray settings.
- Include the ability to erase content on the edges of images being copied, similar to the edge erase functionality for scanned images.

#### Digital Send:

- A requirement to provide a solution that allows restriction of e-mail addresses that can be used in scan to Email jobs (To/Cc/Bcc) and e-mail job notifications. The admin should be able to set the list of e-mail domains that can be used. For instance, if the list of allowed domains contains just hp.com, then just e-mails that contains @hp.com can be used when sending e-mail jobs and job notifications.
- Users now have the ability to browse network folders from the Send to Network Folder application for CIFS and DFS connections (but not FTP)

provided they have "Ability to edit the network folder path" enabled by their network administrator.

- Ability to set file number format "X\_Y" in the email subject as well when using Scan to Email.

#### Fax:

- Added the ability to flip orientation to duplexed Fax output.

#### Security/Authentication:

- HP SureStart - The printer's BIOS is a set of boot instructions to initiate hardware components and load the HP FutureSmart firmware. HP Sure Start validates the integrity of the BIOS, and if a compromised version is discovered, the device restarts using a safe, "golden copy" of the BIOS.
- Whitelisting ensures only authentic, HP firmware code that has not been tampered with is loaded into memory. If an anomaly is detected, the device reboots to a secure, offline state.
- Runtime Intrusion Detection checks for anomalies in system memory during complex firmware and memory operations. In the event an anomaly is detected, the device automatically reboots. If the Auto-recover feature is disabled, or the anomaly occurs twice within 30 minutes, the device reboots to a secure, offline state.

#### Embedded JetDirect:

- Added support for new USB accessory (HP Jetdirect 2900nw). Wireless STA with second Ethernet connection.
- Added support for new USB accessory (HP Jetdirect 3000w). Wireless AP with NFC and Wireless Direct.

#### **FIXES:**

##### Base:

- PCL XL error page is printed intermittently after retrieving the encrypted stored Jobs.
- HP logo hang when performing specific OCR Digital Send activities.
- 49.4A.04 error is seen when printing certain PDF documents using PS driver or Direct Print.
- 49.4A.04 error is seen when printing certain Microsoft Word documents using the Print feature in the EWS.
- Printing certain PDF files using the Print Feature in the EWS may result in a blank page being printed.
- Report pages are still able to be printed when Access Control has been locked down for those menu items.
- Slow printing observed when using direct PDF for scanned documents.
- Improvement in print performance of certain PDF files.

- In the Retrieve diagnostic data menu on the control panel, "OK" button was added to allow user to navigate back after exporting the data.
- Configuration page not printed in few localization languages (Croatian, Romanian, Slovak, Slovenian, Catalan, Indonesian, and Thai).
- Improved small job performance.
- Device hangs in "processing" state intermittently.
- When printing specific PDF documents via Unix, users can get a message regarding an Invalid Font, Failed reading start X ref number.
- Default Copy or Send Automatic Document Feeder size switches to Letter after firmware upgrade.
- Added the ability to support more characters when defining user defined paper types via the embedded web server.
- Troubleshooting tab localization is wrong in German Language.
- Improved remote control-panel allowing access to remote operators while the initial language and date/time wizard is open for new device installations as well as some error messages.
- You may see a delay in accepting data in the middle of a job or between jobs when using the Equitrac solution.
- HPAC15.0 does not read proximity card correctly when waking from sleep mode with OXPd1.7
- When device language is set to "German", the Scan File Types selection for OCR file type are showing up in a different language
- The "Scanner Busy" message is not localized correctly in certain languages
- German Localization is incorrect for "Device Memory" feature.
- Keyboard layout setting is changed from "English (UK)" to "Japanese (Romaji)" after upgrading FW from 3.2.7 to 3.4.
- Accented characters missing with univers font on 3.4.
- Slow printing of specific PDF files.
- The Esc E command is not resetting the PCL5 print environment when used with the PaperType command.
- Lines on page may not print when using certain PS or PDF print files.
- Scanner Busy messages hang indefinitely on control panel under certain conditions.
- Adding a WJA Template has the potential to produce a 46.23.1C error.
- You may see the devices intermittently stop responding to SNMPv3 queries after 2-3 weeks of up-time.
- SNMP Value for hrMemorySize (OID 0.1.3.6.1.2.1.25.2.2.0) is reporting Incorrect Memory Size.
- A 49.38.18 may be seen on the control panel when the device has FutureSmart Bundle Version 3.5 installed.
- Arabic words on WinForms have separated letters only.
- Setting the Home button to disabled in an OXPd application does not disable the device Home button.
- A 49.38.07 may be seen on the control panel for no apparent reason.
- Customizing Alternate Keyboard Layout via WJA does not work.
- Slow performance on PPT files.

Digital Send:

- Save to SharePoint Support added for "federated/hybrid" environments in which both Office 365 and corporate-based authentication is required.
- When split email attachment enabled, if a user sends an email with large attachment to an incorrect email address, the email job is stuck on 'processing' thus not allowing the subsequent email jobs to process. This would further result in 49.38.02 out of memory exception error.
- Send to Folder via DSS enabled when SecureJet authentication is used.
- Black (1-bit) image files produced by digital send features (Email, Save to Network, etc) have been improved. New tone scaling, slightly smoother contrast to better preserve light content. In addition, new treatment of edge pixels added to help reduce dot spatter around text.
- Devices may become unresponsive when job queue is filled.
- Send to Network folder failure due to CIFS timeout has been addressed.
- Email addresses are not added to the local address book through device control panel when the local address book consists higher entries.
- "Scanner Busy" message is continuously displayed on the control panel until the scan job stuck in the active jobs queue is canceled.

#### Fax:

- The feature "Stamp Received Faxes" now Stamps the archived faxes.
- Fax header details were truncated when the number of characters are exceeding the limit.
- Stamped faxes in German language shows time format in global standard (YYYY MM DD) instead of country specific standard DD MM YYYY
- MFP receives corrupted faxes with missing content and fuzzy text in complex phone environment.
- Incoming fax hangs on receiving page x of y.
- When LanFax jobs are sent from MFP to Biscom LAN fax server, it rejects the job and inserts an error in the envelope file.
- When "Rear bin" is selected as output bin for printing incoming faxes, "close the door" message pops up and the faxes are not printed in the rear output bin.  
Note: The change in behavior now will have the following effect: If the bin is open, the faxes will always be printed to rear output bin, regardless of output bin selection. In order to print to standard bin normally, close the rear output bin. If the rear bin is closed, fax will always be printed to standard output bin regardless of output bin selection."
- When user selects fax recipients from the Address book and deletes one or more recipients, the fax sent is received by the deleted recipients and not the ones selected in the list.

#### Security/Authentication:

- Home Screen Sign-In configuration (deny guest access) lost after firmware upgrade.
- "After upgrade to firmware version 3.4, DFS jobs begin to fail after a period of time. Sending to the physical location from a client works as expected.
- "
- Large scan jobs will fail if smartcard removed.



- Send to home folder fails intermittently with "Invalid folder destination server or path".
- If a password is mis-typed twice when using a Common Access Card the users account may be locked out despite Active Directory being set to lock out after three bad password attempts.

#### Embedded JetDirect:

- Telnet setting "Bonjour RCNFG" reverts to zero after power cycling the printer.
- Intermittent system hang seen on several or all devices on the same subnet at around the same time, devices are not even pingable.
- Upgrading from FS 3.4 will cause Bonjour protocol to be enabled - even if it was previously disabled.

Current firmware revisions included in this firmware bundle:

#### **DEVICE FIRMWARE REVISION**

| COMPONENT                       | FIRMWARE VERSION   |
|---------------------------------|--|
| HP LaserJet Enterprise MFP M527 | Firmware Datecode: 20160102<br>Firmware Revision: 2307781_551187 |
| Embedded JetDirect:             | JSI23700101  |
| DC Controller:                  | 1.119  |
| CPB                             | 3.055j   |
| SCB                             | xxxxFA1546AR 1.0   |
| HP Fleet Release Designation    | Original Release FutureSmart 3.7                                 |

## **Enhancements and Fixes provided with Previous Firmware revision**

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

Firmware Datecode: 20150916

Firmware Revision: 2306272\_536016

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.6

#### **ENHANCEMENT:**

Base:

- No New Updates -- Original Release

Digital Send:

- No New Updates -- Original Release

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 Send:

- No New Updates -- Original Release

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 LaserJet Enterprise MFP M527 | Firmware Datecode: 20150916<br>Firmware Revision: 2306272_536016 |
| Embedded JetDirect:             | JSI23600140  |

|                              |                                  |
|------------------------------|----------------------------------|
| DC Controller:               | 1.118                            |
| CPB                          | 3.054k                           |
| SCB                          | xxxxFA1538AR 1.0                 |
| HP Fleet Release Designation | Original Release FutureSmart 3.6 |

## Installation Instructions

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**NOTE:** Please be aware that an update in some circumstance may require ten 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. Scroll down and select the **Administration** menu.
3. Select the **Reports** menu.
4. Select the **Configuration/Status Pages** menu.
5. Select the **Configuration Page** option.
6. Select the **Print**.

On the printed Configuration page look in the section marked "Device Information" for the Firmware Datecode and Firmware Revision. The Firmware Datecode and Firmware Revision will look something like this:

Firmware Datecode: 20150218  
Firmware Revision: 2304070\_439650

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.

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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)

Please visit the following link to a view video on this firmware upgrade method explained below. <http://youtu.be/Gv6OprEg7Es> or <http://link.brightcove.com/services/player/bcpid1190528646001?bctid=REFIDBC3707096437001>

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

---

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

1. Open an Internet Browser Window.
2. Enter the IP address in the URL line.
3. Select the **Firmware Upgrade** link from within the **Troubleshooting tab**.
4. Browse to the location that the firmware upgrade file was downloaded to, and then select the firmware file. Select the Install button to perform the upgrade.

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

Once the printer or MFP is back online, print a Configuration Page and verify that the new firmware has been installed.

#### **Pre-Boot walk-up USB thumb drive:** (control panel Pre-Boot menu)

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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 xxxxxxx.bdl file.

1. Copy the xxxxxx.bdl file to a portable USB flash memory storage device (thumb drive). USB Flash Drives with a CD formatted partition may not be recognized by the printer. You may need to try a different USB flash drive.

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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 middle of the screen when you see the "**1/8**" under the logo.
4. Press the Down arrow to highlight **Administrator**, and then press the OK key.
5. Press the Down arrow to highlight **Download**, and then press the OK key.
6. Insert the portable USB storage device with the xxxxxx.bdl file on it.
7. Press the Down arrow to highlight **USB Thumbdrive**, and then press the OK key.
8. Press the Down arrow to highlight the xxxxxx.bdl file, and then press the OK key.

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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 reboot.

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

Once the printer or MFP is back online, print a Configuration Page and verify that the new firmware has been installed.

#### **Walk-up USB thumb drive:** (Standard control panel menu)

Please visit the following link to a view video on this firmware upgrade method explained below. **YouTube address:** <http://youtu.be/IOsm1Z-dbJU> or <http://link.brightcove.com/services/player/bcpid1190528646001?bctid=REFIDBC3707191411001>

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

1. Copy the xxxxxx.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. Scroll down and select the **Device Maintenance** application.

4. Select the **USB Firmware Upgrade** menu.
5. Insert the portable USB storage device with the xxxxxx.bdl file on it into the USB port on the front control panel of the product.
6. Select and highlight the xxxxxx.bdl file you would like to use.

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

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7. Select the Upgrade button on the bottom of the screen.
8. Next select the Upgrade, Re-install or Downgrade depending on the task you want to complete that the firmware install will start.

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

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**NOTE:** The upgrade process may take 10 or more 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.

### **Web Jetadmin** (Supported with version 10.4 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 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 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 LaserJet Enterprise MFP M527 Series Support:**

URL for Firmware downloads:

<http://www.hp.com/support/ljM527>

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.

### **Legal Statements**

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