

HP LaserJet 3800 Firmware Readme

Product Name(s): **HP Color LaserJet 3800**

Model Number(s): **Q5981A, Q5982A, Q5983A, Q5984A**

IMPORTANT NOTE:

“This firmware version installs code signing verification functionality. Firmware signed by HP guarantees the integrity and authenticity of the code; meaning that the firmware was produced by HP (authenticity) and that the firmware has not been altered in any way (integrity). “

ATTENTION: Once this firmware has been applied to your printer or multifunction device it **CANNOT BE DOWNGRADED** to a firmware version earlier than **20120217 46.050.2**

BACKGROUND: It is important to note that Code Signing Verification functionality has been provided with this version of firmware and will be provided with all future versions of firmware, therefore, the ability to downgrade to a previous version of firmware no longer exists.

This document contains information for the firmware revision **20141218 46.080.8**, designated as CPE 11.2.4 for LJ3800, and any previous versions, if applicable.

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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. 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 Remote Firmware Update (RFU)?

The HP LaserJet Printer Remote 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 firmware for the engine and all connected accessories are upgraded.

Who needs this firmware?

Similar to Hewlett Packard providing improved software for your HP LaserJet Printer, Hewlett Packard 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:

1. Go to the printer's control panel.
2. Press the green checkmark button.
3. Use the arrow keys and select the "INFORMATION" selection on the control panel.
4. Use the arrow keys and select the "PRINT CONFIGURATION" selection.
5. Press the green checkmark button to print the Configuration Page.

On the printed CONFIGURATION page look in the section marked "Device Information" for the firmware date code. The firmware date code will look something like this: 20080118 46.040.1

FIXES AND ENHANCEMENTS PROVIDED WITH THIS FIRMWARE REVISION: 20141218 46.080.8.

Enhancements:

- No new functionality or features are provided by this firmware release.

Fixes or improvements:

No new functionality or features are provided by this firmware release.

Authentication/Security:

This firmware addresses the following security issue:

- CVE-2014-0224 - SSL/TLS MITM vulnerability
- CVE-2014-3566 – SSLv3 POODLE (Padding Oracle on Downgraded Legacy Encryption) Vulnerability

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

HP LJ3800 Series Printers	Datecode: 20141218 46.080.8
Embedded JetDirect	V.33.28.FF
DC Controller	34
Release Designation	CPE 11.2.4 Signed Release

FIXES AND ENHANCEMENTS PROVIDED WITH THIS FIRMWARE REVISION: 20131018 46.070.1

The firmware had to roll due to an HP internal version string change necessary for a development tool change. It contains no other enhancements or fixes. FIRMWARE DATECODE: **20131018 46.070.1**.

Current firmware revisions included in this firmware bundle

DEVICE FIRMWARE REVISION

HP LJ3800 Series Printers	Datecode: 20131018 46.070.1
Embedded JetDirect	V.33.25.FF
DC Controller	34
Release Designation	CPE 11.2.3 Signed Release

FIXES AND ENHANCEMENTS PROVIDED WITH THIS FIRMWARE REVISION: 20130123 46.060.1

Fixes :

The following fixes or improvements are provided by this firmware release 20130123 46.060.1

- The OID to suppress the 'Supplies Override' message gets reset on certain events like door open, door close and powercycle.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

HP LJ3800 Series Printers	Datecode: 20130123 46.060.1
Embedded JetDirect	V.33.25.FF

DC Controller	34
Release Designation	CPE 11.2.2 Signed Release

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISION: 20120217 46.050.2

IMPORTANT NOTE:

“This firmware version installs code signing verification functionality. Firmware signed by HP guarantees the integrity and authenticity of the code; meaning that the firmware was produced by HP (authenticity) and that the firmware has not been altered in any way (integrity). “

ATTENTION: Once this firmware has been applied to your printer or multifunction device it CANNOT BE DOWNGRADED to a previous version of firmware.

BACKGROUND: It is important to note that Code Signing Verification functionality has been provided with this version of firmware and will be provided with all future versions of firmware, therefore, the ability to downgrade to a previous version of firmware no longer exists.

ENHANCEMENTS, FIXES OR IMPROVEMENTS:

This firmware is a digitally signed version of the previous release (46.040.2). It contains no other enhancements or fixes.

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISION

NOTE: ALL IMPROVEMENTS WITH PREVIOUS REVISIONS OF FIRMWARE ARE INCLUDED WITHIN THE MOST CURRENT REVISIONS

Enhancements

The following enhancements are provided by this firmware release: 20080408 46.040.2

- Allow administrators to disable the ability to do a Cold Reset using the control panel.
- Allow administrators to disable the ability to do a Cold Reset using PML.

The following enhancements are provided by this firmware release 20080118 46.040.1

- Store Personal Job Until Printed- Allows Personal Job to not require a PIN

You may see improvements for the problems mentioned below by updating your printer's DCC firmware with revision "34"

- Improve the detection rate for plain media in Tray 2 and Tray 3.
- Improved process direction color plane registration.
- Fix the image being clipped on the leading edge

You may see improvements for the problems mentioned below by updating your printer's Formatter firmware with revision "20080118 46.040.1".

- WideA4 setting does not retain extended area after power cycle
- 49.XX error when printing PDFs
- Delete stored jobs PJI command does not work
- Corrected font kerning after 08.007.x
- 2nd duplexed page is turned 180 degrees
- PDF fails to print directly with EWS
- Cleaning page hangs when it is set to auto cleaning for every 1000 pages
- PCL5 Job Now Produces Improper Output

You may see improvements for the problems mentioned below by updating your printer's Formatter firmware with revision "20070327 46.039.0".

- Raster graphics in PCL files did not print properly, this has been fixed.
- Help message incorrect for True Exclusive tray mode. If the Tray Behavior menu items are set for Use Requested Tray=Exclusive and Use Another Tray Prompt = Disable (true exclusive mode), the help message still mentions pressing check to use another tray. It now states that the user can either add paper to the requested tray or cancel the job, which is correct.
- In order for Color Authorization to work correctly with Macintosh drivers, check or department ID was removed. Now, we rely strictly on the username.
- In the Embedded Web Server, the Color Usage Job log is accessible to be viewed by all users.
- RFU "@" indicator missing. An "@" symbol appears on the config page, when CustomIQ tables are uploaded.
- Solved the direct PDF issue related to printing odd number of pages in duplex mode.
- Made an improvement to provide backward compatibility for 3rd party AP font solution providers.
- Significant improvement in performance for large files (greater than 10 MB) when IO filter is installed.
- Two of the Service Menu Items are getting locked with CPLOCK: NEW TRAY1 MEDIA SENSOR and NEW TRAY2 MEDIA SENSOR menus are getting locked.
- Postscript fix for 49.OFF error created.
- Asian font file process speeds improved for both the PCL 6 and XPS drivers.
- Updated to the latest JDI firmware version

Fixes

The following fixes or improvements are provided by this firmware release 20080408 46.040.2

- Correct 49.2F05 Error when printing legal duplex
- Cleaning page no longer hangs when set to auto cleaning every 1000 pages. This eliminates the occurrence of a cleaning page hang after 1000 pages.
- Correct the possibility of the user seeing improper output while printing PCL5 jobs.
- Fixed the occurrence of incorrect output when printing simple PCL job.
- Corrected the occurrence of mixed jobs where the duplexed pages were rotated 180 degrees.
- Corrected 49.4C04 Error when printing .pdf file
- Corrected PJI Delete Stored Jobs command
- Wide A4 setting retains extended area after power cycle

- Corrected 49.4C02 Error when printing .pdf file

The following fixes or improvements are provided by this firmware release 20080118 46.040.1

- PS print job prints incorrectly
- Localization in Russian Language-"Overheated" where "Warming up" expected

The following fixes or improvements are provided by this firmware release 20070327 46.039.0

- PS print job prints incorrectly
- Duplexing issues with duplicate PCL commands
- Adding New DCC FW version checking

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:
NOTE: ALL IMPROVEMENTS WITH PREVIOUS REVISIONS OF FIRMWARE ARE INCLUDED WITHIN THE MOST CURRENT REVISIONS

A) DCC Firmware enhancements

Improvements made with revision "2D" and included in this DCC firmware roll:

- Fine-adjusted the fuser temperature setting for envelope mode to improve the fixing performance to the envelopes.
- Changed the toner level sensing error specification.
- Corrected the failure that mistakenly detects the 50.8 errors.
- Corrected the failure that wrongly detects the 500-sheet feeder's media sensor measurements.
- Corrected the defect in engine diagnostic test printing mode

Improvements made with revision "2E" and included in this firmware roll:

- Corrected the failure that mistakenly detects the 50.8 errors (carried over from revision 1.45).
- Countermeasure for First Page Out poor fusing at top of page for monochrome jobs.

Improvements made with revision "2F". and included in this firmware roll:

- ETB's contact/alienation status has been optimized to correctly detect the ETB's alienation status and help prevent mono image PQ defects and 59.F0 errors.

Improvements made with revision "30" and included in this firmware roll:

- Improve the fusing performance in lower temperatures.
- Improves the stacking performance and jams seen in the output bin.
- Improved print quality in the glossy mode.
- Decrease of 10.92 errors seen due to drum motor issues.
- Improved trailing edge PQ on OHT and glossy media.

- Improved timing for the media sensor so correct detection of the media is done.

Improvements made with revision "31" and included in this firmware roll:

- Decrease constant calibration due to environmental conditions

You may see improvements for the problems mentioned below by updating your printer's DCC firmware with revision "32"

- Countermeasure for Environmental Sensor causing multiple successive calibrations.
- Countermeasure for heavy media Color Plane Registration.
- Countermeasure for Color plane registration shift on plain media.

B) Formatter Firmware

You may see improvements for the problems mentioned below by updating your printer's firmware with revision "20051026 46.034.0".

- Improve Magenta output

You may see improvements for the problems mentioned below by updating your printer's firmware with revision "20051207 46.035.3".

- Improved color shift/media detection.Improvements to color plane adjustments to improve calibration.
- PDF prints picture in inverse color, correct color is used now.
- Link for the Restrict Color tab under Settings of the EWS page was not getting displayed correctly in German.
- GEL does not support USB Mass Storage Serial Number. This affects 3rd party developers that use host USB mass storage devices, which do not have standard 20 characters in the serial number found in the Compact Flash.
- Color Usage Job Log does not show user and application name.
- MPACCO (Mono Print After Color Cartridge Out) was changed from 1500 to 700.
- Engine Does not enter Sleep when Tray3 is empty, now it does
- Fixed the print error when printing to USB port from a modem. Now using Channel 1 instead of Channel 2 for USB Port printing, and we do not generate error messages.
- Reduced/removed image shift on odd number paged jobs when printing A4 Duplex.
- Fix for double spacing between characters when using Japanese fonts
- Color improvements to the OHT Color Tables

You may see improvements for the problems mentioned below by updating your printer's firmware with revision "20060422 46.036.1"

- Bundled both formatter and DC Controller firmware.
- Ability to download CUSTOM COLOR TABLES.

- USB mass storage partition fix for EWS.

You may see improvements for the problems mentioned below by updating your printer's firmware with revision "20060606 46.037.0"

- Bundled the new DCC firmware version 32.

Installation Instructions

NOTE: Please be aware that an update in some circumstance may require approximately ten minutes to complete the entire update.

Upgrading firmware to a single device

You can send an .RFU 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. Press the green checkmark button.
3. Use the arrow keys and select the "INFORMATION" selection on the control panel.
4. Use the arrow keys and select the "PRINT CONFIGURATION" selection.
5. Press the green checkmark button to print the Configuration Page.

On the printed CONFIGURATION page look in the section marked "Device Information" for the firmware date code. The firmware date code will look something like this: **20040322 07.000.0**

NOTE: If the firmware update involves a change in the format of NVRAM, the NVRAM settings will be lost and must be set again by the customer.

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 will depend on a number of things including the speed of the host computer sending the update and the I/O method (parallel, 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 .RFU job in the queue will be printed before the .RFU update is processed.

NOTE: When the upgrade process has completed the LaserJet will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

Using the Embedded Web Server (EWS):

The EWS can be used in the majority of environments to easily update the firmware on most current devices.

(TCP/IP) based network connection:

1. Open your web browser.
2. In the Address or Go to field, type the Internet protocol (IP) address that is assigned to the product (for example,

http://192.168.1.1) or the host name (for example, npi[XXXXXX] or a configured host name such as http://www.[your_server].com).

3. On the Information tab, Select "Print" from the control menus on the left.
4. Select the xxxxxx.rfu file that you want to send by using one of the following options:

5. Click the button (under Option 1) to browse to a file that you want to send.
Or type the address (beginning with "http://") in the Address field (under Option 2) to send a file that is available over your intranet.
6. Click Apply.

NOTE: When the upgrade process has completed the LaserJet will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

Using FTP from Internet Explorer:

Take note of the TCP/IP address on the configuration pages.

NOTE: Make sure that the printer is not in Powersave mode. Also make sure that any error messages are cleared from the control panel display.

1. Insure the "Enable folder view for FTP sites" box is checked on the Advanced tab under Tools/Internet Options.
2. Open the browser and type ftp://192.168.0.90 (this is an example).
3. Use the TCP/IP address of the printer from step 1). The display will show a folder labeled Port 1.
4. Open Windows Explorer and navigate to the directory where the .rfu file is located.
5. Drag the rfu file from Windows Explorer to the Port 1 folder in step 2.
6. Verify the printer's control panel displays "Performing Upgrade"

NOTE: When the upgrade process has completed the LaserJet will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

For Windows Systems:

If the device is shared on the network, then the following command can be issued from a command prompt:

copy /b FILENAME \\SHARENAME\PRINTERNAME

where FILENAME is the name of the .RFU file, <SHARENAME> is the name of the machine, from which the printer is being shared, and <PRINTERNAME> is the printer's share name (do not type the angle brackets).

If the device is attached locally, then the .RFU file can be sent directly to the printer with a COPY command from a command prompt or DOS window:

copy /b FILENAME PORTNAME

where <FILENAME> is the name of the .RFU file and <PORTNAME> is the name of the appropriate device port (such as LPT1).

The following can be set on the computer to help address a timeout message that may occur during an update:

From a command prompt or DOS window type the following command and press the enter key:

Mode lpt1:,,p

If the device is attached to a parallel port other than LPT1, then substitute the proper LPT port number in the MODE command. Once this command has been set the file can then be copied to the printer with the above mentioned COPY command.

NOTE: When the upgrade process has completed the LaserJet will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

Using FTP:

If your HP LaserJet product uses a direct network connection, you can use file transfer protocol (FTP) to update your HP LaserJet firmware. Take note of the TCP/IP address on the configuration pages.

NOTE: Make sure that the printer is not in Powersave mode. Also make sure that any error messages are cleared from the control panel display.

1. Open a DOS command window on your computer.
2. Type ftp <TCP/IP PRINTER ADDRESS>(for example, if the TCP/IP address is 192.168.0.90, type ftp 192.168.0.90).
3. Press ENTER on the keyboard.
4. When prompted for user name and password press ENTER for each.
5. Type *bin* at the >prompt.
6. Press ENTER.
7. Type: put <path> where <path> is the location where the .RFU file was downloaded from the Web. For example, type:

put C:\LJXXXXVjXXXXFW.RFU

8. Press ENTER.
9. Type "bye" at the command prompt once the download process begins and the firmware is updated on the printer
10. Press ENTER to exit the FTP session.

NOTE: When the upgrade process has completed the LaserJet will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

For Unix systems:

Any method that delivers the .RFU file to the printer will work, including:

\$ cp /home/yourmachine/FILENAME /dev/ <XXXX>

where XXXX is the appropriate parallel device; and where /home/yourmachine/FILENAME contains the .RFU file.

FOR Macintosh systems:

Mac OS 9.2.x systems

The first step in upgrading the LaserJet firmware is making sure you have the tools and files necessary for the update. You will need either Netscape, or the LaserJet Utility and the xxxxxx.rfu file that you downloaded with this ReadMe. The .rfu file is the actual firmware file for the LaserJet.

Once you have the firmware file, Netscape, or the LaserJet Utility you are ready to begin the upgrade process.

Upgrade using Netscape:

1. Launch Netscape 4.7 or newer. Disable FTP proxy setting if you are using a proxy connection to the internet.
2. Type ***ftp://<<your printers IP address>>***(example - ftp://192.0.0.192) in the url address box.
3. Press the enter key to connect to the printer.

4. Drag and drop the xxxxxx.rfu file into the browser window. The browser window should show port1 as a directory. A message window will appear "Are you sure you want to upload the dragged file"
5. Click the OK button.

NOTE: When the upgrade process has completed the LaserJet will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

Update using LaserJet Utility:

1. Launch the HP LaserJet Utility.
2. Click Select Printer and locate the printer you would like to upgrade on the network.
3. Select the printer on the right side of the dialog box, and click OK. An information dialog box for the HP LaserJet 4x50 printer appears.
4. On the left side of the information dialog box, click Files. A dialog box appears that allows you to choose a file to be downloaded to the printer.
5. Click Select File.
6. Locate the LJ4x50fw.rfu file on your hard disk, and click the file name to highlight it. Then click Select. The Files dialog box updates showing the LJ4x50fw.rfu file under File to download.
7. Click Download. The HP LaserJet Utility starts downloading the file to the printer. A progress bar keeps you updated on how much of the file has been downloaded. While the file is downloading, the RECEIVING UPGRADE message appears on the control-panel display on the printer. After the file has downloaded to the printer the PERFORMING UPGRADE message appears on the control-panel display.

NOTE: When the upgrade process has completed the LaserJet will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

Mac OSX System

1. Open the Terminal application found in the Utilities folder; a terminal window will appear.
2. After the % symbol enter following information:

ftp <<your printers IP address>>(example - % ftp 192.0.0.192)

The terminal window will list that you are connected to the printer and the JD FTP Server is Ready.

3. Press the enter key twice. Both the Username and Password can be blank
4. Enter the following information after ftp>:

put <<path/Firmware File Name.rfu>>(Example - ftp> put /users/computername/Desktop/laserjet_fw.rfu)

Note: To ensure that the entire proper path to the .rfu file is placed in the put command, type in put and a space, then click and drag the .rfu file on to the terminal window. The complete path to the file will be placed after the put command.

NOTE: When the upgrade process has completed the LaserJet will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

Using HP Web JetAdmin 7.x or 8.X

Download the appropriate firmware update file from hp.com to a folder on your PC or the Web JetAdmin server.

1. Start Web JetAdmin 7.x or 8.x.

2. From the Navigation section of the screen select the "Device management" selection from the dropdown menu. This is located in the top left hand section of the window.
3. Choose the "Device List " folder and select one of the following depending on what list your device/s are located under:
 - All Devices
 - Ungrouped Devices
 - New Devices

You can also select the "Device Groups" folder if a device group has been created for the device/s you want to update

4. Once you have selected you list or group that your device is located in highlight the device/s you want to update from populated Device List or Device Groups List on the right hand section of the window.
5. Select "Update Printer Firmware from the Device Tools drop down on the top right hand section of the window.
6. Click the "Browse" button and locate the correct firmware image.
7. Select the file and Click on the "OK" button.
8. Select the "Update" button, found in the lower right portion of the window to start the update process.

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.

Expected device messages during an upgrade

The device displays three messages during a normal update process:

Printer message	Explanation
RECEIVING UPGRADE	Displayed from the time the device recognizes the beginning of an .RFU update until the time the printer has verified the validity and integrity of the .RFU update
PERFORMING UPGRADE	Displayed while the device is actually reprogramming the DIMM with the .RFU update
WAIT FOR PRINTER TO REINITIALIZE	Displayed from the time the device has finished re-programming the code until the printer reinitializes.

NOTE: To verify that the firmware update succeeded, print a Configuration page from the printer's control panel and verify the firmware datecode shown on the Configuration page is the same as the datecode of the .RFU file you downloaded.

Troubleshooting a Firmware Update

The following table lists causes and results for possible interruptions to the firmware update.

CAUSE	RESULT
Job cancelled from printer control panel	No upgrade has occurred. Resend upgrade
Break in I/O stream during send (for example, parallel cable removed)	No upgrade has occurred. Resend upgrade.

Power cycle during RECEIVING UPGRADE	No upgrade has occurred. Resend upgrade.
Power cycle during UPGRADING PRINTER	Resend upgrade.
Power cycle during WAIT FOR PRINTER TO REINITIALIZE	Upgrade completed.

Print jobs sent to the printer while an update is in process will not interrupt the update.

The following table lists possible reasons for the failure of a Remote Firmware Update and the corrective action to take for each situation.

REASON FOR FIRMWARE UPDATE FAILURE	CORRECTIVE ACTION
.RFU file corrupted	The device will recognize that the file is corrupted and will reject the update. Download the image again from the http://www.hp.com Web site and send the new file to the printer.
Wrong printer model	The device will recognize the model in .RFU file mismatch and will reject the update. Download the correct image from the http://www.hp.com Web site and send it to the printer.
Update interrupted.	No updated has occurred. Resend the upgrade package.

System Requirements

The RFU upgrade requires either a network, USB or parallel 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 4x50 Series Support:
<http://www.hp.com/go/support>.
- URL for Software and Support:
http://www.hp.com/go/ljXXXX_firmware
- 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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