

# HP LaserJet 4240/4250/4350 Firmware Readme

This document contains information for the firmware revision **20150130 08.260.1**, designated as CPE 11.2.5 for HP LJ 4240/4250/4350 and any previous versions if applicable.

## **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 **20120113 08.220.3**

**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.

**Product Name(s):** HP LaserJet 4240, HP LaserJet 4250, HP LaserJet 4350  
**Model Number(s):** Q5400A, Q5401A, Q5402A, Q5403A, Q5407A, Q5408A, Q5709A, Q7785A

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## **Description**

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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 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 or MFP 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 or MFP, 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 to select the "INFORMATION" selection on the control panel.
4. Use the arrow keys to select "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**

## **Enhancements and Fixes provided with this Firmware Revision 20150130 08.260.1**

### **Enhancements:**

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

### **Fixes or improvements:**

This firmware provides fixes or improvements for following issues-

- After upgrading to 11.2.3 CPE, macros and texts may be missing in the print jobs.

## **Current firmware revisions included in this firmware bundle**

<b>COMPONENT</b>	<b>FIRMWARE VERSION</b>
<b>HP LJ 4240/4250/4350</b>	20150130 08.260.1
<b>DC Controller:</b>	1C *
<b>Embedded Jetdirect:</b>	V.33.28.FF
<b>Release Designation</b>	CPE 11.2.5

## **Enhancements and Fixes provided with Previous Firmware Revision 20141217 08.250.2**

### **Enhancements:**

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

### **Fixes or improvements:**

This firmware provides fixes or improvements for following issues-

## 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

COMPONENT	FIRMWARE VERSION
HP LJ 4240/4250/4350	20141217 08.250.2
DC Controller:	1C *
Embedded Jetdirect:	V.33.28.FF
Release Designation	CPE 11.2.4

## Enhancements and Fixes provided with Previous Firmware Revision 20131018 08.240.1

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 08.240.1**.

## Current firmware revisions included in this firmware bundle

COMPONENT	FIRMWARE VERSION
HP LJ 4240/4250/4350	20131018 08.240.1
DC Controller:	1C *
Embedded Jetdirect:	V.33.25.FF
Release Designation	CPE 11.2.3

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## Enhancements and Fixes provided with Previous Firmware revision, 20121228 08.230.1

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## Enhancements

- No new updates

## Fixes or improvements

Fixes or improvements for the following issues are provided by this firmware release:

- Jack Henry software overlays no longer work with newer firmware.
- File System Access settings cannot be disabled over SNMP/WJA.

## Current firmware revisions included in this firmware bundle

COMPONENT	FIRMWARE VERSION
HP LJ 4240/4250/4350	20121228 08.230.1
DC Controller:	1C *
Embedded Jetdirect:	V.33.25.FF
Release Designation	CPE 11.2.2

\* Not included in RFU, reference only

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## Enhancements and Fixes provided with previous Firmware revision, 20120113 08.220.3

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### 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**

- No new updates

### **Fixes or improvements**

Fixes or improvements for the following issues are provided by this firmware release:

- No new updates

### **Current firmware revisions included in this firmware bundle**

<b>COMPONENT</b>	<b>FIRMWARE VERSION</b>
<b>HP LJ 4240/4250/4350</b>	20120113 08.220.3
<b>DC Controller:</b>	1C *
<b>Embedded Jetdirect:</b>	V.33.25.FF
<b>HP Fleet Release Designation</b>	CPE 11.3 Final Release

\* Not included in RFU, reference only

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### **Improvements provided with previous firmware revisions:**

### **Enhancements and Fixes provided with this Firmware revision, 20110406 08.210.4**

#### **Enhancements**

No new functionality or features are provided by this firmware release

#### **Fixes or improvements**

Fixes or improvements for the following issues are provided by this firmware release:

- Issues or PDF errors may be seen when direct printing PDF files.

- Toner levels may not report correctly when monitoring toner levels with remote toner management software.
- Embedded Web Service Staples Out setting doesn't hold after power save.

#### **Current firmware revisions included in this firmware bundle**

<b>COMPONENT</b>	<b>FIRMWARE VERSION</b>
<b>HP LJ 4240/4250/4350</b>	20110406 08.210.4
<b>DC Controller:</b>	1C *
<b>Embedded Jetdirect:</b>	V.33.21.FF
<b>HP Fleet Release Designation</b>	CPE 11.2

\* Not included in RFU, reference only

#### **Enhancements and Fixes provided with this Firmware revision, 20110214 08.200.1**

##### **Enhancements**

No new functionality or features are provided by this firmware release

##### **Fixes or improvements**

Fixes or improvements for the following issues are provided by this firmware release:

- You may see a PCL-XL error when changing print resolution from 600 to 1200.
- Possible 49 errors with direct printing of postscript files (no HP driver involved)
- The Secure Erase Mode may be reported incorrectly if no disk is installed

#### **Current firmware revisions included in this firmware bundle**

<b>COMPONENT</b>	<b>FIRMWARE VERSION</b>
<b>HP LJ 4240/4250/4350</b>	20110214 08.200.1

<b>DC Controller:</b>	1C *
<b>Embedded Jetdirect:</b>	V.33.21.FF
<b>HP Fleet Release Designation</b>	CPE 11.1

\* Not included in RFU, reference only

## **Improvements provided with previous firmware revisions:**

### **Enhancements**

No new functionality or features are provided by this firmware release:  
(Datecode: 20101026 08.190.2).

### **Fixes or improvements**

Fixes or improvements for the following issues are provided by this firmware release: (Datecode: 20101026 08.190.2)

- Not able to print the correct quantity of copies when using the Private Pin with certain Microsoft Word documents.
- A 49.5F11 error may be seen on the control panel when using the Alternative Letterhead feature
- Some pages will not be included with the print job when using the Alternative Letterhead feature
- You may see a 49.4C02 error when using ALM (Alternate Letterhead Mode)
- Media Type settings do not hold over a power cycle with non-Letter size paper

## **Current firmware revisions included in this firmware bundle (Version 08.190.2)**

<b>COMPONENT</b>	<b>FIRMWARE VERSION</b>
<b>HP LJ 4240/4250/4350</b>	08.190.2 (Datecode: 20101026 08.190.2)
<b>DC Controller:</b>	1C *

<b>Embedded Jetdirect:</b>	V.33.21.FF
<b>HP Fleet Release Designation</b>	CPE 10.4

\* Not included in RFU, reference only

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## **Improvements provided with previous firmware revisions:**

### **Enhancements**

The following new functionality or features are provided by this firmware release: (Datecode: 20100718 08.180.3).

- Blank Page Suppression is enhanced to include PCL6 (was only PCL5), and also work with duplex printing if both sides a page are blank.
- A feature has been added to the EWS to allow custom settings for tray mapping

### **Fixes or improvements**

Fixes or improvements for the following issues are provided by this firmware release: (Datecode: 20100718 08.180.3)

- Boot-up hangs may be seen in the 6/C and 6/E process on machines more heavily used. The Event Log may also show a 49.1D34 error.
- ALM (Alternate Letterhead Mode) was not treating user-defined media types as asymmetrical
- Classic tray mode not working correctly
- Media type settings do not hold over a power cycle for non-Letter paper sizes
- After performing restore factory settings the Device Name is not changed to Factory Default

## **Current firmware revisions included in this firmware bundle (Version 08.180.3)**

<b>COMPONENT</b>	<b>FIRMWARE VERSION</b>
<b>HP LJ 4240/4250/4350</b>	08.180.3 (Datecode: 20100718 08.180.3)
<b>DC Controller:</b>	1C *

<b>Embedded Jetdirect:</b>	V.33.21.FF
<b>HP Fleet Release Designation</b>	CPE 10.3

\* Not included in RFU, reference only

## **Improvements provided with previous firmware revisions:**

### **Note:**

Starting with this release, an HP Fleet Release Designation is added to the revision table. This is not printed on the configuration page, and is only included as a reference.

### **Enhancements**

The following new functionality or features are provided by this firmware release: (Datecode: 20100517 08.170.5).

- The EWS Security tab now has a checkbox to require the EWS password to see the EWS Information page

### **Fixes or improvements**

Fixes or improvements for the following issues are provided by this firmware release: (Datecode: 20100517 08.170.5)

- When printing certain PDF files the printer may continuously print pages with erroneous characters on them.
- You may see a 49.4C02 when printing and using the Papyrus font from a Macintosh.

## **Current firmware revisions included in this firmware bundle (Version 08.170.5)**

<b>COMPONENT</b>	<b>FIRMWARE VERSION</b>
<b>HP LJ 4240/4250/4350</b>	08.170.5 (Datecode: 20100517 08.170.5)
<b>DC Controller:</b>	1C *
<b>Embedded Jetdirect:</b>	V.33.21.FF
<b>HP Fleet Release Designation</b>	CPE 10.2

\* Not included in RFU, reference only

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## **Improvements provided with previous firmware revisions:**

### **Enhancements**

The following new functionality or features are provided by this firmware release: (Datecode: 20091230 08.160.4).

HP has implemented a new method of page counting (known as Print Usage Tracker), which can be enabled if desired. The administrator or owner of the product has the option either to enable the new counting method or to do nothing. If the new counting method is enabled the device **cannot return to the previous counting method**. It is important to understand this. If the feature is not enabled, nothing will change on the device and it will continue to count pages the same as it originally did from the factory.

- **Background:** Current page counting methods were designed to enable efficient service and support. The Print Usage Tracker feature implements new page counting methods which are more aligned with today's job accounting needs.

**Additional information:** For more information about the Print Usage Tracker feature, visit, [www.hp.com/go/support](http://www.hp.com/go/support). To navigate to the support web page for your product, on the SUPPORT AND DRIVERS page, type the product name of your device (for example, HP Color LaserJet CM3530 MFP or model number CC520A) in the "See support and troubleshooting information" section. Once you have located your support page search for "Print Usage Tracker". Additional information may also be obtained by contacting your regions HP Customer Support Center. This information can be located in the "Use" manual that came with your product documentation or on the CD-ROM.

**How to enable the feature:** If desired, use the following steps to enable the new page counting method (known as Print Usage Tracker) via the product's Embedded Web Server.

1. Update your device firmware to this release or greater.
2. Once this is done the Print Usage Tracker acceptance and activation screen will be available from the product's Embedded Web Server (EWS) at the following location:  
EWS >> Settings >> Security >> Device Security Settings >> Print Usage Tracker

3. Review the acceptance screen so that the changes are understood and you are comfortable with how the changes may or may not affect your HP device or product use model.
4. If you are comfortable with the acceptance statements and the new counting functionality, choose to enable the feature. As stated previously it is very important to understand that once enabled the device cannot return to the previous counting method.
  - a. Select "I Accept"
  - b. Select "Enable the Print Usage Tracker feature on this device"
  - c. Press "Apply"

NOTE: Currently this functionality can only be enabled through the product's Embedded Web Server (EWS). In the future, HP will provide the ability to enable this functionality through HP's Device management software called HP Web Jetadmin. The Web Jetadmin support pages can be accessed using the following URL: [www.hp.com/go/webjetadmin](http://www.hp.com/go/webjetadmin)

### Fixes or improvements

Fixes or improvements for the following issues are provided by this firmware release: (Datecode: 20091230 08.160.4)

- A 49.4c06 may be displayed on the control panel when printing certain files from Excel that contain non-printable characters
- Very slow printing or printer hang would occur when a very complex Postscript file with large amounts of lineto commands present.
- Possible 49 error when using PCL5 macros (more likely with USB mass storage device connected).
- You may see a 49.4C02 or 49.4C06 error when printing with the PCL5 driver due to font management issue.

### Current firmware revisions included in this firmware bundle (Version 08.160.4)

COMPONENT	FIRMWARE VERSION
HP LJ 4240/4250/4350	08.160.4 (Datecode: 20091230 08.160.4)
DC Controller:	1C *

<b>Embedded Jetdirect:</b>	V.28.63.FF
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\* Not included in RFU, reference only

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**Improvements provided with previous firmware revisions:**

**Enhancements and Fixes provided with this Firmware revision, 20090807 08.017.1**

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**Enhancements:** None provided in this release

**Fixes or improvements**

Fixes or improvements for the following issues are provided by this firmware release: (Datecode: 20090807 08.017.1)

- Random 49.4C02 or 49.4C06 errors may occur with firmware revisions 08.015.0 or 08.016.2, particularly when using stored jobs
- In rare cases, postscript files may not print correctly

**Current firmware revisions included in this firmware bundle (Version 08.017.1)**

<b>COMPONENT</b>	<b>FIRMWARE VERSION</b>
<b>HP LJ 4240/4250/4350</b>	08.017.1 (Datecode: 20090807 08.017.1)
<b>DC Controller:</b>	1C *
<b>Embedded Jetdirect:</b>	V.28.63.FF

\* Not included in RFU, reference only

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**Improvements provided with previous firmware revisions:**

**NOTE: All improvements with previous revisions of firmware are included within the most current revision.**

**Enhancements:** None provided in this release

## **Fixes or improvements**

Fixes or improvements for the following issues are provided by this firmware release: (Datecode: 20090604 08.016.2)

Base Product:

- The printer may send multiple email alerts for a single condition
- Possible missing pages with direct PDF printing
- Supplies Status page is missing in some languages
- Printer may pause between jobs when retrieving multiple stored jobs
- The control panel "Cleaning" message may not clear after running a cleaning page
- A security vulnerability, described in HP Security Bulletin HPSBPI02398 SSRT080166, is fixed in this release. The vulnerability is also fixed in release 20090323 INTERIM\_8.014.0.

## **Improvements provided with previous firmware revisions:**

**NOTE: All improvements with previous revisions of firmware are included within the most current revision.**

## **Enhancements/Fixes**

### **Changes with this revision of firmware: 20080319 08.015.0**

- Wide A4 setting does not retain extended area after power cycle
- 49 errors when disabling Embedded JDI with the 635n card installed
- 49.4C04 error occurs while printing PDF files
- 49.4C02 error when printing PDFs to LJ4350s
- 49.2F05 error results when performing a Paper Path Test with legal, duplex, and 10 copies
- Localization defect in Russian language "Overheated" where : "Warming up" expected

**Previous Firmware Changes: (Revision: 20070831 08.014.0)**

### **Fixes**

- Previous revisions of firmware would not allow the Danish language Menu Map to print correctly. This defect has now been corrected.

- A 49.4C18 error occurred when the base model HP LaserJet 4350 (non-network, 48 MB base memory, model Q5407A) was upgraded to revision 08.013 firmware. This situation has now been corrected.
- 49.4C02 and 49.4C06 errors sometimes occurred when specific PDF files were printed. This situation has now been corrected.
- 49.4C02 error occurred, when the 500-Sheet paper tray was assigning to a custom size media type. This error has now been corrected.
- Speed differences, between PCL5 and PCL6 printer drivers, were observed when printing of Asian fonts. These differences have now been corrected.
- E-mail alerts, present in earlier revisions of the product's firmware, were being sent out every 10 seconds causing unnecessary network traffic. These alerts have now been disabled with this revision of firmware.

## **Previous Firmware Changes : (Revision 20070208 08.013.1)**

### **Enhancements:**

- The ability to adjust the Toner Low messaging level threshold (to a percentage range) has been added to the Control Panel functionality.
- "Alternative Letterhead Mode" functionality has been added to the printer. Letterhead media may be installed in the paper tray for duplexing, but the paper will also simplex properly when this feature is enabled.
- The ability to disable the Parallel and USB ports has been added if the customer desires this functionality. This capability is enabled via the Embedded Web Server.
- The ability to create and store a print job without the requirement of a PIN number has been added with this revision of firmware. To enable this feature you need both this revision of firmware and a new, yet to be released, print driver.
- Embedded JetDirect Firmware version v33.15 is included in this bundle of firmware.

### **Fixes:**

- Resolved the situation where older versions of Embedded JetDirect firmware (included with the RFU bundles) was overwriting newer Embedded JetDirect firmware currently installed on the printers.
- Improved the font width characteristics of some fonts.
- Corrected the situations where it was possible to lose job formatting data in the print job stream.
- Corrected the situation wherein if the IP Address Configuration Method, in your Embedded JetDirect configuration parameters, was set to "Manual" verses DHCP, you were unable to upgrade your printer's firmware properly.
- Job performance, printing PDF files with the HP PostScript Emulation printer driver, has been improved.
- Corrected PML usage situations.
- Error conditions using the Accessory Stapler/Stacker (Q2443B) have been resolved.
- Several "49.xxxx" error situations have been resolved.

## **Previous Firmware Changes (revision 20060718 08.012.1)**

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

### **Enhancements**

- Removed unused network Port 8900.
- The Embedded JetDirect Inside (internal networking device) firmware is upgraded to V.28.63.
- Increased the number of print jobs that could be stored on an installed hard disk drive accessory from 100 stored jobs to 500 stored jobs.
- Added functionality to let the hard disk drive spin down to help prolong its useful life.

## Fixes

The following fixes or improvements are provided by this firmware release (08.012.1).

- Corrected several conditions that would cause 49.4C02 errors.
- Corrected condition where a 49.4C18 error would occur when loading font DLL(s) larger than 12 Mbytes.
- Correct some situations where the printer refused to accept an RFU Upgrade.
- Corrected Front Panel font selection backwards compatibility for Asia/Pacific fonts.
- Corrected situation where a printer, with a Stapler/Stacker accessory, boots to a 49.4C18 error.
- Fixed PS error conditions with undefinedfilename on HP LaserJet 4250.
- Asian 2-byte fonts no longer have an "escapement" issue.
- Repaired the Embedded Web Server so that would send both a Toner Low and a Toner out e-mail alert message at the same time.
- Resolved control panel message issues including the incorrect help message appearing for Tray Exclusive mode and "???" showing for the memory.
- Fixed a situation that would cause random data corruption on an installed hard disk drive accessory.
- Resolved an incorrect "Load Paper" message displayed for true exclusive mode when standard is selected but size is not detected.
- Fixed a situation where certain PCL files including the "set margin command" would not print properly.
- Repaired memory leaks that would happen during PowerSave mode
- Fixed the condition where PML would not return the correct JobName consistently.
- Corrected the clock's time from drifting.
- Repaired a printing error that occurred when duplexing a print job with duplicate PCL duplex commands.
- Fixed a print defect that would place the left parenthesis in the wrong location when using PS emulation
- Improved performance when an IO Filter was installed

## Installation Instructions

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

### 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 or MFP's control panel.
2. Press the "Administration" Icon on the touch screen.
3. Select the "INFORMATION" selection on the touch screen.
4. Select "CONFIGURATION/STATUS PAGES".
5. Select "CONFIGURATION PAGE".
6. Select the "Print" button.

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 48.001.0**

**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 FTP from Internet Explorer:**

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

**NOTE:** This method is not recommended with Windows Vista or if Internet Explorer 7 is installed on your pc due to frequent timeouts. A stand-alone FTP client program is recommended for Windows Vista.

**NOTE:** Make sure that the printer is not in Power save 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:

### **Using USB**

Before you can send a firmware upgrade through the USB port, you need to know the name of the computer the printer is connected to, and you need to enable printer sharing. These steps are for Windows® XP. Other versions of Windows operating systems are similar, with slightly different operations.

How to find out the name of your computer:

1. Click the Start button, Programs, Accessories, System Tools, and then choose System Information.
2. You will find your computer's name in the right window-pane next to System Name.
3. Write down this name as it will be needed later.

How to share the connected printer:

1. Click the Start button, Settings, then Printers and Faxes.
2. Right-click the printer you need to send the upgrade to, then choose Sharing...
3. Choose the radio button labeled Share this printer.
4. Type a name for the share. Make it short and easy to remember.
5. Click Apply and write down the share name, as it will be needed later.
  1. For example: "HP LaserJet mfp"
2. How to send the firmware upgrade using a USB connection:

1. Open a DOS Command Prompt (in Windows NT® 4.0, 2000, or XP, click Start, Run, then type CMD and press OK, or in Windows 9x click Start, Programs, Accessories, and then click MSDOS Prompt.) and locate the directory where you saved the firmware file.
2. Type: copy /b filename [\\computer](#) name\share name
3. For example: copy /b ljXXXXmfpfw\_0X.00X.X.rfu [\\computer1\HP LaserJet mfp printer](#)
3. Press Enter.

**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 X System (ftp)**

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.

### **Remote firmware update using the HP Printer Utility (Macintosh OS X)**

The HP Printer Utility is a software program that gives you access to the product in Mac OS X.

The HP Printer Utility is available in Mac OS X V10.3 and later. The HP Printer Utility does not work when it is installed by using the AppleTalk protocol.

Use IP, Bonjour, Rendezvous, or a USB connection to enable the HP Printer Utility.

The HP Printer Utility can be found on the Administrator software CD ("Admin CD") that came with the product.

If you do not have the CD, you can obtain the HP Printer Utility by downloading the latest product installer from the following Web sites:

[www.hp.com/support/cljcm6030mfp](http://www.hp.com/support/cljcm6030mfp) or [www.hp.com/support/cljcm6040mfp](http://www.hp.com/support/cljcm6040mfp)

Complete the following steps:

1. Open the HP Printer Utility:
2. (OS X v 10.4 and 10.5) The utility can be found in the Application/Utilities folder by choosing the HP Printer Selector.
3. (OS X v 10.3) The utility can be found in the Library/Printers/hp/Utilities folder.
4. Choose your printer from the list, Press Select and continue with step 7.
  - a. If a list does not appear, click on the printer icon in the lower left corner.
  - b. Choose your printer from the list, Press Select and continue with step 7.
5. If the product does not appear, click More Printers.... The Connection Type screen will appear.
6. Choose the connection type (USB or TCP/IP). Choose the product name or enter in an IP address.
7. On the Connection Type screen, click Add. The Select Printer screen will now appear.
8. Choose your printer from the List and Press Select.
9. You are now in the HP Printer Utility.
10. Select Update Firmware on the left side of the window, click Choose, browse to firmware upgrade file, and then click Open.
11. On the Update Firmware screen, click Update.

### **Using HP Web JetAdmin 7.x or 8.X**

Download the appropriate firmware update file from [hp.com](http://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.

### **Using HP Web Jetadmin 10.x**

NOTE: HP Web Jetadmin can be configured to get firmware details from hp.com directly. Use Tools, Options, Shared, Network, HTTP to add HTTP proxy details (if needed) and to enable "Allow download". "Allow download" is required for HP Web Jetadmin to communicate with the Internet. Once these settings are enabled, HP Web Jetadmin may be able to get firmware listing and firmware image files directly from HP.com if this is allowed on the network where HP Web Jetadmin is running.

1. Start Web Jetadmin 10.x
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.

If the correct firmware version does not appear on the list, you will need to manually upload it. New firmware may be available on an FTP site prior to appearing on hp.com. The instructions below allow you to upload a RFU file from your local PC to WJA 10:

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 .rfu file on your local PC
5. Click “Upload”
6. Once the .rfu 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.

## **Expected device messages during an upgrade**

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The device displays three messages during a normal update process:

<b>Printer message</b>	<b>Explanation</b>
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 reprogramming 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

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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 <a href="http://www.hp.com">http://www.hp.com</a> 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 <a href="http://www.hp.com">http://www.hp.com</a> Web site and send it to the printer.
Update interrupted.	No updated has occurred. Resend the upgrade package.

## System Requirements

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The RFU upgrade requires a network or USB port connection

## Technical Assistance

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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 CP3525 Series Support:  
[http://www.hp.com/go/cljcp3525\\_firmware](http://www.hp.com/go/cljcp3525_firmware)
- URL for Software and 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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