

LASERJET ENTERPRISE COLOR M551 PRINTER SERIES Firmware Readme

Product Name(s): HP LaserJet M551n • HP LaserJet M551dn • HP LaserJet M551xh
Model Number(s): CF081A, CF082A, CF083A

This document contains information for the firmware revision number:

Firmware Datecode: 20220214

Firmware Revision: 2309059_000590

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.9

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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 or MFP. Installation instructions are provided for Single and Multiple Printer Updates.

This document provides specific update, installation and troubleshooting information. For additional information on the device features, refer to the online user guide found on the Windows Printing System Installer CD-ROM that came with your printer or at hp.com.

What is included in a Firmware bundle?

The HP LaserJet printer firmware update file available from the hp web site contains firmware for the printer, embedded JetDirect (if applicable), HP paper handling accessories used with the device in one convenient download file. When the Remote Firmware Upgrade file is sent to the HP LaserJet Printer or MFP firmware for the engine and all connected accessories are upgraded.

Who needs this firmware?

Similar to 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:

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

1. Go to the printer's control panel.
2. Press the **Home** or **OK** button.
3. Scroll down to the **Administration** menu and press **OK**.
4. On the **Reports** menu press the **OK** button.
5. On the **Configuration/Status Pages** menu press **OK**.
6. Scroll down to the **Configuration page** option and press **OK**.
7. Scroll back up to the top to the **Print** option and press **OK**.

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: 20110811

Firmware Revision: 2131029_189663

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: 20220214

Firmware Revision: 2309059_000590

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.9

For information on HP Security Bulletins addressed by firmware releases, please visit: <https://support.hp.com/security-bulletins>

To initiate a subscription to receive future HP Security Bulletin alerts via email, visit: <https://www.hp.com/go/alerts>

ENHANCEMENT:

Base:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- Updated the JQuery version.

Security/Authentication:

- No new updates

Embedded JetDirect:

- Updated the network stack.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20220214
Firmware Revision	2309059_000590
Embedded JetDirect	JDI23900050
DC Controller Version	4.72
HP Fleet Release Designation	FutureSmart 3.9.9
MD5 checksum for .bdl file	c42a51037187629f1991bb776abcca79

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20210730

Firmware Revision: 2309055_000446

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.8

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

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

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

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates

Security/Authentication:

- The Microsoft KB5004238 update will cause all smartcard authentications to fail.

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20210730

Firmware Revision: 2309055_000446

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.8

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20210730 Firmware Revision: 2309055_000446
Embedded JetDirect:	JDI23900047
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.9.8
MD5 checksum for .bdl file	25b87e9552fcfaca89b9e354a3e4dad7

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20210317

Firmware Revision: 2309046_000288

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.7

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

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

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

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

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- HP Webservices will stop working and the printer will lose its connection to HP Connected on the web. You may see an error "Could not communicate with HP Connected, or Unable to contact HP Connected" when you try to enable HP Web Services.
- Third party solutions created in 2021 will not be able to load on the device through the solution installer page.

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20210317

Firmware Revision: 2309046_000288

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.7

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20210317 Firmware Revision: 2309046_000288
Embedded JetDirect:	JDI23900047
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.9.7
MD5 checksum for .bdl file	6cbee354251e185f902e5064ca8d3a5f

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20191213

Firmware Revision: 2309025_582108

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.6

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

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

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

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

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- 49.4A.04 error may occur intermittently when printing from certain types of customized applications.

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20191213

Firmware Revision: 2309025_582108

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.6

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20191213 Firmware Revision: 2309025_582108
Embedded JetDirect:	JDI23900042
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.9.6
MD5 checksum for .bdl file	9c18d26dc907fbb5e428029313ae28cc

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20190711

Firmware Revision: 2309021_581909

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.5

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20190711

Firmware Revision: 2309021_581909

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.5

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- Added an updated digital signature verification for aftermarket solution bundles during installation. Currently installed solutions are not affected. Customers and resellers should work with solution providers for an updated signature-compliant version of their software.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- Some SmartCard solutions may fail to communicate with the card reader properly causing the authentication dialog window to not appear.
- The control panel may freeze/lockup when using a spinner list on the 4-line display models.

Security/Authentication:

- CVE-2019-6334 - Solution application signature checking may allow potential execution of arbitrary code.

Embedded JetDirect:

- No New Updates.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20190711 Firmware Revision: 2309021_581909
Embedded JetDirect:	JDI23900041
DC Controller:	4.72

Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.9.5
MD5 checksum for .bdl file	95b14c3f8f7a93b90392a6ead3bf39ef

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20190118

Firmware Revision: 2309010_581427

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.4

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- 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.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20190118

Firmware Revision: 2309010_581427

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.4

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

- 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 LJ Enterprise Color M551 Series	Firmware Datecode: 20190118 Firmware Revision: 2309010_581427
Embedded JetDirect:	JDI23900041
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.9.4
MD5 checksum for .bdl file	4664b8e7ebe8dafef4a666f027cc6312

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20180605

Firmware Revision: 2308974_579778

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.2

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20180605

Firmware Revision: 2308974_579778

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.2

ENHANCEMENTS:

Base:

- 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:

Base:

- Under certain conditions 49.38.07 error is seen after receiving a fax job.
- Secure Erase feature does not work properly after replacing the device's Hard Disk Drive (HDD).

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.

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 LJ Enterprise Color M551 Series	Firmware Datecode: 20180605 Firmware Revision: 2308974_579778
Embedded JetDirect:	JDI23900022
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.9.2
MD5 checksum for .bdl file	8d10bf8f65203b8beb2ffd4251bc80f1

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20180301

Firmware Revision: 2308955_579101

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.1

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20180301

Firmware Revision: 2308955_579101

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.1

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

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

Security/Authentication:

- 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 LJ Enterprise Color M551 Series	Firmware Datecode: 20180301 Firmware Revision: 2308955_579101
Embedded JetDirect:	JDI23900022
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.9.1
MD5 checksum for .bdl file	8d10bf8f65203b8beb2ffd4251bc80f1

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20171213

Firmware Revision: 2308937_578506

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9

ENHANCEMENTS:

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.
- 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
- A new option has been added to delete the temporary jobs after 3 days.
- Error code "42.BO.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.

Security/Authentication:

- Users now have the ability to disable printing from Help.
- Added two new features to improve the private 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.
- 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.
- 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.
- Intermixing of pages is seen when printing copy jobs.
- 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.
- 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.
- 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.
- 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.
- 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.
- Display brightness value is getting reset to default on a power cycle.

Security/Authentication:

- 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.
- 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.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20171213 Firmware Revision: 2308937_578506
Embedded JetDirect:	JDI23900012
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.9
MD5 checksum for .bdl file	a370a2561fd50d63d18aaf3086b6c893

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20170922

Firmware Revision: 2308216_001081

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.8.0.3

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20170922

Firmware Revision: 2308216_001081

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.8.0.3

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

- No New Updates. 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 LJ Enterprise Color M551 Series	Firmware Datecode: 20170922 Firmware Revision: 2308216_001081
Embedded JetDirect:	JDI23e80129
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.8.0.3

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20170602

Firmware Revision: 2308214_000927

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.8.0.2

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20170602

Firmware Revision: 2308214_000927

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.8.0.2

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- 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 LJ Enterprise Color M551 Series	Firmware Datecode: 20170602 Firmware Revision: 2308214_000927
Embedded JetDirect:	JDI23e80125
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.8.0.2

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20160820

Firmware Revision: 2308209_000587

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.8

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20160820

Firmware Revision: 2308209_000587

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.8

ENHANCEMENTS:

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.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- 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 PJI 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 PJI 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 PJI USTATUS returns PAGE counts beginning at the specific START PAGE.
- 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.
- 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.

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 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 LJ Enterprise Color M551 Series	Firmware Datecode: 20160820 Firmware Revision: 2308209_000587
Embedded JetDirect:	JDI23e80125
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.8

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20160225

Firmware Revision: 2307851_000057

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.7.01

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20160225

Firmware Revision: 2307851_000057

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.7.01

ENHANCEMENTS:

Base:

Security/Authentication:

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

Security/Authentication:

This firmware addresses the following security issue:
CVE-2016-2244

Embedded JetDirect:

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20160225 Firmware Revision: 2307851_000057
Embedded JetDirect:	JDI23701070
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.7.01

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20160225

Firmware Revision: 2307851_000057

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.7.01

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20160225

Firmware Revision: 2307851_000057

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.7.01

ENHANCEMENTS:

Base:

Security/Authentication:

Embedded JetDirect:

➤ No New Updates.

FIXES:

Base:

Security/Authentication:

This firmware addresses the following security issue:
CVE-2016-2244

Embedded JetDirect:

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20160225 Firmware Revision: 2307851_000057
Embedded JetDirect:	JDI23701070
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.7.01

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20160102

Firmware Revision: 2307781_551209

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.7

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20160102

Firmware Revision: 2307781_551209

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.7

ENHANCEMENTS:

Base:

- The device now has the capability to directly print TIFF files from the walk up USB port.

- 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.

Security/Authentication:

- 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 an anomaly occurs twice within 30 minutes, the device reboots to a secure, offline state.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- PCL XL error page is printed intermittently after retrieving the encrypted stored Jobs.
- 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.
- Configuration page not printed in few localization languages (Croatian, Romanian, Slovak, Slovenian, Catalan, Indonesian, and Thai).
- Improved small job performance.
- While retrieving stored jobs, device hangs intermittently and control panel sub menus are not accessible.
- 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.
- 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.
- Unable to receive toner cartridge low alert email from when toner threshold value is reached.
- 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
- 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.
- 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) Reporting incorrect Memory Size."
- Arabic words on WinForms have separated letters only.
- A 49.38.07 may be seen on the control panel for no apparent reason.
- Slow performance on PPT files.

Security/Authentication:

- Home Screen Sign-In configuration (deny guest access) lost after firmware upgrade.

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 LJ Enterprise Color M551 Series	Firmware Datecode: 20160102 Firmware Revision: 2307781_551209
Embedded JetDirect:	JDI23700069
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.7

Enhancements and Fixes provided with previous Firmware revision.

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20150609

Firmware Revision: 2305090_000469

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.5.1

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20150609

Firmware Revision: 2305090_000469

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.5.1

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- After rebooting the printer, some customers may notice a significant drop in the percent life remaining in their High Yield Black Original LaserJet Toner (X) Cartridge.
- Added OID support for Cartridge Serial Number.

Security/Authentication:

- FutureSmart Bundle version 3.5 is unable to communicate with WJA, DSS, LDAPs and possibly others. The fix for this issue shall result in some changes of behavior as listed below:
 - Self-signed certificates shall be upgraded to SHA-256 and 2048 bit keys.
 - There are a few special cases where a printer-generated self-signed certificate will not get replaced during the update process. If this happens, then the certificate can be manually regenerated afterwards.
 - Older browsers that do not support SHA-256 encoding shall not be able to display encrypted EWS pages.
 - Browser security warning shall re-occur once.

Embedded JetDirect:

- No New Updates.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20150609 Firmware Revision: 2305090_000469
Embedded JetDirect:	JDI23500067
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.5.1

Enhancements and Fixes provided with Previous Firmware revision.

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20150425

Firmware Revision: 2305083_000200

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.5

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20150425

Firmware Revision: 2305083_000200

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.5

ENHANCEMENTS:

Base:

- Added the ability to view the "ProductNumber" and "LookAndFeelId" attributes in the products via OXPd Solution Installer and the Jedi Embedded SDK.
- The device can now communicate secure stored job options to the printer driver.
- Devices will support JPEG printing via Airprint 1.3.
- Added Native printer support for "Google Cloud Print". For setup and registration instructions, go to www.google.com/cloudprint/learn/

Security/Authentication:

- This firmware addresses the following security issues:
CVE-2014-3566 – SSLv3 POODLE (Padding Oracle on Downgraded Legacy Encryption) Vulnerability

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- Error 33.02.01 is observed when upgrading the firmware from FS3.0 to FS 3.4.
- Devices crashes with Error 49.38.07 while processing a duplex PS job with custom media size.
- Error "Unregistered Offending Command: ImageMask" is seen while printing certain Jobs using a PS driver.
- Print Jobs are slow when driver Status Notification is turned ON.
- The time stamp does not show local time when EWS Job log is exported to CSV or Text file.
- Communication failure is reported while using WJA to configure the device.
- Error 49.2A.01 is observed while printing certain word documents using discrete driver.
- Error 49.4a.04 is seen when printing multiple copies of certain PDF documents.
- Printing an A4 document may display a prompt on the printer's control panel to load paper in the MP tray.
- When performing a Encrypted stored job via PC, the "Date Stored" time on the device is incorrect
- The following issues may be seen with the HP SmartCard reading device:
1) Device wakes up at the first insertion but it never prompts for the PIN ("please wait" screen appears twice then goes off)

- 2) May need to insert the card twice to wake up the device
- 3) The device wakes up but the control panel displays ""reader not detected"" message even though reader has connected already.

Security/Authentication:

- When Trusted Platform Module (TPM) is installed DriveLock password cannot be changed.
- Email FROM field does not reflect Authenticated user address when GuestUserOverride is set as default.
- A smartcard middleware crash can occur with cards containing an "empty certificates" buffer when used with the NIPRNET Smartcard Authentication Solution for US Government.
- A device hang can occur during smart card sign in if an invalid OCSP URL is configured under Security -> Certificate Management of the device EWS.
- Device enters protected mode on the 6th failed logon attempt, instead of on the 5th failed logon. This issue only affects LDAP & Windows authentication.

Embedded JetDirect:

- DHCP DISCOVER packets now include Tag 77 containing model and serial number information for the printer/mfp.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20150425 Firmware Revision: 2305083_000200
Embedded JetDirect:	JDI23500064
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.5

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20150218

Firmware Revision: 2304070_439666

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.4.1

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20150218

Firmware Revision: 2304070_439666

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.4.1

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- End users prevented from authenticating to the device for some period of time following a digital send or pull print operation performed by a prior authenticated user. Some customers report an inability to login until the device has been power-cycled

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20150218 Firmware Revision: 2304070_439666
Embedded JetDirect:	JDI23400008
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.4.1

Enhancements and Fixes provided with previous Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20141212

Firmware Revision: 2304061_439479

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.4

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20141212

Firmware Revision: 2304061_439479

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.4

ENHANCEMENTS:

Base:

- Ability for administrators to configure an email alert for print, copy, send or fax jobs that may be still processing or stuck after a given threshold.
- Ability for administrators or optionally help desk to remotely control device if authorized from embedded web server.
- Added PDF 1.7 support for direct printing
- Device settings can now be backed up and stored on the device before a firmware upgrade is performed.
- Hebrew and Arabic languages are now available on the device control panel.

Security/Authentication:

- Ability for administrators to configure product EWS for LDAP or Windows Authentication Sign In for product tabs.
- Support added for extensibility solutions to use Windows and LDAP authentication.
- AirPrint 1.3 Authentication is now supported.
- Simplified Account Lockout is a feature to protect administrator and user accounts and PIN protected stored jobs from brute force hacking attempts. The feature is built into the interface with no configuration necessary. After 5 failed authentication attempts, the system enters "Protected Mode" and inserts small fixed delays to impede continued password guessing. (Note: Identical passwords are treated as a single attempt.) After the user successfully authenticates, or the device idle timeout expires, the "attempt counter" is reset.
- Provides improved logging performance for syslog security event logging when printing multiple small print jobs.
- LaserJet Single Function Devices now support embedded Windows and LDAP Authentication.

Embedded JetDirect:

- The default network interface used for outbound connections has been changed to prioritize the Embedded Jetdirect followed by EIO, the 2700W and finally the 2800W. This priority is settable on the Networking tabs of EWS.

FIXES:

Base:

- With Color Restrictions ON, personal colored job with PIN fails to print.
- 49.38.07 error seen when printing duplex jobs containing Thai fonts.
- If "ability to modify tray size and type" settings is locked for a user, Tray 1 "Use Requested Tray - First" capability is lost. The printer cannot pick paper

- automatically from Tray 1, even when loaded with correct paper size, and user gets prompted to load paper into Tray 2 to complete the job.
- Errors in PCL which did not allow customer files to print, have been turned to warnings.
 - Printer is entering into a deeper sleep when a card reader is installed.
 - Unable to read Barcode printed on configuration page.
 - Duplex printing with Alternative Letterhead mode enabled, gives the wrong image orientation.
 - Multi-prompt authentication screens with an "Information" page that contain only "Label" controls and OK and Cancel buttons, appear blank on the small screen devices.
 - When trying to retrieve all Encrypt jobs, the device doesn't print till the printer display resets back to home screen.
 - When a device with an empty tray, has been discovered in WJA, it does not send "Paper Out" alert, even after subscribing for it.
 - "Personal Jobs" with Encrypted job (With Password) are not getting stored via IPP driver.
 - The Form Length and the Font number PCL values are reset to default after printing some documents and rebooting the device.
 - Some improvements in printing back to back small one-two page jobs.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- Network settings, e.g. static IP address, configuration method, etc. intermittently reset to default values.
- Very long Postscript jobs sometimes do not print
- A delay may occur between print jobs when CCC logging is enabled
- A number of ports between 1033 and 1044 report as Open/Filtered
- Network configuration is reset to DHCP after a firmware upgrade.
- Printer becomes unresponsive after 10,000 telnet (tcp port 23) connections.
- Current 32K TCP buffers cause excessive delay on long latency/high bandwidth transfers.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20141212 Firmware Revision: 2304061_439479
Embedded JetDirect:	JDI23400008
DC Controller:	4.72
Optional Tray	5.113 (No Change)

Enhancements and Fixes provided with previous Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20140731

Firmware Revision: 2302963_436083

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.2.7

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20140731

Firmware Revision: 2302963_436083

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.2.7

ENHANCEMENTS:

Base:

- If a job is still being processed and has not completed, an email alert can be sent out notifying administrators that there may be a stuck job. This can be helpful if troubleshooting situations where fax, send or print jobs are hung but if the time is set too low may generate false-positives. It is recommended to be used as a diagnostic technique when troubleshooting stuck jobs where the device is not frozen only.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- Device is not reporting the custom device name.
- When printing Mixed Letter/Legal jobs sent by HP-UX OS, if the number of copies is not specified for a particular papersize, it takes the number of copies of the previous set.
- Paper load prompt not consistent between FutureSmart products.
- The message within Web JetAdmin "Intervention Needed" is not cleared even after intervention was cleared from the device.
- You may see a 49.38.13 error using Autosend when not configuring a site proxy with credentials.

Security/Authentication:

- This firmware address the following security issue: CVE-2014-0224 - SSL/TLS MITM vulnerability.
- Some control panel authentication screens on single function devices were not displaying complete informational text.
- Device embedded web server can now be configured to use Windows or LDAP sign in (if configured on the device) instead of the EWS administrator password. This functionality excludes the Web Services and Networking tabs of the EWS, which still require the device admin password.

Embedded JetDirect:

- Manually configured hostnames are intermittently being reset to factory default values (NPIxxxxx).

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20140731 Firmware Revision: 2302963_436083
Embedded JetDirect:	JDI23260006
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.2.7

Enhancements and Fixes provided with previous Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20140529

Firmware Revision: 2302908_435020

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.2.5

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20140529

Firmware Revision: 2302908_435020

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.2.5

ENHANCEMENTS:

Base:

- The Job Cancel button behavior has changed to prompt a user to either resume or cancel the job, which is now also tied to the inactivity timeout. We also have the ability to remove the Job Cancel button (red x) from the CP of the device.
- Now have the ability to support up to 28 characters for Custom Media types.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- The Web Services tab may be missing.
- Sending Personal Private Stored Jobs with Encryption does not keep copy count.
- Certain characters may get flipped or mirrored in some documents.
- Safecom users may get accidentally signed out shortly after the device wakes up from A1W using the proximity USB card reader.
- You may see a 49.4A.04 error when printing certain Websites or PDF files.
- Retrieving all Personal jobs may result in the print all option not working until the device is rebooted.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- The printer will randomly become unresponsive due to excessive printer queries.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20140529 Firmware Revision: 2302908_435020
Embedded JetDirect:	JDI23250001
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.2.5

Enhancements and Fixes provided with previous Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20140321

Firmware Revision: 2302786_433719

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.2.3

ENHANCEMENTS:

Base:

- No New Updates.

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- No New Updates.

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- No New Updates.

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20140321

Firmware Revision: 2302786_433719

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.2.3

ENHANCEMENTS:

Base:

- New setting to configure job timeout for "Permanent Jobs" for Job Retention.
- Added the ability to allow an administrator to change the Service PIN on their device.

Security/Authentication:

- Security Self Test enabled through the embedded web server - EWS->Security Tab ->Self Test page
- Support added for HP Smartcard US Government SIPRNet Solution.

Embedded JetDirect:

- No New Updates.

FIXES:

Base:

- If a cold reset is performed when a solution is loaded, the EWS->Security->Access Control page still showed Solution entries which no longer exist.
- You may see a 49.4A.04 error when printing certain web pages or PDF files.
- When installing some CCID card readers you may see the following error - "Invalid USB device is attached. Please remove it."
- The Embedded Web Server exported view of the Job Log does not match what is on screen.
- May fail to wake from sleep when device is setup to wake (turn on) on a wake schedule.
- When stapling is requested within the print driver you may see the first page separated from the remaining job which is stapled.
- General Stored Job Settings menu missing on the 4-line products

Security/Authentication:

- No New Updates.

Embedded JetDirect:

- When exporting the Jetdirect Identity certificate, the password is incorrect
- The link speed reported over SNMP is incorrect for 1000T
- IPP should not be reporting an error on exiting priority-mode job during printing

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20140321 Firmware Revision: 2302786_433719
Embedded JetDirect:	JDI23230013
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.2.3

Enhancements and Fixes provided with previous Firmware revision

The following new functionality or features are FutureSmart Level 3 only features and are provided by this firmware release:

Firmware Datecode: 20131122

Firmware Revision: 2302243_421979

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.2

ENHANCEMENT:

Base:

- An image preview of a Stored Job will be provided on the control panel before printing the Stored Job

Security/Authentication:

- No New Updates

Embedded JetDirect:

- Added support for NFC and Tap to Print.

FIXES:

Base:

- No New Updates – Original Release

Security/Authentication:

- No New Updates – Original Release

Embedded JetDirect:

- No New Updates – Original Release

The following new functionality or features are FutureSmart Level 2 and 3 features and are provided by this firmware release:

Firmware Datecode: 20131122

Firmware Revision: 2302243_421979

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.2

ENHANCEMENT:

Base:

- The Generate Debug Data feature is now available in the products Embedded Web Server.
- The maximum number of Stored Jobs has been increased to 300 to be compatible with the older Legacy devices.
- A Partial Clean can now be initiated from the products Embedded Web Server.
- Added additional SNMP values to conform to the Standard Printer and Host Resource MIBs.
- Time zones for Russia have been changed to reflect the time zones used in this country.
- The Optimize speed energy usage values were provided so Web Jet Admin can configure these values.
- Error messages and codes have been improved
- The "Resend Upgrade" message will appear on the device if no firmware is on Backup/Repository partition.
- A reduction in the firmware bdl file sizes has been provided in this release. For some products this can be as high as a 50% reduction in size.
- This firmware release provides the ability to switch FutureSmart levels. It is only supported on device that ship with FutureSmart Level 2. Documentation is available on www.hp.com to learn more about this feature. Steps to perform the level switching are provided in this readme file.

Security/Authentication:

- Job Data encryption using AES-256 has been added on devices with Solid State mass storage (SSD). The default is AES-128.
- Secure storage of all externally exposed passwords has been updated to industry standard SHA-256 hashing and AES-256 encryption.
- HP US Government Smartcard Authentication is now available as a configurable sign in method for non-MFP print devices. This capability requires the installation of the HP USB Smartcard reader.
- Windows and smart card authentication are now available on single-function printers

Embedded JetDirect:

- Now able to enable/disable wireless direct print through a web service call

FIXES:

Base:

- You may see the device power cycles during a pull print process.
- When using AirPrint the printer may drop out of the available printer list.
- An ePrint document sent to the printer will always prompt to load paper despite the correct paper size being available in other Trays
- Printer hangs when using Parallel to USB cable
- Encrypted job storage jobs (from driver settings) do not delete after power cycle
- e-Print not able to communicate with HPePrintCenter.com, Registration process timeout. Please try again.
- Device is displaying copy screen in the presence of a FIH device with no credits and it does not change the credit state when a credit is added.
- A Stored Job image preview may be inverted when previewed.
- Email address of printer is missing from Control Panel
- An "Out of Space" message or a blank firmware revision string may be seen when loading a firmware image after a attempt with a corrupted image.
- An intermittent 49.38.07 may occur when upgrading Firmware via WJA when DSS is installed.
- You may see a 41.3 unexpected paper size error when sending a print job with the settings Any Size and a specific Media type.

Security/Authentication:

- In the Embedded Web Server when setting/clearing the admin password using the wizard (Networking>Settings>Wizard), the changes do not show up under the admin password under Security>General.

Embedded JetDirect:

- Telnet sessions do not automatically close if device enters Auto-OFF
- Printer/MFP cannot be reached with IPv6 address when in Auto-Off
- WJA cannot configure "Use Stateless DHCP when Manually Configured"
- TCP acknowledgements are delayed or not sent
- Print and other TCP connections may be interrupted by Auto-Off
- The counter Job-media-sheets is reported incorrectly

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20131122 Firmware Revision: 2302243_421979
Embedded JetDirect:	JDI23200024
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Bundle Version Designation	FutureSmart Bundle Version 3.2

Enhancements and Fixes provided with previous Firmware revisions

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

Firmware Datecode: 20131122

Firmware Revision: 2302243_421979

ENHANCEMENT:

Base:

- To meet the Blue Angel 2013 energy requirement for M575 and M551 all products the default sleep mode settings will change to 1W (Network port)instead of A1W (All events in the energy settings).
- SNMP page counters were added:
 - Object Name
 - OID
 - Description
 - PRINT-METER-EQUIVALENT-IMPRESSION-COUNT.1
 - 1.1.16.1.44.1.1

A4/Equiv Mono Print Impression Count
PRINT-METER-EQUIVALENT-IMPRESSION-COUNT.2
1.1.16.1.44.1.2
A4/Equiv Mono Copy Impression Count
PRINT-METER-EQUIVALENT-IMPRESSION-COUNT.3
1.1.16.1.44.1.3
A4/Equiv Mono FAX Impression Count
PRINT-METER-EQUIVALENT-IMPRESSION-COLOR-COUNT.1
1.1.16.1.44.2.1
A4/Equiv Color Print Impression Count
PRINT-METER-EQUIVALENT-IMPRESSION-COLOR-COUNT.2
1.1.16.1.44.2.2
PRINT-METER-EQUIVALENT-IMPRESSION-COLOR-COUNT.2
1.1.16.1.44.2.2
PRINT-METER-EQUIVALENT-IMPRESSION-COLOR-COUNT.1
1.1.16.1.44.2.1
A4/Equiv Color Print Impression Count
PRINT-METER-EQUIVALENT-IMPRESSION-COLOR-COUNT.2
1.1.16.1.44.2.2"

- EU products will have lost the ability to disable sleep to meet Blue Angel certification
- Backup and Restore scheduling has been removed from the control panel to enhance reliability and eliminate complexity.
- A "Bin Full" message and a Jam message occurring at the same time could result in a Bin Full message being displayed instead of a Jam message, even after the bin was emptied.
- WJA could not set the Time Zone in previous releases
- The remote configuration password that can be set in the Embedded Web Server is not being restored when Back Up and Restore is performed with a restore that includes the Password.
- Default "From:" address can now be specified for Email alerts and AutoSend

Security/Authentication:

- Support for SHA-256 hashing introduced to meet regulatory requirements including NIST Special Publication 800-131a requiring SHA-256 hashing for digital signature generation.
Support for TLS 1.1 and TLS 1.2 protocol introduced. TLS 1.2 provides enhanced security and support for SHA-256.
IMPORTANT NOTE: If TLS 1.0/SSL 3.0 is disabled, both the Client (web browser) and Server (MFP) must enable support for TLS 1.2 or EWS communication will be DISABLED. Most web browsers do NOT support TLS 1.2 by default.
IMPORTANT NOTE: No TLS 1.2 support for HP Web JetAdmin, HP Imaging & Printing Security Center and HP Digital Sending Software until Fall 2013.
Disabling TLS 1.0/SSL3.0 will disable compatibility with these solutions.
IMPORTANT NOTE: SNMP version 3 support for AES-128 and SHA-1 introduced in this firmware version. No HP Web JetAdmin support for SNMPv3 AES-128 and

- SHA-1 until Fall 2013. Enabling these options will disable compatibility with HP Web JetAdmin."
- The Printer Job Language (PCL) Device Access Command Enable/ Disable setting determines if the device accepts PCL device management commands. Clearing the checkbox disables PCL device management commands and provides additional security by preventing unauthorized modification of device settings. PCL Device Access can be disabled by WJA, EWS and IPSC (Imaging & Printing Security Center)."
 - Firmware bundles digital signed using SHA-2 hashing algorithm to meet new regulatory requirements in NIST Special Publication 800-131a.
 - Enhancements to meet new Blue Angel and Energy Star requirements.
 - USB port insertion will now wake the device from Sleep
 - Added AirPrint 1.2 IPP Support
 - Added AirPrint 1.2 Bonjour Support
 - An unregistered USB device can now be added before the solution is loaded

Embedded JetDirect:

- The printer can now directly register its hostname and domain with DNS, compliant with RFC 2136.
- When optional network interfaces are installed, the primary interface for Digital Sending and Solutions will remain the embedded wired interface.
- The printer can now directly register its hostname and domain with DNS, compliant with RFC 2136.
- Expanded support for Kerberos encryption types used with IPSec has been added, to provide parity with Kerberos in Windows Server 2008 environments
- Support for SHA-256 hashing and AES-256 encryption introduced to meet regulatory requirements including NIST Special Publication 800-131a requiring SHA-256 hashing for digital signature generation. Passwords encrypted with AES-128 are automatically re-encrypted with AES-256 during the firmware upgrade.
- DNS SRV and TXT responses are now cached
- JetDirect now includes a UTC timestamp in CCC log messages
- An option to verify the server certificate when pulling print jobs from a server using IPP/IPPS has been implemented
- Special ASCII characters are now supported in the WEP password

FIXES:

Base:

- When a Bar DIMM or IPDS solution has been installed through WJA certain settings set with WJA will not set correctly.
- "Any Size" for tray 2 and greater is missing from the menu. - breaking backward compatibility
- Pushing the start button multiple times for a personal stored job results in multiple copies being printed.

- Downloading Fonts causes 49.38.0C
- Font Source reverts back to Internal after reboot
- When setting up eprint, any document that prints is looking for tray 1 so the printer requests paper in Tray one and job will not print until someone goes to the device and selects a different tray(tray 2) or loads paper in the side tray(tray 1).
- You may see a print job that is printed successfully but the Job Status is displayed as "Failed" when using the Macintosh driver.
- Device doesn't send DHCPv6 SOLICIT packets after the lease expires in 1W mode
- User Defined types are not getting updated in UPD after enabling VIA EWS pages
- "Wake/Auto On to These Events" options are disabled when the Sleep Mode/Auto Off After... mode is disabled
- The Help screen, accessed by pressing the ?, for the Configuration/Status display omitted some items
- In certain languages the Scan Status dialog shows truncated messages.
- Device will wake up if a sleep schedule has been set and the device was already asleep
- Setting the @PJL DEFAULT LANG variable on FutureSmart devices does not permanently change the device language
- After adding an output device the unit does not recognize a J-font encrypted USB.
- You may see a hang in the 2/8 boot up stage if the Sleep Timer Setting is set to wake on a Network Port Event and printer has been in sleep mode.
- Error message for failed backup to network folder is cut off

Security/Authentication:

- 3rd party solutions could unexpectedly stop working after a 3rd part developer's signing cert expires. This version of firmware resolves this failure by checking any timestamp that is available for validity.
- The device Remote Configuration Password credentials incorrectly allow access to the EWS configuration interface. The Remote Configuration Password is used by remote configuration tools including HP Digital Sending Software and HP Web Jetadmin to connect to the device.

Embedded JetDirect:

- Digital Sending and Solutions are routed to optional network interfaces when they are installed instead of using the embedded wired interface.
- Text entered in the "Product Support URL" and "Technical Support URL" fields in the device web pages were not filtered to eliminate HTML commands.
- The front control panel is not wrapping the text when the printer is in a wireless configuration mode.
- Device loses the IP Address for both wired and wireless when IPv6 is disable and enable via the EWS
- IPSec Aggressive mode is not working

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20131122 Firmware Revision: 2302243_421979
Embedded JetDirect:	JDI23000013
DC Controller:	4.72
Optional Tray	5.113 (No Change)
HP Fleet Release Designation	FutureSmart 2 SP3

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:

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

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20130119

Firmware Revision: 2201075_229186

ENHANCEMENT:

Base:

- The printer will now have the ability to retain Personal Jobs after a power cycle.
- The device will no longer enter sleep mode if the user is interacting with it.
- Support is added for the HP CalcPad 100 numeric keypad
- User Defined Media Type names that are changed via SNMP they are not updated in the Control Panel.
- Custom papers sizes are now supported with AirPrint
- The printer will now delete temporary stored jobs at the scheduled time regardless of the sleep state. Previously some sleep modes extended the expiration time for the job
- For Devices with two LED's the Ready Light will flash to indicate the device is receiving data. This behavior will mimic the behavior seen for a device that has a Data LED.
- Usage counts are now included in a Save/Restore operation.

Security/Authentication:

- No Updates

Embedded JetDirect:

- Jetdirect would not accept a certificate from an Intermediate Certificate Authority.
- Jetdirect would disable networking if 802.1x authentication fails.
- DHCP is not negotiated after a link break/restore.

FIXES:

Firmware Datecode: 20130119

Firmware Revision: 2201075_229186

Base:

- You may see a 49.38.07 error using HPAC with FutureSmart 2 SP 1.02
- When setting up the energy schedule you will see an incorrect localization for German days of the week.
- A 49.23CB error may be seen when printing the engine test.
- Landscape Prepunched documents print with the holes oriented on the bottom of the page.
- You may not see the User name on Job Status menu when printing from Mac OS
- Japanese Text on the front control panel does not rap to a new line and is clipped on right side.
- German language does not allow you to set the Adjust Tray 1 setting under the Image Registration menu
- The Fuser and Transfer Kit Maintenance information is missing on the Configuration page.
- After disabling AirPrint and IPPS in the Embedded Web Server the ePC displays "ePrint is off"
- Using the job Interrupt may cause a job that is interrupted to hang or become unresponsive.
- Long names are being cutoff in Retrieve from USB on SFP products
- The Embedded Web Server may stop responding after receiving http request with invalid value in IPv4_DnsServerId field
- An SNMP walk may time out if a print job is printing during the walk.

- Adjusted SNMP to mimic non-FutureSmart products for get command responses when invalid set commands are sent
- You may see the incorrect supply being reported as unauthorized.
- "Image loss may occur on near edge printing in some cases. The output can be different from different trays."
- The printer uses the wrong encoding (ROMAN 8) of the PML string, which is not capable to encode all symbols that are shown on EWS.
- A 49.38.07 may be displayed when configuring wireless IP
- The 33.03.01 and 33.03.02 event code have been added for the Save and Recover operation.
- Order of Configuration pages is different between MPS's and Single Function Devices.
- "Install <color> cartridge message" on control panel does not appear after removing one of the existing cartridges when engine is in sleep mode.
- Fixed an unlocalized authentication agent name string in security webservice.
- "Upgrading to this revision of firmware will keep the following message from appearing in the Embedded Web Server: "The operation failed because there is not enough available disk space."
- Firmware install times are improved with this release.
- You may see a 98.01.01 error on boot up with your device that has a Solid State Drive.

Security/Authentication:

- No Updates

Embedded JetDirect:

- The Cancel button (X) was inoperative after installing the 2700W wireless accessory.
- Wireless authentication using WPA Enterprise with certificates does not re-authenticate when the identity certificate is changed.
- Setting the IP address manually over the control panel fails intermittently.
- The Wireless SSID was displayed on the front panel, presenting a potential security risk.

- When announcing and registering with HP Imaging and Printing Security Center (HP IPSC), the printer neglects to verify the identity of the server.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20130119 Firmware Revision: 2201075_229186
Embedded JetDirect:	JDI22210021
DC Controller:	4.63
Optional Tray	5.113 (No Change)
HP Fleet Release Designation	FutureSmart 2 SP2

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20120623

Firmware Revision: 2200643_228342

ENHANCEMENT:

Base:

- Added the SSID# to the How to Connect menu when using Direct Print.
- Add capability for new Print Mode: Mid weight mode
- Add capability for new Print Mode: Mid-wt glossy mode
- Added Oficio media sizes for Latin America Legal Media
- Added PJI Media Margins Command to support AirPrint.
- Identification for which FutureSmart Version and Service Pack currently being used has been added to the Configuration page.
- AirPrint functionality for URF and PDF 1.4 has been provided
- SNMP support provided for the UPD printer Drivers
- Added WebJet Admin support for determining PJI versioning and PDL language support
- Adjustable Print modes can now be adjusted by Web Service
- Values on devices that show "Print Cartridge" will be changed to show "Toner Cartridge"

- Language support has been added to single function devices for the Do Not Unplug Icon.
- Particular 49.38.07 errors have been changed to 49.38.18 errors to add more details with regards to why the error happened.
- A new SNMP OID has been provided to report the devices power state for all sleep states including 1W.

Security/Authentication:

- Certificate registration now occurs during certificate install, avoiding dual registration issues. In addition, HTTPS binding of the certificate also now occurs during certificate install

Embedded JetDirect:

- Certificates default to 1024 bit encryption key
- Support is added for multiple Jetdirect interfaces

FIXES:

Firmware Datecode: 20120623

Firmware Revision: 2200643_228342

Base:

- PJJ USTATUS Printer can be discovered even though AirPrint is disabled.
- You may see a 49.2F.E3 errors while printing personal stored jobs with pin
- 8.26x11 paper size does not automatically print on FutureSmart devices like it does on older Legacy devices.
- Printing some PDF files may cause a "Invalid PDF file" error message
- Custom PostScript Level3 fonts may cause a PostScript error page to print or a job to not print at all if PostScript errors is turned off.
- You may see the device slow down when using "Retrieve from Device Memory"
- Two SNMP objects are returning a value of Zero when they should provide meaningful information. The two objects are prtAlertGroupIndex and prtAlertLocation.
- The Cold Reset Paper Type is set to A4 the value used to compute the correct paper size in the metric system is wrong.
- Multiple issues with SNMP OID values have been corrected

- Some error states are not reflected properly when using a Mac or AirPrint driver.
- When using AirPrint a "tray open" message may not be displayed on the host when a tray is opened on the printer.
- The device may return incomplete / wrong values if a program queries it using @PJL INFO VARIABLES
- When printing from a USB device from the front control panel the device ignores the number of copies and only prints one.
- You may see a 89.12.BB scanner error on a printer (no scanner)
- A "Disk Full" message may be seen when loading firmware through the Preboot Menu.
- A 99.06.01 error may be seen in the event log without any description.
- EWS stop responding after a DST Offset is set with more than ten digits
- The OID - .1.3.6.1.2.1.43.5.1.1.17.1 - may pull inconsistent data from different devices
- A message to confirm the tray size and a prompt to load the requested the paper in the tray is not seen when the paper size is changed for a tray while in sleep mode and a print job wakes the device to print out of the tray whose size was changed.
- Embedded Web server pages may load slowly
- A hang may occur when printing PowerPoint and PDFs duplexed jobs when either the toner low message pops up and the job is restarted or after a tray out condition and the tray is reloaded.
- During a condition where the wrong paper size is printed on during a print job the user will not see a message prompt to address the misprint when the tray is opened and closed.
- When a print job with mixed media sizes and PrinterSelect source is sent to the printer where different trays are loaded with the different media sizes, at some point two different media sizes will get printed from the same tray.
- A 41.05.31 error may not clear when a size mismatch is encountered
- Welcome message may not localize correctly when signing in and changing localization.
- On first boot up if the shipping sheet is not removed you will see an incorrect error message of "Tray 2 Empty" instead of "Remove shipping sheet".
- The printer will stop responding and display "Processing Duplex Job" when the printer transitions between a simplex to a duplex job.

- You may see a 49.38.07 error when viewing the Job Status menu and printing or copying at the same time.
- You may see a 49.38.07 error while trying to retrieve a Job from a USB Thumbdrive.
- If you have 1Watt configured, you will not be able to schedule a backup, even though the option is still available on the control panel."
- Back button on SFP does not work in Initial Setup Prompts
- PJI USTATUS will now return Job Display Name
- When using AirPrint the URF is Not Using Color Tables.
- Support for two line control panel display modifications using SNMP has been added. One line screens will alternate to line messages.
- Network communication may not wake device when in 1 watt sleep mode.
- When the Cartridge door is open the device indicates that the cartridges are at 100% and OK and it should indicate the status is UNKNOWN and the cartridge remaining life should show a "?"
- After replacing a custom size media with Letter, you may see an unexpected paper size due to letter not being recognized properly.

Security/Authentication:

- During import of user PINs the progress barber pole is not present. With high numbers of imported records (~2000) a confirmation screen may not appear, and a reboot may be required to get the unit back to Ready
- When a digital certificate is installed using the Create Certificate Request option, the device embedded web server is no longer able to be accessed

Embedded JetDirect:

- JDI JDI goes offline after changing the network link speed.
- 49.38.02 error on Power Point printing from iPad

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20120623

	Firmware Revision: 2200643_228342
Embedded JetDirect:	JDI2200023
DC Controller:	4.61
Optional Tray	5.113
HP Fleet Release Designation	FutureSmart 2 SP1

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:

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

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20111217

Firmware Revision: 2131305_192070

ENHANCEMENT:

Base:

- Added backwards compatibility of PDL commands to control source input trays with all PDLs
- Added the ability to modify trays security constraints
- Added the ability to Unlock stored jobs based on authenticated user.
- Added the ability for a User or Administrator to re-print the Welcome page.
- Added a feature that provides access for web services applications, including Web Jetadmin, to the FIPS 140-2 status information of installed encrypted hard drives and the ability to enable/disable the encryption on the drive.
- Added the ability to prevent disk corruption when power plug pulled during Firmware upgrade.
- Added a new internal page: Administration > Reports > Configuration/Status Pages > Web Service Status Page
On this page it will list all of the currently running web services.
- Added the ability to collect diagnostic log information if not able to boot to Ready. Thiis new feature allows you to use the Pre-boot menu and a USB thumbdrive to collect the log files.
- Added the ability to Support Additional Output Bin Types with Paper Path Test
- Added the ability to hide the Job list
- The user can enable/disable 10 User Defined Media Types via SNMP, Web JetAdmin or EWS. The user can assign a print mode to the User Defined Media types. The user can create their own customized name for the User Defined Media Types.
The UI constrains the displaying of User Defined Media Types based on whether the SNMP OID has been enabled or disabled. When disabled, the specific User Defined type is not

- listed in the Adjust Paper Type menu. When enabled, the specific User Defined Media Type is displayed in the Adjust Paper Type menu.
- Unsupported USB device messages are now able to be Hidden.
 - The signed in Username will now be visible from most control panel screens

Embedded JetDirect:

- No new updates

FIXES:

Base:

- Back button not functioning correctly after entering Retrieve From Device > Print All Jobs menu from Control Panel
- When using Internet Explorer 9 and the Administrator Password is set, the Logout link cannot be clicked and one is also not able to Navigate directly to Sign In Page
- Some PJJ variables are not reset to their proper defaults after a @PJJ RESET command
- The control panel crashes after changing Color/Black Mix setting and then entering and exiting the Print Options->Number of Copies dialog within the Administration Application.
- After enabling USB Application it does not always display on Control Panel
- Will not print in grayscale
- Device Default Media Type can now be correctly configured via WJA or EWS
- You may see a 49.37.08 error when using a multi-prompt authentication schema
- Device may display a 49.38.03 when opening the Access Control page in the Embedded Web Server (EWS).
- Using the "Back" hardkey while on the Enter Password screen no longer disables the User Login screen.
- Importing large CSV files can cause the Embedded Web Server to become unresponsive during the import.
- Corrected error message when attempting to print corrupt stored jobs.

Embedded JetDirect:

- Strict mode of "Secure TLS Renegotiation" does not block ePrint registration when server does not comply with Secure TLS Renegotiation.
- You may see a 89.19.5B if printer sits for more than 20 days without power cycling the printer.
- ePrint jobs will not complete when started during other print jobs (port 9100)
- Inappropriate error message when applying IPv6 manual network settings without providing an address.

- Jetdirect will fail under certain high-load network traffic situations
- Secure@Install support is now available
- Device may display an 84.01.81 when printing certain PDF files.
- IPP 2.0 compliance mistakenly advertised outside of XMPP

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LJ Enterprise Color M551 Series	Firmware Datecode: 20111217 Firmware Revision: 2131305_192070
Embedded JetDirect:	V50251131008
DC Controller:	4.56
Optional Tray	5.113
HP Fleet Release Designation	CPE 11.3

FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:

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

- Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20110811

Firmware Revision: 2131029_189663

ENHANCEMENT:

Base:

- No New Updates – Original Release

Embedded JetDirect:

- No New Updates – Original Release

FIXES:

Base:

- 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 LJ Enterprise Color M551 Series	Firmware Datecode: 20110811 Firmware Revision: 2131029_189663
Embedded JetDirect:	V50251103076
DC Controller:	4.56
HP Fleet Release Designation	Original Release

Installation Instructions

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

You can send the firmware update to a device at any time; the device will wait for all I/O channels to become idle before cycling power.

Please print a configuration page prior to performing any firmware update. To print the configuration page:

1. Go to the printer's control panel.
2. Press the **Home** or **OK** button.
3. Scroll down to the **Administration** menu and press **OK**.
4. On the **Reports** menu press the **OK** button.
5. On the **Configuration/Status Pages** menu press **OK**.
6. Scroll down to the **Configuration page** option and press **OK**.
7. Scroll back up to the top to the **Print** option and press **OK**.

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: 20110811

Firmware Revision: 2131029_189663

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

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

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

Additional information to know

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

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

How to perform firmware upgrades.

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

Please visit the following link to a view video on this firmware upgrade method explained below.

YouTube address:

<http://youtu.be/Gv6OprEg7Es>

Brightcove:

<http://link.brightcove.com/services/player/bcpid1190528646001?bctid=REFIDBC3707096437001>

NOTE: Please be aware that the update in some circumstances may require between 10 minutes or more based on the I/O transfer rates and the time it takes to reinitialize.

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**.

NOTE: If you get a warning screen please read and following instruction for setting a Administrator password within the **Security** 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.

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

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.

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

Please visit the following link to view a video on this firmware upgrade method explained below.

YouTube address:

<http://youtu.be/IOsm1Z-dbJU>

Brightcove:

<http://link.brightcove.com/services/player/bcpid1190528646001?bctid=REFIDBC3707191411001>

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

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

NOTE: USB Flash Drives that are not in a Fat32 format or having a CD formatted partition may not be recognized by the printer. You may need to try a different USB flash drive.

2. Turn the printer ON.
3. Press the **Home** or **OK** button
4. Press the **Down** arrow to highlight **Device Maintenance**, and then press **OK**.
5. Press the **Down** arrow to highlight **USB Firmware Upgrade**, and then press **OK**.

6. Insert the portable USB storage device with the xxxxxxxx.bdl file on it into the USB port on the front of the product, and then press **OK**.
7. Press the **Down** arrow to highlight the xxxxxxxx.bdl file, and then press **OK**.

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

8. A prompt to upgrade an older, newer, or reinstall the same version appears. Press the **Down** arrow button to highlight the desired option, and then press **OK**. When the upgrade is complete, the printer will reboot automatically.

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

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

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

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

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

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

NOTE: USB Flash Drives that are not in a Fat32 format or having a CD formatted partition may not be recognized by the printer. You may need to try a different USB flash drive

2. Turn the printer ON.
3. Press the **Stop** button when the Ready, Data and Attention LEDs illuminate solid.
4. Press the **Down** button to highlight **Administrator**, and then press **OK**.
5. Press the **Down** button to highlight **Download**, and then press **OK**.
6. Insert the portable USB storage device with the xxxxxxxx.bdl file on it.

NOTE: If the message **No USB Thumbdrive files found** on the control panel display, you may need to use a different USB storage accessory or place the firmware file in the root directory.

7. Press the **Down** button to highlight **USB Thumbdrive**, and then press **OK**.
8. Press the **Down** button to highlight the xxxxxxxx.bdl file, and then press **OK**.

NOTE: Please make sure the firmware file is located in the root directory of the flash drive. If you have more than one .bdl file on your USB Thumb drive, select the file you want loaded and press **OK**.

Please be patient since this may take up to 10 minutes to reboot.

9. When the message **Complete** appears on the control panel display, press the **Back** button 3 times.
10. When the message **Continue** appears on the control panel display, press **OK**.
11. 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.

Web Jetadmin (Supported with version 10.2 SR4 or newer)

Please visit www.hp.com and type "Web Jet Admin" in the "Search" Box to find more information about new releases of Web Jetadmin and the release note information for those releases.

Upgrading Firmware:

1. Start Web Jetadmin 10.2 SR4 or newer
2. From the "Device Management" section, select "All Devices" (or the appropriate device group). An "All Devices" list will appear in the center window.
3. Find your device in the list, or type the IP address of the device in the Quick Device Discovery section in the lower-left of the screen (this will highlight your device in the device list). You can sort the device list by clicking on a column name at the top.
4. If your device list is sorted by model number, you may select multiple devices with the same model number by Control-Click or Shift-Click.
5. Right-click on the device and select "Upgrade firmware...".
6. An Upgrade Firmware window will appear. Select "Device firmware" and click "Next"
7. A list of available firmware will appear. If the correct version is listed, click "Next", and the upgrade process will start.

NOTE: If the correct firmware version does not appear within the list, you will need to manually upload it into WJA. New firmware may be available on an FTP site prior to

appearing on hp.com. The instructions below allow you to upload a RFU file from your local PC to WJA 10.2 SR4 or newer

Uploading new firmware files into WJA:

1. Click on "Firmware/Firmware Repository" in the "Device Management" pane
2. A "Firmware Repository" window will appear in the center of the screen
3. Click on "Upload" in the upper-right of the window
4. Browse to the .bdl file on your local PC
5. Click "Upload"
6. Once the .bdl file is uploaded, go back to step 2 in the first section and complete steps 2 through 6.

NOTE: Do not turn printer off during the update process! When the update process is complete, the printer will automatically reboot. If the firmware update process fails, Web JetAdmin will provide notification with a page (screen) of information regarding the reason(s) for failure. A link will be provided to attempt the process again.

FutureSmart Level Switching Procedures

Click here for the - [HP FutureSmart Level Switching White Paper](#)

Embedded Web Server (EWS)

1. Open an Internet Browser Window.
2. Enter the IP address of the device in the URL line.
3. Sign into the Embedded Web Server.
4. Select the **Firmware Upgrade** link from with the **General tab**.
5. If you do not see the **Change HP FutureSmart Level** section you will need to update the firmware to a version of firmware that supports level switching
6. Choose the level of firmware you want the device to be on and then click on the **Change** button.
7. On the Confirmation window click **Change** again and the device will reboot. Once is comes back on line the device will now be on the level chosen.
8. Once the device is back online, print a Configuration Page and verify that the new firmware level has been installed.

Device Control Panel

- 1) Scroll to the **Device Maintenance** menu on the control panel. If the device is a single function device (non-multifunction), you will need to press the **Home** button and scroll down and select the **Device Maintenance** menu.

- 2) Select the **HP FutureSmart Level** menu.
- 3) Select the **HP FutureSmart Level** version number (i.e. FutureSmart Level 2 or Future Level 3)
- 4) Select the **Change** button.
- 5) On the Confirmation window select **Change** again and the device will reboot.
- 6) Once the device is back online, print a Configuration Page and verify that the new firmware level has been installed.

Web Jet Admin

1. With HP Web JetAdmin 10.3 SR4, you can view the current HP FutureSmart level and change the HP FutureSmart level if the device has HP FutureSmart 3 or later installed.
2. Non-HP FutureSmart devices always display Not Supported for the HP FutureSmart level.
3. HP FutureSmart devices display a value instead of Not Supported if they have at least HP FutureSmart 3 installed and if a selection for the HP FutureSmart level can be made. For example, when the HP LaserJet M806 device was introduced, HP FutureSmart Level 3 was available and was the initial firmware for the device. The device cannot be set to a lower version. Therefore, HP Web JetAdmin shows Not Supported for the HP FutureSmart level of this device until a newer version is installed on the device.
4. The FutureSmart Level configuration option is available from the Device category on the Config tab
5. Use the FutureSmart Level configuration option to specify a number for the HP FutureSmart level that is available in the firmware that is currently installed on the device.
6. HP Web Jetadmin displays the range of HP FutureSmart levels that the device supports. If you enter a number outside of the range that the device supports, HP Web Jetadmin automatically changes the version number to the nearest minimum or maximum level that the device supports.
7. After changing the HP FutureSmart level, the device restarts automatically.

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 Color M551 Series Support:

URL for Support:

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

URL for Access HP: <http://www.hp.com>

FTP address: <ftp.hp.com>

Login: anonymous

Password: your Internet email address

Additional Information

Refer to your printer's user guide for additional methods of obtaining software and support information, such as printer driver distribution centers other online services, fax services, and other online support.

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