

## HP PAGEWIDE MANAGED COLOR MFP E58650 PRINTER SERIES Firmware Readme

### Product Name(s):

- HP PageWide Managed Color MFP E58650dn
- HP PageWide Managed Color Flow MFP E58650z

Model Number(s): L3U42A • L3U43A

This document contains information for the firmware revision number:

Firmware Datecode: 20230201

Firmware Revision: 2309088\_001499

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.12

Reminder: Dynamic security enabled printer. This Firmware includes dynamic security measures, which may prevent supplies with non-HP chips or circuitry from working now or in the future. More at: [www.hp.com/go/learnaboutsupplies](http://www.hp.com/go/learnaboutsupplies).

### Description

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### Legal Statements

- Trademark Notices
- OPEN-SOURCE SOFTWARE LICENSE AGREEMENTS (In English)
- License and Copyright

## **Description**

This Readme file provides specific installation instructions and other information you should know before you perform a firmware update for your HP LaserJet Series printer or MFP. Installation instructions are provided for Single and Multiple Printer Updates.

This document provides specific update, installation and troubleshooting information. For additional information on the device features, refer to the online

user guide found on the Windows Printing System Installer CD-ROM that came with your printer or at hp.com.

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

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

#### Who needs this firmware?

Similar to HP Inc. providing improved software for your HP LaserJet Printer or MFP, HP Inc. provides firmware updates for your printer periodically through its supported lifecycle. A firmware update may be necessary if it is determined that you may benefit from the resolution of any issue that is documented below. These updates are available on the HP support web site. Determining the current version level of your firmware

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

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

1. Go to the printer's control panel.
2. Swipe left and select the **Reports** application.
3. Select the **Configuration/Status Pages** menu.
4. Select the **Configuration Page** option.
5. Select the **Print**.

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

Firmware Datecode: 20170715  
Firmware Revision: 2403732\_013010

#### IMPORTANT NOTE:

This firmware file requires an interactive update method. You CANNOT update these Product(s)/Model(s) using the traditional FTP, LPR or Port 9100 methods of upgrading. Please use one of the following methods listed below to update the firmware of this device.

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

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

Firmware Datecode: 20230201

Firmware Revision: 2309088\_001499

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.12

For information on HP Security Bulletins addressed by firmware releases, please visit: <https://support.hp.com/security-bulletins>  
To initiate a subscription to receive future HP Security Bulletin alerts via email, visit: <https://www.hp.com/go/alerts>

## **ENHANCEMENT:**

Base:

- No new updates

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

## **FIXES:**

Base:

- The lock icon no longer appears in the Embedded Web Server's Access Control menu for Device Guests even though the device still has restricted access.

Digital Sending:

- Scan to email is failing due to the "localhost" or loopback (127.0.0.1) address being used on EHLO and HELO commands.

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle:

#### **DEVICE FIRMWARE REVISION**

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20230201
Firmware Revision	2309088_001499
Embedded JetDirect	JSI23900057
Engine Firmware Revision	B1M1CN1947AR
SCB	xxxxFA1744AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.088.03.221027.00.XXXX,BSP.30221026
HP Fleet Release Designation	FutureSmart 3.9.12
MD5 checksum for .bdl file	b1e4f5b12af0c547486d935622bc0261

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

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

Firmware Datecode: 20221117

Firmware Revision: 2309083\_001397

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.11

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

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

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

#### **ENHANCEMENT:**

Base:

- No new updates

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

**FIXES:**

Base:

- No new updates

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- Update to cipher suite prioritization.

Current firmware revisions included in this firmware bundle:

**DEVICE FIRMWARE REVISION**

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20221117
Firmware Revision	2309083_001397
Embedded JetDirect	JSI23900057
Engine Firmware Revision	B1M1CN1947AR
SCB	xxxxFA1744AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF065.00.190513.00.XXXX,BSP23171015
HP Fleet Release Designation	FutureSmart 3.9.11
MD5 checksum for .bdl file	3a836f7753ee993686ec815e42c8fcf8

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

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

Firmware Datecode: 20220826

Firmware Revision: 2309081\_001320

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.10

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

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

## **ENHANCEMENT:**

Base:

- No new updates

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

## **FIXES:**

Base:

- Incorrect printed page order may occur when printing from Tray 1 with specific jobs.
- The device will not reboot if selecting the "Restart Product" button within the Embedded Web Server's Remote Control Panel menu.
- Email alerts for Cartridge status are not getting sent after FW upgrade.

Digital Sending:

- A certificate may fail to cache properly when scanning to email with encryption.

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle:

#### **DEVICE FIRMWARE REVISION**

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20220826
Firmware Revision	2309081_001320
Embedded JetDirect	JSI23900055
Engine Firmware Revision	B1M1CN1947AR
SCB	xxxxFA1744AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF065.00.190513.00.XXXX,BSP23171015
HP Fleet Release Designation	FutureSmart 3.9.10
MD5 checksum for .bdl file	feb37745f747e4e24ef6b690f046f721

### **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\_000595

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

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

**FIXES:**

Base:

- Updated the JQuery version.

Digital Sending:

- No new updates

Analog Fax:

- No new updates

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_000595
Embedded JetDirect	JSI23900044
Engine Firmware Revision	B1M1CN1947AR
SCB	xxxxFA1744AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF065.00.190513.00.XXXX,BSP23171015
HP Fleet Release Designation	FutureSmart 3.9.9
MD5 checksum for .bdl file	25677ce5b4eab66d01b3585c6afff155

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

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



Firmware Datecode: 20210730

Firmware Revision: 2309055\_000449

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.8

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

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### **ENHANCEMENT:**

Base:

- No New Updates

Digital Send:

- No New Updates

Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

### **FIXES:**

Base:

- No New Updates

Digital Send:

- No New Updates

Fax:

- No New Updates

Security/Authentication:

- The Microsoft KB5004238 update (which includes fixes for KB5005408) will cause all smartcard authentications to fail.

Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

**DEVICE FIRMWARE REVISION**

COMPONENT	FIRMWARE VERSION
HP PAGEWIDE MANAGED COLOR MFP E58650 SERIES	Firmware Datecode: 20210730 Firmware Revision: 2309055_000449
Embedded JetDirect	JSI23900041
CPB	3.055r
SCB	xxxxFA1744AR 1.0
Fax	11.4A
HP Fleet Release Designation	Original Release FutureSmart 3.9.8
MD5 checksum for .bdl file	18853dec3613b8b2e3418e971394e5b4

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

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

Firmware Datecode: 20210317

Firmware Revision: 2309046\_000271

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>

**ENHANCEMENT:**

Base:

- No New Updates

Digital Send:

- No New Updates

Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

### **FIXES:**

Base:

- 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.

Digital Send:

- No New Updates

Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

### **DEVICE FIRMWARE REVISION**

COMPONENT	FIRMWARE VERSION
HP PAGEWIDE MANAGED COLOR MFP E58650 SERIES	Firmware Datecode: 20210317 Firmware Revision: 2309046_000271
Embedded JetDirect	JSI23900041
CPB	3.055r
SCB	xxxxFA1744AR 1.0
Fax	11.4A
HP Fleet Release Designation	Original Release FutureSmart 3.9.7
MD5 checksum for .bdl file	be33e4a9a95ea7ddf3e2a9bd1cd0243e

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

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

Firmware Datecode: 20191213

Firmware Revision: 2309025\_582095

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>

### **ENHANCEMENT:**

Base:

- No New Updates

Digital Send:

- No New Updates

Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

### **FIXES:**

Base:

- 49.4A.04 error may occur intermittently when printing from certain types of customized applications.
- Added the ability to perform an Auto Reboot when a 61.00.00 engine communication error occurs even though the error is not displayed in the event log.

Digital Send:

- No New Updates

Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

**DEVICE FIRMWARE REVISION**

COMPONENT	FIRMWARE VERSION
HP PAGEWIDE MANAGED COLOR MFP E58650 SERIES	Firmware Datecode: 20191213 Firmware Revision: 2309025_582095
Embedded JetDirect	JSI23900037
CPB	3.055r
SCB	xxxxFA1744AR 1.0
Fax	11.4A
HP Fleet Release Designation	Original Release FutureSmart 3.9.6
MD5 checksum for .bdl file	d4e9fc7f3feaccb67ab7ccf2ea0f0866

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

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

Firmware Datecode: 20190711

Firmware Revision: 2309021\_581891

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.5

**ENHANCEMENT:**

Base:

- No New Updates

Digital Sending:

- No New Updates

Analog Fax:

- 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:**

Security/Authentication:

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

Base:

- Some SmartCard solutions may fail to communicate with the card reader properly causing the authentication dialog window to not appear.
- The eMMC part may fail prematurely with a 99.39.73 error.

Digital Sending:

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

Fax:

- No New Updates

Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

**DEVICE FIRMWARE REVISION**

COMPONENT	FIRMWARE VERSION
HP PAGEWIDE MANAGED COLOR MFP E58650 SERIES	Firmware Datecode: 20190711 Firmware Revision: 2309021_581891

Embedded JetDirect	JSI23900036
CPB	3.055r
SCB	xxxxFA1744AR 1.0
Fax	11.4A
HP Fleet Release Designation	Original Release FutureSmart 3.9.5
MD5 checksum for .bdl file	8b0acb8b6dd73b89fb82071feeeca041

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

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

Firmware Datecode: 20190118

Firmware Revision: 2309010\_581413

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.4

### **ENHANCEMENT:**

Base:

- No New Updates

Digital Sending:

- No New Updates

Analog Fax:

- No New Updates

Security/Authentication:

- New security check will prevent installation of non-compliant aftermarket solution bundles. Currently installed solutions are unaffected. Please work with solution providers for an updated signature-compliant version of their software.

Embedded JetDirect:

- No New Updates

### **FIXES:**

Security/Authentication:

- No New Updates

Base:

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

Digital Sending:

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

Fax:

- No New Updates

Embedded JetDirect:

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

Current firmware revisions included in this firmware bundle:

**DEVICE FIRMWARE REVISION**

COMPONENT	FIRMWARE VERSION
HP PAGEWIDE MANAGED COLOR MFP E58650 SERIES	Firmware Datecode: 20190118 Firmware Revision: 2309010_581413
Embedded JetDirect	JSI23900036
CPB	3.055r
SCB	xxxxFA1744AR 1.0
Fax	11.4A
HP Fleet Release Designation	Original Release FutureSmart 3.9.4
MD5 checksum for .bdl file	3c24d8c87c8bdb05e9460b1522a08e66

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

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

Firmware Datecode: 20180606

Firmware Revision: 2308974\_579780

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.2

**ENHANCEMENT:**

Base:

- No New Updates



#### Digital Sending:

- No New Updates

#### Analog Fax:

- No New Updates

#### Security/Authentication:

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

#### Embedded JetDirect:

- No New Updates

### **FIXES:**

#### Security/Authentication:

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

#### Base:

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

#### Digital Sending:

- No New Updates

#### Fax:

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

#### Embedded JetDirect:

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

Current firmware revisions included in this firmware bundle:

## DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP PAGEWIDE MANAGED COLOR MFP E58650 SERIES	Firmware Datecode: 20180606 Firmware Revision: 2308974_579780
Embedded JetDirect	JSI23900018
CPB	3.055q
SCB	xxxxFA1744AR 1.0
Fax	11.4A
HP Fleet Release Designation	Original Release FutureSmart 3.9.2
MD5 checksum for .bdl file	3789fe0ae639c7724b181900162df029

## Enhancements and Fixes provided with this Firmware revision:

The following new functionality or features are provided by this firmware release:  
Firmware Datecode: 20180301  
Firmware Revision: 2308955\_579081  
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9.1

### ENHANCEMENT:

Base:

- No New Updates

Digital Sending:

- No New Updates

Analog Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

### FIXES:

Security/Authentication:

- No New Updates

Base:

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

Digital Sending:

- No New Updates

Fax:

- No New Updates

Embedded JetDirect:

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

Current firmware revisions included in this firmware bundle:

**DEVICE FIRMWARE REVISION**

COMPONENT	FIRMWARE VERSION
HP PAGEWIDE MANAGED COLOR MFP E58650 SERIES	Firmware Datecode: 20180301 Firmware Revision: 2308955_579081
Embedded JetDirect	JSI23900012
CPB	3.055q
SCB	xxxxFA1744AR 1.0
Fax	11.4A
HP Fleet Release Designation	Original Release FutureSmart 3.9.1
MD5 checksum for .bdl file	f8477f8bb4684df05e63409027f77460

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

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

Firmware Datecode: 20171213

Firmware Revision: 2308937\_578492

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.9

**ENHANCEMENT:**

Base:

- No New Updates -- Original Release

Digital Sending:

- No New Updates -- Original Release

Analog Fax:

- No New Updates -- Original Release

Security/Authentication:

- No New Updates -- Original Release

Embedded JetDirect:

- No New Updates -- Original Release

**FIXES:**

Base:

- No New Updates -- Original Release

Digital Sending:

- No New Updates -- Original Release

Analog Fax:

- No New Updates -- Original Release

Security/Authentication:

- No New Updates -- Original Release

Embedded JetDirect:

- No New Updates -- Original Release

Current firmware revisions included in this firmware bundle:

**DEVICE FIRMWARE REVISION**

COMPONENT	FIRMWARE VERSION
HP PAGEWIDE MANAGED COLOR MFP E58650 SERIES	Firmware Datecode: 20171213 Firmware Revision: 2308937_578492
Embedded JetDirect	JSI23900010

CPB	3.055q
SCB	xxxxFA1744AR 1.0
Fax	11.4A
HP Fleet Release Designation	Original Release FutureSmart 3.9
MD5 checksum for .bdl file	8fcd5dc13041ef5317205c41d4c04564

No Previous Releases -- Original Version

### Installation Instructions

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**NOTE:** Please be aware that an update in some circumstances may require 10 minutes or more to complete.

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

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

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

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

Firmware Datecode: 20170215  
Firmware Revision: 2648753\_135764

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.

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

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### Additional information to know

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

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

### How to perform firmware upgrades.

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

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

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

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

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6. The printer will automatically reboot unless you are downgrading. If downgrading Firmware you will be prompted to select the Rollback option.

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**NOTE:** Please be aware that an update in some circumstances may require 10 minutes or more to complete.

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

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

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

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

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

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2. Turn the printer ON.
3. Swipe to the left and select the **Support Tools** application.
4. Select the **Maintenance** menu
5. Select the **USB Firmware Upgrade** menu.
6. Insert the portable USB storage device with the xxxxxx.bdl file on it into the USB port on the front control panel of the product.
7. Select the xxxxxx.bdl file you would like to use.

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

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8. Select the **Install** button on the bottom of the screen.

9. Select the **Upgrade, Re-install or Downgrade** option depending on the task you are performing. The firmware upload process will begin.

When the upload is complete, the printer will reboot automatically and start the upgrade process.

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

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

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

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

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

1. Copy the xxxxxx.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.

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

---

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

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

---

9. When the message **Complete** appears on the control panel display, power cycle the printer.
10. The printer will start the upgrade process and will continue to boot to the Ready state.

---

**NOTE:** Please be patient since this may take up to 10 minutes to complete.

---

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

## **Web Jetadmin** (Supported with version 10.4 SR1 with FP4 or newer)

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

### Upgrading Firmware:

1. Start Web Jetadmin 10.4 SR1 with FP4 or newer
2. From the "Device Management" section, select "All Devices" (or the appropriate device group). An "All Devices" list will appear in the center window.
3. Find your device in the list, or type the IP address of the device in the Quick Device Discovery section in the lower-left of the screen (this will highlight your device in the device list). You can sort the device list by clicking on a column name at the top.
4. If your device list is sorted by model number, you may select multiple devices with the same model number by Control-Click or Shift-Click.
5. Right-click on the device and select "Upgrade firmware...".
6. An Upgrade Firmware window will appear. Select "Device firmware" and click "Next"
7. A list of available firmware will appear. If the correct version is listed, click "Next", and the upgrade process will start.

---

**NOTE:** If the correct firmware version does not appear within the list, you will need to manually upload it into WJA. New firmware may be available on an FTP site prior to appearing on hp.com. The instructions below allow you to upload a firmware file from your local PC to WJA 10.4 SR1 with FP4 or newer

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### Uploading new firmware files into WJA:

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

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

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## **System Requirements**

The Firmware upgrade process requires a network or USB port connection.

## **Technical Assistance**



Some of the services below are provided for the United States only. Similar services to those listed below are available in other countries. See your printer's user guide or call your local authorized HP dealer.

### **Customer Support**

See your printer's user guide or call your local authorized HP dealer.

### **Internet**

An anonymous FTP library service is available worldwide for around-the-clock access to drivers and technical support information for HP peripheral and computer products. Please note that paths may change without notice. Access the Internet or FTP address and use the menus to locate the software or support of your choice.

### **URL for HP PageWide Enterprise Color 586 Series Support:**

URL for Firmware downloads:

[www.hp.com/support/pagewideManagedcolorE58650MFP](http://www.hp.com/support/pagewideManagedcolorE58650MFP)

URL for Support:

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

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

FTP address: <ftp.hp.com>

Login: anonymous

Password: your Internet email address

### **Additional Information**

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

### **Legal Statements**

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