HP Scanjet Enterprise Flow N9120 fn2 Document Scanner
Firmware Readme

- HP Scanjet Enterprise Flow N9120 fn2 Document Scanner
- Model Number(s): L2763A

This document contains information for the firmware revision number:
Firmware Datecode: 20240723
Firmware Revision: 2508048_049309
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.8

Description
-- What is included in the Firmware bundle?
-- Who needs this firmware?
-- Determining the current version level of your firmware

Enhancements and Fixes provided with this firmware revision
Enhancements and Fixes provided with the previous revision/s

Installation Instructions
-- Additional Information to know
-- Using the Embedded Web Server
-- Using the Walk up USB port
-- Web JetAdmin

System Requirements
Technical Assistance
Customer Support
Internet
Additional Information
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 Scanjet Enterprise Flow N9120 fn2. Installation instructions are provided for single and multiple scanner 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 CD-ROM that came with your scanner, or at hp.com.

What is included in a Firmware bundle?
HP Scanjet Enterprise Flow N9120 fn2 firmware update file available from the hp website contains firmware for the scanner and embedded Jetdirect in one convenient download file. When the firmware upgrade file is sent to the HP Scanjet Enterprise Flow N9120 fn2 all device components are upgraded.

Who needs this firmware?
Similar to HP Inc. providing improved software for your HP Scanner, HP Inc. provides firmware updates for your scanner 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 scanner control panel.
  1. Go to the scanner'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. Press **View**.

On the displayed 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: 20201209
Firmware Revision: 2501124_04342

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: 20240723
Firmware Revision: 2508048_049309
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.8

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ENHANCEMENT:

Base:

- ➢ Added Vietnamese language support for the control panel.
- ➢ Added Basque language support for the control panel.

Digital Sending:

- ➢ No new updates

Security/Authentication:

- ➢ No new updates

Embedded JetDirect:

- ➢ No new updates

FIXES:

Base:

- ➢ A 49.38.07 error may occur when switching the home screens during the sign in process of the device.
- ➢ Some device settings could be lost due to a Disk Full Unhandled Exception.
- ➢ A 45.08.01 USB initialization error may occur when authenticating with certain USB card readers.
- ➢ A "cCleanDocumentFeederRollers" message may be incorrectly recorded on the Event Log page.
- ➢ Devices may randomly not establish communication to the Network Time Server.
- ➢ A 49.38.03 error may occur when an Elite Accounting License has expired after upgrading to 5.7 firmware.
- ➢ Improvements and updates have been made on Workpath SDK to work properly with 3rd party card readers.

➢ The Enter Key on the physical keyboard does not work when the virtual keyboard has been disabled.
➢ Devices using L1 solutions may experience a USB initialization error on startup.
➢ Unable to upload files greater than 2GB from USB to network folder.

Digital Sending:

➢ A 49.DE.11 error can be observed when performing a native Scan to Folder job.
➢ Encrypted emails fail for case mismatch between the Active Directory mail attribute and the Subject Alternative Name (SAN) in the certificate.
➢ The device may not log the user out after the inactivity period has been reached in certain instances.
➢ A 49.38.07 error may occur if the recipient email address is entered directly into the TO field when both the local and the LDAP address book are active on the printer.

Security/Authentication:

➢ "Unexpected LDAP address book error" may occur when using the network address book feature.
➢ An intermittent Kerberos authentication failure may be observed.
➢ Session Setup Response randomly contains error: STATUS_USER_SESSION_DELETED (0xc0000203)

Embedded JetDirect:

➢ No new updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20240723
Firmware Revision	2508048_049309
Embedded JetDirect	JSI25080020
SCB	xxxxFA2313AR 1.0
HP Fleet Release Designation	FutureSmart 5.8
MD5 checksum for .bdl file	50422c0d48205cbdcc2efaa8ec03525c

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20240128
Firmware Revision: 2507252_046126
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.7.1.1

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ENHANCEMENT:

Base:

➢ No new updates

Digital Sending:

➢ No new updates

Security/Authentication:

➢ No new updates

Embedded JetDirect:

➢ No new updates

FIXES:

Base:

➢ Improvements and updates on Workpath SDK to work properly with 3rd party card readers.

Digital Sending:

➢ 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	20240128
Firmware Revision	2507252_046126
Embedded JetDirect	JSI25077205
SCB	xxxxFA2313AR 1.0
HP Fleet Release Designation	FutureSmart 5.7.1.1
MD5 checksum for .bdl file	1d44c3f823589d9f012657a0643f3aa3

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20230809
Firmware Revision: 2507050_043089
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.7

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ENHANCEMENT:

Base:

➢   No new updates

Digital Sending:

➢   Added support to be able to Export/Import of all types of Quicksets that may have Authentication requirements.

Security/Authentication:

➢   Added the ability to contact more than one LDAP server if the primary server cannot be reached.

Embedded JetDirect:

➢   No new updates

FIXES:

Base:

- ➢ The control panel user interface may slow down as more quicksets are added.
- ➢ A communication failure may occur when the device is connected to a PC using a USB cable.
- ➢ The Friday abbreviation is localized incorrectly in the German language within the Energy Settings menu.

Digital Sending:

- ➢ A document is incorrectly detected as officio when an A3 size media is placed in the Automatic Document Feeder (ADF).
- ➢ Images may be cropped with mixed sized originals when scanning from the Automatic Document Feeder (ADF) and using HP Scan Software.

Security/Authentication:

- ➢ No new updates

Embedded JetDirect:

- ➢ Embedded Web Server hangs may occur after Syslog is configured for the TLS protocol.
- ➢ Czech translation is incorrect on the control panel for the DHCP Release button and the firmware Rollback button.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20230809
Firmware Revision	2507050_043089
Embedded JetDirect	JSI25067006
SCB	xxxxFA2313AR 1.0
HP Fleet Release Designation	FutureSmart 5.7
MD5 checksum for .bdl file	b030a82fbe37865fe775dc67f2dc1883

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20230521
Firmware Revision: 2506649_040433
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.6.0.2

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ENHANCEMENT:

Base:

➢ No new updates

Digital Sending:

➢ Improved performance when importing a bulk encrypted address book.

Security/Authentication:

➢ No new updates

Embedded JetDirect:

➢ No new updates

FIXES:

Base:

➢ The control panel user interface may slow down as more quicksets are added.

Digital Sending:

➢ No new updates

Security/Authentication:

➢ Occasionally, a "STATUS_USER_SESSION_DELETED" error will be returned from a Microsoft file server in response to an SMB Session Setup Request from an HP MFP device.

Embedded JetDirect:

➢ No new updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20230521
Firmware Revision	2506649_040433
Embedded JetDirect	JSI25066003

SCB	xxxxFA2239BR 1.0
HP Fleet Release Designation	FutureSmart 5.6.0.2
MD5 checksum for .bdl file	74151dbf8e73bbbc068f8ccd215df569

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20230207
Firmware Revision: 2506116_037339
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.6

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ENHANCEMENT:

Base:

➢   Added administrator controls for the clear event log command via Access Control section of device security to ensure that event logs are not erased as part of a service routine.

Digital Sending:

➢   No new updates

Security/Authentication:

➢   Added support for HMAC-SHA2 during negotiation of a secure session.

Embedded JetDirect:

➢   No new updates

FIXES:

Base:

➢   A 49.38.03 error may occur when signing in using a badge and then selecting an application on the control panel before the sign-in completed.

➢ An incorrect message is displayed when performing an Embedded Web Server Export operation.
➢ The Card Identification number is missing alphanumeric digits with the Embedded Badge Authentication using proximity card reader X3D03A compared to HP Card Reader Configuration Utility.

Digital Sending:

➢ A 451 response error code will occur due to the SSRF countermeasure sending the incorrect forgery username format.
➢ Intermittent send-to-email failures may occur due to Gmail server timeouts.

Security/Authentication:

➢ No new updates

Embedded JetDirect:

➢ HTTPS jobs over TLS 1.3 may fail to send even after successfully negotiating the initial connection.
➢ The device may fail to wake up from deep sleep and re-authenticate when using a secure 802.1x network.
➢ 81.09.00 errors may occur under certain network environment and circumstances.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20230207
Firmware Revision	2506116_037339
Embedded JetDirect	JSI25060010
SCB	xxxxFA2239BR 1.0
HP Fleet Release Designation	FutureSmart 5.6
MD5 checksum for .bdl file	693c891a8925fde1ed3ce56b0693154d

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20221111
Firmware Revision: 2505701_000870
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.5.0.3

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ENHANCEMENT:

Base:

➢ No new updates

Digital Sending:

➢ No new updates

Security/Authentication:

➢ No new updates

Embedded JetDirect:

➢ No new updates

FIXES:

Base:

➢ Macros will not stay resident on a USB storage device after rebooting the printer.
➢ OXPd Solutions that rely on POST methods while using the user interface will now correctly re-post the body of the request (e.g. URL form encoded data) if redirected with a 307 response from the web server.
➢ User sign-in attempts with badges may be ignored if using some third party and HP branded solutions. This occurs if those solutions are using the OXPd Callback Operation SDK and attempting to reserve authorization contexts without admin credentials.
➢ A "Device User" is not able to add contacts to a Group and will only be able to add individual contacts when accessing the Embedded Web Server's Access Controls.

Digital Sending:

➢ Scanning from the flatbed may produce a PDF file with a gray background after upgrade to the FutureSmart 5.5 firmware bundle.
➢ Incorrect page orientation may occur while scanning from the flatbed when using the HP Universal Scan Solution.

Security/Authentication:

➢ No new updates

Embedded JetDirect:

➢ Device loses the manual network configuration settings during a power cycle if not connected to a network.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20221111
Firmware Revision	2505701_000870
Embedded JetDirect	JSI25050251
SCB	xxxxFA2239BR 1.0
HP Fleet Release Designation	FutureSmart 5.5.0.3
MD5 checksum for .bdl file	6b628852faaeb52282c8539aafc69541

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20220602
Firmware Revision: 2505192_030558
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.5

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

ENHANCEMENT:

Base:

➢ Added the ability to schedule daily, weekly and monthly email summarizing device user statistics for Serverless Job Accounting / Local Quota solution.
➢ Added ability to schedule a periodically sent email that contains the exported Device User Statistics Log. Note that the Device User Statistics Log is different from the Device Usage Log which is typically what is used to collect device meters/counters.

Digital Sending:

➢ Added the ability to reduce the Scan to Email file size by allowing user to select the "Quality and File Size" setting.

Security/Authentication:

➢ Added TLS 1.3 support along with the TLS_AES_256_GCM_SHA384, TLS_AES_128_GCM_SHA256, and TLS_AES_128_CCM_SHA256 ciphers. Note: Fleet tool support will be available in HPSM 3.9 and WJA 10.5SR2.

Embedded JetDirect:

➢ Added configuration options for disabling ports 80, 7627 and 443 without using the Firewall.

FIXES:

Base:

➢ The scanning option is not available when using HP Advance Secure Scan.
➢ Slow performance may occur when adding Scan Quicksets via the Embedded Web Server.
➢ EWS will slow down and may cause the printer to hang after scheduling several wake events.
➢ False reporting in the event log may occur for a Workpath error crash.

Digital Sending:

➢ The Job icon stays displayed indefinitely while using auto filled stamps with special characters in certain languages.
➢ Scanning to an FTP sub-folder may fail.
➢ Incorrect scan orientation may occur when using HP Scan Twain from the flatbed.

Security/Authentication:

➢ Corrected issue for Digicert root CA certs with SHA-384 hashing algorithm
➢ Addressed the frequent of the 33.05.52 Intrusion Detection errors which began after upgrade to firmware 5.2.0.2, 5.3 or 5.4.

Embedded JetDirect:

➢ The Jetdirect 3100w may disconnect from network which requires a reboot of the printer to recover.
➢ The SNMP OID to enable legacy TLS renegotiation handshake does not work.
➢ A 81.09.00 error may occur during sleep mode or the device may hang in "Initializing" when a long hostname is used.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20220602
Firmware Revision	2505192_030558
Embedded JetDirect	JSI25050010
SCB	xxxxFA2202AR 1.0
HP Fleet Release Designation	FutureSmart 5.5
MD5 checksum for .bdl file	a6fcfb177a22b616a2d66468a60c4b56

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: 2504171_023895
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.4

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ENHANCEMENT:

Base:

- ➢ Added the capability for multiple stamps to be located in the same stamp region.
- ➢ Additional information has been added to the instant on message to provide information indicating if it's a periodic instant on message (every 12 hours) or an instant on message due to other reasons (for example device reboot). This additional information can be used by applications which can consume instant-on messages, such as HP Security Manager 3.7 or higher, in order to determine if an action by the receiving application is required.
- ➢ The Generate Debug data menu is no longer available since it will now be generated by default and will be a part of the Retrieve Diagnostic log files. A separate action to generate this file is no longer required.
- ➢ Added ability to schedule daily, weekly and monthly automatic quota resets or email quota reports for Serverless Job Accounting / Local Quota.

Digital Sending:

- ➢ No new updates

Security/Authentication:

- Added support for ECDSA-based CA and identity certificates.

Embedded JetDirect:

- Additional information has been added to the instant on message to provide information indicating if it's a periodic instant on message (every 12 hours) or an instant on message due to other reasons (for example device reboot). This additional information can be used by applications which can consume instant-on messages, such as HP Security Manager 3.7 or higher, in order to determine if an action by the receiving application is required.

FIXES:

Base:

- Excess System Logging (Syslog) which is enabled in the Embedded Web Server Networking tab may occur while printer is in sleep mode.
- An "Error Connecting to Device" message may occur when connecting to card reader Y7C05A to a device.
- A 49.38.18 error may occur when accessing the Support Tools menu if an email domain is entered in the "Allowed Email Domains" list within Embedded Web Server Security tab (Email Domain Restriction).

Digital Sending:

- A "31.13.02 Jam in Document Feeder" error may occur after power cycle or upgrading firmware if the ADF feeder is open.
- A 49.38.13 error may occur when performing a Send to Folder job and the Hostname is resolved to multiple IP Addresses.
- The digital output is clipped and missing while scanning at 300dpi using the flatbed.
- Poor quality on scanned output may occur when using 400 dpi or higher scanned resolution.

Security/Authentication:

- A 49.38.13 error may occur when performing a Send to Folder job and the Hostname is resolved to multiple IP Addresses.
- Common Criteria Certification enhanced logging is disabled by loss of connection to the timeserver.

Embedded JetDirect:

- Excess System Logging (Syslog) which is enabled in the Embedded Web Server Networking tab may occur while printer is in sleep mode.

➢ A 400 bad request error may occur when creating a new IPsec/Firewall rule in the Embedded Web Server when the localized language is set to Spanish.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20220214
Firmware Revision	2504171_023895
Embedded JetDirect	JSI25040022
SCB	xxxxFA2202AR 1.0
HP Fleet Release Designation	FutureSmart 5.4
MD5 checksum for .bdl file	a97e9b2063d3a84f74e0b37f08da171f

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20211204
Firmware Revision: 2503242_000340
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.3.0.1

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ENHANCEMENT:

Base:

➢ No new updates

Digital Sending:

➢ No new updates

Security/Authentication:

➢ No new updates

Embedded JetDirect:

➢ No new updates

FIXES:

Base:

- ➢ A 49.38.07 error may occur when using any accessory to authenticate an end user.
- ➢ Remove certificate pinning, to prevent conflicts with Transparent Proxy use and Web Services communication.

Digital Sending:

- ➢ No new updates

Security/Authentication:

- ➢ Unable to verify certificates with expiration date exceeding 03:14:07 UTC on 19 January 2038.

Embedded JetDirect:

- ➢ No new updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20211204
Firmware Revision	2503242_000340
Embedded JetDirect	JSI25030030
SCB	xxxxFA2128BR 1.0
HP Fleet Release Designation	FutureSmart 5.3.0.1
MD5 checksum for .bdl file	9befc2d7b2959ba98d37c6d0b5023404

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20211013
Firmware Revision: 2503213_016681
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.3

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ENHANCEMENT:

Base:

➤ Added the ability to enable Embedded Badge Authentication to sign-in to the device.
➤ Added the ability to Import/Export Embedded Badge Authentication Card registration list and security settings.

Digital Sending:

➤ Added SMTP and email validation to be configurable on the control panel.

Security/Authentication:

➤ Increased the Embedded Web Server password length to support up to 32 characters for security purposes.

Embedded JetDirect:

➤ No new updates

FIXES:

Base:

➤ The error "There was an error while reading a stream." will occur on your PC when opening a scanned PDF with Adobe Reader DC when the scanned PDF is created with specific scan settings.
➤ HTTP access to the device fails when Syslog configured for a bogus TCP server
➤ The button description on the control panel may overlap an adjacent button description.
➤ Incorrect language translations in Portuguese can be found in the Copy, Digital Sending and Help menus.
➤ A 49.38.07 or 49.38.18 error may occur when accessing the Support Tools menu if an email domain is entered in the "Allowed Email Domains" list within Embedded Web Server Security tab (Email Domain Restriction).
➤ A line at the bottom of the control panel screen may appear when Kofax/SafeCom authorization is used.
➤ A transparent application icon on the control panel is not displaying correct.
➤ An "Operation is not supported" error may occur when Workpath apps are re-arranged using the Embedded Web Server Home Screen Customization menu.
➤ A disconnect in the established external connection may occur due to a previous change in the XIP module.

➢ An intermittent disconnect may occur that is attributed to communication issues while using a Workpath Application and connected to cloud services.

Digital Sending:

➢ Scan jobs may fail when the Misfeed Detection Mode is ON and a user navigates to the home screen after the scan job is initiated.

Security/Authentication:

➢ Support for USAccess Smart Cards are not working.
➢ Failure to bind with cloud-based LDAP server which requires the basedn to be specified by "UID=xxxx" instead of "CN=xxxx"
➢ The Microsoft KB5004238 update 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
Firmware Datecode	20211013
Firmware Revision	2503213_016681
Embedded JetDirect	JSI25030025
SCB	xxxxFA2128BR 1.0
CPB	3.415
HP Fleet Release Designation	FutureSmart 5.3
MD5 checksum for .bdl file	6feef4b5dc727e572d4897fec9c40993

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20210721
Firmware Revision: 2502507_000149
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.2.0.2

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ENHANCEMENT:

Base:

➢ Provides support to the new Device Discovery feature in HP Command Center, which permits a device to be discovered and onboarded from a primary device as a secondary listener via WS Discovery or Device Announcement Agent.
Note: Device must be compatible to install any available solutions after onboarding.

Digital Sending:

➢ No New Updates

Security/Authentication:

➢ No New Updates

Embedded JetDirect:

➢ No New Updates

FIXES:

Base:

➢ No New Updates

Digital Sending:

➢ A 49.38.1B error is seen randomly when performing Send to Network folder jobs.

Security/Authentication:

➢ An authentication failure will occur due to the URI (Uniform Resource Indicator) that is sent from the web request creator is partial rather than absolute.

Embedded JetDirect:

➢ No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Scanjet Enterprise Flow N9120 fn2 Document Scanner	Firmware Datecode: 20210721 Firmware Revision: 2502507_000149
Embedded Jetdirect:	JSI25020205
Firmware Bundle Version	FutureSmart Bundle 5.2.0.2
MD5 checksum for .bdl file	56fa2bb6607cb33b97dab3115bc34dc6

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20210401
Firmware Revision: 2502087_007723
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.2

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Enhancements:

Base:

> ➢ Additional Syslog auditing capabilities have been added to capture changes to the security posture related firmware settings.

Digital Sending:

> ➢ No New Updates

Jetdirect:

> ➢ No New Updates

Authentication and Security:

> ➢ Added limited EC cipher support.

Fixes:

Base:

- The files and directories are visible on a USB thumb drive which is intended to be used only for an installed solution.
- Some device configuration strings are incorrectly translated for the Portuguese language.
- Duplicate buttons for the same application may be displayed on the control panel and in a sub-folder.
- Hex keyboard will not load with solutions.
- A 44.16.06 error may occur when scanning to SharePoint and using credentials containing a special character (&"').
- Some device configuration strings are incorrectly translated for Portuguese language.
- Some settings are not restored correctly during Backup and Restore operation.
- Incorrect text string for "Darkness" for Japanese language, within device configuration options in Copy / Scan menus.
- The wrong expiration date is displayed in the Embedded Web Server for Intermediate CA Certificates.
- 49.38.07 error after loading Skip Disk load with a solution.

Digital Sending:

- No New Updates
- Certificate caching issues for scanning to email with encryption.
- A scan job failure occurs when selecting the File Numbering Format _XX_of_YY when in the Japanese language.

Jetdirect:

- A "USB hubs cannot be attached in series. Remove extra hubs." error may appear on the control panel when plugging in a JD3100w to the HIP pocket using a short cable.
- The Gateway address is missing digits in the last octet when the configuration page is viewed on the control panel and language is set to Japanese.

Authentication and Security:

- LDAP query fails when the server times out waiting for initial data.
- The network folder credential form is not filled out when a Smartcard user is authenticated with the Celiveo application.
- TLS version selected gets out of sync with TLS version used to negotiate a secure connection when using LDAP Contact List.
- Self-Signed ID and CA certificates are regenerating without cause after a reboot.
- Third party solutions created in 2021 will not be able to load on the device through the solution installer page.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Scanjet Enterprise Flow N9120 fn2 Document Scanner	Firmware Datecode: 20210401 Firmware Revision: 2502087_007723
Embedded Jetdirect:	JSI25020013
Firmware Bundle Version	FutureSmart Bundle 5.2
MD5 checksum for .bdl file	cc176cc64be39addf6726fc2ba0a5ded

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20201209
Firmware Revision: 2501124_04342
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.1

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 -- 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 Scanjet Enterprise Flow N9120 fn2 Document Scanner	Firmware Datecode: 20201209 Firmware Revision: 2501124_04342
Embedded Jetdirect:	JSI25010008
Firmware Bundle Version	FutureSmart Bundle 5.1
MD5 checksum for .bdl file	a739ebe239843a8912c2bb8a63d61379

No Previous Releases -- Original Version

Installation Instructions

NOTE: Please be aware that an update in some circumstances may require 10 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 view a configuration page prior to performing any firmware update.
To view the configuration page:
1. Go to the scanner'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. Press **View**.

On the displayed 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: 20201209
Firmware Revision: 2501124_04342

The elapsed time for an update depends on the I/O transfer time as well as the time that it takes for the scanner 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 scanner. Finally, any scan jobs ahead of the firmware job in the queue will be processed before the update is processed.

NOTE: When the update process has completed the Scanjet will need to be rebooted. Once the scanner is back online, view the 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 scanner 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/extracting 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 or General tabs.

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

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

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

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

Once the scanner is back online, view 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 scanner is not able to boot to READY

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 scanner. You may need to try a different USB flash drive.

2. Turn the scanner 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 xxxxxxx.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 xxxxxxx.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 scanner.
10. The scanner 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 scanner is back online, view 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 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 scanner. You may need to try a different USB flash drive.

2. Turn the scanner 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 xxxxxxx.bdl file on it into the USB port on the front control panel of the product.
7. Select the xxxxxxx.bdl file you would like to use.

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

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 scanner will reboot automatically and start the upgrade process.

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

Once the scanner is back online, view a Configuration Page and verify that the new firmware has been installed.

Web Jetadmin (Supported with version 10.4 SR9 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 10.4 SR9 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 my 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 SR9 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.

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

Customer Support
See your scanner'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 Scanjet Enterprise Flow N9120 fn2 Document Scanner:

URL for Support: www.hp.com/support/sjflowN9120fn2

Additional Information
Refer to your scanner's user guide for additional methods of obtaining software and support information, such as online services, fax services, and other online support.

Legal Statements
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