

HP PageWide Enterprise Color MFP 586 PRINTER SERIES Firmware Readme

Product Name(s): HP PageWide Enterprise Color MFP 586 dn • HP PageWide Enterprise Color MFP 586 f • HP PageWide Enterprise Color MFP 586 Z

Model Number(s): G1W39A, G1W40A, G1W41A

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 are used to block cartridges using a non-HP chip or modified or non-HP electronic circuitry. The printer is intended to work only with new or reused cartridges that have a new or reused HP chip or circuitry. Periodic firmware updates will maintain the effectiveness of the dynamic security measures and block cartridges that previously worked. More at:

www.hp.com/learn/ds .

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- 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 PageWide 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 PageWide 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 PageWide 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 PageWide 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. Scroll down and select the **Administration** application.
3. Select the **Reports** menu.
4. Select the **Configuration/Status Pages** menu.
5. Select the **Configuration Page** option.
6. 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: 20140220

Firmware Revision: 2302254_422307

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	7934cb401fe7de739d818d5e74c83239

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

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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	6f98d5966a84dddbeb9ca7390a97ef45

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

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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	d9ff81ca14e6410a5fcd6889c8b2949b

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

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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	9dd66162f69dd8f05b1c23d64afe5b61

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

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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 Enterprise Color MFP 586 PRINTER SERIES	Firmware Datecode: 20210730 Firmware Revision: 2309055_000449
Embedded JetDirect:	JSI23900041
CPB	3.055r
SCB	xxxxFA1744AR 1.0
Fax	Ver11.4A
HP Fleet Release Designation	Original Release FutureSmart 3.9.8
MD5 checksum for .bdl file	e379634a97fda5f5c4ee6617c6f22071

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

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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:

- 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 Enterprise Color MFP 586 PRINTER SERIES	Firmware Datecode: 20210317 Firmware Revision: 2309046_000271
Embedded JetDirect:	JSI23900041
CPB	3.055r
SCB	xxxxFA1744AR 1.0
Fax	Ver11.4A
HP Fleet Release Designation	Original Release FutureSmart 3.9.7
MD5 checksum for .bdl file	61883ef6215797b02240cedc27964b5d

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

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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:

- 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 Enterprise Color MFP 586 PRINTER SERIES	Firmware Datecode: 20191213 Firmware Revision: 2309025_582095
Embedded JetDirect:	JSI23900037
CPB	3.055r
SCB	xxxxFA1744AR 1.0

Fax	Ver11.4A
HP Fleet Release Designation	Original Release FutureSmart 3.9.6
MD5 checksum for .bdl file	40187da96de243553055fdd17cd1e3d2

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:

- The eMMC part may fail prematurely with a 99.39.73 error.

- Some SmartCard solutions may fail to communicate with the card reader properly causing the authentication dialog window to not appear.

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 Enterprise Color MFP 586 PRINTER SERIES	Firmware Datecode: 20190711 Firmware Revision: 2309021_581891
Embedded JetDirect:	JSI23900036
CPB	3.055r
SCB	xxxxFA1744AR 1.0
Fax	Ver11.4A
HP Fleet Release Designation	Original Release FutureSmart 3.9.5
MD5 checksum for .bdl file	1cede39f0dd024d780df904496b55ec8

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 Enterprise Color MFP 586 PRINTER SERIES	Firmware Datecode: 20190118 Firmware Revision: 2309010_581413

Embedded JetDirect:	JSI23900036
CPB	3.055r
SCB	xxxxFA1744AR 1.0
Fax	Ver11.4A
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 Enterprise Color MFP 586 PRINTER SERIES	Firmware Datecode: 20180606 Firmware Revision: 2308974_579780
Embedded JetDirect:	JSI23900018
CPB	3.055q
SCB	xxxxFA1744AR 1.0
Fax	Ver11.4A
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.
- PJI INFO STATUS does not return information on device status while waking up from sleep.

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 Enterprise Color MFP 586	Firmware Datecode: 20180301

PRINTER SERIES	Firmware Revision: 2308955_579081
Embedded JetDirect:	JSI23900012
CPB	3.055q
SCB	xxxxFA1744AR 1.0
Fax	Ver11.4A
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:

- 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.
- When the "Email Domain Restriction" feature is configured with only one domain, the domain will autofill once the user selects the "@" symbol.
- 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
- Enhancement to include the ability to keep the control panel lit during printing. Feature is only available to be turned on/off via XTP tickets.
- Support added for USB Keyboard HP part number QY776AA#ABA. Supports added only for the keys also available on Flow model keyboards. All other keys are nonfunctional.
- Users now have the ability to cancel digital sending, copy, print and fax jobs via SNMP commands.
- Added the ability to specify a custom sign-in message at the control panel if all of its permissions have Guest locked. The default message in English is "Touch 'Sign in' to use the device." The ability to modify this message lets clients that have badge authentication solutions or other types of custom messaging they wish to be displayed to show.
- A new option has been added to delete the temporary jobs after 3 days.
- Error code "42.B0.01" 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.

Digital Sending:

- Devices will accept a new hidden macro called "%HOME_FOLDER%" in the "UNC Folder Path" with the "Save to Shared Folders" of the "Save to Network Folder" setup. When specified, the device will attempt to locate that user's personal share folder using the default attribute for Active Directory named "Home Directory" if the user authenticated with Windows or LDAP authentication. Alternatively, when specified the device will attempt to locate the value for the constant Home Folder Path which certain pull print & authentication solutions like HP Access Control and others populate. This allows for a different way to specify personal folders so that the other advanced features like specifying a sub folder or optionally using a service account can be used. This can be especially helpful for pull print and authentication solutions like HP Access Control in cases where network administrators want to allow end users to tap a badge (which does not have their password) to deliver jobs to their home folders without additional prompts. This also helps clients with Windows and LDAP authentication too even if not using a service account where end users want jobs delivered to a predictable subfolder (e.g. "scans") and not just their root home folder.

Analog Fax:

- Firmware support for fax accessory 700.

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.
- Recovered Ok and Cancel button functionality on physical keyboard when virtual keyboard is disabled.
- 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.
- Localization issue with physical keyboard is resolved.
- 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.

- Scanned output PDF documents fail PDF/1-b compliance with certain PDF test tools.
- 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.
- Fixed an issue where Date and Time settings in EWS would not save when device was set to a non-English language.
- Intermixing of pages is seen when printing copy jobs.
- Save To Network Folder application always prompts for password after successful third party kerberos authentication.
- A 48.A1.01 error could be displayed if a Job Accounting solution was registered as a 'critical client'. This error is normal in the case of lost communication to the solution server but was occurring inadvertently due to a corrupt job being tracked by the device.
- 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.
- After upgrading to Future smart 3.8 firmware and performing a cold reset on the MFP, 'Remote Scan Request' button no longer shows up on the Control Panel.
- 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 reservationless scanning for Network TWAIN is required.
- Event "31.03.34" will not be displayed in the event log.
- 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.
- HPEC - After selection is made from a dropdown, the user touches the screen where the dropdown options were and the selected will change to an unwanted selection.
- Removed possibility of a device hang that could occur during an HTTPS encrypted scan to an aftermarket solution server destination.
- Color mismatch while printing certain PDF documents and selecting the CMYK profile in driver.
- Resolves a print quality issue due to print bar left uncapped condition.
- Device stops responding to SNMP requests when we go to Device tab in WJA.

- Address book search in Japanese for katakana-hirangana prolonged sound mark (-) does not work well.
- USB volume name is not getting displayed correctly in Korean and other 2 byte languages.
- Scanned image is getting clipped while scanning custom media with CropToPaper.
- Missing graphics on pages when printing certain PCL5 jobs.
- Improvements in small job print performance.

Digital Sending:

- Intermittent send to folder failures due to dfs server referrals.
- In the previous firmware release, a feature was added to let administrators use the Shared Folders (instead of the Personal Folders optionally) to allow end users to access their home folder this way. While configuring the feature in the Embedded Web Server worked as expected, an issue was discovered where configuring the same feature via Web Services (including future releases of Web Jet admin) were not resolving correctly for users at the control panel when they tried to use the feature. This is now fixed.

Analog Fax:

- When the user badges in with card authentication while an incoming fax is being received, inactivity timeout doesn't take effect thus not logging out the user.
- Thumbnail resolution of the failed fax report has been improved.

Security/Authentication:

- Resolved issue with Card Reader not responding intermittently with Card insert.
- Resolved issue where aftermarket authentication agents utilizing the OXPd protocol could inadvertently remove guest permissions to tabs (eg: 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.
- Scan to network folder suddenly stops working for Windows 10 shares after receiving Microsoft update 1703 or later.
- 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.

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.
- 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 PageWide Enterprise Color MFP 586 PRINTER SERIES	Firmware Datecode: 20171213 Firmware Revision: 2308937_578492
Embedded JetDirect:	JSI23900010
CPB	3.055q
SCB	xxxxFA1744AR 1.0
Fax	Ver11.4A
HP Fleet Release Designation	Original Release FutureSmart 3.9
MD5 checksum for .bdl file	8fcd5dc13041ef5317205c41d4c04564

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20170925

Firmware Revision: 2308216_001092

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.8.0.3

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:

- 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 PageWide Enterprise Color MFP 586 PRINTER SERIES	Firmware Datecode: 20170925 Firmware Revision: 2308216_001092
Embedded JetDirect:	JSI23e80165
CPB	3.055n
SCB	xxxxFA1626AR 1.0
Fax	Ver11.1
HP Fleet Release Designation	Original Release FutureSmart 3.8.0.3

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20170602

Firmware Revision: 2308214_000923

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.8.0.2

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:

- Resolves a print quality issue due to print bar left uncapped condition.

Digital Sending:

- No New Updates

Analog Fax:

- 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 PageWide Enterprise Color MFP 586 PRINTER SERIES	Firmware Datecode: 20170602 Firmware Revision: 2308214_000923
Embedded JetDirect:	JSI23e80161

CPB	3.055n
SCB	xxxxFA1626AR 1.0
Fax	Ver11.1
HP Fleet Release Designation	Original Release FutureSmart 3.8.0.2

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20161028

Firmware Revision: 2308212_000700

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.8.0.1

ENHANCEMENT:

Base:

- Enhancements to improve compatibility for non-HP cartridges in certain instances. Please note that even with this change, HP cannot guarantee the quality or reliability of non-HP cartridges. Cartridges using a non-HP chip may not work, and those that work may not work in the future.

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:

- No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP PageWide Enterprise Color MFP 586 PRINTER SERIES	Firmware Datecode: 20161028 Firmware Revision: 2308212_000700
Embedded JetDirect:	JSI23e80161
CPB	3.055n
SCB	xxxxFA1626AR 1.0
Fax	Ver11.1
HP Fleet Release Designation	Original Release FutureSmart 3.8.0.1

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20160820

Firmware Revision: 2308209_000569

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.8

ENHANCEMENT:

Base:

- Added support for ANSI (GBK) traditional Chinese characters to support SAP printing.
- 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.
- If the paper tray is set to "Any" size, when the tray guides are adjusted the "Any" size setting will be retained.
- 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 support for a new A3 High Capacity Input tray.
- Added functionality to allow users to cancel A3 jobs on A4 printers, mainly targeted for Pull printing customers.
- Advanced Jam Recovery via UI when all other jam clearing fails for dead zone (unreachable areas) jams.

Digital Sending:

- The number of allowed domains in the Email Domain Restriction has been increased from 20 to 50.
- Added a feature to show secondary credentials as soon as the user starts a job that requires credentials (Folder, SharePoint) but credentials are missing. The secondary credentials prompt should be displayed regardless of the setting "verify folder access prior to job start" is enabled or disabled.
- TWAIN scanning support on Network connected MFPs. The scan can be initiated using an HP or non HP TWAIN client application. The feature would also support 'Job Reservations' to complete the remote scan requests from the Control Panel of the MFP.

Analog Fax:

- Added alphanumeric keypad support for fax.

Security/Authentication:

- Added a usability improvement for customers using certain pull print & authentication solutions (such as HP Access Control) which populate the username, domain & home folder path as attributes. In these environments if the user pre-authenticates with their badge (taps first) before entering a Save to Network Folder application quick set configured with Personal Share & verify access, the device will only require the user's password.
- Added Server Name Indication (SNI, section 3 of RFC 6066) support in TLS handshake for improved compatibility in certain configurations of Active Directory Federation Service (ADFS) on Internet Information Services (IIS) 8 or later or possibly other applications.

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- Garbled text printed on configuration pages in certain localizations have been resolved.
- You may see devices intermittently stop responding in complex print environments
- 49.38.0C error is seen randomly after firmware upgrade to FS 3.5.1.
- Display Brightness value always reads as "0" on the Current Setting Page.
- A display variable was not working correctly on 4-line display devices that was impacting partner solutions.
- 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".
- A change has been made to help with the clearing of fuser jams. Specifically with 13.B9.A2 jams.
- 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.
- Performance improvements related to non-English language usage in EWS and at device Control Panel for built-in and aftermarket solutions (such as Authentication).
- Pause in printing occurs while copying mono pages with Auto Detect Color enabled.
- 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.
- Added animations to the attention screens to improve jam clearance and to prevent/reduce 13.FF.FF jams, which trigger when jammed paper is not completely removed from the paper path and the printer cannot automatically flush it. This change may significantly improve the overall experience when interacting with the product for jam clearance.
- When PJL 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 PJL 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 PJL USTATUS returns PAGE counts beginning at the specific START PAGE.
- Added a new menu item to turn On/Off control panel sound with 4.3 inch displays on single function products.
- 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.
- PaperCut error "Could not connect to the Quota server. If this problem persists, contact the administrator" is seen after upgrade to FS 3.7.4.

- You may see a shrinking or slight size reduction in the body of your scanned image when performing a Copy or Digital Scan through the ADF with either simplex or duplex images.
- 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.

Digital Sending:

- Reoccurring 44.01.0E errors in some scenarios when searching local fax records via address book has been resolved.
- During Send to Network folder the device fails to prompt user credentials screen when the destination is set to NAS.
- The device repeatedly prompts to add email address of the signed in user to the Address Book.
- Digital Send jobs get struck in the queue when using font DIMM loaded with higher file size.
- Resolved an issue wherein encrypted emails restricted by size were not sent correctly.

Analog Fax:

- Internet fax doesn't support special characters underscore (_) and hyphen (-) as T.37 prefix.

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.
- Fixed an issue where generating a self-signed certificate would fail if the system date format wasn't mm/dd/yyyy.
- Certificate Signing Requests from HP LaserJet printers have always had three OU fields - one of which was specified by the customer. With this change, only the field containing the customer supplied data will be retained.
- 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 PageWide Enterprise Color MFP 586 PRINTER SERIES	Firmware Datecode: 20160820 Firmware Revision: 2308209_000569
Embedded JetDirect:	JSI23e80161
CPB	3.055n
SCB	xxxxFA1626AR 1.0
Fax	Ver11.1
HP Fleet Release Designation	Original Release FutureSmart 3.8

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20160209

Firmware Revision: 2307849_000011

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 3.7

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 Enterprise Color MFP 586 PRINTER SERIES	Firmware Datecode: 20160209 Firmware Revision: 2307849_000011
Embedded JetDirect:	JSI23700101
CPB	3.055j
SCB	xxxxFA1546AR 1.0
Fax	Ver11.1
HP Fleet Release Designation	Original Release FutureSmart 3.7

No Previous Releases -- Original Version

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. Scroll down and select the **Administration** application.
3. Select the **Reports** menu.
4. Select the **Configuration/Status Pages** menu.
5. Select the **Configuration Page** option.
6. 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: 20130919
Firmware Revision: 2301132_395570

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

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

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 **Troubleshooting 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.

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 xxxxxx.bdl file.

1. Copy the xxxxxx.bdl file to a portable USB flash memory storage device (thumb drive). USB Flash Drives with a CD formatted partition may not be recognized by the printer. You may need to try a different USB flash 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 **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 the OK key.
5. Press the Down arrow to highlight **Download**, and then press the OK key.
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 the OK key.
8. Press the Down arrow to highlight the xxxxxx.bdl file, and then press the OK key.

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 reboot.

9. When the message **Complete** appears on the control panel display, press the Back button several times until you see the **Continue** menu, then press the OK key.
10. 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.

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

Please visit the following link to a view video on this firmware upgrade method explained below. **YouTube address:** <http://youtu.be/IOsm1Z-dBJU> or <http://link.brightcove.com/services/player/bcpid1190528646001?bctid=REFIDBC3707191411001>

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.

2. Turn the printer ON.
3. Scroll down and select the **Device Maintenance** application.
4. Select the **USB Firmware Upgrade** menu.
5. 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.
6. Select and highlight the xxxxxx.bdl file you would like to use.

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.

7. Select the Upgrade button on the bottom of the screen.
8. Next select the Upgrade, Re-install or Downgrade depending on the task you want to complete that the firmware install will start.

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.

Web Jetadmin (Supported with version 10.3 SR6 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 10.3 SR6 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 10.3 SR6 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 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 MFP 586 Series Support:

URL for Support:

www.hp.com/support/pagewidecolor586MFP

URL for Support:

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

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

FTP address: [ftp.hp.com](ftp://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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