

# HP Color LaserJet 4730 MFP Firmware Readme

Product Name(s): HP Color LaserJet 4730mfp series  
Model Number(s): Q7517A, Q7518A, Q7519A, Q7520A

## **IMPORTANT NOTE:**

“This firmware version installs code signing verification functionality. Firmware signed by HP guarantees the integrity and authenticity of the code; meaning that the firmware was produced by HP (authenticity) and that the firmware has not been altered in any way (integrity). “

**ATTENTION:** Once this firmware has been applied to your printer or multifunction device it **CANNOT BE DOWNGRADED** to a firmware version earlier than **20120216 46.350.1**

**BACKGROUND:** It is important to note that Code Signing Verification functionality has been provided with this version of firmware and will be provided with all future versions of firmware, therefore, the ability to downgrade to a previous version of firmware no longer exists.

This document contains information for the firmware revision **20141218 46.380.3**, designated as CPE 11.2.4 for CLJ4730MFP, and any previous versions, if applicable.

## Description

What is included in a Remote Firmware Update (RFU)?  
Who needs this firmware?  
Determining the current version level of your firmware

## Fixes / Enhancements provided with this firmware revision

## Fixes / Enhancements provided with previous revisions

## Installation Instructions

Upgrading firmware to a single device  
Using FTP from Internet Explorer:  
For Windows Systems:  
Using FTP:  
Updating firmware using “HP Easy Firmware Update” utility  
For Unix systems:  
FOR Macintosh systems:  
Using HP Web JetAdmin 7.x or 8.X

## Expected device messages during an upgrade

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## DESCRIPTION

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

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

### What is included in a Remote Firmware Update (RFU)?

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

### Who needs this firmware?

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

### Determining the current version level of your firmware

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

1. Go to the printer's or MFP's control panel.
2. Press the "MENU" button on the control panel.
3. Select the "INFORMATION" selection on the touch screen.
4. Select "PRINT CONFIGURATION PAGE" on the touch screen.

On the printed CONFIGURATION page look in the section marked "Device Information" for the firmware date code. The firmware date code will look something like this: **20060214 46.121.2**

## FIXES AND ENHANCEMENTS PROVIDED WITH THIS FIRMWARE REVISION: 20141218 46.380.3

### ENHANCEMENTS:

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

### FIXES OR IMPROVEMENTS:

This firmware provides fixes or improvements for following issues-

Authentication/Security:

- This firmware addresses the following security issue:  
CVE-2014-0224 - SSL/TLS MITM vulnerability  
CVE-2014-3566 – SSLv3 POODLE (Padding Oracle on Downgraded Legacy Encryption) Vulnerability

Current firmware revisions included in this firmware bundle

## DEVICE FIRMWARE REVISION

CLJ4730mfp Series Printers	(Datecode: <b>20141218 46.380.3</b> )
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.33]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded JetDirect	V.33.28.FF
Copy Processor Board	1.036 (2.0)
Scanner Control Board	CMNPSL 28
Analog Fax Accessory (Q3701A)	2.37p
DC Controller	3F
Release Designation	CPE 11.2.4 Signed

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## **FIXES AND ENHANCEMENTS PROVIDED WITH THIS FIRMWARE REVISION**

The firmware had to roll due to an HP internal version string change necessary for a development tool change. It contains no other enhancements or fixes. FIRMWARE DATECODE: **20131017 46.370.1**.

Current firmware revisions included in this firmware bundle

### **DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	(Datecode: <b>20131017 46.370.1</b> )
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.33]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded JetDirect	V.33.25.FF
Copy Processor Board	1.036 (2.0)
Scanner Control Board	CMNPSL 28
Analog Fax Accessory (Q3701A)	2.37p
DC Controller	3F
Release Designation	CPE 11.2.3 Signed

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## **FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISION**

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision: FIRMWARE DATECODE: **20130213 46.360.3**

### **ENHANCEMENT:**

Base MFP:

- The ability to support the “LEFT\_1PT” command is added to the finisher device for LJ4730MFP, so it recognizes the staple command and documents are stapled correctly.

Embedded Digital Sending:

- No new updates

Analog Fax:

- No new updates

**FIXES:**

Base MFP:

- No new updates

Embedded Digital Sending:

- No new updates

Analog Fax:

- No new updates

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle

**DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	(Datecode: <b>20130213 46.360.3</b> )
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.33]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]

Embedded JetDirect	V.33.25.FF
Copy Processor Board	1.036 (2.0)
Scanner Control Board	CMNPSL 28
Analog Fax Accessory (Q3701A)	2.37p
DC Controller	3F
Release Designation	CPE 11.2.2 Signed

## **FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISION**

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision: FIRMWARE DATECODE: **20120216 46.350.1**

### **ENHANCEMENT:**

Base MFP:

- No new updates

Embedded Digital Sending:

- No new updates

Analog Fax:

- No new updates

### **FIXES:**

Base MFP:

- No new updates

Embedded Digital Sending:

- No new updates

Analog Fax:

- No new updates

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle

## DEVICE FIRMWARE REVISION

CLJ4730mfp Series Printers	(Datecode: <b>20120216 46.350.1</b> )
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.30]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded JetDirect	V.33.25.FF
Copy Processor Board	1.036 (2.0)
Scanner Control Board	CMNPSL 28
Analog Fax Accessory (Q3701A)	2.37p
DC Controller	3F
HP Fleet Release Designation	CPE 11.2 Signed

## FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISION

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision: FIRMWARE DATECODE: **20110429 46.341.1**

### ENHANCEMENT:

Base MFP:

- The Job Held Timeout feature can now be applied to Stored Jobs in addition to Quick Copy Jobs, and will be available for Oz based devices with this release. The timeout setting will be applied retroactively to any existing jobs. This feature is available through the EWS and Control Panel for customers who want all Job Data removed on a scheduled basis
- Added a link from within the EWS to help with Print Quality Troubleshooting.

Embedded Digital Sending:

- Expanded support for Embedded Send to Network Folder jobs to Microsoft Distributed File System destination directories.

Analog Fax:

- No new updates

### FIXES:

Base MFP:

- No new updates

Embedded Digital Sending:

- Autosend and Embedded Email alert functionality may not work properly on servers where SMTP Authentication is configured.

- Embedded Send to Network Folder jobs could fail for users with passwords containing ISO Latin-1 characters

Analog Fax:

- Now 'Ringer Volume' setting of Receive Fax works properly.

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle

**DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	(Datecode: <b>20110429 46.341.1</b> )
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.30]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded JetDirect	V.33.20.FF
Copy Processor Board	1.036 (2.0)
Scanner Control Board	CMNPSL 28
Analog Fax Accessory (Q3701A)	2.37p
DC Controller	3F
HP Fleet Release Designation	CPE 11.2

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision: FIRMWARE DATECODE: **20110216 46.310.8**

**ENHANCEMENT:**

Base MFP:

- No new updates

Embedded Digital Sending:

- No new updates

Analog Fax:

- No new updates

**FIXES:**

Base MFP:



- The MFP User Credential form is now viewable for workflows configured in HP MFP Digital Sending Software
- The Secure Erase Mode may be reported incorrectly if no disk is installed
- You may see a PCL-XL error when changing print resolution from 600 to 1200.

Embedded Digital Sending:

- A 49.00FF error may be seen when performing embedded Send to Network Folder digital send jobs
- The device priority for name resolution transport (DNS or WINS) can be configured for embedded Send to Network Folder
- Excessive DNS traffic may be generated when the SMTP server under Digital Sending -> Email Settings is configured by hostname instead of IP address
- Some embedded Send to Email digital send jobs may fail when configured to use SMTP authentication and custom message body text is specified
- User credentials containing diacritic characters in the password field may not pass properly for embedded Send to Network Folder digital send jobs

Analog Fax:

- No new updates

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle

**DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	(Datecode: <b>20110216 46.310.8</b> )
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.30]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded JetDirect	V.33.20.FF
Copy Processor Board	1.036 (2.0)
Scanner Control Board	CMNPSL 28
Analog Fax Accessory (Q3701A)	2.37p
DC Controller	3F
HP Fleet Release Designation	CPE 11.1

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **46.300.3**

FIRMWARE DATECODE: **20101124 46.300.3**

**ENHANCEMENT:**

Base MFP:

- When synchronizing with a network time server, the printer clock now copies the actual time from the server. Previously it only corrected for drift within a small time range.
- The number of user-defined media types is increased from 5 to 20

Embedded Digital Sending:

- The configurable maximum attachment size for embedded send to email has been increased

Analog Fax:

- No new updates

**FIXES:**

Base MFP:

- You may see a 49.4C02 error when using ALM (Alternate Letterhead Mode)
- Not able to print the correct quantity of copies when using the Private Pin with certain Microsoft Word documents.
- A 49.5F11 error may be seen on the control panel when using the Alternative Letterhead feature
- Some pages will not be included with the print job when using the Alternative Letterhead feature
- A change in the File Erase Mode may not be updated in the EWS without a power cycle

Embedded Digital Sending:

- A 49.4C02 Error may occur when applying a WebJetAdmin configuration template containing Kerberos Authentication settings
- Digital Send jobs could have missing scan pages if a paper jam occurred during the scan

Analog Fax:

- Email notification for Fax jobs initiated with the PC Send Fax Driver would fail with email addresses longer than 32 characters

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle (Version 46.300.1)

**DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	(Datecode: <b>20101124 46.300.3</b> )
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.30]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded JetDirect	V.33.20.FF

Copy Processor Board	1.036 (2.0)
Scanner Control Board	CMNPSL 28
Analog Fax Accessory (Q3701A)	2.37p
DC Controller	3F
HP Fleet Release Designation	CPE 10.4

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **46.280.1**

FIRMWARE DATECODE: **20100902 46.280.1**

**ENHANCEMENT:**

Base MFP:

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

Embedded Digital Sending:

- No new updates

Analog Fax:

- No new updates

**FIXES:**

Base MFP:

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

Embedded Digital Sending:

- No new updates

Analog Fax:

- No new updates

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle (Version 46.280.1)

**DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	(Datecode: <b>20100902 46.280.1</b> )
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.30]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded JetDirect	V.33.20.FF
Copy Processor Board	1.035 (2.0)
Scanner Control Board	CMNPSL 28
Analog Fax Accessory (Q3701A)	2.37p
DC Controller	3F
HP Fleet Release Designation	CPE 10.3

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **46.260.9**

FIRMWARE DATECODE: **20100520 46.260.9**

**ENHANCEMENT:**

Base MFP:

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

Embedded Digital Sending:

- No new updates

Analog Fax:

- No new updates

**FIXES:**

Base MFP:

- When printing certain PDF files the printer may continuously print pages with erroneous characters on them.
- Not able to Enable and Disable the Color Usage Job Log page from the Information menu when using Web JetAdmin.
- Possible 49.5001 errors with DSMP network traffic

Embedded Digital Sending:

- MFP DNS behavior could cause the email icon to disappear from the control panel of the device
- In embedded send to network folder configuration, the field length for the destination directory was limited to 63 characters
- The username field for Kerberos authentication has been expanded to allow a maximum of 64 characters

Analog Fax:

- No new updates

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle (Version 46.260.9)

**DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	(Datecode: <b>20100520 46.260.9</b> )
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.30]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded JetDirect	V.33.20.FF
Copy Processor Board	1.033 (2.0)
Scanner Control Board	CMNPSL 28
Analog Fax Accessory (Q3701A)	2.37p
DC Controller	3F
HP Fleet Release Designation	CPE 10.2

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **46.250.9**

FIRMWARE DATECODE: **20100219 46.250.9**

**ENHANCEMENT:**

Base MFP:

- You may see some Improvements to authentication performance. HP has implemented a new method of page counting (known as Print Usage Tracker), which can be enabled if desired. The administrator or owner of the product has the option either to enable the new counting method or to do nothing. If the new counting method is enabled the device **cannot return to the previous counting method.** It is important to understand this. If the feature is not enabled, nothing will change on the device and it will continue to count pages the same as it originally did from the factory.
  - **Background:** Current page counting methods were designed to enable efficient service and support. The Print Usage Tracker feature implements new page counting methods which are more aligned with today's job accounting needs.

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

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

1. Update your device firmware to this release or greater.
2. Once this is done the Print Usage Tracker acceptance and activation screen will be available from the product’s Embedded Web Server (EWS) at the following location: EWS >> Settings >> Security >> Device Security Settings >> Print Usage Tracker
3. Review the acceptance screen so that the changes are understood and you are comfortable with how the changes may or may not affect your HP device or product use model.
4. If you are comfortable with the acceptance statements and the new counting functionality, choose to enable the feature. As stated previously it is very important to understand that once enabled the device cannot return to the previous counting method.
  - a. Select “I Accept”
  - b. Select “Enable the Print Usage Tracker feature on this device”
  - c. Press “Apply”

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



Embedded Digital Sending:

- No new updates

Analog Fax:

- No new updates

**FIXES:**

Base MFP:

- Setting are reset to default after power cycle the printer, when using 1GB Firmware Compact Flash DIMM.
- A 49.4c06 may be displayed on the control panel when printing certain files from Excel that contain non-printable characters
- Possible 49 error when using PCL5 macros (more likely with USB mass storage device connected).
- You may see a 49.4C02 or 49.4C06 error when printing with the PCL5 driver due to a font management issue.

Embedded Digital Sending:

- No new updates

Analog Fax:

- No new updates

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle (Version 46.250.9)

**DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	(Datecode: 20100219 46.250.9)
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.30]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded JetDirect	V.33.20.FF
Copy Processor Board	1.033 (2.0)
Scanner Control Board	CMNPSL 28
Analog Fax Accessory (Q3701A)	2.37p
DC Controller	3F

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **46.240.4**

FIRMWARE DATECODE: **20091021 46.240.4**

**ENHANCEMENT:**

Base MFP:

- You may see some Improvements to authentication performance.

Embedded Digital Sending:

- No new updates

Analog Fax:

- No new updates

**FIXES:**

Base MFP:

- Setting are reset to default after power cycle the printer, when using 1GB Firmware Compact Flash DIMM.

Embedded Digital Sending:

- No new updates

Analog Fax:

- No new updates

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle (Version 46.240.4)

**DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	(Datecode: 20091021 46.240.4)
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.30]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded JetDirect	V.33.20.FF
Copy Processor Board	1.032 (2.0)
Scanner Control Board	CMNPSL 28
Analog Fax Accessory (Q3701A)	2.37p
DC Controller	3F

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **46.231.2**

FIRMWARE DATECODE: **20090908 46.231.3**

**ENHANCEMENT:**

Base MFP:

- The Wake-Up schedule can now be set with Sleep Mode disabled
- The Asset Field found in the products EWS (Embedded Web Server) which is used for assigning Asset numbers to a device has been changed to allow support for more characters.

Embedded Digital Sending:

- No new updates

Analog Fax:

- No new updates

**FIXES:**

Base MFP:

- Switching between languages may cause certain settings to reset/change back to their factory settings.
- A 49.4C02 may be seen on the control panel when printing large PostScript Files.
- Some PostScript files generated from SAP applications may print barcodes incorrectly.

Embedded Digital Sending:

- LDAP authentication (Simple or Simple over SSL) could fail with an insufficient privileges error in some configurations



- A 49.4C02 error may be seen when "Disable Reverse DNS Lookups" is selected under Settings -> Kerberos Authentication -> Advanced
- There is now the option to specify a primary and backup LDAP server under Settings -> Kerberos authentication. This feature reduces authentication failures related to hostname resolution issues during the LDAP portion of the authentication cycle
- Embedded send to network folder digital send jobs would fail when NTLMv2 is selected as the password encryption method
- The digital send log would incorrectly designate some failed digital send jobs as successful
- A 49.00FF error could be generated after an abnormal communication break between the MFP and its configured DSS server
- Embedded send to network folder digital send jobs may fail to create XML metadata files
- Embedded send to network folder digital send jobs may generate metadata files with truncated output
- A 49.4C02 error may be seen when configuring Kerberos authentication through HP MFP Digital Sending Software
- A 49.4C02 error may be seen when trying to login after a power cycle or firmware update when the MFP is configured for sign in at home screen
- Copy jobs are able to be performed without signing in when MFP is configured for Kerberos authentication
- Kerberos Authentication may be successful in the user interface when incorrect credentials are specified in the MFP Embedded Web Server

#### Analog Fax:

- A full fax activity log may result in Modem Fail (82) or Modem Fail (84) messages
- Possible Job Fail (0), compression errors or fax corruption with fax firmware versions 2.36v and 2.37m
- Stored Fax does not print after performing Restore Factory Settings
- In rare cases a No Fax Detected message may occur when a fax machine is at the other end.
- When sending a fax, a No Dial Tone occurrence does not result in an automatic retry
- Possible 49.00FF or 49.4C02 errors when using stored faxes
- A "Remote Abort" message is added to notify users the remote fax disconnected.
- Results column may be truncated in Fax Activity log when set to Verbose
- Fax Header page numbers may be cut off in superfine mode

#### Embedded JetDirect:

- HTTPS is now forced on Printer/MFP tabs when required.
- When DNS responses are returned as a stream (TCP) rather than a datagram (UDP), JDI would wait forever for more data.
- When Web Jetadmin is on a different subnet than the printer and establishes an HTTPS connection to query status, the JDI would mishandle the connection and hang.
- IPP operation is now allowed when the EWS is disabled

Current firmware revisions included in this firmware bundle (Version 46.231.3)

#### **DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	(Datecode: 20090908 46.231.3
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.30]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded JetDirect	V.33.20.FF
Copy Processor Board	1.032 (2.0)
Scanner Control Board	CMNPSL 28
Analog Fax Accessory (Q3701A)	2.37p

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **46.221.2**

FIRMWARE DATECODE: **20090604 46.221.3**

**ENHANCEMENT:**

Base MFP:

- No new updates

Embedded Digital Sending:

- No new updates

Analog Fax:

- No new updates

**FIXES:**

Base MFP:

- When selecting to print all stored jobs from the front control panel you may see a longer than expected delay between stored jobs. With this new behavior you will no longer see a delay between files as long as the job attributes are the same.
- When printing a personal job without a PIN number the job will print N-1 based on the number of copies selected in the print driver for the job. For example: If 10 copies were selected in the driver only 9 copies will print.
- Alternative Letterhead mode will not function correctly when a tray selection is made using a tray selection command instead of a paper type selection command
- Issues may be seen using the Alternative Letterhead feature.
- When "Disable Reverse DNS Lookups" is enabled under Settings -> Kerberos Authentication -> Advanced, the MFP could experience a 49.4C02 error
- A potential for the Kerberos configuration on the MFP to become corrupt could generate a 49.4C02 error on the MFP

Embedded Digital Sending:

- Some Embedded Send to Network Folder jobs would result in corrupt PDF output in the destination directory
- The configured time server set under Settings -> Date & Time -> Clock Drift Correction would intermittently change from the configured setting.

Analog Fax:

- Possible 49.4C02 and 49.4C06 errors when using the fax address book
- Fax Thumbnails may be missing from the fax report.
- Fax shrinkage in some situations
- Improve fax receiving success rate in ECM mode
- Disable V.34 Menu Item is removed because V.34 is automatically enabled or disabled.
- Maximum Baud Rate can now be selected separately for send and receive
- Stored faxes may not be completely deleted after printing. This can result in some faxes being reprinted.
- Possible 49.4C01, 49.4CF0 and 49.5001 errors

- A new "Remote Abort" fax error message is added to indicate the other party aborted a send or receive operation
- An erroneous "No Fax Detected" message may appear on the control panel

Current firmware revisions included in this firmware bundle (Version 46.221.3)

**DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	(Datecode: 20090604 46.221.3)
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.30]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded JetDirect	V.33.19.FF
Copy Processor Board	1.032 (2.0)
Scanner Control Board	CMNPSL 28
Analog Fax Accessory (Q3701A)	2.37m
DC Controller	3F

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **46.211.2**

FIRMWARE DATECODE: **20081211 46.211.2**

**ENHANCEMENT:**

Base MFP:

- No new updates

Embedded Digital Sending:

- Kerberos Authentication now supports the ability to specify multiple Kerberos domains

Analog Fax:

- No new updates

**FIXES:**

Base MFP:

- In rare cases, a PCL6 file may cause a 49.4C02 or 49.4C06 error.

Embedded Digital Sending:

- No new updates

Analog Fax:

- Canceling a fax job may take longer than expected when canceling job from the front control panel.
- Job Fail or Communication Errors may be generated with some received faxes.
- The control panel may improperly display an error message during fax jobs.
- Received fax jobs may generate a 49.4C02 or 49.4C06 error.

Current firmware revisions included in this firmware bundle (Version 46.211.2)

**DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	(Datecode: 20081211 46.211.2
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.30]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded JetDirect	V.33.18.FF
Copy Processor Board	1.032 (2.0)
Scanner Control Board	CMNPSL 28
Analog Fax Accessory (Q3701A)	2.36v
DC Controller	3F

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **46.200.9**

FIRMWARE DATECODE: **20080723 46.200.9**

**ENHANCEMENT:**

Base MFP:

Embedded Digital Sending:

- Send to FTP can now be configured to add a timestamp to the destination file name.
- Send to FTP can now be configured to disable the access verification (send FTP test file) of the destination directory for every job.

Analog Fax:

**FIXES:**

Base MFP:

- Toner status alert may contain erroneous characters in Japanese localization.

Embedded Digital Sending:

- Under rare circumstances a user may not be able to initiate a send to FTP job if one is already in progress.

Analog Fax:

- No Answer or ModemFail(0) can be caused by incoming ring just before dialing another fax number.
- It may take 45-90 minutes to receive one page fax before the job errors out.
- A fax log corruption may cause a 49.4C01 error.
- You may see ModemFail, CommunicationError and PageFail error codes in the error report.
- FW may fail to upgrade to the correct Modem FW version when using the upgrade methods of WebJet Admin or FTP.

Current firmware revisions included in this firmware bundle (Version 46.200.9)

**DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	(Datecode: 20080723 46.200.9
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.30]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded JetDirect	V.33.18.FF
Copy Processor Board	1.032 (2.0)
Scanner Control Board	CMNPSL 28
Analog Fax Accessory (Q3701A)	2.36k
DC Controller	3F

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **46.191.2**

FIRMWARE DATECODE: **20080403 46.191.2**

**ENHANCEMENT:**

Embedded Digital Sending:

**FIXES:**

Base MFP:

- Disk initialization does not properly clear authentication assignments
- "Common Access Card authentication added. NOTE: Version 1.21 of the CAC Authentication Agent is required."
- Kerberos authentication fails when public credentials are used and Simple is configured as the LDAP server bind method.
- You may see a 49.4CF0 when printing certain types of PDF files.
- "Warming Up" improperly localized in Russian
- You may see a 49.4C02 error when posting status messages from Chai SOE concurrently.
- SMTP server can't be configured by hostname from WJA
- The user can now choose an alternative keyboard layout when using the keyboard that is presented with any feature that use one. The icon that allows this selection can be enabled from the following HP Easy Select Control Panel Menu: Administration>Device Behavior>Keyboard Layout Button
- Use Defaults button in EWS Custom DST settings does not work.
- The String "Mono" is incorrectly localized in the Usage Page in a couple of languages.
- Security vulnerability scanners report data leaking through Ethernet padding
- Possible 49 error when the EWS is disabled
- PML may become non-responsive on MFP. Result is only JDI EWS is available, not complete MFP EWS.

Embedded Digital Sending:

- Character limit for custom email message subject has been increased for Embedded Send to Email
- MFPs could generate truncated Send to FTP output
- Embedded Send to Network Folder has added support for Distributed File System (DFS) folder destinations
- MFPs could pass credentials multiple times when performing send to network folder

Analog Fax:

- Default Fax quality may not be acceptable when compared to other HP MFP products
- 13 Members allowed in Fax Speed Dial. Correct limit is 12 Members.
- Fax T30 reports may never delete from hard disk
- Speed Dial number missing from printed Speed Dial list
- Fax printing schedule does not handle 12:00 AM/PM correctly.
- Fax does not fall back to v.17 correctly, resulting in increased fax failures.
- Retry after fax error increased from 15 seconds to 60 seconds
- Internal Fax revision number missing from EWS Configuration page
- Number of pages added to fax notification (printed and/or email)

Current firmware revisions included in this firmware bundle (Version 46.191.2)

**DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	(Datecode: 20080403 46.191.2
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.30]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded JetDirect	V.33.16.FF
Copy Processor Board	1.032 (2.0)
Scanner Control Board	CMNPSL 28
Analog Fax Accessory (Q3701A)	2.36i
DC Controller	3F

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **46.181.0**

FIRMWARE DATECODE: **20071210 46.181.0**

**ENHANCEMENT:**

Embedded Digital Sending:

- MFPs added to DSS 4.11 can add OCR options for send to network folder and send to email.
- Administrators can now specify the SMTP port used for embedded send to email. This option is now available under Digital Sending>Send To Email or Digital Sending>Email Settings under the embedded web server

**FIXES:**

Base MFP:

- The help page under Settings>Security of the embedded web server has been modified to better reflect product functionality
- The ability to specify the number of visible digital send log entries was not available under the Digital Sending>Log section of the Embedded Web Server
- When attempting embedded send to network folder, the MFP will become unresponsive if the server hosting the destination directory is unavailable
- Creating an e-mail distribution list erroneously copies entries to the fax address book.
- In the past two FW revisions, an RFU did not automatically power cycle the device if the PJJ password was set. The FW upgrade did not happen until a manual power cycle. This will also be the case with this revision, but changes in this release will result in future releases not being impacted by the PJJ password.
- When configured for LDAP Authentication, authentication can fail if the entered username contains diacritic characters (For example á, ë, ö)
- EWS Time Zone display Strings are displaying Junk characters for German and Norwegian
- Possible control panel hang when changing time zones
- Kerberos Authentication could successfully authenticate a user if date and/or hour on the MFP were not correct in relation to the Kerberos authentication server
- For users of Mozilla Firefox, the homescreen image under Settings>Authentication Manager>Help did not display
- A 49.4C27 error can occur when LDAP Authentication is selected as the authentication method and the user enters their email address in the username field and leaves the password field blank

Embedded Digital Sending:

- Authentication Manager help page incorrectly displayed DSS Secondary Email as DSS Secure Email

Analog Fax:

- Forwarded fax jobs are not included in the Fax Activity Log.
- A successfully received fax may show a status of "Page Fail (0)".
- The MFP may hang with a "Processing job" message when printing stored faxes off a schedule.
- Receiving fax will fail if the TSI (Transmitting Subscriber Identification) contains a multi-byte character (e.g. Asian character). The fax status message is typically "Communication Error (2)".

Current firmware revisions included in this firmware bundle (Version 46.181.0)

**DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	(Datecode: 20071210 46.181.0)
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.30]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded JetDirect	V.33.15.FF
Copy Processor Board	1.031 (2.0)
Scanner Control Board	CMNPSL 27
Analog Fax Accessory (Q3701A)	2.36f
DC Controller	3F

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **46.171.3**

FIRMWARE DATECODE: **20070925 46.171.3**

**Note:**

This release includes the ability to automatically adjust for daylight saving time. HP strongly recommends this be configured via the EWS (Embedded Web Server) or WebJetadmin (it is not possible to verify all DST settings via the control panel or menu map). Selecting your time zone will automatically set the appropriate start and end dates for daylight saving time. After configuration, settings can be verified from the EWS as follows:

- Select the Settings tab from the top of the EWS (password may be required)
- Select Date and Time from the left side of the Settings Page
- Select Advanced
- Select Start Date/End Date
- Verify the Start Date, End Date, and DST Offset settings are correct for your time zone

Accessing the EWS:

- Open your web browser
- In the Address or Go To field, type the Internet Protocol (IP) address that is assigned to the product (for example, <http://192.168.1.1>) or the host name (for example, NPI474283 )

If the Information tab is the only one at the top of the page, your administrator has restricted access by setting an EWS password

**ENHANCEMENT:**

Base MFP:

- Expand Kerberos username field limited to accommodate long UserPrincipalName entries.
- Allows the keyboard language/layout to be selected independently from MFP Language. The new menu item is 'Keyboard Layout' in the Device Behavior for M- series products and Systems Setup for non-M-series products. A new keyboard layout option of Swiss/French (QWERTZ) is also added.
- A Stack Alignment menu item has been added to improve output stack quality. Speed will be reduced if Align Sheets is selected.

Embedded Digital Sending:

- Embedded Send to Folder can now use DNS or WINS

**FIXES:**

Base MFP:

- A 49.4C02 error may be presented on the control panel when printing with host print / VPS print jobs.
- A 49.4C04 error may be presented on the control panel when printing certain PDF files.
- A 49.4c27 may error if a hard key is pressed quickly after confirming authentication credentials.
- When the direct PDF printing feature of the MFP is used some documents may print pages containing postscript code.
- The firmware release 46.161.6 added the ability to automatic adjust the clock for daylight saving time. With that release, if the MFP is turned off for the entire duration of the time change (turned off before 2:00 AM, and on after 3:00 AM in the U.S.) the clock will not adjust.
- Time Zone control panel menu is English-only



- Time zone information prints outside the margins in the menu map enabled the ability to logon with UserPrincipalName without specifying a domain.
- You may receive an error while trying to delete an email distribution list which has long entries.
- Incorrect localization of time zone names in the EWS
- The Date/Time and Time Zone wizards no longer appear after a firmware upgrade, or with new units. This allows complete remote management. Users must remember to set the date, time, time zone, and DST behavior to insure correct time settings.
- You may see a 49.4C02 error while printing certain files from the Macintosh PS driver.
- Special Characters are not accepted in an MFP device password
- Unable to print using the Print option within the EWS
- Possible MFP hang if the stapler/stacker door is opened during operation

**Embedded Digital Sending:**

- Digital Send client application may hang when you press the RESET or STOP buttons after initiating a scan.
- Email text message is set to "False" if a change is made on the advanced tab after upgrading to 46.151.8.
- Embedded Send to Folder meta data files contain no carriage returns.
- An Embedded Send to Network Folder Job may fail when sending across different subnets.
- When sending an email, the time on the attached image's header will be ahead by one hour from when the email is sent.
- Setting the Compression Mode does not have any effect for Scan to Local Folder jobs.

**Analog Fax:**

- Receiving fax will fail if the TSI (Transmitting Subscriber Identification) contains a multi-byte character (e.g. Asian character). The error message is typically "Communication Error (2)".
- The date stamp on received faxes prints improperly when the device is set to Chinese, Japanese, Korean and Russian language.

Current firmware revisions included in this firmware bundle (Version 46.171.3)

**DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	(Datecode: 20070925 46.171.3)
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.30]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded JetDirect	V.33.15.FF
Copy Processor Board	1.031 (2.0)
Scanner Control Board	CMNPSL 27
Analog Fax Accessory (Q3701A)	2.36b
DC Controller	3F

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 You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **46.161.6**

**FIRMWARE DATECODE: 20070613 46.161.6**

**Notes:**

- This firmware release has a new feature to automatically adjust for Daylight Saving Time. After installation of the firmware, the MFP may have a control panel screen prompt for time zone or date and time. These screens will remain on the MFP until action is taken

by a user. While the prompts are displayed, the MFP will accept print and fax jobs, but will not print them until after the user responds to the prompt.

- There are isolated conditions where the time zone and Daylight Saving Time adjustment appear to be configured, but are not. Correct configuration can be verified in the EWS by going to the Start and End Date page in the EWS. A device that is not configured will have a "0" in the DST Offset field, and incorrect dates for Start Date and Stop Date. Navigate to the Start and End Date page of the EWS as follows:  
[Settings]/[Date and Time]/[Advanced]/[Start Date / End Date]

## **ENHANCEMENT:**

### Base MFP:

- The black bar across the top of the devices internal pages (i.e. Fax Report, Configuration Page, etc..) has been removed to reduce toner consumption when pages are printed frequently.
- Added Alternate Letterhead mode to MFP firmware. This feature should only be used when the driver does not support the functionality. Selecting the feature in both the driver and MFP will produce unexpected results. NOTE: This release may fail (49 error) when using this feature with A5, B5, and Executive paper sizes. A fix will be available in the next release.
- Automatic Daylight Saving Time adjustment added.

### Embedded Digital Sending:

- Allows Embedded send-to-folder to be configured such that user directories can be locked down, limiting access to the user that owns the directory.
- Added support for e-mail PDL's and fax speed dials to Simple Device Address Book.
- When "Use address book entries only" is selected in the Embedded send-to-email configuration, end users will now be prevented from adding entries to the local address book. This enables administrators to further restrict send-to-email destinations.

## **FIXES:**

### Base MFP:

- You may see a 20 Insufficient Memory error when printing certain pdf files with the postscript driver.
- Unable to output to stacker when calling a user-defined media type
- A 49.4c02 error may be seen on the HP Easy Select control panel when printing documents with certain Franklin Gothic Book True Type Fonts.
- A 49.00FF error may be presented on the HP Easy Select control panel when printing certain PDF's.
- MFP will roll to a different NTP server when configured by hostname if named server is not available
- Some duplexed documents may output incorrectly when the print job sources paper from more than one tray on the device
- The devices Embedded Web Server's Security page is not localized correctly for UTF-8 languages
- Event log may show values above 59 seconds instead of rolling to minutes.
- Homescreen image may be missing from the EWS Authentication Manager Help when viewed through a Mozilla Firefox web browser
- New color tables have been added to help with larger color gamut and provide more consistency between products.

### Embedded Digital Sending:

- 3rd party solutions developed using Simple Document Capture (SDC) will now work correctly when the device is added to the Digital Sending Software (DSS).
- Device may use Simple Bind for LDAP Addressing although it is configured for Kerberos Bind.
- Long email addresses are truncated when they are added to the local address book. The limit is now extended to 64 characters.
- Blank passwords not allowed for Embedded LDAP Authentication.
- Possible 49.4c02 error while using Embedded send-to-folder.
- Device improperly wakes from sleep mode if either the sleep delay timeout is triggered or if the Sleep button is pressed.
- Embedded LDAP over SSL Authentication does not work in Windows 2000 and Windows 2003 environments.
- Email setting may be reset if a Send to Email job is left on the Flatbed and while trying to sending second job from ADF.

#### Analog Fax:

- Fax volume control for receiving faxes is same audible level when switching between high and low.
- No support for localized characters in the COMPANY NAME field of the FAX HEADER in the EWS (only ASCII characters 32 to 127)
- The 'Redial Interval' value does not remain constant across the Embedded Web Server (EWS) Digital Sending Fax settings, and Menu Fax Settings.
- When receiving faxes on a device set to French language, the name of the month in the fax header may appear incorrectly.
- Unable to enter Alt or Shift+Alt characters in Company Name field when Devices Language is set to Czech.
- Faxes received in ultra-fine (400 dpi) quality may fail with an error or print out distorted.
- The Fax Call Report may print twice if a received fax fails with certain errors.
- The MFP may display a 49.4c2f service error when receiving a fax.
- Some fax status messages are truncated on the verbose Fax Activity Log.
- Stored faxes may not print at the scheduled time if the MFP is rebooted after they are received (and stored).
- When sending a fax to several destinations and some of the numbers fail with a "no answer", some of the numbers that were successful may not show in the Fax Activity Log.
- The Embedded Web Server (EWS) allows fax notification to be set to "e-mail", even if sending e-mail has not been configured on the device.
- The time stamp on the Fax Call Report may be unreadable when the device is set to Russian.
- The status message in fax email notifications may appear incorrectly when the device is set to French language.

Current firmware revisions included in this firmware bundle (Version 46.161.6)

#### **DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	46.161.6 (Datecode: 20070613 46.161.6)
500 sheet stapler/stacker (Q7521A/Q5691A)	No firmware code in this revision
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded JetDirect	V.33.15.FF
Copy Processor Board	1.031 (2.0)
Scanner Control Board	CMNPSL 27
Analog Fax Accessory (Q3701A)	2.35u
DC Controller	3F

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **46.151.8**

FIRMWARE DATECODE: **20070213 46.151.8**

#### **ENHANCEMENT:**

##### Base MFP:

- Added the capability to turn off the visibility of the Color Usage Job Log menu from the Embedded Web Server and the Front Control Panel. This new feature can be enabled within the EWS under the Settings->Security page. The Color Usage Job Log will continue to collect information but will not be visible to the end user.
- Auto crop white space from documents on the glass, so that the image is located upper left of the page.
- Add the ability to adjust the clock for daylight savings time when using both the EWS and Web JetAdmin in conjunction.
- Added the ability to set a Sleep time with in the EWS for each day of the week. At the specified time the printer will enter into the Power Save Mode.

##### Embedded Digital Sending:

- Embedded Send to Network Folder permissions. Allows ESNF to be configured such that user directories can be locked down, limiting access to the user that owns the directory.
- Adding User Principle Name support to Embedded Kerberos Authentication.
- Embedded Send Network Folder - Add support for the forward slash (/) characters in a UNC path.

##### Analogue Fax:

- Removed voice calls from the Fax Activity Log.
- Remove fax number from failed confirmation print out.

#### **FIXES:**

##### Base MFP:

- Menu Map does not correctly reflect control panel lock settings.
- You may see a 49.4C0x error while accessing the Supplies Status menu during a scan job.
- Embedded Kerberos Authentication will not resolve passwords with European characters
- "Media sensor threshold was reset on an @PJM INITIALIZE command, a restore factory defaults, or a cold reset.
- Increase the job limit to allow more than 32 jobs to be stored.

##### Embedded Digital Sending:

- No "date" field in SMTP header causing send-to-email failures.
- Intermittent loss of "Send to Network Folder" Jobs.
- LDAP performance may be slow In Enterprise Directories.
- Your filename may be reset after you select Folder Destination for Embedded Send to Network Folder.
- Disk Initialization Clears Settings for Digital Send
- Scan-to-local file fails when network not detected on bootup

#### Analog Fax:

- Corrupt faxes may be scaled to a 1x1 inch thumbnail when printed.
- Not possible to differentiate between an original call and a retry in the Fax Activity Log
- Received Legal faxes are printed on B4 paper size even though legal is loaded in the printer
- MFP may hang when entering Fax Screen while disconnected from the network
- Long phone numbers result in overlapping columns on fax reports in German localization.
- MFP will not print from Trays 2,3,4 for incoming LTR faxes when Tray1 is set to anything other than ANY/ANY & FaxPaperTray=0
- Not possible to send fax when the MFP is disconnected from the LAN.

Current firmware revisions included in this firmware bundle (Version 46.151.8)

#### DEVICE FIRMWARE REVISION

CLJ4730mfp Series Printers	46.151.8 (Datecode: 20070213 46.151.8)
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.24]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.15]
Embedded JetDirect	V.28.64.FF
Copy Processor Board	1.031 (2.0)
Scanner Control Board	CMNPSL 27
Analog Fax Accessory (Q3701A)	2.35g
DC Controller	3F

## FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:

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

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **46.141.9**

FIRMWARE DATECODE: **20060914 46.141.9**

#### ENHANCEMENT:

##### Base MFP:

- 49.FF81 errors logged to the Event Log.
- Firmware upgrades are now logged to the Event Log.
- Firmware version included in all Event Log entries.
- Implemented HP separator page in the driver properties.
- Fax number is removed when confirmation fails with Fax Number Confirmation enabled.
- When Fax Confirmation is enabled, completely obscure the original number while entering the confirmation number.
- Refinement made to default color tables.
- Added additional metadata keys to support third party accounting software.
- New security page has been added to the Embedded Web Server.
- Ability to use simple or simple over SSL for LDAP addressing when using Kerberos authentication.
- Implemented an Intermediate control panel lock feature.

#### Embedded Digital Sending:

- More complete user information is included with send to email jobs sent through SMTP gateways

#### Analogue Fax

- Display the name of any speed dial chosen next to the number when using quick dial feature.
- Added Backup and Export capabilities for Fax Address Book and Seed Dial lists..

#### **FIXES:**

#### Base MFP:

- 49.4C02 error may occur when trying to authenticate at the control panel.
- Some PDF files may print with inverse colors.
- 49.5001 may appear with storing and retrieving large numbers of copy jobs.
- The "Cancel" button on Restrict Color Page may not work properly.
- Printing all Private Jobs may not print requested number of copies in each job.
- Some ADF jams may hang third party SCAPE solutions.
- Secure Storage Erase operations may not consistently show up in the event log.
- Screen animations are incorrect for 60.02 and 60.04 errors.
- 49.4C02 error may occur after performing restore factory setting following a Disk INIT/NVRAM INIT.
- Kerberos Authentication may not work when the LDAP Server Bind Method is anything but Kerberos.
- Fax Modem failure when number dialed contains 80 digits or more (Prefix and Recipient combined).
- While "LDAP server not available" message is displayed, Menu items may disappear or pressing Reset & Start initiates a copy job.
- 49.4C02 may occur on power cycling MFP with LDAP Authentication set to Log In At Walk Up.
- An "Advanced" button should exist next to the 'Kerberos Default Realm (Domain)' entry. Clicking it would bring up a screen with up to 8 alternate Kerberos domain entries.
- Send to Folder may be disabled when addressing is configured in EWS.
- Some of the Localization strings for the message DISK INITIALIZATION NOT PERFORMED have incorrect characters.
- Scan "Scaling Error" message is cropped in all languages except English.
- "Device SMTP Username" localization is incorrect for Swedish and Spanish languages.
- The string 'IPTU Version' on the Configuration Page is in English even when the MFP is set to a different language.
- Missing localized strings in same languages for the Control Panel RFU upgrade progress bar.
- The '30.1.38' error code is not displayed with the error message in languages other than English.
- 60.xx messages implied wrong tray on control panel.
- Fax paper handling -- MFP prompts to load media into tray when correct media is available in another tray.
- Pressing the Reset key during a scan initiated by a third party application running on the MFP, the device may become unresponsive.
- 49.4C02 or 49.4C06 may occur when pressing Reset key with some third party Digital Send Enabler applications.
- Send to Folder file size is always the same no matter what is selected - Small, Standard or Large file size.
- Digital Send Services log is limited to 32 entries.
- Paper Handling menu is locked when Control Panel Lock is set to MODERATE.

#### Embedded Digital Sending:

- SMTP Authentication may fail when using a Microsoft SMTP Server.

- LDAP search request which contains cn=\* and mail=\* may exhibit slow performance.
- E-mail Fax Notification is not including thumbnail image (include thumbnail option is not selectable in EWS).
- When setting up Embedded Send To Network Folder with MFP User Credentials, the user is prompted to enter Public Credential Information before leaving EWS.

**Analog Fax:**

- MFP will not print Legal size faxes from trays 2 or 3 when certain paper size settings are used.
- Not all fax numbers are listed in the email notification when the list contains up to 1500-2000 characters.
- PC Fax email notification's "TO" field displays name garbled.
- 49.6A08 or 49.6A18 Compression Error when a modem failure occurs while receiving a corrupted fax.
- Implemented new telecom features for Belarus fax compatibility.
- FAX ACTIVITY LOG may show negative job duration if no end time is logged when fax is terminated unexpectedly.

**Upgraded component firmware:**

- 500 sheet stapler/stacker (Q7521A/Q5691A) version [MP04.24]  
Update to allow this device to be used on the HP LaserJet M3445mfp.
- Embedded JetDirect version V.28.64.FF  
Resolved DNS, remote subnet, Kerberos, and stack issues.
- Analog Fax Accessory (Q3701A) version 2.35i  
Added support for a new country code for Belarus as well as FDB responses from the modem. Also extends the command buffer to 160 characters.
- DC Controller version 3F  
Modified the cartridge developer/charger bias to reduce toner scatter in certain environments.

Current firmware revisions included in this firmware bundle (Version 46.141.9)

**DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	46.141.9 (Datecode: 20060914 46.141.9)
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.24]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.15]
Embedded JetDirect	V.28.64.FF
Copy Processor Board	1.031 (2.0)
Scanner Control Board	CMNPSL 27
Analog Fax Accessory (Q3701A)	2.35i
DC Controller	3F

**FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:**

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

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **46.131.9**

FIRMWARE DATECODE: **20060629 46.131.9**

Note: A new feature has been added to this firmware roll that displays the name of the current firmware module being upgraded. In some languages we have observed that the module name may be missing characters on the beginning or end of the text string. This is only a display issue and has no impact on the upgrade process. This behavior will be resolved in the next firmware release. The progress bar will only be seen when upgrading or downgrading from version 46.131.9.

## **ENHANCEMENT:**

### Base MFP:

- A menu item has been added in the boot loader to allow an administrator access PIN to be set.
- Provides a mechanism to disallow stored jobs by sending a PJI command.
- Some fax menu items now available with control panel lock set.
- Added the ability to reduce a 2-sided document when using the Automatic Document Feeder.
- Progress bar has been added to the control panel during the firmware RFU upgrade process to provide better user feedback during longer upgrades.
- Added power cycle messaging to control panel for 49 errors.
- Third-party solutions now reserve (hold off print jobs) just like internal MFP applications.

### Embedded Digital Sending:

- Added support for LDAP to transverse the entire LDAP tree.
- Added Mixed Letter/Legal job support for Send to Email, Send to Folder, and Send to Fax.
- Added a PJI command to enable a mode where the authenticated user's name is automatically placed in the "cc" field, and allows the user to edit the "To:" field.
- Added a PJI command that disables the "bcc:" field in Send to Email.

### Analogue Fax

- Added the ability to schedule fax printing at a different time for each day of the week.
- Added the ability to print fax reports from the fax input tray.

## **FIXES:**

### Base MFP:

- Print jobs with long file names will generate a 49.0E00 error when printing from Macintosh OS 10.4.
- The Russian string for "reduce/enlarge" on the copy settings screen is cropped at both ends of the string.
- Job Held Timeout can be changed to also delete stored jobs (PJI command).
- When printing direct PDF documents, multiple copies with odd number of pages in duplex mode, output may have blank page as first page.
- Using DSS Workflow, Help popup doesn't disappear even though screen is changed by selecting the back button.
- XML log file missing information from PC Fax jobs. Only applies to job accounting solutions.
- Pressing the Authentication Manager Apply button multiple times puts the device into a Device Busy State, resulting in slow device performance and inaccessible device functions.
- Chai-based solutions only: Inconsistent job name values returned.
- Control Panel Virtual keyboard may seem slow. When the user presses 'ok', 'enter' or 'cancel' the MFP performs the appropriate action and return to the previous screen, which can take up to 3 seconds.
- Spaces doubled with some Japanese font solutions.
- Control panel button presses may take up to thirty seconds to respond (beep) with some third party software loaded on the MFP.
- Poor performance with I/O filters (third-party solutions).



- 49.4C02 Service Error may occur when MFP is powered on with Jobs in HP-UX print queues.
- Menu screen may be available to unauthenticated users.
- Duplex Job Mode scaling job from ADF gives error, but scales anyway.
- 30.01.10 ADF Fan Error is not reported after power cycle.
- Replace Check Cables message with 30.xxxx error message.
- 30.1.25 Scan Failure while ADF output bin full sensor triggered at the commencement of a scan.
- German language cleaning page has incorrect translations.
- Control panel led diagnostics in the Spanish language both say Start = green.
- Letter "L" for Liechtenstein under AFAX Location on the MFP is missing in Portuguese.
- Hungarian language Help "What is this" when in fax component is in English.
- When in the PC Fax Send menu options are Disabled/Enabled instead of Disable/Enable in English.
- Localization errors in Kerberos error message in French and Spanish.
- Extra parenthesis displayed on Finnish language Restrict Color settings.
- Display errors with language set to Czech.
- The translation for the "paper handling configuration page" into German language is wrong.
- Updated instructions for registration adjustment pages, instructions are now correct.
- When using CLJ4730mf the Print Quality troubleshooting page, instructions are for the CLJ4700.
- Possible user interface hang or crash when background buttons are pressed quickly after a failed home screen authentication.
- Control Panel "OK" button for Spanish Localization is in English.
- 49.4C02 or 4C06 error may occur while randomly accessing control panel during send to network folder.
- MENU items disappear when device function is configured through LDAP bind method.
- Alert message for ordering staples has the wrong P/N.
- Disable Direct Ports option does not disable the parallel port.
- Chai-based solutions only: Slow printing from Job JN1.
- Changing from DHCP to Manual, then changing IP address twice may cause a 49.4C02 error.
- When authenticated Color Access Control is enabled, application and user information may be incorrect in the Color Usage Job log.
- Restrict Color page in German language does not display Color Usage Job Log link.
- An entry containing a hyphen is not accepted in Restrict Color username and application fields.

#### Embedded Digital Sending:

- Invalid characters (\, ", ;, etc....) are being allowed for Filenames after you enter special or ALT characters. This is being allowed for DSS Folder and Embedded Send to Network Folder.
- Create Directory Based On Username Missing Files.
- Slow send to FTP with third party applications loaded on the MFP.
- Poor performance for 1-bit mixed mode TIFF/MTIFF jobs.
- Added email alert support for SMTP servers that require authentication.
- The message "Kerberos Server Not Found" may appear when configuring Embedded Kerberos Authentication with the Default Realm as the Kerberos Domain Controller and authenticate at the MFP control panel.
- Embedded Kerberos Authentication Not Passing Credentials To SMTP Gateway.

#### Analog Fax:

- Possible fax errors with Avaya PBX systems.
- Character limit for length of fax COMPANY NAME field varies from component to component. It is now standard at 30 characters.
- PC Fax Send driver sends a fax, even though fax is disabled with DSS.
- Analog fax card is not disabled during secure disk erase.
- Analog fax modem may not upgrade firmware correctly.

- Setting Country Code to Morocco, the default rings to answer is set to 0 instead of 3.
- PC Fax Send entry on Fax Accessory Configuration Page prints with space-colon instead of colon-space.
- Added analog fax multitech debug commands - T.30 portion.
- LAN fax dialing sequences can now be hidden when using DSS.

Upgraded component firmware:

- No user-perceivable changes.

Current firmware revisions included in this firmware bundle (Version 46.131.9)

**DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	46.131.9 (Datecode: 20060629 46.131.9)
500 sheet stapler/stacker (Q7521A/Q5691A)	[MP04.22]
700 sheet 3-bin mailbox (Q7523A/Q5692A)	[MP04.15]
Embedded JetDirect	V.28.64.FF
Copy Processor Board	1.031 (2.0)
Scanner Control Board	CMNPSL 27
Analog Fax Accessory (Q3701A)	2.32z
DC Controller	3D

**FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:**

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

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision **46.121.2**

FIRMWARE DATECODE: **20060214 46.121.2**

**ENHANCEMENT:**

- COLOR INTERNAL PAGES NOW PRINT IN BLACK AND WHITE.
- Added Embedded Kerberos Authentication.
- Added Color Access Control print capabilities.
- Added PC Fax functionality.
- Improved Authentication Management & Authentication Clean Up processes.
- Added indicator for custom color tables on the Configuration Page.
- Copy Scale-to Fit setting can now be set as default.
- Added the ability to configure SMTP and LDAP server hostnames from Embedded Web Server.

Send to Email

- Change version of PDF generated in digital sending (email, folder, workflow) from 1.2 to 1.4.

Embedded Analogue Fax

- Fax Resolution can now be set per Job.

**FIXES:**

Base MFP:

- 49.00FF when receiving multi line response from SMTP servers.
- 49.4C06 may occur when pressing Log-out button in Authentication Manager Using Walkup Authentication: "Login Failed, Invalid User credentials" popup window may not pop-up in some situations.
- 49.4C06 with multiple presses of the Reset button using Securejet may occur.
- May see 49.4c02 or 49.4c06 Service errors or UI Hangs/Crashes when background buttons are pressed quickly after failed Home screen enabled with any authenticator (e.g. LDAP, Kerberos, Securejet...)
- 49.4C06 may occur when performing firmware upgrade.
- 49.4C02 may occur using Web Jetadmin 8.0 when group configuring devices with Authentication Manager Applet loaded if one or more of the devices does not have AM Applet loaded.
- 49.4C02 while deleting speed dial entries in fax feature.
- 49.4C02 on reset or timeout while "Authentication Method Not Found" message is displayed.
- 49.4CF0 may occur when a large (259 page) pc fax job is sent followed by a few small pc fax jobs.
- 49.5001 may encounter memory resources error with 3rd party applications loaded.
- 49.0E00 at the printer when printing from Mac OS 10.4 with long file names.
- PJJ/PCL file from IDPS doesn't print, printer says processing job then returns to Idle status.
- Slow printing behavior from Tray 4.
- The "Restrict Color" setting are not reset when restore factory defaults are selected in the Control Panel.
- When Enable Pin authentication for color copy is set, PIN authentication screen may not be presented.
- Pressing Reset on PIN Authentication screen returns user to Copy, not Home screen.
- The help displayed for "Cancel" button is not correct.
- Insertion point does not always match the selected number when using accelerated scrolling in the Fax menu.
- MFP may resolve invalid network time server hostnames to bogus IP addresses.
- Updates were made to the internal color tables.
- Color Usage Job Log does not show user and application name for stored jobs.
- Letter originals copied from the glass print on legal when mixed media is set.
- Screen refresh issue when changing from Securejet to MFP user interface.
- Password in plain text may flash on screen after walkup authentication.
- UI Freeze on Fax dialog after using scroll down button with Fax Number Confirmation Enabled.
- During Job Mode, the Scan Next screen times out even though another paper size is selected within the inactivity time.
- Multiple localization issues have been resolved.
- Copy calibration issue causes Dark Blurry Copies.
- May see hangs when "Processing Complete" event is displayed during scan or copy jobs.
- Device may crash or hang using the application Canvas.

#### Embedded Digital Sending:

- Addressing check box may be turned on when MFP is rebooted or service restarted.
- Email FROM address may be cleared and locked after AutoStore send.
- In send-to-email, if the sender's address is configured to be locked the FROM address may not be locked right after a reboot.
- Polling service may not work properly.
- 49.4C02 error after changing WINS via EWS during Send to Folder job.

#### DSS

- Switching from PIN Authentication to DSS Authentication, DSS Authentication does not initially appear.

- Mysterious error message may appear when attaching device to DSS if authentication is configured.
- Loading AutoStore may produce 95 errors in event log.
- Authentication settings lost for AutoStore when upgrading to latest release

Analog Fax:

- 49.6A08 Modem Failure / Compression error sending LGL fax in standard resolution.
- PC FAX jobs with email Address of 256 characters, PC Fax will be sent successfully. 49.4C06 error occurs When email Notification is sent.
- Time stamp is in MM:SS and not HH:MM:SS
- Entering Dialing Prefix through the MFP Accepts 50 Characters whereas through EWS it accepts only 49.
- Default PC Fax value is set to Disabled.
- Configuration Page shows RING BURST OFF TIME setting twice.
- Company name in the Fax header is truncated to 19 characters.
- Fax Confirmation Page may print the phone number and user access code

Upgraded component firmware:

- DC Controller rolled to version 3D
  - Fixed issue with tray 2 pickup motor causing 4800 Hz noise during first portion of sleep mode .
- Copy Processor Board - CPB FW rolled to version 1.028 (2.0)
  - Increased home position delay timeout, reducing the frequency of 30.1.8 errors reported.

Previous firmware revisions included in this firmware bundle (Version 46.121.2)

**DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	46.121.2 (Datecode: 20060214 46.121.2)
500 sheet stapler/stacker (Q7521A/Q5691A)	MP04.22
700 sheet 3-bin mailbox (Q7523A/Q5692A)	MP04.15
Embedded JetDirect	V.28.62.FF
Copy Processor Board	1.028 (2.0)
Scanner Control Board	CMNPSL 27
Analog Fax Accessory (Q3701A)	2.32w
DC Controller	3D

**FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:**

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

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision "**20051001 46.111.9**"

**ENHANCEMENT:**

\* No enhancements made to this version

**FIXES:**

Base MFP:

- No user-perceivable changes.

Embedded Digital Sending:

- No user-perceivable changes.

Analog Fax:

- No user-perceivable changes.

JetDirect Inside:

- No user-perceivable changes.

DC Controller:

- 49.2107 error after pressing the "STOP" button.
- 59.C0 error occurs coming out of sleep mode.

Previous firmware revisions included in this firmware bundle (Version 46.111.9)

**DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	46.111.9 (Datecode: 20051108 46.111.9)
500 sheet stapler/stacker (Q7521A/Q5691A)	MP04.22
700 sheet 3-bin mailbox (Q7523A/Q5692A)	MP04.15
Embedded JetDirect	V.28.62.FF
Copy Processor Board	1.025 (2.0)
Scanner Control Board	CMNPSL 27
Analog Fax Accessory (Q3701A)	2.32w
DC Controller	3C

**FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:**

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

You may see improvements for the problems mentioned below by updating your MFP's firmware with revision "**20051001 46.111.8**"

**ENHANCEMENT:**

Base MFP:

- Added the secure file erase mode setting in the printed configuration page and Embedded Web Server configuration page.
- Changing Turkish Keyboard layout to Turkish Q setup.
- A new keyboard layout was added that provides French language with a QWERTY layout.
- Added the ability to mix originals from the ADF and glass in job mode.
- Two-level PIN authentication has been added to control access to mfp features, like color copy and send functions.
- Added Alternate Letterhead Mode (ALM) for copying. Enabling this mode causes all copy jobs to go through the duplex paper path, allowing preprinted media to be loaded the same way in the input tray for simplex and duplex printing. Simplex printing runs at half speed (same number of sheets per minute as duplex) in this mode.
- Added third party chai support of host USB port.
- Increased job storage limits on hard disk from 100 to 300.
- Added one additional symbol set to support internal Hebrew fonts.

Embedded Digital Sending:

- Added the ability to send to a network folder.
- Added the prompt "Add To Local Address Book?".
- Added the ability to compress MTIFF/TIFF with new JPEG compression format.

- A mode was added to automatically fill in the To: field with the same entry as the From: field, and not allow other entries. This is only used by specific enterprise customers, and is set via a PJI file.
- Added embedded SMTP authentication.
- Added image file naming for send to email (for third party software only).
- Enabled file naming on per folder basis.
- Added support for SSL over LDAP. This support is provided via the JetDirect interface and provides encryption for embedded LDAP Addressing as well as embedded LDAP Authentication.
- Added support for embedded LDAP Authentication.

#### Analog Fax:

- Added the ability to require fax numbers to be entered twice. This is only used by specific enterprise customers.
- Improved access to fax confirmation reports.
- Added capability to easily delete one number out of a speed dial list without removing the entire list.
- Added Sending fax page X of Y (To:<phone number>) to control panel while sending fax.
- Added the ability to add an entry to a Speed Dial list after it has been saved.
- Added the ability to access speed dials from the main fax screen.
- The Stop button can now be used to cancel a fax.

#### JetDirect Inside:

- Enhanced SSL proxy functionality.
- Increased the number of UDP sockets for third party solutions.

#### **FIXES:**

##### Base MFP:

- Minor localization errors
- 49.00FF error may occur when copying duplex Letter pages from the ADF to a stored job.
- Internal clock drifts during power save.
- Clock drift correction not working as expected.
- Requesting a menu map during warm up, then selecting Cancel before anything prints may cause a 49.4C02 error.
- Multiple media size and type prompts appear when selecting size and type.
- Scanner calibration fails when following instructions on the control panel.
- Color toner page counts increase when printing grayscale documents.
- Control panel help procedure does not resolve 60.02 error.
- Bad DNS or hostname causes control panel hang.
- Missing latin-4 symbol set data for UFST 4.6.
- Mixed Letter/Legal copy job can cause "Processing..." hang.
- When the Sleep mode is OFF , the Back light turns off after 60 minutes. Then sleep key does not respond.
- Large jobs containing JPEG files may fail to print.
- Selecting Mixed Media when default copy paper size is not auto may result in a 49.4C02 error.
- Sending jobs via Embedded E-Mail, Embedded Send to Folder or Fax, the 'bytes' field in the EWS device log is blank.
- Corrected the situation where book copy and job mode were used while the ADF had paper loaded. An incorrect message would appear.
- MFP will not go into sleep mode when the sleep button is pressed. May be the result of inability to communicate with LDAP server.
- EWS configuration page may indicate incorrect status of Card Slot 2.

##### Embedded Digital Sending:

- MFP polls the SMTP gateway every 60 seconds, which may fill the SMTP server log files.
- MFP does not issue an SMTP QUIT command.
- Applying DSS authentication settings clear embedded LDAP authentication settings.
- Unable to select email address to delete after deleting address in address book edit.
- Test LDAP Settings uses 1 second timeout rather than selected value.
- Possible 68 errors if unit is powered down too soon after changing DSS settings.
- Possible 86.1B8E errors when selecting multiple email destinations from a very large LDAP address book.
- The email keyboard screen can stop responding to the OK and CANCEL buttons.
- May not be able to add the CLJ4730mfp to DSS.
- When trying to verify or send to a printer via FTP, the verification or job will not succeed.
- Corrected the file size for send to FTP/Folder logs to include all the pages for JPEG and TIFF files.
- Error may occur when the search root is left blank for LDAP.
- When using LDAP Authentication and send-to-workflow the name of the logged-in user is not published in the XML file.

#### Analog Fax:

- Fax continues to receive calls after being disabled via DSS, until power cycled.
- Norwegian, Danish, and German characters don't appear correctly on the fax header.
- Fax recipients entered in the SEARCH PHONE BOOK screen are being duplicated after exiting PHONE BOOK.
- Possible 49.6AXX error when faxing to a LanFax server.
- With language set to French, email fax notification may indicate failure when fax was successful.
- Possible 49.4C02 or 49.4C06 error when scrolling the fax address book.
- Possible 49.4c04 error may occur when receiving a corrupted fax.
- Fax confirmation reports may print without a thumbnail image.
- Quick power cycle can cause the Fax to show "Configure Fax" button. Pressing button does nothing.
- If a stack of documents is faxed to a destination fax machine and an error occurs after the first page is sent, but before the last is sent, the whole stack is resent.

#### JetDirect Inside:

- No user-perceivable changes.

Previous firmware revisions included in this firmware bundle (Version 46.111.8)

#### **DEVICE FIRMWARE REVISION**

CLJ4730mfp Series Printers	46.111.8 (Datecode: 20051001 46.111.8)
500 sheet stapler/stacker (Q7521A/Q5691A)	MP04.22
700 sheet 3-bin mailbox (Q7523A/Q5692A)	MP04.15
Embedded JetDirect	V.28.62.FF
Copy Processor Board	1.025 (2.0)
Scanner Control Board	CMNPSL 27
Analog Fax Accessory (Q3701A)	2.32w
DC Controller	36

## **FIXES AND ENHANCEMENTS PROVIDED WITH PREVIOUS FIRMWARE REVISIONS:**

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

The previous firmware revision, **46.032.0**, was the initial release version for the CLJ4730mfp.

## Installation Instructions

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

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### -- Upgrading firmware to a single device --

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

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

1. Go to the printer's control panel.
2. Press the green checkmark button.
3. Use the arrow keys and select the "INFORMATION" selection on the control panel.
4. Use the arrow keys and select the "PRINT CONFIGURATION" selection.
5. Press the green checkmark button to print the Configuration Page.

On the printed CONFIGURATION page look in the section marked "Device Information" for the firmware date code. The firmware date code will look something like this: **20051001 46.111.8**

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**NOTE:** If the firmware update involves a change in the format of NVRAM, the NVRAM settings will be lost and must be set again by the customer.

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

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

---

**NOTE:** When the upgrade process has completed the printer will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

---

### -- Using FTP from Internet Explorer --

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



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

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1. Insure the "Enable folder view for FTP sites" box is checked on the Advanced tab under Tools/Internet Options.
  2. Open the browser and type ftp://192.168.0.90 (this is an example).
  3. Use the TCP/IP address of the printer from step 1). The display will show a folder labeled Port 1.
  4. Open Windows Explorer and navigate to the directory where the .rfu file is located.
  5. Drag the rfu file from Windows Explorer to the Port 1 folder in step 2.
  6. Verify the printer's control panel displays "Performing Upgrade"
- 

**NOTE:** When the upgrade process has completed the printer will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

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**For Windows Systems:**

If the device is shared on the network, then the following command can be issued from a command prompt:

***copy /b FILENAME \\SHARENAME\PRINTERNAME***

where FILENAME is the name of the .RFU file, <SHARENAME> is the name of the machine, from which the printer is being shared, and <PRINTERNAME> is the printer's share name (do not type the angle brackets).

If the device is attached locally, then the .RFU file can be sent directly to the printer with a COPY command from a command prompt or DOS window:

***copy /b FILENAME PORTNAME***

where <FILENAME> is the name of the .RFU file and <PORTNAME> is the name of the appropriate device port (such as LPT1).

The following can be set on the computer to help address a timeout message that may occur during an update:

From a command prompt or DOS window type the following command and press the enter key:

***Mode lpt1:.,,p***

If the device is attached to a parallel port other than LPT1, then substitute the proper LPT port number in the MODE command. Once this command has been

set the file can then be copied to the printer with the above mentioned COPY command.

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**NOTE:** When the upgrade process has completed the Printer will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

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**Using FTP:**

If your HP Color LaserJet printer uses a direct network connection, you can use file transfer protocol (FTP) to update your HP Color LaserJet firmware. Take note of the TCP/IP address on the configuration pages.

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**NOTE:** Make sure that the printer is not in Powersave mode. Also make sure that any error messages are cleared from the control panel display.

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1. Open a DOS command window on your computer.
2. Type ftp <TCP/IP PRINTER ADDRESS>(for example, if the TCP/IP address is 192.168.0.90, type ftp 192.168.0.90).
3. Press ENTER on the keyboard.
4. When prompted for user name and password press ENTER for each.
5. Type *bin* at the >prompt.
6. Press ENTER.
7. Type: put <path> where <path> is the location where the .RFU file was downloaded from the Web. For example, type:

***put C:\CLJXXX\cljXXXFW.RFU***

8. Press ENTER.
9. Type "bye" at the command prompt once the download process begins and the firmware is updated on the printer
10. Press ENTER to exit the FTP session.

---

**NOTE:** When the upgrade process has completed the printer will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

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**For Unix systems:**

Any method that delivers the .RFU file to the printer will work, including:

***\$ cp /home/yourmachine/FILENAME /dev/ <XXXX>***

where XXXX is the appropriate parallel device; and where /home/yourmachine/FILENAME contains the .RFU file.

**For Macintosh systems:**

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

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

The HP Printer Utility is available in Mac OS X V10.3 and later. The HP Printer Utility does not work when it is installed by using the AppleTalk protocol. Use IP, Bonjour, Rendezvous, or a USB connection to enable the HP Printer Utility.

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

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

[http://www.hp.com/go/Clj4730mfp\\_firmware](http://www.hp.com/go/Clj4730mfp_firmware)

Complete the following steps:

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

### **Mac OSX System Terminal session**

1. Open the Terminal application found in the Utilities folder; a terminal window will appear.

2. After the % symbol enter following information:

***ftp <<your printers IP address>>***(example - % ftp 192.0.0.192)

The terminal window will list that you are connected to the printer and the JD FTP Server is Ready.

3. Press the enter key twice. Both the Username and Password can be blank
4. Enter the following information after ftp>:

***put <<path/Firmware File Name.rfu>>***(Example - ftp> put /users/computername/Desktop/laserjet\_fw.rfu)

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**Note:** To ensure that the entire proper path to the .rfu file is placed in the put command, type in put and a space, then click and drag the .rfu file on to the terminal window. The complete path to the file will be placed after the put command.

---

**NOTE:** When the upgrade process has completed the Printer will reboot. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

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

Download the appropriate firmware update file from hp.com to a folder on your PC or the Web JetAdmin server.

1. Start Web JetAdmin 7.x or 8.x.
2. From the Navigation section of the screen select the "Device management" selection from the dropdown menu. This is located in the top left hand section of the window.
3. Choose the "Device List " folder and select one of the following depending on what list your device/s are located under:
  - All Devices
  - Ungrouped Devices
  - New Devices

You can also select the "Device Groups" folder if a device group has been created for the device/s you want to update

4. Once you have selected you list or group that your device is located in highlight the device/s you want to update from populated Device List or Device Groups List on the right hand section of the window.
5. Select "Update Printer Firmware from the Device Tools drop down on the top right hand section of the window.
6. Click the "Browse" button and locate the correct firmware image.
7. Select the file and Click on the "OK" button.
8. Select the "Update" button, found in the lower right portion of the window to start the update process.

---

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

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## Using HP Web Jetadmin 10.x

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

1. Start Web Jetadmin 10.x
2. From the "Device Management" section, select "All Devices" (or the appropriate device group). An "All Devices" list will appear in the center window.
3. Find your device in the list, or type the IP address of the device in the Quick Device Discovery section in the lower-left of the screen (this will highlight your device in the device list). You can sort the device list by clicking on a column name at the top.
4. If your device list is sorted by model number, you may select multiple devices with the same model number by Control-Click or Shift-Click.
5. Right-click on the device and select "Upgrade firmware...".
6. An Upgrade Firmware window will appear. Select "Device firmware" and click "Next"
7. A list of available firmware will appear. If the correct version is listed, click "Next", and the upgrade process will start.

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

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

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

## Expected device messages during an upgrade

The device displays three messages during a normal update process:

Printer message	Explanation
RECEIVING UPGRADE	Displayed from the time the device recognizes the beginning of an .RFU update until the time the printer has verified the validity and integrity of the .RFU update
PERFORMING UPGRADE	Displayed while the device is actually reprogramming the DIMM with the .RFU update
WAIT FOR PRINTER TO REINITIALIZE	Displayed from the time the device has finished reprogramming the code until the printer reinitializes.

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**NOTE:** To verify that the firmware update succeeded, print a Configuration page from the printer's control panel and verify the firmware datecode shown on the Configuration page is the same as the datecode of the .RFU file you downloaded.

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## Troubleshooting a Firmware Update

The following table lists causes and results for possible interruptions to the firmware update.

CAUSE	RESULT
Job cancelled from printer control panel	No upgrade has occurred. Resend upgrade
Break in I/O stream during send (for example, parallel cable removed)	No upgrade has occurred. Resend upgrade.
Power cycle during RECEIVING UPGRADE	No upgrade has occurred. Resend upgrade.
Power cycle during UPGRADING PRINTER	Resend upgrade.
Power cycle during WAIT FOR PRINTER TO REINITIALIZE	Upgrade completed.

Print jobs sent to the printer while an update is in process will not interrupt the update.

The following table lists possible reasons for the failure of a Remote Firmware Update and the corrective action to take for each situation.

<b>REASON FOR FIRMWARE UPDATE FAILURE</b>	<b>CORRECTIVE ACTION</b>
.RFU file corrupted	The device will recognize that the file is corrupted and will reject the update. Download the image again from the <a href="http://www.hp.com">http://www.hp.com</a> Web site and send the new file to the printer.
Wrong printer model	The device will recognize the model in .RFU file mismatch and will reject the update. Download the correct image from the <a href="http://www.hp.com">http://www.hp.com</a> Web site and send it to the printer.
Update interrupted.	No updated has occurred. Resend the upgrade package.

## **SYSTEM REQUIREMENTS**

The RFU upgrade requires either, a network, USB or parallel connection

## **TECHNICAL ASSISTANCE**

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

### **Customer Support**

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

### **Internet**

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

- URL for HP LaserJet XXXX MFP Series Support:  
<http://www.hp.com/go/support>
- URL for Software and Support:  
[http://www.hp.com/go/Clj4730mfp\\_firmware](http://www.hp.com/go/Clj4730mfp_firmware)
- URL for Access HP:  
<http://www.hp.com>

- FTP address:  
<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.

## **LEGAL STATEMENT**

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