

## HP Color LaserJet CP6015 Firmware Readme

Product Name(s): HP Color LaserJet CP6015 series  
Model Number(s): Q3931A, Q3932A, Q3933A, Q3934A, Q3935A

This document contains information for the firmware revision number **20170221 04.260.2**  
HP Fleet Release Designation: CPE 15.1.4 and any previous versions if applicable.

### 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 version of firmware earlier than **20120112 04.151.0**

**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.

NOTE: ALL ENHANCEMENTS, FIXES/IMPROVEMENTS WITH PREVIOUS REVISIONS OF FIRMWARE ARE INCLUDED WITHIN THE MOST CURRENT REVISIONS. Documentation on previous releases follows information on this release.

Note: Since CPE 12.2 (20121218 04.171.0) onwards, a new field ‘**Authentication/Security**’ has been added to classify embedded authentication and security related enhancements and fixes, which were classified under ‘Base product’ in the earlier revisions.

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#### Installation Instructions

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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](http://hp.com).

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

The HP LaserJet Printer Remote Firmware Update file available from the [hp](http://hp.com) 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 control panel.
2. Press the green checkmark or menu buttons to display the Menu.
3. Use the Down arrow to select INFORMATION. Press OK.
4. Use the Down arrow to select PRINT CONFIGURATION. Press OK.

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: **20081119 04.044.0**

**ENHANCEMENTS AND FIXES PROVIDED WITH THIS FIRMWARE REVISION**  
**20170221 04.260.2 CPE 15.1.4**

**ENHANCEMENTS:**

Base Product:

Embedded JetDirect:

Authentication/Security:

**FIXES OR IMPROVEMENTS:**

This firmware provides fixes or improvements for following issues-

Base Product:

Embedded JetDirect:

Authentication/Security:

- CVE-2016-2108 - ANS.1 implementation errors resulting in the “negative zero” issue.
- CVE-2016-2183 – 3DES TLS/SSL Birthday Attacks on 64-bit Block Ciphers (SWEET32) Vulnerability.
  - The 3DES protocol can now be disabled by setting Encryption Strength to “High” within the “Mgmt. Protocols” page under the EWS Networking tab. The 3DES protocol will remain enabled/active if Encryption Strength is set to either “Medium” or “Low” (which is the default value).

Current firmware revisions included in this firmware bundle:

**Device Firmware Revision**

LJ CP6015 Series Printers	20170221 04.260.2
Stapler Stacker/Mailbox (Q6998A)	[MT01.38 128 000]
Multifunction Finisher (Q6999A)	[MT01.38 128 118]
Embedded JetDirect	V.44.00.FF
DC Controller	5B
HP Fleet Release Designation	CPE 15.1.4

**ENHANCEMENTS AND FIXES PROVIDED WITH THIS FIRMWARE REVISION**  
**20150731 04.250.1 CPE 15.1**

## ENHANCEMENTS:

Base Product:

- Upgraded the font library to the version 7.3.

Embedded JetDirect:

- No new Updates.

Authentication/Security:

- Security issue CVE-2014-3566 – SSLv3 POODLE (Padding Oracle on Downgraded Legacy Encryption) Vulnerability has been addressed.

## FIXES OR IMPROVEMENTS:

This firmware provides fixes or improvements for following issues-

Base Product:

- New DCC firmware roll with fuser roller improvements.

Embedded JetDirect:

- No new Updates.

Authentication/Security:

- No new Updates.

Current firmware revisions included in this firmware bundle:

### Device Firmware Revision

LJ CP6015 Series Printers	20150731 04.250.1
Stapler Stacker/Mailbox (Q6998A)	[MT01.38 128 000]
Multifunction Finisher (Q6999A)	[MT01.38 128 118]
Embedded JetDirect	V.43.92.FF
DC Controller	5B
HP Fleet Release Designation	CPE 15.1

## **ENHANCEMENTS AND FIXES PROVIDED WITH THIS FIRMWARE REVISION** **20141230 04.211.7 CPE 14.2**

## ENHANCEMENTS:

Base Product:

- No new Updates.

Embedded JetDirect:

- No new Updates.

Authentication/Security:

- Invalid authentication attempt now introduces a delay following unsuccessful authentication attempts when accessing stored jobs that are protected with PIN.

**FIXES OR IMPROVEMENTS:**

This firmware provides fixes or improvements for following issues-

Base Product:

- Custom status message set through HPAC, does not interleave with "Paused" message when device is paused.
- 49. DFFF error is seen when printing certain PDF files that contain non-English characters (e.g.: French, Italian, or German).
- When printing certain PDF files, user may experience "1200 DPI banner job not printed" error on the control panel screen, missing data and delay in between pages.
- Intermittently hostname changes to NPIxxxx and is also set to 'Read only'.
- 49.5F11 error seen when printing from Mac OS 10.7, 10.8 and 10.9 using InDesign CS 6 application.
- Unable to set the DNS value within WJA. In this case the IP address would work however there would be no load balancing for multiple time servers.
- Device hangs when printing mixed A4/A5 jobs. Intermittent Fuser wrap jams due to hardening/deterioration of fuser rollers.

Embedded JetDirect:

- No new Updates.

Authentication/Security:

- Device can encounter a 49.FF09 error during a Nessus vulnerability scan.
- Device can encounter a 49.FF04 error during a Nessus vulnerability scan.
- Telnet connectivity to device may be unavailable after a Nessus vulnerability scan.

Current firmware revisions included in this firmware bundle:

**Device Firmware Revision**

LJ CP6015 Series Printers	<b>20141230 04.211.7</b>
Stapler Stacker/Mailbox (Q6998A)	<b>[MT01.38 128 000]</b>
Multifunction Finisher (Q6999A)	<b>[MT01.38 128 118]</b>
Embedded JetDirect	<b>V.43.82.FF</b>
DC Controller	<b>59</b>

HP Fleet Release Designation	CPE 14.2
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**ENHANCEMENTS AND FIXES PROVIDED WITH PREVIOUS FIRMWARE REVISION**

**20140725 04.203.1 CPE 13.3.5**

**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

Current firmware revisions included in this firmware bundle:

**Device Firmware Revision**

LJ CP6015 Series Printers	<b>20140725 04.203.1</b>
Stapler Stacker/Mailbox (Q6998A)	[MT01.38 128 000]
Multifunction Finisher (Q6999A)	[MT01.38 128 118]
Embedded JetDirect	V.43.39.IR105906
DC Controller	53
HP Fleet Release Designation	CPE 13.3.5

**ENHANCEMENTS AND FIXES PROVIDED WITH PREVIOUS FIRMWARE REVISION 20140505 04.202.1 CPE 13.3.2**

**ENHANCEMENTS:**

Base Product:

- No new Updates.

Embedded JetDirect:

- No new Updates.

Authentication/Security:

- No new Updates.

## **FIXES OR IMPROVEMENTS:**

This firmware provides fixes or improvements for following issues-

Base Product:

- 49.4C02 errors may be seen when printing with UPD PS driver or via ftp.
- 49.4C06 errors may be seen when printing with UPD PS driver.
- 49.4C02 errors may be seen when printing certain PDF files.
- A 49.4C02 error may be seen when printing certain web pages.

Embedded JetDirect:

- No new Updates.

Authentication/Security:

- No new Updates.

Current firmware revisions included in this firmware bundle:

### **Device Firmware Revision**

LJ CP6015 Series Printers	<b>20140505 04.202.1</b>
Stapler Stacker/Mailbox (Q6998A)	[MT01.38 128 000]
Multifunction Finisher (Q6999A)	[MT01.38 128 118]
Embedded JetDirect	V.43.39.FF
DC Controller	53
HP Fleet Release Designation	CPE 13.3.2

## **ENHANCEMENTS AND FIXES PROVIDED WITH PREVIOUS FIRMWARE REVISION 20140127 04.200.5 CPE 13.3**

### **ENHANCEMENTS:**

Base Product:

- No new Updates.

Embedded JetDirect:

- No new Updates.

Authentication/Security:

- No new Updates.

**FIXES OR IMPROVEMENTS:**

This firmware provides fixes or improvements for following issues-

Base Product:

- Connection to 9100 port hangs intermittently when sending several jobs to the device using SafeCom’s Pull Print solution, SafeCom Go HP.

Embedded JetDirect:

- Jetdirect Gigabit link speed OID reports as 100FX (fiber) rather than 1000T.

Authentication/Security:

- "Cleaning disk successful" event is entered twice in the device event log when performing an ATA secure erase.

Current firmware revisions included in this firmware bundle:

**Device Firmware Revision**

LJ CP6015 Series Printers	<b>20140127 04.200.5</b>
Stapler Stacker/Mailbox (Q6998A)	[MT01.38 128 000]
Multifunction Finisher (Q6999A)	[MT01.38 128 118]
Embedded JetDirect	V.43.39.FF
DC Controller	53
HP Fleet Release Designation	CPE 13.3

**ENHANCEMENTS AND FIXES PROVIDED WITH PREVIOUS FIRMWARE REVISION 20131115 04.191.2 CPE 13.2**

**ENHANCEMENTS:**

Base Product:

- Ability to remotely interact with the control panel on OZ SFPs, MFPs, Digital Senders and Document Capture Workstations.

Embedded JetDirect:

- OIDs for SNMPv3 Context ID and Name are now available.

Authentication/Security:

- The ATA Secure Disk Erase for non-encrypted feature performs a disk hardware base overwrite erase. All data on the selected disk is permanently deleted and cannot be

recovered.

The ATA DISK ERASE command is available in the Boot loader menu, in the INITIALIZE DISKS section.

### **FIXES OR IMPROVEMENTS:**

This firmware provides fixes or improvements for following issues-

Base Product:

- Russia and Venezuela time zones were off by a few hours on the devices after the newly introduced time zone changes in 2011.
- PDF Print jobs hanging at 'Processing job...' with 12.1 firmware.

Embedded JetDirect:

- No new Updates.

Authentication/Security:

- No new updates.

Current firmware revisions included in this firmware bundle:

#### **Device Firmware Revision**

LJ CP6015 Series Printers	<b>20131115 04.191.2</b>
Stapler Stacker/Mailbox (Q6998A)	[MT01.38 128 000]
Multifunction Finisher (Q6999A)	[MT01.38 128 118]
Embedded JetDirect	V.43.37.FF
DC Controller	53
HP Fleet Release Designation	CPE 13.2

#### **ENHANCEMENTS AND FIXES PROVIDED WITH THIS FIRMWARE REVISION** **20130510 04.181.1 CPE 13.1**

### **ENHANCEMENTS:**

Base Product:

- No new updates.

Embedded JetDirect:

- Ability for printer to self-register with DNS via RFC 2136.
- Up to date encryption methods implemented for printers.

Authentication/Security:

- The Printer Job Language (PJL) Device Access Command Enable/ Disable setting determines if the device accepts PJL device management commands. Clearing the checkbox disables PJL device management commands and provides additional security by preventing unauthorized modification of device settings.
- Support for SHA-256 hashing and AES-256 encryption introduced to meet regulatory requirements including NIST Special Publication 800-131a requiring SHA-256 hashing for digital signature generation. Passwords encrypted with AES-128 are automatically re-encrypted with AES-256 during the firmware upgrade.
- Support for TLS 1.1 and TLS 1.2 protocol introduced. TLS 1.2 provides enhanced security and support for SHA-256.

IMPORTANT NOTE: If TLS 1.0/SSL 3.0 is disabled, both the Client (web browser) and Server (Printer) must enable support for TLS 1.2 or EWS communication will be DISABLED. Most web browsers do NOT support TLS 1.2 by default.

IMPORTANT NOTE: No TLS 1.2 support for HP Web Jetadmin, HP Imaging & Printing Security Center and HP Digital Sending Software until Fall 2013. Disabling TLS 1.0/SSL 3.0 will disable compatibility with these solutions.

IMPORTANT NOTE: SNMP version 3 support for AES-128 and SHA-1 introduced in this firmware version. No HP Web Jetadmin support for SNMPv3 AES-128 and SHA-1 available until Fall 2013. Enabling these options will disable compatibility with HP Web Jetadmin.

## **FIXES OR IMPROVEMENTS:**

This firmware provides fixes or improvements for following issues-

### Base Product:

- 49.4C06 error seen while running Finisher Component tests when device language is set to certain European languages.
- Error when setting DNS address in the Network Time field using Webjet Admin with 12.1 firmware.
- Intermittent garbage print output seen with OZ devices when printing using AKI Port monitor IPP port instead of the traditional 9100 port.
- "Load Tray 2 Plain, Letter" prompt displays even when a full ream of 500 sheets is loaded in the Tray 2.

### Embedded JetDirect:

- A 49.FF09 failure is encountered when the firewall is enabled.

### Authentication/Security:

- No new updates.

Current firmware revisions included in this firmware bundle:

**Device Firmware Revision**

LJ CP6015 Series Printers	<b>20130510 04.181.1</b>
Stapler Stacker/Mailbox (Q6998A)	[MT01.38 128 000]
Multifunction Finisher (Q6999A)	[MT01.38 128 118]
Embedded JetDirect	V.43.30.FF
DC Controller	53
HP Fleet Release Designation	CPE 13.1

**ENHANCEMENTS AND FIXES PROVIDED WITH PREVIOUS FIRMWARE REVISION 20121218 04.171.0 CPE 12.2**

**ENHANCEMENTS:**

Base Product:

- When a new object Date is created in Chai SOE it does not contain the correct time and TimeZone according to the time and Time Zone set in the EWS. New functionality has been implemented to make sure they are synched.
- Ability to support A4-R/Letter Overriding.
- Added the ability to send Autosend data over HTTPS for a secure link.
- PML implementation for the 'PS Wait Timeout' system variable so that the value of the variable can be changed in the range 0 to 4095 according to the customer needs.
- Provision for better messaging at the control panel on the possible causes and fixes for the 13.12.17 error. Usually misaligned parts and printing a large batch of jobs cause a '13.12.17 - Unexpected arrival of paper at finisher'.

Embedded JetDirect:

- DHCP is only negotiated at boot, not when network is connected.
- Only certificates for root Certificate Authorities are accepted; certificates from intermediate certificates are rejected.
- Embedded Jetdirect network code is not separately downloadable and code-signed.

Authentication/Security:

- The device Bootloader Password now uses the more secure SHA-256 hashing algorithm when stored by the system. The password is automatically re-encrypted with SHA-256 during the firmware upgrade.
- The ATA Secure Disk Erase feature performs a Cryptographic Erase. All data on the selected disk is permanently deleted and cannot be recovered. It is available in the

Security section of the EWS menus, in the Hard Drive and Mass Storage Security Settings section.

### **FIXES OR IMPROVEMENTS:**

This firmware provides fixes or improvements for following issues-

Base Product:

- Restrict Color' EWS Option does not work when printing from a MAC OS using HP MAC Print Drivers.
- When a PDF document is printed with A4 and A3 papersize in duplex mode on, the device stops with a jam 49.2F8F when printing the A3 or the device asks to load A4 in the A3 tray.
- 13.12.17 error caused when printing a large batch of jobs.
- After upgrading to 11.3 CPE, when documents embedded with PCL5 macros are sent to the printer, there is significant slowdown in print speed.
- 49.60AC error seen when a WJA-monitored device is rebooting, and a multiple-page, multiple-copy job is sent to it.
- Alerts subscribed to by the device are not received when SMTP port number is changed from 25 to any other.

Embedded JetDirect:

- The SNMP variable to require an exact match of the 802.1x server was not settable. Setting the OID: 1.3.6.1.4.1.11.2.4.3.20.19 gives an error.

Authentication/Security:

- No new updates.

Current firmware revisions included in this firmware bundle:

#### **Device Firmware Revision**

LJ CP6015 Series Printers	<b>20121218 04.171.0</b>
Stapler Stacker/Mailbox (Q6998A)	[MT01.38 128 000]
Multifunction Finisher (Q6999A)	[MT01.38 128 118]
Embedded JetDirect	V.43.21.FF
DC Controller	53
HP Fleet Release Designation	CPE 12.2

### **ENHANCEMENTS AND FIXES PROVIDED WITH PREVIOUS FIRMWARE REVISION 20120718 04.160.3 CPE 12.1**

#### **ENHANCEMENTS:**

Base Product:

- No new updates.

Embedded JetDirect:

- Secure SMTP over SSL is now supported.

**FIXES OR IMPROVEMENTS:**

This firmware provides fixes or improvements for following issues-

Base Product:

- CP6015 was not able to duplex print particular Hangul Word Processor files.
- CP6015 freezes with front panel status as "Processing Job" on printing certain PDF files.
- Intermittent "Internal Disk Operation Failed" errors on the control panel of some Printers.
- Documents with custom font generated by Adobe InDesign application for LanguageLevel 3 were not getting printed.
- Venezuela changed the country timezone from GMT-04:00 to GMT-04:30 as of December 2007. This change was not reflected in the EWS Time Zone options of HP LaserJet Printers.
- Network Time Server settings unable to use load balancing hostname for time server.
- Text output was overlapping and images were blurred when printing using 11.1 CPE FW for CP6015 (Garbled text issue).
- The Historical Device Coverage usage information is not being calculated properly and needs to be taken off both the Printed Usage Page and the EWS usage page.
- Changes made to Supply Information in the EWS for CP6015 do not hold over a reboot.
- USB card reader stops working (or becomes less responsive) after upgrading the device to CPE 11.2. These devices have a 3rd party application installed (Safecom) which were working correctly with the card reader before upgrading to 11.2.

Embedded JetDirect:

- Encryption Strength is set incorrectly via WJA in CPE 11.3.
- CPE 11.3 does not send DHCP Option 12 (Hostname) on certain models.
- Device Announcement Agent (DAA) accepted invalid credentials from IPSC.

Current firmware revisions included in this firmware bundle:

**DEVICE FIRMWARE REVISION**

LJ CP6015 Series Printers	<b>20120718 04.160.3</b>
Stapler Stacker/Mailbox (Q6998A)	[MT01.38]
Multifunction Finisher (Q6999A)	[MT01.38]
Embedded JetDirect	V.43.16.FF
DC Controller	53
HP Fleet Release Designation	CPE 12.1

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

**20120112 04.151.0 CPE 11.3**

**ENHANCEMENTS:**

**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 previous version of firmware.

**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.

**ENHANCEMENTS:**

Base Product:

- No new updates.

Embedded JetDirect:

- No new updates.

**FIXES OR IMPROVEMENTS:**

This firmware provides fixes or improvements for following issues-

Base Product:

- Printer hangs at processing jobs with mixed simplex/duplex pages.
- Personal jobs with filenames, containing at least 16 characters, are overwritten

#### Embedded JetDirect:

- No new updates.

Current firmware revisions included in this firmware bundle:

#### **DEVICE FIRMWARE REVISION**

LJ CP6015 Series Printers	<b>20120112 04.151.0</b>
Stapler Stacker/Mailbox (Q6998A)	[MT01.38]
Multifunction Finisher (Q6999A)	[MT01.38]
Embedded JetDirect	V.43.09.FF
DC Controller	53
HP Fleet Release Designation	CPE 11.3 Final Release

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

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

#### **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 previous version of firmware.

**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.

#### **ENHANCEMENTS:**

##### Base Product:

- No new updates.

##### Embedded JetDirect:

- Secure@Install support is now available
- 802.1x failure to negotiate disables networking

- SNMPv3 privacy and authentication use keys rather than passphrases
- No SSL Proxy available to Auto-Send

**FIXES OR IMPROVEMENTS:**

This firmware provides fixes or improvements for following issues-

**Base Product:**

- We now have the ability to allow the time server to be set to a specific IP address.
- EWS page is not displaying the localizations correctly for Custom Media Source Mapping.
- Personal jobs are not getting deleted even after the job held timeout expires

**Embedded JetDirect:**

- SSL vulnerable to a man-in-the-middle renegotiation attack
- Certificate Signing Requests specify 1024 bit keys; should specify 2048 bit keys
- The default key size for Certificate Signing Requests should be 2048 bits not, 1024
- A "Reflected XSS" is possible due to redirection to HTTPS
- Crash results when navigating to Refresh Rate in Networking pages
- Crash results when a duplicate IPv6 address is encountered
- SSL vulnerable to a Cipersuite downgrade attack
- Telnet crashes
- Misbehavior when DHCP NAK received

Current firmware revisions included in this firmware bundle:

**DEVICE FIRMWARE REVISION**

LJ CP6015 Series Printers	(Datecode: <b>20111212 04.150.0B</b> )
Stapler Stacker/Mailbox (Q6998A)	[MT01.38]
Multifunction Finisher (Q6999A)	[MT01.38]
Embedded JetDirect	V.43.05.FF
DC Controller	53
HP Fleet Release Designation	CPE 11.3

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

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

You may see improvements for the problems mentioned below by updating your printer's firmware with revision:

FIRMWARE DATECODE: **20110412 04.120.2**

**ENHANCEMENT:**

- No new updates

**FIXES:**

- You may see a hang in while printing certain types of booklet jobs.
- Toner levels may not report correctly when monitoring toner levels with remote toner management software
- Autosend and Embedded Email alert functionality may not work properly on servers where SMTP Authentication is configured.
- After installing certain Third Party Solutions you may see a Unsupported Supplies message
- You may see a 10.90.xx error instead of a Toner Cartridge Out message.

## Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle:

**DEVICE FIRMWARE REVISION**

LJ CP6015 Series Printers	(Datecode: <b>20110412 04.120.2</b>
Stapler Stacker/Mailbox (Q6998A)	[MT01.38]
Multifunction Finisher (Q6999A)	[MT01.38]
Embedded JetDirect	V.36.47.FF
DC Controller	53
HP Fleet Release Designation	CPE 11.2

You may see improvements for the problems mentioned below by updating your printer's firmware with revision:

FIRMWARE DATECODE: **20110121 04.100.1**

**ENHANCEMENT:**

- The number of user-defined media types has been increased from 5 to 10 or more (varies by product).
- It is now possible to use the M9050MFP stapling commands on the CM6040 and CP6015 devices to receive the same results.
- Provided the ability to send an alert e-mail from the device when the Auto Recovery feature has turned the device off and back on.

**FIXES:**

- The Secure Erase Mode may be reported incorrectly if no disk is installed.

## Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle:

**DEVICE FIRMWARE REVISION**

LJ CP6015 Series Printers	(Datecode: <b>20110121 04.100.1</b> )
Stapler Stacker/Mailbox (Q6998A)	[MT01.38]
Multifunction Finisher (Q6999A)	[MT01.38]
Embedded JetDirect	V.36.47.FF
DC Controller	4F
HP Fleet Release Designation	CPE 11.1

You may see improvements for the problems mentioned below by updating your printer's firmware with revision **04.090.2**

FIRMWARE DATECODE: **20101025 04.090.2**

**ENHANCEMENT:**

- 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.

**FIXES:**

- Possible 49.4C02 on power up when a USB device is installed
- 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.
- You may see incorrect or missing paper types when using the UPD driver.
- 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
- EXPECTED DRIVE MISSING error message on control panel after upgrading firmware
- Possible infrequent 49.4C18 errors
- You may not see a significant shift in color density when using the Adjust Color Density setting for Midtones, Highlights and Shadow regions.

Embedded JetDirect:

- You may see a 49.4C18 failure during DHCP renewal if a configuration file was provided.
- Unable to successfully FTP directly to another MFP.

Current firmware revisions included in this firmware bundle (Version 04.090.2)

**DEVICE FIRMWARE REVISION**

LJ CP6015 Series Printers	(Datecode: <b>20101025 04.090.2</b> )
Stapler Stacker/Mailbox (Q6998A)	[MT01.38]
Multifunction Finisher (Q6999A)	[MT01.38]
Embedded JetDirect	V.36.45.FF
DC Controller	4F
HP Fleet Release Designation	CPE 10.4

You may see improvements for the problems mentioned below by updating your printer's firmware with revision **04.080.4**

FIRMWARE DATECODE: **20100727 04.080.4**

**ENHANCEMENT:**

- 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

**FIXES:**

- 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 JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle (Version 04.080.4)

**DEVICE FIRMWARE REVISION**

LJ CP6015 Series Printers	(Datecode: <b>20100727 04.080.4</b> )
Stapler Stacker/Mailbox (Q6998A)	[MT01.38]
Multifunction Finisher (Q6999A)	[MT01.38]
Embedded JetDirect	V.36.42.FF
DC Controller	4F
HP Fleet Release Designation	CPE 10.3

You may see improvements for the problems mentioned below by updating your printer's firmware with revision **04.070.7**

FIRMWARE DATECODE: **20100519 04.070.7**

**ENHANCEMENT:**

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

**FIXES:**

- 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.
- You may see a 41.3 (unexpected media size) on the front control panel when printing certain banner sized media.
- Complex jobs may cause booklet print jobs to be incomplete and the media to be outputted into different bins with a message on the control panel "Too many pages".

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle (Version 04.070.7)

**DEVICE FIRMWARE REVISION**

LJ CP6015 Series Printers	(Datecode: <b>20100519 04.070.7</b>
Stapler Stacker/Mailbox (Q6998A)	[MT01.38]
Multifunction Finisher (Q6999A)	[MT01.38]
Embedded JetDirect	V.36.42.FF
DC Controller	4F
HP Fleet Release Designation	CPE 10.2

You may see improvements for the problems mentioned below by updating your printer's firmware with revision **04.060.6**

FIRMWARE DATECODE: **20100121 04.060.6**

**ENHANCEMENT:**

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)

- To help with minimizing wear of the printer you may see a multiple page complex job pause to allow two pages to be processed fully before printing, The printer will not need to spin up and spin down after each page, but rather after two pages printed.

- A new feature has been added which will allow the administrator to configure the device to auto recover from intermittent 49.XXXX errors. With this release the feature will be enabled "ON" by default.

**FIXES:**

- A 49.4c06 may be displayed on the control panel when printing certain files from Excel that contain non-printable characters
- Very slow printing or printer hangs may occur when a very complex Postscript file with large amounts of lineto commands are present.
- Processor timing changes to help minimize wear of printer.
- Possible 49 error when using PCL5 macros (more likely with USB mass storage device connected).

Embedded Jet Direct:

- You may see an incompatibility with Win Server 2008 802.1x
- CA certificate not accessible via SNMP
- IPP printer-URI-string miss-formatted
- DHCPINFORM transmit rate too high
- Possible network hang during DHCPv6 configuration when a configuration is received from a DHCPv6 server.
- User incorrectly allowed to install an Identity Certificate instead of a CA certificate.

Current firmware revisions included in this firmware bundle (Version 04.060.6)

**DEVICE FIRMWARE REVISION**

LJ CP6015 Series Printers	(Datecode: <b>20100121 04.060.6</b> )
Stapler Stacker/Mailbox (Q6998A)	[MT01.37]
Multifunction Finisher (Q6999A)	[MT01.37]
Embedded JetDirect	V.36.42.FF
DC Controller	4F

You may see improvements for the problems mentioned below by updating your printer's firmware with revision **04.050.4**

FIRMWARE DATECODE: **20091123 04.050.4**

**ENHANCEMENT:**

- No updates

**FIXES:**

- 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.
- You may see a postscript "Insufficient Memory" error when using added 2-byte fonts

Embedded Jet Direct:

- No updates

Current firmware revisions included in this firmware bundle (Version 04.050.4)

**DEVICE FIRMWARE REVISION**

LJ CP6015 Series Printers	(Datecode: <b>20091123 04.050.4</b>
Stapler Stacker/Mailbox (Q6998A)	[MT01.37]
Multifunction Finisher (Q6999A)	[MT01.37]
Embedded JetDirect	V.36.41.FF
DC Controller	45

You may see improvements for the problems mentioned below by updating your printer's firmware with revision **04.046.1**

FIRMWARE DATECODE: **20090910 04.046.1**

**ENHANCEMENT:**

- CCID driver support has been added.
- 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.
- EWS Equivalence for Fleet Management

**FIXES:**

- A 49.4C02 may occur when printing some large PS files.
- A 49.4C02 will occur when upgrading firmware when Korean language is set on Control Panel.
- Certain PostScript files generated from SAP application may not print properly.
- The Print Tab was missing from within the EWS page.

Embedded Jet Direct:

- See the Jet Direct Web page at [www.hp.com](http://www.hp.com)

Current firmware revisions included in this firmware bundle (Version 04.046.1)

**DEVICE FIRMWARE REVISION**

LJ CP6015 Series Printers	(Datecode: <b>20090910 04.046.1</b>
Stapler Stacker/Mailbox (Q6998A)	[MT01.37]

Multifunction Finisher (Q6999A)	[MT01.37]
Embedded JetDirect	V.36.41.FF
DC Controller	45

You may see improvements for the problems mentioned below by updating your printer's firmware with revision **04.045.4**

FIRMWARE DATECODE: **20090604 04.045.5**

**ENHANCEMENT:**

- Ability to show a given MDK's menu entry on the screen programmatically
- Feature Enhancement - Add Alternative Letterhead Mode

**FIXES:**

- You may see a 41.3 error when printing custom sized or 12x18 sized media.
- When selecting to print all private jobs, the quantity get reduced to 1 copy and does not take on the value set by the application or driver.
- Images on slides may be clipped when printing using the PCL 6 driver with Microsoft 2007 applications.
- PJL returns incorrect USTATUS code for Tray empty
- The output device may misjudges the job as ""Too Many Pages"" and may output the printed sheets without stapling,
- Output device may not stop when STOP\_CONTROL (normal stop) signal is sent."
- The Print Tab was missing from the Configuration EWS page
- The IOF functionality was broken

Current firmware revisions included in this firmware bundle (Version 04.045.5)

**DEVICE FIRMWARE REVISION**

LJ CP6015 Series Printers	(Datecode: <b>20090604 04.045.5</b> )
Stapler Stacker/Mailbox (Q6998A)	[MT01.37]
Multifunction Finisher (Q6999A)	[MT01.37]
Embedded JetDirect	V.36.35.FF
DC Controller	3D

You may see improvements for the problems mentioned below by updating your printer's firmware with revision **04.044.0**

FIRMWARE DATECODE: **20081119 04.044.0**

**ENHANCEMENT:**

- Crypto- Encrypted Disk Support
- Customer can put in different sizes of pin codes (character lengths)

**FIXES:**

- Custom Media Printing corrected
- Improved First Page Out times
- Improved PS file print speed
- Stored jobs will print after EWS Password set
- Failed to Inflate Error corrected

You may see improvements for the problems mentioned below by updating your Printer's firmware with revision **04.043.2**

FIRMWARE DATECODE: **20080822 04.043.2**

**ENHANCEMENT:**

- Toner gauges remain visible when the hostname is added
- Catalan Language supported

**FIXES:**

- Russian translation corrected for “warming up” message
- Printer no longer hangs when printing multiple banner copies
- Save and Restore feature corrected when replacing formatter
- Corrected 49.4C02 error
- 58.04 Error is corrected

## 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: **20051204 46.029.3**

---

**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.

---

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.

---

**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.

---

**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.

---

**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:**

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.

---

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:\CLJXXXX\cljXXXXFW.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.

---

**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:  
[www.hp.com/support/cp6015](http://www.hp.com/support/cp6015)

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)

---

**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.

---

### **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.

---

### **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:

<b>Printer message</b>	<b>Explanation</b>
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.

**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.

## Troubleshooting a Firmware Update

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

<b>CAUSE</b>	<b>RESULT</b>
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 CP6015 Series Support:  
<http://www.hp.com/go/support>
- URL for Software and Support:  
[http://www.hp.com/go/CP6015\\_firmware](http://www.hp.com/go/CP6015_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.

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