HP LASERJET MANAGED MFP E62655, E62665 and E62675 SERIES
Firmware Readme

Product Name(s):
- HP LaserJet Managed MFP E62655dn
- HP LaserJet Managed MFP E62665hs
- HP LaserJet Managed Flow MFP E62665h
- HP LaserJet Managed Flow MFP E62665z
- HP LaserJet Managed Flow MFP E62675z
- Model Number(s): 3GY14A • 3GY15A • 3GY16A • 3GY17A • 3GY18A

This document contains information for the firmware revision number:

Firmware Datecode: 20220824
Firmware Revision: 2411221_066365
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.12

Reminder: Dynamic security enabled printer. This Firmware includes dynamic security measures, which are used to block cartridges using a non-HP chip or modified or non-HP electronic circuitry. The printer is intended to work only with new or reused cartridges that have a new or reused HP chip or circuitry. Periodic firmware updates will maintain the effectiveness of the dynamic security measures and block cartridges that previously worked. More at: www.hp.com/learn/ds.

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Description

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

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

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

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

To determine the current level of firmware installed on the device:
Go to the printer's or MFP's control panel.
   1. Go to the printer's control panel.
   2. Swipe left and select the **Reports** application.
   3. Select the **Configuration/Status Pages** menu.
   4. Select the **Configuration Page** option.
   5. Select the **Print**.

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

Firmware Datecode: 20190116
Firmware Revision: 2407081_000592

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

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20220824
Firmware Revision: 2411221_066365
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.12

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

ENHANCEMENT:

Base:

➢ No new updates

Digital Sending:

➢ No new updates

Analog Fax:

➢ No new updates

Security/Authentication:

➢ No new updates

Embedded JetDirect:

➢ No new updates

FIXES:

Base:

- ➢ A 49.4A.04 error may occur when printing a PDF file with the MacOS AirPrint driver.
- ➢ An automatic trigger was created for the FIH (Foreign Interface Harness) enablement with non-MICR sensor.
- ➢ A 49.38.13 error may occur when many PCL 5 print jobs are sent to a device in a short period of time.
- ➢ A 49.4A.04 or 49.38.03 error may occur when performing a Direct to PDF print job.
- ➢ The print job may not complete when printing certain PS files.
- ➢ Statistics Services may not be populating correctly when non-English languages are used.
- ➢ Printer may hang when using DSS Workflow to scan back to back jobs.

Digital Sending:

- ➢ The "Roller cleaning is recommended" warning message is not able to be cleared from the control panel.
- ➢ A certificate may fail to cache properly when scanning to email with encryption.

Analog Fax:

- ➢ A discrepancy counting Fax 'Monochrome' vs. 'Total' may occur on the page counts/equivalent impressions.

Security/Authentication:

- ➢ The printer may fail to validate the timestamp attached to a solution BDL when using the SHA-384 hashing algorithm.

Embedded JetDirect:

- ➢ Self signed cert CN will report model name instead of the hostname.
- ➢ A printURI job may get terminated when a TCP/IP Idle timeout occurs.
- ➢ The HPCC onboarding process may not complete when multiple errors exist simultaneously on the device.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20220824
Firmware Revision	2411221_066365

Embedded JetDirect	JSI24110061
DC Controller Version	9.106
SCB	xxxxFA2042AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.069.00.200211.00.XXXX,BSP.23171015
HP Fleet Release Designation	FutureSmart 4.12
MD5 checksum for .bdl file	ece0a0801167a44f05016447e02ca260

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20220204
Firmware Revision: 2411192_064704
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.11.2.3

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ENHANCEMENT:

Base:

 ➢   No new updates

Digital Sending:

 ➢   No new updates

Analog Fax:

 ➢   No new updates

Security/Authentication:

 ➢   No new updates

Embedded JetDirect:

 ➢   No new updates

FIXES:

Base:

> ➢ A 42.26.00 error may occur when printing certain PDF files with the MacOS AirPrint driver.

Digital Sending:

> ➢ No new updates

Analog Fax:

> ➢ No new updates

Security/Authentication:

> ➢ No new updates

Embedded JetDirect:

> ➢ Updated the network stack.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20220204
Firmware Revision	2411192_064704
Embedded JetDirect	JSI24110052
DC Controller Version	9.106
SCB	xxxxFA2042AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.069.00.200211.04.0607,BSP.23171015
HP Fleet Release Designation	FutureSmart 4.11.2.3
MD5 checksum for .bdl file	d56e2002810a7561f32bc02db7e98c05

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20210729
Firmware Revision: 2411177_063728
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.11.2.1

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ENHANCEMENT:

Base:
- ➢ Printer will no longer enter into a deep sleep state when a USB accessory is connected to the printer. This will help with the USB accessories not being able to re-initialize when the printer wakes up from sleep mode.

Digital Sending:
- ➢ No New Updates

Analog Fax:
- ➢ No New Updates

Security/Authentication:
- ➢ No New Updates

Embedded JetDirect:
- ➢ No New Updates

FIXES:

Base:
- ➢ No New Updates

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

Analog Fax:
- ➢ No New Updates

Security/Authentication:

- ➢ An authentication failure will occur due to the URI (Uniform Resource Indicator) that is sent from the web request creator is partial rather than absolute.
- ➢ *The Microsoft KB5004238 update (which includes fixes for KB5005408) will cause all smartcard authentications to fail.*
- ➢ Added recovery functions for TPM error condition 33.04.05 Unknown TPM

Embedded JetDirect:

- ➢ No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LASERJET MANAGED MFP E62655, E62665 and E62675 SERIES	Firmware Datecode: 20210729 Firmware Revision: 2411177_063728
Embedded JetDirect:	JSI24110016
DC Controller Version	9.106
Optional Trays Versions	4.108
Fax	Ver11.4A
Stapler Stacker	ED01.17 01.17
HP Fleet Release Designation	Original Release FutureSmart 4.11.2.1
MD5 checksum for .bdl file	69eec61cf113e55320a98eaca550e84f

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20200807
Firmware Revision: 2411097_060478
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.11.0.1

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ENHANCEMENT:

Base:

- ➢ Added device level notifications, such as paper out messages, to be displayed in the Workpath notification area.
- ➢ Added support for both the HP and Honeywell barcode reader to allow input text at the control panel by reading a barcode.

Digital Sending:

- ➢ No New Updates

Analog Fax:

- ➢ Added support for Mixed Originals for fax job with pages longer than 15 inches in length.

Security/Authentication:

- ➢ The Embedded Web Server Security Log now provides access to device generated Syslog event information. The log stores all generated syslog event messages to an internal file that can be exported from the device EWS Security page.
- ➢ Added support for the HP Smartcard NIPRNet Solution for US Government to now authenticate automatically using the Signature or PIV-Authentication certificate. The preferred certificate for authentication is configured using the Prefer-GSC-IS over PIV card setting.

Embedded JetDirect:

- ➢ No New Updates

FIXES:

Base:

- ➢ Jobs may not get duplexed when media is loaded short edge feed in certain cases.
- ➢ The Date and Time stamp within the Service Event logs can be different compared to the actual time, depending upon the time zone the printer is set to.
- ➢ The device status of "Printer is low on toner/ink" displays in the Window's printer spooler when a long-life consumable, such as an image drum or fuser, is in a low status.
- ➢ Scanning from 3rd Party TWAIN application takes longer than expected.
- ➢ When using the physical keyboard a press of the "Z" key will populate the screen with a "y" in the email field when using the Polish language.

- 49.4A.04 error may occur intermittently when printing from certain types of customized applications.
- Some media type strings are displayed incorrectly in Japanese language.
- The device may stop processing groups of mixed copy/print jobs when Serverless Job Accounting/Local Quota is enabled.
- The configured auto-launch application may fail to launch if the user language is changed when signing in.
- If an export file is created with the Import/Export feature where the "Local quota and job accounting settings" is checked and the "Local Quota" setting in the Embedded Web Server (EWS) is disabled (EWS > General > Quota Settings > Local Quota) then the "Local Quota" setting in the EWS will no longer be available in the EWS after the import.
- A device administrator may be unable to access secured Embedded Web Server features when a third-party Authorization proxy is registered.
- A "Copier disabled. Check copy control device" message appears on control panel when a FIH accessory is connected, but insufficient copy credits are available.
- Card Reader may fail after a power cycle and will require the device to be registered again before it works.
- Device hangs with a "JetAdvantage Link is Loading" message on the control panel when a kiosk app is uninstalled and then reinstalled without a reboot.
- Japanese Localization for "Retry the Job" is incorrect for email notification.
- A 49.4A.04 error may occur when printing certain types of PostScript files.
- Workpath based apps may intermittently fail to load due to a boot time race condition.
- Certain Workpath apps may displayed a different time on the home screen when compared to the Date/Time settings within the Embedded Web Server.
- Granted permission may not work properly after upgrading when using certain Workpath apps.
- The Job Log does not display the full name of a Printed job.

Digital Sending:

- The Digital Send file name generated is incorrect when using the device date and time suffix along with the preview option.
- The "Send test Email" function of the Control Panel Setup for Scan to Email always fails with "SMTP Gateway not responding" when an SSL/TLS connection on port 465 is configured.
- Scan to Email will not work when using an Amazon email server.

Analog Fax:

- Sending 3 or more continuous IP fax jobs may result in a Communication Error.
- Incoming faxes fail to connect after being answered by the MFP.
- Fax speed dials with pauses (,) in the fax numbers cannot be restored after being exported.

➤ Unable to block fax numbers with spaces and hyphen.

Security/Authentication:

➤ Uses NTLM for authentication when SmartCard authentication is specified.
➤ Scan to folder is sending unsigned packets when the server sets the "Signing Enabled" flag.
➤ An intermittent 33.05.18 Security Alert may occur during a device power cycle.
➤ The HPAC app may launch prior to SIO Authentication and storing previous saved credentials in the Cloud Vault.
➤ LDAP with secure connection fails on server with Channel Binding enabled.
➤ Scan to DFS Folder may stop working, but may recover if enough time passes or printer is rebooted.
➤ In a network trace there will be no Tree Connect after successful Session Setup packet when scanning to a DFS folder.
➤ A corresponding Event Log entry is not created when a Syslog event message is sent for a Potential Intrusion Detection event.
➤ When scanning to a DFS share, a network trace shows "Bad network name" response to Tree Connect packet.

Embedded JetDirect:

➤ The device may become unresponsive in the morning or after long idle periods which will require a power cycle.
➤ The Current Settings page when printed in the Polish language is using incorrect structure and words.
➤ The connection screen in Polish language is not localized correctly.
➤ Web JetAdmin and HP Security Manager can't remediate SNMPv1/2 credentials when WiFi Direct is enabled.
➤ The Remote Control Panel feature will not load properly when using a Remote Embedded Web Server session over a Cloud Connected, Virtual JetAdvantage Management Connector (VJAMc), device.
➤ The device is unable to make a connection to HP Command Center even though the printer is online.

Current firmware revisions included in this firmware bundle:
DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LASERJET MANAGED MFP E62655, E62665 and E62675 SERIES	Firmware Datecode: 20200807 Firmware Revision: 2411097_060478
Embedded JetDirect:	JSI24110014
DC Controller Version	9.106
Optional Trays Versions	4.108
Fax	Ver11.4A
Stapler Stacker	ED01.17 01.17
HP Fleet Release Designation	Original Release FutureSmart 4.11.0.1

MD5 checksum for .bdl file	562ad5548d92330064be7d9c16e13d2d

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20200205
Firmware Revision: 2410035_055385
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.10.0.1

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ENHANCEMENT:

Base:

➢ No New Updates

Digital Sending:

➢ No New Updates

Analog Fax:

➢ No New Updates

Security/Authentication:

➢ No New Updates

Embedded JetDirect:

➢ No New Updates

FIXES:

Base:

- ➤ Several PrintMarkerStatus supply OIDs are missing after upgrade to FutureSmart Firmware Bundle version 4.10.

Digital Sending:

- ➤ No New Updates

Analog Fax:

- ➤ No New Updates

Security/Authentication:

- ➤ No New Updates

Embedded JetDirect:

- ➤ No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LASERJET MANAGED MFP E62655, E62665 and E62675 SERIES	Firmware Datecode: 20200205 Firmware Revision: 2410035_055385
Embedded JetDirect:	JSI24100003
DC Controller Version	9.103
Optional Trays Versions	4.108
Fax	Ver11.4A
Stapler Stacker	ED01.17 01.17
HP Fleet Release Designation	Original Release FutureSmart 4.10.0.1
MD5 checksum for .bdl file	8cd1ca84119c1dd6b057a130acd2b21e

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20191224
Firmware Revision: 2410028_055025
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.10

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ENHANCEMENT:

Base:

➢ Import and export functionally was extended to include more settings: Home Screen, Job apps, Contacts, Accounts and permissions, Energy/sleep, Local quota and Job accounting settings, and Manage trays settings.

Digital Sending:

➢ No New Updates

Analog Fax:

➢ No New Updates

Security/Authentication:

➢ The default setting for "Allow firmware updates sent as print jobs (Port 9100)" has changed to Disabled (previously Enabled).

Embedded JetDirect:

➢ Added the SLP keep alive setting to the Embedded Web Server's Networking Settings menu.

FIXES:

Base:

➢ Unable to use an Alternate Login when Enable Pre Prompt Check is Enabled for the Default Login Method.
➢ Monochrome print jobs may not be restricted properly based upon the available quota credits when the Local Quota Service is enabled.
➢ JetAdvantage Link Apps are presented to the user in the incorrect language when device language is set to Norwegian.

- An "Unknown conflict" warning will appear on the control panel when the Display language is set to Norwegian.
- Incorrect localization with Expert Copy screens.
- Slower than expected print speeds may occur when printing PDF files at 1200dpi with the HP Universal Printer Driver PostScript.
- A "LOCALIZATION ERROR" occurs after upgrading from FutureSmart 3 and changing any setting within the Embedded Web Server's Copy/Print>Default Print Options menu.
- The device status of "Printer is low on toner/ink" displays in the Window's printer spooler when a long-life consumable, such as an image drum or fuser, is in a low status.
- The Home button does not work when a Workpath application is installed.
- The PORT command in the Scan to Active FTP mode contains a null IP address.
- The Print List button to print a list of all the stored jobs in translated incorrectly in German.

Digital Sending:

- No New Updates

Analog Fax:

- The left half of the Fax application control panel screen is missing.

Security/Authentication:

- User group permissions may not work in the Embedded Web Server once an OXPd Authorization Agent is loaded.
- "The network folder path specified does not exist" warning is seen on the control panel when scanning to a shared folder with networks that are not configured with a DNS server.

Embedded JetDirect:

- A Back up and Restore will fail to complete successfully if an administrator first accesses the HP Webservices Smart Cloud Tab within the Embedded Web Server.
- SNMPv3 fails to respond when the device is in a power save mode with certain configuration options being set.

Current firmware revisions included in this firmware bundle:
DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LASERJET MANAGED MFP E62655, E62665 and E62675 SERIES	Firmware Datecode: 20191224 Firmware Revision: 2410028_055025
Embedded JetDirect:	JSI24100002
DC Controller Version	9.103

Optional Trays Versions	4.108
Fax	Ver11.4A
Stapler Stacker	ED01.17 01.17
HP Fleet Release Designation	Original Release FutureSmart 4.10
MD5 checksum for .bdl file	d8cc38789dc00201a103a5a19270b5c4

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20191023
Firmware Revision: 2409058_053368
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.9.0.1

ENHANCEMENT:

Base:

> No New Updates

Digital Sending:

> No New Updates

Analog Fax:

> No New Updates

Security/Authentication:

> Added support for both Whitelisting and Non-Whitelisting for SIO (Sign In Once) Enablement through HP Command Center.

Embedded JetDirect:

> No New Updates

FIXES:

Base:

- ➢ A 49.DE.11 error may occur when retrieving a stored job when the "Assist users to their job" setting is enabled.

Digital Sending:

- ➢ No New Updates

Analog Fax:

- ➢ No New Updates

Security/Authentication:

- ➢ No New Updates

Embedded JetDirect:

- ➢ No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LASERJET MANAGED MFP E62655, E62665 and E62675 SERIES	Firmware Datecode: 20191023 Firmware Revision: 2409058_053368
Embedded JetDirect:	JSI24090014
DC Controller Version	9.103
Optional Trays Versions	4.108
Fax	Ver11.4A
Stapler Stacker	ED01.17 01.17
HP Fleet Release Designation	Original Release FutureSmart 4.9.0.1
MD5 checksum for .bdl file	98009f2acd87634f97ad1fae864755f2

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20190916
Firmware Revision: 2409048_052904
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.9

ENHANCEMENT:

Base:

- ➢ Added the ability to process Print, Copy, Scan and Stored jobs simultaneously when Serverless Job Accounting is enabled.
- ➢ Added a "Grand Total" row on the Usage Page to sum up the Print, Copy and Fax Equivalent Impressions for Letter/A4 pages.
- ➢ Job Accounting performance improvements have been made which modifies the database to return the records in a "Last-In-First-Out" (LIFO) format.
- ➢ Added the ability to allow the printer to wake from sleep/standby mode when swiping a digital badge on an attached security card reader.
- ➢ Added the ability to schedule a restart under the Embedded Web Server (EWS) Troubleshooting menu to allow users to restart a device at a specific time and frequency.

Digital Sending:

- ➢ Added support for the Universal Fax Driver which has replaced the legacy PC Send Fax Driver.

Analog Fax:

- ➢ No New Updates

Security/Authentication:

- ➢ No New Updates

Embedded JetDirect:

- ➢ Increased the number of allowable IPv4 addresses within the Access Control List (ACL) to 20 entries.

FIXES:

Base:

- ➢ The Copy, Scan or Print functionality may still be accessible while a user is signing out of the device.
- ➢ The Image Preview is not displayed when retrieving stored print jobs from the device control panel.

- Certain PDF files may print slowly, when printed directly via USB, the Embedded Web Server, or other direct-print workflows.
- Certain PDF files may print slower than anticipated from the Apple Preview application using the Apple Airprint driver in macOS 10.13 and macOS 10.14.
- Personal Jobs can be retrieved multiple times when using an Encrypted Password.
- The wrong keyboard layout is displayed for the Polish language.
- The Custom Control Panel Wallpaper image is erased when upgrading to FutureSmart Firmware Bundle Version 4.8 or 4.8.0.1.
- An Acrobat Reader error may appear on the computer screen when opening a PDF in Acrobat Reader DC if the PDF is generated by an HP Digital Sending application and the media is loaded in the short edge feed direction.
- A 49.DE.15 low memory error may occur due to a caching issue when logging In and Out of some third party solutions.
- The Embedded Web Server (EWS) permissions are being grayed out when an OXPd authentication agent proxy is configured.

Digital Sending:

- A user's credentials are being requested a second time when accessing nested subfolders within a Send to Network Folder job.
- The Digital Send file name generated is incorrect when using the device date and time suffix along with the preview option.

Analog Fax:

- The first incoming fax after a reboot may not get answered.

Security/Authentication:

- An "Access Denied" error may occur when using a simple hostname in the folder path for the Scan to Folder setup.
- The Authorization Agent registration may fail when the Embedded Web Server (EWS) Access Control "Device Guest" has permissions enabled.

Embedded JetDirect:

- Incorrect characters are displayed on the Network Configuration Page when the control panel is set to Czech or other Latin languages.
- Slow printing may occur when performing direct-PDF printing and when printing certain file types within the Macintosh environment.
- Pages may be missing and not printed when IPP/IPPS jobs are sent in rapid succession.

Current firmware revisions included in this firmware bundle:
DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION

HP LASERJET MANAGED MFP E62655, E62665 and E62675 SERIES	Firmware Datecode: 20190916 Firmware Revision: 2409048_052904
Embedded JetDirect:	JSI24090012
DC Controller Version	9.103
Optional Trays Versions	4.108
Fax	Ver11.4A
Stapler Stacker	ED01.17 01.17
HP Fleet Release Designation	Original Release FutureSmart 4.9
MD5 checksum for .bdl file	2703049aea3d736c1002eb37c384567f

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20190701
Firmware Revision: 2408071_000197
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.8.0.1

ENHANCEMENT:

Base:

   ➢ No New Updates

Digital Sending:

   ➢ No New Updates

Analog Fax:

   ➢ No New Updates

Security/Authentication:

   ➢ No New Updates

Embedded JetDirect:

   ➢ No New Updates

FIXES:

Base:

> ➤ HP Jet Advantage Link Applications do not launch properly and a "Failed to get device token. Please enable HP Web Services on EWS" error message will be displayed on the device control panel.

Digital Sending:

> ➤ No New Updates

Analog Fax:

> ➤ No New Updates

Security/Authentication:

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

Embedded JetDirect:

> ➤ No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LASERJET MANAGED MFP E62655, E62665 and E62675 SERIES	Firmware Datecode: 20190701 Firmware Revision: 2408071_000197
Embedded JetDirect:	JSI24080017
DC Controller Version	9.101
Optional Trays Versions	4.108
Fax	Ver11.4A
Stapler Stacker	ED01.17 01.17
HP Fleet Release Designation	Original Release FutureSmart 4.8.0.1
MD5 checksum for .bdl file	017e8e78309d22563f9c9ef49b8ac237

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20190614

Firmware Revision: 2408067_049150
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.8

ENHANCEMENT:

Base:

➢ Added the ability to change the font color and effects to improve readability in Home Screen applications.

Digital Sending:

➢ No New Updates

Analog Fax:

➢ No New Updates

Security/Authentication:

➢ Added middleware support for SafeNet AT SC650 v4.1t smartcard.

Embedded JetDirect:

➢ No New Updates

FIXES:

Base:

➢ Entering a PIN number for a stored job will unlock stored Jobs of another user with the same PIN number.
➢ The Cancel button is not correctly notifying authentication solutions at sign-in when user presses the cancel button.
➢ Jobs may not get duplexed when media is loaded short edge feed in certain cases.
➢ HP Web JetAdmin might not be able to correctly identify the printer within its firmware repository.
➢ The pin field pops up on the control panel after a card is inserted with certain Smartcard solutions.
➢ Certain color PDF documents do not print correctly when using the UPD driver.

- When printing certain PDF files, the printer may output random characters or the actual PDF print code rather than the PDF file as expected.
- Jobs get cancelled immediately instead of waiting for the inactivity timer if the menu item "Delete job on unattended errors" is enabled.
- Not able to log in to the printer if the Sign in button is pressed before using a card authentication method.
- Barcodes are not printed properly in some documents during direct PDF printing.
- An incorrect translation occurs when registering your device to the Google Cloud Print server.
- LDAP access requests using SSL with CA certificates fail.

Digital Sending:

- No New Updates

Analog Fax:

- No New Updates

Security/Authentication:

- Unhandled exception causes device to crash with 49.38.07 error immediately after Windows authentication.
- Safenet AT SC650 v4.1 card Smart Card: unique provisioning method prevents the middleware from finding the certificates.
- A CA signed ID certificate is replaced with a printer generated self-signed ID certificate when upgrading from FutureSmart 4.5.6 (or newer) to FutureSmart 4.7.3 (or older).
- An Insufficient Permissions dialog appearing with cancelled authentication attempts when PostPromptResultCode.Canceled is set

Embedded JetDirect:

- IPv6 DHCP request packet contains a null Identity Association (IA). This works with the RFC and MS servers, but QIP servers do not handle this well.
- A stapled document will hang the printer when printing through the Google Cloud print solution.
- The default paper size may be incorrect when using the Google Cloud Print Driver.
- UDP port 500 responds with an "Informational" packet even though no IPsec rules are defined.
- Some IP addresses are being mistakenly interpreted as multicast addresses by the IPsec/Firewall feature.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LASERJET MANAGED MFP E62655, E62665 and E62675 SERIES	Firmware Datecode: 20190614 Firmware Revision: 2408067_049150
Embedded JetDirect:	JSI24080014
DC Controller Version	9.101
Optional Trays Versions	4.108
Fax	Ver11.4A
Stapler Stacker	ED01.17 01.17
HP Fleet Release Designation	Original Release FutureSmart 4.8
MD5 checksum for .bdl file	97ad952f41cfb56f60e15339420bae84

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:
Firmware Datecode: 20190116
Firmware Revision: 2407081_000592
HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.7.0.1

ENHANCEMENT:

Base:

➢   No New Updates -- Original Release

Digital Sending:

➢   No New Updates -- Original Release

Analog Fax:

➢   No New Updates -- Original Release

Security/Authentication:

➢   No New Updates -- Original Release

Embedded JetDirect:

➢   No New Updates -- Original Release

FIXES:

Base:

- ➤ No New Updates -- Original Release

Digital Sending:

- ➤ No New Updates -- Original Release

Analog Fax:

- ➤ No New Updates -- Original Release

Security/Authentication:

- ➤ No New Updates -- Original Release

Embedded JetDirect:

- ➤ No New Updates -- Original Release

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LASERJET MANAGED MFP E62655, E62665 and E62675 SERIES	Firmware Datecode: 20190116 Firmware Revision: 2407081_000592
Embedded JetDirect:	JSI24070006
DC Controller Version	9.101
Optional Trays Versions	4.108
Fax	Ver11.4A
Stapler Stacker	ED01.17 01.17
HP Fleet Release Designation	Original Release FutureSmart 4.7.0.1
MD5 checksum for .bdl file	49e89874306d317d23c82488d2b94944

No Previous Releases -- Original Version

Installation Instructions

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

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

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

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

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

Firmware Datecode: 20170315
Firmware Revision: 2403276_005859

The elapsed time for an update depends on the I/O transfer time as well as the time that it takes for the printer to reinitialize. The I/O transfer time depend on the speed of the host computer sending the update and the I/O method (USB or network).
The re-initialization time will depend on the specific hardware configuration of the printer, such as the number of EIO devices installed, the presence of external paper handling devices, and the amount of memory installed. Finally, any print jobs ahead of the firmware job in the queue will be printed before the update is processed.

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

Additional information to know

The firmware file will be in the following file format "xxxxxxx.bdl" where "xxx" indicates the firmware file name and the ".bdl" is the files extension.
This file requires an interactive update method. You cannot update the printer using the traditional FTP, LPR or Port 9100 methods of upgrading. Please use one of the following methods listed below to update the firmware of this device.

How to perform firmware upgrades.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

9. When the message **Complete** appears on the control panel display, power cycle the printer.

10. The printer will start the upgrade process and will continue to boot to the Ready state.

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

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

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

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

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

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

Uploading new firmware files into WJA:
1. Click on "Firmware/Firmware Repository" in the "Device Management" pane
2. A "Firmware Repository" window will appear in the center of the screen
3. Click on "Upload" in the upper-right of the window
4. Browse to the .bdl file on your local PC
5. Click "Upload"

6. Once the .bdl file is uploaded, go back to step 2 in the first section and complete steps 2 through 6.

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

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

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

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

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

URL for HP LASERJET MANAGED MFP E62655, E62665 and E62675 SERIES Support:

URL for Firmware downloads:
www.hp.com/support/ljE62655
www.hp.com/support/ljE62665
www.hp.com/support/ljE62675
URL for Support:
http://www.hp.com/go/support

URL for Access HP: http://www.hp.com
FTP address: ftp.hp.com
Login: anonymous
Password: your Internet email address

Additional Information

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

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