Issue/ Solution

HP LaserJet *M5025* and *M5035* MFP
Product Series - Solutions provided
by the 48.041.4 firmware roll

hp ®
invent

Security Level: Public
Date Written/Updated: 10/3/2007
<u>**Document Summary**</u>
✔ This document lists solutions provided with the LaserJet M5035 MFP 48.041.4 firmware roll.

Issue Description:

WARNING!!! When this update is performed, a manual power cycle will be required. This means that someone must manually turn the power of the device "off" and "on" using the power switch. No methods that are available to remotely power cycle the device will work. Only turning the power switch "off" and back "on" will finish the update process.

It is important to note that the device <u>**will still receive faxes**</u> **and in most cases, a user will be able to send a fax, digital send, copy and print while in this state.** The update process will not be complete until the power switch has been turned "off" and "on" and the MFP comes to a READY state. This means that certain issues and behavior changes addressed by this update will not be available until update is complete. **HP highly recommends not leaving the device in this state and power cycling to assure correct product behavior.**

How do we know the device requires a power cycle?

The users of the device are informed of the need to power cycle by a message on the HP Easy Select Control panel which states that the Upgrade is complete and to turn the device "off" and then "on". A "Hide" button will also be available on the screen which will allow a user to hide the screen to make a copy, perform a digital send or send a fax but it will not finish the update until the power cycle has been performed. It is important to realize that because the device has not completed its update there may be some circumstances where not all features may work as expected.

Enhancements and Fixes provided with this Firmware revision

Note:

A security enhancement in a previous release may prevent the automatic power cycle at the end of an RFU (Remote Firmware Upgrade). The firmware will not actually upgrade until the unit is power cycled, although it will display "Receiving Upgrade" during transmission. This can be avoided by clearing the PJL password prior to sending the upgrade, or by manually power cycling the unit after sending the RFU file.

Enhancements
The following new functionality or features are provided by this firmware release: (Datecode: 20071002 48.041.4)

Base Product:

➢ An enhancement allows the keyboard language/layout to be selected independently from MFP Language. The new menu item is 'Keyboard Layout' in the Device Behavior menu for M- series products and Systems Setup menu for non-M-series products.   A new keyboard layout option of Swiss/French (QWERTZ) is also added.

➢ The default orientation for letter documents placed on the flatbed is being changed from Letter - R / A4-R (Short Edge Feed) to Letter / A4 (Long Edge Feed). The change was made because feedback from many customers indicated that Long Edge Feed (Letter / A4) was the expected orientation for placing Letter originals on the flatbed.

➢ The ability to define Letter -R (Short edge fed) as a Default original size has been added. The selection can be made from the following menu: ADMINISTRATION>DEFAULT JOB OPTIONS> DEFAULT OPTIONS FOR ORIGINALS> Paper Size.

➢ Expand Kerberos username field limited to accommodate long UserPrincipalName entries.

➢ Enabled the ability to logon with UserPrincipalName without specifying a domain.

Note:

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

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

Accessing the EWS:
• Open your web browser
• In the Address or Go To field, type the Internet Protocol (IP) address that is assigned to the product (for example, http://192.168.1.1) or the host name (for example, NPI474283)
• If the Information tab is the only one at the top of the page, your administrator has restricted access by setting an EWS password

Analog Fax:

> The fax header now supports multi-byte characters.

> This revision includes the ability to send a copy of each outbound/sent fax to a predefined fax number (for archival purposes).

> It is now possible to edit the Fax Address Book from the front panel of the device.

Digital Sending:

Note: Enhancements may not be applicable to M5025

> Expand Kerberos username field limited to accommodate long UserPrincipalName entries.

> Enabled the ability to logon with UserPrincipalName without specifying a domain.

> Embedded Send to Folder can now use DNS or WINS

Embedded Jet Direct:

> Improved NetBIOS over TCP/IP name resolution.

> Enhanced FTP for interoperability with more FTP clients and programs

Fixes or improvements
The following fixes or improvements are provided by this firmware release: (Datecode: 20071002 48.041.4)

Base Product:

> The MFP cannot automatically sense Letter Paper that has been loaded in a tray in the short edge fashion (11 inch side facing the user). To help eliminate 13.02 paper jams that may be encountered when a user does not realize this, the default paper size that is used when Letter paper is loaded this fashion has been changed from A5 to Letter-R.

> Blank Copies may be seen when copying A4 paper through the ADF or from the Scanner glass in the Long-Edge Fashion

> You may receive an error while trying to delete an email distribution list which has long entries.

> Multiple page Embedded Send to Network Folder jobs may fail when the Multi-Function Printer is set to Korean or Simplified Chinese.

> When Web JetAdmin is used to display the Asset number or any other variable on the HP Easy Select Control panel ASCII boxes will appear on the left and right side of value.

> When using the Book Copy feature some control panel screens may not be displayed correctly in certain languages.

> When the direct PDF printing feature of the MFP is used some documents may print pages containing postscript code.

> Unable to print using the Print option within the EWS.

- Time zone information prints outside the margins in the menu map.

- The TYPE setting for tray one is not configurable through the devices Embedded Web Server.

- The Original Size is locked to Letter and it is not possible to set it to A4 when using the Book copy feature.

- The Modify button on the Paper Trays screen is grayed out until the user selects Details. It should not be grayed out unless Control Panel Lock is set to Intermediate or Maximum.

- The firmware release prior to this one added the ability to automatic adjust the clock for daylight saving time. With that release, if the MFP is turned off for the entire duration of the time change (turned off before 2:00 AM, and on after 3:00 AM in the U.S.) the clock will not adjust.

- The Date/Time and Time Zone wizards no longer appear after a firmware upgrade, or with new units. This allows complete remote management. Users must remember to set the date, time, time zone, and DST behavior to insure correct time settings.

- Setting time zone to GMT-12:00 may not work correctly.

- An extra "+" character displays in the time zone configuration display.

- Display does not go back to the home screen after time out or pressing Reset from the Time Zone screen.

- Help text for time zone not localized correctly.

- Date Formatting was incorrect in certain languages.

- Many of the internal pages that can be printed from the HP Easy Select Control panels Administration menu are not localized correctly in Japanese, Chinese and Korean languages.

- Special Characters are not accepted in an MFP device password.

- If the Default Copy paper size is changed in the Default Job Options\Default Options for Originals menu on the HP Easy Select Control Panel, it will return back the regional default paper size after a copy job is made with the regional default size. For example: If the regional default is Letter and the default original size is set to 11x17 it will change back to Letter after a copy is made with Letter even if 11x17 is desired as the default original size.

- A prompt to "Load Letter in Tray One" will be presented on the HP Easy Select Control pane after a copy job is initiated. If the prompt for Letter is ignored and a tray containing Letter - R is selected, the output will be rotated 90 degrees. This happens if all trays containing Letter have been loaded in the Short Edge fashion (Letter - R) and paper is loaded in the ADF Long Edge Fashion (letter).

- A 49.FF03 or 49.FF04 may be presented on the HP Easy Select control do to certain conditions encountered by the Embedded Jet Direct port.

- A 49.4C04 error may be presented on the control panel when printing certain PDF files.

- A 49.4C02 error may be presented on the control panel when printing with hostprint / VPS print jobs.

- You may see a 49.4C02 error while printing certain files from the Macintosh PS driver.

- A 49.205A error may be presented on the HP Easy Select control when printing certain jobs that require the paper type to be set to Letterhead and contain a paper size of A5, B5 or EXEC.

- A 49.4c27 may error if a hard key is pressed quickly after confirming authentication credentials.

- Cleaning page doesn't work correctly

Analog Fax:

- The date stamp on received faxes prints improperly when the device is set to Chinese, Japanese, Korean and Russian language.

- Stored fax jobs can now be printed from within Job Storage.

- Receiving fax will fail if the TSI (Transmitting Subscriber Identification) contains a multi-byte character (e.g. Asian character). The error message is typically "Communication Error (2)".

- All internal information pages, including the fax reports, are now localized to Japanese, Korean and Chinese.

Digital Sending:

Note: Fixes or improvements may not be applicable to M5025

- When sending an email, the time on the attached image's header will be ahead by one hour of when the email is sent.

- Unable to send to ad-hoc folder destination.

- Send to Network Folder fails if the default filename is changed within the same session after sending a job with the original default filename.

- Pressing the Reset button during a Send to Network Folder operation may cause a 49 error.

- On extremely slow networks, a single-page TIFF file may have an extra time stamp.

- If sending a document directly from an MFP device to another printer which is able to handle direct PDF print jobs you may see a preceding page which has the word "Send to FTP test file" written on it.

- Excessive DNS traffic when resolving LDAP, SMTP, and KDC server IP addresses may cause the MFP to become slow or unresponsive

- Digital Send client application may hang when you press the RESET or STOP buttons after initiating a scan.
- Control panel text for Scan to Desktop is truncated in Portuguese, German, Polish, and Italian.

- An Embedded Send to Network Folder Job may fail when sending across different subnets.

- A 49.4c27 may error if a hard key is pressed quickly after confirming authentication credentials.

- You may receive an error while trying to delete an email distribution list which has long entries.

- Multiple page Embedded Send to Network Folder jobs may fail when the Multi-Function Printer is set to Korean or Simplified Chinese.

Embedded Jet Direct:

- Unnecessary WS-Discovery traffic is reduced.

- A 49.FF03 or 49.FF04 may be presented on the HP Easy Select control do to certain conditions encountered by the Embedded Jet Direct port.

- Improved LAN Driver padding

- Improved DHCP requested parameter option to include vendor specific options

COMPONENT	FIRMWARE VERSION
HP LJ M5025/35 MFP	48.041.4 (Datecode: 20071002 48.041.4
500- Sheet Stapler/Stacker (xs model)	MP01.42 (No Change)
Embedded JetDirect:	V.34.15.FF
Copy Processor Board (CPB):	2.089 (0.0)
Scanner Control Board (SCB):	KON002 5.9
Analog Fax	2.36b
DC Controller:	11 (No Change)
Formatter Boot Loader	Not Applicable (HP Proprietary)