HP LaserJet Product Update Newsletter

hp

Welcome to the HP LaserJet Product Update Newsletter! Our featured articles, created in response to field and support partner requests, provide technical responses to UPD Frequently Asked Questions and a "BEST PRACTICES" for using HP LaserJet drivers in Microsoft® Cluster Server environments. Please keep sending your valuable comments and questions to ljnewsletter@hp.com.

Inside…

Late-breaking support news

HP Universal Print Driver for Windows®—Frequently Asked Questions

We have had many requests for a Universal Print Driver (UPD) FAQ sheet. Our UPD product managers have been busy putting your questions and their answers into an 8-page document entitled *HP Universal Print Driver for Windows, version 4.1 Technical Frequently Asked Questions*. You can find this hot-off-the-press publication at: http://h20000.www2.hp.com/bc/docs/support/SupportManual/c01366409/c01366409.pdf.

This document provides answers to many questions on the following topics:

- Services
- User rights and Update now
- Stored print jobs
- HP Managed Printing Administration (MPA) software
- Managed Print Policies
- Installation
- Resolved issues with the UPD 4.4.2

Printer drivers in Microsoft® Windows Cluster Server environment

This article outlines the best practices for using HP LaserJet printer drivers in the Microsoft® Windows® Cluster Server environment. It also provides answers to known issues that relate to printer drivers and the cluster environment.

Cluster Server environment attributes

Support
All HP LaserJet drivers are supported in a cluster environment, except host-based drivers.

Setup
When setting up a print-cluster environment, we recommend that you refer to the document Creating Highly Available Printers with Windows 2003 Server Cluster.

We also recommend that you apply the hotfixes associated with the Microsoft knowledge base (KB) articles listed below:

- KB article 822553 – associated with slow printing performance.
- KB article 838337 – associated with an issue where the recently installed printer is not published.
- KB article 835609 – associated with an issue using the Add Printer Wizard, resulting in the error *Unable to Install Printer. The Print Processor does not exist*.

Installing a product-specific driver

When installing product-specific drivers, we recommend you use the latest driver version, found by clicking the **Software and Drivers Downloads** link on the home page at hp.com. The driver should be installed onto every node in the cluster prior to installation on the Virtual Print Server. There are two methods for installing drivers to a cluster environment, described in the next column.

Method 1
Log into the active node of the cluster and install the drivers to the Virtual Print Server from the active node.

There is a potential issue if you use this method. Older files might overwrite newer files. See the *Known issues* section on page 3 for further details.

1. Install the driver to each node in the cluster prior to installing the driver to the Virtual Print Server.
2. Install the driver to the Virtual Print Server.
   a. Log into the active node of the cluster. This can be done physically at the machine or remotely via Remote Desktop.
   b. To access the Virtual Print Server, click **Start**, and then click **Run**. Enter the \\virtualserver name.
   c. Go to the **Printers and Faxes** folder.
   d. Run the Add Printer Wizard and install the driver.

Method 2

Access the Virtual Print Server from a remote machine (a machine that is not part of the cluster) and install the product-specific drivers. If you have not applied the proper Microsoft hotfix you may receive the error message *Unable to Install Printer. Print Processor does not exist*. See the *Known issues* section on page 3 for further details.

1. Install the driver to each node in the cluster prior to installing the driver to the Virtual Print Server.
2. Install the driver to the Virtual Print Server.
   a. To access the Virtual Print Server from the client, click **Start**, and then click **Run**. Enter the \\virtualserver name.
   b. Go to the **Printers and Faxes** folder.
   c. Run the Add Printer Wizard and install the driver.

Installing the Universal Print Driver

The Universal Print Driver (UPD) version 3.1 or higher is supported in Microsoft Cluster environments. If you are using an earlier version of the UPD driver, go to www.hp.com/go/upd to download the latest version.

The UPD *must* be installed on every node that will be used to make up the Virtual Server before you install the UPD on the Virtual Server itself. This is to ensure that EXE based Com objects are registered properly. We recommend installing the UPD in **Traditional Mode** on the cluster server using the following methods:

Step 1: Install the UPD on each node using the Add Print Driver Wizard.
1. Download the latest UPD version from www.hp.com/go/upd.
2. Log on to or remotely connect to one of the nodes.
3. Go to the **Printers and Faxes** folder.
4. Click **File**, then **Server Properties**.
5. Click the **Drivers** tab.
6. Click **Add**, then click **Next**. The Add Print Driver Wizard will be launched.
7. Click **Have Disk**, and browse to the location where the UPD drivers reside.

8. Select the **hpmcpdpc.inf** file then complete the driver installation process.

Repeat these steps for each of the nodes that will make up the Virtual Server before proceeding to Step 2.

Alternate methods for installing the UPD on the nodes is to use the Add Printer Wizard or the Install.exe utility. Additional details for these methods can be found in the System Administrative Guide available at www.hp.com/go/upd.

Step 2: Install the UPD on the Virtual Server
Installing the UPD on the Virtual Server is similar to installing the UPD on any print server. Be sure to install the UPD in **Traditional Mode** using one of the following methods:

- Add Printer Wizard
- Add Print Driver Wizard
- Install.exe

1. Access the Virtual Server either remotely, or through the active node by the steps provided on page 2 under *Installing a product-specific driver*.
2. Use the Add Printer Wizard to install the UPD driver in **Traditional Mode** and create print queues on the virtual server.

Known issues

Issue 1
When you try to install the driver onto the cluster, you receive the error message *Unable to install Printer. The Print Processor does not exist*.

You may encounter this issue when Method 2 (described on page 3) is used to install the printer drivers to the cluster. This issue is documented and the hotfix is available in the Microsoft Knowledge Base article 906752.

Issue 2
When you install multiple drivers, older files replace newer file versions.

This issue may be encountered using Method 1 (described on page 3) when installing drivers to the cluster. This is due to the behavior of the Add Printer Wizard. There is no fix for this issue. The recommended workaround is to install the drivers using Method 2 (described on page 3).

HP LaserJet updates

Print driver upgrade hangs during installation

HP recently updated and released several print drivers to the web with stability fixes and new features. HP has observed that a system or spooler hang may occur near the end of the installation/upgrade process. This behavior has been observed with any discrete print driver (non-Universal Print Driver) released prior to February 2007 when upgrading to a newer driver released after February 2007.

Many driver files are unique to a specific driver, yet other files are common among multiple drivers. These common files need to update or replace the prior revision in order to complete the installation of the print driver. However, there are times when the operating system does not allow the print driver to replace or update a particular .dll required to complete an installation or upgrade successfully. One .dll that has frequently been identified to hang is "hpbmini.dll."

Technical description

When updating an HP print driver from version 60.xx.yy.zz to version 61.xx.yy.zz the driver upgrade process may hang towards the end of the process. When the hang occurs the print driver is attempting to write some values back to the .dll, but it has not been allowed to be updated by the Operating System.

The Operating System compares the hpbmini.dll file between the one currently installed and the one attempting to be installed, but does not compare file versions. Rather, the Operating System makes the decision based on the date stamp of the file. In certain cases the older version file may have a newer date stamp than the newer version file; thus the Operating System will keep the existing file in place. For example:

hpbmini.dll v.1.0.0.18 1/1/06 upgrade to hpbmini.dll v.1.0.0.19 1/1/07 – upgrade successful.

hpbmini.dll v.1.0.0.18 2/7/07 upgrade to hpbmini.dll v.1.0.0.19 1/1/07 – upgrade fail.

hpcdmc32.dll v.1.0.2.32 1/1/06 upgrade to hpcdmc32.dll v.1.0.2.35 1/1/07 – upgrade successful.

hpcdmc32.dll (1.0.2.32) 2/7/07 upgrade to hpcdmc32.dll (1.0.2.35) 1/1/07 – upgrade fail.

What causes the date stamp to change?

Any operation in the Operating System that restores or updates print drivers can change the date stamp to reflect the time and date of the file change.

Why doesn't the Operating System look at the version number of the file instead of the date stamp?

HP has created its print driver components with a specific schema to develop file version definitions which generates a unique file version. This schema does not match the Operating System Vendor's approach to versioning these components which then causes the Operating System to use the date stamp instead of the version.

Future versions of HP print drivers are adopting a different method for versioning the individual print driver components unique to HP printers.

Solution or workaround

The only known solution is to rename, replace, or remove the file labeled "hpbmini.dll" and/or "hpcdmc32.dll" from the [Windows]\…\system32\spool\drivers\w32x86\3 directory in the Windows Operating System.

There may be other instances of these files, but they are cached by the Operating System and not used by the print system.

Network and analog fax separation in HP MFPs

This article details the various systems and protocols that prevent communication between network and analog fax traffic in HP MFPs. This design guarantees separation of analog fax and network resources and their communications.

Network and analog fax resource separation

HP MFP architecture and design provide separation between the analog fax processing board and the network controller. System components that control the analog fax hardware have no functions to access the network hardware. Faxes from a phone line cannot be sent into the network, or influence other resources on the network.

Serial fax modem access limitations

The analog fax functions of the MFP are designed only to send and receive analog fax data for the MFP. The closed nature of analog fax firmware with its limited functionality does not provide a pathway or support for commands necessary to achieve network access.

Fax T.30 protocol limitations

Sending and receiving of data through the serial fax modem can only occur during an active fax session. A fax session can only be established between two fax modems that successfully negotiate common capabilities such as fax resolution, transmission speed, compression, and format. Fax negotiation and communication uses the T.30 protocol, which is restricted to fax communications. A fax session cannot be negotiated for anything other than a fax transfer, so it is not possible for other components in or out of the system to use the modem for transferring data other than fax data.

Supported MFPs

The following HP MFPs use the detailed design for analog fax and network separation:

- HP LaserJet M3035 MFP
- HP LaserJet M4345 MFP
- HP LaserJet M5035 MFP
- HP Color LaserJet CM4730 MFP
- HP Color LaserJet 4730mfp
- HP Color LaserJet 9500mfp
- HP LaserJet 4345mfp
- HP LaserJet 9040 MFP/9050mfp
- HP CM8050 Color MFP with Edgeline Technology
- HP CM8060 Color MFP with Edgeline Technology

3000-sheet Stapler/Stacker - Second sheet not stapled

At random times, the second sheet of a print job does not insert all the way inside the accumulator, and therefore will not fully register with the entire stack. As a result, the staple does not affix the second page to the rest of the document. Since this issue is directly related to the type of media being used, most customers will not see this behavior.

Solution

Replace the accumulator with part number C8085-60566. A change has been made to the accumulator to accommodate a larger variety of media, which should resolve this issue for customers that are experiencing this behavior.

Introducing our newest products

HP LaserJet P1005 Printer

Home office and micro-business owners can have it all with the HP LaserJet P1005 Printer—at an incredibly low price. Get bold, crisp text and sharper images with new HP spherical toner and a redesigned, intelligent cartridge print. This desktop product has high-end features and legendary HP reliability, backed by a one-year limited warranty and award-winning support.

This ultra-compact laser printer is HP's smallest laser printing system. Patented new spherical toner is controlled more efficiently, which allows for a smaller print cartridge, and as a result, a smaller printer. And because sound can be as intrusive as size, the printer is specially designed for exceptionally quiet operation. Engineered to use the smallest amount of power possible to get the job done, this printer stays cool and keeps energy bills low.

HP LaserJet P1005 Printer

Technical specifications	
Print and copy speed	Up to 15 ppm letter (Up to 14 ppm A4)
First page out	Less than 8.5 seconds from PowerSave mode
Memory	2 MB embedded in SIP package, 16k bit NVRAM
Durability ratings	Recommended monthly volume: 250 to 1,500 pages
	Duty cycle: up to 5,000 pages
Paper sizes	150-sheet adjustable input tray: 3 by 5 inches (76 by 127 mm) to 8.5 by 14 inches (216 by 356 mm)
NA price	$129.99
Warranty	One-year limited warranty

Product	Number
HP LaserJet P1005 Printer	CB410A
Connectivity	
Hi-Speed USB A to B printer cable (2-meter)	C6518A
HP Wireless Printing Upgrade Kit (Europe)	Q6259A
HP Wireless Printing Upgrade Kit (North America)	Q6236A
HP USB Network Print Adapter	Q6275A

HP LaserJet P1006 Printer

The HP LaserJet P1006 Printer is an ultra-compact laser printer that delivers fast speeds, great performance, and a premium design. It allows home office and micro-business owners to bring an affordable high-end printing experience to their personal desktop, with features like new HP spherical toner and a smaller, more intelligent cartridge.

The HP LaserJet P1006 Printer includes a 10-sheet priority input tray for special media and a 150-sheet adjustable main tray for standard paper. It has 8 MB of memory to process complex tasks quickly. A cancel button allows users to quickly and easily stop print jobs at the printer.

HP LaserJet P1006 Printer

Technical specifications	
Print and copy speed	Up to 17 ppm letter (up to 16 ppm A4)
First page out	Less than 8.5 seconds from PowerSave mode
Memory	8 MB embedded in SIP ASIC, 16k bit NVRAM
Durability ratings	Recommended monthly volume: 250 to 1,500 pages
	Duty cycle: up to 5,000 pages
Paper sizes	Adjustable main tray: 5.8 by 8.27 inches (147 by 211 mm) to 8.5 by 14 inches (216 by 356 mm)
	10-sheet priority input tray: 3 by 5 inches (76 by 127 mm) to 8.5 by 14 inches (216 by 356 mm)
NA price	$179.99
Warranty	One-year limited warranty

Product	Number
HP LaserJet P1006 Printer	CB411A
Connectivity	
Hi-Speed USB A to B printer cable (2-meter)	C6518A
HP Wireless Printing Upgrade Kit (Europe)	Q6259A
HP Wireless Printing Upgrade Kit (North America)	Q6236A
HP USB Network Print Adapter	Q6275A

HP LaserJet P1505 Printer series

With features never before available in a personal HP LaserJet, the P1505 Printer series is ideal for producing effective business communications. The printer offers professional print speeds of up to 24 pages per minute (ppm) and a quick first page out. The 250-sheet adjustable main tray provides ample paper volume for an individual or small work team. From HP FastRes 1200, to our new spherically shaped toner, to ground-breaking intelligence in our desktop print cartridge, HP innovation ensures documents always look great.

For even greater cost efficiency, share the P1505n printer with more than one person. This model comes with basic integrated networking capability and PCL5e support.

HP LaserJet P1505n Printer

Technical specifications	
Print and copy speed	Up to 24 ppm
First page out	Less than 6.5 seconds from PowerSave mode
Memory	P1505: 2 MB embedded in SIP package, 16k bit NVRAM
	P1505n: 8 MB SDRAM DDR, 2 MB Flash, 64,000 Bit NVRAM
Durability ratings	Recommended monthly volume: 250 to 2,000 pages
	Duty cycle: up to 8,000 pages
Paper sizes	250-sheet adjustable main tray: 5.8 by 8.27 inches (147 by 211 mm) to 8.5 by 14 inches (216 by 356 mm)
	10-sheet priority feed tray: 3 by 5 inches (76 by 127 mm) to 8.5 by 14 inches (216 by 356 mm)
Interfaces	P1505: Hi-Speed USB 2.0 port
	P1505n: Hi-Speed USB 20 port, HP Jetdirect Fast Ethernet embedded print server
NA price	$199.99
Warranty	One-year, next day, onsite limited warranty

Product	Number
HP LaserJet P1505 Printer	CB412A
HP LaserJet P1505n Printer	CB413A
Connectivity	
HP Jetdirect en3700 Fast Ethernet Print Server	J7942G
HP Jetdirect ew2400 802.11g Wireless Print Server	J7951G
HP Jetdirect 175x Print Server	J6035G
HP USB Network Print Adapter	Q6275A
HP Wireless Printing Upgrade Kit	Q6259A
Hi-Speed USB A to B printer cable (2-meter)	C6518A

Series at a glance

	HP LaserJet P1505 Printer	HP LaserJet P1505n Printer
Part number	CB412A	CB413A
250-sheet adjustable main tray	√	√
10-sheet priority input tray	√	√
Memory	2 MB, 16k Bit NVRAM	8 MB, 2 MB Flash, 16k Bit NVRAM
Hi-Speed USB 2.0-compatible port	√	√
HP Jetdirect Fast Ethernet print server		√
Supports HP PCL5e		√

HP LaserJet M2727 MFP series

Convenience, reliability, and outstanding support make the HP LaserJet M2727 MFP series the perfect choice for businesses with no time to worry about device management.

The HP LaserJet M2727 MFP series offers full-featured black-and-white printing, copying, and faxing and color scanning in a device that fits on the desktop. It has fast print and copy speeds, paper handling features like default copy collation, standard two-sided printing, and a convenience stapler, and a new fax solution that includes private receive and Fax/Tel capabilities. Workteams can easily share the MFP's capabilities across a network with built-in 10/100Base-T wired Ethernet networking and a powerful suite of productivity software. Save time and effort with powerful management tools: HP ToolboxFX, HP Easy Printer Care Software, HP Web Jetadmin, and the HP Embedded Web Server.

HP LaserJet M2727nf MFP

Product	Number
HP LaserJet M2727nf MFP	CB532A
HP LaserJet M2727nfs MFP (EMEA and AP)	CB533A
Optional 250-sheet input tray 3	Q7556A
Connectivity	
Hi-Speed USB A to B printer cable (2-meter)	C6518A
Hi-Speed USB A to B printer cable (3-meter)	C6520A
Memory	
64 MB 144-pin DDR2 DIMM	CB421A
128 MB 144-pin DDR2 DIMM	CB422A
256 MB 144-pin DDR2 DIMM	CB423A

Technical specifications	
Print and copy speed	Up to 27 ppm letter (up to 26 ppm A4)
First page out	Printing: less than 10 seconds from PowerSave mode
	Copying: less than 8 seconds from PowerSave mode
Resolution	Up to 1200 dpi; REt, HP FastRes, HP ProRes 1200
Processor	Motorola Coldfire V5e, 450 MHz
Memory	64 MB, expandable to 320 MB via one open 144-pin DDR2 DIMM slot, 8 MB non-volatile fax storage
Durability ratings	Recommended monthly volume: 750 to 3,000 pages
	Duty cycle: printer and copier: up to 15,000 pages; ADF: up to 2,250 pages
Paper sizes	50-sheet tray 1: 3 by 5 inches (76 by 127 mm) to 8.5 by 14 inches (216 by 356 mm)
	250-sheet trays 2 and 3: 5.8 by 8.3 inches (148 by 210 mm) to 8.5 by 14 inches (216 by 356 mm)
	50-sheet ADF: 5.5 by 5.5 inches (127 by 127 mm) to 8.5 by 14 inches (216 by 356 mm)
Interfaces	10/100Base-T wired Ethernet network port, Hi-Speed USB 2.0 port, RJ-11 fax port, RJ-11 line-out telephone port
NA price	M2727nf: $599.99
EMEA and AP	M2727nfs: price may vary
Warranty	One-year limited warranty

Series at a glance

	HP LaserJet M2727nf MFP	HP LaserJet M2727nfs MFP AP and EMEA only
Part number	(CB532A)	(CB533A)
50-sheet ADF, 50-sheet multipurpose input tray 1, 250-sheet input tray 2, and 125-sheet output bin	√	√
Hi-Speed USB 2.0 port, Ethernet port, and two RJ-11 ports	√	√
Automatic two-sided printing and copying	√	√
Faxing with digital storing of up to 600 pages	√	√
Color scanning	√	√
250-sheet input tray 3		√
20-sheet convenience stapler		√

HP LaserJet AiO and MFP updates

HP LaserJet M5025/M5035 MFP series – Firmware release 48.041.4

We have released 48.041.4 firmware for the HP LaserJet M5035 MFP series. All M5035 MFP series devices shipped prior to December 2007 should be upgraded to the 48.041.4 firmware version. To download the firmware, go to the **Software & Driver Downloads** link on the hp.com home page. Select **cross operating system** (**BIOS**, **Firmware**, **Diagnostics**, etc.) to locate the download file. This remote firmware upgrade will require that the MFP power switch be turned off then on again to complete the upgrade.

New firmware fixes

Image rotation: Two changes are made which will reduce the occurrence of image rotation when copying from the flatbed. The default orientation is changed from SEF (short edge feed) to LEF (long edge feed), and original size/orientation can now be detected with the ADF open.

- **13.02 jams:** The default orientation for trays 2, 3, 4, 5, and 6 is changed to LTR-R/A4-R. The previous default was A5 which could cause paper jams if the tray was loaded with LTR-R/A4-R and not configured in the **Supplies** menu.

- **Scanner noise while idle:** Movement of the optics while performing lamp warming is eliminated when the ADF is closed. If the ADF is left open, the optics will move under the left paper guide to prevent exposing the user to the bright light.

- **Grainy copies:** A change to scanner control firmware will prevent copies from becoming lighter over time.

- **SCB RFU requires physical power cycle:** To complete the 48.041.4 firmware upgrade, it is necessary to power cycle the MFP using the power switch. After this upgrade, future SCB firmware upgrades can be done remotely using tools such as the Embedded Web Server and HP Web Jetadmin.

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

Basic product

- The keyboard language/layout can now be selected independently from MFP Language. The new menu item is **Keyboard Layout** in the **Device Behavior** menu for series products and **Systems Setup** 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 changed from LTR-R/A4-R (short edge feed) to Letter/A4 (long edge feed). 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 LTR-R (short edge feed) as a Default original size is added. The selection can be made from the following menu: **Administration → Default Job Options → Default Options for Originals → Paper Size**.

- The Kerberos username field is expanded to accommodate long UserPrincipalName entries.

- Users now have the ability to log on with UserPrincipalName without specifying a domain.

This release includes the ability to automatically adjust for Daylight Savings Time. HP strongly recommends this be configured via the EWS (Embedded Web Server) or HP Web Jetadmin. (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 Savings 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

To access 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.
- Users are now able 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 enhancements may not be applicable to the LaserJet M5025 MFP.

Digital Sending
- The Kerberos username field is expanded to accommodate long UserPrincipalName entries.
- Users now have the ability to log on with UserPrincipalName without specifying a domain.
- The embedded Send to Folder can now use DNS or WINS.

Embedded Jetdirect
- NetBIOS is improved over TCP/IP name resolution.
- FTP is enhanced for interoperability with more FTP clients and programs.

Fixes or improvements
The following problems have been fixed or improved by this firmware release:

Base product
- The MFP cannot automatically sense Letter paper that has been loaded in a tray with short edge feed (11-inch side facing the user), sometimes causing 13.02 paper jams.
- Blank copies may be seen when copying long edge feed A4 paper through the ADF or from the scanner glass.
- Users may receive an error while trying to delete an e-mail distribution list which has long entries.
- Multiple-page embedded Send to Network Folder jobs may fail when the MFP is set to Korean or Simplified Chinese.
- When HP Web Jetadmin is used to display the asset number or any other variable on the HP Easy Select Control Panel, ASCII boxes appear on the left and right side of the value.
- When using the Book Copy feature, some control panel screens may not display correctly in certain languages.
- When the direct PDF printing feature of the MFP is used, some documents may print pages containing postscript code.
- Users are unable to print when using the **Print** option within the EWS.
- Time zone information prints outside the margins in the menu map.

- The **TYPE** setting for tray 1 is not configurable through the device's EWS.
- 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 automatically adjust the clock for Daylight Savings Time. With that release, if the MFP is turned off for the entire duration of the time change (turned off before 2:00 a.m. and on after 3:00 a.m. 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 ensure correct time settings.
- Setting the time zone to GMT-12:00 may not work correctly.
- An extra "+" character appears in the **Time Zone** configuration display.
- The 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** is not localized correctly.
- Date formatting is incorrect in certain languages.
- Many of the internal pages that can be printed from the HP Easy Select Control Panel's **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 to 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 11 by 17, it will change back to Letter after a copy is made with Letter even if 11 by 17 is desired as the default original size.
- A prompt to "Load Letter in Tray 1" will be presented on the HP Easy Select Control Panel after a copy job is initiated. If the prompt for Letter is ignored and a tray containing LTR-R is selected, the output will be rotated 90 degrees. This happens if all trays containing Letter have been loaded in short edge feed (LTR-R) and long edge feed (letter) paper is loaded in the ADF.
- A 49.FF03 or 49.FF04 error may be presented on the HP Easy Select Control Panel due to certain conditions encountered by the embedded Jetdirect print server.
- 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 Hostprint or VPS print jobs.
- Users may see a 49.4C02 error while printing certain files from the Macintosh PS driver.
- A 49.205A error may be presented on the control panel when printing certain jobs that require the paper type to be set to Letterhead and have a paper size of A5, B5, or EXEC.
- A 49.4c27 error may occur if a hard key is pressed quickly after confirming authentication credentials.
- The 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, or Russian languages.
- Stored fax jobs cannot be printed from within **Job Storage**.
- Receiving faxes fail if the TSI (Transmitting Subscriber Identification) contains a multi-byte character (e.g. Asian characters). 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

<table>
<tr><td style="background-color:#c8102e; color:white;">Note</td></tr>
<tr><td>Enhancements may not be applicable to the LaserJet M5025 MFP.</td></tr>
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- When sending an e-mail, the time on the attached image's header is one hour ahead of when the e-mail is sent.
- Users are unable to send to an ad-hoc folder.
- 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, users may see a preceding page with "Send to FTP test file."
- Excessive DNS traffic when resolving LDAP, SMTP, and KDC server IP addresses may cause the MFP to become slow or unresponsive.

- Digital Send client applications may hang when users 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 error may occur if a hard key is pressed quickly after confirming authentication credentials.
- Users may receive an error while trying to delete an e-mail distribution list which has long entries.
- Multiple-page Send to Network Folder jobs may fail when the MFP is set to Korean or Simplified Chinese.

Embedded Jetdirect
- Unnecessary WS-Discovery traffic is generated.
- A 49.FF03 or 49.FF04 error may be presented on the HP Easy Select Control Panel due to certain conditions encountered by the embedded Jetdirect print server.
- LAN Driver padding is inadequate.
- The DHCP requested parameter option does not include vendor specific options.

Component	Firmware version
HP LaserJet M5025/M5035 MFP	48.041.4 (Date code: 20071002 48.041.4)
500-sheet Stapler/Stacker (xs model)	MP01.42 (No change)
Embedded Jetdirect Print Server	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)

HP Color LaserJet 2820/2840 AiO – Realigning the carousel gears

The HP Color LaserJet 2820/2840 All-in-One carousel can become misaligned if the product is dropped or shipped with the toners installed. The misalignment of the carousel will result in print quality issues, typically exhibited by seeing missing print on the left or right half of the paper. Most often, the print is on the left of the page and the right side has no print. This document will demonstrate a method of realigning the carousel gears without removing the scanner top, formatter, and laser scanner.

Yellow toner one gear tooth out of alignment

Notice that the left arrow on the cartridge is slightly more forward than the right arrow. The skew is more pronounced the more the carousel is out of alignment.

Note
The following troubleshooting steps can and should be performed with the customer before a CSE is dispatched. 1. Print a demo page and verify that print appears only on the right or left side of the paper. 2. Open the EP door and observe that the right or left toner insertions slots in the top cover are slightly misaligned in relation to the slots in the carousel. Note that the toner cartridges may be difficult but not impossible to remove and install. If the customer observes the above troubleshooting steps, the rotary carousel is most likely out of alignment.

Steps to repair the misalignment

1. Remove the toner cartridges and the ITB/OPC drum. Store in a dry area with subdued lighting. Remove the toners from the printer with the power on, if possible. If no power is available, create a carousel release tool from a paper clip as shown:
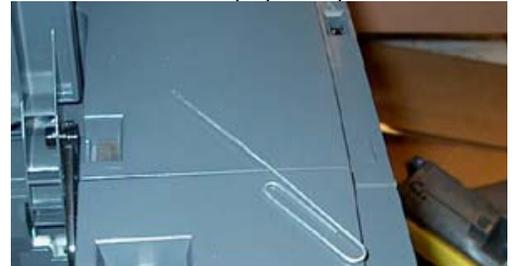
Create a carousel release tool

Insert the carousel release tool into the slot as shown. Press in until a slight "click" is heard and the carousel rotates freely.

Insert the carousel release tool

2. Unplug the product.
3. Remove the left side cover by removing the securing screw in the center of the hand-hold area.

Remove the left side cover

4. Disengage the latch at the front of the printer with a flat blade screw driver.

Disengage latch at front of printer

5. Pull the bottom of the cover slightly up and out to release the bottom latch. Then pull up and away from the device to release the latches at the top of the cover.
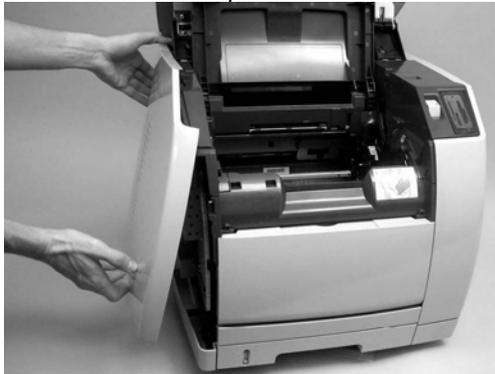
Pull the cover off the device

6. Remove the left upper cover by opening the EP door and removing the plastite screw securing the left upper cover.
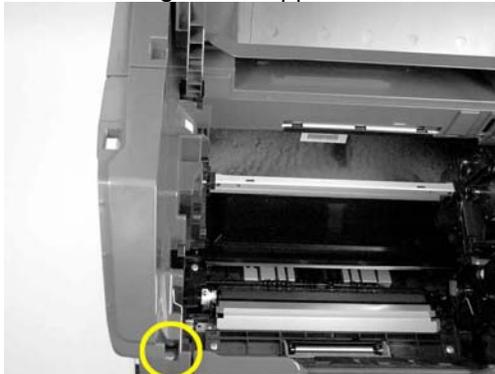
Plastite screw securing left upper cover

7. Remove the cover. Grasp the front of the cover and pull up and toward the rear to disengage the latch.

Pull up and toward the rear

8. Remove the right side product cover by removing the two securing screws and then pulling out from the bottom and front edges.

Two screws securing right side cover

9. Remove the right front top cover (photo memory card reader HP Color LaserJet 2840 AiO only). Remove the two screws securing the cover. Press the scanner release button, grasp the lower part of the cover, and then pull up.
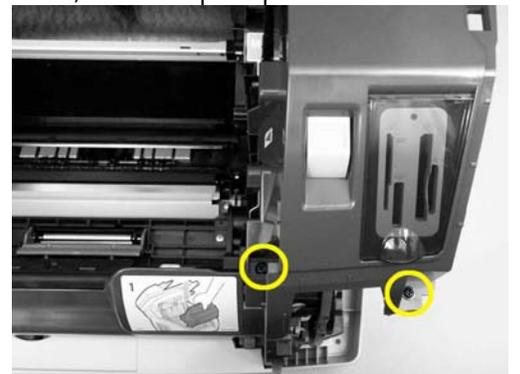
Two screws securing right front top cover

Scanner release button

10. Disconnect the EP door link gear.

11. Remove the top cover by removing the carousel release tool and removing the two screws securing the top cover. Remove the link gear by pressing the latch at the center of the gear and pulling it away from the device. Then pull in on the gear link lever, and lift off the top cover.
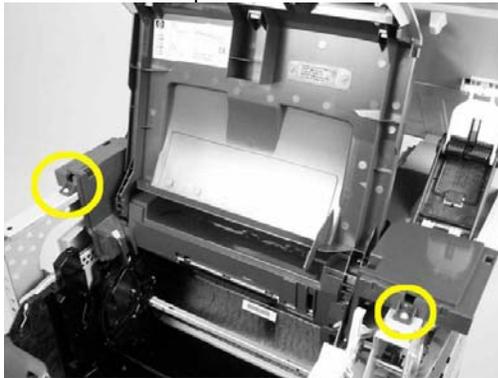
Two screws securing the top cover
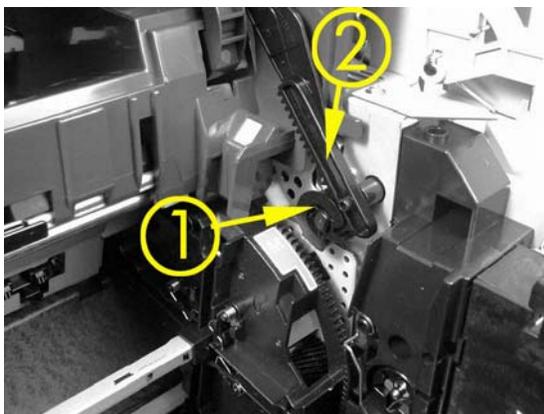
Link gear latch (1) and gear link lever (2)
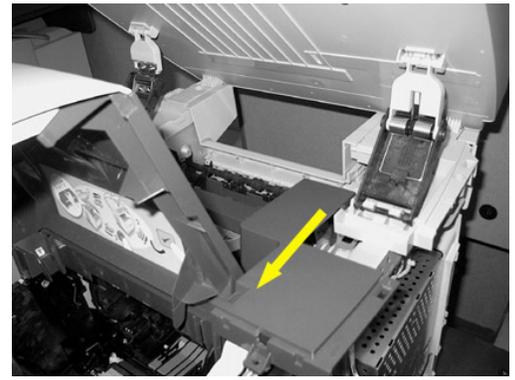
Lift off top cover

12. Position the yellow cartridge slot. Insert the carousel release tool and rotate the carousel until the yellow toner label is pointed slightly toward the front instead of pointing straight up. Rotate the carousel back toward the rear of the printer from the top. A pen light will be helpful to see into the area where the gears mesh.
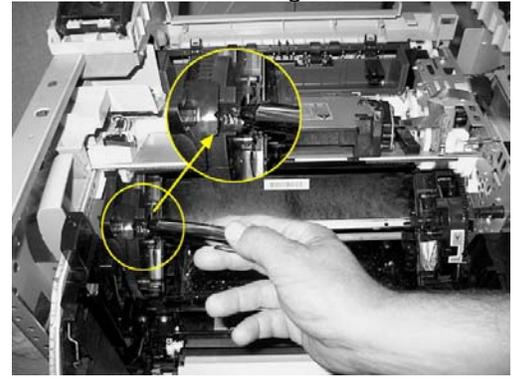
Rotate the slot into this initial position

13. Observe the carousel gear mesh in the upper left of the carousel area to verify the alignment. Check that the recess in the large black carousel gear points exactly between the two alignment posts on the white drive gear.
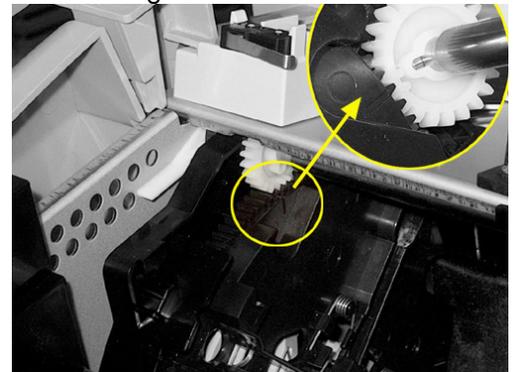
Recess in black gear points between two alignment posts on white drive gear

14. Repeat the alignment verification process with the upper right gear mesh area.
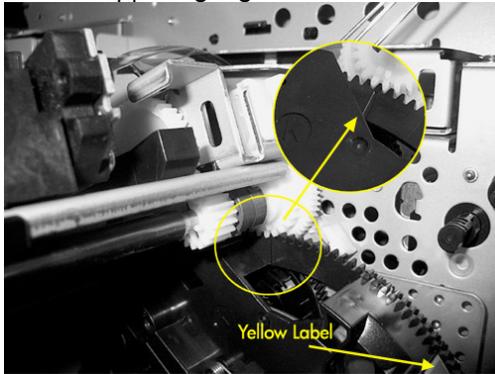
Recess is directly between alignment posts

15. If misalignment in the right or left sides of the carousel is observed, firmly pull in on the top of the black gear to allow the gear mesh to slip in relation to the white drive gear. Use only enough force to disengage the gears meshing. Too much force will deform sheet metal or possibly break the black gear. Move the white gear, one tooth at a time, in a direction that will position the recess in the black gear directly between the alignment posts on the white gear.
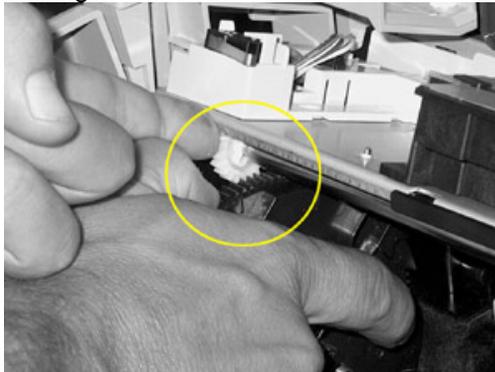
Carefully adjust alignment of gears

16. When the black carousel gear recesses point between the alignment pins of the white gears on both the left and the right sides at the same time, reassemble the printer in the reverse order of disassembly. When reassembling the top cover, the ITB/OPC link arm may move out of position, preventing alignment of the link gear with the top cover arm. From the right side of the printer, just in front of the formatter, place a finger at the bottom of the link arm and push it to the top. This will put the gear shaft on the inside of the printer in the correct position to receive the link gear.
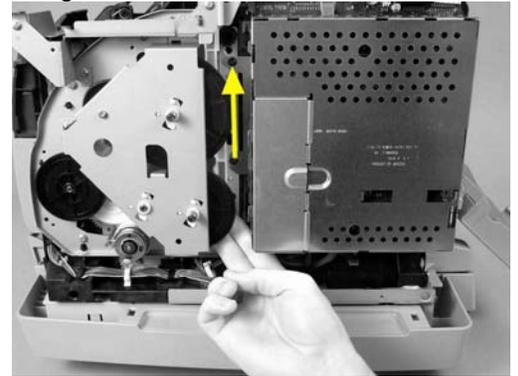
Reconnecting ITB/OPC link

HP Color LaserJet 4730mfp series – Firmware release 46.171.3

We have released 46.171.3 firmware for the HP Color LaserJet 4730mfp series. A firmware update may be necessary if it is determined that the user may benefit from the resolution of any issue that is documented below. These updates are available on the HP support web site.

Note

This release includes the ability to automatically adjust for Daylight Savings Time. HP strongly recommends this be configured via the EWS (Embedded Web Server) or HP Web Jetadmin. (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 Savings 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

To access 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

Enhancements

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

Base MFP

- The Kerberos username field is expanded to accommodate long UserPrincipalName entries.
- Users now have the ability to log on with UserPrincipalName without specifying a domain.
- The keyboard language/layout can now be selected independently from the MFP language. The new menu item is **Keyboard Layout** in **Device Behavior** for M-series products and **Systems Setup** for non-M-series products. A new keyboard layout option of **Swiss/French (QWERTZ)** is also added.
- A **Stack Alignment** menu item is added to improve output stack quality. Speed will be reduced if **Align Sheets** is selected.

Embedded Digital Sending

- The embedded Send to Folder can now use DNS or WINS.

New firmware fixes

Base MFP

The following problems have been fixed or improved by this firmware release:

- A 49.4C02 error may be presented on the control panel when printing with host print or VPS print jobs.
- A 49.4C04 error may be presented on the control panel when printing certain PDF files.
- A 49.4c27 error may occur if a hard key is pressed quickly after confirming authentication credentials.
- When the direct PDF printing feature of the MFP is used, some documents may print pages containing postscript code.
- The firmware release 46.161.6 added the ability to automatically adjust the clock for Daylight Savings Time. With that release, if the MFP is turned off for the entire duration of the time change (turned off before 2:00

a.m., and on after 3:00 a.m. in the U.S.), the clock will not adjust.

- The **Time Zone** control panel menu is English only.
- Time zone information prints outside the margins in the menu map.
- Users may receive an error while trying to delete an e-mail distribution list which has long entries.
- There is incorrect localization of time zone names in the EWS.
- The Date/Time and Time Zone wizards no longer appear after a firmware upgrade, or with new units. This allows complete remote management. Users must remember to set the date, time, time zone, and DST behavior to ensure correct time settings.
- Users may see a 49.4C02 error while printing certain files from the Macintosh PS driver.
- Special characters are not accepted in an MFP device password.
- Users are unable to print using the **Print** option within the EWS.
- The MFP may hang if the stapler/stacker door is opened during operation.

Embedded Digital Sending
- A Digital Send client application may hang when users press the **RESET** or **STOP** buttons after initiating a scan.
- The e-mail text message is set to **False** if a change is made on the **Advanced** tab after upgrading to 46.151.8.
- Embedded Send to Folder meta data files contain no carriage returns.
- An embedded Send to Network Folder job may fail when sending across different subnets.
- When sending an e-mail, the time on the attached image's header is one hour ahead of when the e-mail is sent.
- Setting the Compression Mode does not have any effect for Scan to Local Folder jobs.

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

Component	Firmware version
HP Color LaserJet 4730mfp series	46.171.3 (Date code: 20070925 46.171.3)
500-sheet Stapler/Stacker (Q7521A/Q5691A)	[MP04.30]
700-sheet 3-bin Mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded Jetdirect Print Server	V.33.15.FF
Copy Processor Board	1.031 (2.0)
Scanner Control Board	CMNPSL 27
Analog Fax Accessory (Q3701A)	2.36b
DC Controller	3F

HP Color LaserJet CM4730 MFP series – Firmware release 50.021.4

We have released 50.021.4 firmware for the HP Color LaserJet CM4730mfp series. A firmware update may be necessary if it is determined that the user may benefit from the resolution of any issue that is documented below. These updates are available on the HP support web site.

Note

NOTE: This release includes the ability to automatically adjust for Daylight Savings Time. HP strongly recommends this be configured via the EWS (Embedded Web Server) or HP Web Jetadmin. (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 Savings 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

To access 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

Enhancements

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

Base MFP

- The Formatter Bootloader version is added to the **Configuration** page.
- The Kerberos username field is expanded to accommodate long UserPrincipalName entries.
- Users now have the ability to log on with UserPrincipalName without specifying a domain.
- The keyboard language/layout can now be selected independently from the MFP language. The new menu item is **Keyboard Layout** in **Device Behavior** for M-series products and **Systems Setup** for non-M-series products. A new keyboard layout option of **Swiss/French (QWERTZ)** is also added.
- A **Stack Alignment** menu item is added to improve output stack quality. Speed will be reduced if **Align Sheets** is selected.

Embedded Digital Sending

- The embedded Send to Folder can now use DNS or WINS.

Analog Fax:

- The fax header now supports multi-byte characters.
- It is now possible to edit the Fax Address Book from the front panel of the device.
- Stored fax jobs can now be printed from within **Job Storage**.
- All internal information pages, including the fax reports, are now localized to Japanese, Korean, and Chinese.
- Users now have the ability to send a copy of each outbound/sent fax to a predefined fax number (for archival purposes).

New firmware fixes

Base MFP

The following problems have been fixed or improved by this firmware release:

- An extra "+" character displays in the **Time Zone** configuration display.
- Upgrading the MFP's firmware when in the Traditional Chinese language may result in a 49.4C02 error.
- A 49.4C02 error may occur when printing Hostprint or VPS print jobs.
- A 49.4C04 error may occur when printing certain PDF files.
- A 49.4c27 error may occur if a hard key is pressed quickly after confirming authentication credentials.
- Many of the internal pages that can be printed from the HP Easy Select Control Panel's **Administration** menu are not localized correctly in Japanese, Chinese, or Korean languages.
- Date formatting is incorrect in certain languages.
- When the direct PDF printing feature of the MFP is used, some documents may print pages containing postscript code.
- The firmware release 50.011.6 added the ability to automatically adjust the clock for Daylight Savings Time. With that release, if the MFP is turned off for the entire duration of the time change (turned off before 2:00 a.m., and on after 3:00 a.m. in the U.S.), the clock will not adjust.
- Time zone information prints outside the margins in the menu map.
- Users may receive an error while trying to delete an e-mail distribution list which has long entries.
- The HP Easy Select Control Panel instructs the user to press a button labeled **OK** which is not available on the screen that is presented.
- A 49.00FF error may occur when printing certain PDF files.
- 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**.
- Multiple-page embedded Send to Network Folder jobs may fail when the MFP is set to Korean or Simplified Chinese.
- 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 ensure correct time settings.
- Users may see a 49.4C02 error while printing certain files from the Macintosh PS driver.
- The regional setting will advance one location when selecting the setting of a new unit through the HP Easy Select Control Panel. For example, when setting the region to **Canada** the regional selection will advance to **Chile**.
- Setting the time zone to GMT-12:00 may not work correctly.
- The **TYPE** setting for input tray 1 is not configurable through the device's Embedded Web Server.
- Special characters are not accepted in an MFP device password.
- The display does not go back to the home screen after time out or after pressing **Reset** from the **Time Zone** screen.
- Time zone Help text is not localized correctly.
- When HP 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 the value.
- The MFP may hang if the stapler/stacker door is opened during operation.

Embedded Digital Sending

- When sending a document directly from the MFP to another printer which is able to handle direct PDF print jobs, users may see a preceding page with "Send to FTP test file" on it.
- Digital Send client applications may hang when users press the **RESET** or **STOP** buttons after initiating a scan.

- Embedded Send to Folder meta data files contain no carriage returns.
- An embedded Send to Network Folder job may fail when sending across different subnets.
- After sending a color e-mail, a DSS/LanFax color message may be larger than expected.
- When sending an e-mail, the time on the attached image's header is one hour ahead of when the e-mail is sent.
- Send to Network Folder fails if the default filename is changed within the same session after sending a job with the original default filename.

- Users are unable to send to an ad-hoc folder destination.

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

Component	Firmware version
HP Color LaserJet CM4730mfp series	50.021.4 (Date Code: 20070928 50.021.4)
500-sheet Stapler/Stacker (Q7521A/Q5691A)	[MP04.30]
700-sheet 3-bin Mailbox (Q7523A/Q5692A)	[MP04.18]
Embedded Jetdirect Print Server	V.34.63.FF
Copy Processor Board	1.031 (2.0)
Scanner Control Board	CMNPSL 28
Analog Fax Accessory (Q3701A)	2.36b
DC Controller	3F

HP Color LaserJet 9500mfp series – Firmware release 08.091.3

We have released 08.091.3 firmware for the HP LaserJet 9500mfp series. A firmware update may be necessary if it is determined that the user may benefit from the resolution of any issue that is documented below. These updates are available on the HP support web site.

Note

NOTE: This release includes the ability to automatically adjust for Daylight Savings Time. HP strongly recommends this be configured via the EWS (Embedded Web Server) or HP Web Jetadmin. (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 Savings 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

To access 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

Enhancements

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

Base MFP

- Users now have the ability to log on with UserPrincipalName without specifying a domain.
- The Kerberos username field is expanded to accommodate long UserPrincipalName entries.
- The keyboard language/layout can now be selected independently from the MFP Language. The new menu item is **Keyboard Layout** in the **Device Behavior** for M-series products and **Systems Setup** for non-M-series products. A new keyboard layout option of **Swiss/French (QWERTZ)** is also added.

Embedded Digital Sending

- The embedded Send to Folder can now use DNS or WINS.

New firmware fixes

Base MFP

The following problems have been fixed or improved by this firmware release:

- A 49.4C02 error may be presented on the control panel when printing with host print or VPS print jobs.
- A 49.4C04 error may be presented on the control panel when printing certain PDF files.
- A 49.4c27 error may occur if a hard key is pressed quickly after confirming authentication credentials.
- The firmware release 08.081.5 added the ability to automatically adjust the clock for Daylight Savings Time. With that release, if the MFP is turned off for the entire duration of the time change (turned off before 2:00 a.m. and on after 3:00 a.m. in the U.S.), the clock will not adjust.
- The **Time Zone** control panel menu is English only.
- Time zone information prints outside the margins in the menu map.

- Users may receive an error while trying to delete an e-mail distribution list which has long entries.
- Excessive DNS traffic when resolving LDAP, SMTP, and KDC server IP addresses may cause the MFP to become slow or unresponsive.
- There is incorrect localization of time zone names in the EWS.
- The Date/Time and Time Zone wizards no longer appear after a firmware upgrade, or with new units. This allows complete remote management. Users must remember to set the date, time, time zone, and DST behavior to ensure correct time settings.
- Users may see a 49.4C02 error while printing certain files from the Macintosh PS driver.
- Users are unable to print using the **Print** option within the EWS.
- When copying 11 by 17 inch (ledger), 2-sided, multiple pages from the ADF, users cannot choose the option to staple.

Embedded Digital Sending
- Digital Send client applications may hang when users press the **RESET** or **STOP** buttons after initiating a scan.

- Embedded Send to Folder meta data files contain no carriage returns.
- An embedded Send to Network Folder job may fail when sending across different subnets.
- When sending an e-mail, the time on the attached image's header is one hour ahead of when the e-mail is sent.
- Setting the Compression Mode does not have any effect for Scan to Local Folder jobs.

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

The HP Multifunction finisher (C8088B), Stapler/Stacker (C8085A), Stacker (C8084A), 8-Bin Mailbox (Q5693A), and 200-sheet input tray (Q1891A) each has no update.

Component	Firmware version
HP Color LaserJet 9500mfp series	08.091.3 (Date code: 20070925 08.091.3)
2,000-sheet Input Tray (Q1891A)	0113
Stacker/Stapler (C8085A)	070115
Stacker (C8084A)	061214
8-Bin Mailbox (Q5693A)	050316
Multifunction Finisher (C8088B)	041022
Copy Processor Board	0.206 (2.1)
Scanner Control Board	MFP301 11
Analog Fax	2.36b

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