



SMB Protocol Support for HP Printing Devices

Table of contents

Introduction	2
Printing device dependencies on SMB version 1	2
HP Printing devices supporting SMB version 1 only	2
HP Pro LaserJet printers and multifunction printers	2
HP PageWide and PageWide Pro printers and multifunction printers	2
HP LaserJet Managed printers and multifunction printers	3
HP OfficeJet printers and multifunction printers	3
HP OfficeJet Pro printers and multifunction printers	3
HP Envy printers and All-in-one printers	4
HP Deskjet printers and All-in-on printers	5
HP Printing devices supporting SMB version 2	5
HP LaserJet Enterprise printers and multifunction printers	6
HP LaserJet Managed printers and multifunction printers	6
HP LaserJet printers and multifunction printers	7
HP Pro LaserJet printers and multifunction printers	7
HP OfficeJet Enterprise series printers and multifunction printers	7
HP Printing devices supporting SMB version 3	7
HP LaserJet Enterprise printers and multifunction printers	8
HP LaserJet Managed printers and multifunction printers	8
References	9
Revision History	9

Introduction

The WannaCry ransomware malware brought increased focus on the Server Message Block (SMB) protocol. Microsoft has released security update MS17-010¹ that resolves the SMB version 1 vulnerability used by the WannaCry attack, however some customers are also disabling SMB version 1 completely in their network environment. This forces SMB clients to use later versions of the SMB protocol.

Note: Windows XP (or earlier) and Windows Server 2003 (and earlier) do not support SMB versions higher than SMB version 1. Customers running these operating systems should apply the security patches released from Microsoft to allow SMB version 1 availability.

Printing device dependencies on SMB version 1

Some printer features require the SMB protocol to function. These include

- Send to Network Folder
- Send to SharePoint.
- Print servers may require the SMB protocol to share printer queues on the network.

Some HP printing devices do not support later versions of the SMB protocol. To continue to support these devices SMB version 1 must be available.

HP Printing devices supporting SMB version 1 only

The following print devices do not support SMB version 2. Disabling SMB version 1 support on servers and other networked scan destinations will cause features on these devices requiring the SMB protocol to malfunction.

Note: Microsoft has released security update MS17-010¹ that resolves the SMB version 1 vulnerability used by the WannaCry attack.

HP Pro LaserJet printers and multifunction printers

- HP LaserJet Pro M1536 MFP
- HP LaserJet M2727
- HP Color LaserJet CM2320 MFP
- HP LaserJet Pro 300 Color MFP M375
- HP LaserJet Pro 200 color MFP M276
- HP LaserJet Pro 400 MFP M425
- HP LaserJet Pro 500 color MFP M570
- HP LaserJet Pro M521 MFP
- HP LaserJet Pro M435 MFP
- HP Color LaserJet Pro MFP M476
- HP LaserJet Pro M225
- HP ScanJet 4500 fn1

HP PageWide and PageWide Pro printers and multifunction printers

- HP PageWide 352dw Printer
- HP PageWide 377dw MFP
- HP PageWide Managed P55250dw
- HP PageWide MFP P57750

- HP PageWide Pro 452dw Printer
- HP PageWide Pro 477dw MFP
- HP PageWide Pro 552dw Printer
- HP PageWide Pro 577dw MFP
- HP PageWide Pro 750
- HP PageWide Pro MFP 772
- HP PageWide Pro MFP 777

HP LaserJet Managed printers and multifunction printers

- HP PageWide Managed P750xx
- HP PageWide Managed P777xx

HP OfficeJet printers and multifunction printers

- HP Officejet 200 Mobile Printer Series
- HP Officejet 202 Mobile Printer Series
- HP OfficeJet 250 Mobile Series
- HP Officejet 3830 e-All-in-One Printer
- HP Officejet 4620 plus e-All-in-One
- HP Officejet 4630 e-All-in-One Printer series
- HP OfficeJet 4650 All-in-One Printer
- HP Officejet 5740 e-All-in-One Printer series
- HP Officejet 5740 e-All-in-One Printer series
- HP Officejet 6100 - H611a
- HP Officejet 6500A e E710a & E710e
- HP Officejet 6500A Plus e (Wireless) E710n
- HP Officejet 6600 e-All-in-One H711g
- HP Officejet 6700 Premium e-All-in-One H711n
- HP OfficeJet 6950 All-in-One
- HP OfficeJet 6960 All-in-One / HP OfficeJet Pro 6960 All-in-One
- HP OfficeJet 6970 All-in-One
- HP Officejet 7110 Wide Format ePrinter
- HP OfficeJet 7500A Wide Format Printer E910a
- HP Officejet 7510 Wide Format e-All-in-One
- HP Officejet 7610 Wide Format e-All-in-One
- HP Officejet 8040 e-All-in-One Printer series
- HP OfficeJet 8730 Mono

HP OfficeJet Pro printers and multifunction printers

- HP Officejet Pro 251dw Printer
- HP Officejet Pro 276dw MFP
- HP Officejet Pro 3610 Black and White e-All-in-One
- HP Officejet Pro 3620 Black and White e-All-in-One

- HP Officejet Pro 6230 / 6220 ePrinter
- HP Officejet Pro 6830 / 6800 e-All-in-One
- HP OfficeJet Pro 7740 Wide Format All-in-One
- HP OfficeJet Pro 7xxx Wide Format All-in-One
- HP OfficeJet Pro 7xxx Wide Format All-in-One
- HP OfficeJet Pro 8210
- HP Officejet Pro 8500 series A901G
- HP Officejet Pro 8500 series A901N
- HP Officejet Pro 8500 series A910A
- HP Officejet Pro 8610 e-All-in-One
- HP Officejet Pro 8620 e-All-in-One
- HP Officejet Pro 8630 e-All-in-One
- HP Officejet Pro 8640 e-All-in-One
- HP Officejet Pro 8660 e-All-in-One
- HP OfficeJet Pro 8700
- HP OfficeJet Pro 8710
- HP OfficeJet Pro 8720
- HP OfficeJet Pro 8730
- HP OfficeJet Pro 8740
- HP Officejet Pro 8600 eAiO - N911a & d
- HP Officejet Pro 8600 Plus eAiO - N911g & k
- HP Officejet Pro 8600 Premium eAiO - N911n
- HP OfficeJet Pro 8100 Wireless ePrinter - N811a
- HP Officejet Pro X451dn Printer
- HP Officejet Pro X451dw Printer
- HP Officejet Pro X476dn MFP
- HP Officejet Pro X476dw MFP
- HP Officejet Pro X551dw Printer
- HP Officejet Pro X576dw MFP

HP Envy printers and All-in-one printers

- HP Envy 110 D411
- HP Envy 120
- HP ENVY 4500 e-All-in-One Printer series
- HP ENVY 4510 All-in-One Printer
- HP Envy 4520 All-in-One Printer
- HP ENVY 5530 e-All-in-One Printer series
- HP ENVY 5540 All-in-One Printer
- HP ENVY 5640 e-All-in-One Printer series
- HP ENVY 5660 e-All-in-One Printer series
- HP ENVY 6200 All-in-One
- HP Envy 7100 All-in-One
- HP Envy 7800 All-in-One

- HP Envy eAIO D410a

HP Deskjet printers and All-in-one printers

- HP Deskjet 2540 All-in-One
- HP Deskjet 2600 All-in-One Printer
- HP Deskjet 3000
- HP Deskjet 3050
- HP Deskjet 3050 e-All-in-One Printer
- HP Deskjet 3070 B611 series
- HP Deskjet 3510 e-All-in-One
- HP Deskjet 3520 e-All-in-One
- HP DeskJet 3630 All-in-One Printer
- HP DeskJet 3700 All-in-One Printer series
- HP DeskJet 3700 All-in-One Printer series
- HP DeskJet 3790 series
- HP Deskjet 5520 e-All-in-One
- HP DeskJet GT 5820 All-in-One Printer series
- "HP Deskjet Ink Advantage 2540 All-in-One"
- HP DeskJet Ink Advantage 2600 All-in-One Printer
- HP Deskjet Ink Advantage 3510 e-All-in-One
- HP Deskjet Ink Advantage 3525 e-All-in-One
- HP Deskjet Ink Advantage 3540 e-All-in-One Printer series
- HP DeskJet Ink Advantage 3630 All-in-One Printer
- HP DeskJet Ink Advantage 3700 All-in-One Printer series
- HP Deskjet Ink Advantage 3830 e-All-in-One Printer
- HP Deskjet Ink Advantage 4510 e-All-in-One Printer series
- HP Deskjet Ink Advantage 4530 All-in-One Printer
- HP Deskjet Ink Advantage 4625 e-All-in-One
- HP Deskjet Ink Advantage 4640 e-All-in-One Printer series
- HP DeskJet Ink Advantage 4670 All-in-One Printer
- HP Deskjet Ink Advantage 5525 e-All-in-One
- HP DeskJet Ink Advantage 5570 All-in-One Printer
- HP DeskJet Ink Advantage 5640 All-in-One Printer
- HP Deskjet Ink Advantage 6200
- HP Deskjet Ink Advantage 6525 e-All-in-One
- HP DeskJet Ink Advantage Ultra 4720 All-in-One Printer
- HP DeskJet Ink Advantage Ultra 5730

HP Printing devices supporting SMB version 2

The following printing devices support SMB version 2 and are not dependent on SMB version 1.

HP LaserJet Enterprise printers and multifunction printers

- HP Color LaserJet CM4540 MFP
- HP Color LaserJet CP5525
- HP LaserJet Enterprise M4555 MFP
- HP LaserJet Enterprise 600 M601
- HP LaserJet Enterprise 600 M602
- HP LaserJet Enterprise 600 M603
- HP LaserJet Enterprise Color 500 M551 Series
- HP Scanjet Enterprise 8500 Document Capture Workstation
- HP LaserJet Enterprise 500 color MFP M575
- HP LaserJet Enterprise 500 MFP M525
- HP LaserJet Enterprise 700 color MFP M775 series
- HP LaserJet Enterprise 700 M712
- HP LaserJet Enterprise color flow MFP M575
- HP LaserJet Enterprise flow MFP M525
- HP LaserJet Enterprise MFP M725
- HP Color LaserJet Enterprise M750
- HP LaserJet Enterprise 800 color M855
- HP LaserJet Enterprise 800 color MFP M880
- HP LaserJet Enterprise flow M830z MFP
- HP LaserJet Enterprise M806
- HP Color LaserJet Enterprise M651
- HP Color LaserJet M680
- HP LaserJet Enterprise MFP M630
- HP Color LaserJet Enterprise M552
- HP Color LaserJet Enterprise M553
- HP LaserJet Enterprise M604
- HP LaserJet Enterprise M605
- HP LaserJet Enterprise M606
- HP LaserJet Enterprise Flow MFP M630
- HP Color LaserJet Enterprise MFP M577
- HP LaserJet Enterprise M506
- HP LaserJet Enterprise M527
- HP PageWide Enterprise Color X556
- HP PageWide Enterprise Color MFP X586

HP LaserJet Managed printers and multifunction printers

- HP LaserJet Managed MFP E725xx
- HP LaserJet Managed MFP E825xx
- HP Color LaserJet Managed MFP E778xx
- HP Color LaserJet Managed MFP E876xx

HP LaserJet printers and multifunction printers

- HP LaserJet CM3530 Multifunction Printer
- HP LaserJet M3035 Multifunction Printer
- HP LaserJet M5025 Multifunction Printer
- HP LaserJet M4345 Multifunction Printer
- HP LaserJet M5035 Multifunction Printer
- HP LaserJet Enterprise P3015
- HP Color LaserJet Enterprise CP4025
- HP Color LaserJet Enterprise CP4525
- HP Color LaserJet CP6015
- HP LaserJet M9040 Multifunction Printer
- HP Color LaserJet CM4730 Multifunction Printer
- HP LaserJet M9050 Multifunction Printer
- HP 9250c Digital Sender
- HP LaserJet P4015
- HP Color LaserJet CM6040 Multifunction Printer
- HP LaserJet M3027 Multifunction Printer
- HP Color LaserJet CP3525
- HP LaserJet P4515
- HP Color LaserJet CM6030 Multifunction Printer
- HP LaserJet P4014

HP Pro LaserJet printers and multifunction printers

- HP Color LaserJet Pro MFP M277
- HP LaserJet Pro MFP M426/M427
- HP Color LaserJet Pro MFP M377/M477
- HP LaserJet Pro MFP M130
- HP LaserJet Pro MFP M132
- HP LaserJet Pro MFP M134
- HP LaserJet Pro MFP M227
- HP LaserJet Pro MFP M230

HP OfficeJet Enterprise series printers and multifunction printers

- HP OfficeJet Enterprise Color MFP X585
- HP OfficeJet Enterprise Color X555

HP Printing devices supporting SMB version 3

The following printing devices support SMB version 3 and are not dependent on SMB version 1. When establishing a SMBv3 connection with a SMBv3 capable server endpoint the data will be encrypted between the printer and the destination.

Some servers support being configured to only accept SMBv3 connections. SMBv1 and v2 connection requests will be dropped ensuring an encrypted connection.

HP LaserJet Enterprise printers and multifunction printers

- HP Color LaserJet CM4540 MFP
- HP Color LaserJet CP5525
- HP LaserJet Enterprise M4555 MFP
- HP LaserJet Enterprise 600 M601
- HP LaserJet Enterprise 600 M602
- HP LaserJet Enterprise 600 M603
- HP LaserJet Enterprise Color 500 M551 Series
- HP Scanjet Enterprise 8500 Document Capture Workstation
- HP LaserJet Enterprise 500 color MFP M575
- HP LaserJet Enterprise 500 MFP M525
- HP LaserJet Enterprise 700 color MFP M775 series
- HP LaserJet Enterprise 700 M712
- HP LaserJet Enterprise color flow MFP M575
- HP LaserJet Enterprise flow MFP M525
- HP LaserJet Enterprise MFP M725
- HP Color LaserJet Enterprise M750
- HP LaserJet Enterprise 800 color M855
- HP LaserJet Enterprise 800 color MFP M880
- HP LaserJet Enterprise flow M830z MFP
- HP LaserJet Enterprise M806
- HP Color LaserJet Enterprise M651
- HP Color LaserJet M680
- HP LaserJet Enterprise MFP M630
- HP Color LaserJet Enterprise M552
- HP Color LaserJet Enterprise M553
- HP LaserJet Enterprise M604
- HP LaserJet Enterprise M605
- HP LaserJet Enterprise M606
- HP LaserJet Enterprise Flow MFP M630
- HP Color LaserJet Enterprise MFP M577
- HP LaserJet Enterprise M506
- HP LaserJet Enterprise M527
- HP PageWide Enterprise Color X556
- HP PageWide Enterprise Color MFP X586

HP LaserJet Managed printers and multifunction printers

- HP LaserJet Managed MFP E725xx
- HP LaserJet Managed MFP E825xx
- HP Color LaserJet Managed MFP E778xx
- HP Color LaserJet Managed MFP E876xx

References

1. ["Microsoft Security Bulletin MS17-010 – Critical"](#)

Revision History

Revision	Date	Reason
1.0	08 - June - 2017	Initial Version
1.1	12 - June - 2017	Added HP ScanJet 4500 fn1
1.2	19 – June - 2017	Updated “HP Printing devices supporting SMB version 1 only” description.
1.3	17 – July - 2017	Added HP PageWide Pro models to SMBv2 support Added HP PageWide Managed models to SMBv2 support
1.4	21 – July - 2017	Added devices supporting SMBv3 Edited order of SMB protocol listings
1.5	30 – Aug - 2017	Moved from SMBv2 list to SMBv1 only HP PageWide Pro 750 HP PageWide Pro MFP 772 HP PageWide Pro MFP 777 HP PageWide Managed P750xx HP PageWide Managed P777xx

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