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HP Enterprise printers - Update firmware using a USB flash drive or the Embedded Web Server (EWS)

[Introduction](#)[What you need to know](#)[About firmware downgrades](#)[Step one: Print a Configuration page](#)[Step two: Download the latest firmware](#)[Step three: Update the firmware](#)[Applicable printers](#)

Introduction

Similar to service packs for operating systems, HP provides firmware updates for printers to help address any known issues and add new features throughout the support life of the printer. To make sure the printer is up to date, HP recommends updating the firmware for HP Enterprise models.

If you have another HP LaserJet model, a firmware update might not be recommended. Check the ReadMe file for these printers before performing a firmware update.

This document provides instructions on how to update the firmware for a single printer when the printer is in a ready state or an error state.

A 'ready' state is indicated either when [Ready](#) displays on the control panel, or after the printer finishes initializing and all lights illuminate solid.

For instructions on how to update the firmware for multiple printers at one time using HP Web Jetadmin, go to [Update firmware using HP Web Jetadmin](#).

For information about updating Jetdirect Print Servers using HP Web Jetadmin or HP Download Manager with FTP or the Jetdirect Embedded Web Server, go to www.hp.com/go/wja_firmware.

What you need to know

Before performing a firmware update, review these requirements:

- This printer cannot be updated using the traditional FTP, LPR, or Port 9100 methods.
- If you have a third party solution, HP recommends contacting the vendor to make sure that the latest firmware version is compatible with the third party solution.
- A firmware update can require 10 to 30 minutes or more to complete depending on the speed of the computer and the connection type to the printer, and any print jobs pending in the printer queue.
- The firmware update process requires a network connection or USB flash drive.
- Access to some menus on the control panel might require administrator privileges or a passcode.

About firmware downgrades

If you attempt to downgrade the firmware from a remote location to a version older than FutureSmart Bundle Version 3.7 for some newer HP Enterprise printer models, the downgrade will fail and you will receive a 99.02.32 control panel error and a 33.05.09 event log message.

This is due to a new security feature that requires someone to be present at the printer in order to perform a firmware downgrade and prevents HP SureStart printers from being downgraded remotely. This applies to HP Enterprise models M506, M552, M553, M604, M605, and M606. Other HP Enterprise printer models will not experience this issue. For more information about this feature, go to [Embedded Security features](#).

HP recommends using the latest firmware available but if a downgrade is absolutely necessary, then use the Preboot menu at the control panel to downgrade the firmware and avoid any errors. Any attempt to downgrade the firmware remotely-- or to downgrade using the Device Maintenance menu, the printer's EWS, or Web Jetadmin-- will result in an error and the downgrade will fail. For instructions on how to downgrade the firmware for a single printer using the Preboot menu method with a USB flash drive, see *Method three: USB flash drive - Preboot menu*.

Step one: Print a Configuration page

To obtain the IP address and determine the version of firmware currently installed on the printer when it is in a ready state, print a configuration page.

If the printer is in an error state, skip to *Method three: USB flash drive — Preboot menu*.

1. Use one of the following methods to print a Configuration Page.

From the Home screen on the printer control panel, follow these steps:

- a. Scroll to and open the following menus:

- Administration
- Reports
- Configuration/Status Pages
- Configuration page

- b. Select **Print**.

From the Embedded Web Server (EWS), follow these steps:

- a. Select the **Information** tab.
- b. Select **Printable Reports and Pages**, select **Configuration page**, and then select **Print**.

While you can view the Firmware Revision and Datecode under the "Device Information" section of the **Configuration page** on the **Information** tab, it is recommended that you physically print the Configuration page from the printer to verify the installed firmware version.

2. On the Configuration Page, look in the "Device Information" section for the Firmware Revision and Firmware Datecode similar to the following example:

- **Firmware Revision:** 2131029_189663 (version installed)
- **Firmware Datecode:** 20110811 (version date)

Step two: Download the latest firmware

The HP LaserJet firmware download available from www.hp.com contains firmware for the printer, embedded Jetdirect (if applicable), and HP paper handling accessories used with the printer in one convenient file.

1. Go to [HP Support](#).
2. Select **Drivers & Downloads**, type your printer name/number in the search box, select **Go**, and then select your model from the list of search results.
3. Scroll to the bottom of the operating system list and then select **OS Independent**.
4. Under the **Firmware** section, locate the latest firmware file, select **Download**, and then select **Save**.

To view the latest enhancements, fixes, and other helpful information, select the firmware filename and then select the **Readme** tab.

5. Select **Open folder** or browse to the location where you saved the file, right-click the .zip file, and then extract all files.
6. Note the location of the .bdl file.

The firmware file is in the format "xxxxxxx.bdl" where "xxxxxxx" indicates the firmware file name and ".bdl"

is the file extension. This file will not launch or install automatically.

Step three: Update the firmware

There are three supported methods to perform a firmware update on this printer. Use only one of the following methods to update the firmware of this printer either locally or remotely. If the printer is in an error state, use


Method three: USB flash drive — Preboot menu.

Depending on the firmware release version, the Preboot menu method using a USB flash drive that is typically used when the printer is in an error state might be recommended even when the printer is in a ready state.

Method one: Embedded Web Server (EWS)

The Embedded Web Server (EWS) can be used to update the firmware remotely on a network-connected printer in a ready state. These steps should only be used if the printer is able to boot to a ready state. For a USB-connected printer, skip to *Method two: USB flash drive — Device Maintenance menu.*

If the update process hangs or you receive an incorrect/corrupt file error within your internet browser when using the Embedded Web Server to update the firmware, the printer should still function properly but the firmware update is not complete. Try again to update the firmware using the USB flash drive method from the control panel. Updating the firmware from version 11.1 to 11.3 will help eliminate the occurrence.

Follow the instructions below and/or watch the following video. If the video does not play, click [here](#)  to view it on YouTube.

1. Turn the printer **Off** and then **On**, and then wait until it arrives at a ready state.
-

If there is an error message displayed on the control panel, resolve the error first. If the error message persists, see *Method three: Update firmware using a USB flash drive - Preboot menu.*

2. Open a Web browser, and in the address field, type the printer IP address exactly as it appears on the Configuration Page and then press **Enter**.
The Embedded Web Server (EWS) opens.
 3. Select the **General** tab.
 4. In the left pane, select **Firmware Upgrade**, and then select **Browse**.
-

If an “administrator password must be set” warning displays, select the **Security** tab, select the **General Security** option in the left pane, and then under the **Set the Local Administrator password** section, reset the password.

5. Browse to the location where the firmware files were extracted, select the .bdl file, select **Install**, and then wait for the update process to complete.
-

Do not close the browser window until the HP Embedded Web Server (EWS) displays the confirmation page.

6. On the EWS confirmation page, select **Restart Now**, or turn the printer **Off** and then **On** again.
-

The printer will **NOT** automatically reboot. To ensure a successful firmware update, make sure to reboot the printer.

7. After the printer is back online, print a Configuration Page and verify that the new firmware version is installed.

Method two: USB flash drive - Device Maintenance menu

A portable USB flash drive can be used to update the firmware directly from the control panel when the printer is in a ready state. These steps should only be used if the printer is able to boot to a ready state.

Follow the instructions below and/or watch the following video. If the video does not play, click [here](#) to view it on YouTube.

1. Copy the .bdl file (downloaded previously) to a portable USB flash drive.

USB flash drives with a CD formatted partition might not be recognized by the printer. You might need to try a different USB flash drive.

2. Turn the printer Off and then On, and then wait until it arrives at a ready state.

If there is an error message displayed on the control panel, resolve the error first. If the error message persists, see *Method three: Update firmware using a USB flash drive - Preboot menu*.

3. From the Home screen on the printer control panel, scroll to and select `Device Maintenance`.

4. Scroll to and select `USB Firmware Upgrade`.

5. Insert the USB flash drive with the .bdl file on it into the USB port on the *front* of the printer (remove the seal if necessary).

If the message `No USB Thumbdrive Files Found` displays on the control panel, make sure the .bdl file is saved to the main directory and is not inside a folder. If the message persists, try using a different USB flash drive.

6. Select the .bdl file, and then select `OK` or `Upgrade`.

If there is more than one .bdl file on the storage device, make sure to scroll to and select the correct file for the printer and firmware version.

7. If you receive a prompt to re-install the same, roll back to an older, or upgrade to the newer version, make sure you selected the correct firmware revision, and then select `OK` or select `Reinstall`, `Rollback`, or `Upgrade`.
8. Wait for the update process to complete and for the printer to automatically reboot.
9. After the printer is back online, print a Configuration Page and verify that the new firmware version is installed.

Method three: USB flash drive - Preboot menu

A firmware update might be necessary to help resolve an issue for a single printer. When the printer is in an error state, the Preboot menu can be used to update the firmware directly from the control panel using a portable USB flash drive.


Do NOT use these steps to update the firmware for a printer that is in a ready state unless otherwise recommended

for the firmware version of the printer. If a "Disk Full" message displays when using this method, contact the HP support center in your country/region to help troubleshoot the issue.

1. Copy the .bd1 file (downloaded previously) to a USB flash drive.

USB flash drives with a CD formatted partition might not be recognized by the printer. You might need to try a different USB flash drive.

2. On the control panel, open the Preboot menu.

- Turn the printer Off and then On, and when the HP logo displays on the control panel and all three Ready, Data, and Attention LEDs illuminate solid, press .
- OR
- Turn the printer Off and then On, and when **1/8** displays below the HP logo on the control panel, touch the logo.

3. Scroll to and select Administrator.

To scroll on the control panel, use the touch screen scrollbar or the up/down arrow buttons. If indicated on the touchscreen, you will need to use the 3 (up) and 9 (down) keys on the control panel to scroll.

4. Scroll to and select Download.


5. Insert the USB flash drive with the .bd1 file on it into the USB port on the *front* of the printer (remove the seal if necessary).

If the message **No USB Thumbdrive Files Found** displays on the control panel, make sure the .bd1 file is saved to the main directory and is not inside a folder. If the message persists, try using a different USB flash drive.

6. Scroll to and select USB Thumbdrive.

7. Select the .bd1 file, select OK or the 6 key, and then wait for the update process to complete.

If there is more than one .bd1 file on the storage device, make sure to scroll to and select the correct file for the printer and firmware version.

8. When **Complete** displays on the control panel, select the back arrow  until **Continue** displays, select **Continue**, and then wait for the printer to automatically reboot.

9. After the printer is back online, print a Configuration Page and verify that the new firmware version is installed.

Applicable printers

This document applies to **HP LaserJet Enterprise**, **HP Officejet Enterprise**, and **HP PageWide Enterprise** models.

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