

HP LaserJet 4200, 4300 Series Printers - Downloading a Remote Firmware Update

ISSUE:

This document details how to upgrade flash printer firmware on an HP LaserJet 4200 and 4300 series printer. Upgrading the printer firmware typically takes approximately ten (10) minutes to perform. If possible, a network administrator should perform this upgrade. If the printer is equipped with any optional paper handling devices or trays they need to be properly installed and connected to the printer. Make sure they are also powered up along with the printer before performing the firmware upgrade. The printer must be at a READY status before attempting a firmware upgrade; if not, the upgrade will fail. All optional paper-handling devices get their firmware upgraded along with the printer when a firmware upgrade is performed.

NOTE: This document contains information for technical users who are comfortable with installing and configuring computer/network operating systems and protocols.

SOLUTION:

Single Printer Upgrade: The following instructions detail how to perform the upgrade depending on the type of connection to the printer.

Downloading a remote firmware update

A remote firmware update (RFU) can be downloaded from the Internet

[Click here to go to the HP LaserJet 4200 Series printer firmware download site at http://www.hp.com/go/lj4200_firmware](http://www.hp.com/go/lj4200_firmware)

or








[click here to go to the HP LaserJet 4300 Series printer firmware download site at http://www.hp.com/go/lj4300_firmware](http://www.hp.com/go/lj4300_firmware).

NOTE: Not all HP LaserJet 4200/4300 printers support remote firmware updates.

The RFU file on the website is a self-extracting .EXE file. Downloading a RFU is similar to downloading printing-system software and printer drivers. These web sites also feature an “E-mail me when new software is available” link. This feature notifies you by e-mail when a new RFU version is available for the printer. If you used HP WebReg to register your printer, you are automatically sent an e-mail notification when a new RFU version is available for your printer. The RFU process consists of three steps:

1. Determine the version of firmware that is currently installed by printing a configuration page. Refer to the device information section of the configuration page to find the version information.

To print a configuration page at the control panel:

- a. Press  (Select) to open the menus.
 - b. Use  (Up Arrow) or  (Down Arrow) to scroll to INFORMATION, and then press  (Select).
 - c. Use  (Up Arrow) or  (Down Arrow) to scroll to PRINT CONFIGURATION, and then press  (Select).
2. [Click here to download the LJ4200 firmware update at http://www.hp.com/go/lj4200_firmware](http://www.hp.com/go/lj4200_firmware) or [click here to download the LJ4300 firmware update at http://www.hp.com/go/lj4300_firmware](http://www.hp.com/go/lj4300_firmware) .
 3. Locate the downloaded file and run the .EXE (executable file) to extract the downloaded files.

The following information uses the HP LaserJet 9000 as an example. Two files will be created in a folder by default called lj9000; one is the .RFU file, which is the new firmware file, and the other is a README file, which explains how to download it to the printer. The following instructions are taken from this README file.

NOTE: Logging a service call to have a technician perform a firmware upgrade is not covered under warranty, a Supportpack or a contract.

Parallel port connection

NOTE: The following examples are from the HP LaserJet 9000 with firmware v 2.10A. If necessary, change this to match the extracted .RFU filename.

If the printer is connected to a parallel port, use the following command to copy the firmware to the printer:

1. Go to **Start**, then **Run** and type the word **Command** and click **OK**.
2. Change to the C: drive by typing **C:** then **Enter**.
3. Change to the directory the firmware file is located in. For example, type **CD** then a space then the directory (CD LJ9000).
4. Type the command: **Copy /b location/filename port name** (for example, copy /b lj9000_2.10A.rfu LPT1).
5. Press **Enter**. Be sure the spaces are in the command line. The location would be the directory where the file is residing, the filename would be the name of the .RFU file and the port name would be the appropriate LPT port for the printer connection.

Shared network connection

NOTE: The following examples are from the HP LaserJet 9000 with firmware v 2.10A. If necessary, change this to match the extracted .RFU filename.

If the printer is connected over the network to a shared printer on a print server, use the following command to send down the firmware.

1. Open a DOS command window.








2. Type the command: **Copy /b <location\filename> \\< computername >\<printername>** (for example, if the machine is jsmith-nt with the share defined as LJ9000, it would be possible to send the .RFU file to the printer with the command: copy /b c:\temp\lj9000_2.10A.rfu \\jsmith-nt\lj9000).
3. Press **Enter**.

How to print a Configuration Page

A Configuration Page is needed to obtain the IP address of the printer. See the applicable section depending on the printer model.

HP LaserJet 4200 and 4300 printers - How to print a Configuration Page

To print a Configuration Page on an HP LaserJet 4200/4300 from the printer control panel, perform the following steps:

1. Press  (Select) to open the menus.
2. Use  (Up Arrow) or  (Down Arrow) to scroll to INFORMATION, and then press  (Select).
3. Use  (Up Arrow) or  (Down Arrow) to scroll to PRINT CONFIGURATION, and then press  (Select).

Direct network connection using FTP via Command Prompt window

NOTE: The following examples are from the HP LaserJet 9000 with firmware v 2.15A. If necessary, change this to match the extracted .RFU filename.

From the software download Web site; details on the firmware and how to flash the firmware to the printer can be viewed in the READMEFW.TXT file.

1. [Click here to download the LJ4200 firmware update at http://www.hp.com/go/lj4200_firmware](http://www.hp.com/go/lj4200_firmware) or [click here to download the LJ4300 firmware update at http://www.hp.com/go/lj4300_firmware](http://www.hp.com/go/lj4300_firmware)
2. Locate the downloaded file and run the .EXE (executable file) to extract the downloaded files. The following uses the HP LaserJet 9000 as an example. Two files will be created in a folder by default called lj9000; one is the .RFU file, which is the new firmware file, and the other is a README file, which explains how to download it to the printer. The following instructions are taken from this README file.
3. If the printer is connected directly through the network to an HP Jetdirect print server card using either an HP Jetdirect Port or Standard TCP/IP port, use the following instructions to copy the firmware to the printer.
4. Go to **Start**, and then **Run**.
5. Type **FTP** then a space then the **TCP/IP** address of the printer (for example, FTP 192.0.0.192). A Command Prompt window will open.
6. Press Enter twice to log in anonymously.
7. Type the word **bin** and press the Enter key on the keyboard. This changes the transfer mode to binary.

8. Type the word **hash** and press the Enter key on the keyboard. This allows file transfer progress to be shown in the FTP window.
9. Type the word **Put** then a space followed by the path to the .RFU file. For example - Put c:\lj9000\lj9000_2.10A.rfu, then press Enter.
10. The system will open binary communication and begin the transfer. The printer control panel will display **Receiving Upgrade**.
11. The printer will reset, and then restart when the upgrade is finished.
12. Print another Configuration page to verify that the Firmware Datecode has been updated.

NOTE: For more downloading information, such as downloading using HP Web Jetadmin, or when using an operating environment other than Windows, view the READMEFW.TXT at the download Web site or in the folder that was created after extracting the downloaded file.

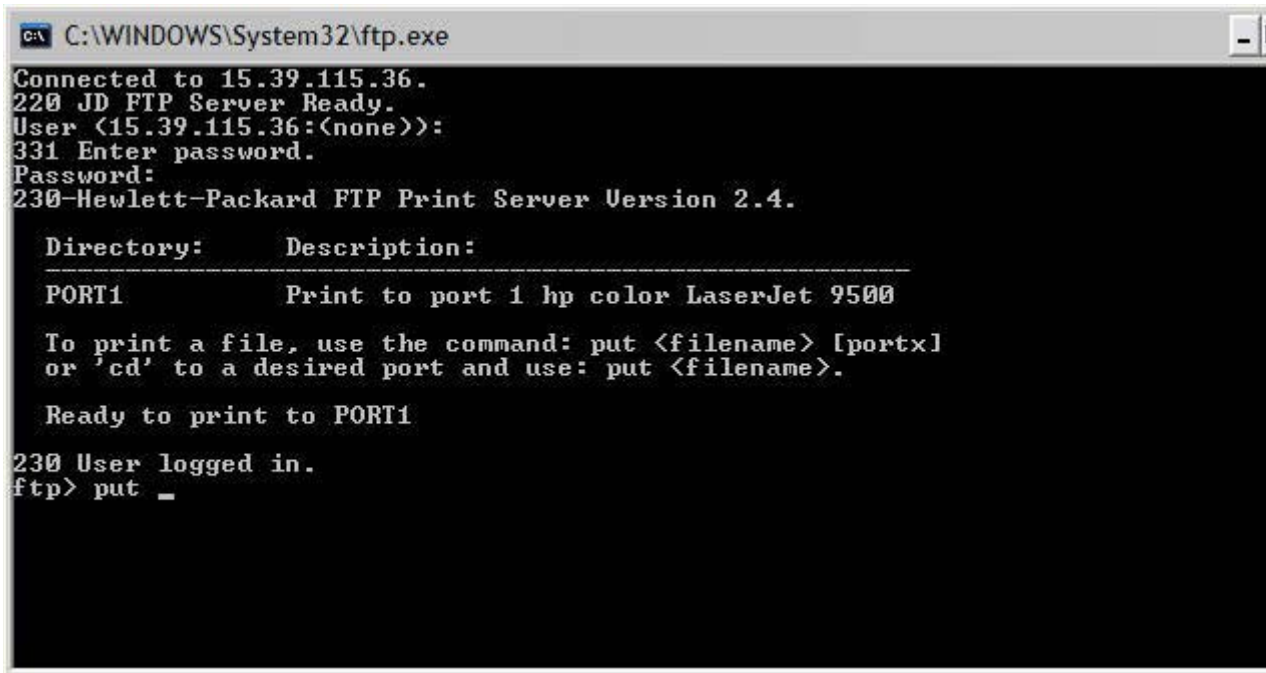
Shared network connection using the "put" command and drag and drop onto the command prompt window

WARNING: The printer control panel must be unlocked before performing the firmware update. If the printer is locked through Web Jetadmin, unlock the control panel before following the update steps below.

If the HP LaserJet 2300, 4200 or 4300 series printer uses a direct network connection, you can use file transfer protocol (FTP) to update the HP LaserJet firmware. Complete the following steps.

1. First, have the downloaded and extracted RFU file available.
2. Click **Start** then **Run**.
3. Type ftp followed by a space then the IP address of the printer and then click **OK**. For example, ftp 15.39.115.36 and click **OK** or press the Enter key on the keyboard.
4. Now press the Enter key on the keyboard twice to log into the ftp session..
5. Type the word "put" (**without quotes**) and then a space, see the Figure below.

Figure 1: Command prompt open ready to drag and drop RFU



```
C:\WINDOWS\System32\ftp.exe
Connected to 15.39.115.36.
220 JD FTP Server Ready.
User <15.39.115.36:(none)>:
331 Enter password.
Password:
230-Hewlett-Packard FTP Print Server Version 2.4.

Directory:      Description:
-----
PORT1          Print to port 1 hp color LaserJet 9500

To print a file, use the command: put <filename> [portx]
or 'cd' to a desired port and use: put <filename>.

Ready to print to PORT1

230 User logged in.
ftp> put _
```

6. Now just drag and drop the RFU file onto the command prompt window. The put command will autocomplete the path and filename.
7. The printer will now perform the firmware upgrade.

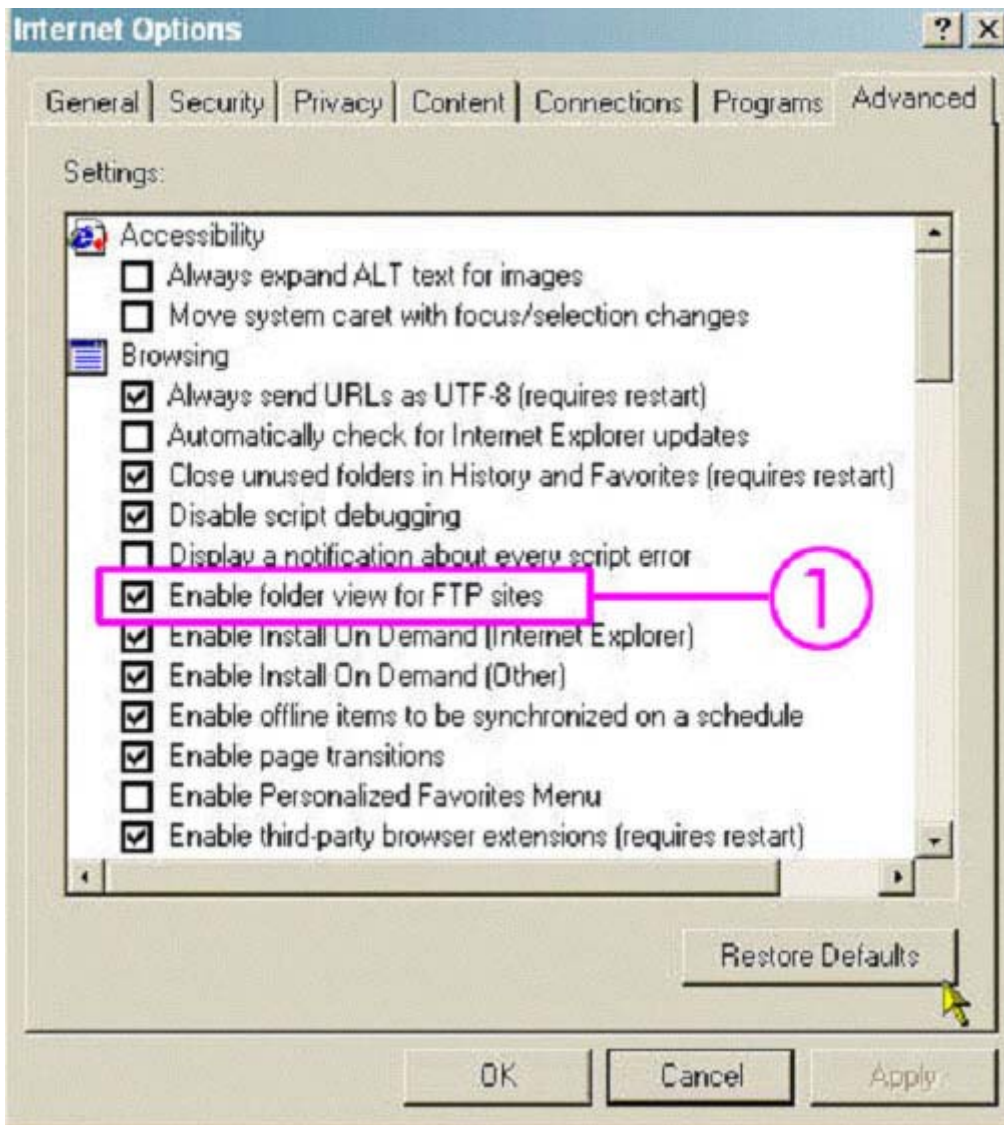
The download process begins and the firmware is updated on the printer. This can take about five minutes. Let the process finish without further interaction with the printer or computer.

The printer automatically power cycles off and on again to activate the update.

Single printer upgrade using Web Browser and FTP (works with Internet Explorer versions 5.X and greater)

NOTE: Before Internet Explorer will work as an FTP client one setting needs to be changed. See Figure 1, call-out 1, the **Enable folder view for FTP sites** box needs to be checked. This option is located in **Internet Options**, on the **Advanced** tab. This is accessible either through **Start, Settings, Control Panel, Internet Options**, then **Advanced** or from within Internet Explorer by clicking **Tools, Internet Options**, then **advanced**.

Figure 2: Internet Options in Internet Explorer



1. [Click here to download the LJ4200 firmware update at http://www.hp.com/go/lj4200_firmware](http://www.hp.com/go/lj4200_firmware) or [click here to download the LJ4300 firmware update at http://www.hp.com/go/lj4300_firmware](http://www.hp.com/go/lj4300_firmware) .
2. Locate the downloaded file and run the .EXE (executable file) to extract the downloaded files. The following uses the HP LaserJet 9000 as an example. Two files will be created in a folder by default called lj9000; one is the .RFU file, which is the new firmware file, and the other is a README file, which explains how to download it to the printer. The following instructions are taken from this README file.
3. Open a Windows Explorer window and navigate to the folder containing the .RFU (firmware upgrade) file.
4. In the URL address window type the letters **FTP** then the IP address of the printer. For example, type **FTP://192.168.0.1**.
5. Click the **GO** button in Internet Explorer or press the Enter key on the keyboard.
6. Now drag the .RFU file from the Windows Explorer window to the window in Internet Explorer (the windows where Web pages are normally displayed).

7. The printer should now indicate it is performing the upgrade.

Upgrading firmware using HP Web Jetadmin

1. Print a Configuration page to determine the printer's IP address.
2. Go to the main page for HP Web Jetadmin. [Click here to download HP Web Jetadmin for Windows or Linux](#).
3. For a single printer, find the IP hostname or IP address of the printer in the **Quick Device Find** field in the top-right corner and click **GO**. For multiple printer updates, see the HP Web Jetadmin User documentation.
4. Click the right arrow below the GO button and move to the **Update** menu option.
5. Select **Update and Update Printer** (not Update HP Jetdirect) and continue.
6. Use the **Browse** button to locate the firmware image file downloaded from the Internet.
7. Use the **Upload** button to move the firmware image file from the C: drive to the HP Web Jetadmin server.
8. Click the **Refresh** icon in the top-right corner. (It looks like a page with two arrows in a circle).
9. Select the date code to send to the printer (firmware file name).
 - ▲ The date code format is YYYYMMDD. YYYY is 200x, or the year, and MM and DD are the month and the date.
10. Click the **Update Firmware** button. HP Web Jetadmin sends the selected image to the printer.

Using the HP Web Jetadmin to perform a multiple printer or an unattended firmware upgrade

NOTE: This procedure requires the HP Web Jetadmin version 6.1 or later. Download the update from the Web site. Go to the main page for HP Web Jetadmin. [Click here to download HP Web Jetadmin for Windows or Linux](#).

1. Start the HP Web Jetadmin program.
2. Create a device group. One way to do this is:
 - ▲ Click **Devices** on the **1. CHOOSE:** drop-down menu.
 - ▲ Click **Device Model** from the **2. FILTER:** drop-down menu.
 - ▲ In the **3. CRITERIA (OPTIONAL):** field, and then type the MFP model number (for example, 9000).
 - ▲ Click **GO**.
3. In the **DEVICE LIST**, select the printers you want to include in the group and click **CREATE GROUP**.
4. When prompted, type a name for the new device group, and then click **OK**.

5. Click **Update**.
6. When prompted for the type of update, click **Update Printers**, and then click **Continue**.
7. From the list of HP printers, select the printers to be updated or click **Select All**.
8. Click **Update Firmware**. HP Web Jetadmin sends the selected .RFU file to the selected printers.

Contact HP?

If the issue is unresolved, [click here to contact HP support](http://thenew.hp.com/country/us/eng/contact_us.html) (http://thenew.hp.com/country/us/eng/contact_us.html) and provide them with the following information:

- + After performing the firmware upgrade is there an error message on the control panel of the printer? If so what is it?
- + After performing the firmware upgrade is there a control panel message that indicates the upgrade was not successful? If so what is the message?
- + Were there any error messages during the firmware upgrade? If so what were they?
- + Was there a paper-handling device that was added to the printer recently? If so which device?