



HP FutureSmart - Reset Firmware during upgrade

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Overview

The **Reset Firmware** during upgrade feature is available in the latest FutureSmart 4 and 5 firmware releases.

When enabled, the product will perform a firmware reset prior to upgrading the device firmware. This reset erases virtually all saved settings, stored jobs, and solutions, but it preserves critical settings to remotely recover the device.

The feature provides a way to reset the device during the firmware upgrade process.

This feature can be useful if an administrator is unsure of the device configuration or would like a clean system before upgrading to the latest firmware. It can also be helpful to reduce the exposure of a configuration that might not be compatible with the latest firmware feature set or security changes.

Instructions

The feature can be enabled when performing an upgrade through the Embedded Web Server (EWS) of the printer or when performing an upgrade using HP Web Jetadmin administrative software.

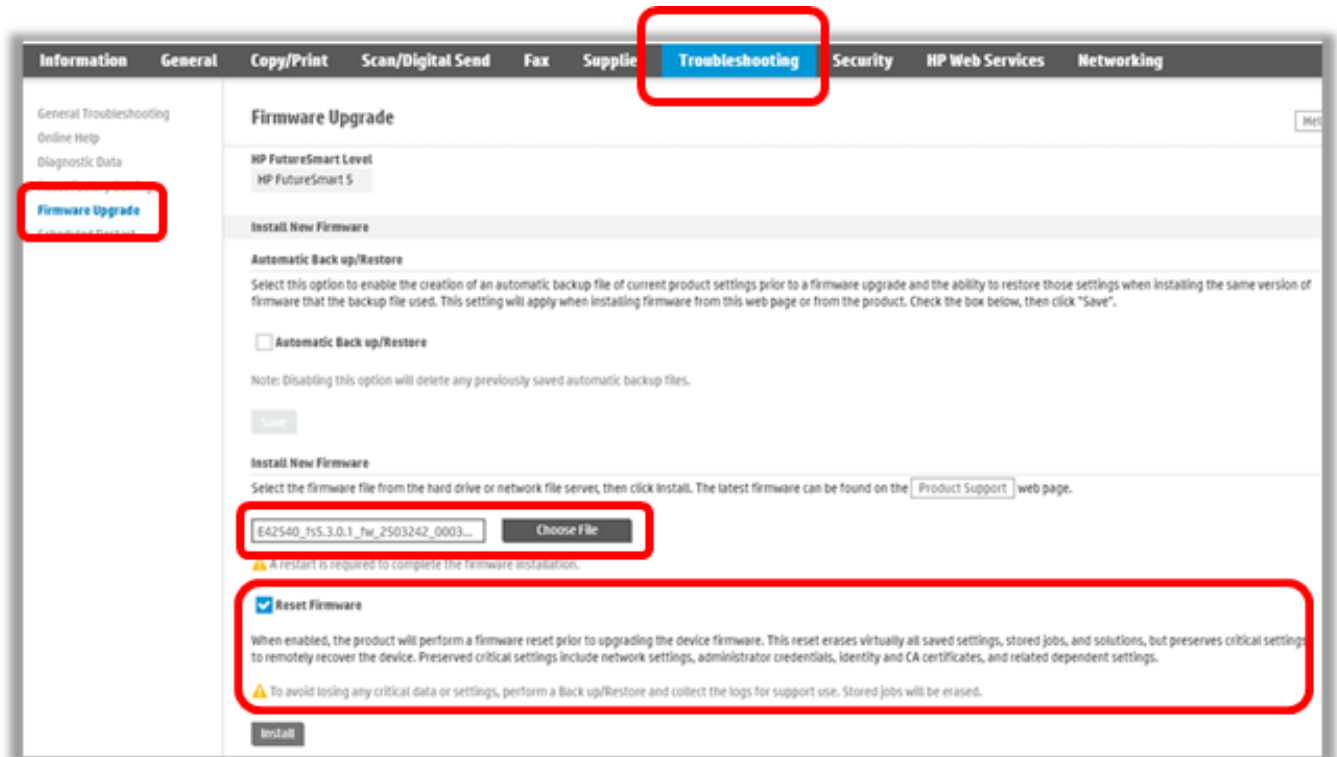
Screen shots of where to enable the setting are provided for both options below.

Embedded Web Server

To activate the feature through the printer Embedded Web Server (EWS), access the EWS through the IP address of the printer.

1. Sign into the printer EWS and go to the **Troubleshooting** tab. (Figure 1)

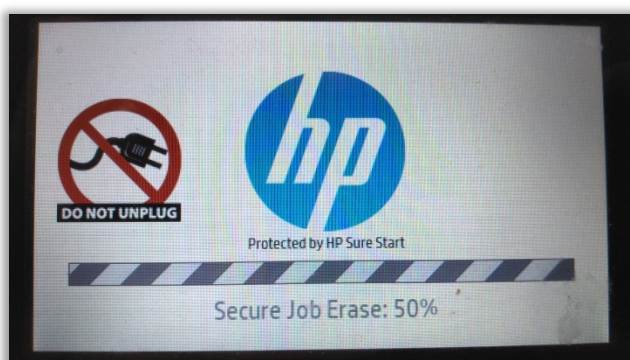
Figure 1: The Firmware Upgrade screen in the **Troubleshooting** tab of the EWS



2. Select **Firmware Upgrade** from the left navigation pane.
3. Click the **Choose File** button to browse to the firmware file to use for the upgrade.
4. Select the **Reset Firmware** check box.
5. Perform the upgrade.

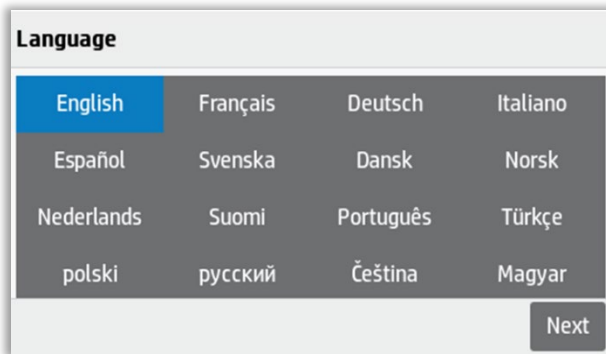
During the upgrade, along with the reset, a Secure Job Erase is performed. (Figure 2)

Figure 2: Secure Job Erase progress screen



When the printer reboots, the initial setup screens seen during other printer resets are presented. (Figure 3)

Figure 3: One of the printer initial setup screens



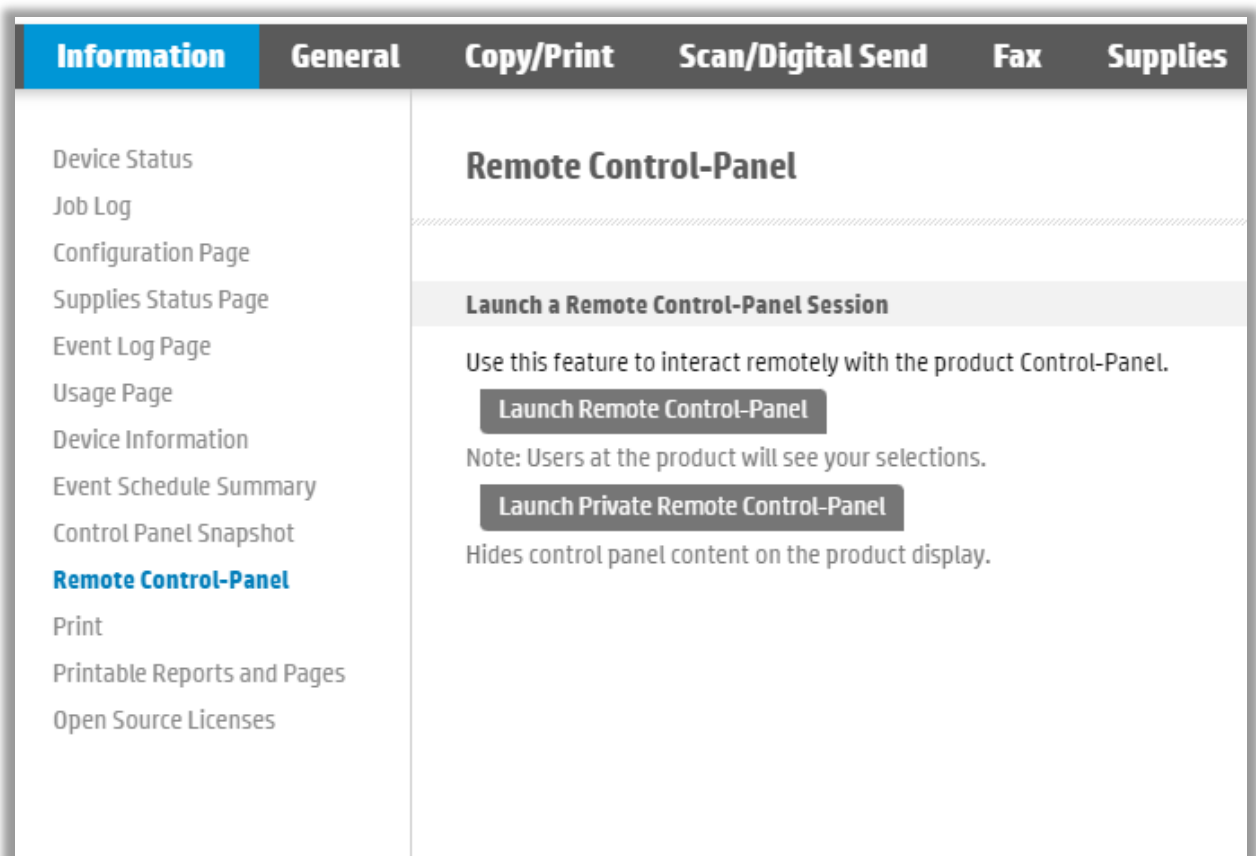
A screenshot of a printer's language selection screen. The title 'Language' is at the top. Below it is a grid of language options. 'English' is highlighted with a blue background. At the bottom right is a 'Next' button.

Language			
English	Français	Deutsch	Italiano
Español	Svenska	Dansk	Norsk
Nederlands	Suomi	Português	Türkçe
polski	русский	Čeština	Magyar

Next

These setup screens can be acknowledged either at the device or remotely with the **Remote Control-Panel** feature found on the left navigation pane on the **Information** tab of the EWS. (Figure 4)

Figure 4: Remote Control-Panel screen of the EWS



A screenshot of the 'Remote Control-Panel' screen in the EWS. The top navigation bar has tabs: 'Information' (selected), 'General', 'Copy/Print', 'Scan/Digital Send', 'Fax', and 'Supplies'. The left sidebar lists various options, with 'Remote Control-Panel' highlighted in blue. The main content area is titled 'Remote Control-Panel' and contains instructions on how to use the feature, including two buttons: 'Launch Remote Control-Panel' and 'Launch Private Remote Control-Panel'.

Information General Copy/Print Scan/Digital Send Fax Supplies

Device Status
Job Log
Configuration Page
Supplies Status Page
Event Log Page
Usage Page
Device Information
Event Schedule Summary
Control Panel Snapshot
Remote Control-Panel
Print
Printable Reports and Pages
Open Source Licenses

Remote Control-Panel

Launch a Remote Control-Panel Session

Use this feature to interact remotely with the product Control-Panel.

Launch Remote Control-Panel

Note: Users at the product will see your selections.

Launch Private Remote Control-Panel

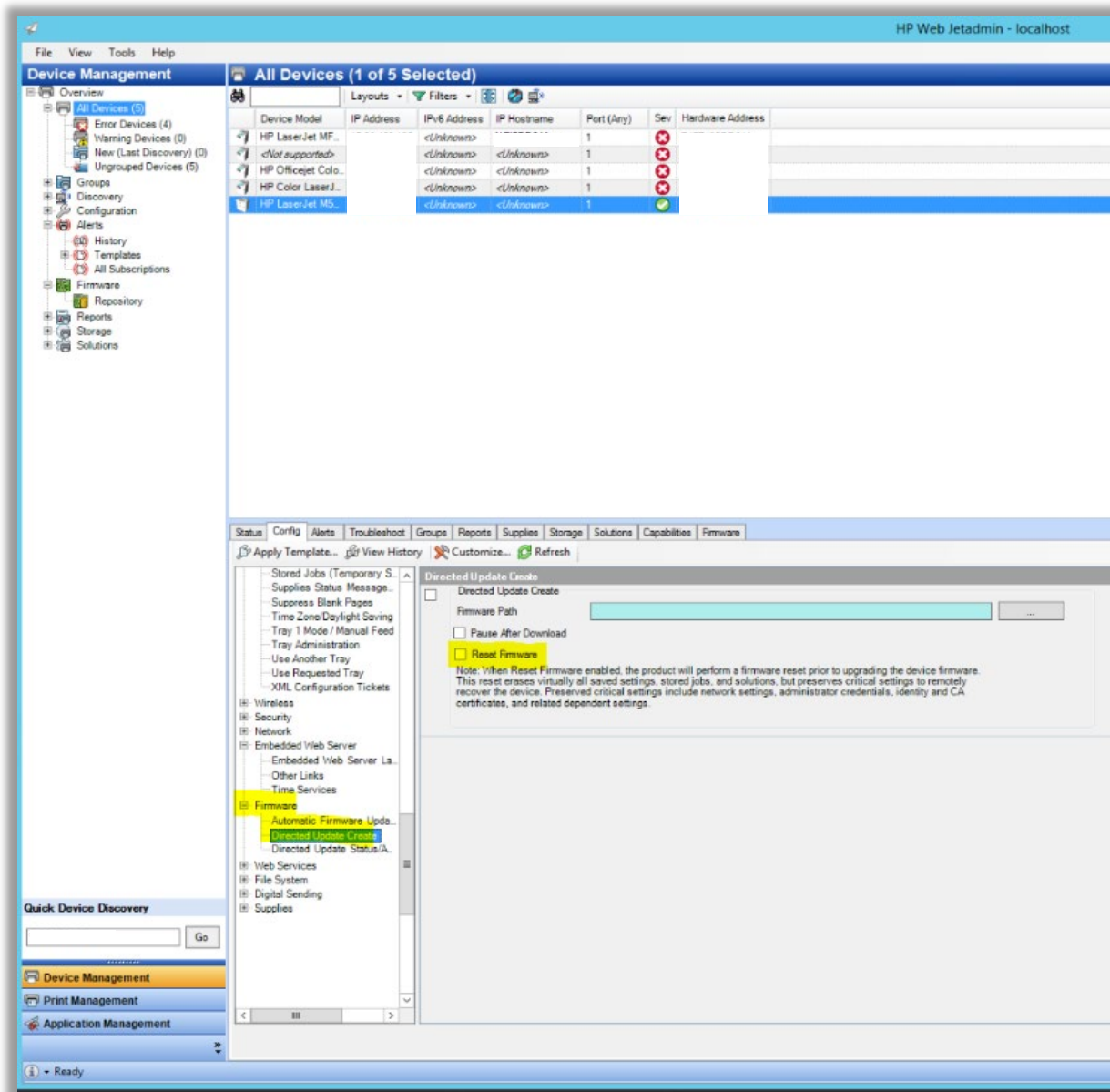
Hides control panel content on the product display.

HP Web Jetadmin

To activate the feature through HP Web Jetadmin, access the printer through the Device Discovery feature provided with HP Web Jetadmin.

1. Create a template to apply to the printer.
2. Use the **Config** tab to access the Reset Firmware feature.
3. In the **Firmware** section, select the **Directed Update Create** option.
4. Select the **Reset Firmware** check box and define the parameters for the Directed update. (Figure 5)

Figure 5: Select Reset Firmware in the Directed Update Create settings



5. Apply the template to the printer.

Supported printers

All products capable of using running the latest version of FutureSmart 4 and 5. The latest version can be found on the product support page of each product on hp.com.

Call to action

Contact your HP representative or visit: hp.com/go/futuresmart

hp.com/go/support

Current HP driver, support, and security alerts
delivered directly to your desktop

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