

HP Scanjet Enterprise Flow N9120 fn2 Document Scanner

Firmware Readme

Product Name(s):

- HP Scanjet Enterprise Flow N9120 fn2 Document Scanner
- Model Number(s): L2763A

This document contains information for the firmware revision number:

Firmware Datecode: 20210401

Firmware Revision: 2502087_007723

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.2

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- Trademark Notices
- OPEN-SOURCE SOFTWARE LICENSE AGREEMENTS (In English)
- License and Copyright

Description

This Readme file provides specific installation instructions and other information you should know before you perform a firmware update for your HP Scanjet Enterprise Flow N9120 fn2. Installation instructions are provided for single and multiple scanner updates.

This document provides specific update, installation and troubleshooting information. For additional information on the device features refer to the online user guide found on the CD-ROM that came with your scanner, or at hp.com.

What is included in a Firmware bundle?

HP Scanjet Enterprise Flow N9120 fn2 firmware update file available from the hp website contains firmware for the scanner and embedded Jetdirect in one convenient download file. When the firmware upgrade file is sent to the HP Scanjet Enterprise Flow N9120 fn2 all device components are upgraded.

Who needs this firmware?

Similar to HP Inc. providing improved software for your HP Scanner, HP Inc. provides firmware updates for your scanner periodically through its supported lifecycle. A firmware update may be necessary if it is determined that you may benefit from the resolution of any issue that is documented below. These updates are available on the HP support web site.

Determining the current version level of your firmware

To determine the current level of firmware installed on the device:

Go to the scanner control panel.

1. Go to the scanner's control panel.
2. Swipe left and select the **Reports** application.
3. Select the **Configuration/Status** Pages menu.
4. Select the **Configuration Page** option.
5. Press **View**.

On the displayed Configuration page look in the section marked "Device Information" for the Firmware Datecode and Firmware Revision. The Firmware Datecode and Firmware Revision will look something like this:

Firmware Datecode: 20201209

Firmware Revision: 2501124_04342

IMPORTANT NOTE:

This firmware file requires an interactive update method. You CANNOT update these Product(s)/Model(s) using the traditional FTP, LPR or Port 9100 methods of upgrading. Please use one of the following methods listed below to update the firmware of this device.

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20210401

Firmware Revision: 2502087_007723

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.2

For information on HP Security Bulletins addressed by firmware releases, please visit:

<https://support.hp.com/security-bulletins>

To initiate a subscription to receive future HP Security Bulletin alerts via email, visit:

<https://www.hp.com/go/alerts>

Enhancements:

Base:

- Additional Syslog auditing capabilities have been added to capture changes to the security posture related firmware settings.

Digital Sending:

- No New Updates

Jetdirect:

- No New Updates

Authentication and Security:

- No New Updates

Fixes:

Base:

- The files and directories are visible on a USB thumb drive which is intended to be used only for an installed solution.
- Some device configuration strings are incorrectly translated for the Portuguese language.
- Duplicate buttons for the same application may be displayed on the control panel and in a sub-folder.
- Hex keyboard will not load with solutions.
- A 44.16.06 error may occur when scanning to SharePoint and using credentials containing a special character (&"").
- Some device configuration strings are incorrectly translated for Portuguese language.
- Some settings are not restored correctly during Backup and Restore operation.
- Incorrect text string for "Darkness" for Japanese language, within device configuration options in Copy / Scan menus.

- The wrong expiration date is displayed in the Embedded Web Server for Intermediate CA Certificates.
- 49.38.07 error after loading Skip Disk load with a solution.

Digital Sending:

- No New Updates
- Certificate caching issues for scanning to email with encryption.
- A scan job failure occurs when selecting the File Numbering Format _XX_of_YY when in the Japanese language.

Jetdirect:

- A "USB hubs cannot be attached in series. Remove extra hubs." error may appear on the control panel when plugging in a JD3100w to the HIP pocket using a short cable.
- The Gateway address is missing digits in the last octet when the configuration page is viewed on the control panel and language is set to Japanese.

Authentication and Security:

- LDAP query fails when the server times out waiting for initial data.
- The network folder credential form is not filled out when a Smartcard user is authenticated with the Celiveo application.
- TLS version selected gets out of sync with TLS version used to negotiate a secure connection when using LDAP Contact List.
- Self-Signed ID and CA certificates are regenerating without cause after a reboot.
- Third party solutions created in 2021 will not be able to load on the device through the solution installer page.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Scanjet Enterprise Flow N9120 fn2 Document Scanner	Firmware Datecode: 20210401 Firmware Revision: 2502087_007723
Embedded Jetdirect:	JSI25020013
Firmware Bundle Version	FutureSmart Bundle 5.2
MD5 checksum for .bdl file	cc176cc64be39addf6726fc2ba0a5ded

Enhancements and Fixes provided with this Firmware revision

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

Firmware Datecode: 20201209

Firmware Revision: 2501124_04342

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 5.1

For information on HP Security Bulletins addressed by firmware releases, please visit:

<https://support.hp.com/security-bulletins>

To initiate a subscription to receive future HP Security Bulletin alerts via email, visit:

<https://www.hp.com/go/alerts>

ENHANCEMENT:

Base:

- No New Updates – Original Release

Digital Sending:

- No New Updates – Original Release

Analog Fax:

- No New Updates – Original Release

Security/Authentication:

- No New Updates – Original Release

Embedded JetDirect:

- No New Updates – Original Release

FIXES:

Base:

- No New Updates – Original Release

Digital Sending:

- No New Updates – Original Release

Analog Fax:

- No New Updates – Original Release

Security/Authentication:

- No New Updates – Original Release

Embedded JetDirect:

- No New Updates – Original Release

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP Scanjet Enterprise Flow N9120 fn2 Document Scanner	Firmware Datecode: 20201209 Firmware Revision: 2501124_04342
Embedded Jetdirect:	JSI25010008
Firmware Bundle Version	FutureSmart Bundle 5.1
MD5 checksum for .bdl file	a739ebe239843a8912c2bb8a63d61379

No Previous Releases – Original Version

Installation Instructions

NOTE: Please be aware that an update in some circumstances may require 10 minutes or more to complete.

You can send the firmware update to a device at any time; the device will wait for all I/O channels to become idle before cycling power.

Please view a configuration page prior to performing any firmware update.

To view the configuration page:

1. Go to the scanner's control panel.
2. Swipe left and select the **Reports** application.
3. Select the **Configuration/Status** Pages menu.
4. Select the **Configuration Page** option.
5. Press **View**.

On the displayed Configuration page look in the section marked "Device Information" for the Firmware Datecode and Firmware Revision. The Firmware Datecode and Firmware Revision will look something like this:

Firmware Datecode: 20201209
Firmware Revision: 2501124_04342

The elapsed time for an update depends on the I/O transfer time as well as the time that it takes for the scanner to reinitialize. The I/O transfer time depends on the speed of the host computer sending the update and the I/O method (USB or network).

The re-initialization time will depend on the specific hardware configuration of the scanner. Finally, any scan jobs ahead of the firmware job in the queue will be processed before the update is processed.

NOTE: When the update process has completed the Scanjet will need to be rebooted. Once the scanner is back online, view the Configuration Page and verify that the new firmware has been installed.

Additional information to know

The firmware file will be in the following file format "xxxxxxx.bdl" where "xxx" indicates the firmware file name and the ".bdl" is the file extension.

This file requires an interactive update method. You cannot update the scanner using the traditional FTP, LPR or Port 9100 methods of upgrading. Please use one of the following methods listed below to update the firmware of this device.

How to perform firmware upgrades.

Embedded Web Server: (control panel is at a Ready screen)

After uncompressing/extracting the file you will see a xxxxxxx.bdl file.

1. Open an Internet Browser Window.
2. Enter the IP address in the URL line.
3. Select the Firmware Upgrade link from within the Troubleshooting or General tabs.
4. Select Choose File and browse to the location that the firmware upgrade file was downloaded to, and then select the firmware file.
5. Select the Install button to perform the upgrade

NOTE: Do not close the Browser Window or interrupt communication until the Embedded Web Server displays the Confirmation Page.

6. The scanner will automatically reboot unless you are downgrading. If downgrading
Firmware you will be prompted to select the Rollback option

NOTE: Please be aware that an update in some circumstances may require 10 minutes or more to complete.

Once the scanner is back online, view a Configuration Page and verify that the new firmware has been installed.

Pre-Boot walk-up USB thumb drive: (control panel Pre-Boot menu)

NOTE: Only to be used if the scanner is not able to boot to READY

After uncompressing the file you will see a xxxxxxx.bdl file.

1. Copy the xxxxxxx.bdl file to a portable USB flash memory storage device (thumb drive).

NOTE: USB Flash Drives that are not in a Fat32 format or having a CD formatted partition may not be recognized by the scanner. You may need to try a different USB flash drive.

2. Turn the scanner ON.
3. Press the **HP** logo in the middle of the screen when you see the "**1/8**" under the logo.
4. Press the Down arrow to highlight **Administrator**, and then press OK.
5. Press the Down arrow to highlight **Download**, and then press OK.
6. Insert the portable USB storage device with the xxxxxxx.bdl file on it.
7. Press the Down arrow to highlight **USB Thumbdrive**, and then press OK.
8. Press the Down arrow to highlight the xxxxxxx.bdl file, and then press OK.

NOTE: Please make sure the firmware file is located in the root directory of the flash drive. If you have more than one .bdl file on your USB flash drive, select the file you want loaded and press OK.

Please be patient since this may take up to 10 minutes to complete.

9. When the message **Complete** appears on the control panel display, power cycle the scanner.
10. The scanner will start the upgrade process and will continue to boot to the Ready state.

NOTE: Please be patient since this may take up to 10 minutes to complete.

Once the scanner is back online, view a Configuration Page and verify that the new firmware has been installed.

Walk-up USB thumb drive: (Standard control panel menu)

After uncompressing the file you will see a xxxxxxxx.bdl file.

1. Copy the xxxxxxxx.bdl file to a portable USB flash memory storage device (thumb drive).

NOTE: USB Flash Drives that are not in a Fat32 format or having a CD formatted partition may not be recognized by the scanner. You may need to try a different USB flash drive.

2. Turn the scanner ON.
3. Swipe to the left and select the **Support Tools** application.
4. Select the **Maintenance** menu
5. Select the **USB Firmware Upgrade** menu.
6. Insert the portable USB storage device with the xxxxxxxx.bdl file on it into the USB port on the front control panel of the product.
7. Select the xxxxxxxx.bdl file you would like to use.

NOTE: If there is more than one xxxxxxxx.bdl file on the storage device, make sure that you select the correct file for this product.

8. Select the **Install** button on the bottom of the screen.
9. Select the **Upgrade, Re-install or Downgrade** option depending on the task you are performing. The firmware upload process will begin.

When the upload is complete, the scanner will reboot automatically and start the upgrade process.

NOTE: The upgrade process may take up to 10 minutes to complete. Please do not interrupt the updating process.

Once the scanner is back online, view a Configuration Page and verify that the new firmware has been installed.

Web Jetadmin (Supported with version 10.4 SR9 or newer)

Please visit www.hp.com and type "Web Jet Admin" in the "Search" Box to find more information about new releases of Web Jetadmin and the release note information for those releases.

Upgrading Firmware:

1. Start Web Jetadmin 10.4 SR9 or newer
2. From the "Device Management" section, select "All Devices" (or the appropriate device group). An "All Devices" list will appear in the center window.
3. Find your device in the list or type the IP address of the device in the Quick Device Discovery section in the lower-left of the screen (this will highlight your device in

- the device list). You can sort the device list by clicking on a column name at the top.
4. If your device list is sorted by model number, you may select multiple devices with the same model number by Control-Click or Shift-Click.
 5. Right-click on the device and select "Upgrade firmware...".
 6. An Upgrade Firmware window will appear. Select "Device firmware" and click "Next".
 7. A list of available firmware will appear. If the correct version is listed, click "Next", and the upgrade process will start.

NOTE: If the correct firmware version does not appear within the list, you will need to manually upload it into WJA. New firmware may be available on an FTP site prior to appearing on hp.com. The instructions below allow you to upload a firmware file from your local PC to WJA 10.4 SR9 or newer

Uploading new firmware files into WJA:

1. Click on "Firmware/Firmware Repository" in the "Device Management" pane
2. A "Firmware Repository" window will appear in the center of the screen
3. Click on "Upload" in the upper-right of the window
4. Browse to the .bdl file on your local PC
5. Click "Upload"
6. Once the .bdl file is uploaded, go back to step 2 in the first section and complete steps 2 through 6.

NOTE: Do not turn printer off during the update process! When the update process is complete, the printer will automatically reboot. If the firmware update process fails, Web JetAdmin will provide notification with a page (screen) of information regarding the reason(s) for failure. A link will be provided to attempt the process again.

System Requirements

The Firmware upgrade process requires a network or USB port connection.

Technical Assistance

Some of the services below are provided for the United States only. Similar services to those listed below are available in other countries. See your scanner's user guide or call your local authorized HP dealer.

Customer Support

See your scanner's user guide or call your local authorized HP dealer.

Internet

An anonymous FTP library service is available worldwide for around-the-clock access to drivers and technical support information for HP peripheral and computer products.

Please note that paths may change without notice. Access the Internet or FTP address and use the menus to locate the software or support of your choice.

URL for HP Scanjet Enterprise Flow N9120 fn2 Document Scanner:

URL for Support: www.hp.com/support/sjflowN9120fn2

Additional Information

Refer to your scanner's user guide for additional methods of obtaining software and support information, such as online services, fax services, and other online support.

Legal Statements

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