

Steps to flash the DCC Firmware on the M477/M452/M377 for the 59.F0 Error issue

For the M452dw/M377dw/M477fnw/M477fdn/M477fdw with the walk-up USB port at the Control Panel, we can follow the Methods 1/2/3.

For the M452dn and M452nw with no walk-up USB port available, we need to follow the steps as in the Methods 2/3.

METHOD 1:

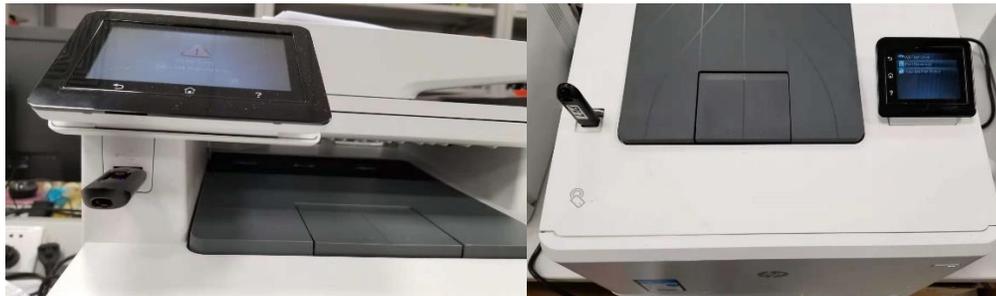
Copy **DCCV1_51.prn** to a USB thumb drive (Front USB only support USB drive with FAT32 format).

Instructions to update DCC from front USB:

1. Power on the printer to Ready mode or with "59.F0" displayed already.



2. Plug USB driver into front USB



3. Press "Home" icon, back to home screen. If control panel is already on home screen, skip this step



4. Select "USB"



5. Select "Print Documents"



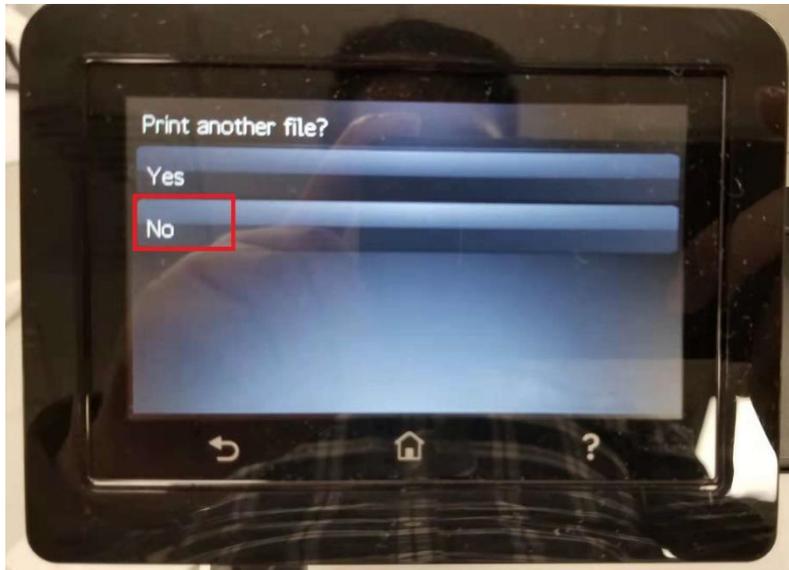
6. Select and Print "DCCV1_51.prn" file



7. Confirm the upgrade has been started with the "Printing started" screen showing for some seconds,



8. On screen next, Select "No"



9. Wait around 3 ~ 5 minutes, until printer gets auto re-boot, during which control panel either continue showing "59.F0" or "Performing Upgrade".

Notes: For units constantly getting "59.F0 Error" on screen. Control Panel will continue showing "59.F0" during DCC FW upgrade; for units still in "Ready" state, "Performing Upgrade" screen will be showing up before reboot.



10. After printer re-boot to ready, print out "config report", check DCC reversion, being **15101**, which is indicating the units was updated to latest successfully.

Note: the control number would not change since the 1st successful upgrade, no matter how many time of upgrade action performed (prn file execution) later.

HP Color LaserJet MFP M377dw Configuration Report

Product Information

Product Name: HP Color LaserJet MFP M377dw
Formatter Number: 4F80NCY
Serial Number: CNBKK895X0
Cartridge Index: OHLU EKJ
Service ID: 27338
Firmware Datecode: 20180201
Control Panel Version: 0x15
Location: USA
Device Location:
Geo Location:
ADF Installed: Yes
Max Monochrome Print Quality: 600x8
Max Color Print Quality: ImageREt 3600
Controller Number: 15101
Duplexer Version: 0

Memory

Total Memory: 256 MBytes
Available Memory: 101.90 MBytes

Paper Settings

Default Paper Size: Letter
Default Paper Type: Plain
Tray 1 Size: Any Size
Tray 1 Type: Any Type
Tray 2 Size: Any Size
Tray 2 Type: Any Type
Paper Out Action:

Product Set

Device Descri
Language: En
Default Sett
Asset Number
Your Company
Contact Pers
Product Secu
Wired HW Add
Wireless HW
Network In U
Host Name: N
IPv4 Status:
IPv6 Status:

Installed Pe

PCL6
NativeOffice
AirPrint
PCL
PDF
PS
USB Flash Dr

Print

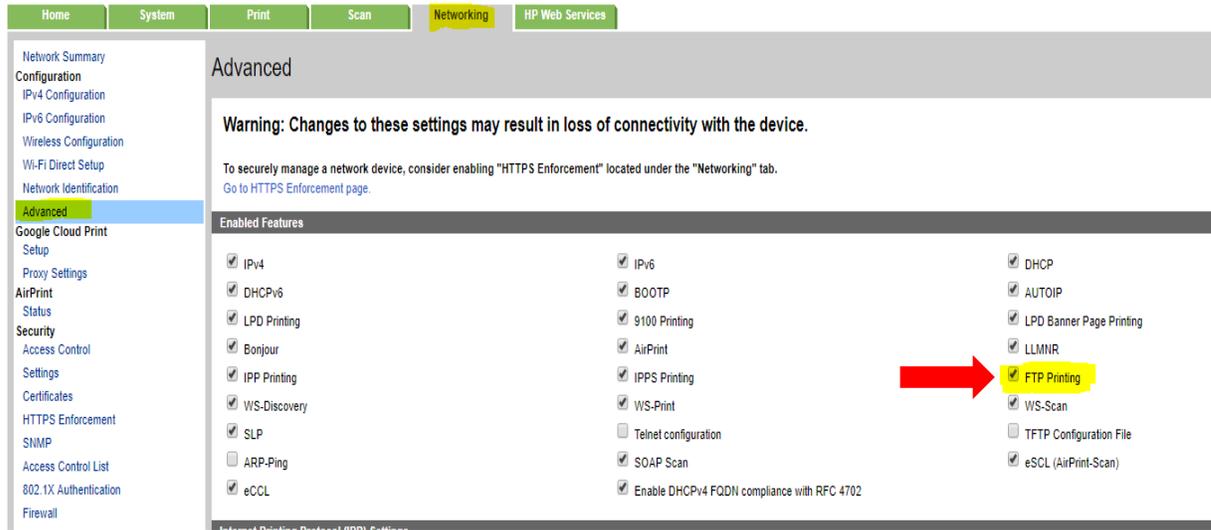
Auto Contin
Number of Co
Courier Font
Orientation:
Monochrome

METHOD 2 (For M452dn and M452nw):

For devices connected over the network, use the FTP command:

NOTE: Make sure FTP printing is enabled on the EWS:

Open the EWS > Networking > Advanced > **ENABLE** “FTP Printing” > Apply



Download the PRN file to the PC and proceed with below steps to update the file.

FTP **prn** file to the printer:

- a. Open a command prompt as **ADMIN**
- b. Type, “FTP xx.xx.xx.xx”, where xx.xx.xx.xx is the IP address of the printer, and hit enter
- c. Hit enter for user (blank)
- d. Hit enter for password (blank)
- e. From the FTP prompt, type “put”, leave a space, and drag/drop the file onto the window.
- f. Click on the window, and hit enter (users may have to hit it twice)

When the file transfer has completed, the window should look something like this. The parts that the users will input have been highlighted, below:

```
Command Prompt - ftp 15.79.241.111
Microsoft Windows [Version 10.0.15063]
(c) 2017 Microsoft Corporation. All rights reserved.

C:\Users\gsra>ftp 15.79.241.111
Connected to 15.79.241.111.
220 Service ready for new user.
500 Command unrecognized or unimplemented
User (15.79.241.111:(none)):
331 Enter password.
Password:
230 Hewlett-Packard FTP Print Server Version 3.0.
ftp> put C:\DCCV1_51.prn
200 Port command successful.
150 Open BINARY mode data connection.
226-Ready
226 Ready
ftp: 508708 bytes sent in 0.21Seconds 2410.94Kbytes/sec.
ftp>
```

The device would reboot & once it gets to the READY mode, you may check the DCC version (15101) on the EWS configuration page or print a configuration page to confirm the same.

METHOD 3 (For M452dn and M452nw):

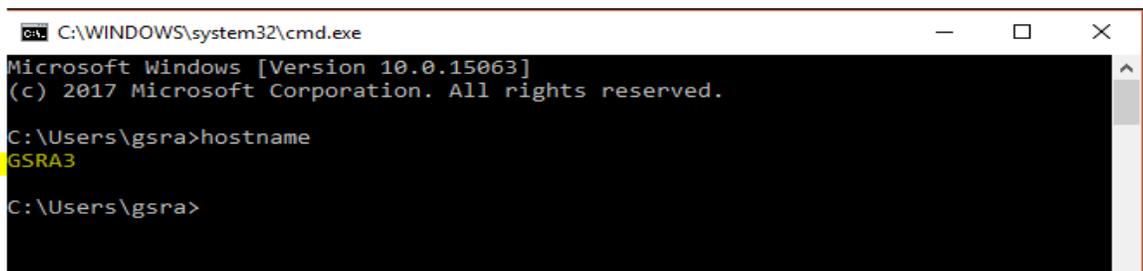
For devices connected via the USB cable:

NOTE:

1. We need to have a driver installed locally on the PC and the driver needs to be shared.
2. Get the computer name using the shortcut – “Press and hold the Windows key, then press the Pause/Break key” which will open the System Window.

Or you can find the computer name from the command prompt:

Open the command prompt as ADMIN. Type hostname & ENTER as shown below which will give us the Computer Name:



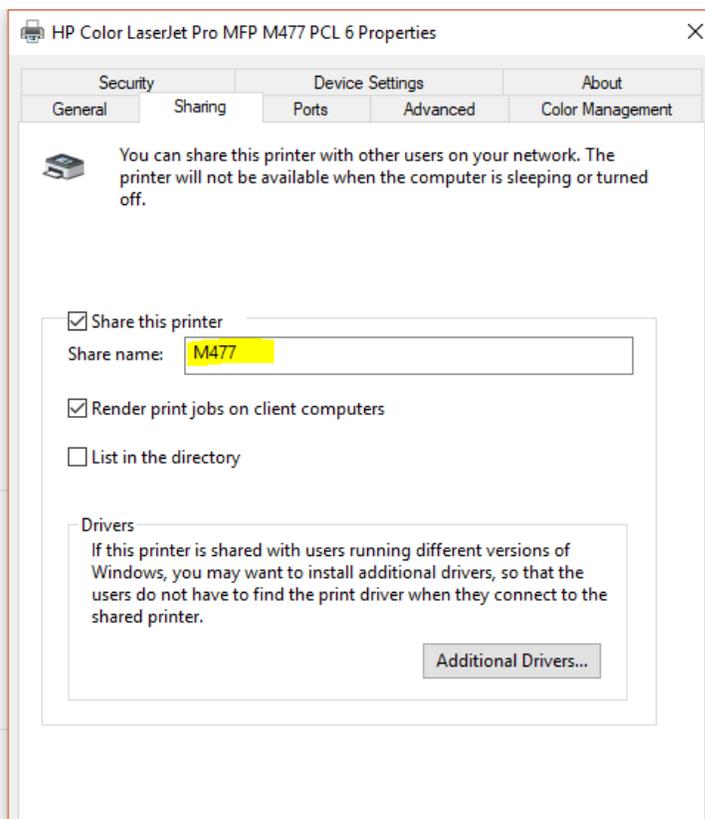
```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 10.0.15063]
(c) 2017 Microsoft Corporation. All rights reserved.

C:\Users\gsra>hostname
GSRA3

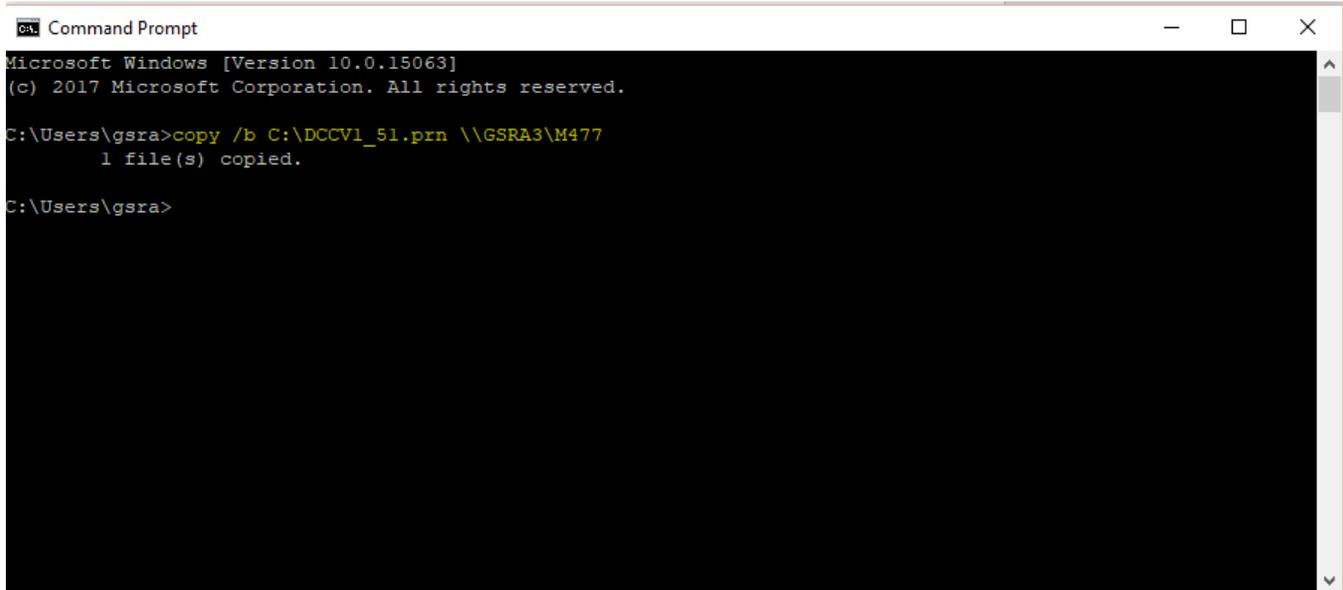
C:\Users\gsra>
```



HP Color LaserJet Pro MFP M477 PCL 6



1. Save the *PRN file to C:\drive
2. Go to printer and right click on the printer and click on share and make a note of the printer name
3. Start - run – CMD (as ADMIN)
4. Type in CMD `copy /b FILENAME \\computername\Printersharedname`
5. Press Enter



```
Command Prompt
Microsoft Windows [Version 10.0.15063]
(c) 2017 Microsoft Corporation. All rights reserved.

C:\Users\gsra>copy /b C:\DCCV1_51.prn \\GSRA3\M477
        1 file(s) copied.

C:\Users\gsra>
```

The Device would reboot and get to the READY mode; print a configuration page & confirm the DCC version installed.