

## HP Printers - HP Easy Scan Unable to Scan After Updating to macOS Catalina

**This document is for HP printers and macOS Catalina (10.15).**

When sending a scan job using HP Easy Scan in macOS Catalina, one of the following messages display on the computer or printer control panel:

- Automatic Document Feeder is Empty
- Scan Unsuccessful
- Preparing to scan

To resolve this issue, make sure to update to the latest version of macOS Catalina and HP Easy Scan.

## HP Printers - Firewall Blocking Driver Install or Printer Function (Windows)

**This document is for HP printers and computers with Windows operating systems.**


Firewall software helps block threats from outside your network, but some settings or configurations can block communication with network printers. Firewall settings might cause one of the following issues:

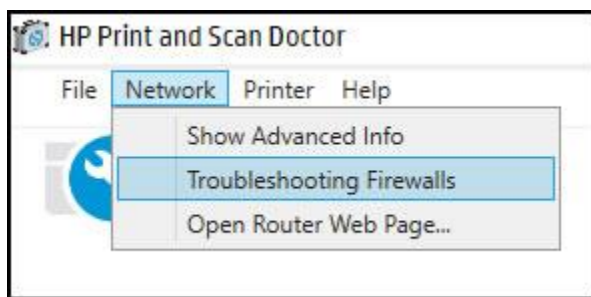
- You are unable to install the printer software.
- When you install the printer software, the printer cannot be found on the network.
- Some functions of your printer work while others do not.
- Your printer suddenly does not print.
- The printer status displays as Not connected even though the printer is connected to the network.

To determine if your firewall is causing the issue, use HP Print and Scan Doctor to temporarily disable the firewall, and then configure the firewall using your security software, if necessary.

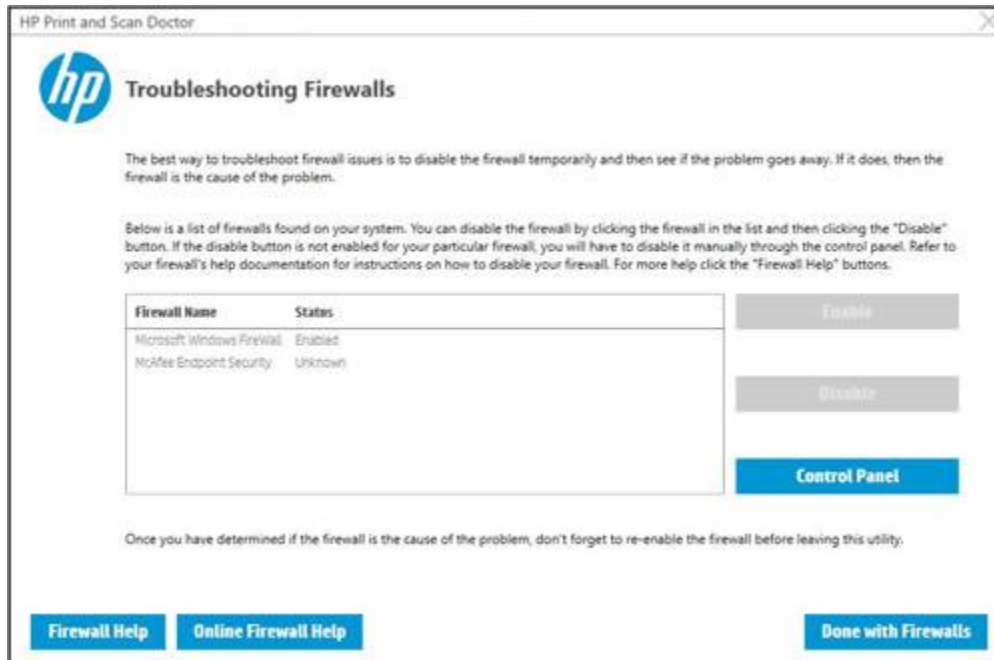
### Step 1: Temporarily disable the firewall

Using HP Print and Scan Doctor, temporarily disable the firewall to determine if it is blocking driver installation or printer functionality.

1. Download and run [HP Print and Scan Doctor](#) .
2. Click Network, and then click Troubleshooting Firewalls.



3. Click the name of any firewall software that has an **Enabled** status, and then click Disable. Do this until all firewalls are disabled.



4. When all firewalls are disabled, install your printer software or try to use your printer.
  - **If the installation completed**, re-enable the firewall in the Print and Scan Doctor. For future installs, you can either temporarily disable the firewall each time, or you can continue to the next step and configure the firewall to allow HP programs.
  - **If the printer functionality returned**, re-enable the firewall in the Print and Scan Doctor, and then continue to the next step and configure the firewall to allow HP programs.
  - **If the installation failed or your printer still does not function properly**, the firewall software is not causing the issue. Re-enable the firewall in the Print and Scan Doctor, and then search for the issue on [HP Customer Support](#) to continue troubleshooting.

note:

Using multiple firewalls at the same time will not make your computer any safer and can cause problems. If more than one firewall is enabled, disable all but one firewall.

## Step 2: Configure the firewall

Anti-virus and computer security programs, such as McAfee and Norton, include firewall software that monitors communications to your computer for threats. Follow the steps in the section that applies to your security software.

### Configure firewall settings in Windows Defender

Windows Defender is automatically installed on all computers with Windows 8 and later. If you are using the Windows Defender Firewall, follow the steps below to configure the firewall.

#### Step 1: Unblock HP programs

Open Windows Defender to manage programs that can send and receive information.

1. Open the Control Panel.
2. Click System and Security.

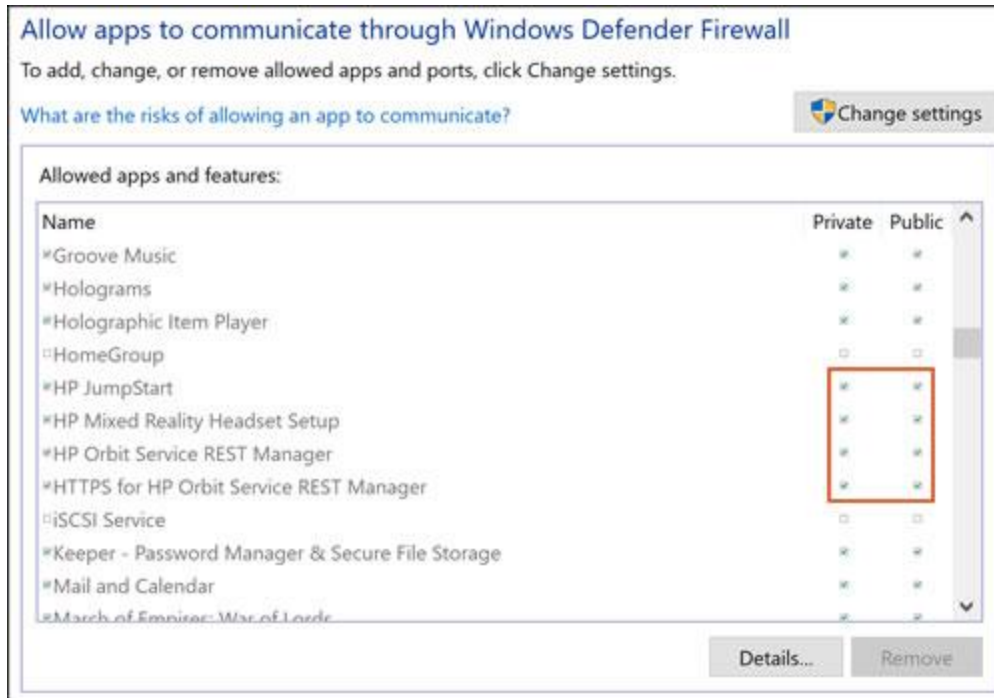


3. Click Windows Defender Firewall.
4. To see the programs that are allowed through your firewall, click Allow an app or feature through Windows Defender Firewall.



5. Scroll down until you see the HP programs available on your computer.
6. Make sure all HP programs are allowed for the type of network you are using (private or public).

To allow a program, first click Change settings at the top right, and then check the box in the column that applies to your network.



### Step 2: Confirm HP printer ports have rules

Printers use ports to communicate with a computer. Rules create openings in the firewall for specific ports. To avoid issues with HP printers in the future, look for and enable rules to allow HP printer ports.

1. Go back to the main Windows Defender Firewall screen, and then click Advanced Settings.



2. On the left panel, click Outbound Rules.
3. Scroll to the right until you see the column labeled Remote Port, and then click Remote Port to sort it numerically.


Remote Address	Protocol	Local Port	Remote Port	Authorized Computers
Any	UDP	Any	138	Any
Local subnet	UDP	Any	138	Any
Local subnet	TCP	Any	139	Any
Local subnet	TCP	Any	139	Any
Any	TCP	Any	139	Any
Local subnet	TCP	Any	15740	Any
Any	TCP	Any	15740	Any
Any	UDP	Any	1701	Any
Any	TCP	Any	1723	Any

4. Search the list for the following outbound rules. Make sure the protocol matches (TCP or UDP).

note:

Any missing ports are added in a later step to create rules.

- TCP 80
- TCP 139
- UDP 139
- UDP 161
- UDP 427
- TCP 443
- TCP 631
- UDP 3702
- UDP 5353
- TCP 8080
- TCP 9100
- TCP 9220
- TCP 9290
- TCP 9500

5. Make sure the rules you find are enabled. Enabled rules have a green check mark  next to them.

To enable a rule that does not have a green check mark, select the rule, and then click Enable Rule in the right panel.

6. Repeat these steps for inbound rules. On the left panel, click Inbound Rules, and then sort and search the Local Port list for the following inbound rules, making sure they are enabled.
- TCP 80
  - UDP 427
  - TCP 443
  - TCP 631
  - UDP 3702
  - UDP 5353

- TCP 8080
- TCP 9100

If you found and enabled every HP port, you do not need to continue to the next step. If you still experience problems, go to [HP Customer Support](#) to continue troubleshooting.

If you did not find every HP port, continue to the next step.

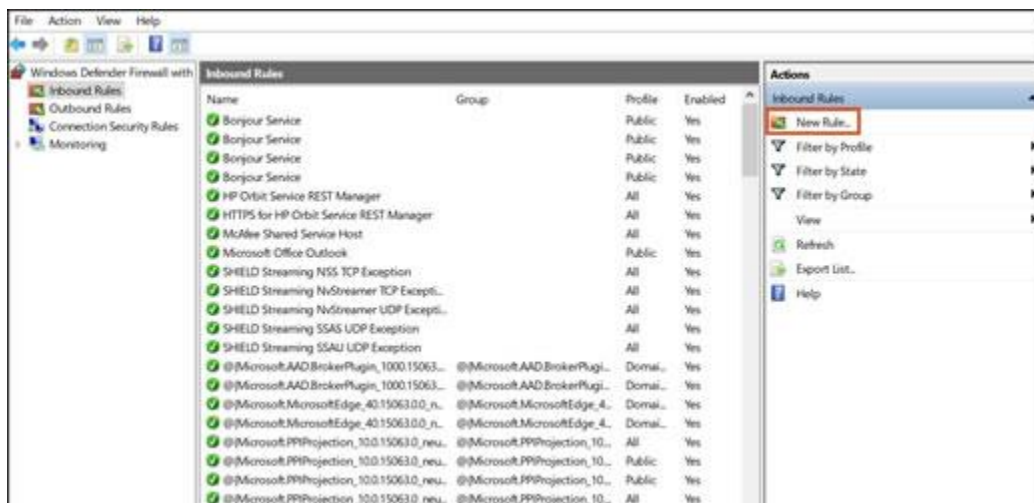
### Step 3: Create rules for missing HP ports

Rules allow your printer to communicate with your computer even when the firewall settings change, such as setting up a new home network or increasing the firewall level when using a public network.

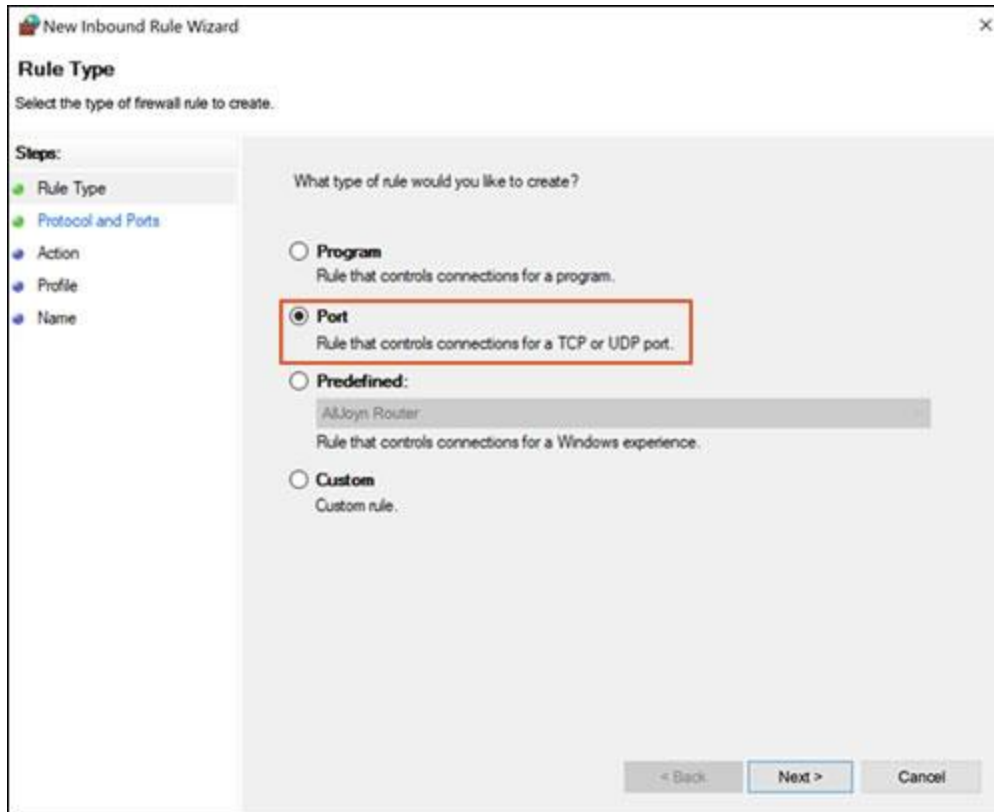
1. On the right panel, click New Rule...

note:

On the left panel, make sure you have selected the correct type of rule (inbound or outbound) for each creation.



2. Select Port, and then click Next.



3. Select UDP or TCP and Specific local ports, type the port number into the field, and then click Next.

The screenshot shows the 'New Inbound Rule Wizard' window, specifically the 'Protocol and Ports' step. The window title is 'New Inbound Rule Wizard'. The main heading is 'Protocol and Ports', followed by the instruction 'Specify the protocols and ports to which this rule applies.' On the left, a 'Steps:' pane lists five steps: 'Rule Type' (highlighted in blue), 'Protocol and Ports' (highlighted in green), 'Action', 'Profile', and 'Name'. The main area contains two questions. The first is 'Does this rule apply to TCP or UDP?' with radio buttons for 'TCP' and 'UDP', where 'UDP' is selected. The second is 'Does this rule apply to all local ports or specific local ports?' with radio buttons for 'All local ports' and 'Specific local ports', where 'Specific local ports' is selected. Below this, there is a text input field containing '427' and a hint text 'Example: 80, 443, 5000-5010'. At the bottom right, there are three buttons: '< Back', 'Next >' (highlighted in blue), and 'Cancel'.

New Inbound Rule Wizard

**Protocol and Ports**

Specify the protocols and ports to which this rule applies.

**Steps:**

- Rule Type
- Protocol and Ports
- Action
- Profile
- Name

Does this rule apply to TCP or UDP?

☐ TCP

☒ UDP

Does this rule apply to all local ports or specific local ports?

☐ All local ports

☒ Specific local ports:

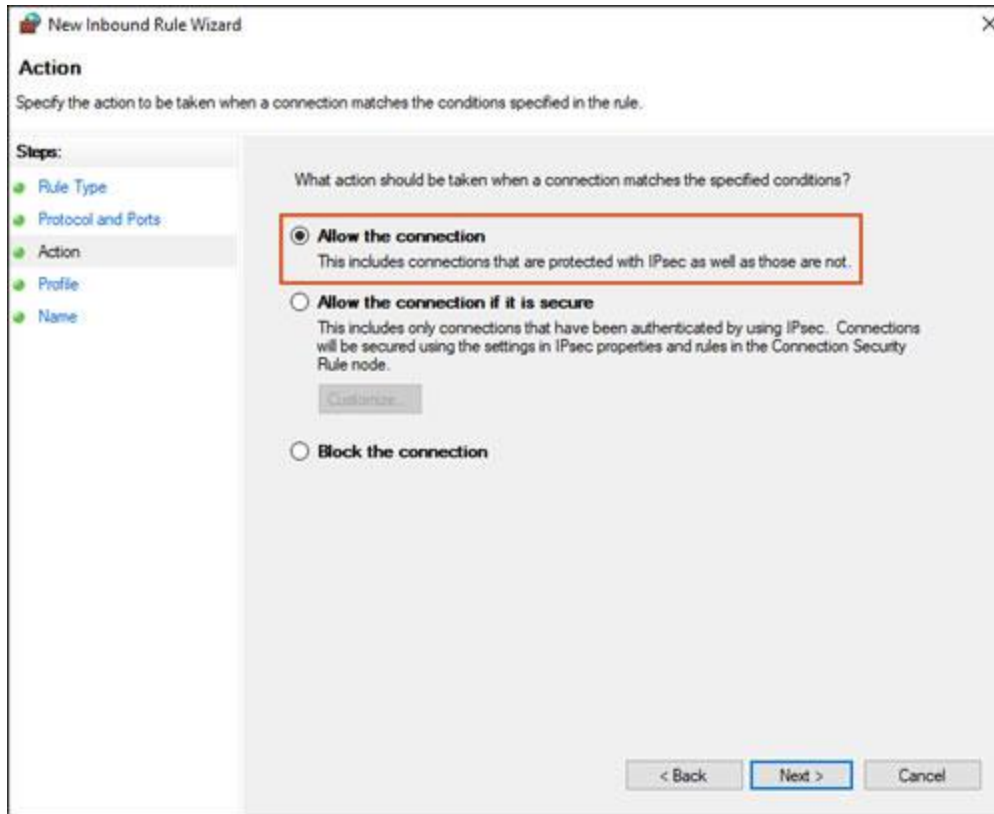
Example: 80, 443, 5000-5010

< Back   Next >   Cancel

4. If you only use a trusted, secure network, select Allow the connection, and then click Next.

If you use multiple networks or an unsecure network, select Allow the connection if it is secure, and then complete an additional step to authorize or block specific computers.





5. Check the boxes that match your network type, and then click Next.

#### Configure firewall settings in other security software

If your firewall is managed by another software application, go to the software manufacturer's support website for steps to change firewall settings.

Common security software websites:

- [BitDefender](#) (in English)
- [Kaspersky](#) (in English)
- [Avira](#) (in English)
- [Avast](#) (in English)
- [eScan](#) (in English)
- [Norton](#) (in English)
- [McAfee](#) (in English)
- [AVG](#) (in English)

Check each of the following firewall settings, and change them as necessary.

1. Your security software is up to date.
2. Your firewall settings have not been changed from default.
3. Your firewall strength is set to **Medium** when you are connected to your home network.
4. Your network is set as a **Trusted Zone**, if possible.
5. HP programs are listed as trusted programs, and are not blocked.

6. Firewall alert messages are enabled. If you install new HP software, your security software asks if you want to Allow, Permit, or Unblock. Always select this option for HP software.

If your security software has a Remember this action or Create a rule for this option, select it.

7. HP ports are not blocked. If necessary, create rules to allow the following HP ports.

Inbound Rules	Outbound Rules
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TCP 80	TCP 80
TCP 443	TCP 139
TCP 631	TCP 443
TCP 8080	TCP 631
	TCP 8080
	TCP 9100
	TCP 9200
	TCP 9290
	TCP 9500
UDP 427	UDP 139
UDP 3702	UDP 161
UDP 5353	UDP 427
	UDP 3702
	UDP 5353

## HP LaserJet Pro and Color LaserJet Pro Printer and MFP - Troubleshooting 49.XXXX Errors

### Issue

49 errors may be displayed when the MFP (multi-function printer) or single function printer attempts to perform an action that the device firmware is not capable of and may not have been designed to handle.

- 49 Error, Turn off then on

### Cause

Probable causes of 49 errors include:

- Printing or scanning files that include unsupported printer commands.
- A unique combination of environment and interactions with the device.

In both of these scenarios, it's possible the printer will generate a 49 error after the printer's firmware has tried initiating an action that it does not support. When this occurs, the only way to recover from the error is to turn the power OFF and back ON (the device's firmware is designed to do this automatically for you).

note:

HP extensively tests MFP and printer firmware before release to ensure that the occurrence of 49 errors occur at a very low rate. HP ensures that the frequency of these errors is low enough that typical end users will rarely encounter one. In the rare circumstance where a 49 error does occur, the firmware will automatically reboot to reduce the impact to the user.

### Solution

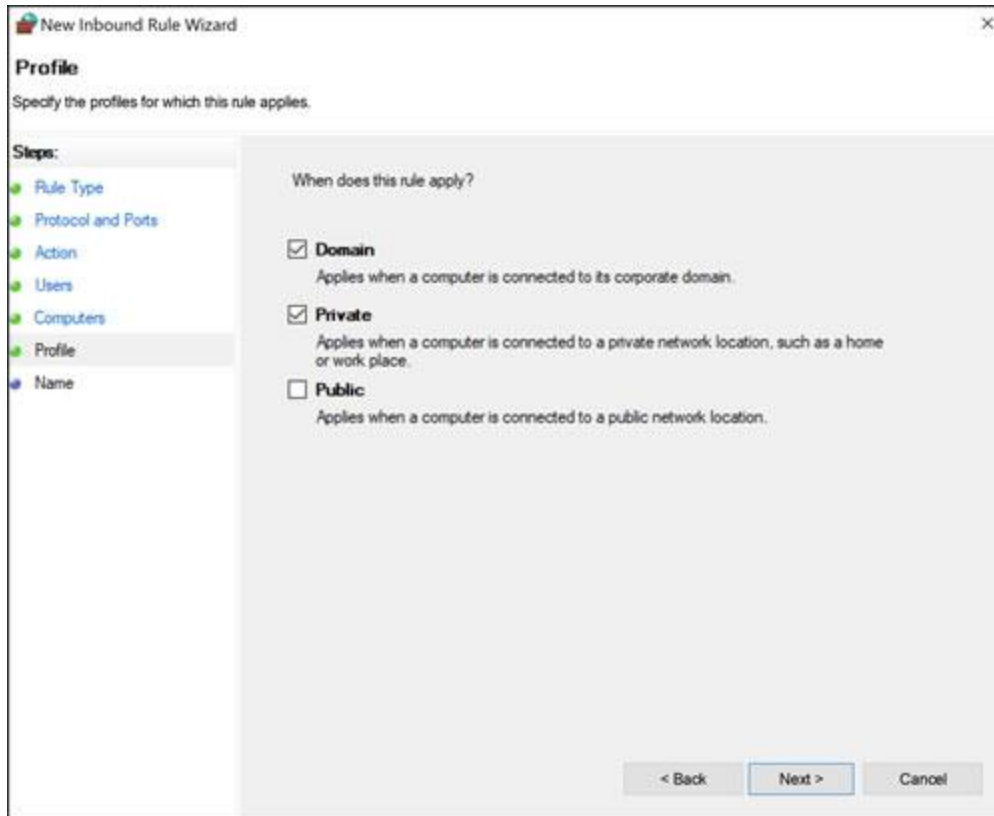
1. Through the printer's control panel, disable Wireless printing (if equipped).
2. Turn the printer off and unplug the network and/or USB cables.
3. If you are using a surge protector, remove it. Plug the product directly into the wall socket.
4. Turn the printer ON, does the printer return to the Ready state?
  1. If **NO**, your printer requires service, please contact [HP Customer Support](#).
  2. If **YES**, print an internal page, such as the Configuration Report, to demonstrate printer functionality.
5. Check the firmware version and update if a newer version is available at HP.com.
6. Attempt to isolate the 49 error to a specific connection type (Wireless, USB, LAN) or file:
  1. Start with only a USB connection and a simple test file from your PC to demonstrate printer functionality.
  2. Connect the printer to the network and send the same file.
  3. Continue troubleshooting below based on your findings.

#### **In cases where it is believed a specific file is the cause of the 49 error, try:**

1. Use a different print driver. For example, if you are using the universal print driver (UPD), try printing the same file with the PCL 5 or PCL 6 driver.
2. Change the file format when saving. For example, save the file as a PDF or other file format before printing.
3. If the error occurs when scanning, try a different resolution or saving in a different file format.

#### **In cases where the 49 error does not appear to be limited to one connection type or file:**

1. Your printer requires service, please contact [HP Customer Support](#).



6. Name the rule and add a description (optional), and then click Finish.
7. Repeat these steps to create a rule for any other missing HP ports.

## HP LaserJet Pro - Troubleshoot 10.xx and Supplies messages

[Troubleshooting control panel messages and event codes](#)

[Order supplies](#)

[Identify non-HP toner cartridge](#)

This document provides information about how to resolve common supplies related error messages. It also provides information for ordering replacement cartridges and identifying non-hp cartridges.

[Troubleshooting control panel messages and event codes](#)

The following table lists supplies related control panel messages and event codes for HP LaserJet printers. It also lists descriptions of the codes and the actions recommend to resolve the errors.

note:

This document does not contain all of the possible error codes for the HP LaserJet printer. The following table includes only the most common error codes associated with supplies.

Control panel message/Event code	Description	Recommended action
10.0004 Supply Error	There is a communication failure with the imaging drum.	<ul style="list-style-type: none"> <li>• Turn the printer off and then on.</li> <li>• Remove and then reinstall the imaging drum.</li> <li>• If reinstalling the imaging drum or restarting the printer does not resolve the error, replace the imaging drum.</li> </ul>
10.1004 Supply memory error		
		If the error persists, contact HP. Visit <a href="http://www.hp.com/go/support">www.hp.com/go/support</a> for contact options.
10.000X Supply memory error	There is a communication failure with one of the toner cartridges.	<ul style="list-style-type: none"> <li>• Turn the printer off and then on.</li> <li>• Verify that the toner cartridge is installed correctly.</li> <li>• Remove and then reinstall the toner cartridge.</li> <li>• If the above actions do not resolve the error, replace the toner cartridge.</li> </ul>
10.100X Supply memory error	In the error code, the "X" indicates which toner cartridge is causing the error:	If the error persists, contact HP. Visit <a href="http://www.hp.com/go/support">www.hp.com/go/support</a> for contact options.
	<ul style="list-style-type: none"> <li>• 0 = black</li> <li>• 1 = cyan</li> <li>• 2 = magenta</li> <li>• 3 = yellow</li> </ul>	
10.330X	Used (X) supply.  In the error code, the "X" indicates which toner cartridge is causing the error:	Replace the toner cartridge. note:  This error code might display when a genuine HP cartridge reaches the "low" state and is then removed from one printer and installed into another printer.
	<ul style="list-style-type: none"> <li>• 0 = black</li> <li>• 1 = cyan</li> <li>• 2 = magenta</li> <li>• 3 = yellow</li> </ul>	note:  When the 10.330X error code displays, the Supplies Status Page of the printer's HP Embedded Web Server (EWS) will display the toner cartridge status as No consumable life. However, it is still possible for the printer to print.
10.700X	The toner cartridge life has passed the Very Low stage  In the error code, the "X" indicates which	Replace the toner cartridge. note:  The 10.700X error code is a warning message and indicates that the toner cartridge warranty period is over. See <a href="#">HP LaserJet Print Cartridges and Imaging Drums Limited</a>

Control panel message/Event code	Description	Recommended action
	<p>toner cartridge is causing the error:</p> <ul style="list-style-type: none"> <li>• 0 = black</li> <li>• 1 = cyan</li> <li>• 2 = magenta</li> <li>• 3 = yellow</li> </ul>	<p><a href="#">Warranty Statement</a> (c01848047] and <a href="#">HP's Premium Protection Warranty: LaserJet toner cartridge limited warranty statement</a> (c03352689) for more information about the toner cartridge warranty.</p>
10.7100	<p>One of the color toner cartridges is at the estimated end of its useful life.</p> <p>The printer will print only in black.</p>	<p>Replace the toner cartridge.</p> <p>note:</p> <p>When the printer displays a Very Low message, the toner cartridge warranty period is over. See <a href="#">HP LaserJet Print Cartridges and Imaging Drums Limited Warranty Statement</a> (c01848047) and <a href="#">HP's Premium Protection Warranty: LaserJet toner cartridge limited warranty statement</a> (c03352689) for more information about the toner cartridge warranty.</p>
10.8100	<p>The black toner cartridge is at the estimated end of its useful life.</p> <p>The printer will stop printing in black.</p>	<p>Replace the toner cartridge.</p> <p>note:</p> <p>When the printer displays a Very Low message, the toner cartridge warranty period is over. See <a href="#">HP LaserJet Print Cartridges and Imaging Drums Limited Warranty Statement</a> (c01848047) and <a href="#">HP's Premium Protection Warranty: LaserJet toner cartridge limited warranty statement</a> (c03352689) for more information about the toner cartridge warranty.</p>
Cartridge is low	<p>The toner cartridge is nearing the estimated end of its useful life.</p>	<p>Ensure that a replacement toner cartridge is available.</p> <p>note:</p> <p>See <a href="#">A Cartridge is low or Cartridge is very low message displays on the product control panel</a> (c03941299) for more information about how to change when a Cartridge is low or Cartridge is very low message displays on the printer control panel.</p> <p>note:</p> <p>When the printer displays a Very Low message, the toner cartridge warranty period is over. See <a href="#">HP LaserJet Print</a></p>

Control panel message/Event code	Description	Recommended action
		<p><a href="#">Cartridges and Imaging Drums Limited Warranty Statement</a> (c01848047) and <a href="#">HP's Premium Protection Warranty: LaserJet toner cartridge limited warranty statement</a> (c03352689) for more information about the toner cartridge warranty.</p>
Cartridge is very low	The toner cartridge is at the estimated end of its useful life.	<p>Replace the toner cartridge.</p> <p>note:</p> <p>The printer can continue printing until there is a decrease in print quality. Actual cartridge life can vary.</p> <p>note:</p> <p>See <a href="#">A Cartridge is low or Cartridge is very low message displays on the product control panel</a> (c03941299) for more information about how to change when a Cartridge is low or Cartridge is very low message displays on the printer control panel.</p> <p>note:</p> <p>When the printer displays a Very Low message, the toner cartridge warranty period is over. See <a href="#">HP LaserJet Print Cartridges and Imaging Drums Limited Warranty Statement</a> (c01848047) and <a href="#">HP's Premium Protection Warranty: LaserJet toner cartridge limited warranty statement</a> (c03352689) for more information about the toner cartridge warranty.</p>
Cartridge Missing	The toner cartridge is not installed.	<ul style="list-style-type: none"> <li>• Verify that the toner cartridge is installed correctly.</li> <li>• Remove and then reinstall the toner cartridge.</li> </ul>
Used <color> cartridge is installed	A used supply has been installed. The toner cartridge is most likely a refilled cartridge.	<p>Install a genuine HP toner cartridge.</p> <p>note:</p> <p>This error message might display when a genuine HP cartridge reaches the "low" state and is then removed from one printer and installed into another printer.</p> <p>If you believe you purchased a genuine HP supply, visit <a href="http://www.hp.com/go/anticounterfeit">www.hp.com/go/anticounterfeit</a> to determine if the toner cartridge is a genuine HP cartridge, and learn what to do if it is not a genuine HP cartridge.</p>

Control panel message/Event code	Description	Recommended action
Used cartridges installed	Used supplies have been installed. The toner cartridges are most likely refilled cartridges.	<p>Install a genuine HP toner cartridge.</p> <p>note:</p> <p>This error message might display when a genuine HP cartridge reaches the "low" state and is then removed from one printer and installed into another printer.</p> <p>If you believe you purchased a genuine HP supply, visit <a href="http://www.hp.com/go/anticounterfeit">www.hp.com/go/anticounterfeit</a> to determine if the toner cartridge is a genuine HP cartridge, and learn what to do if it is not a genuine HP cartridge.</p>
Used supplies in use	Used supplies have been installed. The toner cartridges are most likely refilled cartridges.	<p>Install a genuine HP toner cartridge.</p> <p>note:</p> <p>This error message might display when a genuine HP cartridge reaches the "low" state and is then removed from one printer and installed into another printer.</p> <p>If you believe you purchased a genuine HP supply, visit <a href="http://www.hp.com/go/anticounterfeit">www.hp.com/go/anticounterfeit</a> to determine if the toner cartridge is a genuine HP cartridge, and learn what to do if it is not a genuine HP cartridge.</p>
10.400X	<p>Genuine HP supplies have been installed.</p> <p>In the error code, the "X" indicates which toner cartridge is causing the error:</p> <ul style="list-style-type: none"> <li>• 0 = black</li> <li>• 1 = cyan</li> <li>• 2 = magenta</li> <li>• 3 = yellow</li> </ul>	<p>No action is necessary.</p> <p>This message is for informational purposes only.</p>
10.310X	<p>Non-HP supplies installed</p> <p>In the error code, the "X" indicates which</p>	<p>Install a genuine HP toner cartridge.</p> <p>If you believe you purchased a genuine HP supply, visit <a href="http://www.hp.com/go/anticounterfeit">www.hp.com/go/anticounterfeit</a> to determine if the toner</p>



Control panel message/Event code	Description	Recommended action
	toner cartridge is causing the error:	cartridge is a genuine HP cartridge, and learn what to do if it is not a genuine HP cartridge.
	<ul style="list-style-type: none"> <li>• 0 = black</li> <li>• 1 = cyan</li> <li>• 2 = magenta</li> <li>• 3 = yellow</li> </ul>	

### Order supplies

Maintaining the HP LaserJet Pro printer will sometimes require ordering new supplies. See the table below for information about how to order HP LaserJet supplies.

#### Supply ordering information

Order supplies and paper [www.hp.com/go/suresupply](http://www.hp.com/go/suresupply)

Order through service or support providers Contact an HP-authorized service or support provider.

Order using the HP Embedded Web Server (EWS) To access, in a supported Web browser on your computer, enter the printer IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply Web site, which provides options for purchasing Original HP supplies.

### Identify non-HP toner cartridge

Hewlett-Packard Company cannot recommend the use of non-HP toner cartridges, either new or remanufactured.

note:

Any damage caused by a non-HP toner cartridge is not covered under the HP warranty and service agreements.

- Click [here](#) to review the HP Premium Protection Warranty: LaserJet toner cartridge limited warranty statement
- Click [here](#) to review the HP LaserJet Print Cartridges and Imaging Drums Limited Warranty Statement

The HP Anti-Counterfeit Information Web site ([www.hp.com/go/anticounterfeit](http://www.hp.com/go/anticounterfeit)) helps to determine if a toner cartridge is a genuine HP cartridge, and what to do if it is not a genuine HP cartridge.

The toner cartridge might not be a genuine HP toner cartridge if you notice the following:

- The supplies status page indicates that a non-HP supply is installed.
- There are a high number of problems with the toner cartridge.
- The cartridge does not look as it usually does (for example, the packaging differs from HP packaging).

## HP PCs and Printers - Is Windows on My Computer 32-bit or 64-bit?

**This document applies to HP products and software for Windows operating systems only. This document does not pertain to Mac, Linux or other non-Windows operating systems.**

Some software and drivers install only in a 32-bit or 64-bit version of Windows. Know your Windows version so that you can download the correct type of software and drivers from the HP website.

note:

If you are looking for a printer driver, go to [123.hp.com](https://123.hp.com).

### Find 32-bit or 64-bit system type and Windows version in Windows 10

Determine which version of Windows 10 you are using, and if it is 32-bit or 64-bit.

<https://youtu.be/13wMCiru1a4>

Is my computer 32- or 64-bit? (Windows 10) - Animation | HP Computers | @HPSupport

No audio. Find out if your computer 32- or 64-bit? (Windows 10) - Animation.

1. Search Windows for About your PC, and open About your PC from the list of results.
2. The Version and System type are shown on the About screen.


### Find 32-bit or 64-bit system type in Windows 8

Determine if your operating system is 32-bit or 64-bit.

<https://youtu.be/LVsg0zCSsMw>

Is my computer 32- or 64-bit? (Windows 8) - Animation | HP Computers | HP

No audio. Find out if your computer 32- or 64-bit? (Windows 8) - Animation.

1. Right-click the Start button  or the lower left corner of the screen, and then click System.
2. Your system type is shown next to the label System type.

note:

If your operating system does not include (64-bit) or (32-bit) in the name, the system type is 32-bit.


### Find 32-bit or 64-bit system type in Windows 7 and Vista

Determine if your operating system is 32-bit or 64-bit.

<https://youtu.be/MzaHuHqzYqw>

Is my computer 32- or 64-bit? (Windows 7) - Animation | HP Computers | HP

No audio. Find out if your computer 32- or 64-bit? (Windows 7) - Animation.

1. Click Start  and right-click Computer.
2. Select Properties.
3. Your system type is shown next to the label System type.

#### Find 32-bit or 64-bit system type if your computer does not start

If your computer does not start, you can find the 32-bit or 64-bit system type from the product packaging. You can also find the system type online from a product specification document. Search the Internet for your computer model and the terms "specifications" or "review" to find webpages that list product information about your computer.

1. From any Web browser, search the Internet for your computer model number, a space, and specification.

For example, if you own a TouchSmart 600-1055 computer, type touchsmart 600-1055 specification.

2. Open the specifications webpage from the list of search results that matches your computer model. If you have an HP computer, be sure to open the page from the HP website.

A product specification support document opens.

3. Scroll down to the software section to find the operating system version and system type.

The system type is listed with the name of the operating system, for example: Windows Vista Home Premium (64-bit). If 32-bit or 64-bit is not listed next to the name of the operating system, the system type is 32-bit.