



**SHARP ELECTRONICS OF CANADA LTD**

Tel: 1.877.567.4277 (Canada); Fax: 1.905.568.7161  
For Toronto area use: 905.568.7125

## TECHNICAL BULLETIN

### MFP

Date: May-2024

Subject: **FIRMWARE UPDATE**

Tech Bulletin **REP2434B**

**Model name:** MXC357F, MXC358F, MXC407F, MXC407P, MXC428F, MXC428P, MXC507F, MXC528F, MXC528P, MXB427PW, MXB427W, MXB467F, MXB467P, MXB468F, MXB468P, MXB557F, MXB557P, MXB707P

**General:** This document contains Luna series firmware release notes for firmware versions ending in: .216, .217 & .218

**Details:** **Firmware upgrade warning:**

- IMPORTANT: Always evaluate the firmware update on one device in the customer specific ecosystem and verify functionality before proceeding to update a fleet of devices
- Any device running xxxBL.061.001 - xxxBL.061.999 must first update to a FW7 based release such as xxxBL.076.308 before upgrading to xxxBL.081.015 or newer. Failure to do so can result in a device that will not power up to "ready" state
- Any device running FW5.1 or older (xxxxx.051.yyy or smaller numbers) must first update to a FW7 based release such as xxxxx.076.308 before upgrading to xxxxx.081.015 or newer
- CS72x/CX72x Series devices and their equivalents running ATL.03x.yyy or ATL.02x.yyy firmware must first update to CSTAT.041.090 or CXTAT.041.090 as an initial intermediate release before updating to a FW7 based release, such as xxxxx.076.308, and then finally updating to xxxxx.081.015 or newer

**Firmware downgrade warning:**

- Firmware downgrade is no longer supported,
- Downgrading firmware can result in exposure to known security vulnerabilities and will result in the loss of Apps, Security Features, and Settings

**Release Notes:** Firmware version XXXXX.230.217 & XXXXX.230.218 (CXTZJ.230.217 example)  
**Corrects:**

1. Security issues with Server-Side Request Forgery (SSRF)
2. Firmware downgrade prevention vulnerability
3. IPP buffer overflow vulnerability.

**CAUTION:**

Models MXB468F, MXB468P, MXC358F & MXC428P need to have firmware version xxxxx.230.216 installed before version xxxxx.230.217 can be updated.

See the next pages for firmware history.

Date: **Jan-2024** Subject: **FIRMWARE UPDATE**Tech Bulletin **REP2434A**

**Model name:** MXC357F, MXC407P, MXC407F, MXC507F, MXC607P,  
MXB427PW, MXB427W, MXB467F, MXB467P, MXB557F, MXB557P, MXB707P,  
MXC358F, MXC428F, MXC428P, MXC528F, MXC528P,  
MXB468F, MXB468P

**General:** This document contains Luna series firmware release notes

**Details:****– Firmware upgrade warning:**

- **IMPORTANT:** Always evaluate the firmware update on one device in the customer specific ecosystem and verify functionality before proceeding to update a fleet of devices
- Any device running xxxBL.061.001 - xxxBL.061.999 must first update to a FW7 based release such as xxxBL.076.308 before upgrading to xxxBL.081.015 or newer. Failure to do so can result in a device that will not power up to “ready” state
- Any device running FW5.1 or older (xxxxx.051.yyy or smaller numbers) must first update to a FW7 based release such as xxxxx.076.308 before upgrading to xxxxx.081.015 or newer
- CS72x/CX72x Series devices and their equivalents running ATL.03x.yyy or ATL.02x.yyy firmware must first update to CSTAT.041.090 or CXTAT.041.090 as an initial intermediate release before updating to a FW7 based release, such as xxxxx.076.308, and then finally updating to xxxxx.081.015 or newer
- Contact Technical Support to obtain intermediate releases if needed

**– Firmware downgrade warning:**

- Firmware downgrade is no longer supported, if there is a reason firmware downgrade is required, please contact Technical Support and see KB Article SO8017
- Downgrading firmware can result in exposure to known security vulnerabilities and will result in the loss of Apps, Security Features, and Settings

**– Ensure the firmware you download is the correct one for the product you have****CUSTOMER RELEASE NOTES:**

FW23.0, xxxAT.230.207, xxxBD.230.207, xxxBL.230.207, xxxBN.230.207,  
xxxCT.230.207, xxxGM.230.207, xxxGV.230.207, xxxGW.230.207, xxxMH.230.207,  
xxxMM.230.207, xxxPC.230.207, xxxPM.230.207, xxxPP.230.207, xxxSG.230.207,  
xxxSN.230.207, and xxxZJ.230.207 for the following devices

### **Changes in 230.207 (since 230.041):**

#### **New Features:**

- Added support for Port 9100 in Recovery Mode

#### **Security Issues Addressed:**

- - Heap corruption vulnerability in the PostScript interpreter
- - Memory corruption vulnerability in the PostScript interpreter
- - Buffer overflow vulnerability in the PostScript interpreter
- Upgraded open-source components to apply latest security patches

#### **Field Issues Addressed and Other Improvements:**

- Memory management improvements to reduce memory related crashes
- Print speed performance improvements
- Messaging improvements around firmware update
- Usability improvements for refilled Regular cartridges
- Added value for anonymous data collection setting to the Menu Settings Page report
- Fix for an issue where Lite devices were not able to boot to recovery mode
- Change to handle SNMP community names up to 32 characters
- Change to allow import of LDAP settings on Lite boxes with LDAP license
- Fix for issue with garbage output when printing large encrypted print jobs
- Fix for an issue where export logs was hidden if the “Import/Export All Settings” function access control was disabled
- Fix for some “39.01 Page is too complex” errors
- Fix for issue encountered when enabling 802.1x
- Fix for issue where device hung at Sharp logo during boot
- Fix for “secure element not recognized” error message after Out of Service Wipe
- Fix for device becoming hung in cancelling state after clearing a scanner jam
- Improvements for multiple sources of 900 errors, some causes include:
  - Start key depressed longer than expected
  - Viewing “more info” videos on the device panel
  - Crash while scanning a job to a network folder
  - Attempting to cancel while performing a scan
  - Opening the tray and change the paper while on the bookmark print workflow, before pressing PRINT

#### **Known Issues/Notes of Interest:**

- Upgrading the MX-C557F/C607F and MX-C607P devices and their equivalents (CSTPP and CXTTP firmware) to a 230.xxx firmware release may cause the toner level of the device to begin reporting 100% even if the cartridge is not full. This will correct itself when the cartridge level reaches 10% full. A fix is in progress for this issue and will be available at a later date. Contact Technical Support if needed.
- Due to the power dissipation of some devices, increased the recommended wait time after power off before power on to 30 seconds

### **Changes in 230.041 (since 230.039):**

#### Field Issue Addressed

- Addressed an issue where certain older versions of some apps stop functioning after update to 230.039 release

#### **Changes in 230.039 (since 221.214):**

##### New Features:

- Added Smart Card support for PrintCryption
- Sharp OnePrint Enhancements
- Multiple Universal Size support now includes PCL-XL
- Support for transition to the new Sharp mobile app

##### Security Issues Addressed:

- Implement restriction to firmware downgrades to protect devices against firmware with known security vulnerabilities
- Added support for User Data Encryption on several device models – additional information is available in this article:

- - Input validation vulnerability in the SE Menu
- General security hardening
- Upgraded open-source components to apply latest security patches

##### Field Issues Addressed and Other Improvements:

- Fix for an issue causing reduced image quality in certain scenarios on MX-C258F, MX-C428P and equivalent devices (CXTGV, CSTGV firmware versions) - it is recommended to run a color calibration (Settings>Print>Advanced Imaging>Color Adjust) on these devices after upgrading to 230.039 if the device is experiencing the issue
- Fix for an issue where MX-C557F/C607F and MX-C607P did not show the photoconductor status with other supplies statuses (CSTPP and CXTPP firmware versions)
- Fix for an issue where MX-C557F/C607F and MX-C607P were not able to clear the "Missing Photoconductor" IR after the error state was resolved (CSTPP and CXTPP firmware versions)
- Resolve registration issues with Microsoft Universal Print
- Fix for an issue that was requiring AirPrint to be enabled to use IPP over USB
- Add support for additional media sizes to Prescribe's Set Paper SiZe (SPSZ) command with a parameter of 0
- Enhanced logging in Event Log
- Fix for an incorrect print output when printing certain types of PDF, PCL5, or PCL-XL jobs
- Added support for IdPrime 930 smart card
- Fix for an issue where 802.1x connections intermittently drop (affected releases are 221.204 through and including 221.220)
- Fix for an intermittent but inaccurate "Tray 1 Empty" warning occurring on MX-C407F/C507F and MX-C507P (CSTAT and CXTAT firmware versions)

- Fix for an issue where a lock icon appears on the device homescreen after upgrade to FW22.1 (release numbers 221.001 thru 221.999)
- Fix for intermittent 912.76 errors when printing A5 size paper on MX-C557F/C607F and MX-C607P (CSTPP and CXTTP firmware versions)
- Fixes for multiple fax issues
  - Fix for 900.00 Out of memory error when using etherFax
  - Fix for issue where printer locks up when using Fax over IP
  - Fix for issue where held faxes are not held after out of service wipe
- Fixes for multiple sources of 900 errors, some causes include:
  - “callback\_timer\_expired” 900.00 error occurs in the middle of printing certain jobs
  - “powermanager” 900.00 error intermittently on devices
  - “lwsmd” 900.00 error intermittently on devices
  - 900.00 error when scanning via Cloud Bridge Solutions with an unsupported media size

Known Issues/Notes of Interest:

- A change in the IPP over USB device behavior in this firmware update may cause a second copy of the driver to show up on the PC for devices that are USB connected to a Windows machine running a Sharp driver

– **Firmware upgrade warning:**

- It may take up to 20 minutes and multiple firmware steps to update devices to FW23 code if the code level currently on the device is FW2 or FW3 based
- To know if the device is currently running FW2 or FW3 based code, check the firmware version on the device. FW2 and FW3 based code will have the following version format:
  - ATL.03x.yyy or ATL.02x.yyy
  - CB.03x.yyy or CB.02x.yyy
  - PP.03x.yyy or PP.02x.yyy
  - YK.03x.yyy or YK.02x.yyy

–

– **Understanding firmware nomenclature:**

- Beginning with FW4, firmware versions are named in the pattern ABCDD.xxy.zzz where:
  - A tells whether the printer is Mono or Color (M = mono, C = color)
  - B tells whether the printer is Single or Multi-function (S = single function printer (SFP), X = multi-function printer (MFP))
  - C tells whether the UI is a touch screen, non-touch/non-eSF capable, or “lite feature set” (T = touch screen with 4.3” or larger screen, N = non-touch screen or non-eSF capable and non-lite, L = lite )
  - DD tells the model family
  - xx tells the major firmware EC version, while y tells the minor firmware EC version (050 = FW5.0, 051 = FW5.1, etc.)
  - zzz tells the release number within that firmware EC
- FW2 or FW3 firmware versions are named in the pattern DD.xxy.zzz using the same mapping as above. However, the DD model families used on FW2 and FW3 were changed on FW4 and newer:
  - ATL on FW2 and FW3 becomes AT on FW4 and newer
  - CB on FW2 and FW3 becomes AT on FW4 and newer
  - YK on FW2 and FW3 becomes PP on FW4 and newer