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HP Inkjet Printers - Dynamic Security Feature Affecting Cartridges Using Non-HP Security Chip

This document is for the following printers:

Product series
OfficeJet Pro 6230 series
OfficeJet 6810, 6820 series
OfficeJet Pro 6830 series
OfficeJet Pro 8610, 8620, 8630, 8640, 8660 series
OfficeJet Pro X451dn/dw, X476dn/dw, X551dw, X576dw

If you see a Cartridge Problem error message when you are using non-HP cartridges, it is possible that a dynamic security feature has caused the printer to reject the non-HP cartridge. It is also possible that the cartridge has simply failed for other reasons.

This document applies to you ONLY if all three of the following conditions are true:

- Your printer is in the table at the top of this document. Other HP printers are not affected.
- You are using an aftermarket supply that contains a non-HP security chip (this may be a refilled or remanufactured HP cartridge with a non-HP chip). Only cartridges that lack HP's security chip are affected.
- A Cartridge Problem error message displays. Other error messages are not related.

Figure 1: 'Cartridge Problem' error message



Solution

HP has a firmware update that removes the dynamic security feature. The update is available only for the printers in the table at the top of this document, because only those printers are affected.

HP recommends that you use genuine HP ink or toner supplies. HP cannot guarantee the quality or reliability of non-HP or refilled cartridges. If you do not use genuine HP cartridges, the steps in this document might not resolve the issue. To check the authenticity of your cartridges, go to hp.com/go/anticounterfeit.

If you would like to remove the dynamic security feature, follow these steps to download and install the firmware update:

⚠ CAUTION:

Do not use or power off the printer or computer while the firmware update is in process.

1. Make sure the printer is on and connected to the computer, either through your network or a USB cable.
2. Click the link for your HP printer model in the following table and run the downloaded firmware update file from your Internet browser.

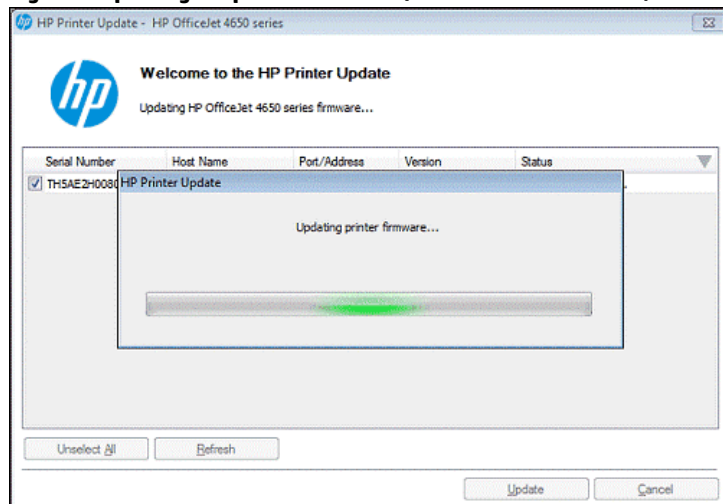
Printer	Windows 7, 8, 8.1, 10	Mac OS 10.9, 10.10, 10.11
OfficeJet Pro 6230 series	Download	Download
OfficeJet 6810 series	Download	Download
OfficeJet 6820 series	Download	Download
OfficeJet Pro 6830 series	Download	Download
OfficeJet Pro 8610, 8615, 8616 series	Download	Download
OfficeJet Pro 8620, 8625 series	Download	Download
OfficeJet Pro 8630 series	Download	Download

Printer	Windows 7, 8, 8.1, 10	Mac OS 10.9, 10.10, 10.11
OfficeJet Pro 8640 series	Download	Download
OfficeJet Pro 8660 series	Download	Download
OfficeJet Pro X451dn	Download	Download
OfficeJet Pro X451dw	Download	Download
OfficeJet Pro X476dn	Download	Download
OfficeJet Pro X476dw	Download	Download
OfficeJet Pro X551dw	Download	Download
OfficeJet Pro X576dw	Download	Download

3. Look in the HP Printer Update window to see if your printer serial number displays.

- If the serial number is listed, select the printer serial number, and then click **Update**.
- If the serial number is listed but status is not applicable (grayed out), the firmware does not need to be updated. Click **Cancel**.
- If the serial number is not listed and your printer is using a network connection, connect a USB cable, wait 20 seconds, and then click **Refresh**.

Figure 2: Updating the printer firmware (Windows version shown)



4. When the update is finished, click **OK**.

5. If you connected a USB cable for your networked printer, then remove the USB driver that was added by Windows.

1. Search Windows for Devices and Printers, and then open **Device and Printers** from the search results.
2. Right-click the USB printer device that matches your printer model, and then select **Remove Device**.
3. Disconnect the USB cable, and restart the computer.

6. If the cartridge still fails after the feature is removed, then the cartridge is most likely defective and should be returned to your retailer.

Background

The purpose of dynamic security feature is to protect HP's innovations and intellectual property, maintain the integrity of our printing systems, ensure the best customer printing experience, and protect customers from counterfeit and third-party ink cartridges that do not contain an original HP security chip and infringe HP's intellectual property.

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