HP Universal Print Driver v6.2.1.20636

Release Notes

The HP Universal Print Driver is the single driver that gives users access to a range of HP print devices in the office or on the road--without downloading separate drivers for every utilized printer. The HP Universal Print Driver works well with a broad range of networked and direct-connected HP print products using PCL 6 or PostScript emulation. The UPD installs in Traditional Mode, or Dynamic Mode to enhance mobile printing. Dynamic Mode discovers network printers, or enter a printer name or address and print anywhere on your network. It's great when you're on the road or want to print to a new device but do not have a model specific print driver installed. Traditional Mode is just like a traditional driver. Both modes can be used on the same PC. In addition to the print driver, use the tools in the HP UPD Printer Administrator's Resource Kit (PARK) to streamline IT tasks, implement printing policies, and optimize your unique imaging and printing environment.

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Version
Universal Print Driver version 6.2.1.20636

Supersedes
Each UPD release is a full release of the driver for both 32-bit and 64-bit platforms.

Supported versions and history of UPD builds are posted to www.hp.com/go/upd.
The following list of supported HP driver management tools are available for free in the HP Printer Administrator Resource Kit (PARK) available from www.hp.com/go/upd

- Active Directory Template v4.4.8
- Driver Configuration Utility v1.620.1.31951
- Driver Deployment Utility v2.0.0.31978
- Managed Printing Administrator v2.7.9
- Migrate-Server-Tools v16.01.25.1
**Update recommendation**

**Optional** - Includes only optional enhancements, new features, software or hardware enablement, or minor bug fixes.

**Product Models**

New model support announced in this release listed below. Please reference [www.hp.com/go/upd](http://www.hp.com/go/upd) for the current supported HP device list.

**Devices Supported**

Please reference [www.hp.com/go/upd](http://www.hp.com/go/upd) for the current supported HP device list.

**Operating Systems**

Client and server operating systems supported for this release of the UPD:

**Note** – UPD 6.2.0 and later requires minimum SP1 on Win 7 and Win 2008R2 OS.

**Client operating systems supported:**

- **Microsoft Windows 10.** Pro 32-bit and 64-bit.
  - UPD Traditional Mode: Windows 10 desktop applications; Modern apps
  - UPD Dynamic Mode: Windows 10 desktop applications
- **Microsoft Windows 8 / 8.1.** Pro, Enterprise; 32-bit and 64-bit.
  - UPD Traditional Mode: Windows 8 desktop applications; Modern apps
  - UPD Dynamic Mode: Windows 8 desktop applications
- **Microsoft Windows 7 SP1** (*Starter, Home Premium, Professional, Enterprise, and Ultimate; 32-bit and 64-bit

**Server operating systems supported:**

- **Microsoft Windows Server 2012 / 2012R2** Foundation, Essentials, Standard, Datacenter.
  - Services: Terminal Server, Cluster Server
- **Microsoft Windows Server 2008R2 SP1** Datacenter, Enterprise and Standard Edition
  - Services: Terminal Server, Cluster Server
- **Microsoft Windows Server 2008 SP2** Datacenter, Enterprise and Standard Edition
  - Architectures: 32-bit and 64-bit
  - Services: Terminal Server, Cluster Server

*Microsoft has ended mainstream support for this operating system. HP will continue to provide best effort support for the current UPD and tools with this discontinued Windows operating system.

**Novell**

Documentation and instructions for using Novell iPrint can be found at [www.novell.com/iprint](http://www.novell.com/iprint)

- **Novell iPrint Appliance / Server Platforms**
  - Novell iPrint Appliance v1.1 - soft appliance hosted on:
    - VMware ESX 4.x+, Workstation 9.x+
    - Microsoft Hyper-V on Windows 2008 R2 SP1 / 2012 R2
    - Citrix XENServ 6.x+
- XEN on SUSE Linux Enterprise Server (SLES) 11 / SP3
  - Novell Open Enterprise Server 11 / SP1+
  - NetWare 6.5 / SP8

- Novell iPrint Client Platforms
  - Windows 8.1 (32-bit / 64-bit) - iPrint Client v5.99+
  - Windows 8 (32-bit / 64-bit) - iPrint Client v5.99+
  - Windows 7 SP1 (32-bit / 64-bit) - iPrint Client v5.99+

Citrix Support
HP recommends reading and following the instructions outlined in the HP whitepaper "HP Printers Supported in Citrix XenApp Server Environments" available at www.hp.com/go/upd

Microsoft Windows Server 2012 and 2012 R2 Editions
  - Citrix XenApp and XenDesktop 7.5
  - Citrix XenApp and XenDesktop 7.6

Microsoft Windows Server 2008 R2 SP1 Edition
  - Citrix XenApp 6.0
  - Citrix XenApp 6.5
  - Citrix XenApp and XenDesktop 7.5 (requires Windows Server 2008R2 SP1)

Microsoft Windows Server 2008 32-bit and 64-bit Edition
  - Citrix XenApp 5.0
  - Citrix XenApp 5.0 Feature Pack 2 and 3

Microsoft App-V Support
  - App-V v 5.0.11.04.0
    - Server
      - Microsoft Windows Server 2012 and 2012 R2 Editions
      - Microsoft Windows Server 2008R2 SP1
    - Client
      - Windows 7 SP1
      - Windows 8
      - Windows 8.1 (requires App-V 5.0.11.04.0 SP2)

Languages
The HP Universal Print Driver v6.x is available in the following languages:

<table>
<thead>
<tr>
<th>Arabic</th>
<th>Finnish</th>
<th>Latvian</th>
<th>Slovak</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bulgarian</td>
<td>French</td>
<td>Lithuanian</td>
<td>Slovenian</td>
</tr>
<tr>
<td>Catalan</td>
<td>German</td>
<td>Norwegian</td>
<td>Spanish</td>
</tr>
<tr>
<td>Croatian</td>
<td>Greek</td>
<td>Polish</td>
<td>Swedish</td>
</tr>
<tr>
<td>Czech</td>
<td>Hebrew</td>
<td>Portuguese (Brazilian)</td>
<td>Thai</td>
</tr>
<tr>
<td>Danish</td>
<td>Hungarian</td>
<td>Romanian</td>
<td>Traditional Chinese</td>
</tr>
<tr>
<td>Dutch</td>
<td>Italian</td>
<td>Russian</td>
<td>Turkish</td>
</tr>
<tr>
<td>English</td>
<td>Japanese</td>
<td>Serbian (Latin)</td>
<td>Ukrainian</td>
</tr>
<tr>
<td>Estonian</td>
<td>Korean</td>
<td>Simplified Chinese</td>
<td></td>
</tr>
</tbody>
</table>

Enhancements/Features
- N/A
Fixes/Fixes History
Key issues resolved in this release of the HP Universal Print Driver

<table>
<thead>
<tr>
<th>Issue ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>31116</td>
<td>AD Template Policy Not Active until Preferences are opened and saved</td>
</tr>
<tr>
<td>44591</td>
<td>Color Access Control through UPD AD Group Policy does not work with 32-bit apps on 64-bit operating systems</td>
</tr>
<tr>
<td>45106</td>
<td>UPD 6.2.0 PCL 6 in Citrix Xen Desktop 7.6 SP 1 VDI - shows delay of 20 secs to open driver properties from Application while printing</td>
</tr>
</tbody>
</table>

Deprecated features
Beginning with v6.1.0 HP UPD no longer supports Microsoft Windows XP and Vista
Beginning with v6.2.0 HP UPD no longer supports PCL 5

When using install.exe /SM and specifying an LPT port, the port name must be in all capital letters and contain a colon (i.e. LPT1:) Lower-case port names without a colon are no longer valid resulting in failure to create the port or creation of a port name not tied to the system’s LPT port.

Issues and Workarounds
The following list contains the known issues in this release and available workarounds. HP targets resolution for these issues in future releases of the UPD and/or print driver tools within the Print Administrator Resource Kit (PARK).

<table>
<thead>
<tr>
<th>Issue ID</th>
<th>Description</th>
<th>Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>45671</td>
<td>UPD PCL 6 does not follow Top Margin values when printing PDF or MS Word files</td>
<td>Use HP UPD PS driver</td>
</tr>
</tbody>
</table>

Known Limitations
The following limitations are known to exist in Windows 8 / 8.1 and Window 10.

- UPD Dynamic Mode printing from Modern apps is not supported. Attempting to print with UPD Dynamic Mode from Modern apps may exhibit the following behaviors:
  1) The UPD Dynamic Mode interface is not displayed. Printer discovery and selection is unavailable.
  2) Print jobs fail and must be manually removed from the print queue. This will occur if the UPD Dynamic Mode printer does not already contain a destination printer in the “Recently Used Printers” list.

  **Workaround:** To print from Modern apps, create a permanent instance printer.

- When printing from a Modern app to a printer using a v3 printer driver, the user is presented with the default print experience; print features like stapling, duplex selection, and paper size options that are common to all printers are available. Driver-specific features like PIN-secured printing are
unavailable when printing from Modern apps to v3 printer drivers. For more information, see http://msdn.microsoft.com/en-us/library/windows/hardware/hh852373.aspx

- The HP LaserJet USB (DOT4) communication driver must be installed on Windows 8 / 8.1, Windows 10 and Windows Server 2012 systems prior to connecting the device. This component is available for download at http://www.hp.com/go/upd.

**Installation instructions**

Documentation of proper installation and upgrade steps for all supported versions of UPD can be found in the HP Universal Print Driver System Administrator's Guide located on the “Documentation” tab.

New or first time installations of the HP UPD should always use the most current available version. The most current UPD release is posted to http://www.hp.com/go/upd. New releases provide new features or serve as maintenance releases.

Upgrading to the most current available UPD release is not a requirement for all environments but is advised for customers that:

- Need new print driver features introduced in the release
- Experience printing behavior that has been documented as fixed in the UPD release notes
- Require support for recent Microsoft operating system releases

**UPD Install/Upgrade**

Before installation or upgrade, it is advised to review the following documentation from HP and Microsoft.

- HP Universal Print Driver System Administrator's Guide (Note: if upgrading from UPD v5.2, please refer to the Administrator’s Guide section "Issues after upgrade from HP UPD v5.2.x"
- KB829766: Mailbox and other printer-specific settings are saved with an Excel file
- KB2004234: After upgrading a printer driver on any Microsoft Operating system later than Windows XP and Server 2003, the old driver files are still being used.

For Microsoft Windows 7 and Microsoft Windows 2008R2, please reference the following Microsoft printing core components update: http://support.microsoft.com/kb/2647753

Enterprise environments that have a unidrv.dll and/or pscript5.dll version older than the version packaged in the UPD may experience symptoms defined in the Microsoft articles. Administrators should identify the unidrv.dll or pscript5.dll version installed in the \windows\system32\spool\drivers\\3 directory, compare to the UPD Version History table in this release note, and create appropriate testing and deployment plans specific to the installation environment.

**USB Plug and Play**

NOTE: The HP LaserJet USB (DOT4) communication driver must be installed on Windows 8 / 8.1, Windows 10 and Windows Server 2012 systems prior to connecting the device. This component is available for download at http://www.hp.com/go/upd.

Starting with UPD 5.6.5, new options in install.exe add the ability to select USB mode for USB Plug and Play with options to remove all versions of HP Universal Printing Driver from Windows driver store, or to
add the HP Universal Printing Driver to Windows driver store. The feature removes reliance on Microsoft’s pnputil.exe to stage drivers to the windows driver store and allows control of the ranking process used by the Microsoft operating system when selecting an HP UPD driver version during plug and play USB install.

NOTE: When using UPD with Smart Install capable devices, the Smart Install feature must be disabled at the control panel of the device prior to connecting the device to the computer. Please see the device documentation for instructions on disabling Smart Install.

**Related information**