HP Web Jetadmin 10.0
Service Patch Release (Web-Jetadmin-patch-34646.p2)
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This service patch should be installed on your HP Web Jetadmin 10.0 instance in order to fix a known issue. This is the first HP Web Jetadmin service patch released for HP Web Jetadmin 10.0.
This service patch fixes a problem caused by updating HP MFP printers with a recently released firmware image (version 48.031.7) from HP Web Jetadmin 10.0. HP Web Jetadmin firmware update reports **Failed** as a result of this printer firmware update and the printer control panel displays **100%**.

**NOTE:** The device can be recovered from this state by applying the firmware image a second time.
3 Installation

Installing the service patch requires an HP Web Jetadmin service restart.

When communication from the HP Web Jetadmin host directly to www.hp.com is possible, follow these steps:

1. Installing this patch can interfere with scheduled tasks. Before installing the service patch, notify all users and stop all background tasks.

2. In HP Web Jetadmin 10.0, access Application Management > Product Update. The service patch will appear in the list of available patches as web-jetadmin 10.0.34646.

3. Choose the package web-jetadmin 10.0.34646 and select Install.

4. Enter user credentials that have administrator rights on the HP Web Jetadmin 10.0 install host.

5. Select the appropriate delay and then click Next twice to initiate the installation. The client application will stop with a message indicating the HP Web Jetadmin 10.0 server is not available. A progress indicator will begin displaying the package installation.

6. When finished, the client can be re-launched.

When direct communication from the HP Web Jetadmin host directly to www.hp.com is not possible, follow these steps:

1. Installing this patch can interfere with scheduled tasks. Before installing the service patch, notify all users and stop all background tasks.


3. In HP Web Jetadmin 10.0, install the package using the Upload feature in Application Management > Product Update > Available Packages. Once uploaded, the service patch will appear in the list of available patches as web-jetadmin 10.0.34646.

4. Choose the package web-jetadmin 10.0.34646 and select Install.

5. Enter user credentials that have administrator rights on the HP Web Jetadmin 10.0 install host.

6. Select the appropriate delay and then click Next twice to initiate the installation. The client application will stop with a message indicating the HP Web Jetadmin 10.0 server is not available. A progress indicator will begin displaying the package installation.

7. When finished, the client can be re-launched.

NOTE: Once the installation has completed, the HP Web Jetadmin 10.0 version is changed to 10.0.34646.
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