UpdateNow - Release Notes

UpdateNow is a command line utility designed to trigger the automatic configuration functionality in HP printer drivers.   This enables print administrators to script the automatic configuration of devices using a single command that will be consistent across multiple versions of HP printer drivers.

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Acknowledgements

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Version

UpdateNow.exe Version 12.09.20.1 Released with PARK 1.7

UpdateNow64.exe Version 12.09.20.1 Released with PARK 1.7

Release Notes version 8 – March 2018

Supersedes

UpdateNow Version	Release Date	New Features	Required UPD versions
1.0	July 2011	Initial Release in PARK 1.5	UPD v4.5 or higher

Description

UpdateNow is a command line utility that is designed to trigger the automatic configuration functionality in HP printer drivers.   This enables print administrators to script the automatic configuration of devices using a single command that will be consistent across multiple versions of HP printer drivers.

UpdateNow.exe is compatible with 32-bit operating systems and UpdateNow64.exe is compatible with 32-bit operating systems. This utility is bundled with the HP Printer Administrator Resource Kit (PARK) available on www.hp.com/go/upd

Support Policy

This tool is not eligible for HP Support. Before using this tool, please review the sections "Disclaimer of Warranty and Support" and "Limitation of Liability" in this document. Feedback about the tool (enhancement requests and bug reports) can be sent via email to upd_park@hp.com.

Update recommendation

Recommended/Advised – Includes new enhancements, features, and/or minor bug fixes. HP recommends all customers to update.

Product Models

This utility is compatible with the HP Universal Print Driver (UPD) and HP model-specific printer drivers, which have an option to perform UpdateNow.

Devices Supported

Refer to the specifications tab at www.hp.com/go/upd for a list of devices, which are supported by the HP UPD.

Operating Systems

- Microsoft Windows 7 SP1*
- Microsoft Windows 8 / 8.1
- Windows 10
- Microsoft Windows Server 2008R2 SP1
- Microsoft Windows Server 2012 / 2012R2
- Microsoft Windows Server 2016

*Microsoft has ended mainstream support for this operating system.

Languages

English (International)

Enhancements/Features

N/A

Fixes/Fixes History

UpdateNow64.exe Help updated.

Installation Instructions

No installation is necessary.   Copy the file UpdateNow.exe (32-bit systems), or UpdateNow64.exe (64-bit systems) to the desired directory on the hard drive of the print server where HP UPD or device-specific printer driver is installed.

Usage

Command Line – Standalone print server or client computer
- Open a command prompt window with administrator privileges
- Browse to the folder that contains the UpdateNow utility.
- 32 bit systems:
  - Type UpdateNow "printer name here" and press **<Enter>**
- 64 bit systems:
  - Type UpdateNow64 "printer name here" and press **<Enter>**
- The printer name must be enclosed in double quotes

Command Line – Failover cluster virtual print server
- Open a command prompt window with administrator privileges on the one of the physical nodes of the print cluster
- Browse to the folder that contains the UpdateNow utility.
- 32 bit systems:
  - Type UpdateNow "\\virtual server name here\printer name here" and press **<Enter>**
- 64 bit systems:
  - Type UpdateNow64 "\\virtual server name here\printer name here" and press **<Enter>**
- The printer name must be enclosed in double quotes

NOTE: Running UpdateNow on a remote server does not work. The \\servername parameter only works when UpdateNow is run from one of the physical nodes of the failover cluster, and \\servername is the name of one of the virtual print servers in the cluster.

Output Messages

Message	Notes
Success, UpdateNow Succeeded	Printer configuration has been updated
ERROR, UpdateNow failed	Automatic Configuration failed. Please consult the UPD System Administrator's Guide for troubleshooting information
UpdateNow performed, status unknown	Automatic configuration was performed, but the driver did not return any status information. This is typical of UPD versions prior to 5.3
ERROR, Incompatible driver	The driver associated with this printer does not support Automatic configuration

Automating the UpdateNow process

Create a list of printers

Using the Microsoft Print Management Console
- Select Printers->View->Add Remove Columns... Display only Printer Name
- Select Export View… and export the list as Text (Comma Delimited)(*.csv)

Create a batch file (shell script)

- Open the file in a text editor such as Notepad
- Insert the words UpdateNow at the beginning of each line
- Insert >> result.csv at the end of each line. This instructs the command interpreter to send all output to a log file. This file can then be read using Microsoft Excel, or Notepad.
- Enclose all the printer names in double quotes.
- Save the file, and rename it with a .bat extension

Example:

UpdateNow "HP Color LaserJet 3700 PCL 6 (v5.1)" >> result.csv

UpdateNow "HP Color LaserJet 4500 PCL 5" >> result.csv

UpdateNow "HP LaserJet 4100 PCL 5e - monolithic" >> result.csv

UpdateNow "HP Universal Printing PCL 6 (v4.7)" >> result.csv

UpdateNow "HP Universal Printing PCL 6 (v5.1)" >> result.csv

Return status

For advanced scripts, UpdateNow will set the environment variable ERRORLEVEL to 0 if the operation succeeds.

Frequently Asked Questions

What happens if I specify a network printer (print server connection)?
UpdateNow will output an error message, but otherwise it will do nothing

I am getting a lot of messages other than the ones listed above. What do they mean?
For errors such as:

158s327ms924us ERROR: IoChannel::GetNetworkAddress() failed calling OpenPrinter()
158s327ms940us ERROR: GetNetworkAddress() failed
158s327ms949us ERROR: SnmpChannel::Open() _ioChannel.Init() failed
160s177ms546us ERROR: IoChannel::GetNetworkAddress() failed calling OpenPrinter()
160s177ms563us ERROR: GetNetworkAddress() failed
160s177ms572us ERROR: SnmpChannel::Open() _ioChannel.Init() failedAnswer 1.

The cause is likely to be either that Automatic Configuration was disabled for this printer when the printer was created, or the driver does not fully support automatic configuration. In all cases, these indicate an Automatic Configuration failure.

I am getting an error message, "The system cannot execute the specified program".
The UpdateNow.exe program relies on a Microsoft supplied component named MSVCR90.DLL. This file may be missing on some systems. Use this link to download and install the necessary files from Microsoft. http://www.microsoft.com/downloads/en/details.aspx?familyid=9b2da534-3e03-4391-8a4d-074b9f2bc1bf&displaylang=en