

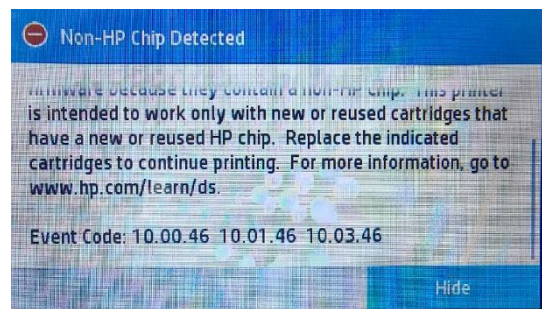
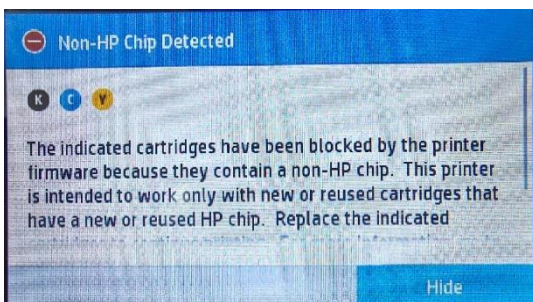
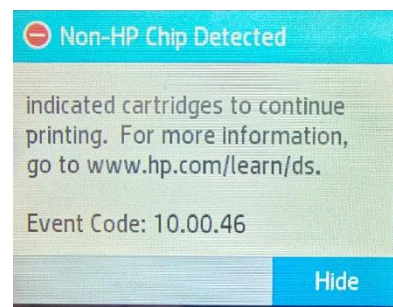
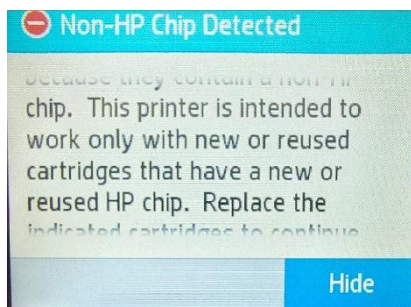
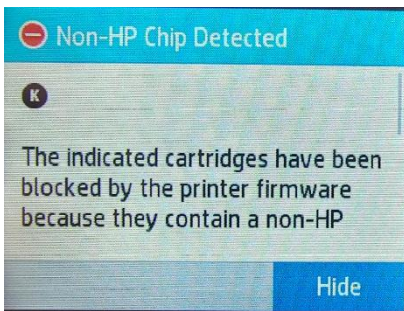
Product Update Notice for HP CF289 Series

Date: August, 2022

Dear Valued Customer,

Ninestar found that HP has pushed new firmware 002.2230D to HP LaserJet Pro MFP M428DW via WiFi on August 10, 2022, resulting in CF289 series replacement cartridges on the market unrecognized by its applicable printers.

Error Code



Test Result

OEM Code	Region	Firmware	Upgrade Method	Test Result
CF258A	AMS	002.2230 D	WiFi	Some serial numbers have been blocked.
CF258X				
CF259A	EMEA			
CF259X				
CF276A	APJ (EX. CHN/IN)			
CF276X				

W2020A	AMS	002.2230 D	WiFi	Some serial numbers have been blocked.
W2021A				
W2023A				
W2022A				
W2020X				
W2021X				
W2023X				
W2022X				
W2030A	EMEA			
W2031A				
W2033A				
W2032A				
W2030X				
W2031X				
W2033X				
W2032X				
W2040A	APJ			
W2041A				
W2043A				
W2042A				
W2040X				
W2041X				
W2043X				
W2042X				

Our Suggestions

1. Please contact your sales manager for detailed solutions.
2. Educate your customers and end-users not to manually confirm the update installation and also turn off HP Printer Firmware Updates to reduce the risk of firmware updates.
3. If you or your customers have found the involved cartridges cannot be recognized by their corresponding printers, please contact your sales manager immediately.
4. For more information about the OEM upgrades, you can contact your sales manager to for further information.

