HP UPDATE BLOCKS ALTERNATIVE CARTRIDGES HP950/951, HP934/935 AND HP970/971

SOLUTION:

Does your HP Officejet printer suddenly tellS you that the cartridges are damaged? This is caused by HP's "Dynamic Security Feature" with which they remotely control their printers. This way HP checks if the related printer contains original cartridges with HP chip. If this is not the case and you have installed alternative cartridges, the printer will report the cartridge is "damaged". However your cartridges are not damaged at all and they still are working perfectly! HP just wants to force the consumer to use the much more expensive original HP cartridges. It's an annoying situation but fortunately it's fairly easy to solve:

It's important to be sure you are the victim of HP's Dynamic Security Feature. Can you say "Yes" to the next three questions:

1. Do you have one of the following printers?:
    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
2. Did you install an alternative cartridge (so not an original HP cartridge) ?
3. Do you get the following notice : "One ore more cartridges appear to be damaged. Remove them and replace with new cartridges." ?

Are you not able to print anymore and did you answer all questions with "Yes"? Then we advice you to download the firmware which connects with the operating system of your printer: Windows (7, 8, 8.1 & 10) & MacOS (10.9, 10.10, 10.11). This new firmware you can download via links in a scheme on the HP website: : https://support.hp.com/us-en/document/c05308850

After you have downloaded the firmware you have to take a few more steps. Don't turn off your printer during these next steps. Please make sure the printer is on and connected to the computer, either through your network or a USB cable. Open the file you have downloaded. The software will look for the matching printer. The software will indicate the printer with a serial number. You also can find this number on a sticker on the back of your printer. Select the printer serial number and click on "update". The update will be done but this might take a while. When the firmware is installed the printer will again recognize your cartridges.