

HP Color LaserJet Pro MFP M280/M281 Firmware Downgrade – Troubleshooting "Supply problem" Printer Message

If your printer has stopped printing and a "Supply problem" message is shown on the printer display, HP has automatically upgraded your printer firmware. Following the instructions below, your printer firmware can be downgraded and bring to normal operation.

To downgrade your printer, make sure to adjust the following settings in the printer menu.

1. Touch the Home button



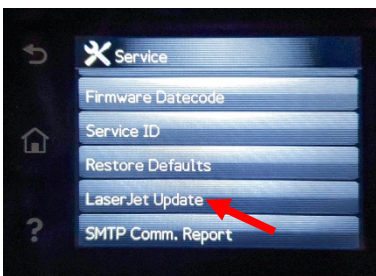
2. Scroll to right and touch Setup



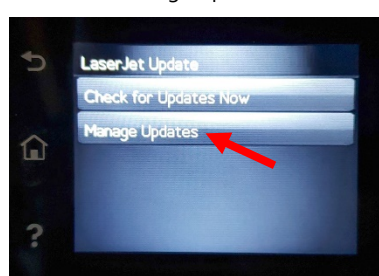
3. Scroll down and touch the Service button



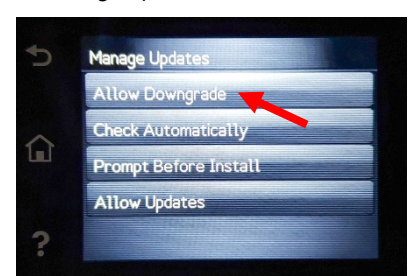
4. Scroll down and touch LaserJet Update



5. Touch the Manage Updates button



6. Manage Updates menu

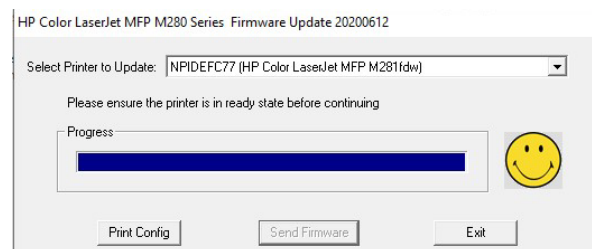
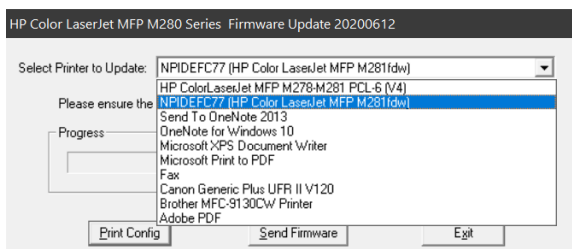


In the **Manage Updates** menu, touch the **Allow Downgrade** button and then select **Yes**

At the link below, HP Customer Support Website a previous version (ver. 20200612) of the working printer firmware can be downloaded. In the product name search box, enter your printer model e.g., HP Color LaserJet Pro MFP M281, and On the printer support page click on the Firmware button to download the firmware.

<https://support.hp.com/us-en/drivers/printers>

After the firmware is downloaded and saved on your computer, double-click on the file and then select your printer from the dropdown menu. Once the printer is selected, click the **Send Firmware** button. After the update is completed, click the **Exit** button. The printer will automatically restart after the firmware update.



Note: Restarting your printer after the update is completed and re-sending the firmware to the printer might be required due to the "error state" of the printer.

After updating the printer firmware in the **Manage Updates** menu (see above), change the following settings;

Touch the **Check Automatically** button and select **Off**

Touch **Allow Updates** and select **No**