Custom Office Products inc.
Efficiency, Economy and Expertise

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HP has released some firmware updates that will make the printer only use OEM cartridges. If you receive error message "Indicated cartridges blocked for containing a non-HP chip. Event code: 10.00.46."
Printers affected are:
HP LaserJet Pro M404DN, M404DW, M404N
HP LaserJet Pro MFP M428DW, M428FDN, M428FDW
HP LaserJet Enterprise M406DN
HP LaserJet Enterprise MFP M430F
Please check your printer setting and turn off automatic updates.
HP M404 firmware auto update:
Confirm printer IP address, this can be found on the configuration page. You can print this page by following menu options: OK>Setup>Reports>Print configuration page.
On the page the IP address will be #8 under product settings. Should be in a https://XX.X.X.XX format
Enter the IP address into your web browser, that will bring you to the Embedded Web Server Page. Select printer update, select Do not check for updates, select Apply.
This way you can continue to use remanufactured cartridges.
Becky: 651-776-3657/800-249-8576 fax 651-772-4574
beckyp@customofficeproducts.com