

HP Designjet printers - Updating HP Software to Support OS X 10.7 Lion

Introduction

With the release of OS X 10.7 Lion, HP is providing updated print drivers and software. These updates will be available through Apple Software Updates in Mac OS X.

After the public release of Lion, HP will release updated full HP software packages for many models on the [HP Designjet Support](#) page. The schedule delay allows time for full testing and quality assurance from HP against the final OS X 10.7 release.



Important: Older HP software might not be compatible with OS X 10.7 Lion. After installing OS X 10.7, you might experience some problems if you install previous Mac OS X 10.3, 10.4, 10.5, or 10.6 software, either from an original product CD or from HP Web downloads. This is expected behavior because the software is designed for operating systems previous to OS X 10.7.

Getting HP software updates immediately

You will experience the best performance and functionality if you download the latest HP software from Apple Software Updates. Follow these steps to update the software.

Important - in order to receive the updated HP drivers, the HP product must be turned on and connected to the Mac, via USB or Network, or there must be an existing HP printer queue.

1. Click the Apple menu () , and then click **Software Update**. Software Update checks for available updates.
2. In the Software Update window, select the software you want to install, and then click **Install**.

NOTE:

[Install all available updates for best performance and functionality.](#)

3. When prompted, enter your administrator account name and password.
4. After the software updates complete, restart the computer (if required).

Frequently asked questions (FAQs)

Following is a list of frequently asked questions related to your HP product and the OS X 10.7 Lion update.

+ How do I upgrade from Mac OS X 10.6 to OS X 10.7 when my HP product is already installed?

If you are upgrading from Mac OS X 10.6 Snow Leopard to OS X 10.7 Lion, your HP software will continue to be installed. You might experience some problems when accessing some features such as the Preview or the Services tab. However, the Lion update process **does not** automatically check Apple Software Updates for the latest HP software and drivers.

Follow these steps to update the HP software after you install Lion.

Important - in order to receive the updated HP drivers, the HP product must be turned on and connected to the Mac, via USB or Network, or there must be an existing HP printer queue.

1. Click the Apple menu () , and then click **Software Update**. Software Update checks for available updates.
2. In the Software Update window, select the software you want to install, then click **Install**.

NOTE:

[Install all available updates for best performance and functionality.](#)

3. When prompted, enter your administrator account name and password.
4. After the software updates complete, restart the computer (if required).
5. Connect the HP product to the computer with the USB cable or through your Ethernet (wired) or wireless network, depending on your connection type. Your previous printer queues are updated with the latest HP drivers.
6. Check regularly the [HP Designjet Support](#) for further software updates such as the HP Utility.

+ How do I add my new HP printer to a Mac that is already running OS X 10.7?

The software and drivers for many current HP products might not be compatible with OS X 10.7 Lion. You might experience some problems if you try to install OS X 10.3, 10.4, 10.5, or 10.6 software, either from an original HP CD or from HP Web downloads, on a Mac running OS X 10.7 Lion. This is expected behavior because the software is designed for operating systems previous to OS X 10.7.

You will experience the best performance and functionality if you download the latest HP software from Apple Software Updates. Follow these steps to add or create a new printer queue.

1. Connect the HP product to the computer with the USB cable or through your Ethernet (wired) network, depending on your connection type.

2. Click the Apple menu () , and then click **System Preferences**. The System Preferences window opens.
3. Click **Print & Scan**. The Print & Scan window opens
4. Click **Add Printer**, and then click the name of your HP product.
5. The HP product name displays at the bottom of the pane and in the **Print Using** box. A 'The selected printer software is available from Apple. Click Add to download and add this printer' message should display.
6. Click **Add** to start the download and setup, and to automatically create the HP printer queue.

+ Will my printer support Mac OS X 10.7?

If your product supported OS X 10.6 Snow Leopard, it should continue to support OS X 10.7 Lion. Click this link, [HP Products with Print Drivers Included in Mac OS X 10.6 Snow Leopard](#) for a list of HP products that support Lion.