HP Latex 3x00 Printer Series

TECHNICAL NEWSLETTERS FROM CUSTOMER ASSURANCE



Date: Septembert 2018 Region: WW Audience: Support Impact/Severity: High Support Area: PLTW Firmware, Software, Upgrade/Migrate Confidentiality: Public

New FW, IPS and Print Care Update Package available – ALTAMIRA_13_00_06.3

New versions of firmware and software (IPS and Print Care) for the HP Latex 3x00 Printer Series are available to download.

IMPORTANT: HP strongly recommends that all the printers are upgraded to the new firmware and software as soon as possible. Even new printers may need to be upgraded during installation.

New release available from <u>www.hp.com/go/Latex3000/downloads</u>:

- Firmware: ALTAMIRA_13_00_06.3
- HP Internal Print Server (IPS): v2017.5.17.2.
- Print Care: v2.2.5.1

IMPORTANT: Ensure that the printer is connected and able to synchronize, so that Print Care can get proactive update warnings from the HP servers whenever a bug has been fixed or a new version is available.

This is a General Availability version. It should be installed in all new and existing printers.

The installation instructions are available in Appendix 1

Release notes

The **ALTAMIRA_13_00_06.3** firmware release includes the following improvements and new functionalities with respect to previous versions:

A. New functionalities:

- Nozzle Health Tool. Appendix 2
- OMAS:
 - The **OMAS Enabl**ed feature in the Printing Adjustments in IPS was renamed as **Use Automatic advance compensation when supported.**
- Printhead Reseats
 - Improvements that will help reduce the printhead reseats in capping. This type of printhead reseats appears often just before starting to print or when the job has finished.
 - Differentiation of error messages in IPS depending on the type of printhead reseats: the reseats will be differentiated between thermal and connectivity reseats.
- Improvements of the IDS algorithms (Refill of the Intermediate tanks).
- Sense button
 - It is a new feature in the IPS Interface which will allow the customers to provide feedback on the level of satisfaction they have using their HP Latex 3x00 printers.



- Primary colors plot was included into the IPS setup
 - The primary colors plot is used to calculate the cost per copy of a plot in a fast and efficient way.

• The plot can be found under the name IPS PRIMARY COLORS image in C:\Users\hplatex\Documents\HP IPS\CostPerCopy to be printed in the 3 passes printing mode.



- The new process provided ensures in a very short run that the ink and media consumption considered for the cost per copy calculation is just the ink and media used for printing the target image.
- The details about the cost per copy calculation process can be found in the newsletter *How to calculate cost per copy 3x00 1500.pdf* .

B. Bug fixes:

- General accounting fixes in PrintCare and PrintOS
- SE 79.04 improvements
- Printhead replacement fixes
- End of Roll improvements

Appendix 1

Upgrade instructions

The three components (FW, IPS and Print Care) must be installed together. No other combination is supported. On this release, an upgrade tool that includes the Firmware, IPS software and Print Care has been developed.

How to upgrade the Firmware, IPS and Print Care

IMPORTANT: It is mandatory to unzip and execute the downloaded files from a USB memory stick, otherwise, a warning message will be showed. A third-party zip software must be used in order to unzip the files. The Windows embedded zip softwaree will not work.

- a. Download the UpgradeTool_ALTAMIRA_13_00_06.3_IPS_2017.5.17.2_Prc_2.2.5.1_v3.zip file and unzip the contents onto a **USB memory stick**.
- b. Execute the **Upgrade Tool.exe** file and click the **Upgrade** button.

HP Installer Upgrade Tool (2017.5.6.0)	×
Upgrade	

By running this file:

- The firmware version will be upgraded
- The IPS, IPS services and HP Info Retriever software (if installed) will be uninstalled from the printer's built-in computer.
- The new IPS and IPS services software will be installed.
- The Print Care will be upgraded to version 2.2.5.1 and the Print Care patch will be installed.
- c. Before the process starts, the following window will pop up to accept the agreement. Press **I agree** to start the upgrade process, or **I don't agree** to abort the upgrade process.

HP and Open Source license agreement	c
This is the Hewlett Packard Software License Agreement and Limited Warranty Statement	- III
ATTENTION: USE OF THE SOFTWARE IS SUBJECT TO THE HP SOFTWARE LICENSE TERMS AND LIMITED WARRANTY STATEMENT SET FORTH BELOW. USING THE SOFTWARE INDICATES YOUR ACCEPTANCE OF THESE LICENSE TERMS AND LIMITED WARRANTY STATEMENT. IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS, YOU MUST RETURN THE SOFTWARE FOR A FULL REFUND. IF THE SOFTWARE IS SUPPLIED WITH ANOTHER PRODUCT, YOU MAY RETURN THE ENTIRE UNUSED PRODUCT FOR A FULL REFUND.	
HP SOFTWARE LICENSE TERMS	
The accompanying software may include software components distributed under open source licensing terms (Open Source Components) or under third party licensing terms (Third Party Components). If any of such components are included, its special licensing terms and conditions are referred below	-
l agree I don't agree	.

d. Once the agreement is accepted, the upgrade process will start. If the IPS is not open the following window will pop up. Press **Retry** after opening IPS to continue with the upgrade or press **Cancel** to abort the installation.

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5. Andrews		
lease ensure that IPS	is running and connected t	o the printer.
lease ensure that IPS	is running and connected t	o the printer.

- NOTE: If the IPS is open before starting the upgrade process, the previous window will not pop up.
- **e.** Once the IPS is running and the firmware upgrade process starts, you will see the following windows with the FW upgrade report.

NOTE: If the printer has the latest firmware already installed, the installer skips the firmware upgrade step.

Firmware Upgrade Process	Concession of the local division of the loca	
Firmware Upgrade in progress:		
	Uploading firmware file. Status 0%	
		j

f. Once the firmware upgrade has finished and the printer starts to boot, you will see the following window before the IPS and PrintCare upgrade process starts:

lpgrade in progress:
s that FW installation have finished. Now printer will reboot
s that FW installation have finished. Now printer will reboot

g. Once the IPS, IPS Services and Print Care upgrade is completed, the following window will pop up. Press **OK** to continue with the Print Care patch installation.

The upgrade process finished successfully. Now is going to start p (PrintCare Patches install)	vost upgrade
	ОК

h. During the installation of the Print Care patch, the following window will appear. Once the installation is completed, the window will be closed automatically.

HP Scitex PrintCare Updater	
Updating PrintCare application files	
31.05.17 12:49:59 Creating a backup of the current database 31.05.17 12:50:20 Backup database 31.05.17 12:51:25 Compressing file, please note that this will take several minutes.	*
31.05.17 12:52:04 Success ! 31.05.17 12:52:25 Updating PrintCare application files 31.05.17 12:52:46 Update PrintCare application files	E

i. Once the installation process of the IPS is completed, open the IPS application. At first boot, the Printer Data Sharing Agreement (PSDA) window will appear.

HP strongly suggests enabling it to take advantage of the InfoRetriever functionalities and a faster and better remote support.

Printer Data Sharing Agreement	Î
Enrollment	
HP printer hardware, HP printer software and HP printer services (collectively "HP Printer Product (s)") may collect Customer Print Data, as defined and described below, to which HP or an HP authorized agent may have access. Recipient grants HP and/or an HP authorized agent permission collect Customer Print Data and Recipient hereby agrees to the manner of collection of Customer Print Data as described below. Customer Print Data includes, but is not limited to, HP Printer Produ usage data: information about HP Printer Product usage, production data, HP Printer Product even maintenance and calibration history; including but not limited to HP Printer Product model number HP Printer Product serial number, HP Printer Product firmware version, supplies status and history impression counters, sensors activity, quantity and type of media used, quantity and brand of ink consumed, quantity and type of printheads used, event log information, file names and/or types o print jobs.	to act ts, , F
HP respects your privacy and is committed to protecting it. HP provides this privacy information t inform you that, with your permission, the Frinter Data Sharing Agreement enables your product t periodically send configuration and usage information to HP over the Internet. To the extent that Customer connects the HP Printer Product to the Internet, Customer agrees to configure an appropriate firewall.	0
The Customer Print Data will be used by HP and/or an HP authorized agent for the purpose of providing remote support, enabling enhanced diagnostics, preventive maintenance, software updating, calculating supplies and consumables usage and statistics, and evaluating improvement to HP's products and offerings in the future. The Printer Data Sharing A greement (PDSA) will enable a portfolio of solutions to help you maximize productivity which includes, but is not limited to, remote monitoring, consumables alerts, personalized knowledge and media profiles updates. In addition, the Customer Print Data will help HP determine how HP Printer Products are being used,	:s ble
I accept the HP Privacy Statement and Printer Data Sharing Agreement	No

Appendix 2

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Nozzle Health Tool

The purpose of this tool is to help the user to decide if they need to replace the printheads, by providing a visual system to see the state of the printheads.

The final **objective** is to **increase the average printhead life**, by avoiding unnecessary replacement of printheads.

The visual system provides the following possible states for the printheads:

- In warranty: Not showing any status
- Out of warranty (the printhead moves to out of warranty based on ink consumption and time of installation)
 - OK: Theoretically good printing performance
 - Monitor IQ: Depending on the image content and/or printmode used, some plots could not reach expected printing quality
 - Recover: There is a degradation in pen health, please run a Hardclean routine
- Check & clean: When the drop detection data is older than 24h, hide all nozzle health information and show the **Check and Clean** notification

The visualizations of the Nozzle Health data are based on the printhead's ink consumption and time from the last Drop Detection:

- Drop Detection data is greater than 24 hours old: run Check & clean
 - Drop Detection data < 24 hours old and ink consumption:
 - 0 12 L (in Warranty): No status showed
 - 12 40 L: OK, Monitor IQ, Recover
 - >40 L (theoretical PH life): *Monitor IQ, Recover* → Even if the Printhead is *OK* based on the quantity of nozzles out, we would show it as *Monitor IQ*, as we know that IQ decreases with ink consumption

File Information Print	er Substate Tools Help	
IP Latex	3600 🙄	
U Shat down	Printer Status Extendibute med discension LM carlidge has expired LA carlidge has expired LM carlidge has expired LM carlidge has expired Maritemance status Printer error code 47 0106 52 Free disk: 355 8 GB Printer error code 47 0106 52	The Nozzle Heath tool information is available on the printheads tab of the IPS
Printing	Substate:	
E Pass Cancel Cancel Post Calculationer	Prover dé la + + + + + + + + + + + + + + + + + +	
	Core Printeads are aligned 1 OP HP8851 H#/Lalex Optimizer OK 195% Out of warranty Excounce CR330A Printing Printing 0:22 cm 1 Mic-C HP8851 H#/Lalex Optimizer OK 195% Out of warranty OK CR320A Printing 0:22 cm Printig Printing 0:22 cm	 Hover with the mouse over any of the Nozzle Health states to see their meaning. Click on them to open the action to correct the problem (IQ Inspection or PH cleaning menus)
	To give more information to the user, S <i>tatus</i> column has been renamed to <i>PH insertion status</i>	

•	1 2 3 4 5 6 7 1 1 1 1 1 1 1 1 2 Printheads are aligned 2 1 1 1 1							When in <i>Check and Clean</i> state, all the information o the Nozzle Health status is
1	Color	Printhead	Pit insertion status	ink fired	Warranty status	Nozzle health	HP order infa	hidden and this state is
1	OP	HP881 HP Latex Optimizer	ок	18%	Out of warranty	Check and clean	CR330A	visible.
2	MK-C	HP681 Black-Cyan	OK	93%	Out of warranty	Check and clean	CR328A	
3	MK-C	HP881 Black-Cyan	OK	19%	Out of warranty	Check and clean	CR328A	When clicking over the
4	Y-M	HP881 Yellow-Magenta	OK	20%	Out of warranty	Check and clean	CR327A	state, the Printhead
5	Y-M.	HP881 Yellow-Magenta	OK	14%	See warranty note	Check and clean	CR327A	Cleaning menu opens
6	LM-LC	HP681 Light Magenta-Light Cyan	ок	3%	See warranty note	Check and clean	CR329A	cleaning mena opens
	IMIC	HP681 Light Magenta-Light Cyan	OK	2%	See warranty note	Check and clean	CR329A	

The tooltip sentences, shown when hoovering over a Nozzle Health status are:

- <u>Check & Clean</u>: Printhead nozzle health information is obsolete. Please, run a Check & Clean routine.
 Action: Go to *PH cleaning* when clicking
- <u>OK</u>: Printhead nozzle health is in good condition. No further action required
- <u>Monitor IQ</u>: Depending on the image content and/or printmode, some images could not reach the expected print quality. Perform IQ Inspection procedure, if required.
 - > Action: Go to IQ Inspection when clicking
- <u>Recover</u>: Printhead nozzle health may be deteriorated, run a HardClean routine. Depending on the nozzle health, more than one Hard clean routine may be necessary.
 - > Action: Go to PH cleaning when clicking



Note: The Nozzle Health tool is disabled by default. To enable it please contact your Service Representative.