

HP Latex 3x00 and 1500 Printer Series

TECHNICAL NEWSLETTERS FROM CUSTOMER ASSURANCE



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Region: WW

Category: Using Product

Audience: Support

Confidentiality: Restricted (Service) – HP Workforce + Channel Partners

How to update the firmware and software

This document explains the process to unzip and update the printer's firmware and software (firmware, IPS and Print Care).

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

Introduction

With these instructions, users will be able to upgrade firmware and software to the latest official version. Performing the upgrades is strongly recommended because those updates include, in most of the cases, improvements to gain reliability regarding printer behavior and performance.

Tools and software needed:

- **Third-party software (not the Windows decompressing tool)** to unzip the upgrade tool folder.
- A USB memory stick to save the unzipped upgrade tool and execute it from there.

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 appear. If the upgrade fails despite running the files from a USB stick, it is recommended that you save the generated logs for analysis.

1. Download the Upgrade tool files for the HP Latex 3000 Printer Series or HP Latex 1500 Printer to the same folder and unzip the contents onto a **USB memory stick** (remember to use a third-party software for unzipping them).

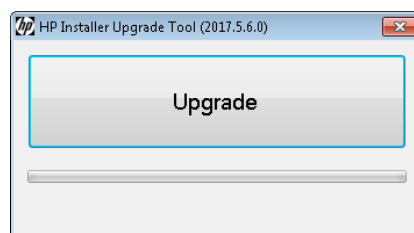
- For the HP Latex 3000 printer series

Upgrade Tool for HP Latex 3000 Printer Series	ALTAMIRA_14_00_06.5_IPS_2017.5.24.3	Nov 21, 2018
Multi-part download		
UpgradeTool_ALTAMIRA_14_00_06.5_IPS_2017.5.24.3_Prc_2.2.5.2_v2.zip	441.5 MB	Download HP's Terms of Use
UpgradeTool_ALTAMIRA_14_00_06.5_IPS_2017.5.24.3_Prc_2.2.5.2_v2.z01	1000.0 MB	Download HP's Terms of Use
UpgradeTool_ALTAMIRA_14_00_06.5_IPS_2017.5.24.3_Prc_2.2.5.2_v2.z02	1000.0 MB	Download HP's Terms of Use
UpgradeTool_ALTAMIRA_14_00_06.5_IPS_2017.5.24.3_Prc_2.2.5.2_v2.z03	1000.0 MB	Download HP's Terms of Use

- For the HP Latex 1500 printer

Upgrade Tool for HP Latex 1500 Printer	LYRA_06_00_03.4_IPS_2017.5.24.3	Dec 21, 2018
Multi-part download		
UpgradeTool_LYRA_06_00_03.4_IPS_2017.5.24.3_Prc_2.2.5.2_v2.zip	967.0 MB	Download HP's Terms of Use
UpgradeTool_LYRA_06_00_03.4_IPS_2017.5.24.3_Prc_2.2.5.2_v2.z01	1024.0 MB	Download HP's Terms of Use
UpgradeTool_LYRA_06_00_03.4_IPS_2017.5.24.3_Prc_2.2.5.2_v2.z02	1024.0 MB	Download HP's Terms of Use

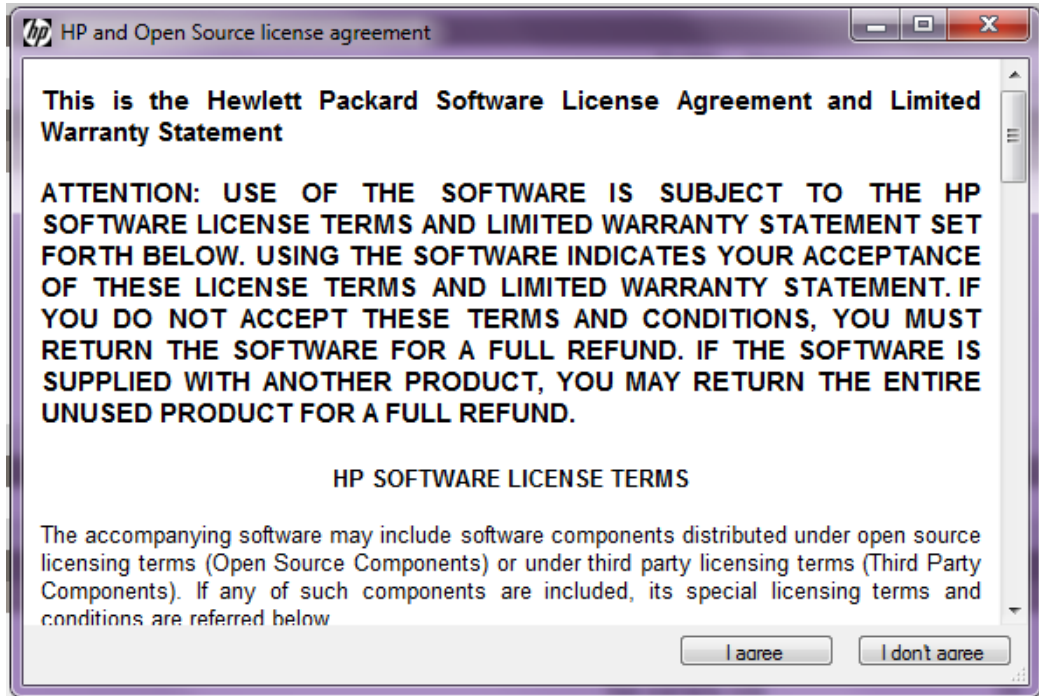
- Execute the **Upgrade Tool.exe** file and click the **Upgrade** button.



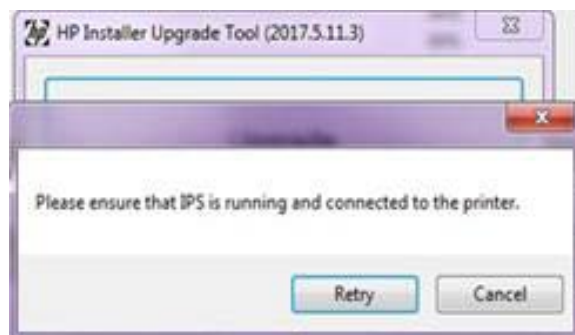
By running this file:

- 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.

- c. The new IPS and IPS services software will be installed.
 - d. The Print Care will be upgraded to version 2.2.5.2 and the Print Care patch will be installed.
3. Before the process starts, the following window will pop up asking you to accept the agreement. Press **I agree** to start the upgrade process, or **I don't agree** to abort the upgrade process.



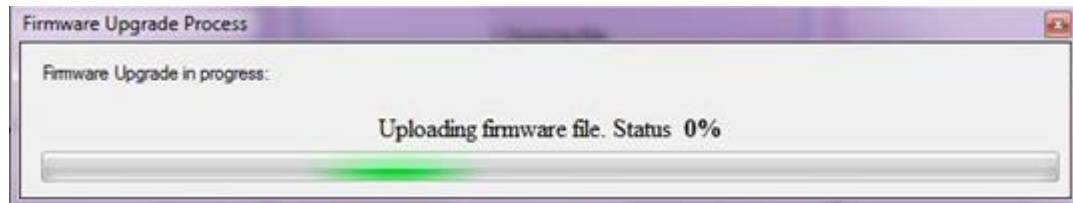
4. Once you accept the agreement, the upgrade process will start. If the IPS is not open, the following window will pop up. Press **Retry** after opening the IPS to continue with the upgrade or press **Cancel** to abort the installation.



NOTE: If the IPS is open before starting the upgrade process, the previous window will not pop up.

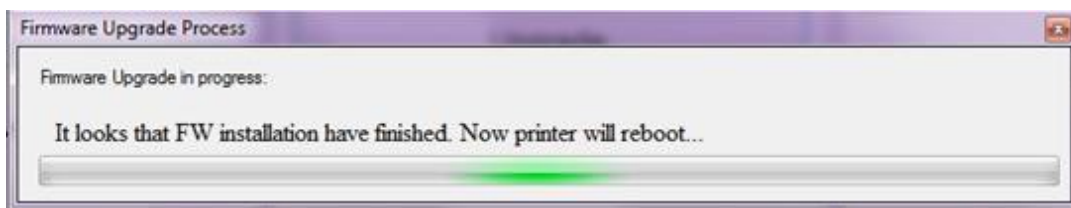
- Once the IPS is running and the firmware upgrade process starts, you will see the following window with the firmware upgrade report.

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

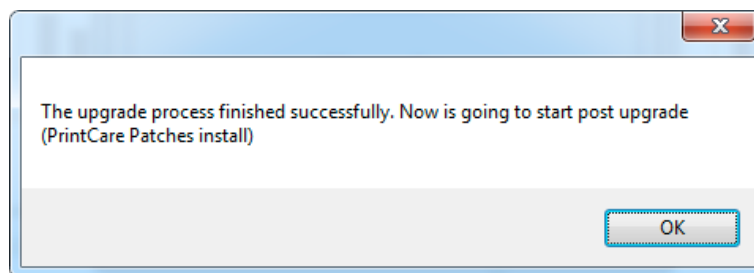


NOTE: In some cases, the new firmware may not be installed. Please refer to [Appendix 3](#) for instructions on troubleshooting this issue.

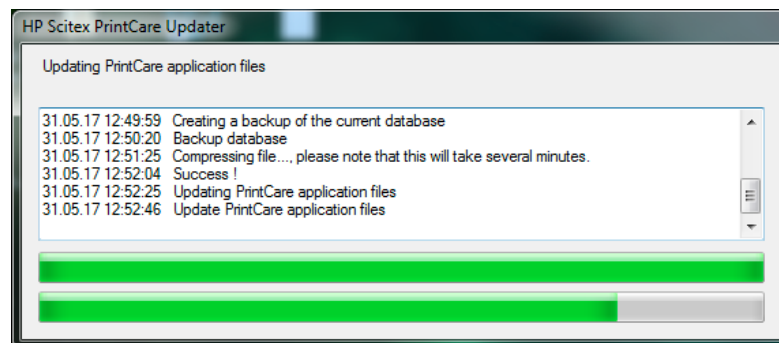
- Once the firmware upgrade has finished, the printer starts to boot. You will see the following window before the IPS and Print Care upgrade process starts.



- 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.



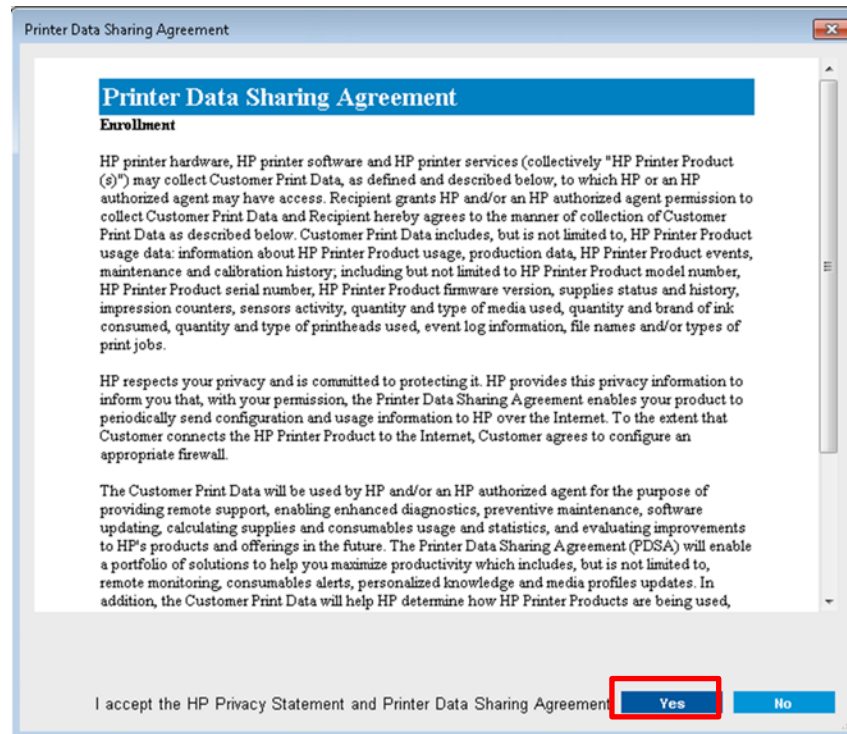
- During the installation of the Print Care patch, the following window will appear. Once the installation is completed, the window will be closed automatically.



NOTE: If the Upgrade tool fails at any point, please refer to [Appendix 4](#) for instructions on troubleshooting this issue.

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




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



Appendix 1

If you encounter any issues unzipping the tool, do the following:

Unzip the upgrade tool again using the **third-party software** (not the Windows decompressing tool), make sure that there are no errors, and save the unzipped upgrade tool onto the USB in order to use it.

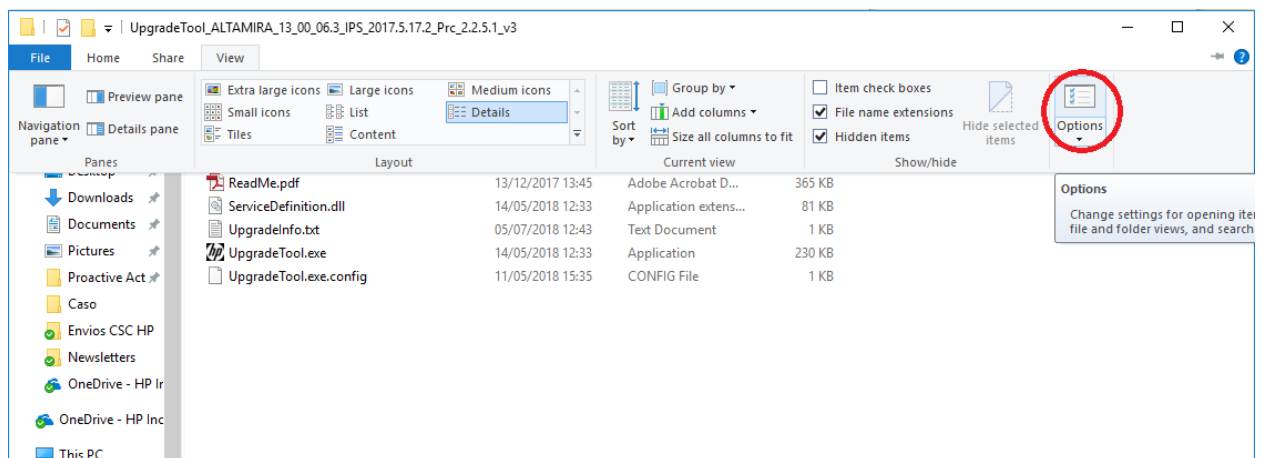
Name	
 UpgTool_ALTAMIRA_13_00_06.3_IPS_2017.5.17.2_Prc_2.2.5.1_v3.z01	
 UpgTool_ALTAMIRA_13_00_06.3_IPS_2017.5.17.2_Prc_2.2.5.1_v3.z02	
 UpgTool_ALTAMIRA_13_00_06.3_IPS_2017.5.17.2_Prc_2.2.5.1_v3.zip	

Appendix 2

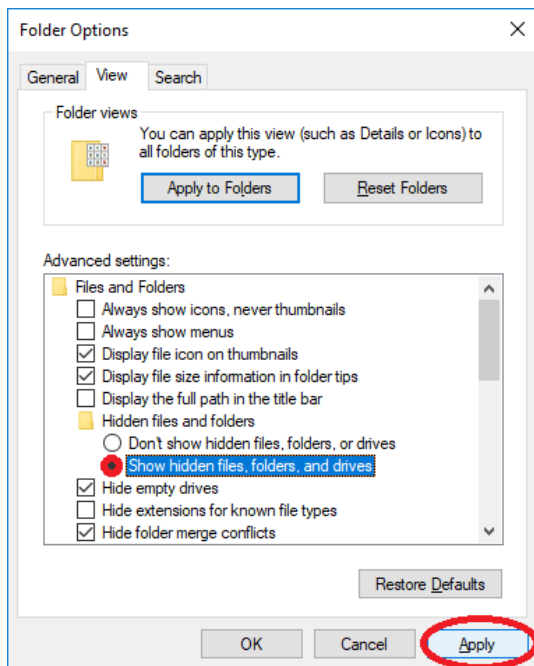
To use the upgrade tool, the IPS should be running. In some cases, we have seen that due to a wrong unzip of the tool the IPS is uninstalled but not installed, and then, as IPS is not running, the tool cannot run.

In these cases, you can find the IPS installer inside the upgrade tool. Installers are on a hidden folder, to access them follow these steps:

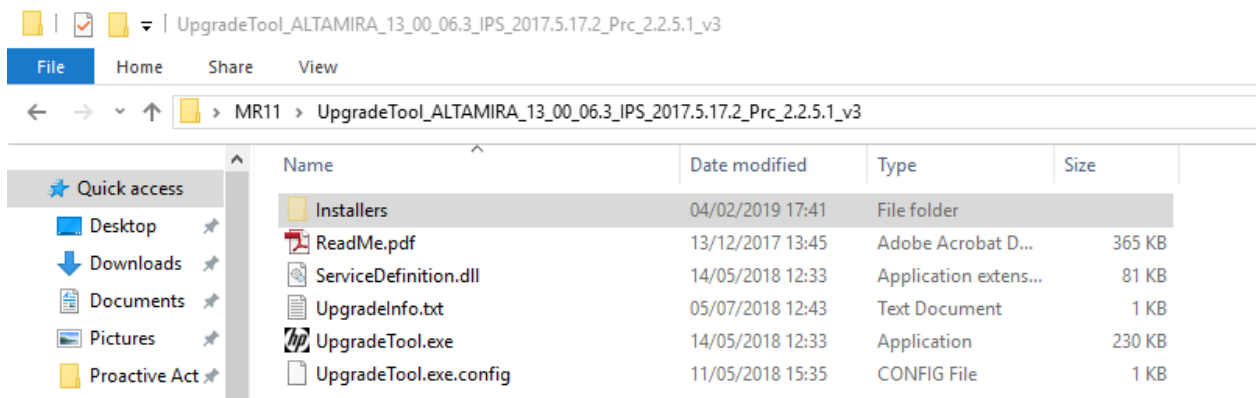
1. To make them visible, click **View > Options**.



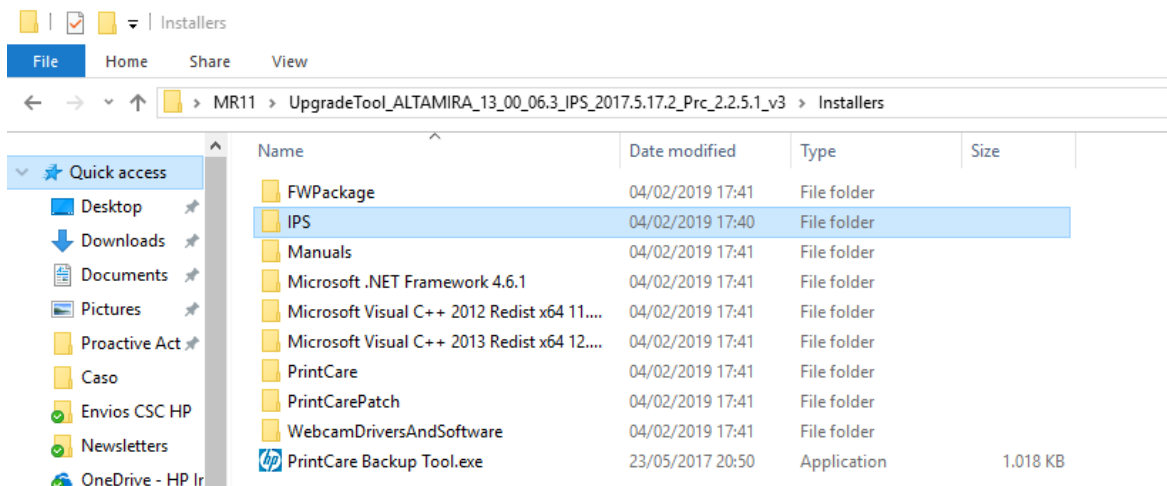
2. On the pop-up window, click the **View** tab and select **Show hidden files, folders and drivers**. Click **Apply**.



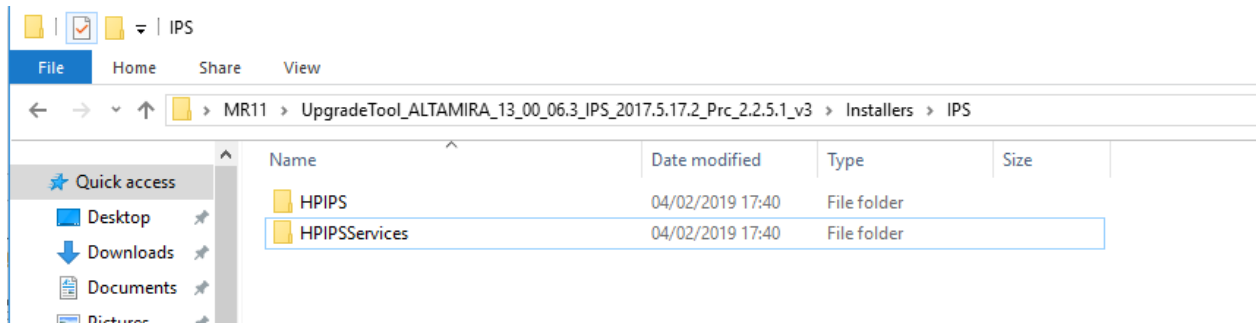
3. Then you will see the hidden folder **Installers**.



4. Inside, you will find the folder **IPS**.



5. You need to install **HPIPSServices** and **HPIPS**.



6. After the installation of IPS, you will be able to execute again the upgrade tool.

Appendix 3

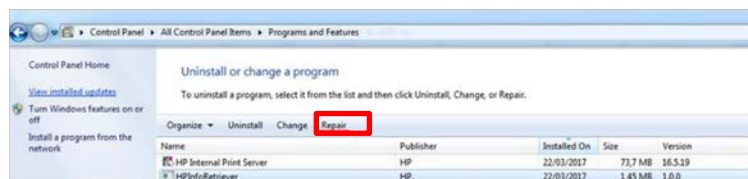
During the firmware installation, in some cases the new firmware cannot be installed. If this occurs, please perform the following actions to troubleshoot the issue:

1. Save the attached file, **CopyNewPubring.oms**, to the IPS computer desktop.
2. In the Internal Print Server, select **Preset Management** from the **Substrate** menu.
3. In the Embedded Web Server, browse to select the **CopyNewPubring.oms** file and click **Update**.
4. Wait until the **oms** installation is completed, then reboot the printer and try to install the firmware again.

Appendix 4

When using the upgrade tool, the process can fail due to interactions between old software versions. If this occurs, please perform the following actions to troubleshoot the issue, depending on where the installation failed.

1. Failure while installing/uninstalling the IPS services (interaction with old **HP Info Retriever** version).
 - a. Go to the Windows **Control panel > Uninstall** or change a program. There, select **HP Info Retriever** and click **Repair**.



- b. Uninstall the **HP Info Retriever** and launch the upgrade tool again.
2. Failure while installing/uninstalling the IPS services (interactions between old versions of Proxy services and HP IPS services).
 - a. Go to <https://support.microsoft.com/en-us/help/17588/fix-problems-that-block-programs-from-being-installed-or-removed> in order to access the Microsoft article *Fix problems that block programs from being installed or removed*.

Fix problems that block programs from being installed or removed

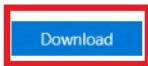
Email
Print

Follow these steps to automatically repair issues including corrupted registry keys that block you from installing or removing programs:

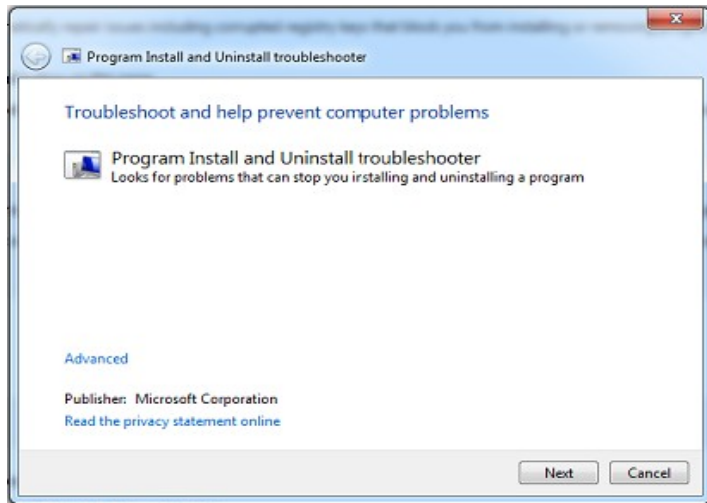
- Select the **Download** button on this page.
- In the **File Download** dialog box, click **Run** or **Open**, and then follow the steps in the Program Install and Uninstall Troubleshooter.

Notes

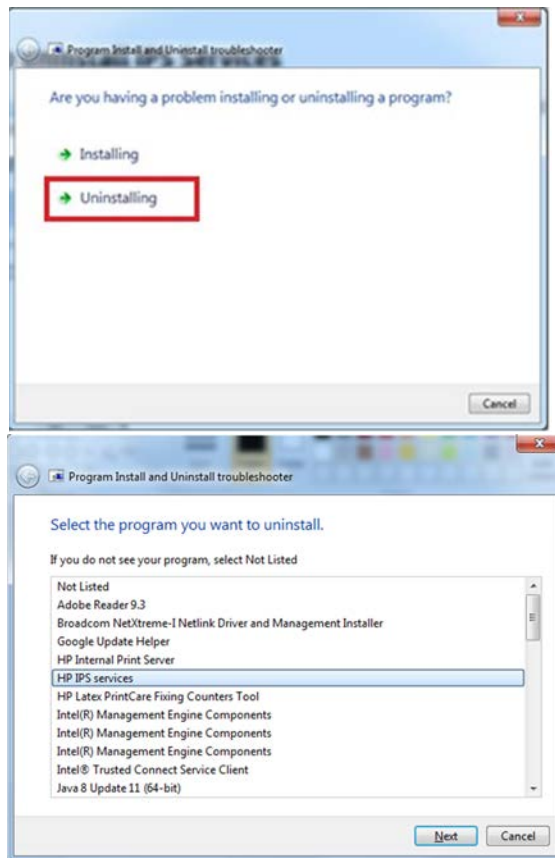
- This troubleshooter might be in English only. However, the automatic fix also works for versions of Windows in other languages.
- If you're not on the computer that has the problem, save the troubleshooter to a flash drive or a CD, and then run it on the computer that has the problem.



- b. Download the program **MicrosoftProgram_Install_and_Uninstall.meta.diagcab** by clicking on the **Download** button, and execute it. Click the **Next** button.



- c. Select **Uninstalling** to let the tool search for the programs to be uninstalled. Then, select the **HP IPS services** and/or **Proxy Services** and click the **Next** button.



- d. Follow the instructions on the screen to remove the old version of the HP IPS services from the system.

If the update process keeps failing even after performing these steps, save the log files for analysis.

Name	Date modified	Type	Size
logs	5/31/2017 12:22 PM	File folder	
HP Upgrade Tool.exe	5/25/2017 10:46 AM	Application	89 KB
Upgrade Tool_2017-07-21_14_24_38.log	7/21/2017 2:24 PM	Text Document	0 KB
UpgradeInfo.txt	5/24/2017 2:50 PM	Text Document	1 KB