HP Latex 3x00 and 1500 Printer Series

TECHNICAL NEWSLETTERS FROM CUSTOMER ASSURANCE

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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_0 06.5_IPS_2017. 24.3	_	8
Multi-part download			
UpgradeTool_ALTAMIRA_14_00_06.5_IPS_2017.5.24.3_Prc_2.2.5.2_vi	2.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_vi	2.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_vi	2.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_va	2.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

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

HP Installer Upgrade Tool (2017.5.6.0)	- ×-
Upgrade	

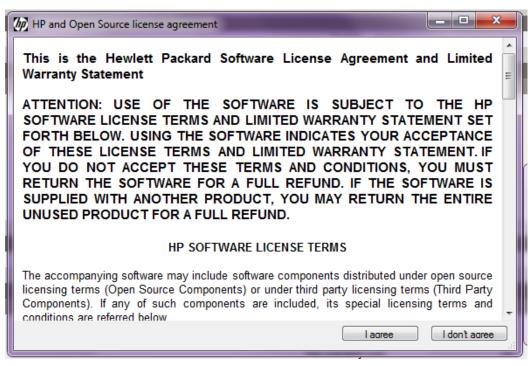
By running this file:

- a. The firmware version will be upgraded.
- b. The IPS, IPS services, and HP Info Retriever software (if installed) will be uninstalled from the printer's built-in computer.

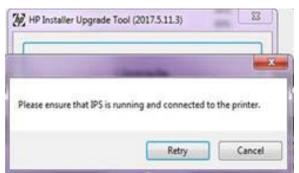
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- c. The new IPS and IPS services software will be installed.
- d. The Print Care will be upgraded to version 2.2.5.2 and the Print Care patch will be installed.
- 3. Before the process starts, the following window will pop up asking you to accept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



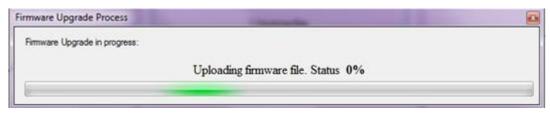
4. Once you accept the agreement, the upgrade process will start. If the IPS is not open, the following window will pop up. Press **Retry** after opening the IPS to continue with the upgrade or press **Cancel** to abort the installation.



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

5. 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.

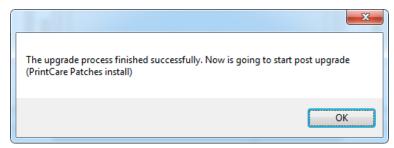


NOTE: In some cases, the new firmware may not be installed. Please refer to Appendix 3 for instructions on troubleshooting this issue.

6. 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.

Firmware Upgrade Process	
Firmware Upgrade in progress:	
It looks that FW installation have finished. Now printer will reboot	

7. 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.



8. 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 12:50:20	Creating a backup of the current database Backup database	*
31.05.17 12:52:04 31.05.17 12:52:25	Updating PrintCare application files	=
31.05.17 12:52:46	Update PrintCare application files	-

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.

Printer Data Sharing Agreement	×
	*
Printer Data Sharing Agreement	
Envollment	
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 to 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 Product usage data: information about HP Printer Product usage, production data, HP Printer Product events, maintenance and calibration history; including but not limited to HP Printer Product events, 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 of print jobs.	Е
HP respects your privacy and is committed to protecting it. HP provides this privacy information to inform you that, with your permission, the Printer Data Sharing Agreement enables your product to 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.	
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 improvements 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,	
I accept the HP Privacy Statement and Printer Data Sharing Agreement	No at

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.

1	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.**

📙 🛃 📕 🖛 UpgradeTo	ol_ALTAMIRA_13_00_06.3_IPS_2017.5.17.2	Prc_2.2.5.1_v3				_		Х
File Home Share	View					_		- ?
Navigation Details pane	Extra large icons Large icons Small icons List F Tiles E Content	tin Medium icons GIII Details ↓ ↓	Group by ▼ M Add columns ▼ Sort by ▼ Size all columns to fit	 Item check boxes File name extensions Hidden items 	Hide selected items	Dptions		
Panes	Layout		Current view	Show/hide		_		
📕 Downloads 🖈	ReadMe.pdf	13/12/2017 13:45		365 KB		Options		
•	ServiceDefinition.dll	14/05/2018 12:33	Application extens	81 KB		Change setting		
😭 Documents 🖈	UpgradeInfo.txt	05/07/2018 12:43	Text Document	1 KB		file and folder v	riews, and	l search
📰 Pictures 🛛 🖈	💯 UpgradeTool.exe	14/05/2018 12:33	Application	230 KB				
Proactive Act 🖈	UpgradeTool.exe.config	11/05/2018 15:35	CONFIG File	1 KB				
Caso								
Envios CSC HP								
Newsletters								
💰 OneDrive - HP Ir								
🐔 OneDrive - HP Inc								
This PC								

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

Folder Options	×
General View Search	
Folder views	
You can apply this view (such as Details or Icons) to all folders of this type.	
Apply to Folders Reset Folders	
Advanced settings:	
Files and Folders	
Always show icons, never thumbnails	
☐ Aways show menus ✓ Display file icon on thumbnails	
Display file size information in folder tips	
Display the full path in the title bar	
Hidden files and folders	
Don't show hidden files, folders, or drives Show hidden files, folders, and drives	
Hide empty drives	
Hide extensions for known file types	
Hide folder merge conflicts	·
Restore <u>D</u> efaults	
OK Cancel Apply	\supset

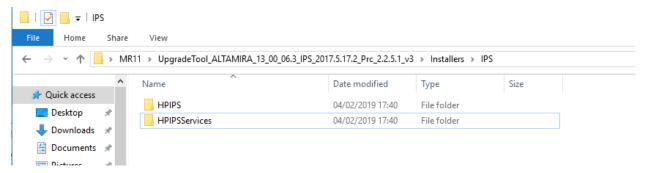
3. Then you will see the hidden folder **Installers.**

Home Shar	e View			
→ • ↑ 🔒 • M	IR11 > UpgradeTool_ALTAMIRA_13_00_06	3_IPS_2017.5.17.2_Prc_2.2.5.1_v	/3	
∧ Ouick access	Name	Date modified	Туре	Size
-	Installers	04/02/2019 17:41	File folder	
Desktop 🖈	🔁 ReadMe.pdf	13/12/2017 13:45	Adobe Acrobat D	365 KB
🕨 Downloads 🖈	ServiceDefinition.dll	14/05/2018 12:33	Application extens	81 KB
🛾 Documents 🖈	UpgradeInfo.txt	05/07/2018 12:43	Text Document	1 KB
📰 Pictures 🛛 🖈	by UpgradeTool.exe	14/05/2018 12:33	Application	230 KB
Proactive Act 🖈	UpgradeTool.exe.config	11/05/2018 15:35	CONFIG File	1 KB

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

🛃 📑 = Installers				
Home Share	View			
→ • ↑ 📙 > MF	11 > UpgradeTool_ALTAMIRA_13_00_06.3_IPS_20	17.5.17.2_Prc_2.2.5.1_v	/3 → Installers	
^	Name	Date modified	Туре	Size
Quick access	FWPackage	04/02/2019 17:41	File folder	
Desktop 🖈		04/02/2019 17:40	File folder	
- Downloads 🖈		04/02/2019 17:41	File folder	
Documents 🖈	Microsoft .NET Framework 4.6.1	04/02/2019 17:41	File folder	
📰 Pictures 🛛 🖈	Microsoft Visual C++ 2012 Redist x64 11	04/02/2019 17:41	File folder	
Proactive Act 🖈	Microsoft Visual C++ 2013 Redist x64 12	04/02/2019 17:41	File folder	
Caso	PrintCare	04/02/2019 17:41	File folder	
Envios CSC HP		04/02/2019 17:41	File folder	
	WebcamDriversAndSoftware	04/02/2019 17:41	File folder	
Newsletters	💯 PrintCare Backup Tool.exe	23/05/2017 20:50	Application	1.018 KB

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**.

Control Panel Home	Uninstall or change a program				
View installed updates	To uninstall a program, select it from the		an Branch		
Turn Windows features on or off Install a program from the network	to uninitial a program, select it from the	e lot and then click Uninstall, Unange,	or Repair.		
	Organize - Uninstall Change Repu	ù -			
	Name	Publisher	Installed On	Size	Version
	K HP Internal Print Server	HP	22/03/2017	73,7 MB	16.5.19
	# HPInfoRetriever	HP,	22/03/2017	1.45 MB	1.0.0

- 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 <u>https://support.microsoft.com/en-us/help/17588/fix-problems-that-block-programs-from-being-installed-or-removed</u> 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

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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 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.

Download	

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

	many must including company again, law that that any first resulting or second	×
0	📧 Program Install and Uninstall troubleshooter	
	Troubleshoot and help prevent computer problems	
	Program Install and Uninstall troubleshooter Looks for problems that can stop you irstalling and uninstalling a program	
	Advanced	
	Publisher: Microsoft Corporation	
	Read the privacy statement online	
	Next Can	cel

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.

Are you having a problem installing or uninstalling a progra	-m2
tre you having a problem installing or uninstalling a progra	im:
Installing	
+ Estanting	
Uninstalling	
Program Install and Uninstall troubleshooter	Cancel
Program Install and Uninstall troubleshooter Select the program you want to uninstall. fyou do not see your program, select Not Listed	Cancel
Select the program you want to uninstall. I you do not see your program, select Not Listed	Cancel
Select the program you want to uninstall. fyou do not see your program, select Not Listed Not Listed	Cancel
Select the program you want to uninstall. If you do not see your program, select Not Listed Not Listed Adobe Reader 9.3	Cancel
Select the program you want to uninstall. If you do not see your program, select Not Listed Not Listed Adobe Reader 9.3 Broadcom NetXtreme-I Netlink Driver and Management Installer	Cancel
Select the program you want to uninstall. If you do not see your program, select Not Listed Not Listed Adobe Reader 9.3	Cancel
Select the program you want to uninstall. fyou do not see your program, select Not Listed Not Listed Adobe Reader 9.3 Broadcom NetXtreme-I Netlink Driver and Management Installer Google Update Helper	Cancel
Select the program you want to uninstall. fyou do not see your program, select Not Listed Not Listed Adobe Reader 9.3 Broadcom NetXtreme-I Netlink Driver and Management Installer Google Update Helper HP Internal Print Server	Cencel
Select the program you want to uninstall. fyou do not see your program, select Not Listed Not Listed Adobe Reader 9.3 Broadcom NetXtreme-I Netlink Driver and Management Installer Google Update Helper HP Instant Server HP Instant Server HP Instant Server HP Instant Server HP Latex PrintCare Fixing Counters Tool	Cancel
Select the program you want to uninstall. I you do not see your program, select Not Listed Not Listed Adobe Reader 9.3 Broadcom NetXtreme-I Netlink Driver and Management Installer Google Update Helper HP Internal Print Server HP IPS services	Cancel
Select the program you want to uninstall. f you do not see your program, select Not Listed Not Listed Adobe Reader 9.3 Broadcom NetXitreme-I Netlink Driver and Management Installer Google Update Helper HP Internal Print Server HP Internal Print Server HP IPS services HP Late Print Gave Fixing Counters Tool Intel(R) Management Engine Components Intel(R) Management Engine Components	Cencel
Select the program you want to uninstall. Fyou do not see your program, select Not Listed Not Listed Adobe Reader 9.3 Broadcom NetXtreme-I Netlink Driver and Management Installer Google Update Helper HP Internal Print Server HP Internal Print Server HP Des services HP Latex PrintCare Fixing Counters Tool Intel(R) Management Engine Components	Cancel

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	Туре	Size
🕌 logs	5/31/2017 12:22 PM	File folder	
D 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