

New firmware release MR3 is available

For HP Stitch S1000 126i Printer Series

November 2020

New versions of firmware and software (IPS and Print Care) for the HP Stitch S1000 Printer Series are available to download.

Related links:
www.hp.com

Printers related to this article
[HP Stitch S1000 126in Printer Series](#)

Highlights of this release:

- Dye Enrichment Compensation integrated for S1000.
- Changed min. substrate width for printhead verification plot to 42 inches.
- IPS Supplies, Printhead info shows Ink fired in % (percentage) even for missing Printheads
- Notify the user that the media is porous
- 'Add New Media' for S1000, define strings for 'Add new substrate.'

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.

Remember that this upgrade is user-installable, so please contact customers to advise them about this new release.

New releases available from www.hp.com:

- Firmware: SERICA_09_20_29.5
- HP Internal Print Server (IPS): v2017.5.48.2
- Print Care: v2.2.5.5

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 following the instructions below.

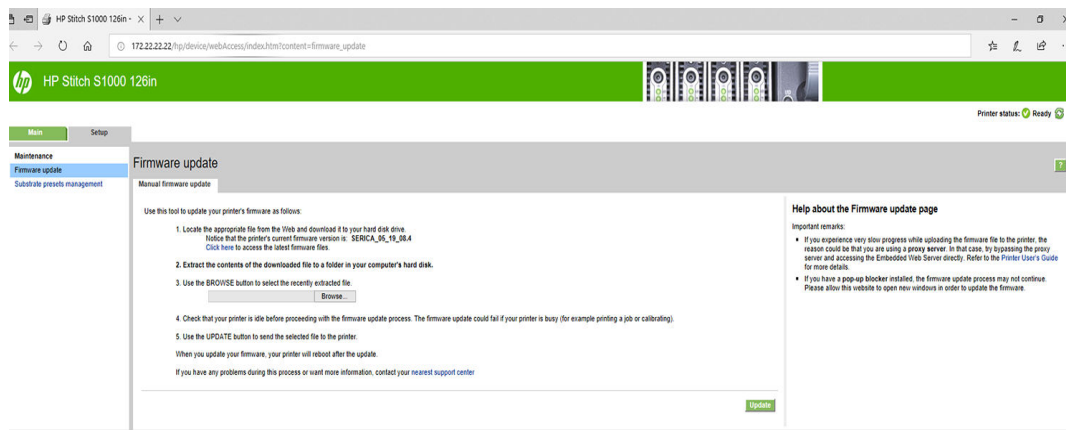
Upgrade instructions

The three components (FW, IPS and Print Care) must be installed together. No other combination is supported. Please pay attention to and follow this specific upgrade order, which has been mentioned before:

1. Firmware
2. IPS, IPS Services
3. Print Care

1. Upgrade the Firmware:

Firmware updates can be downloaded from the internet and installed on your printer using the Internal Print Server: Click **Firmware update** from the **Tools** menu.



Follow the instructions on your screen to download the firmware file and store it on your hard disk. Then select the downloaded file and click **Update**.

2. Update the Internal Print Server and HP IPS Services

IMPORTANT: Remove the previous version of the Internal Print Server in the printer's built-in computer before installing the new version.

1. Remove the current version of the Internal Print Server through the control panel. Click **Uninstall Internal Print Server Application** (this deletes any current job in the queue, but not ripped files).
2. Download the file to the built-in computer's hard disk (but not to the desktop).
3. Unzip/extract the files *HPIPS.msi* and *Setup.exe* from the HPIPS folder.
 - a. Run the *Setup.exe* file and follow the on-screen instructions until the new software is installed.

4. Unzip/extract the files *HPIPSServices.msi* and *Setup.exe* from the HPIPSServices folder.
 - a. Run the *Setup.exe* file and follow the on-screen instructions until the new software is installed.

IMPORTANT: After installing the HP IPS & HP IPS Services, make sure that you also execute the "IpsSystemCheck.exe" file included in the folder.

3. Update Print Care

IMPORTANT: Check which Print Care version is currently installed. The new version 2.2.5.5 needs to be updated from 2.2.5.4. If, for any reason, Print Care version is lower than 2.2.5.4, please update Print Care in intervals.

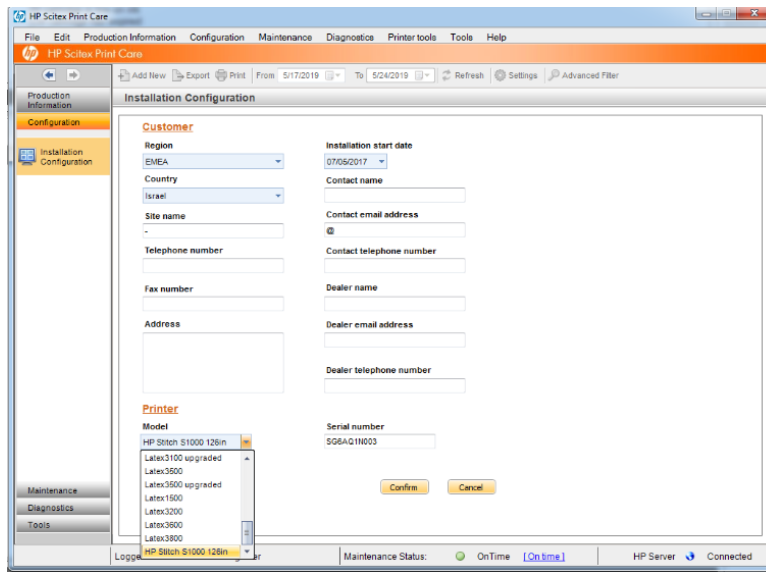
In the zip file with the software, you will find different versions of Print Care, which need to be updated progressively, meaning that if the current version that you have installed is 2.2.5.3, you need first to update to 2.2.5.4, and then update to 2.2.5.5.

To update Print Care:

1. Download the required package from: www.hp.com.
2. Unzip the package onto the IPS PC.
3. Run the *PrintCareUpdate_2.2.5.4_2.2.5.5.exe* file on the IPS PC (if you are already on 2.2.5.4).
4. The process will start; the update window might be visible behind other windows.
5. Once the process finishes successfully, Print Care will automatically start. Confirm the version change in Print Care.

Change S1000 SKU (if needed, discard this point if you did it in previous updates):

1. Log in as a Service Engineer and go to **Installation configuration**.
2. Change to "S1000 Model type" from the drop-down list and confirm. (Drop-down should now show "HP Stitch S1000 126in.")
3. Ensure that the printer model and Serial Number (and all details related to the printer, shown in the screenshot below) are properly indicated in the corresponding fields (reminder: Serial Number can be found on the E-cabinet door).



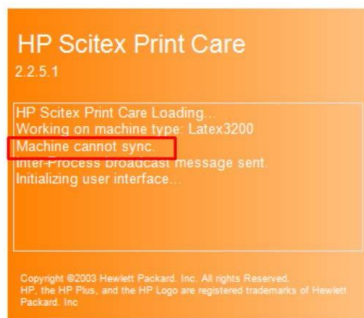
Update counters to Print Care (not needed if you don't update PrC):

1. Download the required package from: www.hp.com.
2. Unzip the package onto the IPS PC.
3. Run *PrCFixingCountersTool.exe* as an administrator (right-click > **Run as Administrator**).
4. The tool will run an analysis to check the coherence of the counters between Printer & Print Care.
5. If Counters are not coherent, a Fix button will be available to fix the issues. Click it!

Check If Print Care can sync with the database (not needed if you don't update PrC):

1. Download the required package from: www.hp.com.
2. Unzip the package onto the IPS PC.
3. Run *HPScitex.Updater.IsMachineCanSync.exe* as an administrator (right click > **Run as Administrator**).

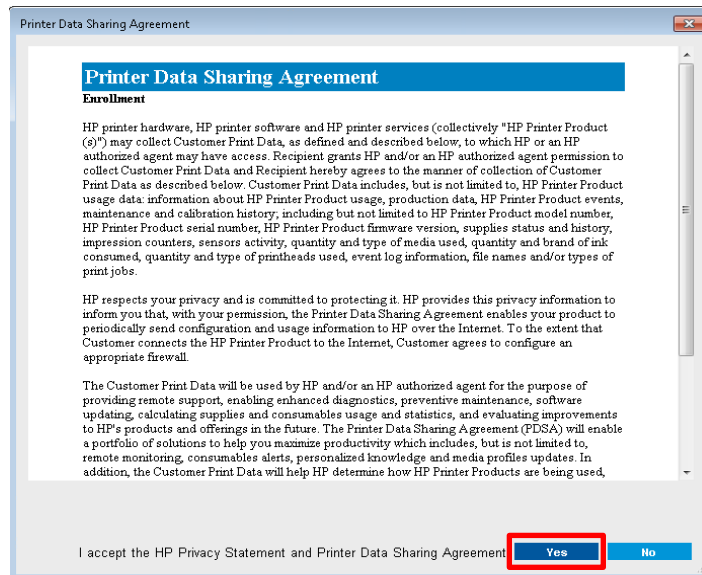
IMPORTANT: Ensure that Print Care can synchronize with the HP database. This can be checked in the Print Care startup window.



In case Print Care cannot sync, execute the *HPScitex.Updater.IsMachineCanSync.exe* file that you can find in the downloaded package, then follow these steps:

- Copy the output to a Notepad file and save it, for reporting to HP.
- Provide the saved file to lei.helpdesk@hp.com to reactivate it in the database.

HP strongly suggests signing the Printer Data Sharing Agreement to take advantage of the InfoRetriever functionalities and to get faster and better remote support.



Release notes

The SERICA_09_20_29.5 release includes the following improvements and new functionalities with respect to the previous version.

New functionalities:

- Dye Enrichment Compensation function has been implemented
- Changed min. substrate width for printhead verification plot to 42 inches.
- IPS Supplies, Printhead info shows Ink fired in % (percentage) even for missing Printheads. When a PH is missing, the system will display no % since there is no PH installed.
- Now the printer notifies the user that the media is porous; When the media is being loaded a check is done and in case the media is porous, the system will request that the user installs the Ink Collector.
 - In case media is not loaded in the center, this could trigger a false positive.
- 'Add New Media' function for S1000, plus the ability to define strings for 'Add new substrate.'

Improvements and main bug fixes

IPS

- Changed min. substrate width for printhead verification plot to 42 inches.
- Dye Enrichment Compensation (needs to be activated in IPS):



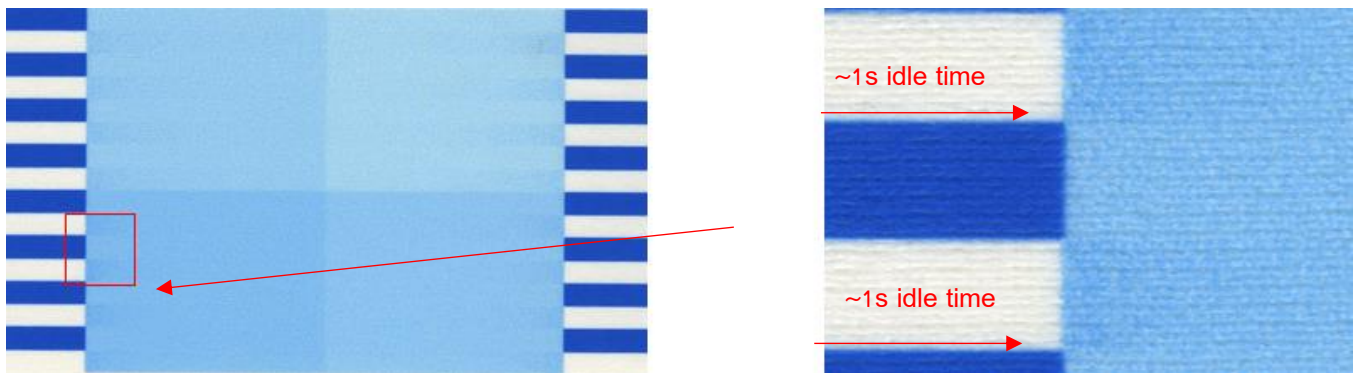
Dye Enrichment is an ink-related defect that gradually appears after a short idle period (>1sec). An increased colorant density in individual drops is observed and the image on the substrate appears darker.

This defect decreases quickly after few centimeters of printing. The Dye Enrichment Correction functionality is able to mitigate this local defect and improve the final printing quality.

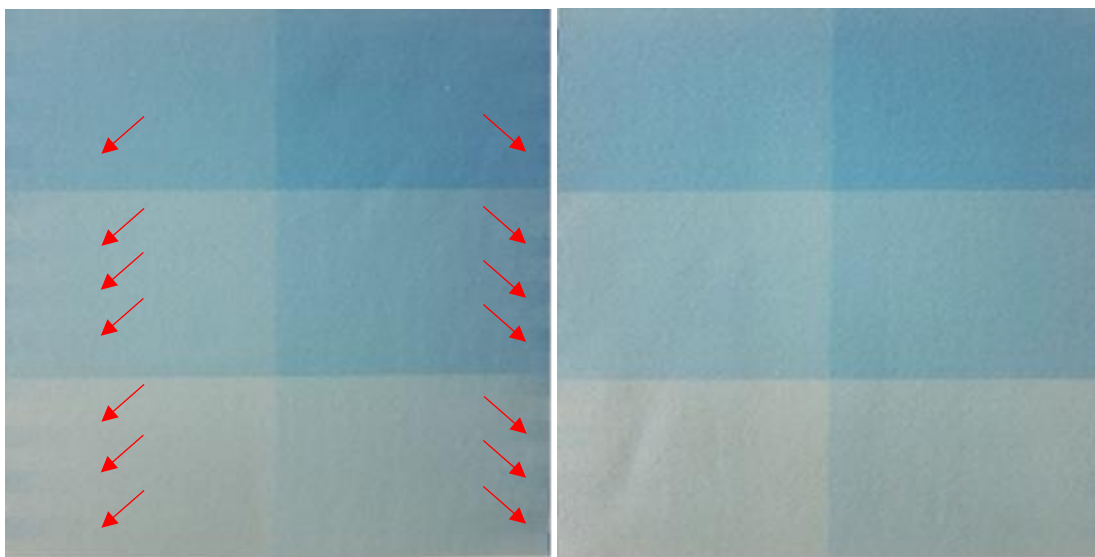
TIP: Spit Bars could also be used to reduce the idle time for all colors, and as such, using Spit Bars will help to reduce the Dye Enrichment effect.

Ensure that the final evaluation of the results is done after calendering.

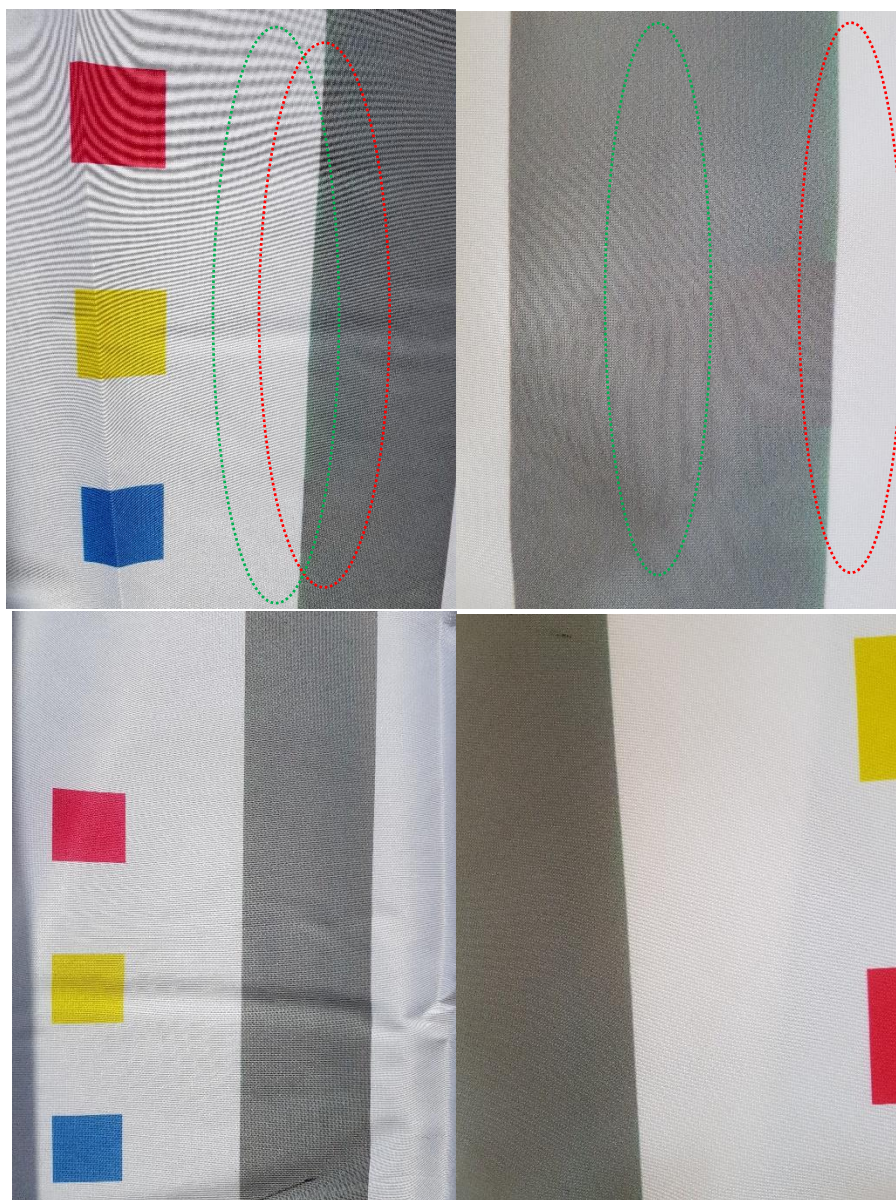
Here are some examples:



Example of image quality defects due to Dye Enrichment



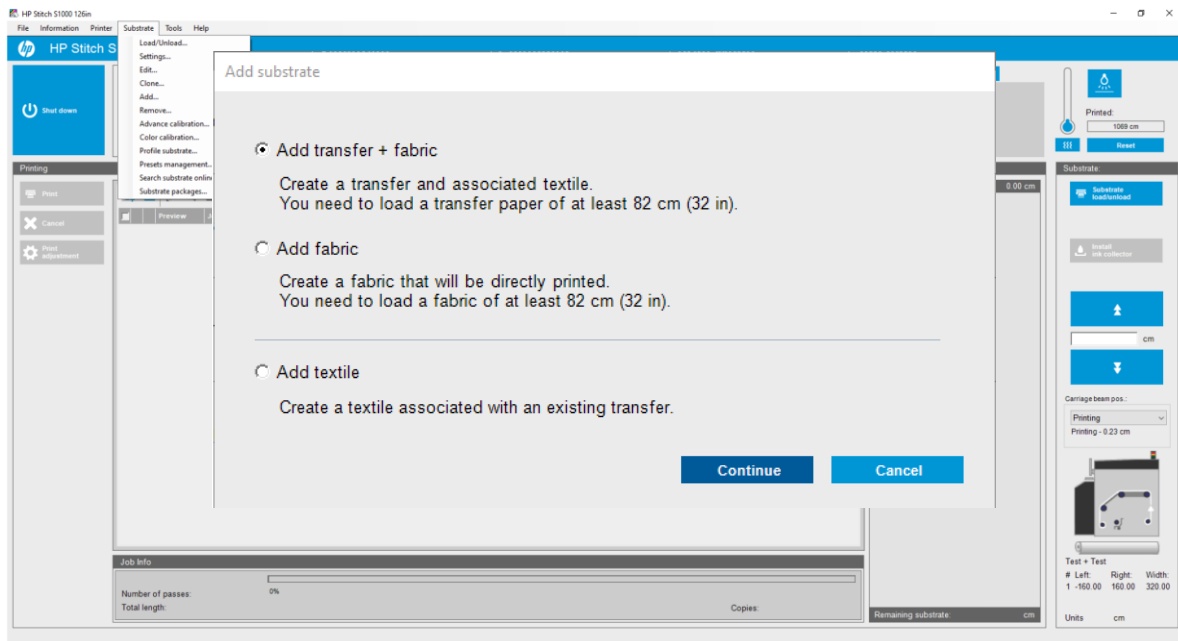
Results of Dye Enrichment validation plot with idle time (Left: without algorithm; Right: with algorithm)



Dye Enrichment results in user plot (Top: without algorithm, Bottom: with algorithm)

ADD Functionality

We have implemented an 'Add New Media' option for S1000, and now you can also define strings for 'Add new substrate.'



Known issues to be fixed in coming releases

Print Care maintenances:

- **80L:** The system diagnostic that moves the Drop detector is not called properly from the maintenance workflow.
- **Weekly:** The system diagnostic related to the Substrate advance sensor is not called properly from the maintenance workflow.
- **750L:** The system diagnostic related to Carriage Rail Cleaning is not called properly from the maintenance workflow.
- **1500L:** When the wizard prompts the user to run the Printhead Z Calibration and then the SAX Friction test, the diagnostic window area is blank (the same thing happens in 80L and 750L prompts).

Other issues:

- Drying system diagnostic (17002) is not working as expected. The moment you press *Enable heaters and fans 95%*, the subsystem will shut down and an alert message stating "Fan not spinning detected for all modules" will be shown, prompting a few system errors. After reinitializing the Carriage, the issue goes away.
- If a narrow media is not loaded in the center it could induce a false positive in terms of the printer detecting the media as porous. In this case, even though the media may not be porous, the Ink Collector must be installed (it cannot be skipped).