

Firmware ALTAMIRA_17_00_03.1 is available



For HP Latex 3x00 Printer Series

March 2021

HP Latex 3x00 Printer Series' (3000/3100/3200/3500/3600/3800) latest firmware version is now available to download and install. This firmware includes significant new features and fixes.

HP strongly recommends firmware ALTAMIRA_17_00_03.1 for all units, as it includes significant improvements.

Related links:

www.hp.com/go/latex/

Printers related to this article: [HP Latex 3x00 Printer Series](#)

Where to find firmware ALTAMIRA_17_00_03.1

Download the firmware file from the link below:

www.hp.com/go/Latex3000/downloads

Upgrade instructions

The three components (FW, IPS and Print Care) must be installed together. No other combination is supported. In 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

- You can unzip it with a third-party tool and execute it, from a USB memory stick.
- You can unzip it with a third-party tool and execute it in the path 'C:\HP\' or 'C:\hp\' or any subfolder inside this one.

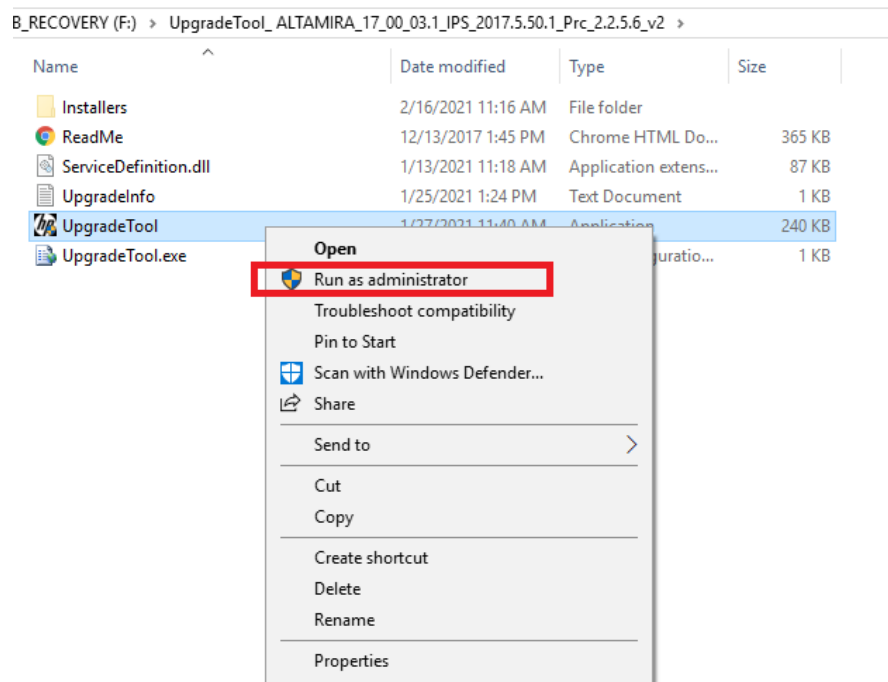
The logs are stored in the IPS computer, at: C:\ProgramData\HP\IPS.

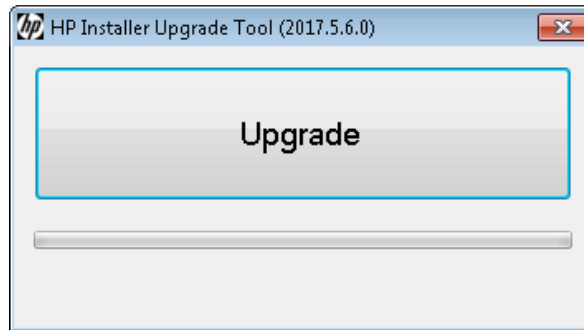
Instructions

- a. Download the UpgradeTool_ALTAMIRA_17_00_03.1_IPS_2017.5.50.1_Prc_2.2.5.6_v2.zip file and unzip the contents onto a USB memory stick or inside the path 'C:\HP\' or 'C:\hp\'.

IMPORTANT: Upgrade tool extraction could fail on Win10. Workaround: Extract the upgrade tool (.zip folder) on another machine and copy the extracted folder and execute it from the Win10 IPS PC/Pen Drive.

- b. Execute the Upgrade Tool.exe file by clicking the **Run as administrator** button and then click the **Upgrade** button.



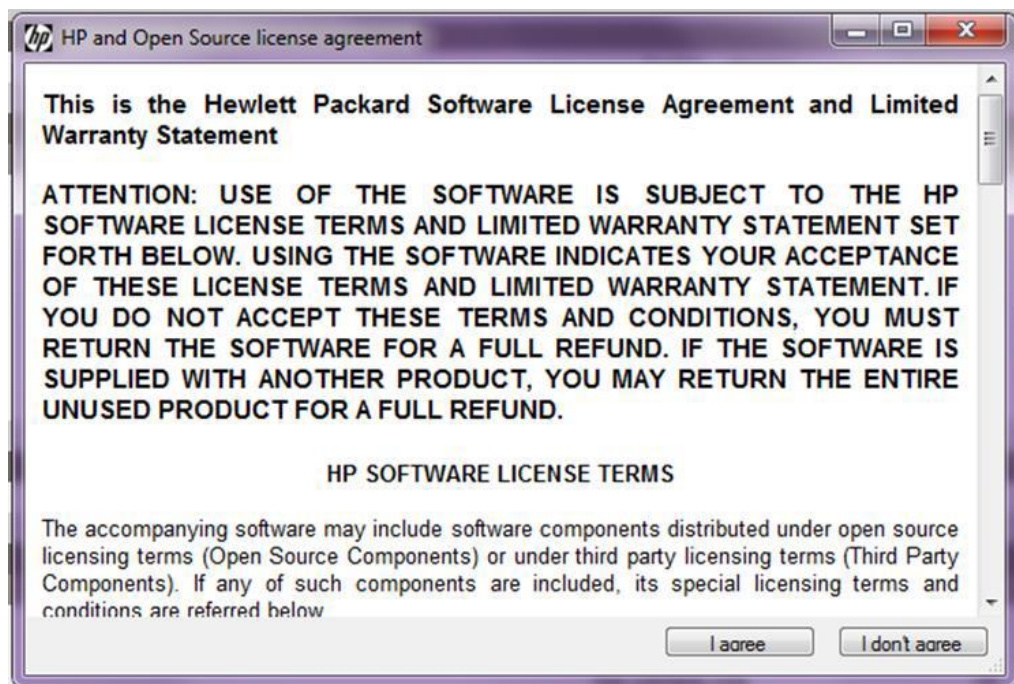


By running this file:

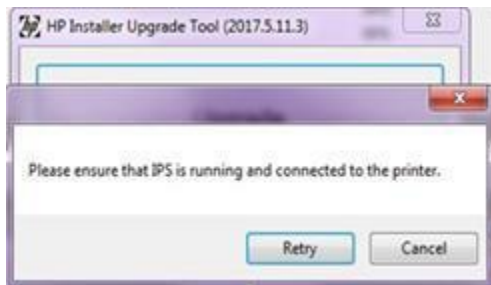
- The FW version will be upgraded.
- The IPS, IPS services, and HP Info Retriever software (if installed) will be uninstalled from the printer's built-in computer.
- The new IPS and IPS services software will be installed.
- Print Care will be upgraded to version 2.2.5.6 and the Print Care patch will be installed.

NOTE: This Upgrade Tool has to be executed on top of Print Care version 2.2.5.5. While the Upgrade Tool is executed, it will save the logs to: C:\ProgramData\HP\IPS.

- c. Before the process starts, the following window will pop up, asking you to accept the agreement. Click **I agree** to start the upgrade process, or **I don't agree** to abort the upgrade process.



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

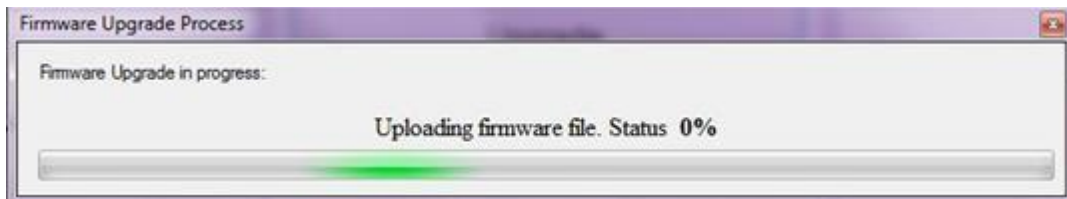


NOTE: If the IPS is open before starting the upgrade process, the window above will not pop up.

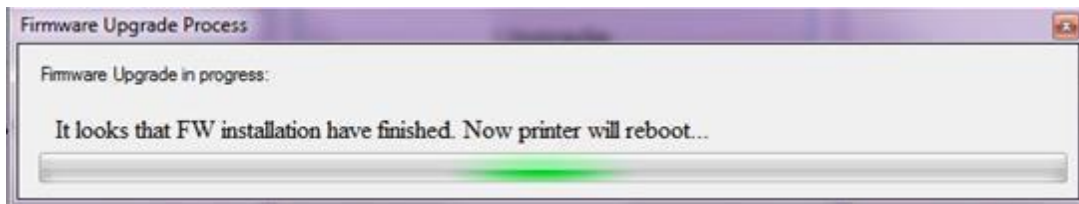
- e. Once the IPS is running and the firmware upgrade process starts, you will see the following window with the FW upgrade report.

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

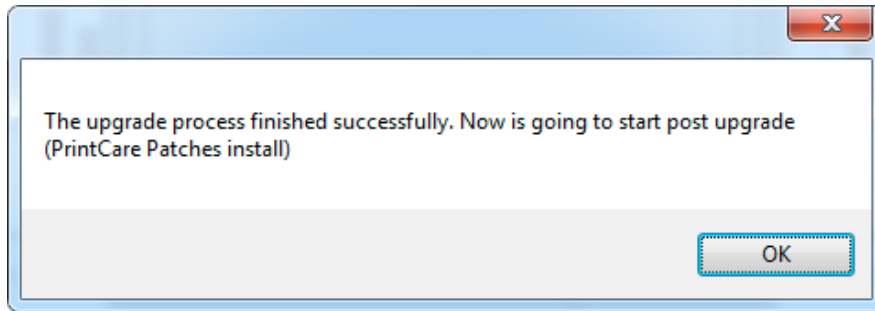
NOTE: In some cases, the new firmware may not be installed. Please refer to [Appendix 1](#) for instructions on troubleshooting this issue.



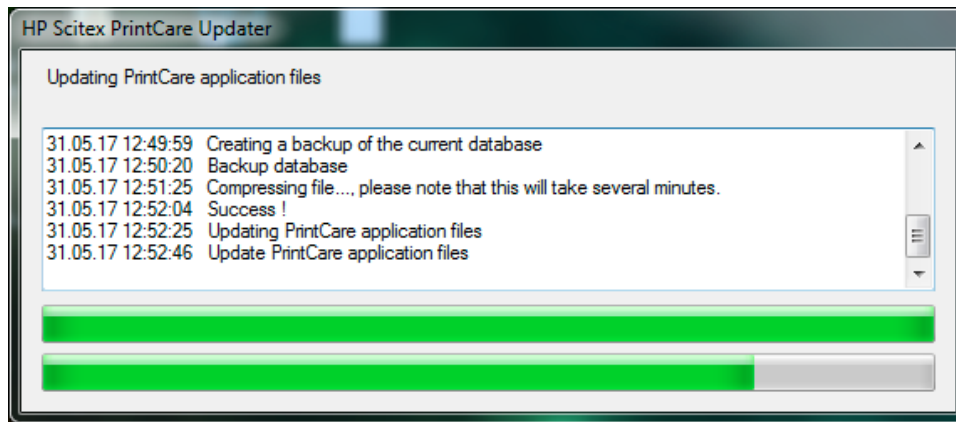
- f. Once the firmware upgrade has finished and the printer starts to boot, you will see the following window before the IPS and Print Care upgrade process starts:



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



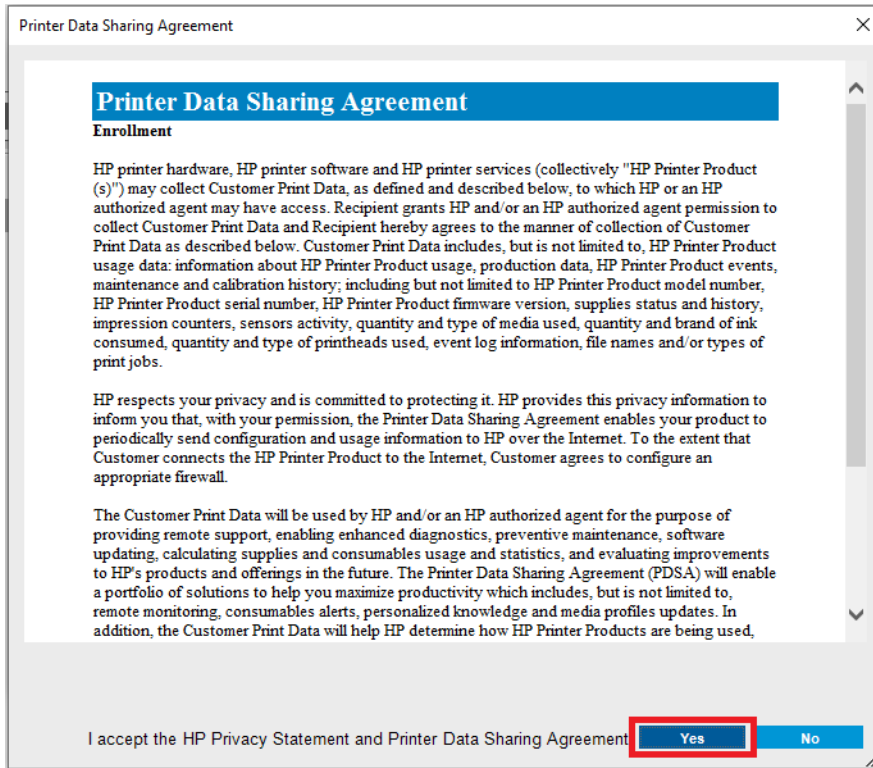
- h. During the installation of the Print Care patch, the following window will appear. Once the installation is completed, the window will be closed automatically.



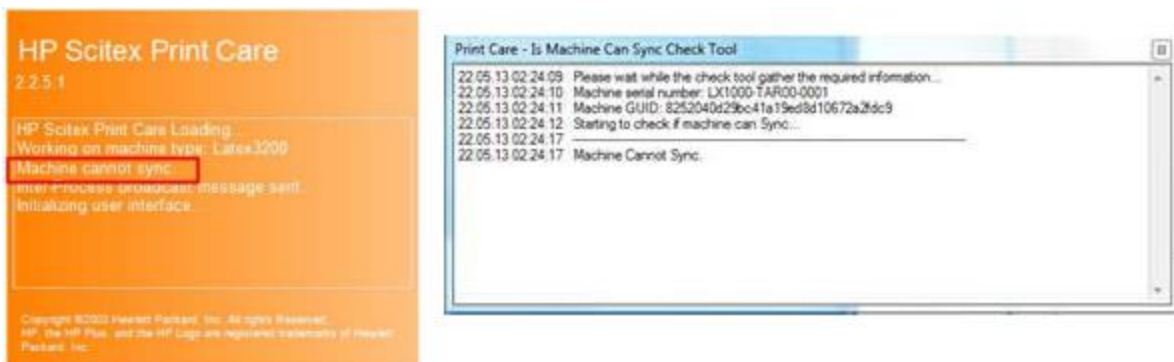
NOTE: If the Upgrade Tool fails at any point, please refer to [Appendix 1](#) for instructions on troubleshooting this issue.

- i. 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 InfoRetriever functionalities and a faster and better remote support.



IMPORTANT: Ensure that Print Care can synchronize with 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 attached to this PDF and follow the below steps:

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

Summary of changes

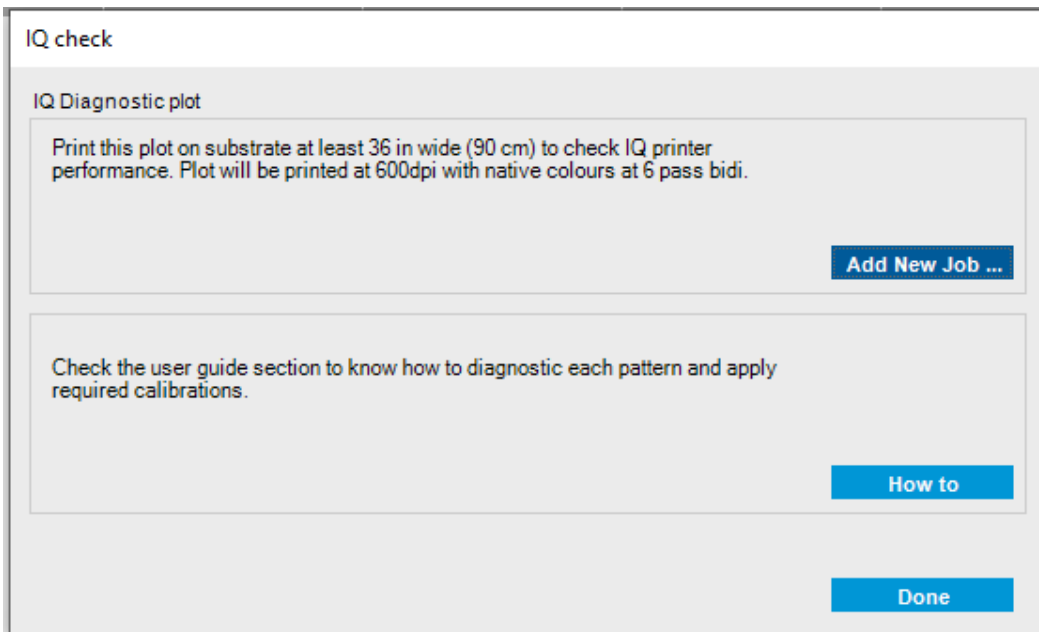
Here are the improvements achieved with the firmware version ALTAMIRA_17_00_03.1:

1. Improvement in accounting.
2. Integration of the HP Control Print.
3. IPS status reported to the cloud (PrintOS).
4. Information in the Substrate Package tab when not registered to PrintOS.
5. New option to mirror jobs.
6. The last Check and Clean date will be shown.
7. Known Issues and limitations.

Fixes and enhancements in detail

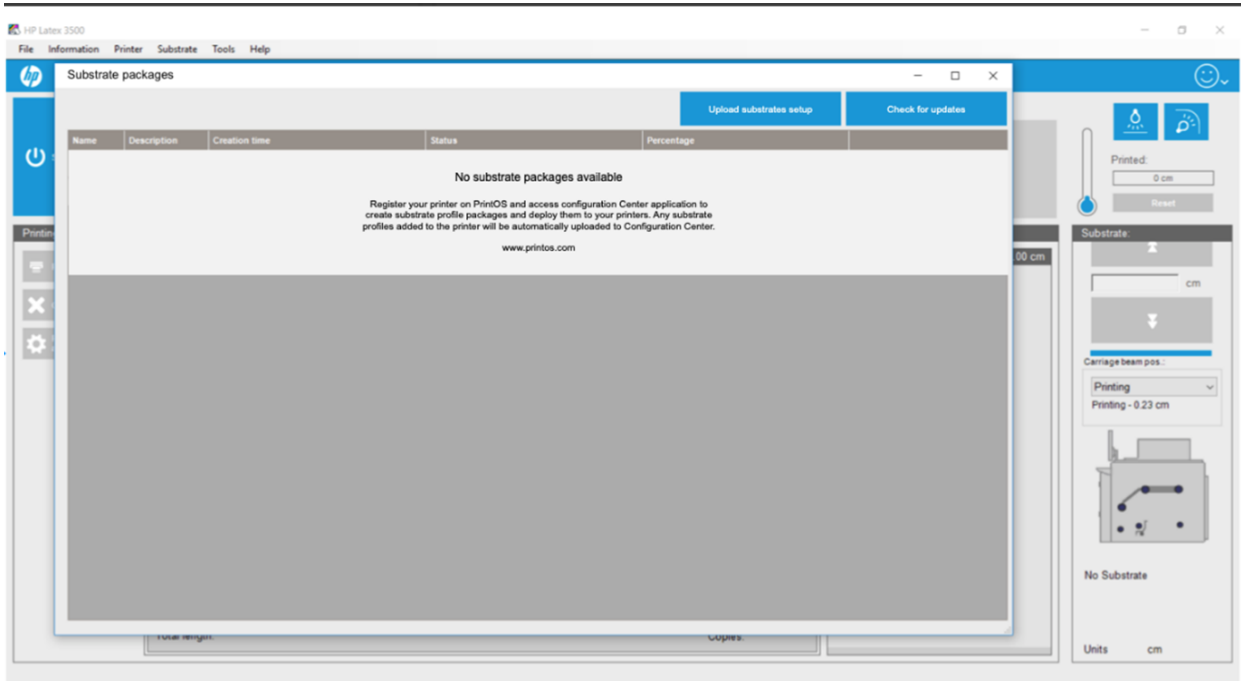
- Improvement in accounting: Now, the resources used for internal printer servicing jobs, will be reported to the cloud (PrintOS) as well. By this we mean the amount of ink consumed, media used, etc.
- The HP Control Print has been integrated in the IPS where you will be able to print the plot and open the manual in PDF version.

Click **Add New Job** to add the plot to the queue. Click **How to** to open the manual in PDF version

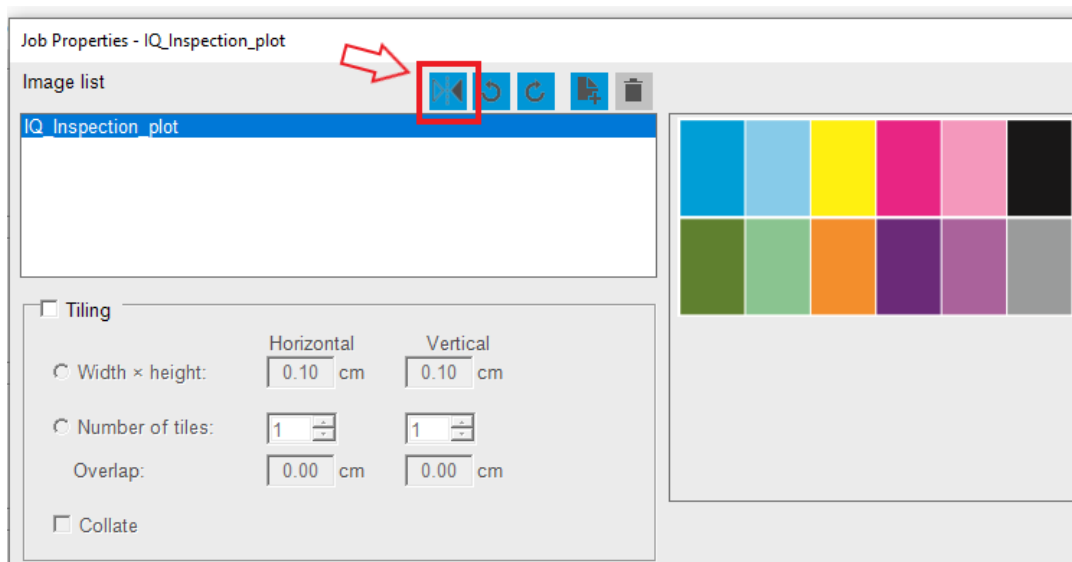


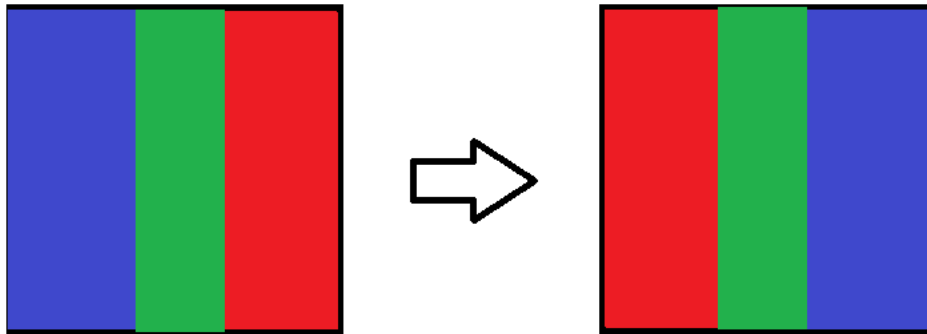
NOTE: It is required to have a PDF reader application installed in the IPS. You can download Adobe Reader in the following link:
https://get.adobe.com/es/reader/completion/?installer=Reader_DC_2020.013.20064_English_for_Windows&styp=7754&direct=true&standalone=1

- IPS status (Ok, Warning or Error) will be reported to the cloud (PrintOS).
- The Substrate Package tab will show the following information when not registered to PrintOS: *"No substrate packages available: Register your printer on PrintOS and access Configuration Center application to create substrate profile packages and deploy them to your printers. Any substrate profiles added to the printer will be automatically uploaded to Configuration Center. www.printos.com".*

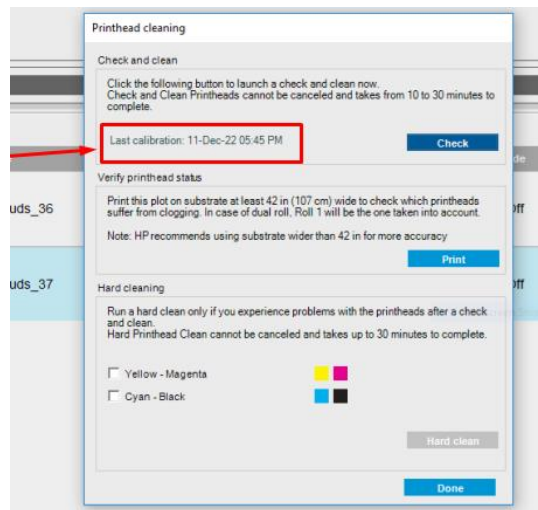


- When editing a job there is now the option to mirror it:





- In the Check and Clean tab, you will now be able to see the date of the last Check and Clean performed correctly.



Known Issues and Limitations:

- Security warning may be shown during Print Care execution. Click on the **Run** button to continue the installation.