

New FW, IPS and Print Care Update Package available for the HP Stitch S1000 126in Printer Series



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

Highlights of this release:

- Added new generic media settings & New color resources.
- New IPS feature: “Mirror Image.”
- Last date of Check and clean now shown in IPS.
- New Black ink supply maintenance: Weekly maintenance + IT replacement after 6 months.
- Minor fixes and improvements.

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.

This upgrade is user-installable.

New release available from www.hp.com:

- Firmware: SERICA_10_21_03.3
- HP Internal Print Server (IPS): 2017.5.52.1
- Print Care: v2.2.5.6

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

IMPORTANT: This tool will only work with PrintCare 2.2.5.5 onwards. So, in case you are still not on this version please upgrade it.

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 to first update to 2.2.5.4, and then update to 2.2.5.5.

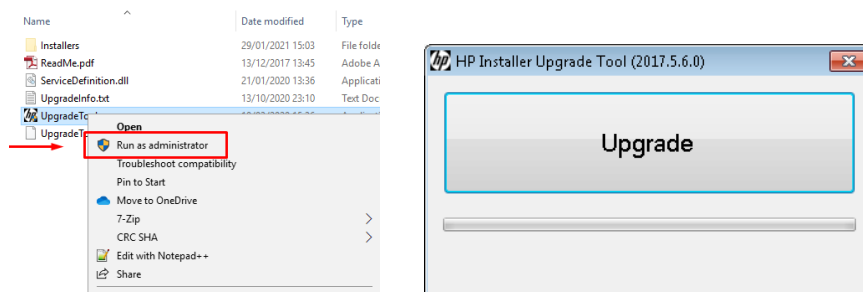
The three components (FW, IPS and Print Care) must be installed together. No other combination is supported. In this release, an upgrade tool that includes the Firmware, IPS software, and Print Care has been developed.

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 in the path 'C:\HP' or 'C:\hp'.

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

- a. Download the UpgradeTool_SERICA_10_21_03.3_IPS_2017.5.52.1_Prc_2.2.5.6_v1.zip file and unzip the contents onto a USB memory stick or inside the path 'C:\HP' or 'C:\hp'.
- b. Execute the Upgrade Tool.exe file → Right-click on the exe file and execute as an administrator. Once executed, click the **Upgrade** button.

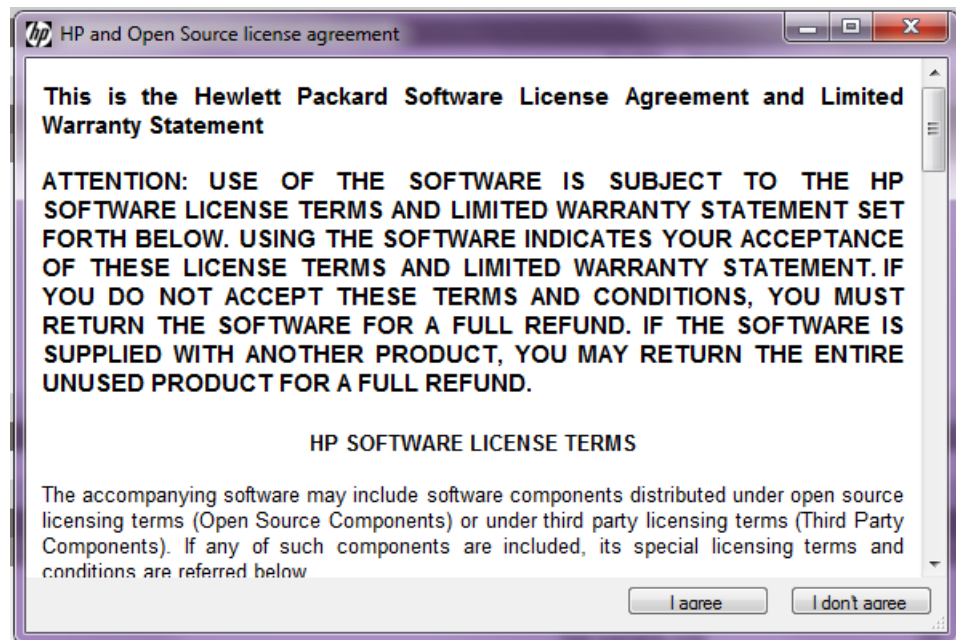


By running this file:

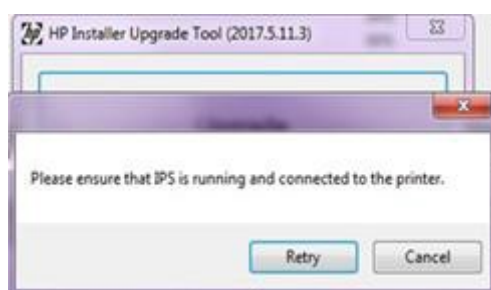
- The FW version will be upgraded.
- The IPS, IPS services, and HP Info Retriever software (if installed) will be uninstalled from the printer's built-in computer.
- The new IPS and IPS services software will be installed.
- Print Care will be upgraded to version 2.2.5.6 and the Print Care patch will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

NOTE: This Upgrade Tool has to be executed over Print Care version 2.2.5.5 or above. The location for the Upgrade Tool logs is 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. Open the IPS and click **Retry** to continue with the upgrade or click **Cancel** to abort the installation.



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

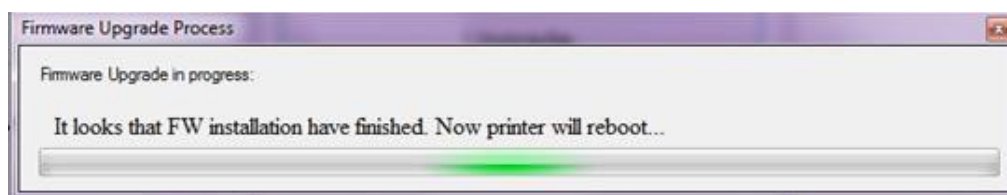
- e. Once the IPS is running and the firmware upgrade process starts, you will see the following window with the FW upgrade report.

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

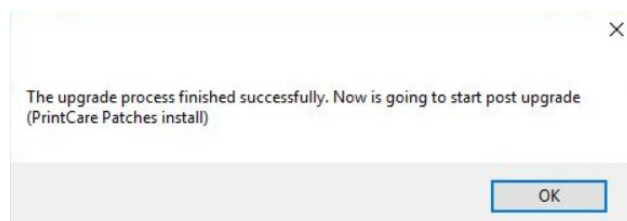
NOTE: In some cases, the new firmware may not be installed. Please refer to [Appendix 1](#) for instructions on troubleshooting this issue.



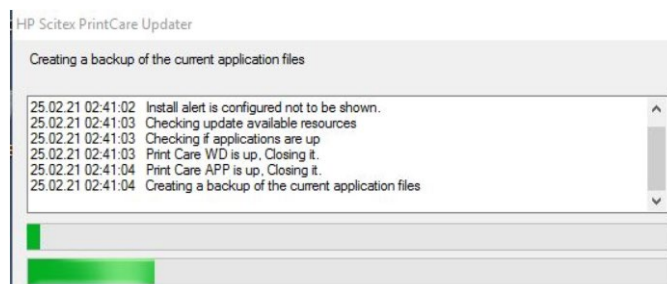
- f. Once the firmware upgrade has finished and the printer starts to boot, you will see the following window before the IPS and Print Care upgrade process starts:



- 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.



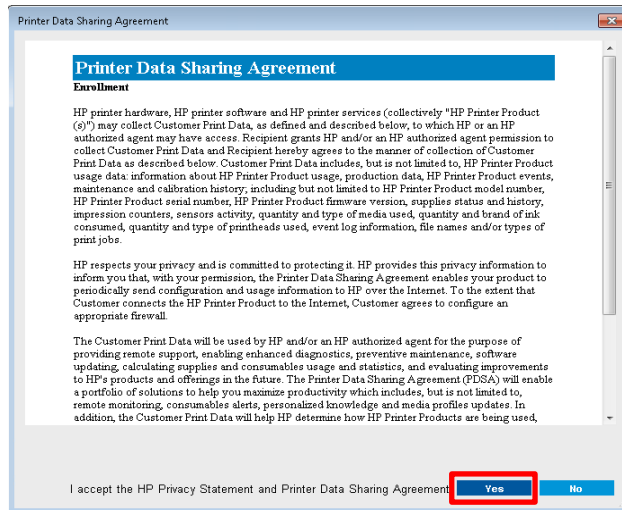
- h. During the installation of the Print Care patch, the following window will appear. Once the installation is complete, the window will be closed automatically.



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

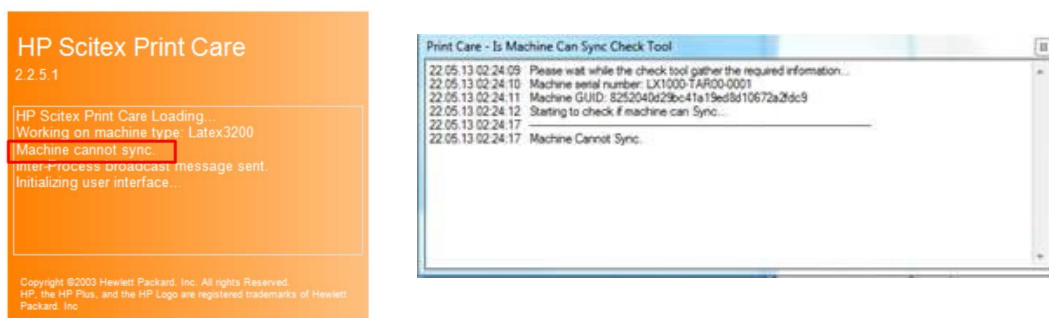
- i. Once the installation process of the IPS has been completed, open the IPS application. At first boot, the Printer Data Sharing Agreement (PDSA) window will appear.

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.

1. Download the Tools Package from the HP website.
2. Unzip the package onto the IPS PC.
3. Run the 'HPScitex.Updater.IsMachineCanSync.exe' file as an administrator (right-click > **Run as Administrator**).



In case Print Care cannot sync, execute the 'HPScitex.Updater.IsMachineCanSync.exe' file that is included in the installer and follow the steps below:

- 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 your Print Care installation in the database.

NOTE: If you perform a downgrade from MR4 to any previous release, all media profiles will be hidden until you reinstall MR4 or newer.

Release notes

The MR4 release—SERICA_10_21_03.3—includes the following improvements and new functionalities with respect to the previous version:

New functionalities:

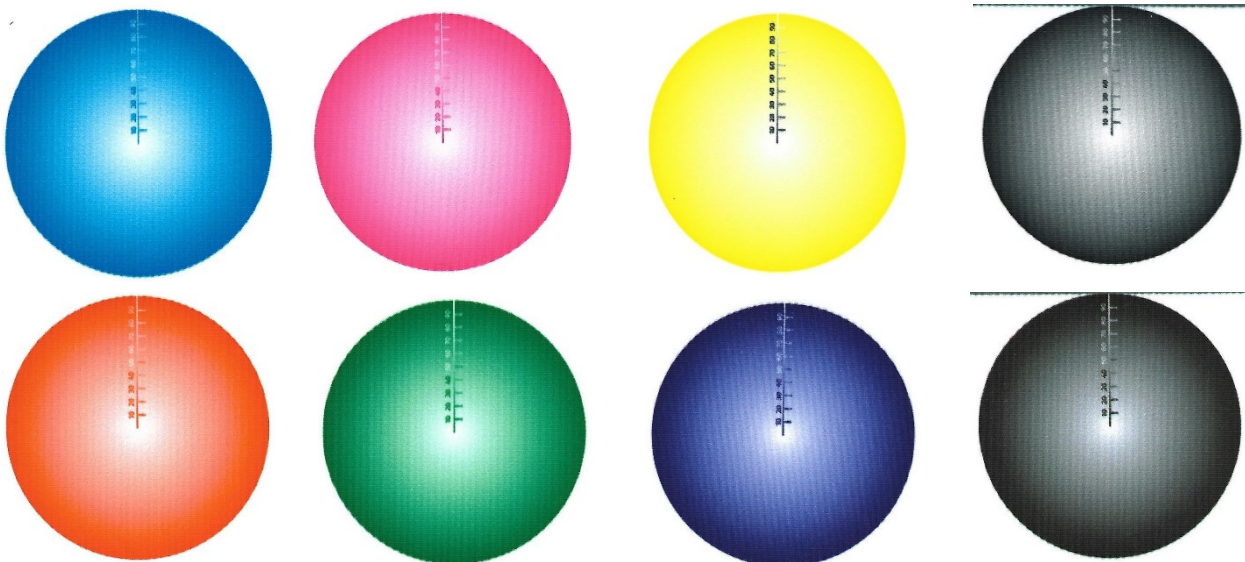
New Generics & new color resources

The reasons behind these changes are based on the identification of margins for optimization of certain attributes such as image-quality, color and ink efficiency.

Outcomes of the new generics

- **Better gradients robustness within a media category:** The quality of gradients (smoothness and hue shift) is now more consistent among the different substrates in a media category.
- **More neutral grays:** Even without an ICC profile.
- **Better drying of the ink for both DTF and transfer paper:** The ink limits have been optimized.
- **Graininess enhancement:** Thanks to a new halftoning algorithm.

NATIVE





Important considerations

IMPORTANT: When installing the new firmware release, take the following recommendations into account:

- **Make a backup of your media presets.**
- **If you are using the current generic media presets**, before upgrading to the new firmware, please follow these steps:
 - Clone the old generics and make a backup.
 - The old generics will be replaced by new ones, and to ensure color consistency with the old firmware, you will need to use the clones of the old generics.
 - Make the right modifications to your RIP settings to assure that it prints now through the clones of the old generics.



REMINDER: It is always recommended to print using custom media presets cloned from generic ones, in order to be able to maximize print quality by fine-tuning the media settings, and to be able to run the Color calibration in order to achieve maximum color consistency.

- If you are using custom media presets, they are not going to be modified and no color changes will appear, but if they must be recovered in the future it will be necessary to use backups done previously.
- In order to get all the benefit of the new firmware, it will be necessary to create new media presets and new ICC profiles for your media. To do so, follow these steps after upgrading the firmware:
 - a. Make a new clone from the new generics.
 - b. Delete the old presets in the RIP.
 - c. Synchronize the RIP with the printer again, in order to ensure that the new presets with the new print modes are correctly loaded. (Some RIPs may require deleting all the media presets and loading them back again for the synchronization to be done properly.)
 - d. Create a new ICC profile.

New Black ink supply maintenance: Weekly maintenance + IT replacement after 6 months

In order to avoid color shift problems due to sparse usage of the printer, you will need to shake, x30 times, the **Black 10-liter ink supply every week**, during the weekly maintenance. This task has been added to the rest to be performed.

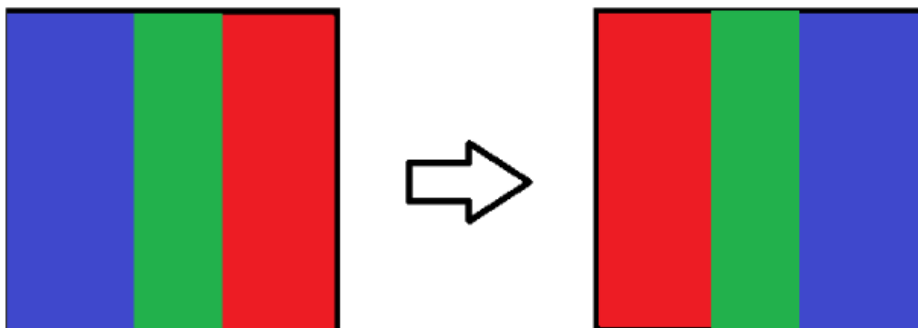
IMPORTANT: Shake the supply 15 times in one direction and 15 times in the opposite direction to minimize ink bag chance of the ink bag connector turning and making the connection with the printer impossible or risky.

Additionally, **every 6 months** (for the same reason) the **Black intermediate tank** should be **replaced**. This action has been added as a maintenance to be performed on a temporary basis.

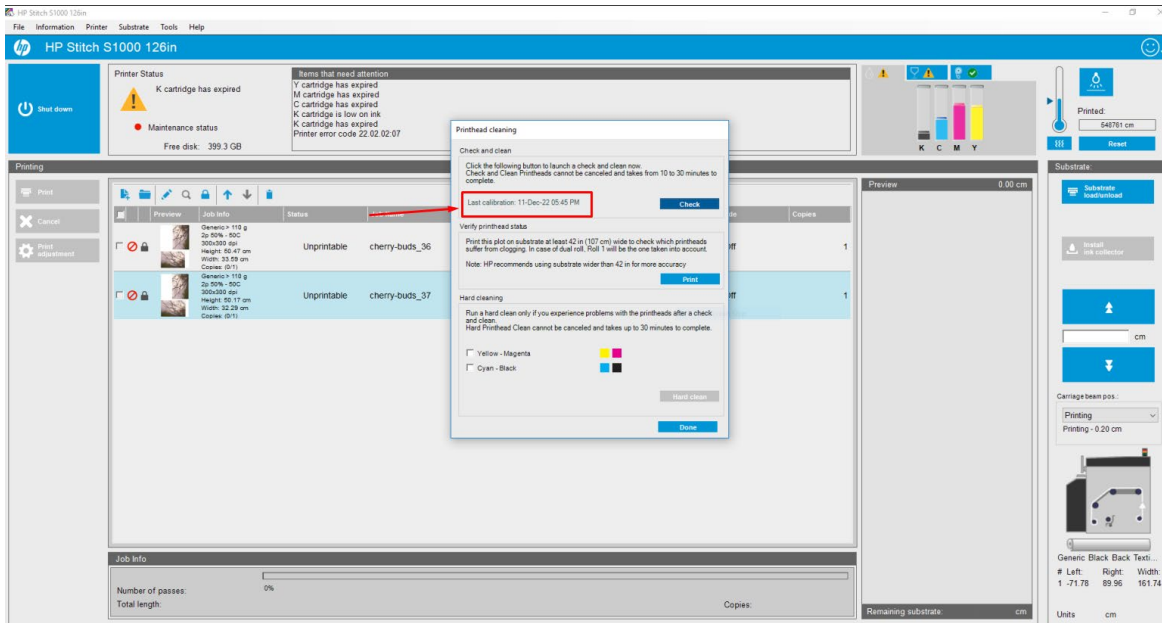
Improvements and main bug fixes

IPS

- New IPS feature: "Mirror Image":



- The last date of Check and clean is now shown in the IPS:



- Now there is an option to use “meters” as units in the IPS.

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.

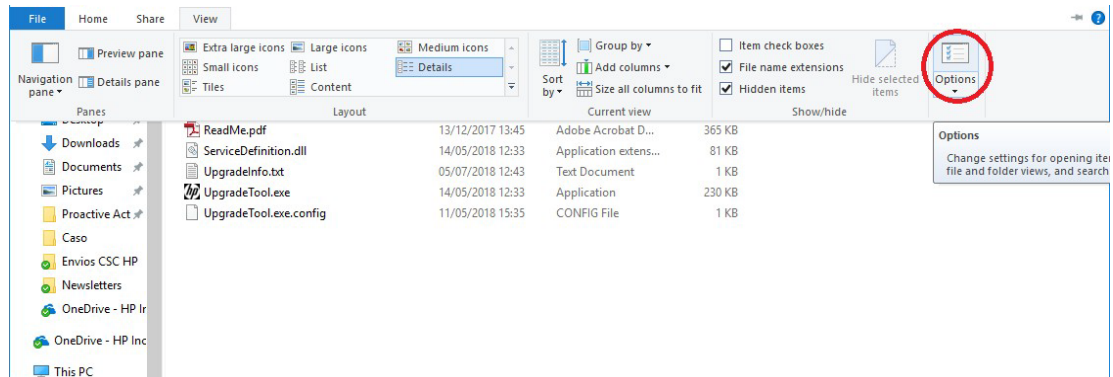
	UpgradeTool_SERICA_10_21_03.3_IPS_2017.5.52.1_Prc_2.2.5.6_v2.zip	04/03/2021 15:32	WinZip File	3,969,459 KB
	UpgradeTool_SERICA_10_21_03.3_IPS_2017.5.52.1_Prc_2.2.5.6_v2_z01	04/03/2021 23:28	Z01 File	1,024,000 KB
	UpgradeTool_SERICA_10_21_03.3_IPS_2017.5.52.1_Prc_2.2.5.6_v2_z02	04/03/2021 23:28	Z02 File	1,024,000 KB
	UpgradeTool_SERICA_10_21_03.3_IPS_2017.5.52.1_Prc_2.2.5.6_v2_z03	04/03/2021 23:28	Z03 File	1,024,000 KB
	UpgradeTool_SERICA_10_21_03.3_IPS_2017.5.52.1_Prc_2.2.5.6_v2.zip	04/03/2021 23:28	WinZip File	897,459 KB

Appendix 2

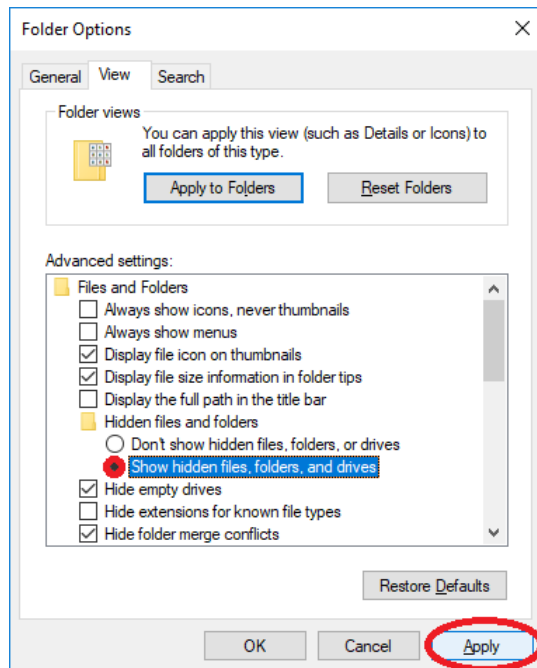
To use the upgrade tool, the IPS should be running. In some cases, we have seen that due to a wrong unzip of the tool the IPS is uninstalled but not installed, and then, as IPS is not running, the tool cannot run.

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

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



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



3. Then you will see the hidden folder Installers:

	Name	Date modified	Type	Size
Quick access Desktop Downloads Documents Pictures Proactive Act	Installers	04/02/2019 17:41	File folder	
	ReadMe.pdf	13/12/2017 13:45	Adobe Acrobat D...	365 KB
	ServiceDefinition.dll	14/05/2018 12:33	Application extens...	81 KB
	UpgradeInfo.txt	05/07/2018 12:43	Text Document	1 KB
	UpgradeTool.exe	14/05/2018 12:33	Application	230 KB
	UpgradeTool.exe.config	11/05/2018 15:35	CONFIG File	1 KB

4. Inside, you will find the folder called "IPS":

Quick access				
Desktop				
Downloads				
Documents				
Pictures				
Proactive Act				
Caso				
Envios CSC HP				
Newsletters				
OneDrive - HP Ir				

Name	Date modified	Type	Size
FWPackage	04/02/2019 17:41	File folder	
IPS	04/02/2019 17:40	File folder	
Manuals	04/02/2019 17:41	File folder	
Microsoft .NET Framework 4.6.1	04/02/2019 17:41	File folder	
Microsoft Visual C++ 2012 Redist x64 11...	04/02/2019 17:41	File folder	
Microsoft Visual C++ 2013 Redist x64 12...	04/02/2019 17:41	File folder	
PrintCare	04/02/2019 17:41	File folder	
PrintCarePatch	04/02/2019 17:41	File folder	
WebcamDriversAndSoftware	04/02/2019 17:41	File folder	
PrintCare Backup Tool.exe	23/05/2017 20:50	Application	1.018 KB

5. Then you need to install HPIPServices and HPIPS:

Quick access				
Desktop				
Downloads				
Documents				

Name	Date modified	Type	Size
HPIPS	04/02/2019 17:40	File folder	
HPIPServices	04/02/2019 17:40	File folder	

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