



Firmware SERICA_11_21_25.4 (aka MR5) is available

For the HP Stitch S1000 126in Printer Series

September 2021

A new firmware and software (IPS and Print Care) version is now available to download and install for the HP Stitch S1000 126in Printer series. This firmware includes a range of new features and fixes and could be used for printers with and without the contact heater. HP strongly recommends installing firmware version SERICA_11_21_25.4 for all units as it includes significant improvements.

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Printers related to this article

[HP Stitch S1000 126in Printer Series](#)

Highlights of this release:

- Vapor and Aerosol pumps management
- IPS changes to improve some strings (minor improvements)
- 8 pass print mode and 12 pass Half swath print mode in backlit
- 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.

The new release is available from www.hp.com:

- Firmware: SERICA_11_21_25.4 (aka MR5)
- HP Internal Print Server (IPS): v2017.5.55.1
- 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 these instructions.

Upgrade instructions

IMPORTANT: This tool will only work with Print Care 2.2.5.5 onwards. If you are not yet 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 first to update to 2.2.5.4, and then update to 2.2.5.5.

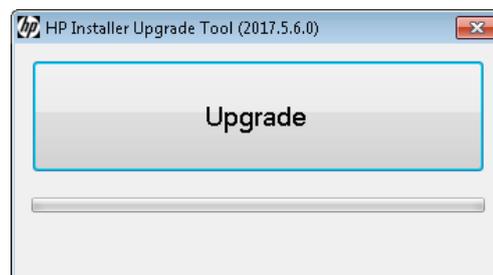
The three components (FW, IPS and Print Care) must be installed together. No other combination is supported. On this release, an upgrade tool that includes the Firmware, IPS software, and Print Care has been developed.

How to upgrade the Firmware, IPS, and Print Care:

- 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

1. Download the **UpgradeTool_SERICA_11_21_25.4_IPS_2017.5.55.1_Prc_2.2.5.6.zip** file and unzip the contents onto a USB memory stick, or inside the path **C:\HP** or **C:\hp**
2. Execute the **Upgrade Tool.exe** file and click the **Upgrade** button.

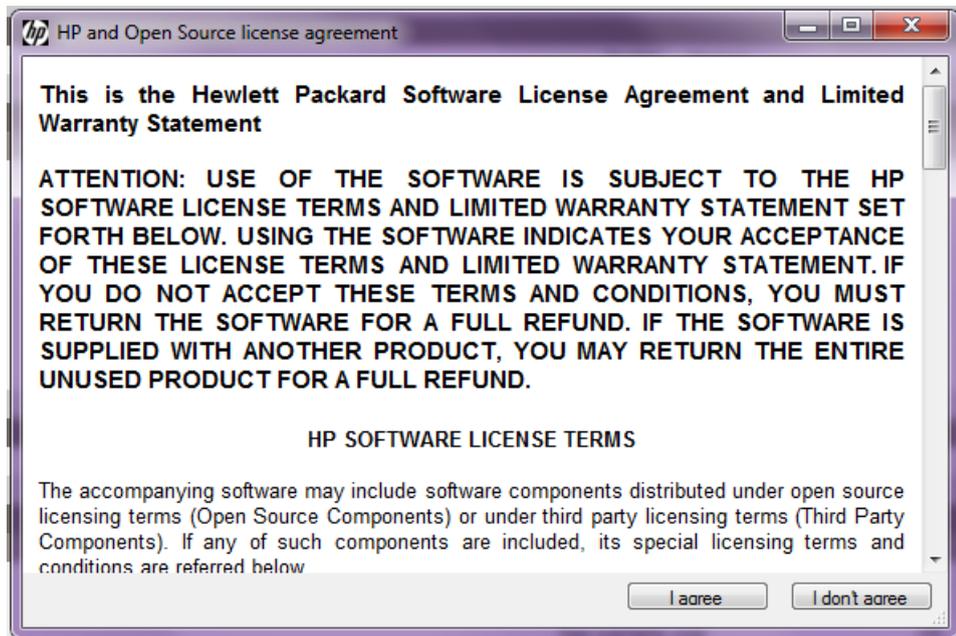


By running this file:

- 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 Print Care version 2.2.5.5 or above. The location for Upgrade Tool logs is **C:\ProgramData\HP\IPS**.

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.

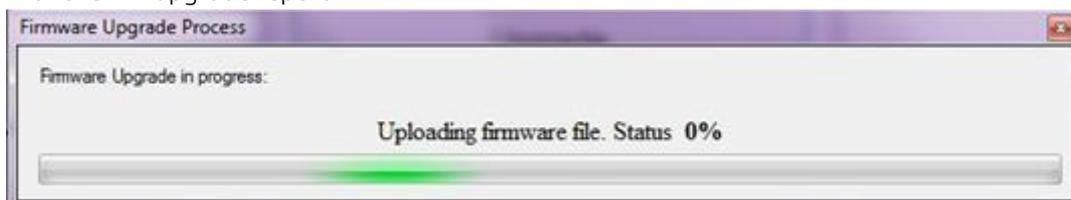


4. Once the agreement is accepted, the upgrade process will start. If the IPS is not open, the following window will pop up. Press **Retry** after opening the IPS to continue with the upgrade or press **Cancel** to abort the installation.



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

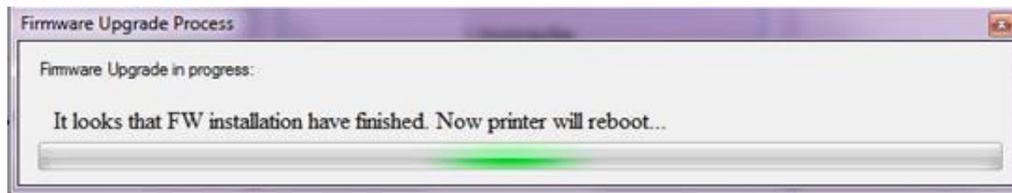
5. Once the IPS is running and the firmware upgrade process starts, you will see the following window with the FW upgrade report:



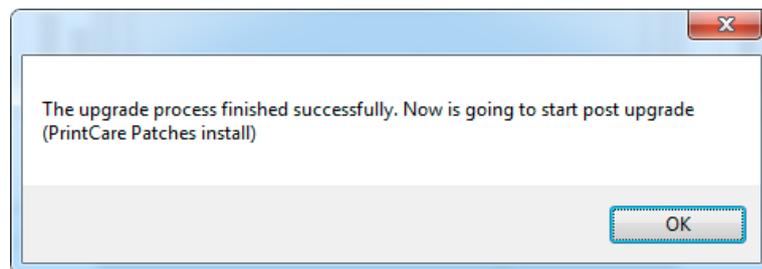
NOTE: If the printer has the latest firmware already installed, the installer skips the firmware upgrade step.

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

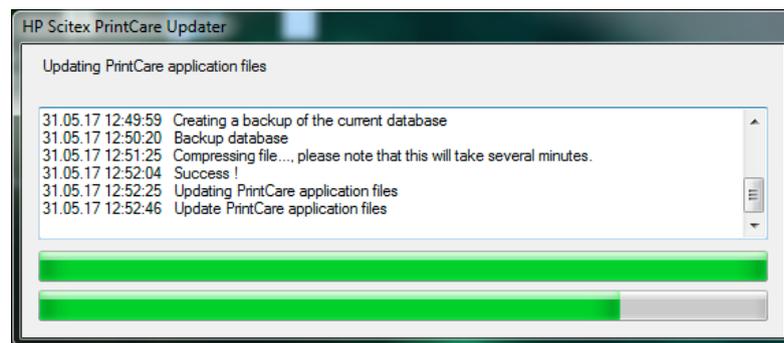
- Once the firmware upgrade has finished and the printer starts to boot, you will see the following window before the IPS and Print Care upgrade process starts:



- 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.

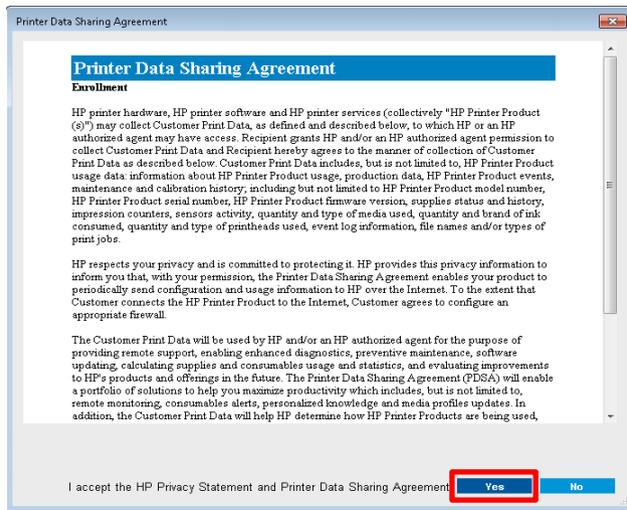


- During the installation of the Print Care patch, the following window will appear. Once the installation is completed, the window will be closed automatically.



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

- 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:

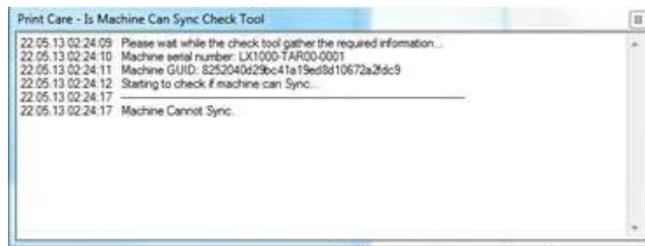
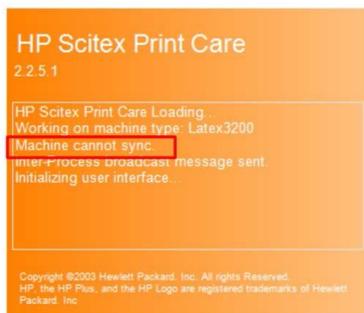


HP strongly suggests enabling it to take advantage of the InfoRetriever functionalities and a faster and better remote support.

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

Checking Print Care synchronization:

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



If Print Care cannot sync, execute the **HPScitex.Updater.IsMachineCanSync.exe** file (attached) and follow these steps:

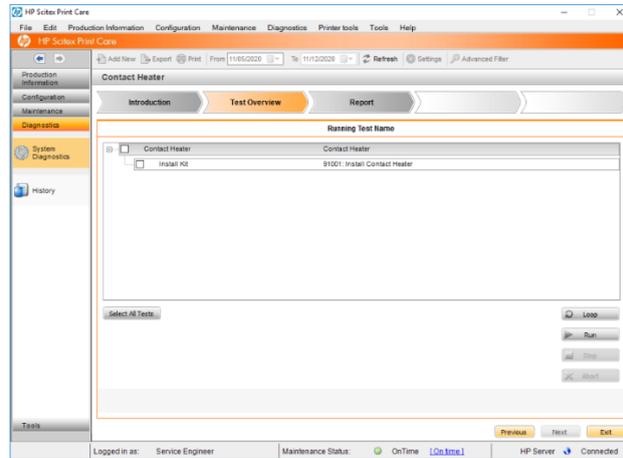
- Copy the output to Notepad and save it, for reporting to HP.
- Provide the saved file to lei.helpdesk@hp.com to reactivate it in the database.

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

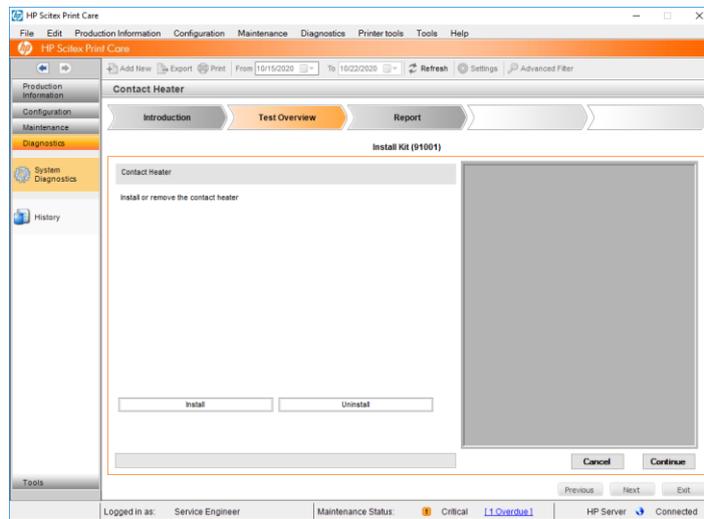
Install the contact heater or VOC filter for the first time

Restart in **Diagnostic Mode** is required. Log-in as a **Service Engineer** and perform the following actions:

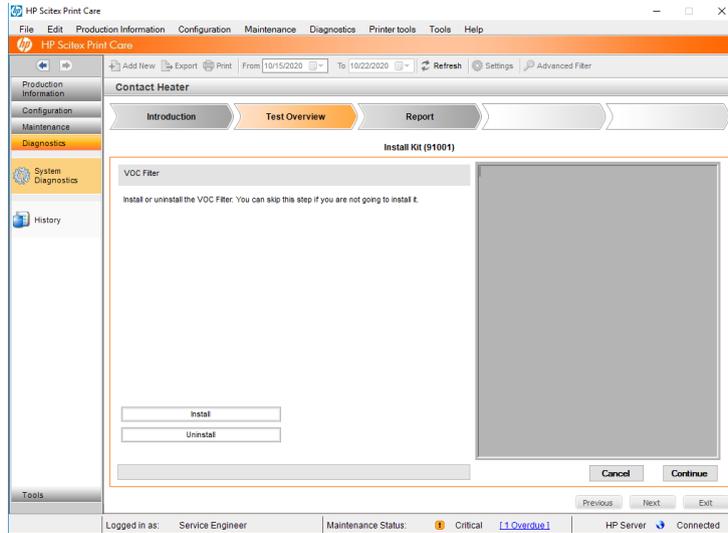
1. Go to **System Diagnostics** and select **Contact Heater**.



2. Check the box **install kit**. Afterwards you will be asked to confirm if you want to install or uninstall the contact heater. Click on **Install**.



3. After this step you will be asked to install the VOC filter (Carbon filter). If using this filter, click on **Install**. If not, press **Continue** without performing any action.



4. To finish the wizard, click **Install** in the following dialog.
5. If the VOC filter is installed, after the wizard run the Vapor Extraction Carbon filter tool **PrintCare 80L Maintenance Updater for Serica.zip** that you will find attached with the rest of release files.
6. Once the tool is installed, a new maintenance for 80L will appear. If this tool is not installed, the printer will not warn you about the filter end of life.

Release notes

MR5 release, SERICA_11_21_25.4 includes the following improvements and new functionalities with respect to previous versions:

New functionalities:

Vapor and Aerosol pumps management

New Vapor and Aerosol pumps management will be implemented in this firmware release.

In order to reduce the level of noise of the printer and to make more efficient use of energy, a few changes will be introduced:

- The Vapor Removal Pump will remain working for 10 minutes after curing the end of the job. After this time, the pump will turn off.
- The Aerosol Removal pump will be enabled at the beginning of the job and turned off just after finishing the job.

NOTE: These changes will not affect the performance of the Vapor and Aerosol pumps.

8 pass print mode and 12 pass half swath print mode for backlits

New print modes have been implemented for backlits in this firmware release:

- 12 pass half swath print mode: This is similar to the 6 pass print mode, but instead of using the whole PH width it uses only the half of the width. This will lead to an improvement in the image quality.
- 8 pass print mode: This is a regular print mode, added to improve the image quality.

Minor fixes and improvements

- Job annotations can be set up now at left or right side.
- Text covering the Contact Heater temperature field in substrate edit when setting the IPS to some languages.

Propriétés du substrat
⚠ Réglez les propriétés du substrat chargé. Toute paire partageant le même transfert sera affectée.

Tension d'entrée : N/m Aspirateur : mmH2O
Tension de sortie : N/m

Commandes d'intervalle entre les tâches pour substrats sensibles

Intervalle entre les tâches (25,00 cm)
 Début de l'intervalle entre les files d'attente (40,00 cm)

Mettre à jour substrat

Propriétés du substrat pour le mode d'impression

Temp. chauffage de contact : C Pression air séch. : Pa
Température séchage : C

Mettre à jour mode imp.

Fermer

Improvements and main bug fixes

IPS

- **Check & Clean Scheduler:** A problem with the C&C Scheduler was found to be the reason for the IPS crashing. This problem has been fixed. Now the Check and Clean Scheduler can be used without having the IPS crash.