



Firmware ALTAMIRA_18_00_15.1 is available

For the HP Latex 3x00 Printer Series

July 2022

New versions of firmware and software (IPS and Print Care) for the HP Latex 3x00 Printer Series are available to be downloaded. HP strongly recommends that all printers are upgraded to the new firmware and software as soon as possible.

Related links:

www.hp.com/go/Latex3000/downloads

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

New releases are available from www.hp.com/go/Latex3000/downloads:

- Firmware: ALTAMIRA_18_00_15.1 (Also known as MR16).
- HP Internal Print Server (IPS): v2017.5.56.3
- Print Care: v2.2.5.7

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.

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

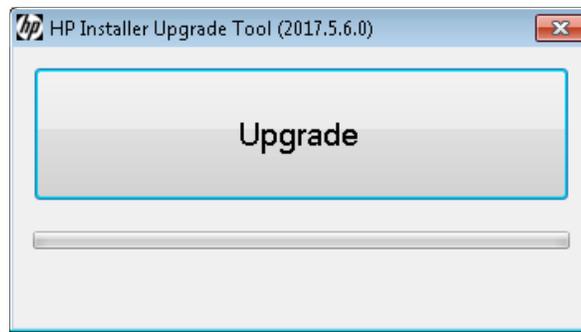
- You can unzip it with a third-party tool and execute it, from a USB memory stick.
- You can unzip it with a third-party tool and execute it in the path 'C:\HP\' or any subfolder inside this one.
- The logs are stored in the IPS computer, at: C:\ProgramData\HP\IPS.

Instructions

- a. Download the UpgradeTool_ALTAMIRA_18_00_15.1_IPS_2017.5.56.3_Prc_2.2.5.7.zip file and unzip the contents onto a USB memory stick or inside the path 'C:\HP\'.

IMPORTANT: If Upgrade tool extraction fails 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 and click the Upgrade button.

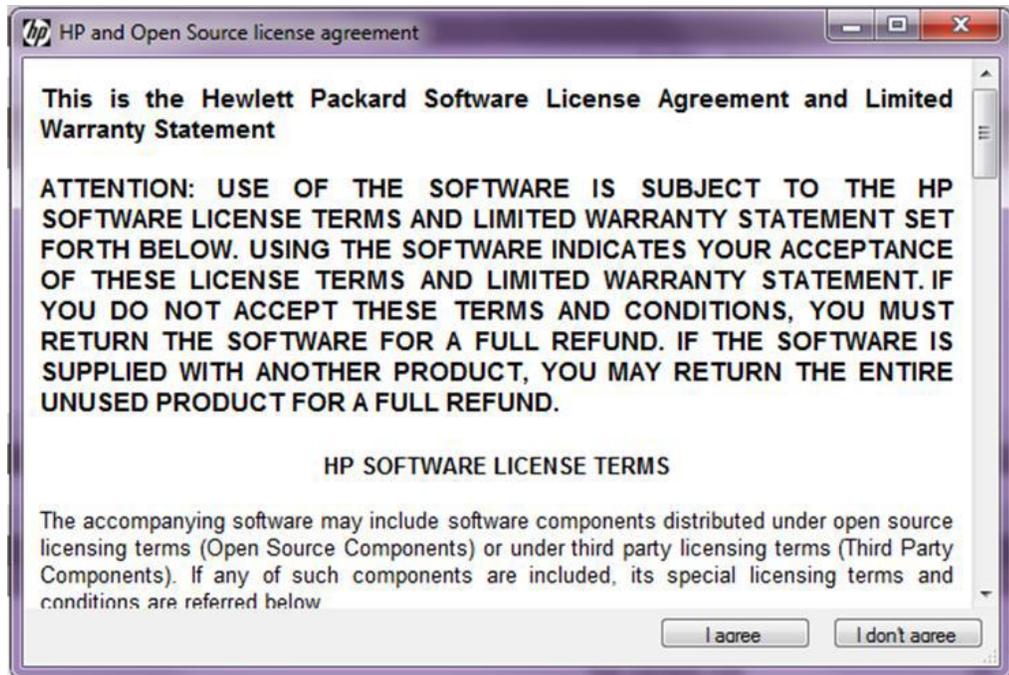


By running this file:

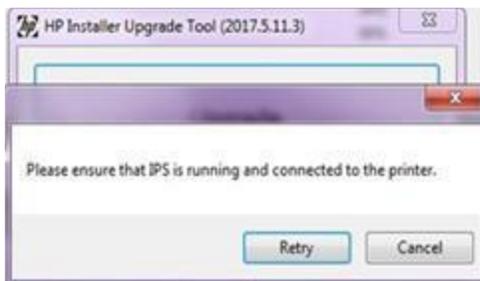
- The FW version will be upgraded.
- The IPS, IPS services, and HP Info Retriever software (if installed) will be uninstalled from the printer's built-in computer.
- The new IPS and IPS services software will be installed.
- Print Care will be upgraded to version 2.2.5.7 and the Print Care patch will be installed.

NOTE: This Upgrade Tool must be executed on top of Print Care version 2.2.5.5. When 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. When the agreement is accepted, the upgrade process will start. If the IPS does 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.

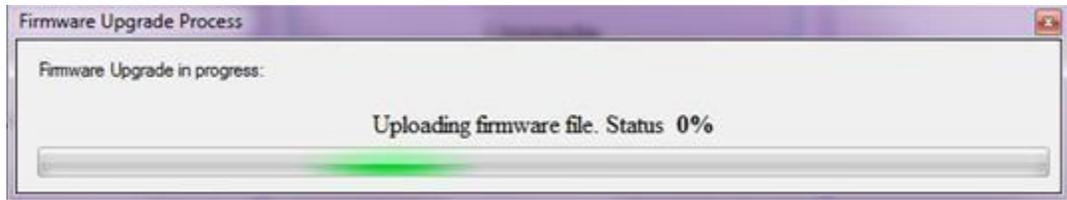


NOTE: If the IPS is open before starting the upgrade process, the window above will not pop up.

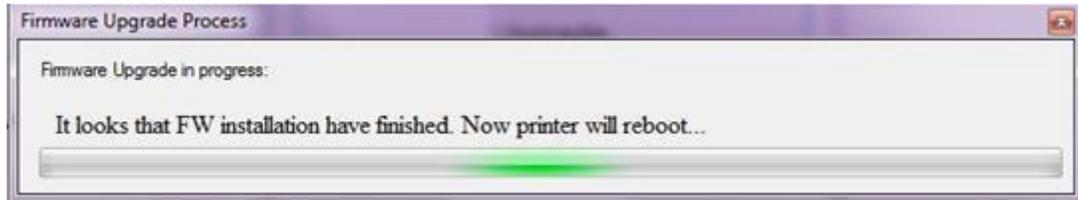
- e. Once the IPS is running and the firmware upgrade process starts, you will see the following window with the FW upgrade report.

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

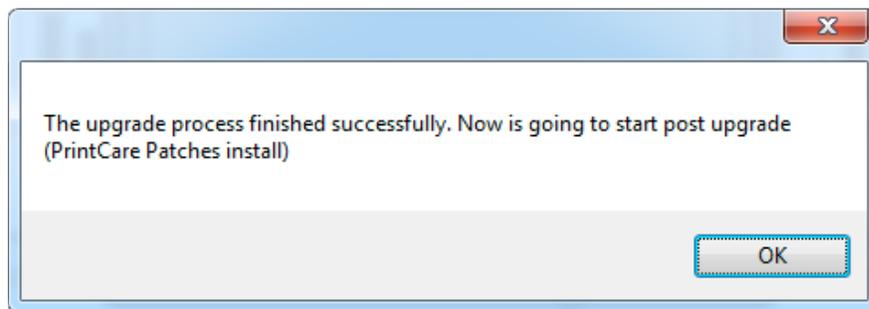
NOTE: In some cases, the new firmware may not be installed. Please refer to Appendix 1 for instructions on troubleshooting this issue.



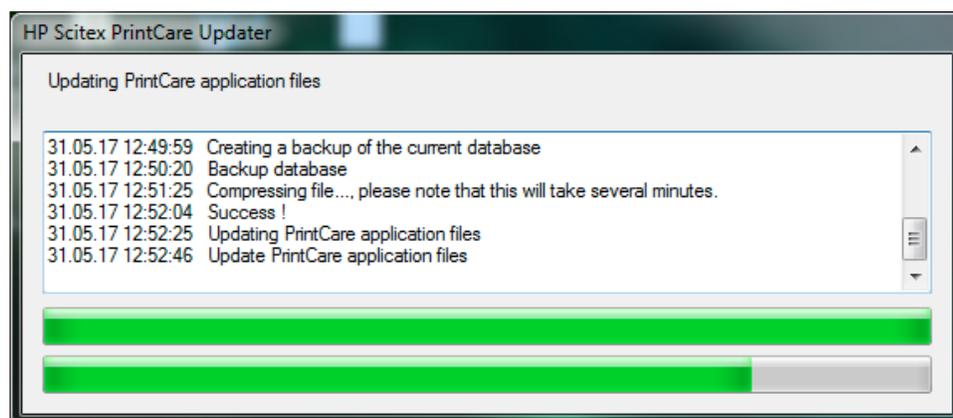
- f. When the firmware upgrade has finished and the printer starts to boot, you will see the following window before the IPS, and Print Care upgrade process starts:



- g. When 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.



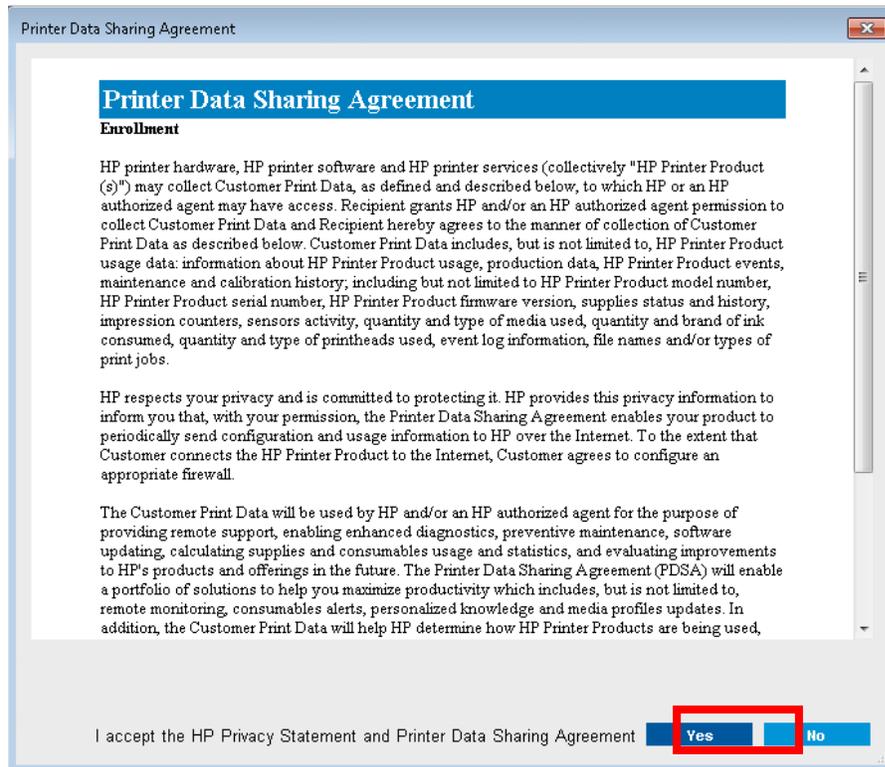
- h. During the installation of the Print Care patch, the following window will appear. When the installation is completed, the window will close automatically.



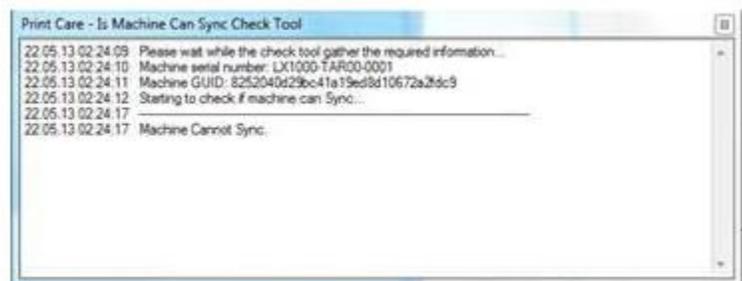
NOTE: If the Upgrade Tool fails at any point, please contact your regular HP support service.

- i. When 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 function 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:



If Print Care does not sync, execute the 'HPScitex.Updater.IsMachineCanSync.exe' file and follow the following 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.

Release notes

The FW release includes the following improvements and new functions with respect to previous versions.

New features:

- Default value for remaining substrate on load.

The image shows a 'Preferences' dialog box with the 'Additional Settings' tab selected. The dialog contains several sections of settings:

- General:** Maximum roll length: 10000.00 cm; Jobs gap: 2.00 cm; Nesting gap between images: 0.50 cm.
- Margins:** Radio buttons for RIP, Center, Group Center, and Default (selected). A text box next to 'Default' contains '0.50 cm'.
- Optimize for Tiling:** Checkboxes for 'Print preparation plot at the start of the queue' and 'Print Color Bars', both checked.
- Heating:** Heating duration: 3 minute(s) (using a spinner).
- Job notes alignment:** Radio buttons for 'Left' (selected) and 'Right'.
- Default value for Remaining Substrate on Load:** A checkbox labeled 'Remaining substrate:' is unchecked, followed by a text box containing '0.00 cm'. This section is highlighted with a red border.

At the bottom of the dialog are 'OK' and 'Cancel' buttons.

- Job notes can be aligned on the left or the right.

Preferences ✕

General Queue Rules Additional Settings Re ◀ ▶

Maximum roll length: cm

Jobs gap: cm

Nesting gap between images: cm

Margins

RIP

Center

Group Center

Default cm

Optimize for Tiling

Print preparation plot at the start of the queue

Print Color Bars

Heating

Heating duration: minute(s)

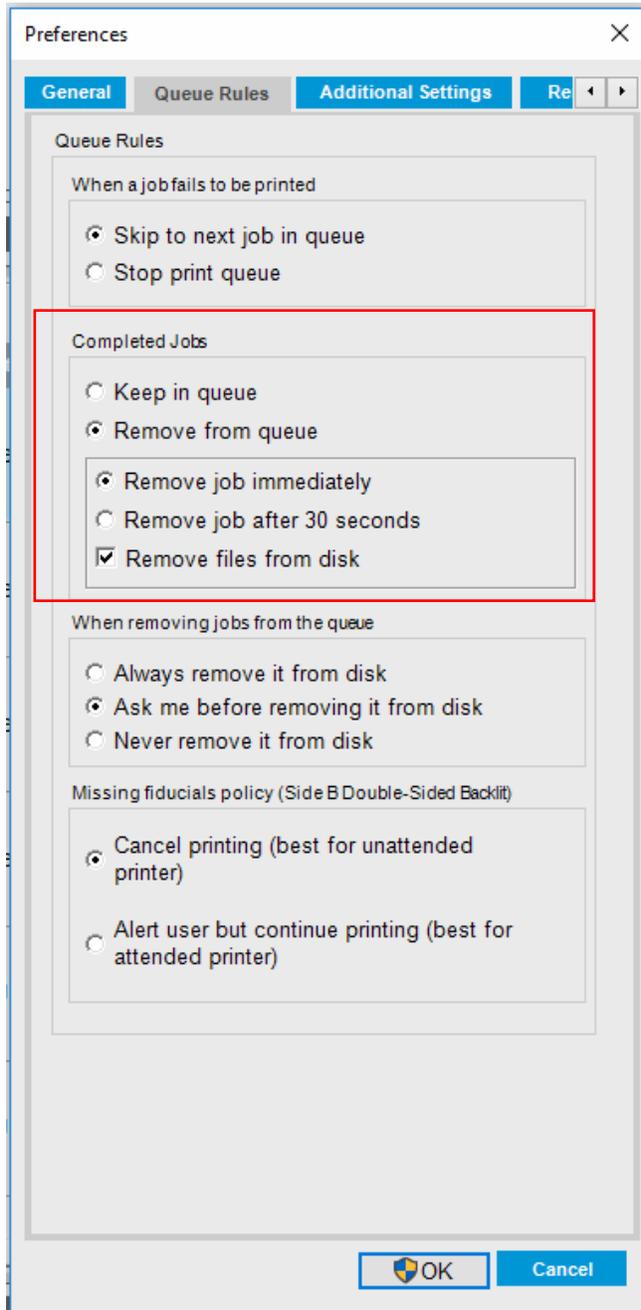
Job notes alignment

Left Right

Default value for Remaining Substrate on Load

Remaining substrate: cm

- Automatic deletion of printed files after completion is now available.



Fixes:

- Fixed Day & Night dual side misalignment.
 - In Previous releases when printing using Day & night accessory there was an horizontal misalignment on Side B vs Side A. The issue with this misalignment has been fixed and implemented in this firmware release.
- Fixed Printer PC disconnection issue after printer FW upgrade.
- Fixed text issues in printer user interface when using the printer in Japanese or Taiwanese language.
- Fixed substrates synchronization issues between printer and Print OS.