# Firmware ALTAMIRA\_18\_00\_15.1 is available



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 <u>www.hp.com/go/Latex3000/downloads</u>:

- 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.

💯 HP Installer Upgrade Tool (2017.5.6.0)	×
Upgrade	

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.

P HP and Open Source license agreement	3
This is the Hewlett Packard Software License Agreement and Limited Warranty Statement	
ATTENTION: USE OF THE SOFTWARE IS SUBJECT TO THE HP SOFTWARE LICENSE TERMS AND LIMITED WARRANTY STATEMENT SET FORTH BELOW. USING THE SOFTWARE INDICATES YOUR ACCEPTANCE OF THESE LICENSE TERMS AND LIMITED WARRANTY STATEMENT. IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS, YOU MUST RETURN THE SOFTWARE FOR A FULL REFUND. IF THE SOFTWARE IS SUPPLIED WITH ANOTHER PRODUCT, YOU MAY RETURN THE ENTIRE UNUSED PRODUCT FOR A FULL REFUND.	
HP SOFTWARE LICENSE TERMS	
The accompanying software may include software components distributed under open source licensing terms (Open Source Components) or under third party licensing terms (Third Party Components). If any of such components are included, its special licensing terms and conditions are referred below	
I agree I don't agree	

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.

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riease ensure that iP's is n	inning and connected to the printer.

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.

H	Scitex PrintCare	Updater	
	Updating PrintCare	application files	
	31.05.17 12:49:59 31.05.17 12:50:20 31.05.17 12:51:25	Creating a backup of the current database Backup database Compressing file, please note that this will take several minutes.	*
	31.05.17 12:52:04 31.05.17 12:52:25 31.05.17 12:52:46	Success ! Updating PrintCare application files Update PrintCare application files	THE T

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.

Printer Data Sharing Agreement	×
Printer Data Sharing Agreement	Â
Eurollment HP printer hardware, HP printer software and HP printer services (collectively "HP Printer Product (s)") may collect Customer Print Data, as defined and described below, to which HP or an HP authorized agent may have access. Recipient grants HP and/or an HP authorized agent permission to collect Customer Print Data and Recipient hereby agrees to the manner of collection of Customer Print Data as described below. Customer Print Data includes, but is not limited to, HP Printer Product usage data: information about HP Printer Product usage, production data, HP Printer Product events, maintenance and calibration history; including but not limited to HP Printer Product model number, HP Printer Product serial number, HP Printer Product firmware version, supplies status and history, impression counters, sensors activity, quantity and type of media used, quantity and brand of ink consumed, quantity and twee of printheads used, event log information, file names and/or types of	II
print jobs. HP respects your privacy and is committed to protecting it. HP provides this privacy information to inform you that, with your permission, the Printer Data Sharing Agreement enables your product to periodically send configuration and usage information to HP over the Internet. To the extent that Customer connects the HP Printer Product to the Internet, Customer agrees to configure an appropriate firewall.	
The Customer Print Data will be used by HP and/or an HP authorized agent for the purpose of providing remote support, enabling enhanced diagnostics, preventive maintenance, software updating, calculating supplies and consumables usage and statistics, and evaluating improvements to HP's products and offerings in the future. The Printer Data Sharing Agreement (PDSA) will enable a portfolio of solutions to help you maximize productivity which includes, but is not limited to, remote monitoring, consumables alerts, personalized knowledge and media profiles updates. In addition, the Customer Print Data will help HP determine how HP Printer Products are being used,	Ŧ
I accept the HP Privacy Statement and Printer Data Sharing Agreement	No a

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

HP Scitex Print Care	Print Care - Is Machine Can Sync Check Tool	
2.2.5.1 HP Sotex Print Care Loading.	22.05.13.02.24.09 Pease wat while the check tool gather the required information 22.05.13.02.24.10 Machine senial number: LX1000-TAR00.0001 22.05.13.02.24.11 Machine GUID: 282502042562-41a:39e38410672a26c9 22.05.13.02.24.12 Starting to check if machine can Sync.	*
Working on machine type: Lines2000 Machine cannot sync. mer Process provocan message sml. Initiationg user interface.	22 05 13 02 24 17 Machine Cannot Sync.	
Converse RECORD Health Parkan, Stor All rights Healthad. Mr. Na Mil Park, and the Mil Logic are reprinted to black adjust of the shall . Parkane I.		•

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.

Preferences X
General Queue Rules Additional Settings Re • •
Maximum roll length:10000.00cmJobs gap:2.00cmNesting gap between images:0.50cm
Margins
<ul> <li>○ RIP</li> <li>○ Center</li> <li>○ Group Center</li> <li>○ Default</li> <li>0.50 cm</li> </ul>
Optimize for Tiling
<ul> <li>✓ Print preparation plot at the start of the queue</li> <li>✓ Print Color Bars</li> </ul>
Heating
Heating duration: 3 ÷ minute(s)
Job notes alignment
Default value for Remaining Substrate on Load
Remaining substrate: 0.00 cm
€OK Cancel

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

references	
General Queue Rules	Additional Settings Re •
Maximum roll length: Jobs gap: Nesting gap between imag	10000.00 cm 2.00 cm ges: 0.50 cm
Margins	,
○ RIP ○ Center ○ Group Center ⓒ Default	0.50 cm
Optimize for Tiling	
<ul><li>Print preparation plot</li><li>Print Color Bars</li></ul>	at the start of the queue
Heating	
Heating duration:	3 ÷ minute(s)
Job notes alignment	
	C Right
Default value for Remaining Su	ibstrate on Load
Remaining substrate:	0.00 cm
	©OK Cancel

• 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.