Firmware LYRA_09_00_15.2 is available

For the HP Latex 1500 Printers

July 2022

New firmware and software versions (IPS and Print Care) are available to download for the HP Latex 1500 Printers. HP strongly recommends that all printers are upgraded to the new firmware and software as soon as possible.

Related links:
www.hp.com/go/Latex1500/downloads

Printers related to this article
HP Latex 1500 Printers

New release available from www.hp.com/go/Latex1500/downloads:

- Firmware: LYRA_ 09_00_15.2 (Also known as MR8).
- 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 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.
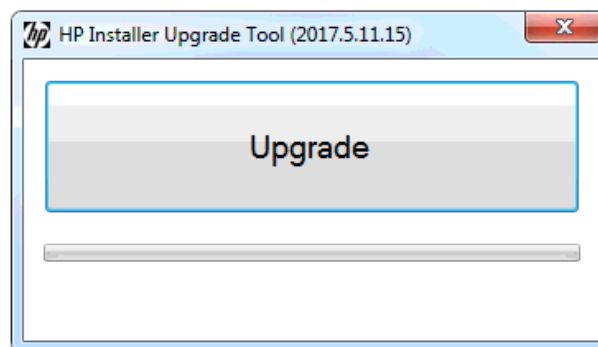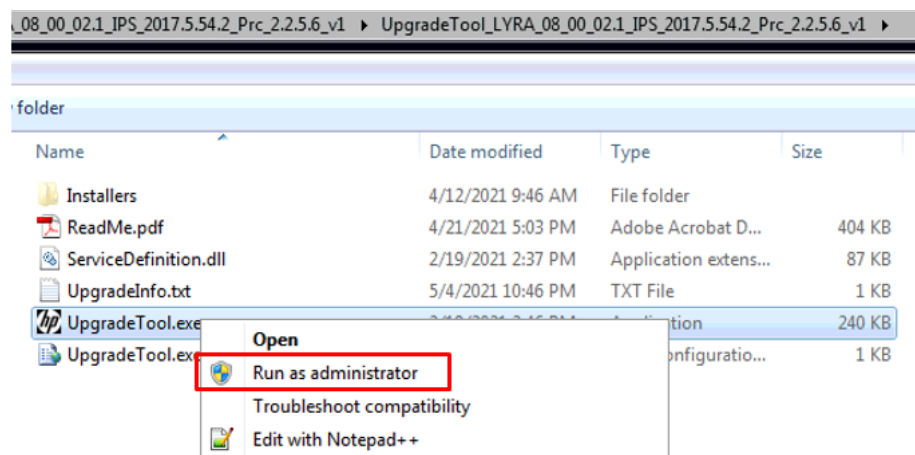
The logs are stored in the IPS computer, at: C:\ProgramData\HP\IPS.

Instructions

a. Download the UpgradeTool_LYRA_09_00_15.2_IPS_2017.5.56.3_Prc_2.2.5.7.zip file and unzip its contents onto a USB memory stick or inside the path 'C:\HP\' or 'C:\hp\'.

> **IMPORTANT**: If upgrade tool extraction fails on Win10, extract the upgrade tool (.zip folder) to another machine, 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.
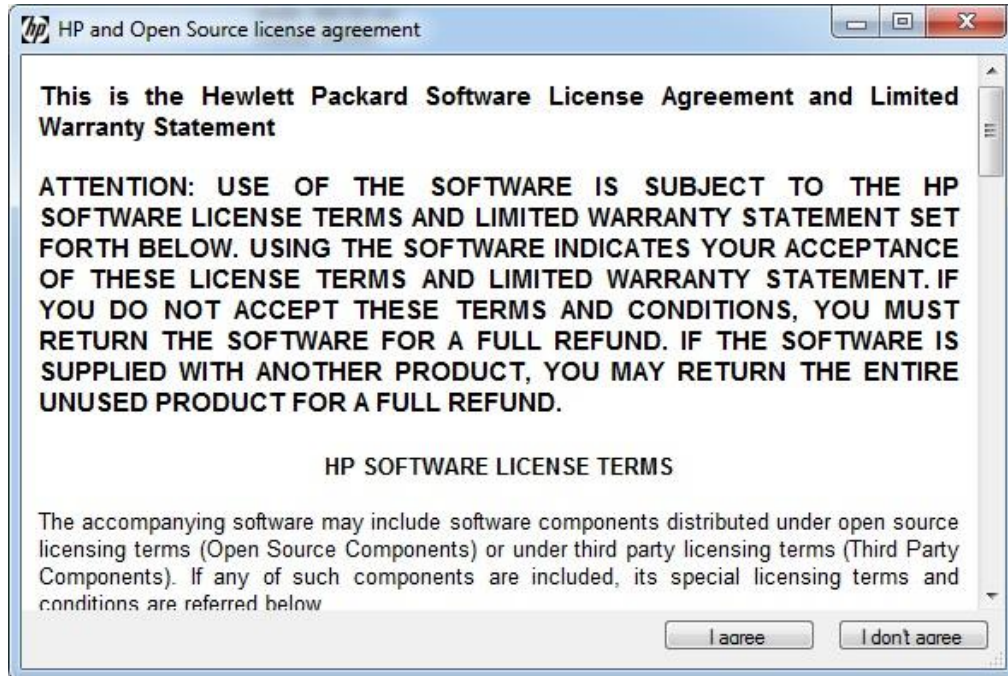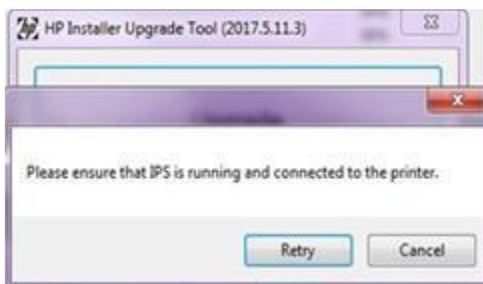
By running this file:

- 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 2.2.5.7 and the Print Care patch will be installed.

c. Before the process starts, the following window will pop up, requesting you 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 cancel installation.
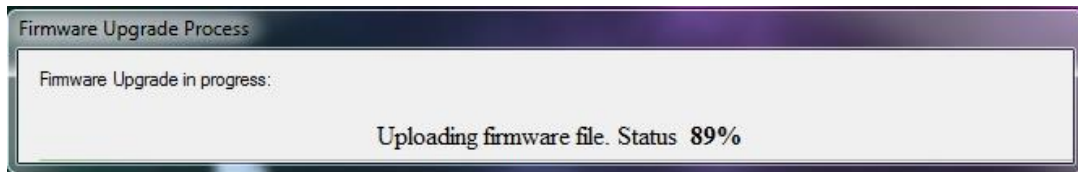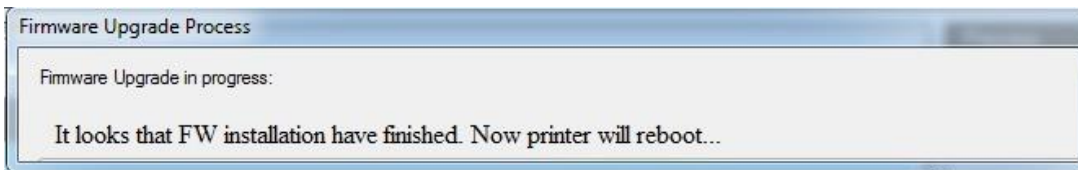
e. Once the IPS is running and the firmware upgrade process starts, you will see the following window with the FW upgrade report.

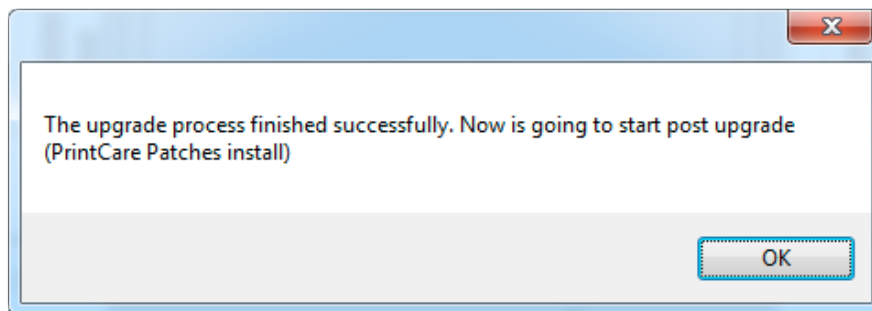**NOTE**: If the printer has the latest firmware already installed, the installer skips the firmware upgrade step.
NOTE: In some cases, the new firmware may not be installed. Please refer to Appendix 1 for instructions on troubleshooting this issue.

Firmware Upgrade Process

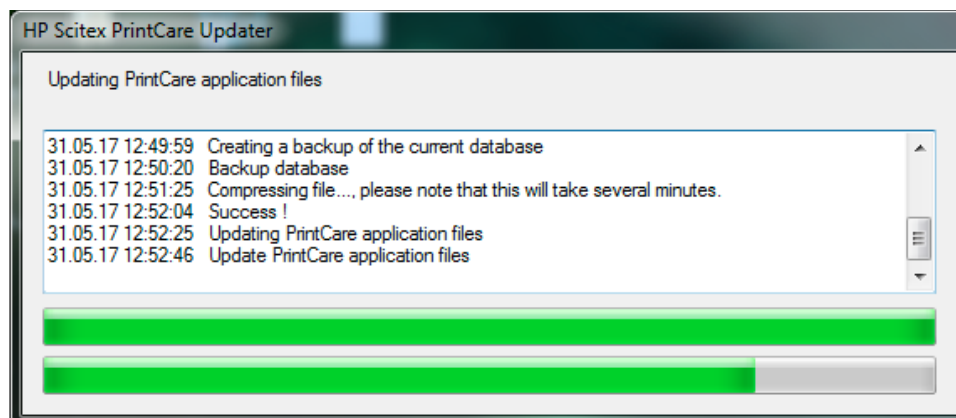Firmware Upgrade in progress:

Uploading firmware file. Status **89%**

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:

Firmware Upgrade Process

Firmware Upgrade in progress:

It looks that FW installation have finished. Now printer will reboot...

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.
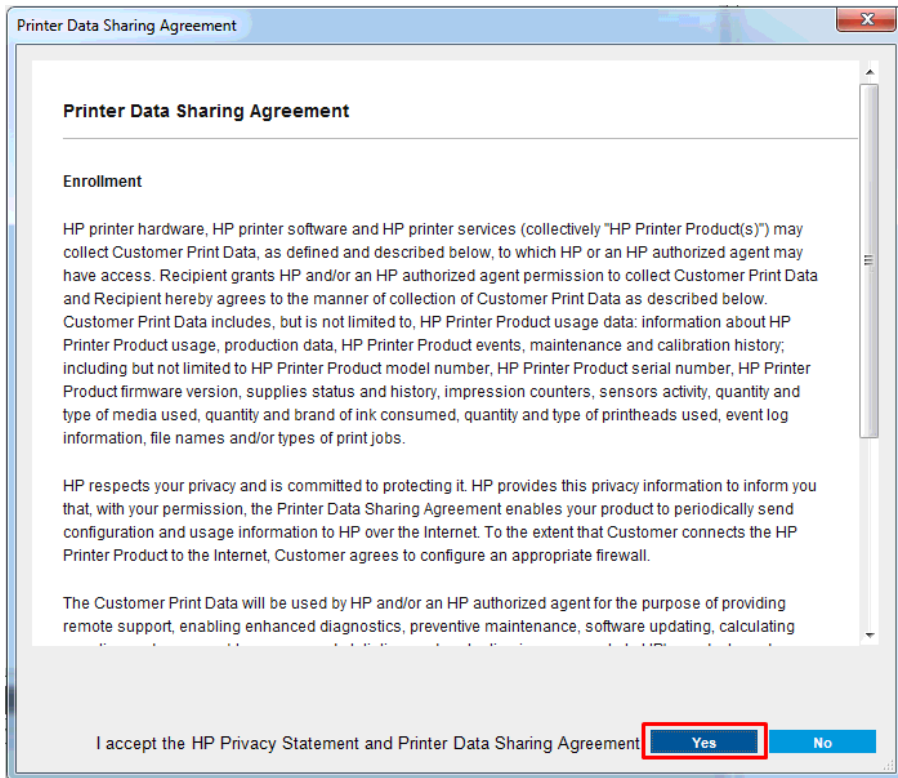
The upgrade process finished successfully. Now is going to start post upgrade (PrintCare Patches install)

OK

h.   During the Print Care patch's installation, the following window will appear. It closes automatically once installation is complete.

HP Scitex PrintCare Updater

Updating PrintCare application files

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

i. Once the installation process of the IPS is complete, 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 InfoRetriever functions, as well as faster and better remote support.

If Print Care cannot synchronize, execute the 'HPScitex.Updater.IsMachineCanSync.exe' file 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.

Release notes

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

New functions:

- Default value for remaining substrate on load

Preferences ✕

General | **Queue Rules** | **Additional Settings** | Re ◄ ►

Maximum roll length: `10000.00` cm
Jobs gap: `2.00` cm
Nesting gap between images: `0.50` cm

Margins

- ○ RIP
- ○ Center
- ○ Group Center
- ⦿ Default `0.50` cm

Optimize for Tiling

- ☑ Print preparation plot at the start of the queue
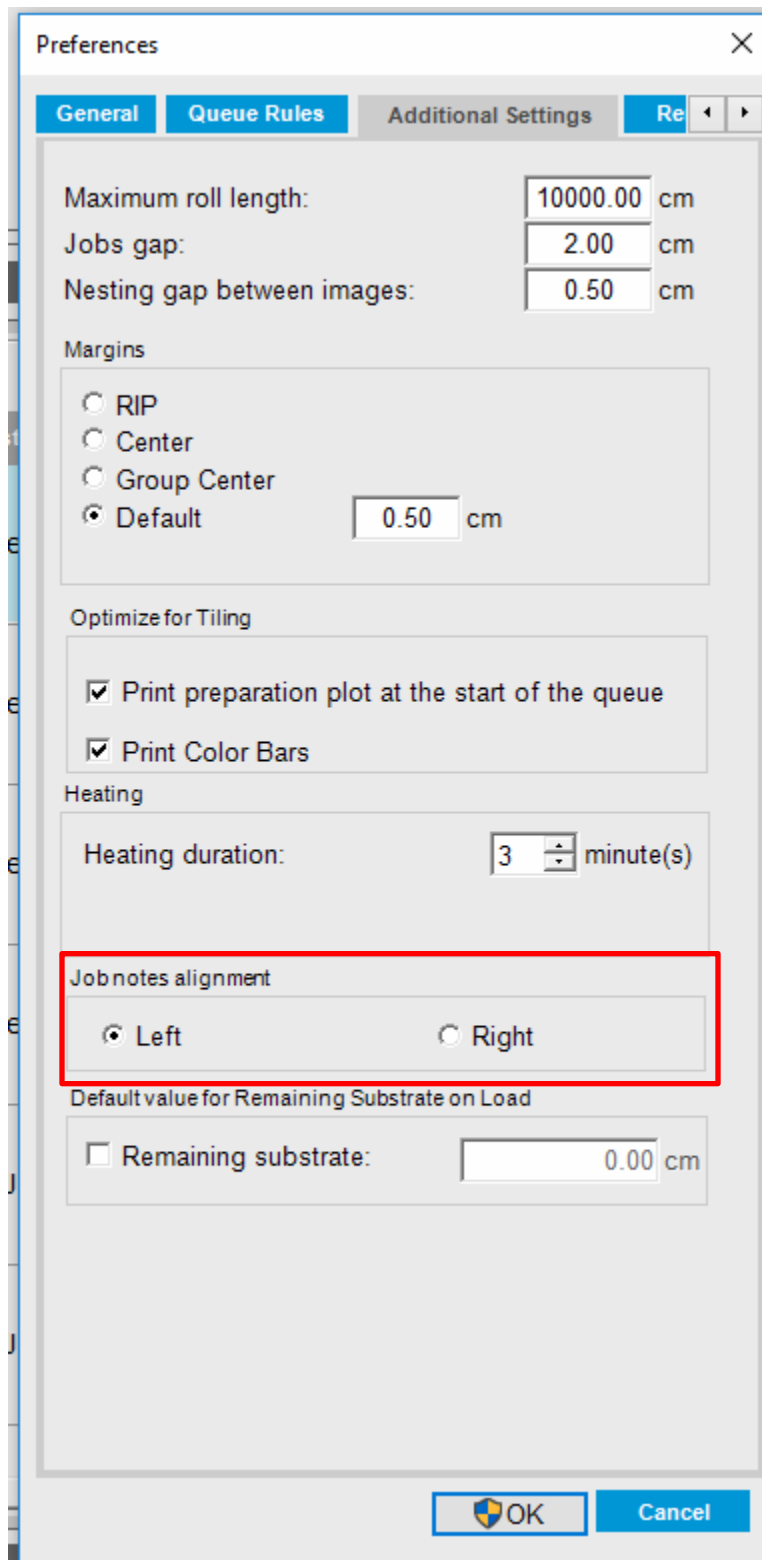- ☑ Print Color Bars

Heating

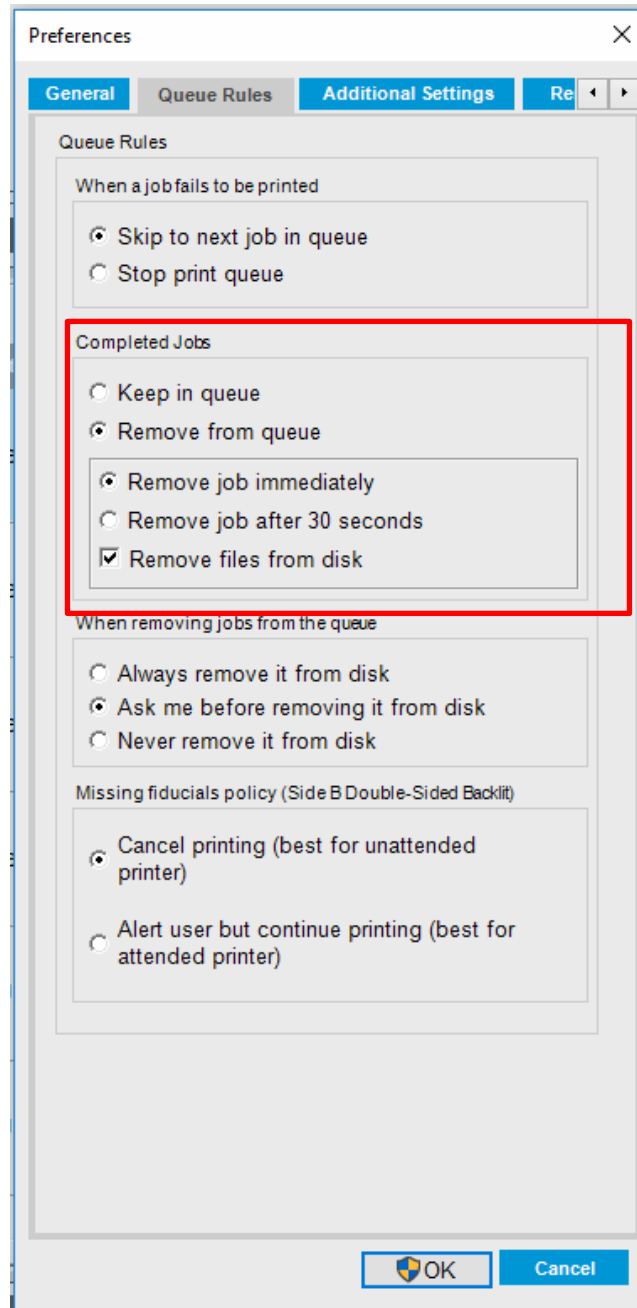Heating duration: `3` minute(s)

Job notes alignment

⦿ Left   ○ Right

Default value for Remaining Substrate on Load

☐ Remaining substrate: `0.00` cm

🛡 OK   **Cancel**

- Job notes alignment could be configured on left or right

- Printed files can now be automatically deleted once completed

Fixes:

- Fixed Day & Night dual side misalignment issue

    - 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 IPS disconnection after FW upgrade issue
- 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.