



Firmware SERICA_12_22_19.1 is available

For the HP Stitch S1000 Printer Series

August 2022

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

This firmware version can be used for printers with and without the contact heater.

Related links:

<https://www.hp.com/us-en/printers/large-format/stitch-s1000-sublimation-printer.html>

Printers related to this article
[HP Stitch S1000 Printer Series](#)

Highlights of this release:

- Drying system errors (17.XX) improvements
- New fields on the service plot
- Diagnostic 22002 “Air pressure system” removed from normal mode
- New carbon filter installation diagnostic for user
- Upgraded printers with contact heaters now identified
- Diagnostic 47010 removed from Print Care
- Diagnostic 47006 enabled for operator mode
- Start of the queue gap increased to 500 mm
- Start of the queue gap timeout removed
- Color bar position configuration enabled
- Issues with intermediate tank end of life after replacement resolved
- Bug in diagnostic 91004 fixed
- Minor fixes and improvements.
- Print Care maintenances issues fixed

IMPORTANT: HP strongly recommends that all printers are upgraded to the new firmware and software as soon as possible.

The new release is available for download at www.hp.com:

- Firmware: SERICA_12_22_19.1 (Also known as MR6)
- 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

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. 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.

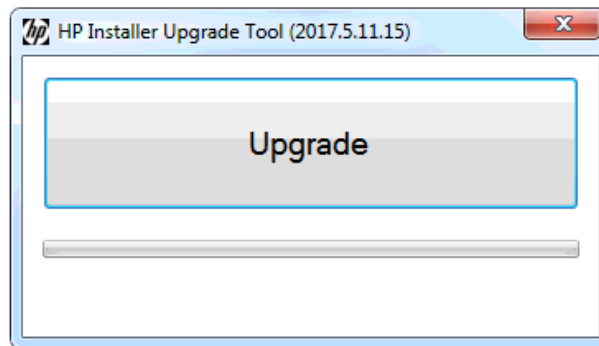
The logs are stored in the IPS computer, at: C:\ProgramData\HP\IPS.

Instructions

1. Download the UpgradeTool_SERICA_12_22_19.1_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. As a workaround, extract the upgrade tool (.zip folder) to another machine, copy the extracted folder, and execute it from the Win10 IPS PC/Pen Drive.

2. Execute the Upgrade Tool.exe file by clicking the **Run as administrator** button and then click the **Upgrade** button.

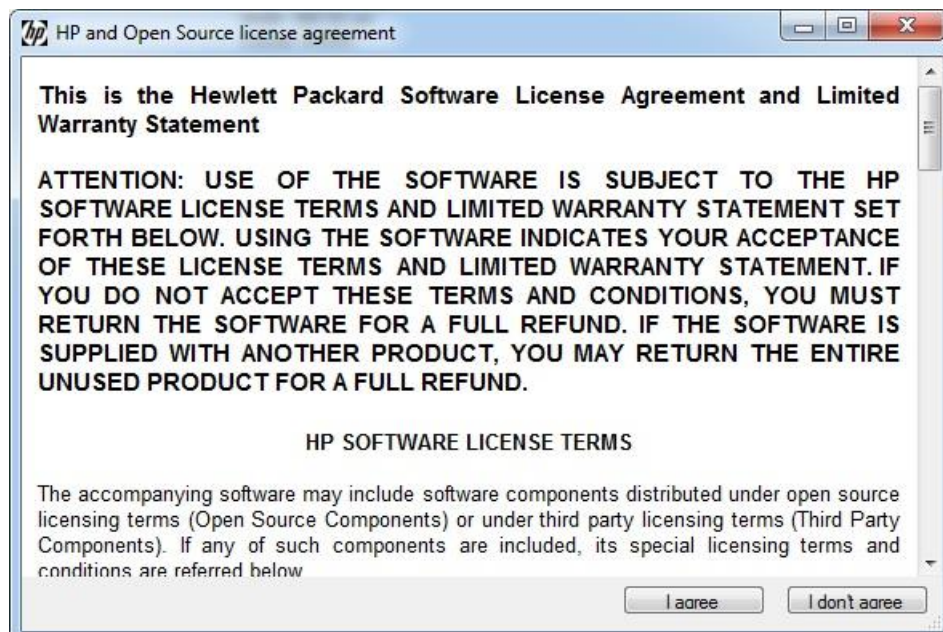


By running this file:

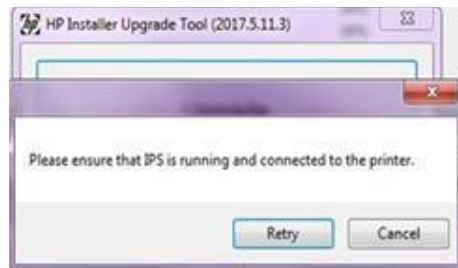
- The FW version will be upgraded.
- The IPS, IPS services, and HP Info Retriever software (if installed) will be uninstalled from the printer's built-in computer.
- The new IPS and IPS services software will be installed.
- Print Care will be upgraded to version 2.2.5.7 and the Print Care patch will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

NOTE: This upgrade tool has to be executed on top of Print Care version 2.2.5.6 While the upgrade tool is executed, it will save the logs to: C:\ProgramData\HP\IPS.

3. 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.



- 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.

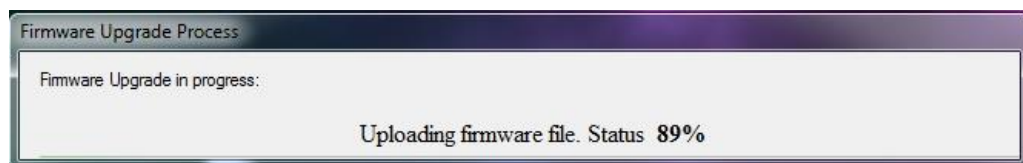


NOTE: If the IPS is open before starting the upgrade process, the window above will not pop up.

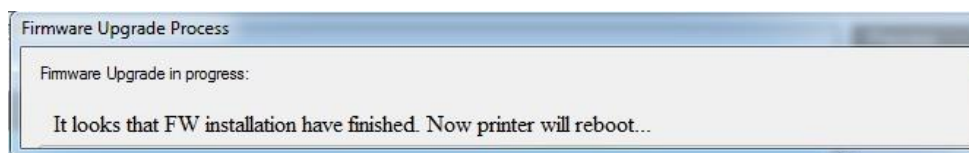
- Once the IPS is running and the firmware upgrade process starts, you will see the following window with the FW upgrade report.

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

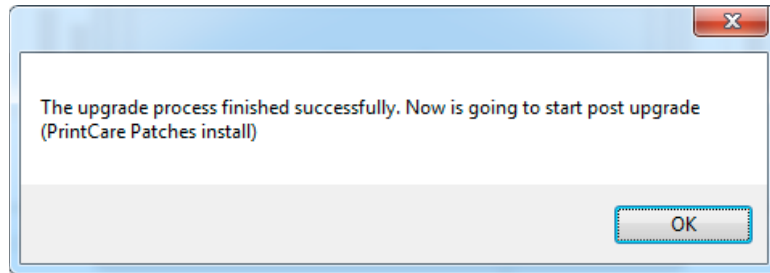
NOTE: In some cases, the new firmware may not be installed.



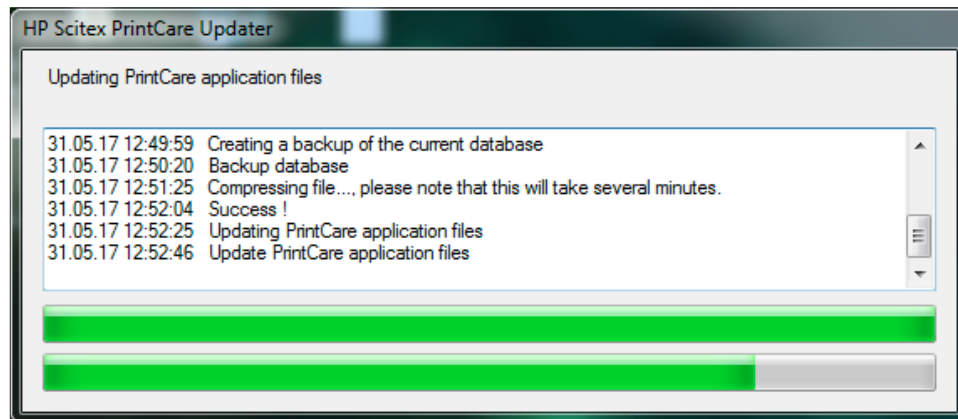
- Once the firmware upgrade has finished and the printer starts to boot, you will see the following window before the IPS, and Print Care upgrade process starts:



- Once the IPS, IPS Services, and Print Care upgrade have finished, the following window will pop up. Click 'OK' to continue with the Print Care patch installation.

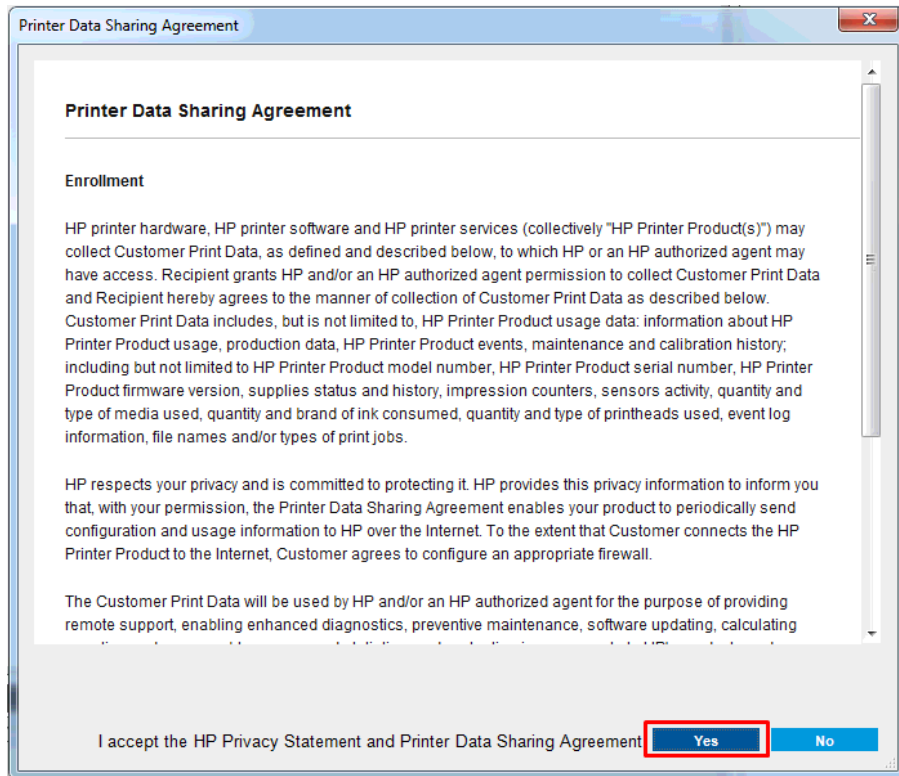


8. During the Print Care patch's installation, the following window will appear. It closes automatically once installation is complete.



9. 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.



IMPORTANT: Ensure that Print Care can synchronize with the HP database. You can check this in the Print Care startup window:

Checking Print Care synchronization:

1. Download the tools package from the HP Website.
2. Unzip the package onto the IPS PC.
3. Run 'HPScitex.Updater.IsMachineCanSync.exe' as an administrator (right click > Run as Administrator).



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.

NOTE: If you perform a downgrade from MR4 to any previous release, all media profiles will be hidden until you reinstall R4 or a newer version.

Release notes

MR6 release, SERICA_12_22_19.1 includes the following improvements and new functions with respect to previous versions:

New functions:

New fields on the service plot

New fields have been added to the service plot to provide more complete information about the status of the printer.

The new fields added to the service plot are the following:

- **Installation date of the current black intermediate tank:** This will provide a better understanding of the life of the intermediate tank, giving a clear view not only of the life cycles but also the expiration date of the intermediate tank, which should be six months after installation.

| 1.10 - Intermediate tanks values | | | |
|----------------------------------|--------------------------|---------------|-------------|
| | Life counter | Ink level (%) | Life cycles |
| Black | 3 month(s) and 10 day(s) | 100 | 0 |
| Cyan | | 100 | 0 |
| Magenta | | 100 | 0 |
| Yellow | | 100 | 0 |
| Light Cyan | | 100 | 0 |
| Light Magenta | | 100 | 0 |
| Optimizer | | 100 | 0 |

- **Status of the printer upgrade:** Located at the header of the service plot under the name Upgrade Number. This field will indicate 0, 1 or 2, depending on whether the printer has been upgraded or not. A bug in reporting this information was present in previous firmware versions. The bug has been fixed and this information is now shown correctly in the service plot for printers installed with MR4 FW versions and onwards.
 - 0 → printer not upgraded
 - 1 → printer upgraded
 - 2 → printer upgraded and carbon filter installed:

| 1 - Current Substrate, Printhead, Ink System and Sensors Information | | | |
|----------------------------------------------------------------------|-----------------|-----------------------|---------------------|
| Nov 10, 2021 | Product Name: | HP Stitch S1000 126in | Serial Number: |
| SERICA_11_21_25.1 | Product number: | 1D3ABA | Service ID: |
| Y cartridge has expired | Upgrade Number: | 1 | |
| | | | SG87P1N002 28230 |

- **Number of liters printed with the VOC filter:** Located at the 2.1 - Printer usage section in the service plot. This new field will indicate N/A when the VOC filter has not been installed or a value with the number of liters printed since the installation of the carbon filter, if it has been installed. This information is useful for finding out remotely if the VOC filter has been replaced in time.

When the VOC filter has not been installed:

| | | |
|--------------------------|-------------------------------------------|------------------------------------------------|
| Total printed substrate: | 0.00 m ² / 0.0 ft ² | DR = 0.00 m ² / 0.0 ft ² |
| Total number of prints: | 0 | VOC filter: N/A |
| Total ink used: | Black = 0.0 ml | Cyan = 0.0 ml |

When the VOC filter has been installed:

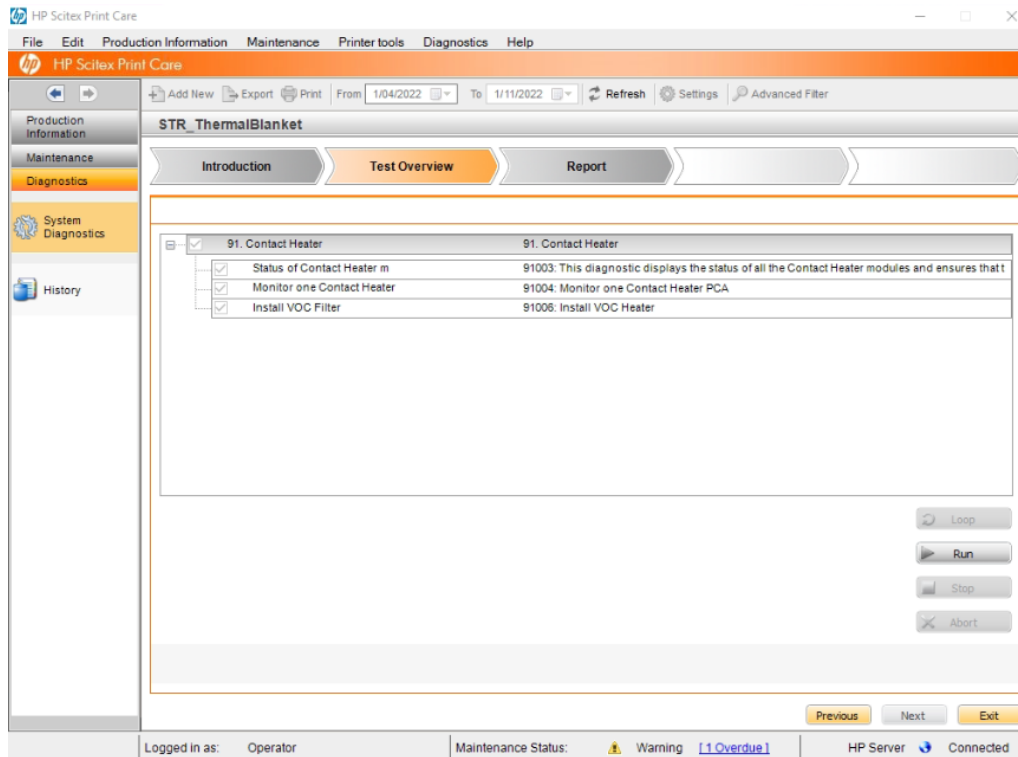
| |
|------------------------------------------------|
| DR = 0.00 m ² / 0.0 ft ² |
| VOC filter: 12.234 l |
| Cyan = 0.0 ml |

- **Contact heater temperature:** This will be located under the 4.2 Substrate-specific Calibrations and will provide the temperature at which the contact heater is set for each substrate and each print mode.

| Substrate Name | Print Mode | Temp(°C) |
|----------------------------------------------------|------------|----------|
| AA - Generic Backlit Textile | 3p 70% | 55 |
| | 2p 23% | 53 |
| Generic Backlit Textile | | |
| Generic > 110 gsm Paper + Generic Fabric textaa | 4p 70% | 20 |
| | 4p 100% | 20 |
| Generic Bleed Through Textile | | |
| Generic Frontlit Textile | | |

New carbon filter installation diagnostic for user

The 91006 diagnostic has been added to this release to guide the operator through the installation process of the VOC carbon filter.



Color bars position configuration enabled

The position of the color bars is now configurable from the IPS software. This new feature allows the user to adjust the color bars from the following menu: Tools → Preferences → Additional Settings → Space between color bars.

First, click on the Color Bars checkbox; then you can adjust the space between color bars with the Substrate edge and Job content parameters.

The image shows a 'Preferences' dialog box with the 'Queue Rules' tab selected. The 'Color Bars' checkbox is checked and highlighted with a red box. Below it, the 'Space between color bars' section is also highlighted with a red box, showing 'Substrate edge' set to 0.50 cm and 'Job content' set to 0.30 cm. Other settings include 'Heating' (Idle heat timeout: 27 minute(s)), 'Job notes alignment' (Left), 'Layout' (Copies), 'Ink on page distribution' (Smart ink distribution and Color Bars), 'Substrate configuration' (Roll to roll), 'Dye Enrichment' (Apply dye enrichment compensation), and 'Default value for Remaining Substrate on Load' (Remaining substrate: 0.00 cm). The dialog has 'OK' and 'Cancel' buttons at the bottom.

Preferences

General Queue Rules Additional Settings Re

Heating

Idle heat timeout: 27 minute(s)
Applies to print-zone heaters and to the contact heater

Job notes alignment

Left Right

Layout

Copies Rapport

Ink on page distribution

Smart ink distribution Color Bars

Space between color bars

Substrate edge: 0.50 cm
Job content: 0.30 cm

Substrate configuration

Roll to roll Jumbo roll

Dye Enrichment

Apply dye enrichment compensation

Default value for Remaining Substrate on Load

Remaining substrate: 0.00 cm

OK Cancel

Improvements and main fixes:

Diagnostic 22002 - Air pressure system removed from normal mode:

The 22002 Air pressure system diagnostic has been removed from normal mode. Since this firmware release, the 22002 diagnostic will only be available in diagnostic mode as in normal mode it was unable to run without issues.

Drying problems:

Some false system errors have been found related to the drying system (17.XX). In this firmware release, some additional checks have been implemented to verify whether these system errors are real hardware issues or fake system errors. With this change, only valid system errors will be triggered.

Wiper x calibration diagnostic removed:

A problem related with the carriage position while wiping was detected in some printers, and it was found that the root cause for this issue was the 47010 diagnostic.

With the installation of this firmware version, this issue has been fixed and the 47010 diagnostic will be removed from Print Care to avoid future incidents.

Set printhead cleaning Z calibration diagnostic enabled for operator mode:

The Print Care diagnostic 47006 can be now executed from Operator mode in Print Care, this will allow customers to set the printhead cleaning z calibration.

Start of the queue gap increased to 500 mm:

The Start of the queue gap feature in the Edit substrate window now applies 500 mm instead of 400 mm. This change will avoid wrinkling at the beginning of the job when using certain medias.

Start of the queue gap timeout removed:

There was a timeout of 15 minutes after applying the start of the queue gap from the IPS. In this firmware release, this timeout has been removed, allowing the user to apply this feature without having to wait the 15 minutes to apply the start of the queue gap.

Intermediate tank end of life after replacement issue resolved:

A problem related to the intermediate tank replacement has been detected and fixed. After an intermediate tank replacement, sometimes the printer would indicate that the new intermediate tank had expired due to the number of refill cycles performed during the replacement.

This was caused by a reading values mismatch between the ink pumps and the pressure sensor.

With this fix, the issue with the new intermediate tanks being marked as expired has been resolved.

Bug in diagnostic 91004 fixed:

There was a problem with the 91004 diagnostic when selecting module 2 or module 3 and setting the heaters to on at 400W and pumps at 100%. With the previous configuration, system errors 91.05.02:53 and 91.05.03:53 were triggered.

Some changes have been made to the algorithm that manages the pumps to improve their performance and prevent these system errors from appearing when the 91004 diagnostic is launched.

Print Care maintenance issues fixed:

80L: the system diagnostic that moves the drop detector does not respond correctly to the maintenance workflow.

Weekly: the system diagnostic related to the substrate advance sensor does not respond correctly to the maintenance workflow.

750L: the system diagnostic related to carriage rail cleaning does not respond correctly to the maintenance workflow.

1500L: when the wizard prompts the user to run the Printhead Z calibration and then the SAX Friction test, the diagnostic window area is blank (same issue as in 80L and 750L prompts).

Minor Changes

Text in service diagnostic 41006 has been changed

The text displayed when running the 41006 Drive roller calibration diagnostic has been modified.

Previously, the diagnostic indicated that the user should load a SAV for the calibration, which is incorrect for S1000.

The new display text is as follows:

“Beware that not all substrate types are suitable for this calibration. Please use preferably: High grammage papers from 95 to 110 grams with no coatings on the rear face of the paper that could affect the OMAS plus sensor performance. The width of the material should be between 54 to 74 inches. If more info is needed regarding the suitable materials check the Service Manual.

This calibration needs to skip the input spread roller to avoid adding noise that might lead to incorrect drive roller calibration. Before proceeding, make sure that the substrate is correctly loaded and aligned. The calibration takes about 25 minutes and substrate will be moved forward about 8 meters. Please check there is enough substrate left at input before proceeding (10 meters)”.