

Firmware SKAAR_21_21_36.13



For the HP Latex R Printer Series

March 2023

New versions of firmware and software for the HP Latex R Printer series are available to download.

HP recommends that all printers are upgraded to the new firmware and software as soon as possible. New printers must be upgraded during installation.

Related links:

www.hp.com/go/latex/

Printers related to this article:

HP Latex R printer series

This new release includes:

1. Firmware: SKAAR_21_21_36.13
2. HP Internal Print Server (IPS): 20.51.15

This is the general availability version. It should be installed in all new and existing printers with the following instructions.

Upgrade instructions

There will be three different ways to upgrade printer to the latest version:

1. If the printer is working with MR5 or older, the update maintenance will be downloaded with the new release. By following the maintenance, and using the two buttons included, the printer will upgrade the firmware first and then the IPS.
2. If the printer is already working with a version of MR6, the update maintenance will be downloaded but, it will contain just one button called update system. By pressing it just one time, both the firmware and the IPS will be updated.

NOTE: depending on the firmware version, a maintenance requesting to update only the IPS software might appear.

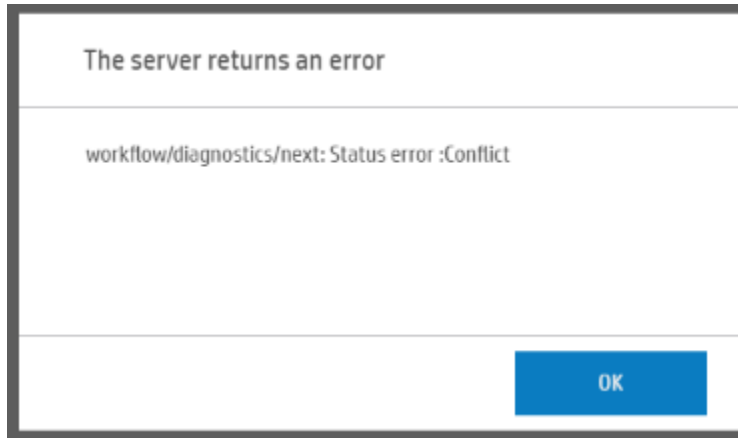
3. The release firmware and software can be obtained from the below link for manual installation.
<http://hp.com/go/LatexR2000/firmware> - two split files.

IMPORTANT: Follow the MR6 release notes instructions for further upgrade details.

Release notes

Bug fixing

- A fix for the assert error 81A6-7ACE-0000 after you cancel a print job under certain circumstances. Already in MR6 but is now able to cover more conditions.
- A condition has been fixed where some maintenances might show a generic name "STR_MaintenanceTitle". With this release the IPS software is able to detect this condition and schedule an update for the next synchronization with the server. This synchronization can be forced by restarting the IPS PC .
- A random issue was fixed when trying to run a diagnostic in diagnostic boot mode. "workflow/diagnostic/next: Status error :Conflict"



- A situation was fixed where some fields in the "About" could be left blank.

PRODUCT NAME:

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FREE DISK SPACE (GB):

155.220581

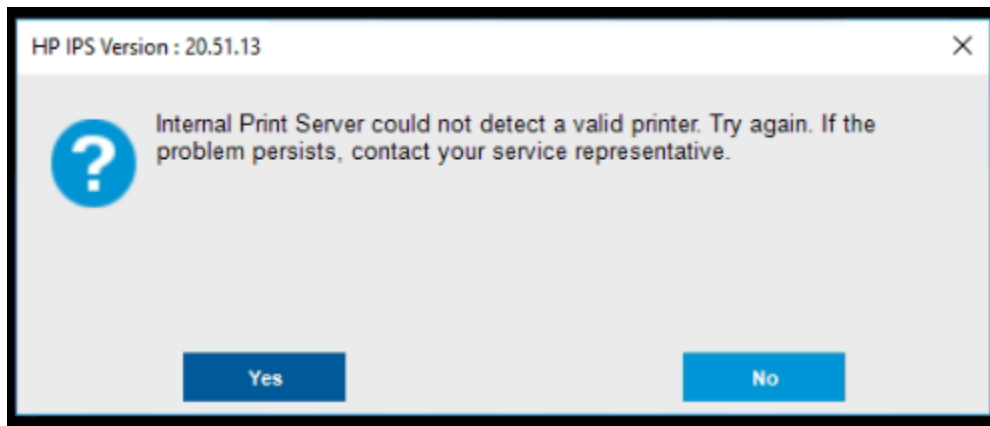
PRODUCT NUMBER:

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SERIAL NUMBER:

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- During the first IPS application boot after upgrading the IPS software, a message as shown below may appear indicating that no valid printer is detected. If this message appears, the application will not open.



This usually means that the communication with the printer is not working as expected. There are several possible causes:

- Printer disconnected
- Printer with a severe error
- Printer with a firmware lower than MR6
- Temporal disconnection between printer IPS and printer

The fix included in this software release will allow you to boot the IPS application up, even the communication fails, allowing you then to troubleshoot the communication issue.