New firmware release ALTAMIRA_19_23_17.1



For the HP Latex 3x00 printer series

August 2023

Related links: www.hp.com/go/latex/

New versions of firmware and software (IPS and Print Care) for the HP Latex 3x00 Series are available for download.

HP strongly recommends that all printers are upgraded to the new firmware and software as soon as possible. Even new printers may need to be upgraded during installation.

Highlights of this release:

- Printer power off scheduler.
- Printer's power consumption efficiency while printer shutdown improved.
- Minor fixes and improvements.

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

- Firmware: ALTAMIRA_19_23_17.1
- HP Internal Print Server (IPS): v2017.5.57.1
- 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.

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

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 under the installers folder, 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_ALTAMIRA_19_23_17.1_IPS_2017.5.57.1_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.

🥢 HP Installer Upgrade Tool (20)17.5.6.0)
Upg	rade

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. 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.

M HP and Open Source license agreement	3
This is the Hewlett Packard Software License Agreement and Limited Warranty Statement	• m
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	-
l agree I don't agree	

4. 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.

Please ensure that IPS is	running and connected to the printer.

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

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

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



6. 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:



7. 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.

HP 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 31.05.17 12:52:04 31.05.17 12:52:25 31.05.17 12:52:26 31.05.17 12:52:46	Creating a backup of the current database Backup database Compressing file, please note that this will take several minutes. Success ! Updating PrintCare application files Update PrintCare application files	* III -

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.

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 finware version, supplies status and history, impression counters, sensors activity, quantity and type of media used, quantity and brand of ink consumed, quantity and type of printheads used, event log information, file names and/or types of print jobs.
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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.

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.

Release notes

The firmware release includes the following improvements and new functions with respect to previous versions:

New functionalities:

Printer power off scheduler.

This new feature aims to reduce the electrical consumption of the printers. With this feature the user will be able to schedule the shutdown of the printer from the IPS.

Once scheduled, the printer will shut down only if it's in idle state, otherwise the shutdown is skipped.

To active the scheduler go to Printer -> Schedule power off... from the IPS



Substrate	Schedule power off X	Job side
ertificatio clonacion	「 Daily 「 Sunday	SideOff
	☐ Monday	
	Tuesday	
	Thursday	
	□ Friday	
	☐ Saturday	
	12:00 AM	
	Apply Done	

Improvements and main bug fixes:

Printer's power consumption efficiency while printer shutdown.

With this feature all printer fans will be off when printer is shut down.

Minor Changes and fixes

IPS German localization error fixed.

An issue was detected when the IPS is set in German Language. Every time a diagnostic was launched a localization error message appears on the IPS screen.

This issue has been fixed in the MR17 release.