New firmware release ALTAMIRA_19_23_17.1

For the HP Latex 3x00 printer series

August 2023

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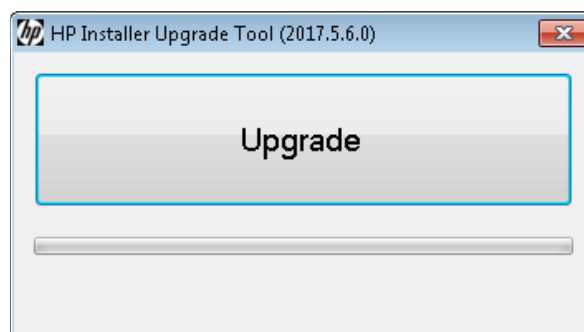
The logs are stored in the IPS computer, at: C:\ProgramData\HP\IPS.

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.
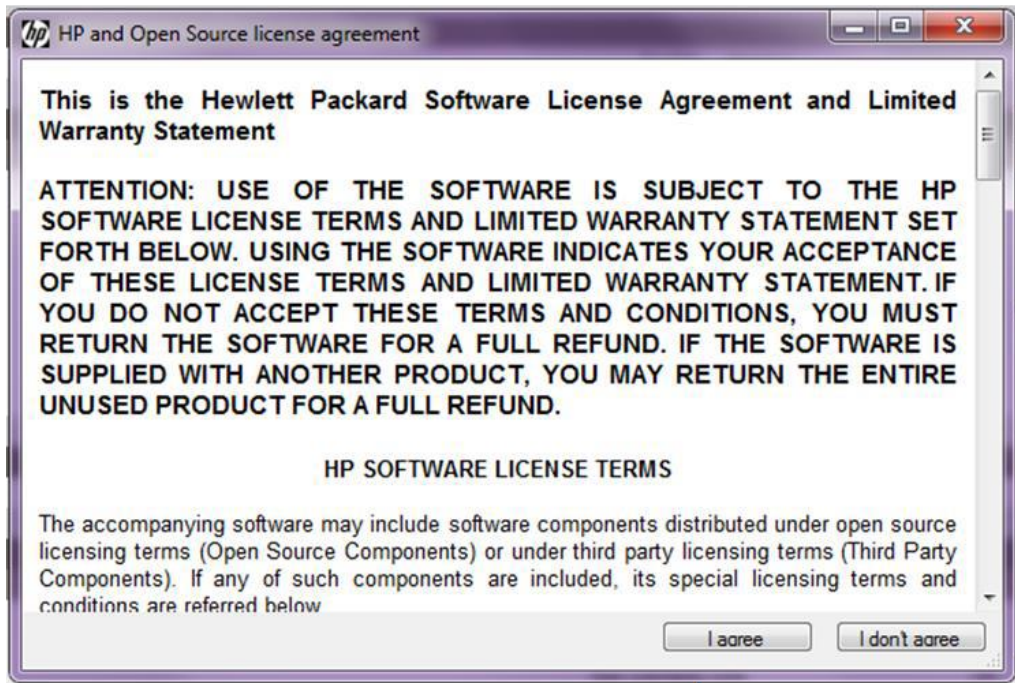

   By running this file:

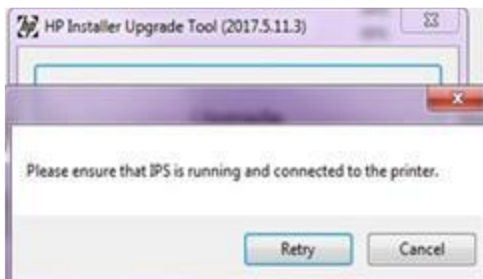   - The FW version will be upgraded.

- 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.

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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.
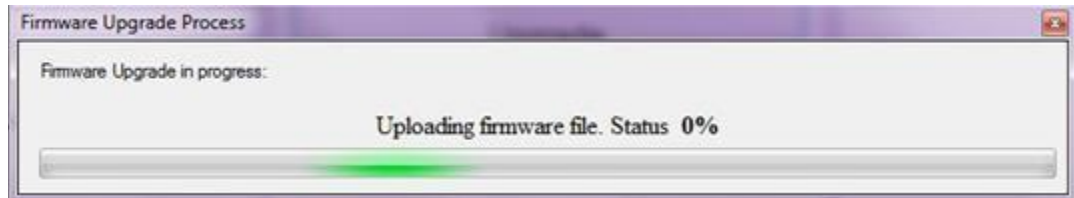

4. Once the agreement is accepted, the upgrade process will start. If the IPS is not open, the following window will pop up. Click 'Retry' after opening the IPS to continue with the upgrade or press 'Cancel' to cancel installation.
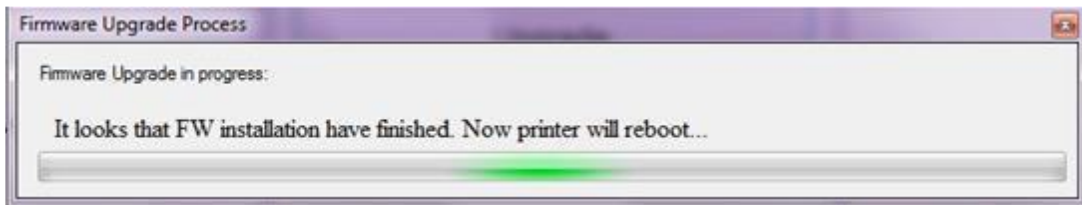
5. Once the IPS is running and the firmware upgrade process starts, you will see the following window with the FW upgrade report.

Firmware Upgrade Process
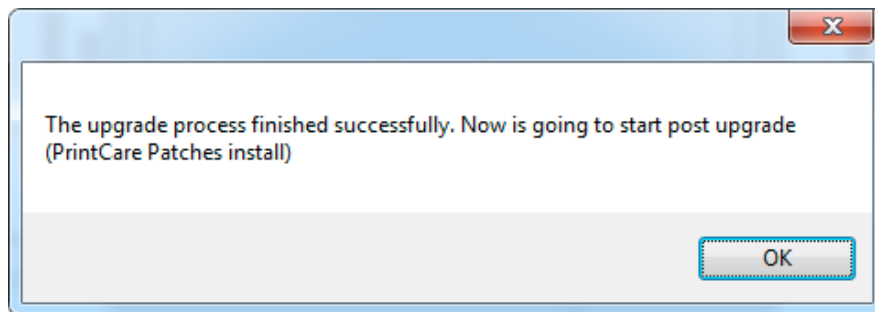
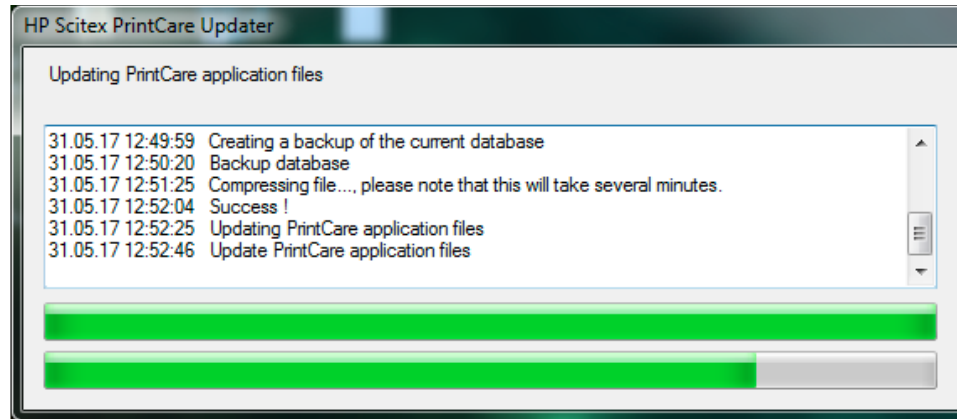Firmware Upgrade in progress:

Uploading firmware file. Status 0%

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:

Firmware Upgrade Process

Firmware Upgrade in progress:

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

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.

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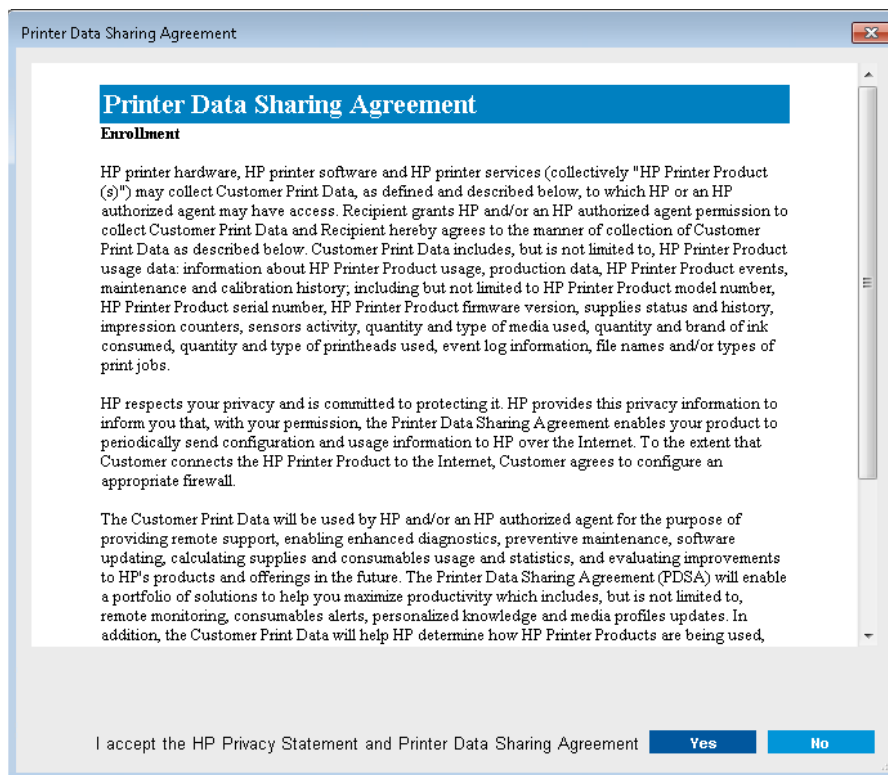
OK

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.
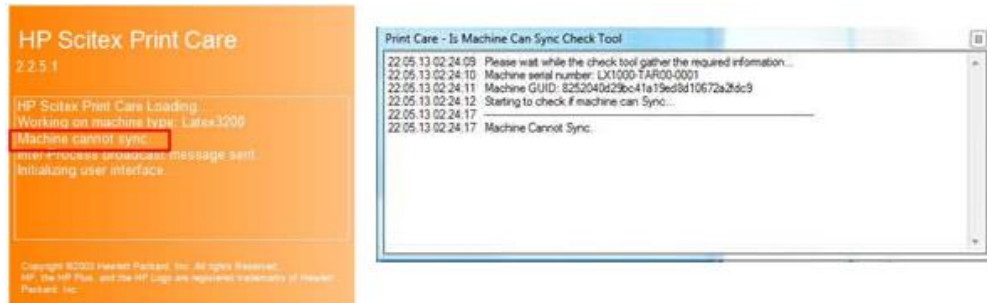

IMPORTANT: Ensure that Print Care can synchronize with the HP database. You can check this in the Print Care startup window:

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.

Release notes

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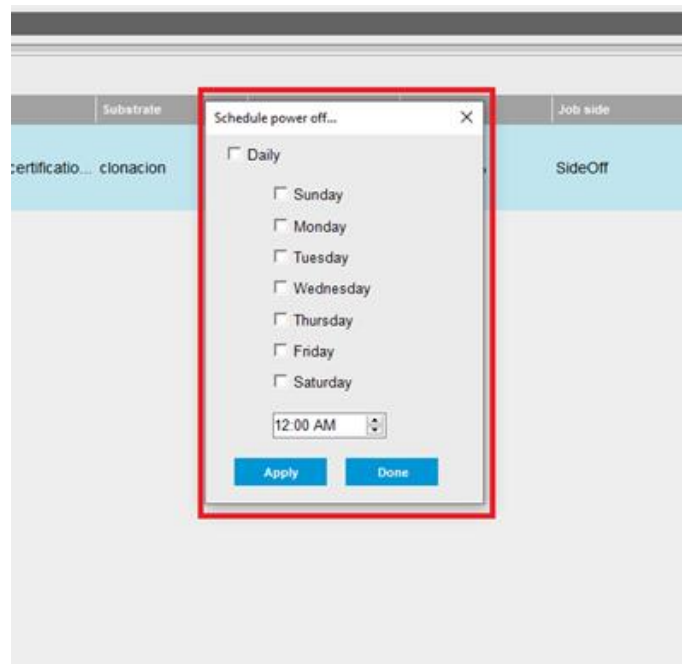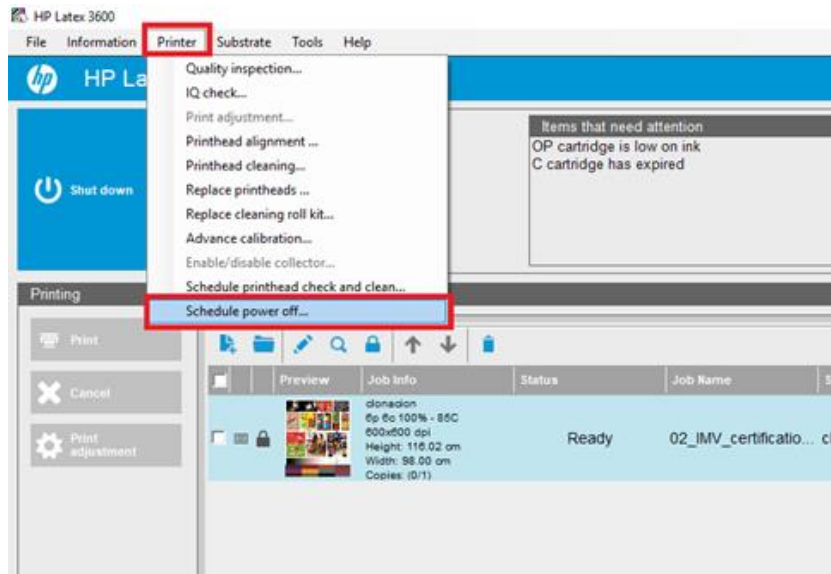
New functionalities:

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

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.