

New firmware release

GEMINI_09_24_19.3



For the HP Latex 2700 printer series

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

June 2024

New versions of firmware and software for the HP Latex 2700 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.

This new release includes:

1. Firmware: GEMINI_09_24_19.3
2. HP Internal Print Server (IPS): IPS - 22.23.16
3. HP Internal Print Server Maintenances: IPS - 22.23.16 - 3R74xx - Maintenances

NOTE: The file "HPIPS-22.23.16-Maintenances-3R74xx.exe" must only be used if maintenance does not synchronize automatically. Refer to the corresponding newsletter for further information: *Manual maintenance download and installation*.

Upgrade instructions

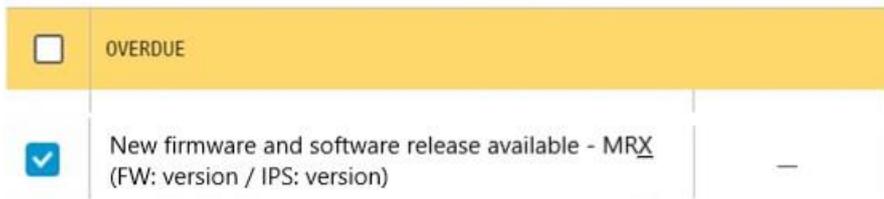
The firmware and the Internal Print Server (IPS) must be installed together. No other combination is supported. The firmware update is allowed in **normal mode** only. Do not try to update in **diagnostic mode**, or in any other mode, unless it is required by Global Business Unit.

Mandatory installation order:

1. Firmware
2. HP Internal Print Server (IPS)

Installation through the maintenance upgrade

1. A maintenance alert will appear in the IPS notifying when the new firmware is available.



2. When entering maintenance, a list of improvements will be displayed along with an option to update the system. Press the **Update System** button to upgrade the firmware and the IPS.

New firmware and software release available - MRX (FW: version / IPS: version)

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A new version of the firmware and software is available:

- Firmware: version
- IPS: version

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IMPORTANT:

- Do not proceed with the upgrade if a severe error is present.

[Update System](#)

- Rearm the unit when requested.

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IMPORTANT:

- Do not close the maintenance, it will be done automatically after you press the "Update System" button.
- During the update process, the system will not provide progress feedback for some time. Just leave the procedure to finish by itself.
- The first application boot-up can take several minutes, with only the splash screen visible.
- Reboot the computer after the System upgrade.
- In case of any issues during the upgrade, IPS and firmware files can be found in the following directory:
C:\ProgramData\HP\IPS\maintenances\ASU\resource

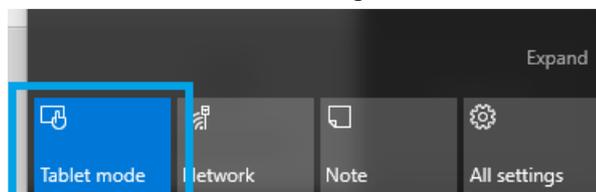
Please note the following points:

- Firmware update is allowed in **Normal mode** only.
- Do not proceed with the upgrade if a severe error is present as the Printer HDD may become corrupted.
- Do not close the maintenance, it will be completed automatically after you press the **Update System** button.
- If there are any failures during the process, installer files can be obtained from "C:\ProgramData\HP\IPS\maintenances\ASU\resource" or in the following link: <http://hp.com/go/Latex2700/firmware>

Manual Installation

Download and unzip the files.

1. This new release is available from:
 - <http://hp.com/go/Latex2700/firmware>
2. Download the three files that contain the upgrade files:
 - MR4.1_L2700_09_24_19.3_IPS-22.23.16.z01
 - MR4.1_L2700_09_24_19.3_IPS-22.23.16.zip
3. Extract the content using a file compressor utility (do not use the one built into Windows).
4. In the IPS screen, turn off Tablet mode: Swipe in from the right-hand side of your screen to open the action center. Turn off Tablet mode by touching the Tablet mode icon.

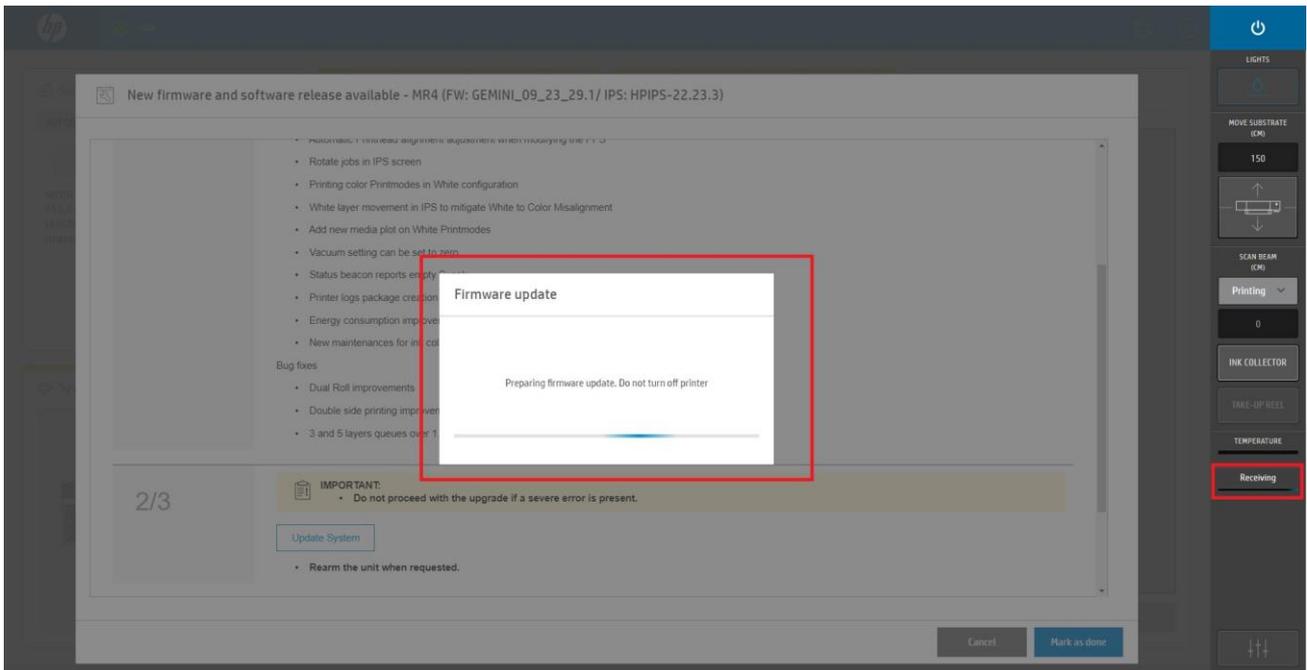


5. Copy the files onto the IPS PC's hard disk (it is recommended to use a designated folder, not the desktop).

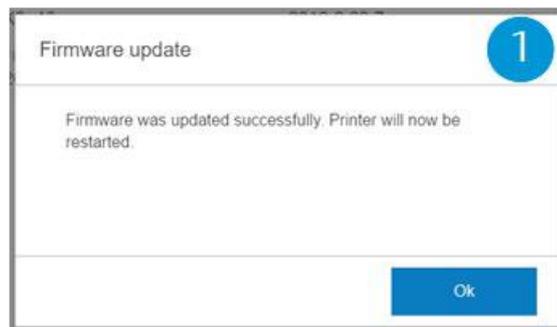
Update firmware.

IMPORTANT: The firmware update should never be done if the printer is in a **Severe Error** state.

1. In **Normal mode**, tap the **About** icon at the bottom right of the Internal Printer Server's main window. A window that shows the details of the current firmware version installed in the printer will appear.
2. Tap **Update firmware** and browse to select the `GEMINI_version.rfu.fmw` file. Finally, select the file by clicking on "Select".
3. The firmware will be uploaded and installed on the printer. The status of the update can be checked on the right-hand side of the IPS main window. There are two possible statuses: **receiving** and **installing**.



4. Upon completion, the IPS will show the following message. Tap **Ok** to continue. At this point, the printer will automatically reboot. If it does not, reboot the printer manually.



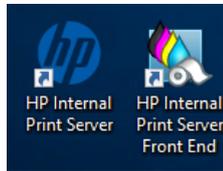
IMPORTANT: The first reboot after the firmware upgrade takes more time than usual.

5. Wait until the printer reboots completely.

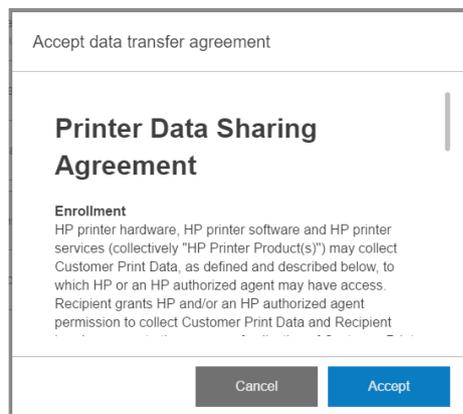
Update the HP Internal Print Server (IPS).

1. Make sure the printer has started up completely.
2. Tap the **About** icon at the bottom right of the Internal Printer Server's main window. A window showing the details of the current Internal-Print-Server version installed in the printer will appear.

3. Tap **Update IPS** and browse to select the `HPIPS-version-Installer.exe` file.
4. Follow the on-screen instructions until the new software is installed. The installer will close and remove the previous IPS software. It may take some time. Tap **Close** to complete the installation.
5. If the **HP Internal Print Server** software does not boot automatically, first tap **HP Internal Print Server** and then **HP Internal Print Server Front End**.

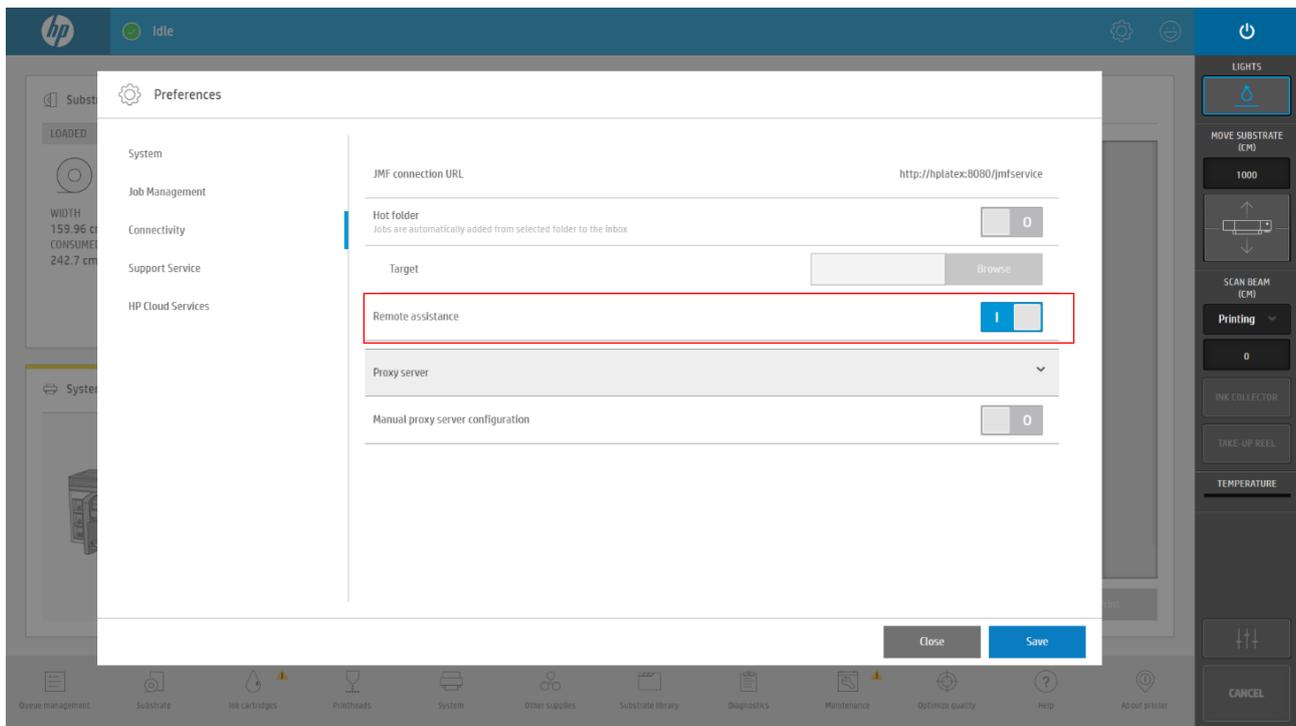


6. On the first boot, the Printer Data Sharing Agreement (PDSA) window will appear. Please click **Accept** to continue.



HP highly recommends accepting the Information retriever functions for a more efficient and improved remote support experience.

7. Finally, you need to ensure that the Remote assistance option is enabled in the IPS Preferences window so that the system can send printer information to the HP servers. Note that this option will be enabled by default if the PDSA has been accepted when installing the new Internal Print Server.



RIP synchronization

The actions below must be carried out after the firmware upgrade to synchronize the media list, and to import and export the ICC profiles.

Caldera RIP

1. Export your custom ICCs and save them in a folder on your PC.
2. Go to **Easy Media**.
3. Select the printer and follow the steps to synchronize the media. Click Import > Autosync > Full Reset.

IMPORTANT: This option deletes all existing media in Caldera and imports all media located in the IPS. If some media is stored in the RIP but not in the IPS, this media will be deleted. Make sure you have a backup of the media missing from your IPS.

4. Check that all media have been synchronized.
5. Go to **Easy Media** and import your previously saved custom ICCs.

Onyx RIP

1. Export your custom ICCs and save them in a folder on your PC.
2. Go to Configure Printer > Device > Features > Configure and select From Printer. Select all the media and click OK to synchronize.
3. Go to **Media Manager** and import your previously saved custom ICCs. You are also required to advise the customer to update the RIP driver to ensure they have the latest improvements and bug fixes.

Release Notes

New functions and improvements

- **Improvement in white ink system**

Enhancements for a more robust white ink system.

- **Live Production 2 compatibility**

Enhancements have been made to ensure that HP Latex 2700 printers are compatible with the new Live Production 2 version, to comply with PrintOS solutions roadmap.

Bug fixes

- Curing between jobs issue resolved: Jobs with the same properties will now be cured continuously, thereby improving printer productivity.
- Bug fixed that caused jobs to be canceled before starting to print without printer notifying any error.

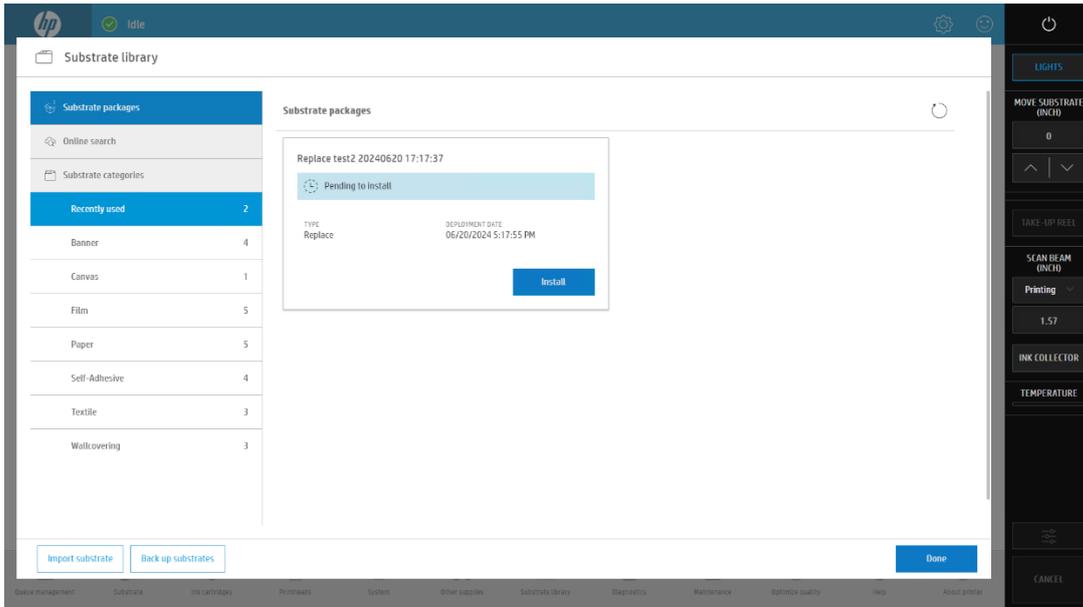
Known bugs and limitations

- **Restoring substrates packages from configuration center**

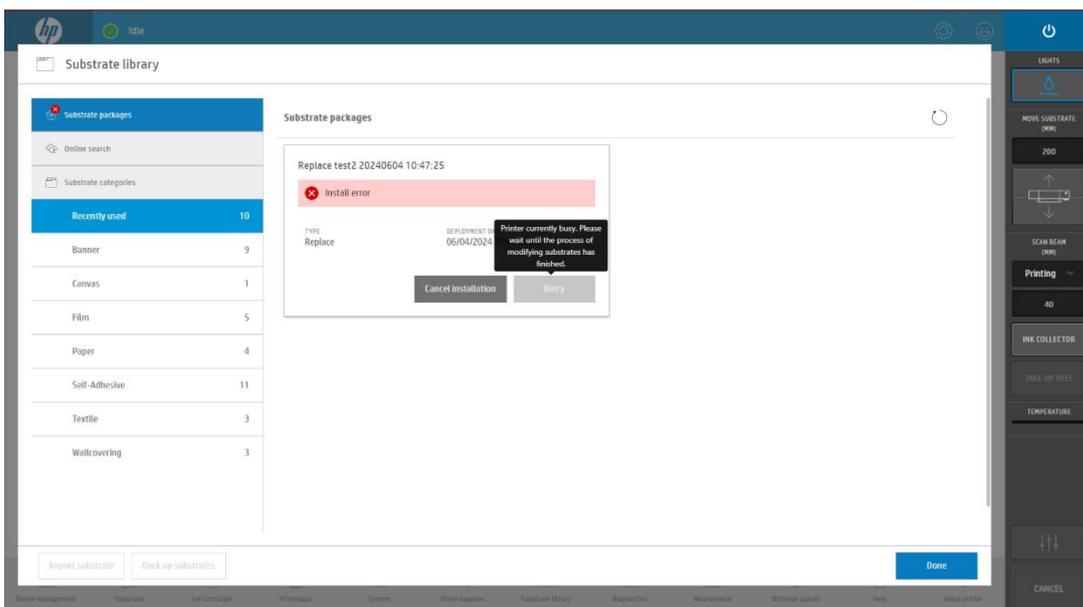
Occasionally, when attempting to replace the substrate packages using the backup from the Configuration Center, an error may occur in the process.

Process to install a substrate package back-up from PrintOS configuration center:

1. Generate a Replace package in Configuration Center.
2. Download and try to Install the Replace package in IPS front panel.



3. The Backup is done, but the "Option not available. During ..." error is displayed.
4. Tap on Retry button for try to install again the Replace package.

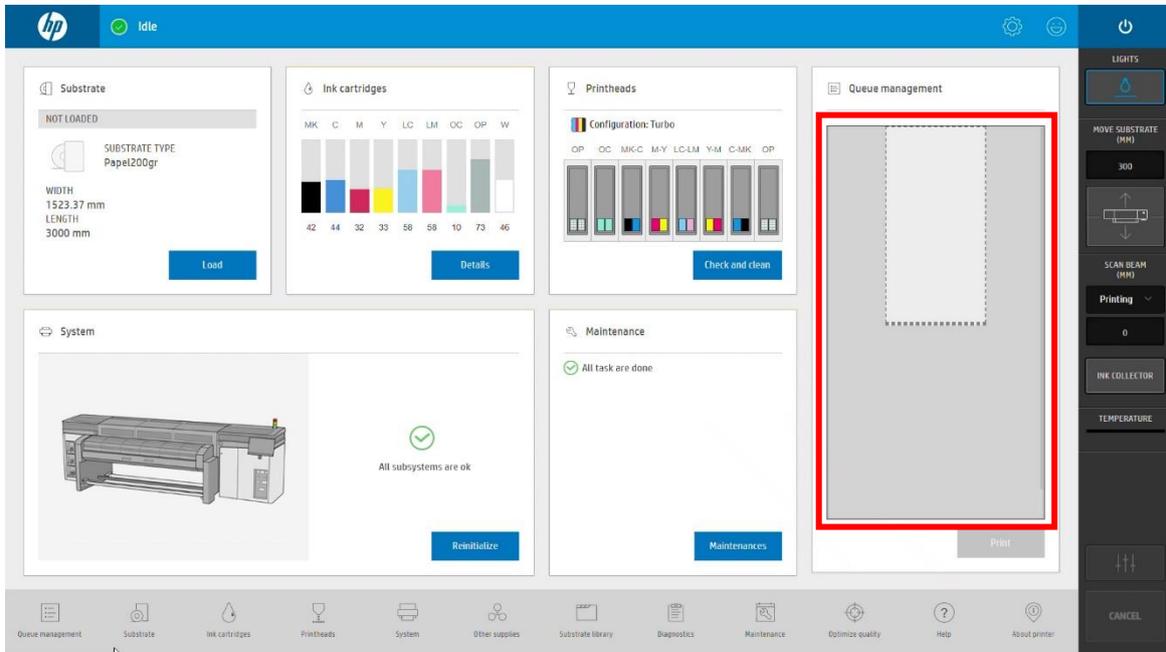


5. Some seconds later, the "Substrate package XXX failed ..." error is displayed.
6. Tap on Retry button again.

7. The Custom Medias are deleted, but the Replace package is in "Installing" status and the "Receiving" status is displayed all time in the right bar.

- **Queue management preview may show media moving.**

The queue management preview might show a random bug where the image glitches for one second moving a little to one side and goes back to normal. This happens randomly and not very often. The issue doesn't affect the behavior of the application. It can happen in the main view of the IPS or in the Queue management window.



- **11004 Printhead interconnect PCA check**

This diagnostic requires to remove the printhead to inspect from the carriage, but after completing the diagnostic, the printer won't accept that printhead, even in the Replace window. The workaround is to reboot the printer and IPS completely (turn down the power switches for 20 seconds) and then insert the printhead using the Replace window in the IPS.