# Firmware SERICA\_13\_23\_50.1 is available

# For the HP Stitch S1000 Printer Series

#### July 2024

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.

# Highlights of this release:

- Planned scheduled shutdown
- Add a variable length selection for the start of the queue gap in IPS.
- Enable/disable smart ink distribution for each job on the IPS queue.
- Enable/disable Dye enrichment algorithm for each job on the IPS queue.
- Fans OFF.
- Keep calibrations active when the covers are open.
- HBP Standby temperature adjustment.
- Enable diagnostic 22018 in normal mode.
- OMAS/Pixart pixel size calibration.

IMPORTANT: HP strongly recommends that all printers are upgraded to the new firmware.

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

- Firmware: SERICA\_13\_23\_50.1
- HP Internal Print Server (IPS): v2017.5.57.9
- 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.



Related links: https://www.hp.com/usen/printers/large-format/stitch-s1000sublimation-printer.html

Printers related to this article HP Stitch S1000 Printer Series

# **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\_13\_23\_50.1\_IPS\_2017.5.57.9\_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	HP Installer Upgrade Tool (2017.5.11.15)
ſ	
	Upgrade
6	

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.

HP and Open Source license agreement	
This is the Hewlett Packard Software License Agreement Warranty Statement	t and Limited
ATTENTION: USE OF THE SOFTWARE IS SUBJECT SOFTWARE LICENSE TERMS AND LIMITED WARRANTY STA FORTH BELOW. USING THE SOFTWARE INDICATES YOUR OF THESE LICENSE TERMS AND LIMITED WARRANTY ST YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS RETURN THE SOFTWARE FOR A FULL REFUND. IF THE S SUPPLIED WITH ANOTHER PRODUCT, YOU MAY RETURN UNUSED PRODUCT FOR A FULL REFUND.	TO THE HP TEMENT SET ACCEPTANCE TATEMENT. IF S, YOU MUST SOFTWARE IS THE ENTIRE
HP SOFTWARE LICENSE TERMS	
The accompanying software may include software components distributed u licensing terms (Open Source Components) or under third party licensing t Components). If any of such components are included, its special lice conditions are referred below	nder open source erms (Third Party nsing terms and
lagree	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.

HP Installer Upgrad	e Tool (2017.5.11.3)
-	
The second secon	And and the owner of the owner own
1157 W.S.LET	
Please ensure that IPS i	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: If the printer has the latest firmware already installed, the installer skips the firmware upgrade step.

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

Firmware Upgrade Process		
Firmware Upgrade in progress:		
	Uploading firmware file. Status 89%	

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.

The upgrade process finished successfully. Now is going to start p (PrintCare Patches install)	ost upgrade
	ОК

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	4 III 4

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.

Printe	r Data Sharing Agreement
Enrollm	nent
HP prin collect ( have ac and Re Custom Printer I includir Product type of r informa	ter hardware, HP printer software and HP printer services (collectively "HP Printer Product(s)") may Customer Print Data, as defined and described below, to which HP or an HP authorized agent may ccess. Recipient grants HP and/or an HP authorized agent permission to collect Customer Print Data cipient hereby agrees to the manner of collection of Customer Print Data as described below. her Print Data includes, but is not limited to, HP Printer Product usage data: information about HP Product usage, production data, HP Printer Product events, maintenance and calibration history; hg but not limited to HP Printer Product model number, HP Printer Product serial number, HP Printer t firmware version, supplies status and history, impression counters, sensors activity, quantity and media used, quantity and brand of ink consumed, quantity and type of printheads used, event log ttion, file names and/or types of print jobs.
HP res that, wit configu Printer I	pects your privacy and is committed to protecting it. HP provides this privacy information to inform you th your permission, the Printer Data Sharing Agreement enables your product to periodically send ration and usage information to HP over the Internet. To the extent that Customer connects the HP Product to the Internet, Customer agrees to configure an appropriate firewall.
The Cu remote	stomer Print Data will be used by HP and/or an HP authorized agent for the purpose of providing support, enabling enhanced diagnostics, preventive maintenance, software updating, calculating

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

# **Release notes**

The SERICA\_13\_23\_50.1 release includes the following improvements and new functionalities with respect to previous versions:

# New functionalities:

#### Schedule shutdown.

This new functionality that has been added to be able to schedule the printer shutdown selecting when you want to turn the printer off.

From the IPS select the tab Printer and then the option Schedule power off.



The customer can select at which time and which days during the week the printer will shut down.

The printer will only be powered off by the scheduler if it's in idle mode; otherwise, the scheduler will proceed to the next scheduled time and day for shutting down the printer.

#### Variable length selection for start of the queue gap.

In this FW release the start of the queue gap will include a feature to select which length the customer would like to advance the substrate before printing. In the previous IPS version the gap had a defined length of 50 cm which could not be modified by the customer.

To enable the start of the queue gap and modify the length, click on the Substrate tab on the IPS and select Edit... on the edit substrate windows. Select the checkbox start of the queue gap and by clicking on the arrows you will define the length that the substrate will advance before printing.

HP Stitch :	S1000 126	in							
File Infor	mation	Printer	Substrate	Tools	Hel	In			
The most	macion	Thineer	Land			'P			
(bp) H	IP St	itch S	Load/	Unioad					
			Settin	gs					
			Edit						Item
			Clone				ob		MK ca
			Add						MK ca
U Shu	t down		Remo	ve					M cart
			Advar	nce calil	bration				Y cart
			Color	calibrat	tion				Printer
			Profile	substr	ate				Printer
			Dreset	< mana	aemen	+		_	
Printing			C	s mana	gemen	i			
		Γ	Search	i substr	ate oni	inte		1	
Prin			Subst	ate pac	:kages		-	Î	
					-				
🗙 Can				Preview	N	Job Info			Status
JA. Prin									
adju									
Edit substrate									
Loaded substr	ate: No s	ubstrate load	ed						
Changeto:	are. no s	abotrato road	u .						
Category	Transfer B	oper							
Substrate	Class Cases	ia Link Crossi .	Perman 24.0EP			~			
Substrate.	Cion Gener	ic nign speeu +	Derger 210rt			· ·			
			All	~	All	~ 4	All	~	
I Named on	iy:	Darres			Lak Dar	- 24.00			
1p 30 density	/	Passe 1	s: Color CMY	s: K	30	sity: Mask Lard	ge mask		-
		2	CMY	К	50	Larg	ge mask		
		3	CMY	К v	50	Larg	ge mask		
4p 100%			CMY	ĸ K	100	Larg Larg	je mask ge mask		
		4	CMY	к	50	Lar	qe mask		•
Substrate pro	perties								
🔺 Adjust p	roperties fo	or the loaded	substrate. All p	airs that	share the	e same transf	fer will be	affected	
Input tension	1:	50 ÷ N/	m			Vacuum:		20 🛨	mmH2O
Output tensi	on:	40 🕂 N/	m						
Job gap contro	ols for sensiti	ve substrates							
I Job	gap (25.00	cm)		_					
I Star	t of queue	gap (25.00 cn	n)	250 🚊	mm				
Substrate pro-	ties for the se	int mode						Update s	ubstrate
oussi ale proper	aes for the pr	millioue							
Contact he	eater temp:		43 🛟	С	Drying	air pressure:	70	Pa	
					Drying	temperature	55	÷ C	
						-			
						Upo	date print m	lode	
						Upo	date print n	lode	

# Enable/disable Smart ink distribution for each job

The new group lnk job settings has been included in the job properties window. This includes the possibility to enable/disable the Smart ink distribution for each job.

To open the job properties window, click on the desired job at the IPS job queue, click on Advance settings and the job properties will open. Here you can select if you want to enable/disable the Smart ink distribution by clicking on the checkbox.

Job Properties - HP_Control_Print30x40inch	×
Job Info	Partial Job Printing
Annotations: Job name Substrate Date Number of passes Creation date Copy number Customer morenoge Special marks:	
□ Registration marks □ Crop marks □ Align □ C Left □ C Right	
Clear all Ink job settings Clear all Clear all Smart ink distribution	Minimum length of a job with partial printing applied is 40.00 cm
Substrate     Generic > 110 gsm Paper + Generic Fabric       Print mode:     Passes: 1 - Colors: CMYK - Ink Density: 30       Change	↓ Save Cancel

## Enable/disable Dye enrichment algorithm for each job

The new group lnk job settings has been included in the job properties window. This includes the possibility to enable/disable the Dye enrichment algorithm for each job.

To open the job properties window, click on the desired job at the IPS job queue, click on Advance settings and the job properties will open. Here you can select if you want to enable/disable the Dye enrichment algorithm by clicking on the checkbox.

Job Properties - HP_Control_Print30x40inch	×
Job Info	Partial Job Printing     Partial Job Prin
Annotations: Job name Substrate Date Number of passes Creation date Copy number Customer morenoge Special marks: Registration marks	
Crop marks Align Cleft Clear all	Minimum length of a job with partial printing applied is 40.00 cm
Apply dye enrichment compensation     Smart ink distribution	
Substrate     Generic > 110 gsm Paper + Generic Fabric       Print mode:     Passes: 1 - Colors: CMYK - Ink Density: 30       Change	✓ Save Cancel

## Improvements and main bug fixes:

#### Fans OFF:

All fans, except for the E-cabinet fan and vapor removal, will turn OFF when the printer is OFF. This will reduce the level of noise and the energy consumption.

#### Csat button fix:

A problem with the Csat button was detected, when the customer provided feedback using the Csat button, the information was not reaching HP. With this fix the information now is flowing correctly and HP can review the feedback provided.

#### Keep calibrations active when the covers are open:

Substrate advance calibration will remain active if the output cover is open while calibration is active. This will allow the operator to check the values closer without losing the calibration progress.

## Heated bottom plates standby temperature adjustment:

The heated bottom plate temperature while the printer is idling can be adjusted by opening the preferences windows in the IPS.

On the IPS screen, click on the tools tab and select preferences. On the preferences window, click on the top arrows to move to the Additional Settings tab.

Queue Rules Additional Settings	s Remote assista
Maximum roll length:	15000.00 cm
Jobs gap:	2.00 cm
Nesting gap between images:	0.50 cm
Margins	
C RIP C Center C Group Center O Default	cm
Heating	
Idle heat timeout:	15 ÷ minute(s)
Stand-by temperature:	45 🛨 C
Applies to print-zone heaters and to the contact heater	
Annotations	
Notes alignment:	
€ Left C	Right
Layout	
<ul> <li>Copies</li> </ul>	
C Rapport	
Ink on page distribution	
Smart ink distribution	0
Color Bars	

Here you can find the heating box where you can select the Stand-by temperature by clicking on the arrows until you find the desired idling temperature.

## Diagnostic 22018 available for operators and in normal mode:

The diagnostic 22018 intermediate tank replacement is now available for PrintCare user Operator and printer mode normal. This change has been implemented to avoid that the customer needs to

call remote support to replace an intermediate tank for example with the mandatory black intermediate tank replacement every 6 months.