

# 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.

Related links:

<https://www.hp.com/us-en/printers/large-format/stitch-s1000-sublimation-printer.html>

Printers related to this article  
[HP Stitch S1000 Printer Series](#)

## 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.

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

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The new release is available for download at [www.hp.com](http://www.hp.com):

- Firmware: SERICA\_13\_23\_50.1
- HP Internal Print Server (IPS): v2017.5.57.9
- Print Care: v2.2.5.7

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**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.

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

## Upgrade instructions

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**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.

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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

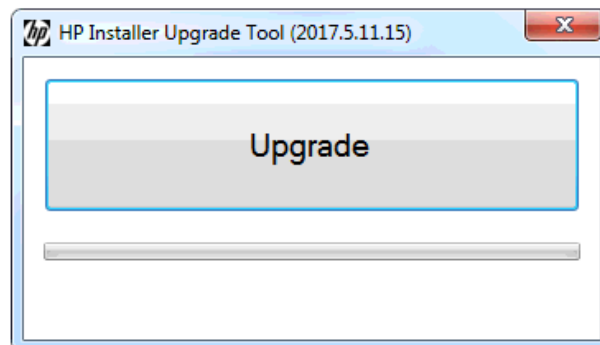
1. Download the UpgradeTool\_SERICA\_13\_23\_50.1\_IPS\_2017.5.57.9\_Prc\_2.2.5.7.zip file and unzip its contents onto a USB memory stick or inside the path 'C:\HP\' or 'C:\hp\'.

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**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.

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2. Execute the Upgrade Tool.exe file by clicking the Run as administrator button and then click the Upgrade button.



By running this file:

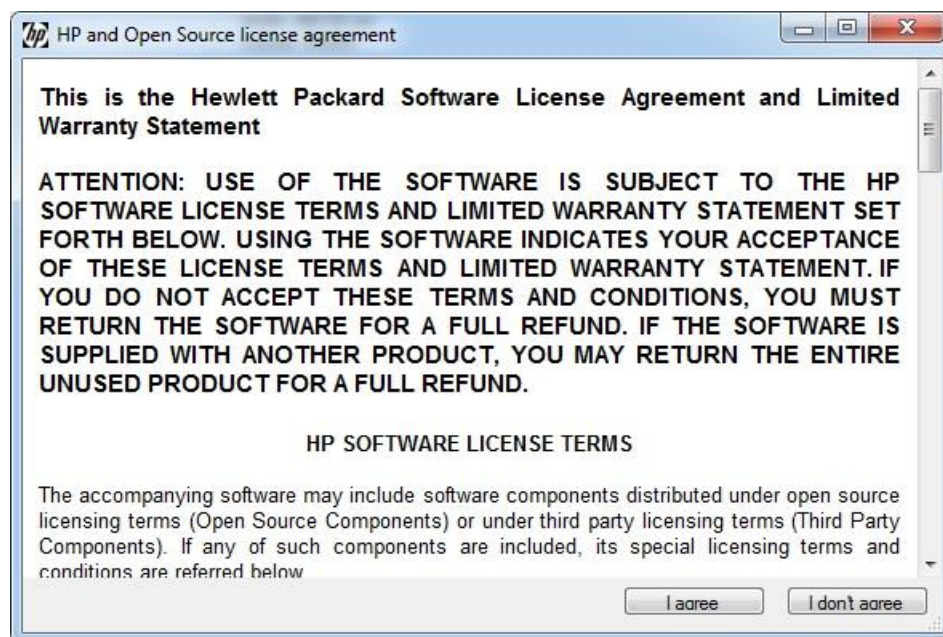
- The FW version will be upgraded.
- The IPS, IPS services, and HP Info Retriever software (if installed) will be uninstalled from the printer's built-in computer.
- The new IPS and IPS services software will be installed.
- Print Care will be upgraded to version 2.2.5.7 and the Print Care patch will be installed.

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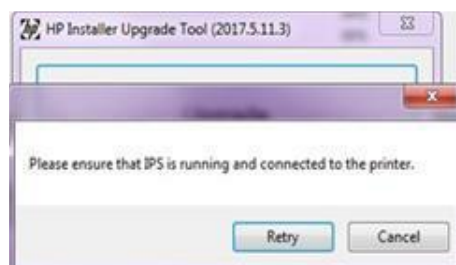
**NOTE:** This upgrade tool must be executed on top of Print Care version 2.2.5.5 While the upgrade tool is executed, it will save the logs to: C:\ProgramData\HP\IPS.

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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.



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

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

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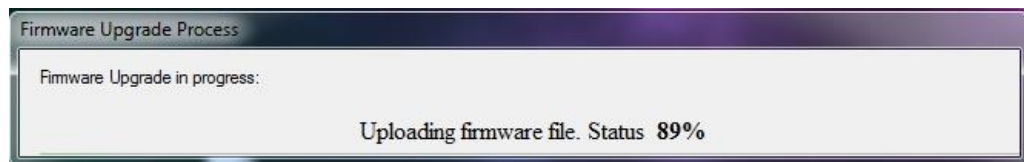
**NOTE:** If the printer has the latest firmware already installed, the installer skips the firmware upgrade step.

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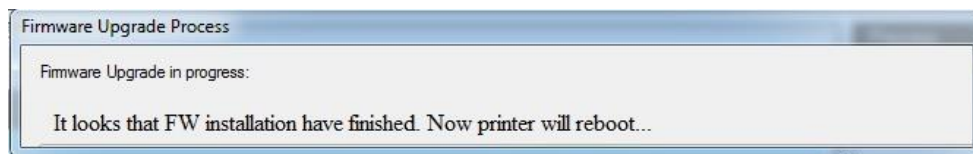
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**NOTE:** In some cases, the latest firmware may not be installed. Please refer to Appendix 1 for instructions on troubleshooting this issue.

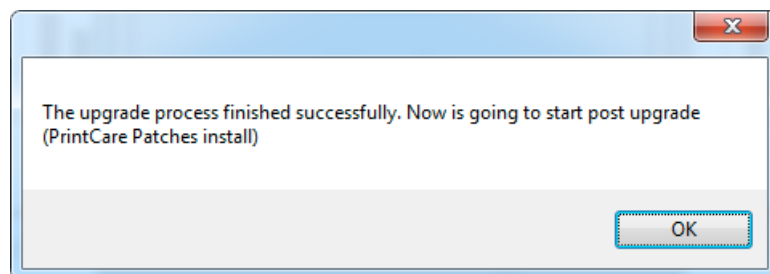
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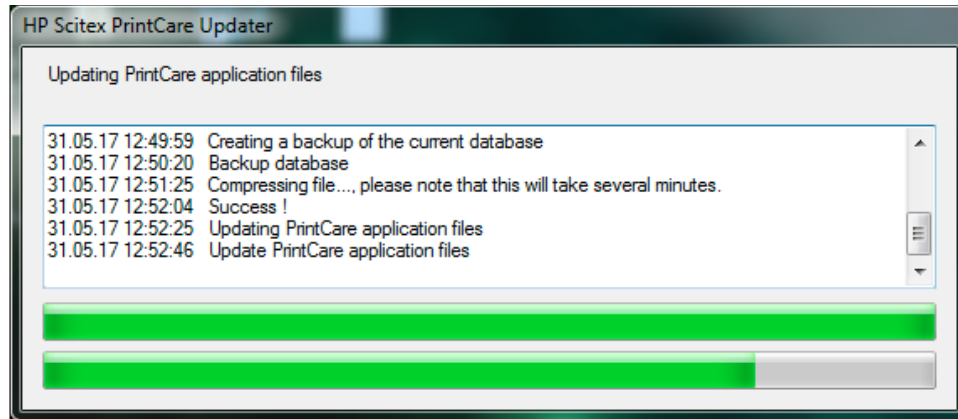
6. Once the firmware upgrade has finished and the printer starts to boot, you will see the following window before the IPS, and Print Care upgrade process starts:



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.

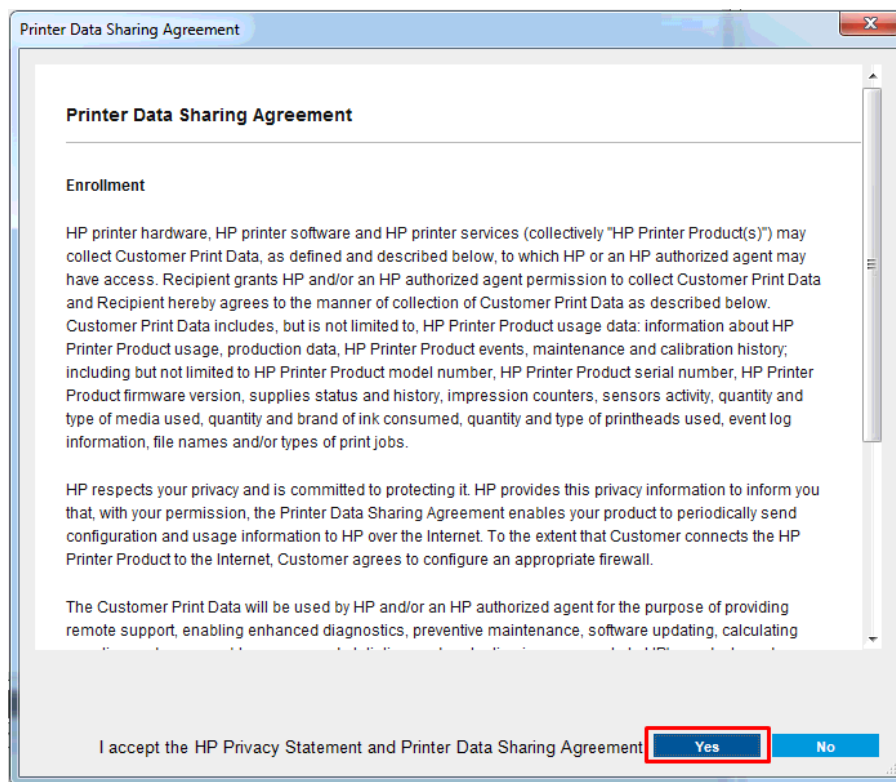


8. During the Print Care patch's installation, the following window will appear. It closes automatically once installation is complete.



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.



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

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## Release notes

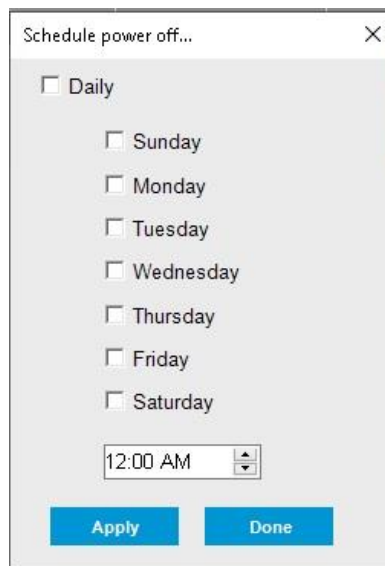
The SERICA\_13\_23\_50.1 release includes the following improvements and new functionalities with respect to previous versions:

### 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.



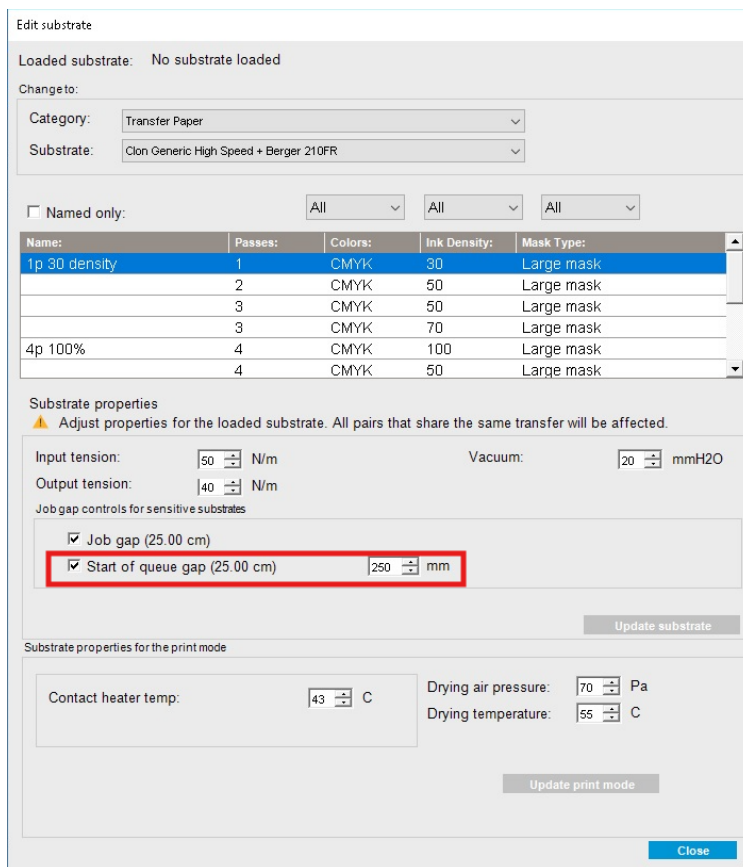
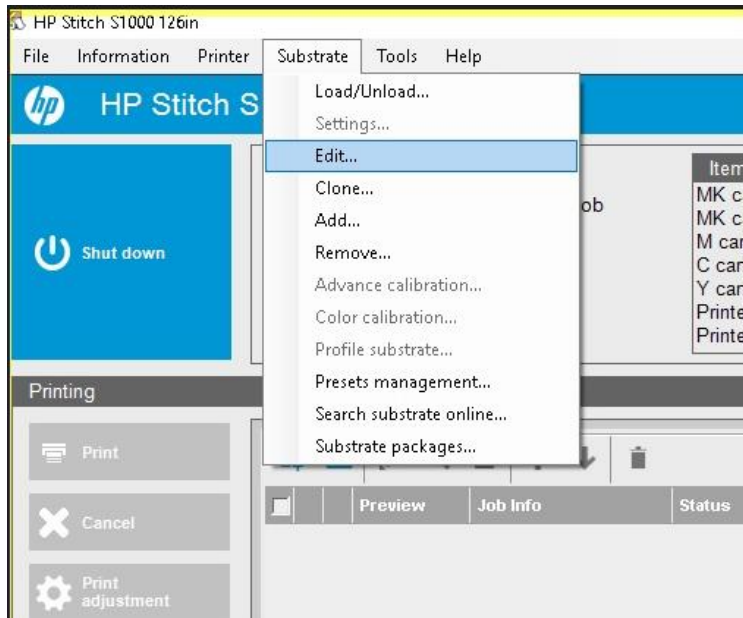
The customer can select at which time and which days during the week the printer will shut down.

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.

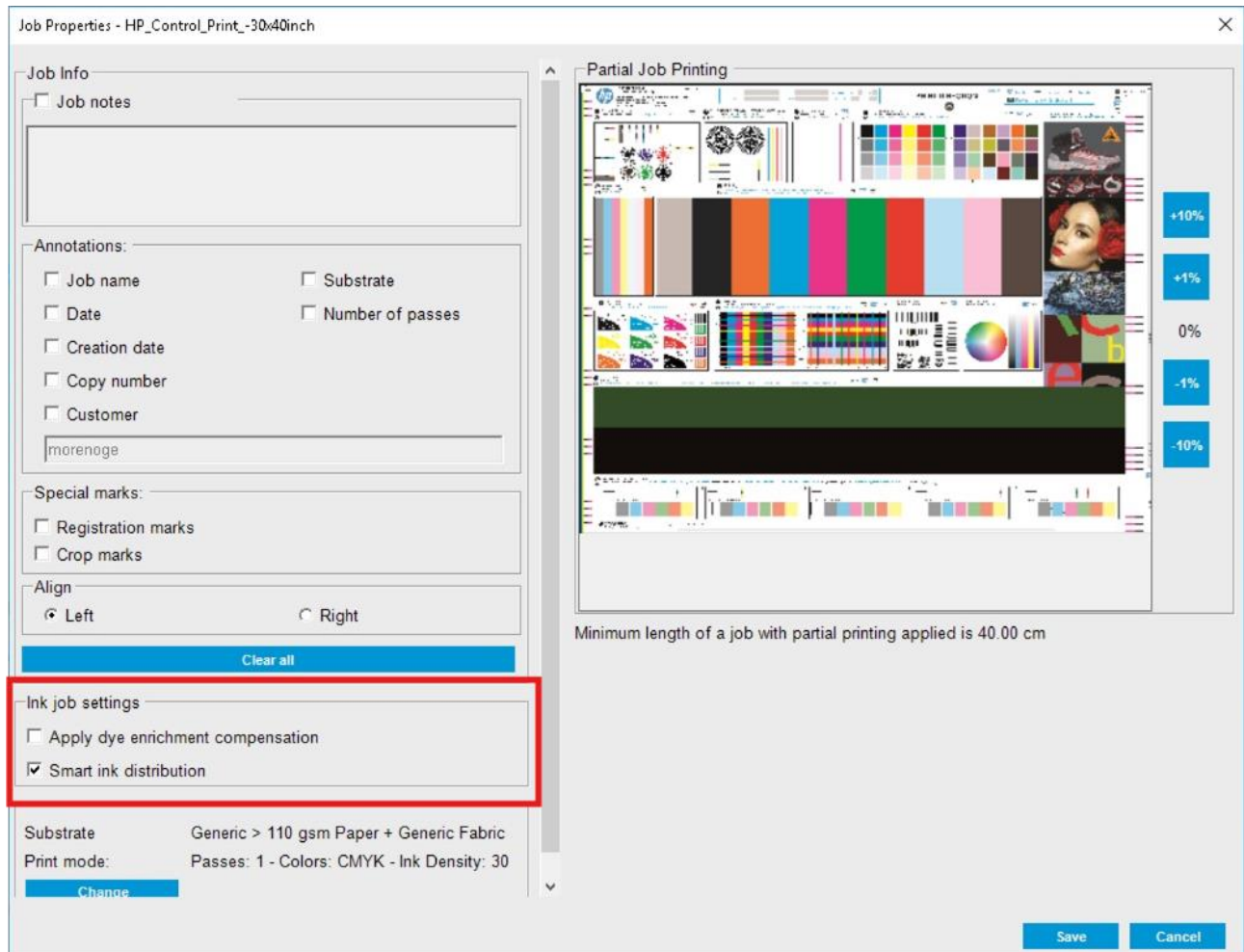
To enable the start of the queue gap and modify the length, click on the Substrate tab on the IPS and select Edit... on the edit substrate windows. Select the checkbox start of the queue gap and by clicking on the arrows you will define the length that the substrate will advance before printing.



## Enable/disable Smart ink distribution for each job

The new group Ink 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.

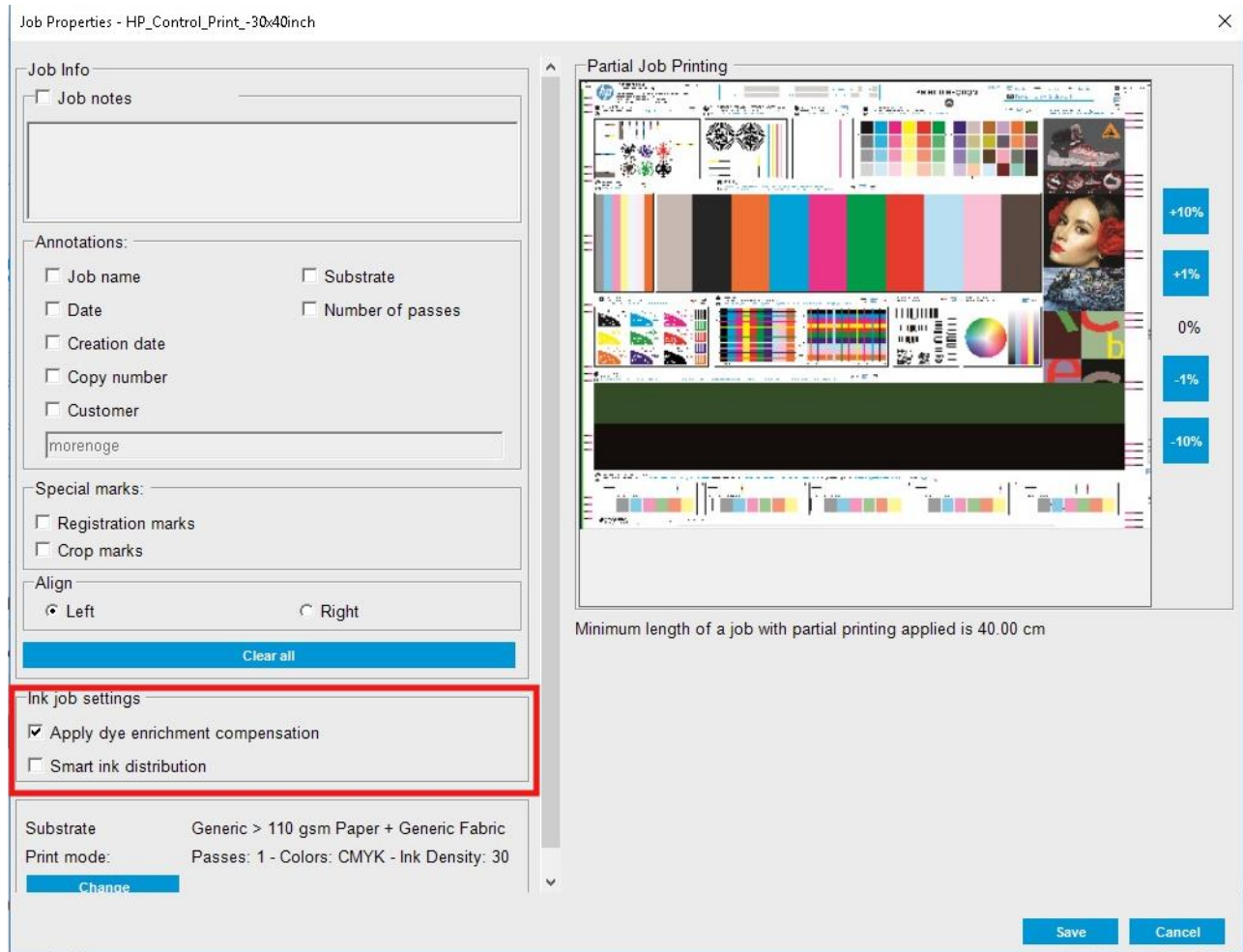


### Enable/disable Dye enrichment algorithm for each job

The new group Ink 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.





## 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.

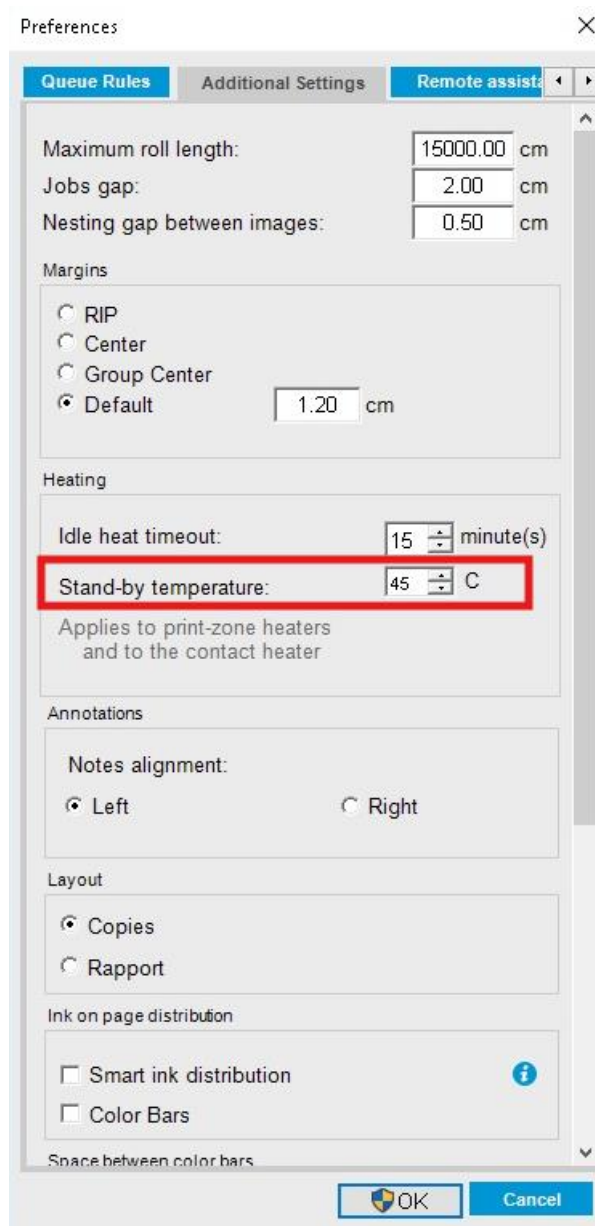
### Keep calibrations active when the covers are open:

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.



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.