New firmware release SKAAR_22_23_37.6

For the HP Latex R-Series printer series

July 2024

New versions of firmware and software for the HP Latex R 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: SKAAR_22_23_37.6

2.   HP Internal Print Server (HPIPS): 22.22.11

3.   HP Internal Print Server Maintenances: HPIPS - 22.22.11 - Maintenances - RXX00

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

NOTE: The file "HPIPS-22.22.11-Maintenances-RXX00.exe" must only be used if maintenances do not synchronize automatically. Refer to the corresponding newsletter for further information: *Manual maintenance download and installation*.

Upgrade instructions

The firmware and the IPS must be installed together, as no other combination is supported. The firmware update should only be performed in **normal mode** and not in diagnostic mode or in any other mode unless it is specifically required by GBU.

Mandatory installation order:

1. Firmware

2. HP Internal Print Server (IPS)

Installation through the maintenance upgrade

A maintenance alert will appear in the IPS warning of the new firmware. The maintenance is localized to the languages that the printer supports.

When entering the maintenance menu, a list of improvements will be displayed with two buttons, **Install Firmware** and **Install IPS**. Upgrade the firmware first and then the IPS.

The maintenance menu allows users to upgrade the unit by themselves by following the recommendations lists and using these buttons.

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


Please note the following points:

- "Do not proceed with the upgrade if a severe error is present." -> Printer HDD may become corrupted.

- "Do not close the maintenance during the firmware upgrade process and prior to reaching the final maintenance step." -> It might not be possible to enter the maintenance again, therefore only the firmware will be upgraded.

- 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/LatexR2000/firmware

Manual Installation

Download and unzip the files

1. This new release is available from:

   - http://hp.com/go/LatexR2000/firmware

2. Download the two files that contain the upgrade files:

   - MR7.1.z01

   - MR7.1.zip

3. Extract the content using a file compressor utility (do not use the default Windows one).

4. Turn off Tablet mode: Swipe in from the right side of your screen to open the action center. Turn off Tablet mode by touching the Tablet mode icon.
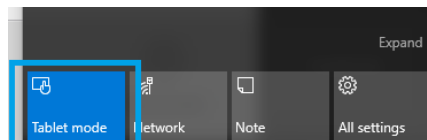
5. Copy the files onto the IPS PC's hard disk (it is recommended to use a dedicated folder, not the desktop).

Update firmware

NOTE: The firmware update should never be done if the printer is in a **severe error** state.

1. Tap the **Home** icon, then tap the **About** icon at the bottom right of the Internal Printer Server's main window. A window showing the details of the current firmware version installed in the printer will appear.

2. Tap **Update firmware** and browse to select the .fmw file; select it by tapping **Select**.

NOTE: If the update firmware option is not available, log in as a service user.

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**.
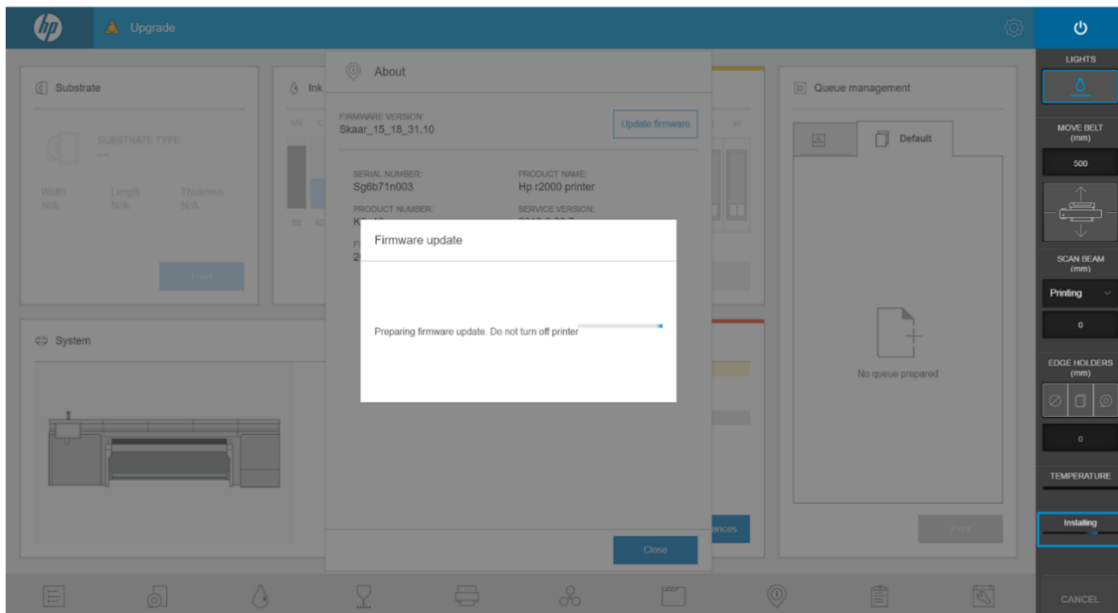
4. After finishing, the IPS will show the following message. Tap **Ok** to continue. At this point, the printer will automatically reboot. If it does not, reboot the printer manually.
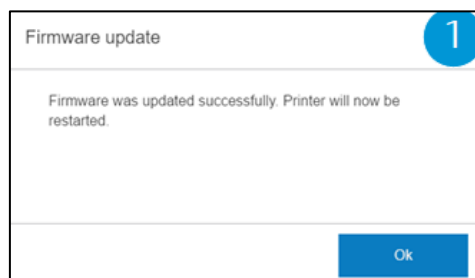
IMPORTANT: The first boot after the firmware upgrade takes more time than usual.

5. Wait until the printer boots completely.

NOTE: In some cases, the new firmware may not install. If this happens, please refer to Appendix 2 to troubleshoot the issue.

Update the HP Internal Print Server (IPS)

1. Make sure the printer has booted up completely.
2. Take note of the customer IPS preferences by taking some photos/screenshots of the IPS preferences. Tap ⚙ to access the preferences and check the values in the **System**, **Connectivity**, and **Queue** sections, including (among others) the hot folder configuration.

3. Run the **HPIPS-*version*-Installer.exe**. 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.

4. When the installation process is complete, reboot the IPS PC.

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**.
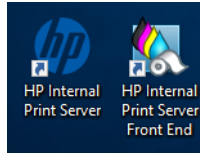
6. On the first boot, the Printer Data Sharing Agreement (PDSA) window will appear. Please click **Accept** to continue.
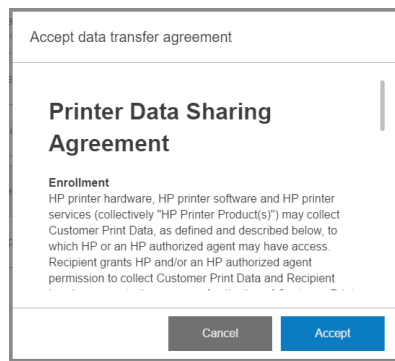
HP strongly suggests accepting to take advantage of the Information retriever functionalities, and for a faster and better remote support experience.

7. Re-apply all the specific customer IPS preferences captured in step 2.

NOTE: If not updated yet, a .NET installation can be performed prior to the IPS upgrade. In case, the .NET installation will take about five minutes. After the reboot the IPS will launch automatically.
NOTE: If there are any problems when you start the IPS software, refer to Appendix 4 to troubleshoot these issues.

Post-firmware update actions

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.
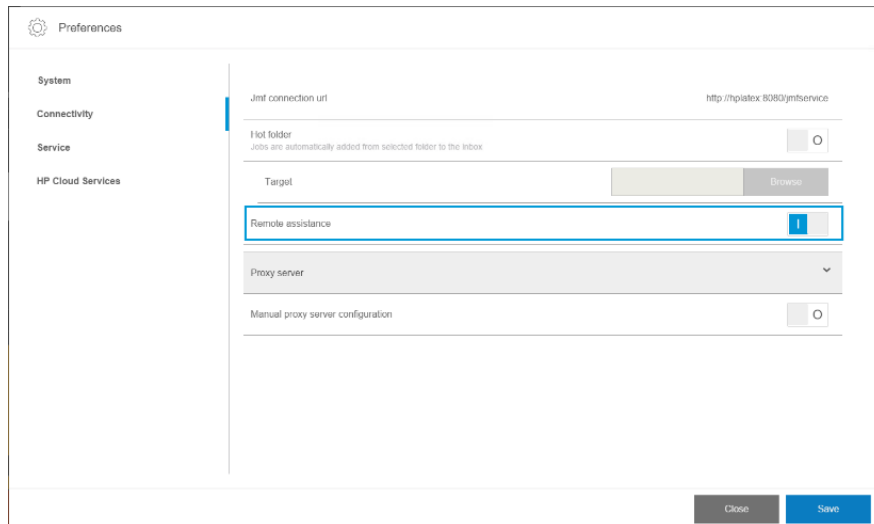
Release Notes

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 R Series 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.

- Bug fixed that prevented printing on media of full width: 98 inches (248,92 centimeters).

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 from the IPS front panel.
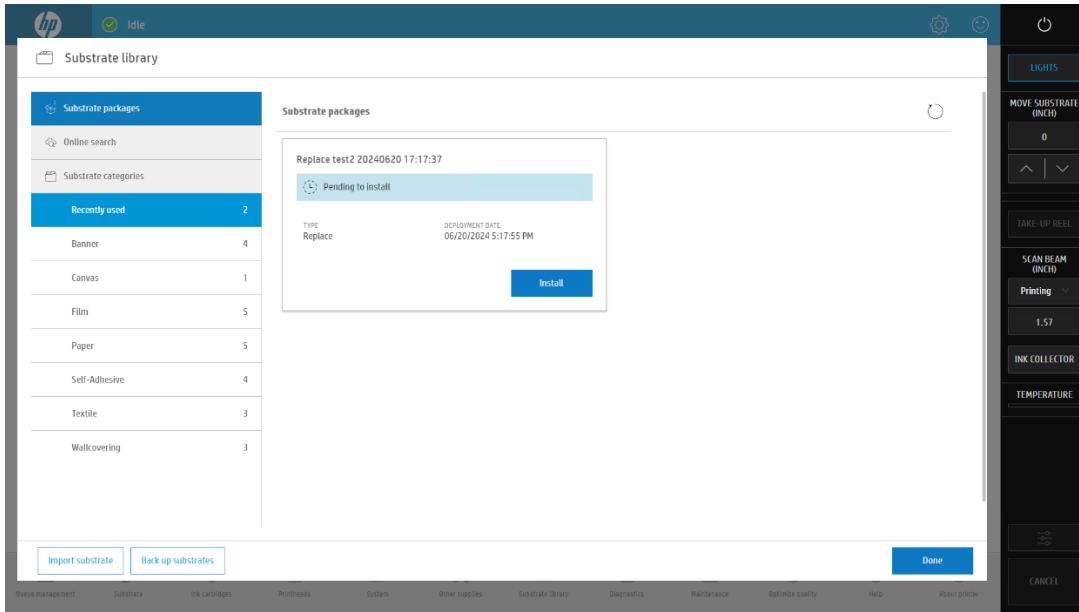
  3. The Backup is done, but the "Option not available. During ..." error is displayed.
 4. Tap on the Retry button to try to install the Replace package again.
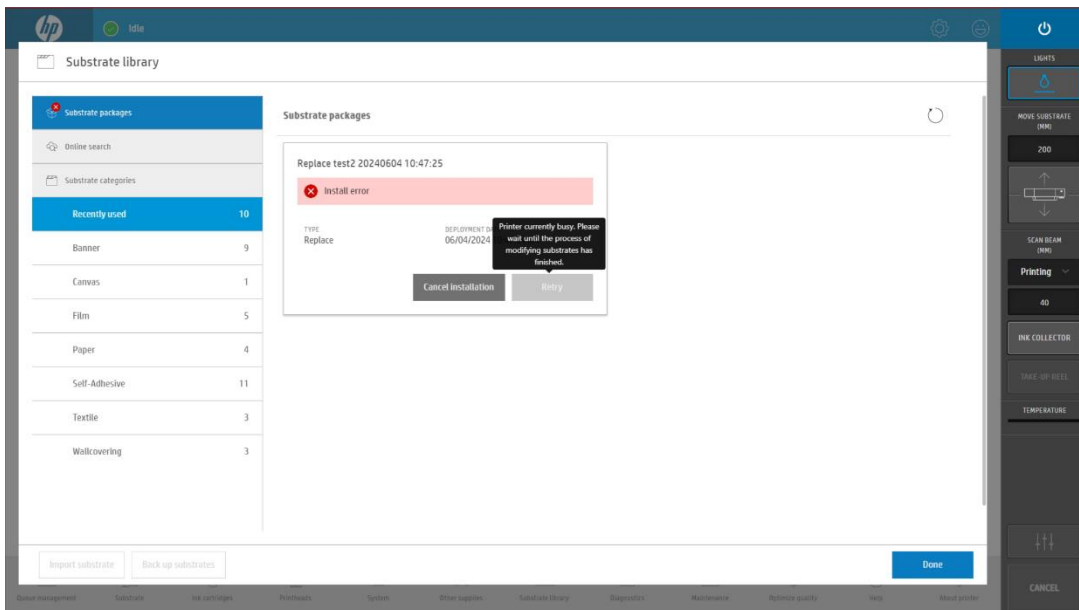
  5. A few moments later, the "Substrate package XXX failed ..." error is displayed.
  6. Tap on the Retry button again.

7. The Custom Medias are deleted, but the Replace package is in "Installing" status and the "Receiving" status is constantly displayed 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 before going back to normal. This happens randomly and does not affect the behavior of the application. It can happen in the main view of the IPS or in the Queue management window.
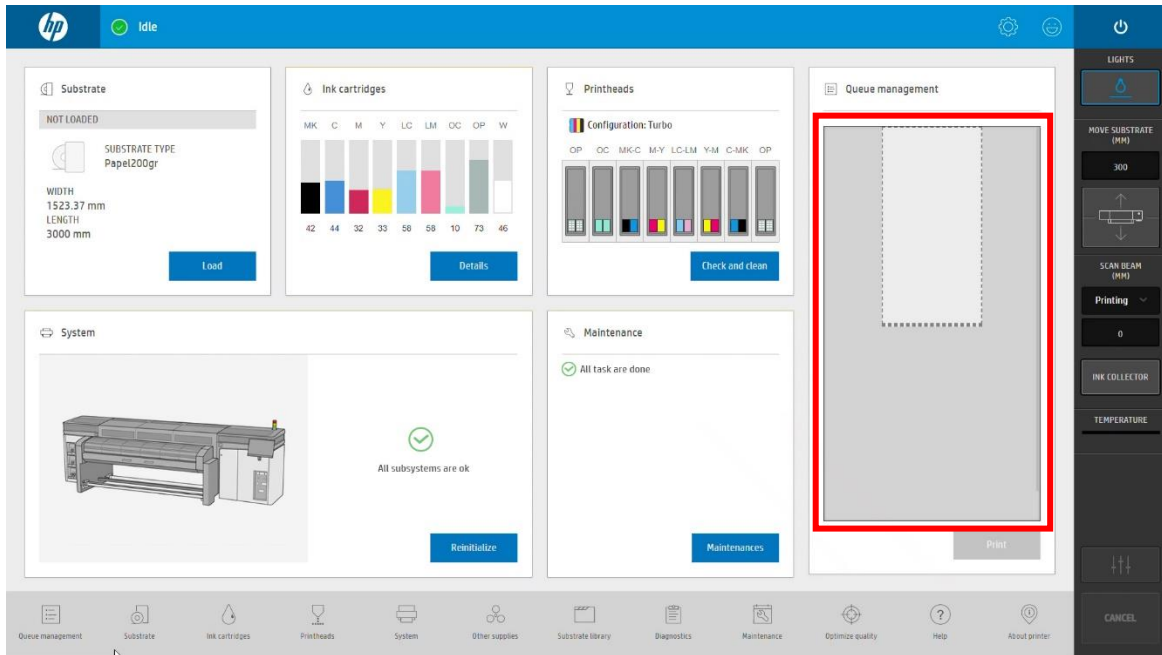
- **11004 Printhead interconnect PCA check**

  This diagnostic requires you to remove the printhead to inspect it from the carriage. However, after completing the diagnostic, the printer won't accept the printhead, even in the Replace window. The workaround is to reboot the printer and IPS completely (by switching off the power for 20 seconds) and then insert the printhead using the Replace window in the IPS. (Service)