New firmware release Altamira_19_23_17.1



For the HP Latex 3x00 printer series

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

October 2024

A new version of the IPS software for the HP Latex 3x00 Printer Series is now available for download.

This IPS version is included in a new Upgrade Tool version including the following:

- Firmware version: Altamira_19_23_17.1
- IPS version: IPS_2017.5.57.9
- PrintCare version: PrC_2.2.5.7

Highlights of this release

- Improved management of customer feedback
- PrintOS live production enabled

IMPORTANT: HP strongly recommends that all printers are upgraded to the latest firmware and software as soon as possible. Even new printers may need to be upgraded during installation.

Remember that customers can install this upgrade, so contact them to inform them of this new release.

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

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 latest 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 only works with Print Care 2.2.5.5 onwards. If you are not yet on this version, upgrade it as soon as possible.

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 first 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_2017.5.57.9_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.

W HP Installer Upgrade Tool (2017.5.11.15)	X
Upgrade	

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 and Limited Warranty Statement	HI .
ATTENTION: USE OF THE SOFTWARE IS SUBJECT TO THE HP SOFTWARE LICENSE TERMS AND LIMITED WARRANTY STATEMENT SET FORTH BELOW. USING THE SOFTWARE INDICATES YOUR ACCEPTANCE OF THESE LICENSE TERMS AND LIMITED WARRANTY STATEMENT. IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS, YOU MUST RETURN THE SOFTWARE FOR A FULL REFUND. IF THE SOFTWARE IS SUPPLIED WITH ANOTHER PRODUCT, YOU MAY RETURN THE ENTIRE UNUSED PRODUCT FOR A FULL REFUND.	
HP SOFTWARE LICENSE TERMS	
The accompanying software may include software components distributed under open source licensing terms (Open Source Components) or under third party licensing terms (Third Party Components). If any of such components are included, its special licensing terms and conditions are referred below	•
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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.



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 new firmware may not be installed. Please refer to Appendix 1 for instructions on troubleshooting this issue.

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.

H	P 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	Creating a backup of the current database Backup database Compressing file, please note that this will take several minutes.	*
	31.05.17 12:52:25 31.05.17 12:52:46	Updating PrintCare application files Update PrintCare application files	4 111
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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 recommends enabling it to take advantage of InfoRetriever functions, as well as faster and better remote support.

Printer Data Sharir	ng Agreement		
Enrollment			
HP printer hardware, Hf collect Customer Print I have access. Recipient and Recipient hereby as Customer Print Data inc Printer Product usage, p ncluding but not limited Product firmware versio ype of media used, qua nformation, file names	P printer software and HP print Data, as defined and described grants HP and/or an HP autho grees to the manner of collecti- cludes, but is not limited to, HP poroduction data, HP Printer Pro to HP Printer Product model r n, supplies status and history, antity and brand of ink consum- and/or types of print jobs.	er services (collectively "HP Pri d below, to which HP or an HP rized agent permission to colle on of Customer Print Data as d Printer Product usage data: in duct events, maintenance and umber, HP Printer Product ser impression counters, sensors ed, quantity and type of printhes	nter Product(s)") may authorized agent may ect Customer Print Data escribed below. formation about HP calibration history; ial number, HP Printer activity, quantity and ads used, event log
HP respects your privac hat, with your permissi configuration and usage Printer Product to the Ini	y and is committed to protectir on, the Printer Data Sharing Ag e information to HP over the Int ternet, Customer agrees to cor	g it. HP provides this privacy in reement enables your product ernet. To the extent that Custor figure an appropriate firewall.	formation to inform you to periodically send ner connects the HP
The Customer Print Dat remote support, enablir	a will be used by HP and/or an g enhanced diagnostics, prev	HP authorized agent for the po entive maintenance, software u	urpose of providing updating, calculating

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 software package from the HP Website.
- 2. Unzip the package onto the IPS PC.
- 3. Run 'IsMachineCanSync.exe' as an administrator (right click > Run as Administrator).



If Print Care cannot synchronize, contact your HP support representative.