New firmware release Altamira_19_23_17.1

For the HP Latex 3x00 printer series

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.
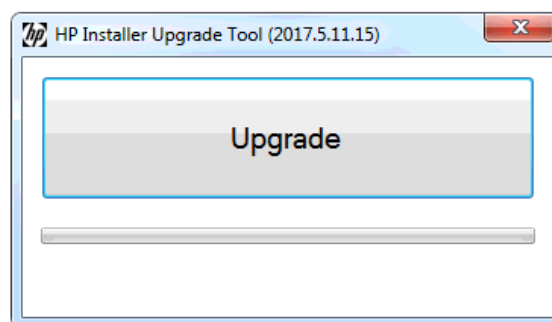
By running this file:

- 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.
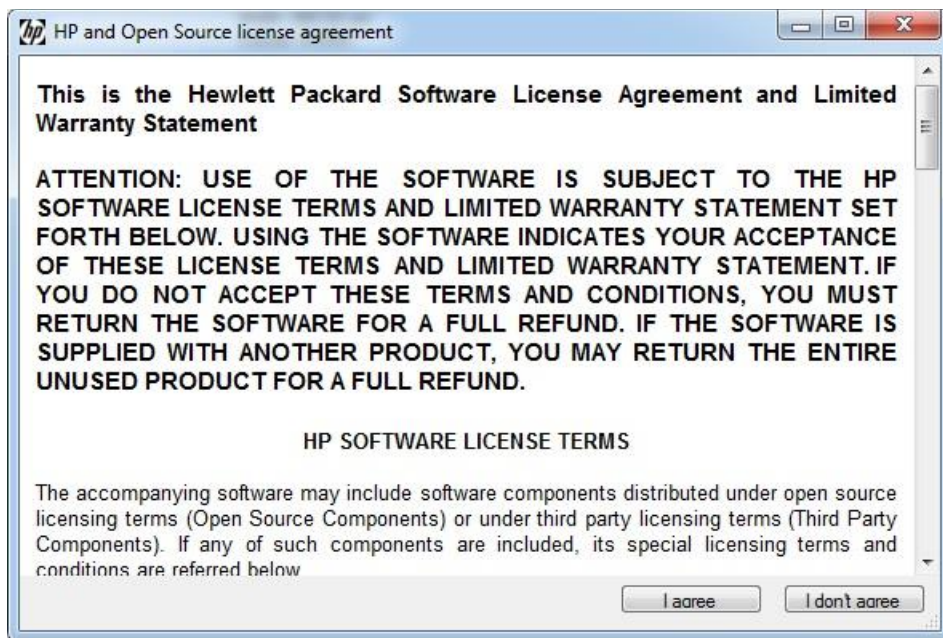

4. Once the agreement is accepted, the upgrade process will start. If the IPS is not open, the following window will pop up. Click 'Retry' after opening the IPS to continue with the upgrade or press 'Cancel' to cancel installation.
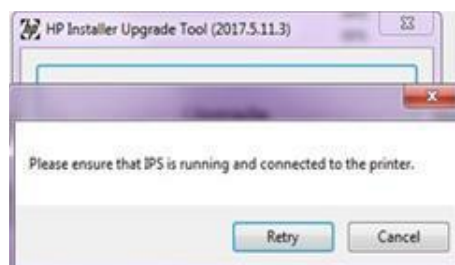
NOTE: If the IPS is open before starting the upgrade process, the window above will not pop up.

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

Firmware Upgrade Process

Firmware Upgrade in progress:

Uploading firmware file. Status **89%**
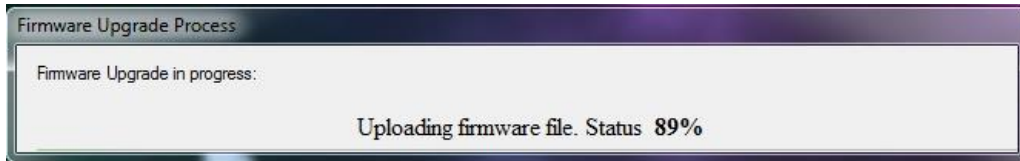
NOTE: If the printer has the latest firmware already installed, the installer skips the firmware upgrade step.

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:

Firmware Upgrade Process

Firmware Upgrade in progress:

It looks that FW installation have finished. Now printer will reboot...
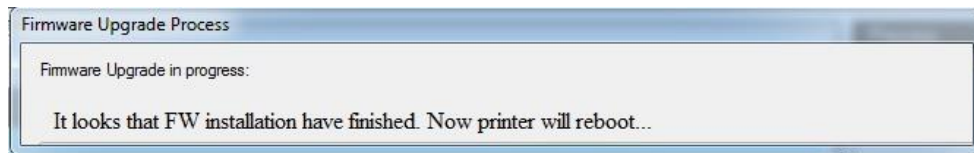
7. Once the IPS, IPS Services, and Print Care upgrade have finished, the following window will pop up. Click 'OK' to continue with the Print Care patch installation.

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

OK
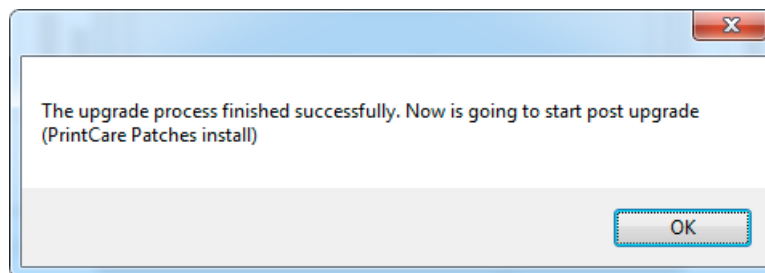
8. During the Print Care patch's installation, the following window will appear. It closes automatically once installation is complete.
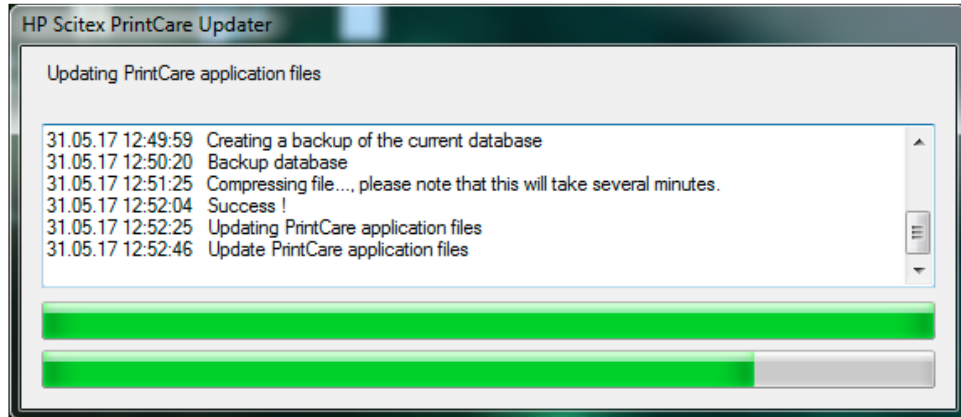
9. Once the installation process of the IPS is complete, open the IPS application. At first boot, the Printer Data Sharing Agreement (PDSA) window will appear.

   HP strongly recommends enabling it to take advantage of InfoRetriever functions, as well as faster and better remote support.
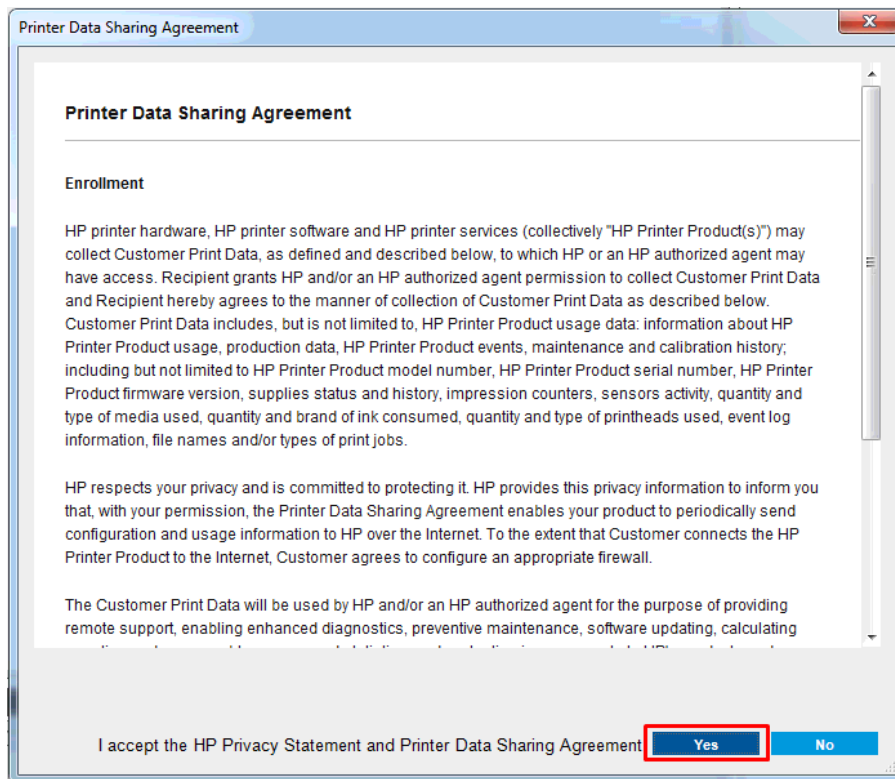
IMPORTANT: Ensure that Print Care can synchronize with the HP database. You can check this in the Print Care startup window:

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.