New firmware release GART_10_24_31.5

For the HP Latex 2700 printer series

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

New versions of firmware and software for the HP Latex 2700 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: GART_10_24_31.5

2. HP Internal Print Server (IPS): IPS - 22.54.11

3. HP Internal Print Server Maintenance: IPS - 22.54.11 - 3R74xx - Maintenance

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NOTE: The file "HPIPS-22.54.1-Maintenances-3R74xx.exe" must only be used if maintenance does not synchronize automatically. Refer to the corresponding newsletter for further information: *Manual maintenance download and installation.*

Upgrade instructions

The firmware and the Internal Print Server (IPS) must be installed together. No other combination is supported. The firmware update is allowed in **normal mode** only. Do not try to update in **diagnostic mode**, or in any other mode, unless Global Business Unit require it.

Mandatory installation order:

1. Firmware

2. HP Internal Print Server (IPS)

Installation through the maintenance upgrade

1. A maintenance alert will appear in the IPS warning when the new firmware is available.

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

2. By entering maintenance, a list of improvements will be displayed with a button: **Update System**. Upgrade the firmware and the IPS by pressing the button.

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

| 1/3	A new version of the firmware and software is available: • Firmware: version • IPS: version
2/3	📋 **IMPORTANT:** • **Do not proceed with the upgrade if a severe error is present.** [Update System] • **Rearm the unit when requested.**
3/3	📋 **IMPORTANT:** • **Do not close the maintenance, it will be done automatically after you press the "Update System" button.** • **During the update process, the system will not provide progress feedback for some time. Just leave the procedure to finish by itself.** • **The first application boot-up can take several minutes, with only the splash screen visible.** • **Reboot the computer after the System upgrade.** • **In case of any issues during the upgrade, IPS and firmware files can be found in the following directory:** **C:\ProgramData\HP\IPS\maintenances\ASU\resource**

Please note the following points:

- Firmware update is allowed in **Normal mode** only.

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

- Do not close the maintenance, it will be done automatically after you press the "**Update System**" button.

- 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/Latex2700/firmware

Manual Installation

Download and unzip the files

1. This new release is available from: http://hp.com/go/Latex2700/firmware

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

    *   MR5__GART_10_24_31.5__IPS-22.54.11.z01
    *   MR5__GART_10_24_31.5__IPS-22.54.11.zip

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

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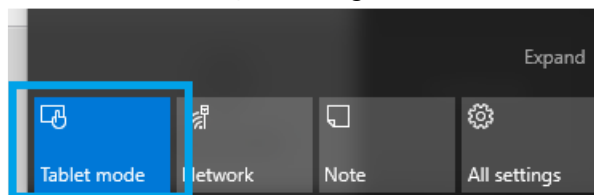
5. Copy the files onto the IPS PC's hard disk (it is recommended to use a designated folder, not the desktop).
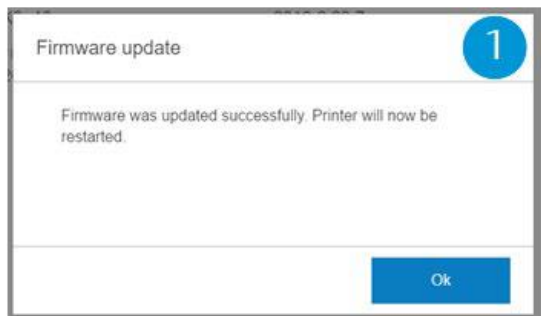
Update firmware

IMPORTANT: The firmware update should never be done if the printer is in a **Severe Error** state.

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1. In **Normal mode,** tap the **About** icon at the bottom right of the Internal Printer Server's main window. A window that shows the details of the current firmware version installed in the printer will appear.

2. Tap **Update firmware** and browse to select the GEMINI_*version*.rfu.*fmw* file. Finally, select the file by clicking on "Select".

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.**
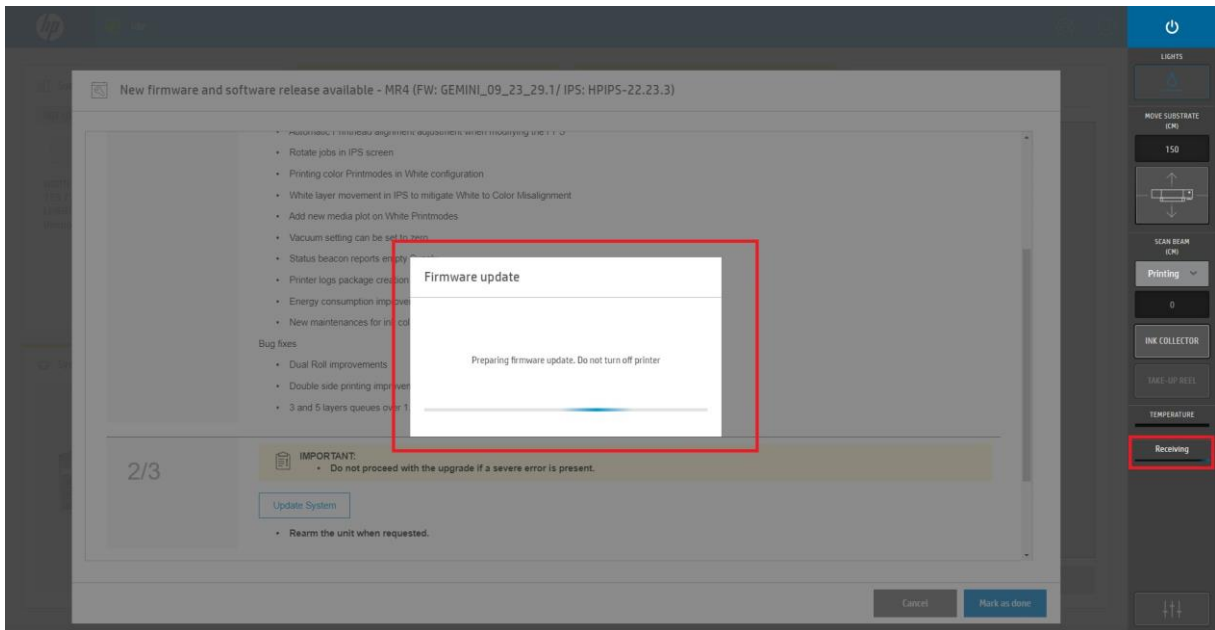
4. Upon completion, the IPS will show the following message. Tap **Ok** to continue. At this point, the printer will automatically reboot. If it does not, reboot the printer manually.


IMPORTANT: The first reboot after the firmware upgrade takes more time than usual.

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5. Wait until the printer reboots completely.

Update the HP Internal Print Server (IPS)

1. Make sure the printer has started up completely.

2. Tap the **About** icon at the bottom right of the Internal Printer Server's main window. A window showing the details of the current Internal-Print-Server version installed in the printer will appear.

3. Tap **Update IPS** and browse to select the HPIPS-*version*-Installer.exe file.

4. 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.

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**.
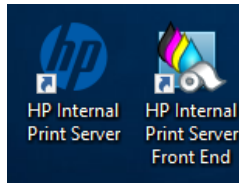

6. On the first boot, the Printer Data Sharing Agreement (PDSA) window will appear. Please click **Accept** to continue.
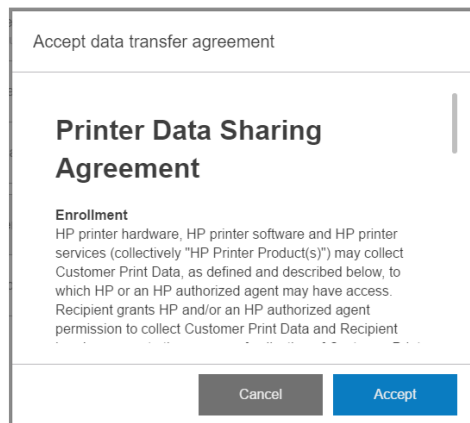
HP highly recommends accepting the Information retriever functions for a more efficient and improved remote support experience.

7. 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.
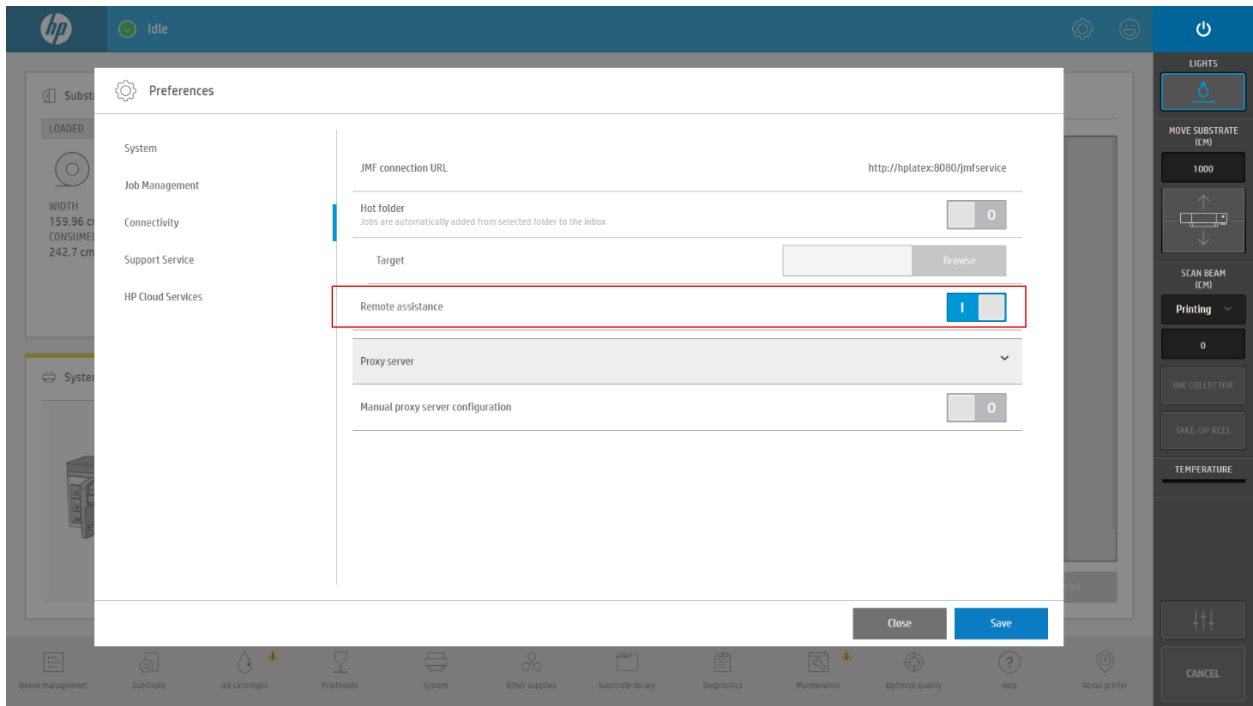
RIP synchronization

The actions below must be carried out after the firmware upgrade to synchronize the media list, and to import and export the ICC profiles.

Caldera RIP

1. Export your custom ICCs and save them in a folder on your PC.

2. Go to **Easy Media**.

3. Select the printer and follow the steps to synchronize the media. Click Import > Autosync > Full Reset.

IMPORTANT: This option deletes all existing media in Caldera and imports all media located in the IPS. If some media is stored in the RIP but not in the IPS, this media will be deleted. Make sure you have a backup of the media missing from your IPS.

4. Check that all media have been synchronized.

5. Go to **Easy Media** and import your previously saved custom ICCs.

Onyx RIP

1. Export your custom ICCs and save them in a folder on your PC.

2. Go to Configure Printer > Device > Features > Configure and select From Printer. Select all the media and click OK to synchronize.

3. Go to **Media Manager** and import your previously saved custom ICCs. You are also required to advise the customer to update the RIP driver to ensure they have the latest improvements and bug fixes.

Release Notes

New functions and improvements

- **Dual side printing improvements.**

When printing A side on a dual side print, the registration line is not cured completely. This improves productivity when printing in this mode.

- **IPS visual style updated**

IPS was visually changed to a modern user interface. The new inbox layout with improvements in information's distribution was also implemented.
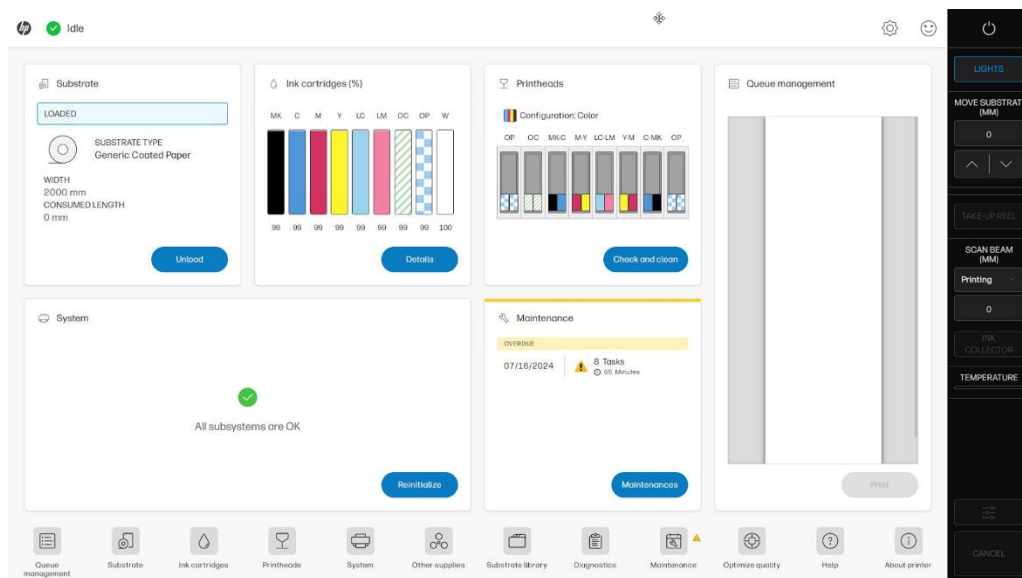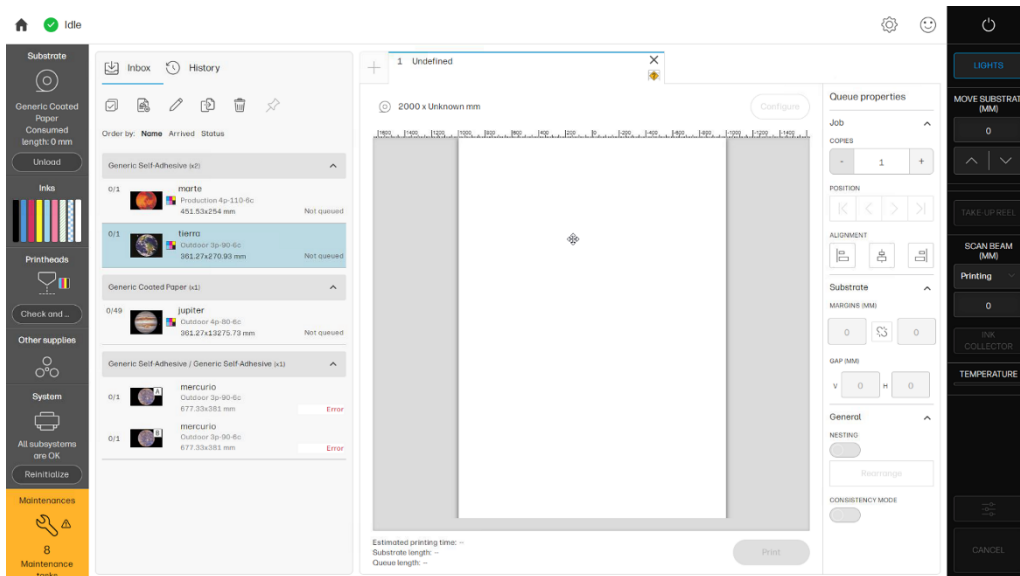
- **Added settings on the fly.**

The substrate advance compensation was added to the settings on the fly. Now customers can change the substrate advance without having to stop the print and go to the substrate advance menu.
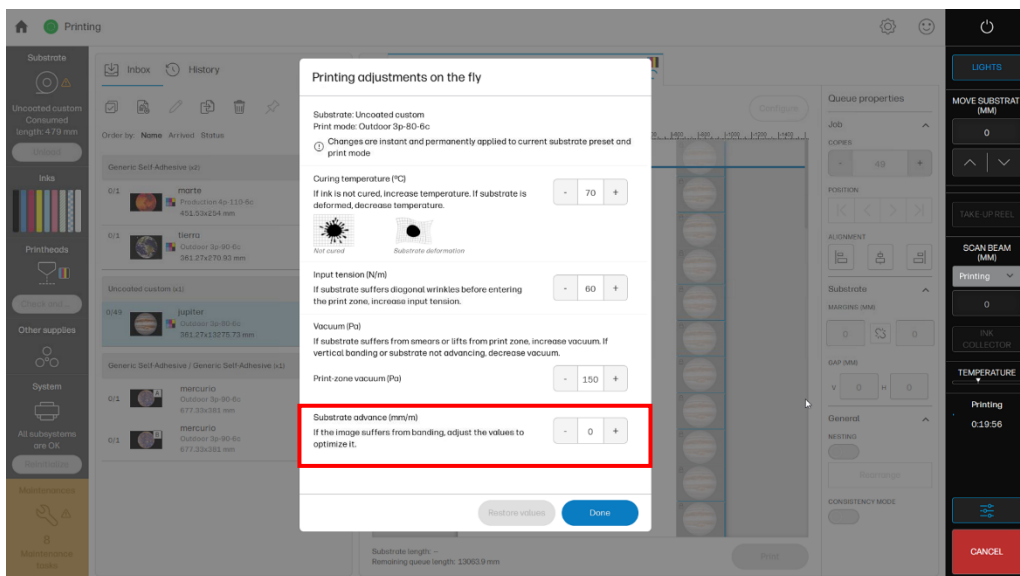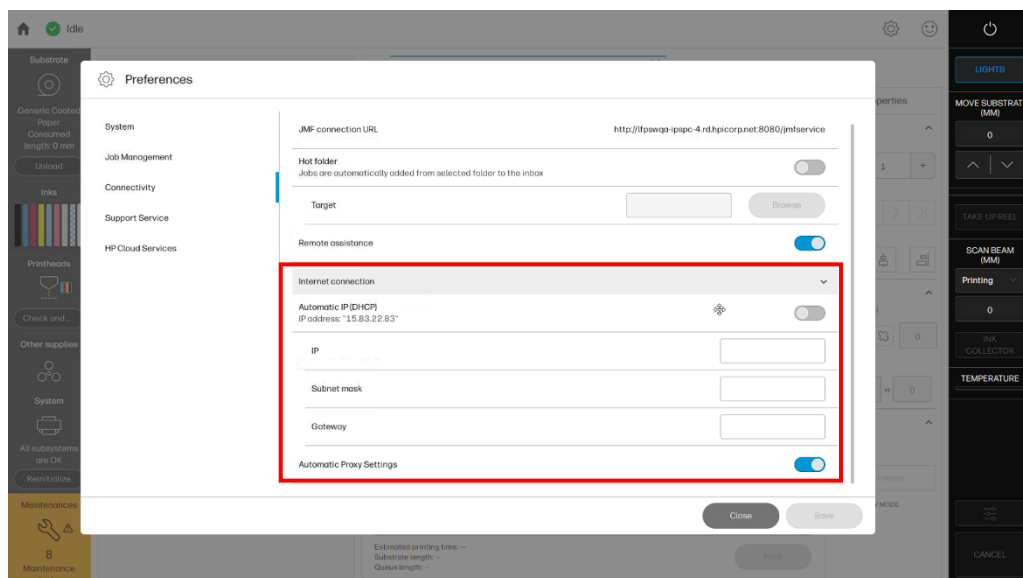

- **Allowed to set default alignment in configuration.**

The configuration now allows users to set an alignment as default for all jobs added to the queue.
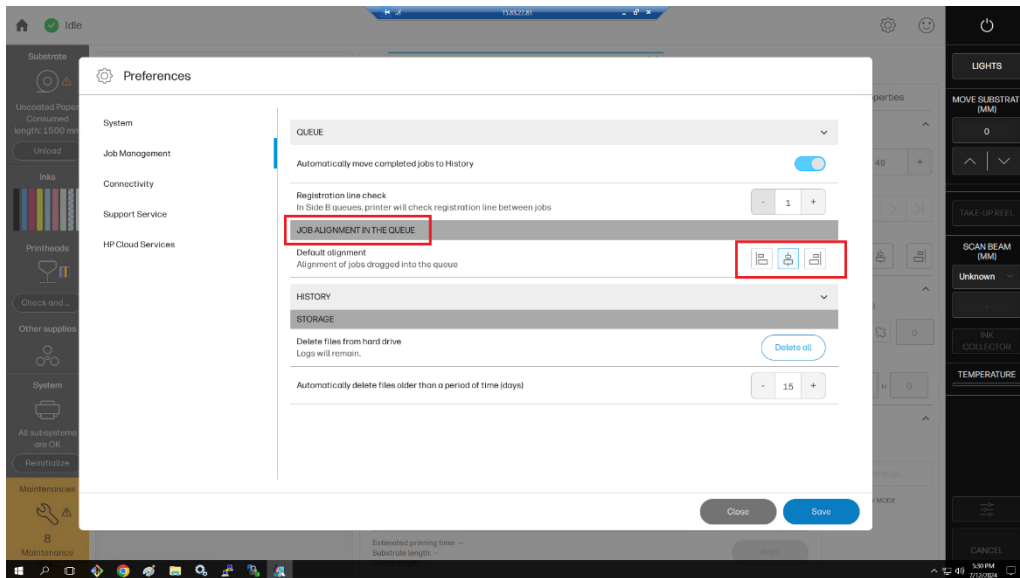
- **Allowed to set IP Configuration from IPS.**

Users can now select the IP address by themselves from where to connect to the printer.

Bug fixes

- A job will not be cancelled when there is no image content in the first pass.

- Printer now shows the alignment pending alert after executing 99920 Restore alignment values to factory.

Known bugs and limitations

- **Missing Printmodes in the new Firmware**: This issue affects specific cloned Printmodes within the Substrate library. It is possible that certain print modes available in previous versions may not appear in the new firmware. A workaround for this issue consists in exporting the Printmode and then re-importing it into the Substrate library. For more information on how to Export and Import Substrates please refer to the User Guide.