

New firmware release

GART_11_24_45.2



For the HP Latex 2700 and FS Printer Series

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

March 2025

New versions of firmware and software for the HP Latex 2700 and FS 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_11_24_45.2.rfu.fmw
2. HP Internal Print Server (IPS): HPIPS-22.61.14-Installer.exe
3. HP Internal Print Server Maintenances: HPIPS-22.61.14-Maintenances-3R74xx.exe

NOTE: The file “HPIPS-22.61.14-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

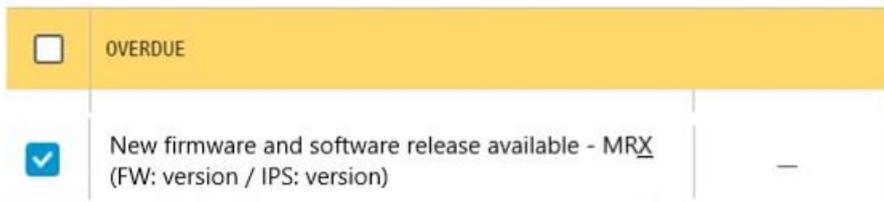
The firmware and the Internal Print Server (IPS) must be installed together. No other combination is supported. The firmware update is allowed in **normal mode** only. Do not try to update in **diagnostic mode**, or in any other mode, unless Global Business Unit requires it.

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.



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)

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A new version of the firmware and software is available:

- Firmware: version
- IPS: version

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IMPORTANT:

- Do not proceed with the upgrade if a severe error is present.

[Update System](#)

- Rearm the unit when requested.

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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

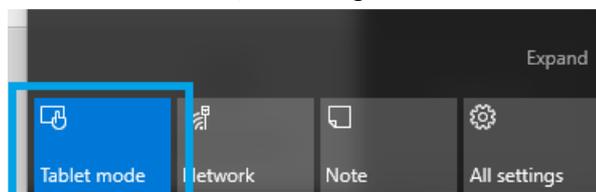
Please note the following points:

- 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 file that contain the upgrade files:
 - MR6.1__GART_11_24_45.2__IPS-22.61.14.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.

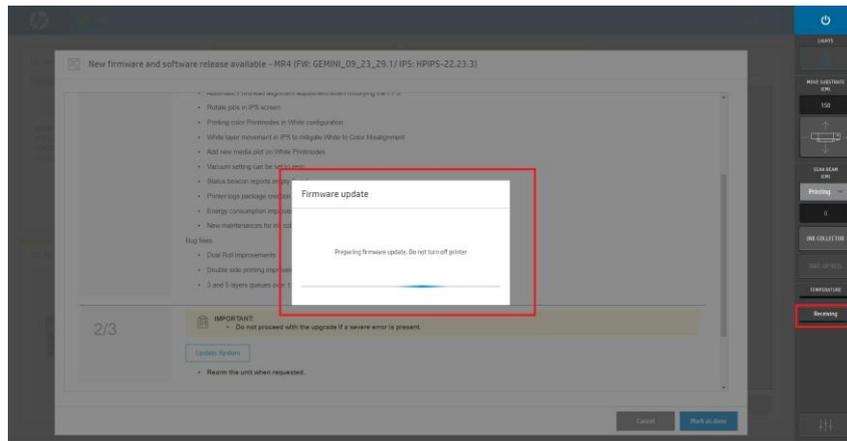


5. Copy the files onto the IPS PC's hard disk (it is recommended to use a designated folder, not the desktop).

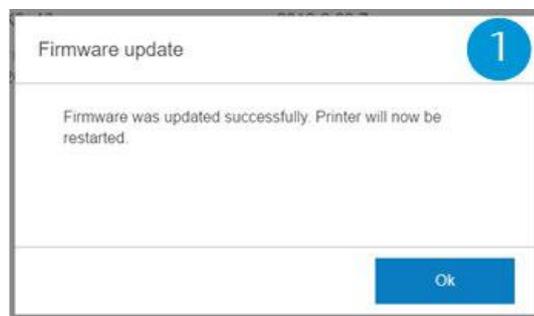
Update firmware

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

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 `GART_ 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.

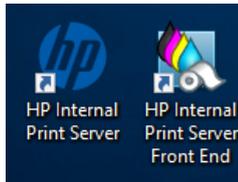


IMPORTANT: The first reboot after the firmware upgrade takes more time than usual.

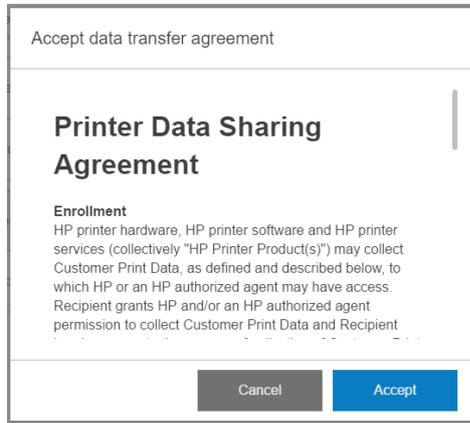
5. Wait until the printer reboots completely.

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**.

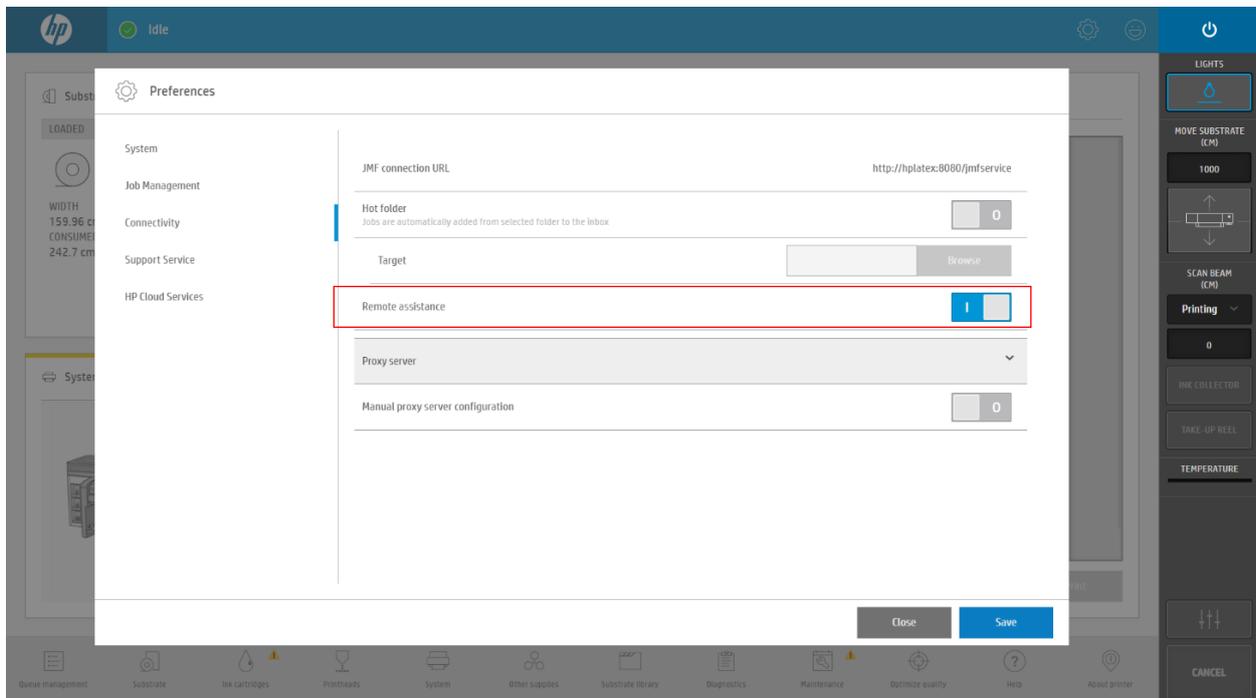


6. On the first boot, the Printer Data Sharing Agreement (PDSA) window will appear. Please click **Accept** to continue.



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.

HP always recommends updating the RIP driver to ensure you have the latest improvements and bug fixes.

Release Notes

New functions and improvements

- **Improved white recirculation to reduce broken bags incidents**

The white recirculation process has been modified to reduce the stress in the White Intermediate Tank.

- **10L contractual supplies accepted**

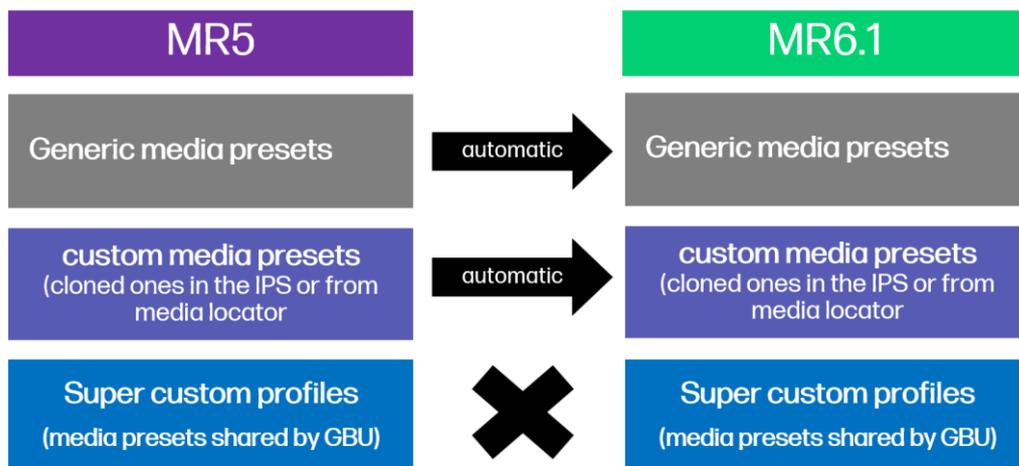
The 10L contractual supplies can now be used in the printer.

- **Custom OMS are now compatible between different FW versions**

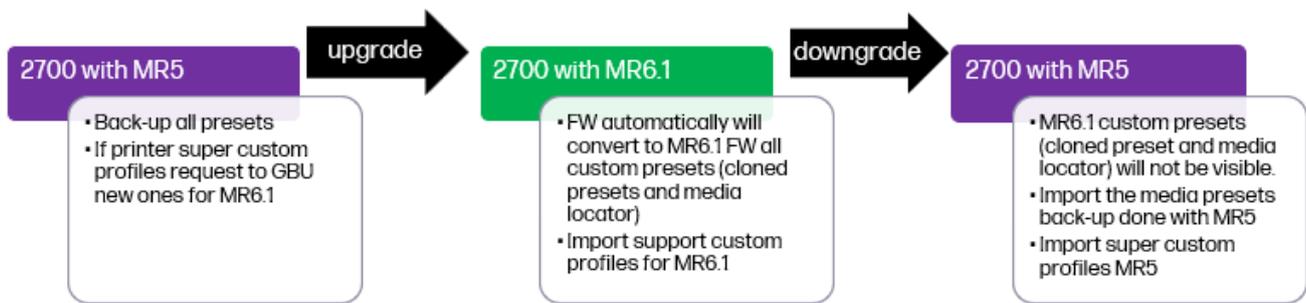
From now on, custom OMS can be used after a FW upgrade, without having to back up before and import after the upgrade.

IMPORTANT: This new feature applies only to this firmware release and future ones. HP recommends making a copy of custom OMS profiles before upgrading to MR6.1.

The following graphic shows how the media presets are handled between different firmware versions:



HP does not support IPS and FW downgrade. Doing a IPS and FW downgrade may result in data loss that sometimes cannot be recovered. Nevertheless, we also understand that sometimes a downgrade might be needed. If a downgrade is strictly necessary, prepare for it for the media presets part.



Bug fixes

- The following diagnostics were fixed or improved:
 - The following diagnostics are now included as an additional step to reboot printer to clear the error that appears.
 - 10002 - Safety Interlocks
 - 10003 - Safety circuit
 - 10004 - Power supplies
 - 11007 High temperature printhead replacement check no longer fails in the recovery printhead step.
 - 22001 ISS electronics check no longer fails in the check electronic step.
 - 88002 Primer pumps check no longer fails in the start primer components check.
- The status beacon now shows the solid orange color when a cartridge is empty.
- Productivity improvement in Dual Side: When printing side B in a dual side job, the printer will no longer perform servicing between copies.
- Fixed an issue for some specific situations where a service error will appear when shutting down the printer.
- Fixed an issue for some specific situations where a service error will appear when moving the printer from low power mode to normal mode.
- Printer's FW and IPS can be upgraded with a missing cartridge.
- Several fixes made for the virtual keyboard that appeared in the IPS screen even when it was not needed.
- Several fixes now prevent the IPS from freezing while changing from Low power mode to Normal mode, printhead Check&Clean, printhead alignment, printhead replacement.
- Password protected sharing was automatically activated in previous Firmware versions. This is a Windows setting that when activated can cause RIP to printer communication issues.
- Fixed translation errors in double side workflow instructions.
- Fixed an issue with the length of the loaded media that was not properly saved.
- Fixed an issue with the end of roll that left the IPS in a hang state.

- Media preset settings appear with the correct description now.

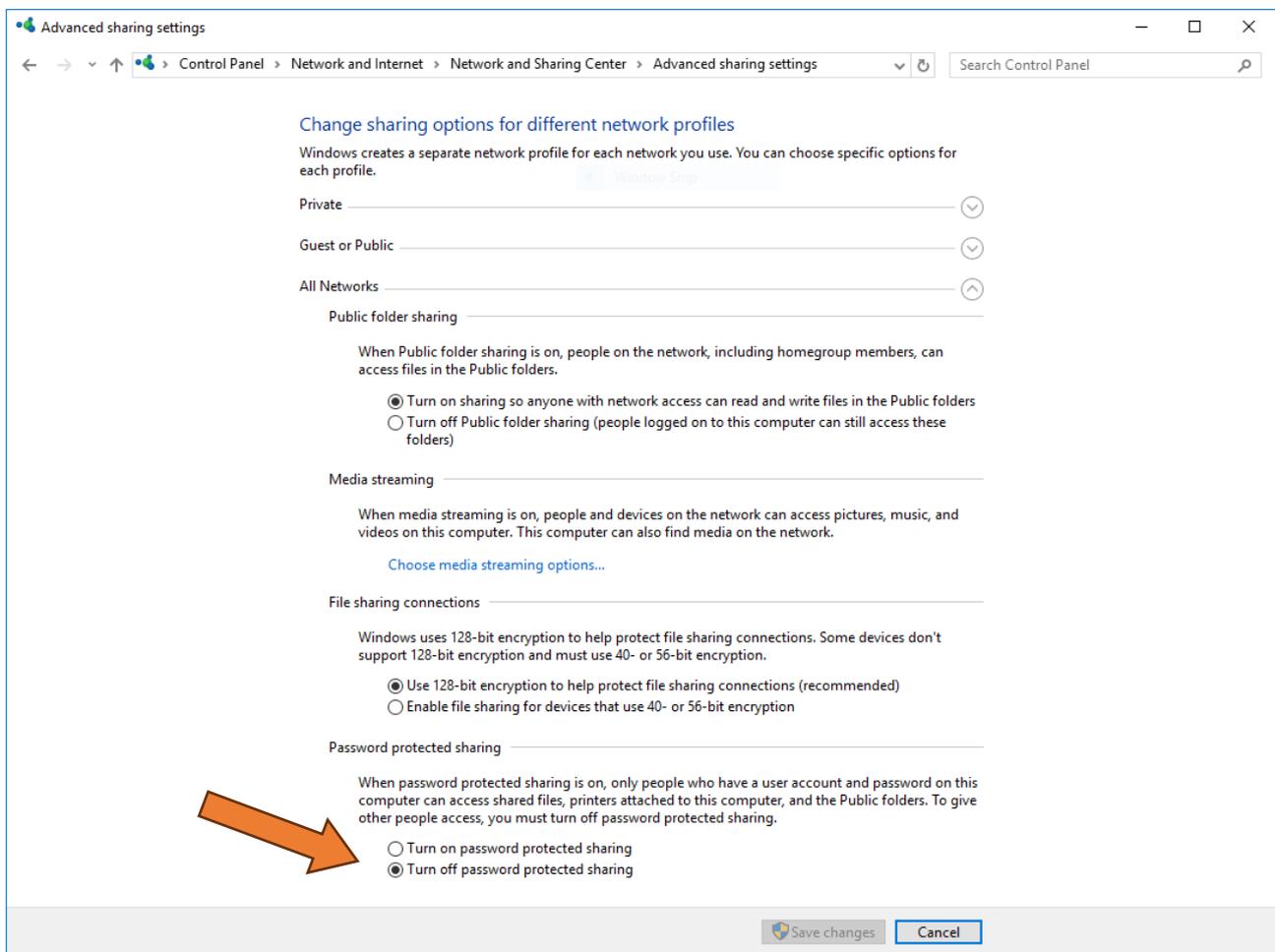
Known bugs and limitations

- **Password protected sharing**

A bug in the previous firmware versions altered a specific Windows setting known as “**Password protected sharing**”. When this setting is enabled, the connection between the RIP station and the Printer may be disrupted. To solve this issue, enter the following directory on Control Panel:

Control Panel > Network and Internet > Network and Sharing Center > Advanced sharing settings

And select “Turn off password protected sharing”:



- **Beacon stays green**

When performing some printer routines such as Check & Clean or when printing some internal plots like Printhead alignment or Color Local Calibration (CLC) the status beacon stays green instead of blinking as it does during printing. This doesn't affect to the performance of those plots. This will be fixed in the next release.

- **Error when printing full width with Dual Roll accessory**

When printing plots at full bleed using the full width of the printer while printing with the Dual Roll accessory, a cancellation may occur. This issue will be improved in the next available firmware release.