

System error 79.2.04 for the HP Latex Gen3 Printers



A firmware issue has been identified in the HP Latex 500, 300 and 100 Printer Series, as well as the HP Stitch S300 and S500 Printer Series. This issue is related to printer synchronization with the Configuration Center.

Description

The issue can result in a segmentation fault and the critical system error 79.2:04. This error may occur during operations that trigger synchronization with the Configuration Center, such as:

- Downloading a new substrate profile from the HP Media Locator
- Installing a substrate profile using the Embedded Web Server (EWS)
- Cloning a generic substrate
- Modifying existing substrates, including changes to the name, settings, ICC profile, CLC, or print mode
- Deploying substrates to the printer from the Configuration Center
- Backing up printer presets in the Configuration Center
- Removing substrates

Temporary workaround

Until a permanent solution is available, disconnect the LAN cable before performing any of the actions prescribed in this document. This will help prevent system error 79.2:04. If the error persists after disconnecting the LAN cable, contact your support representative.

 **IMPORTANT:** Replacing hardware will not resolve this issue, as it is directly related to the Configuration Center.

Solution

A new firmware release will be made available in the coming weeks to resolve the issue. In the meantime, the Configuration Center will be temporarily disabled, and the following functions will be unavailable:

- Real-time recommendations, such as firmware upgrades, installation of substrate packages, or pending printhead alignments
- Management and backup of substrate configurations, including information on the last backup to the cloud.
- Deployment of substrate packages to printer.
- Deployment of compatible substrates from the HP Media Locator or a reseller.
- Creation and deployment of substrate packages within the same device family.
- Restoration of backup packages.



NOTE: To ensure your printer receives the upcoming firmware update, enable automatic firmware updates using one of the following methods:

- On the front panel, select: , then Updates → Firmware update settings
 - In the Embedded Web Server, select: Setup → Firmware update → Firmware update settings. 2 System
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