

New firmware release ALTAMIRA_20_25_13.1



For the HP Latex 3X00 Printer Series

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

August 2025

Key features of this release

The following outlines the key features of this release

- Diagnostic 35001 Improved feedback for Automatic Printhead Alignment
- Restrict diagnostic 86001 to Service Engineer

 **IMPORTANT:** HP highly recommends upgrading all printers to the latest firmware and software as soon as possible. This includes new printers, which may also need upgrading during the installation.

Remember that the user can install this upgrade, so please contact the customers to notify 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, allowing Print Care to receive proactive update notifications from the HP servers whenever a bug has been fixed or a new version is available.

This is a general availability version. It should be installed on all the new and existing printers by following the instructions below.

Upgrade instructions

This tool will only work with Print Care 2.2.5.5 onwards. If you have not yet upgraded to this version, please do so.

 **IMPORTANT:** Inside the software zip file, there are different versions of Print Care which need to be updated in order, meaning that if the current version that you have installed is 2.2.5.3, you 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

The following outlines how to upgrade firmware, IPS, and Print Care

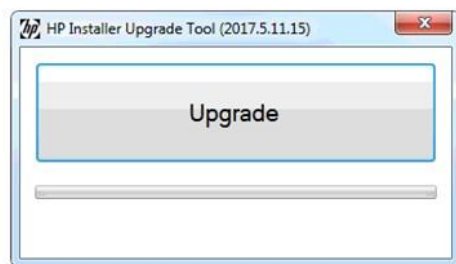
- You can unzip it with a third-party tool and execute it, from a USB memory stick.
- You can unzip it with a third-party tool and execute it in the path 'C:\HP\' or 'C:\hp\' or any subfolder inside this one.

The update logs are stored on the IPS computer, at: C:\ProgramData\HP\IPS.

1. Download the UpgradeTool_ALTAMIRA_20_25_13.1_IPS_2017.5.57.14_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 the upgrade tool extraction fails on Windows 10, you can try this as a workaround: extract the upgrade tool (.zip folder) to another machine, copy the extracted folder, and execute it from the Windows 10 IPS PC/Pen Drive.

2. Execute the Upgrade Tool.exe file by clicking the Run as administrator button and then click the Upgrade button.



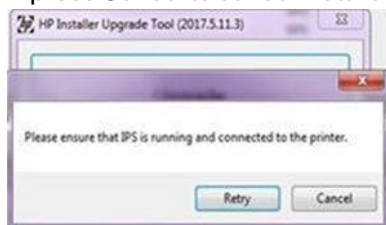
By running this file, the following will happen:

- 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.

3. Before the process starts, the following window will pop up, prompting you to 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.

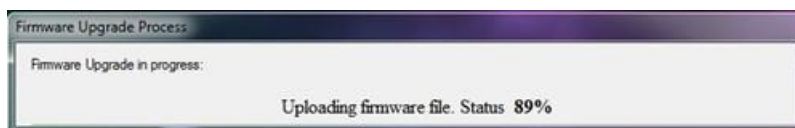


 **NOTE:** If the IPS is open before starting the upgrade process, the window above will not pop up.

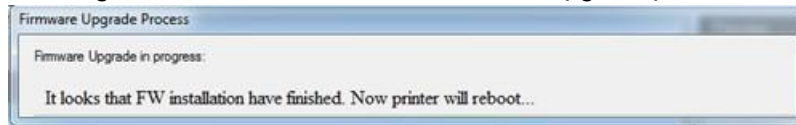
5. Once the IPS is running and the firmware upgrade process starts, you will see the following window with the FW upgrade report.

 **NOTE:** If the printer already has the latest firmware installed, the installer skips the firmware upgrade step.

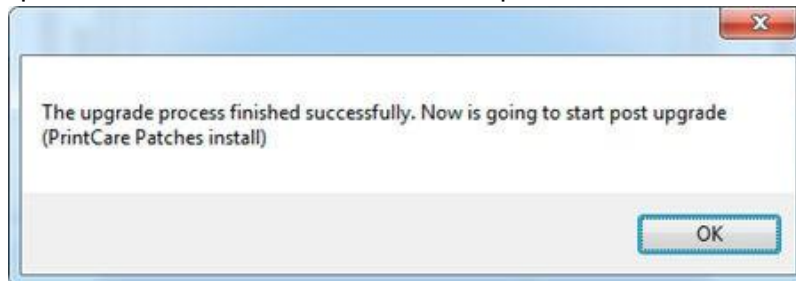
In some cases, the new firmware may not be installed. Refer to the Appendix 1 for instructions on troubleshooting this issue.



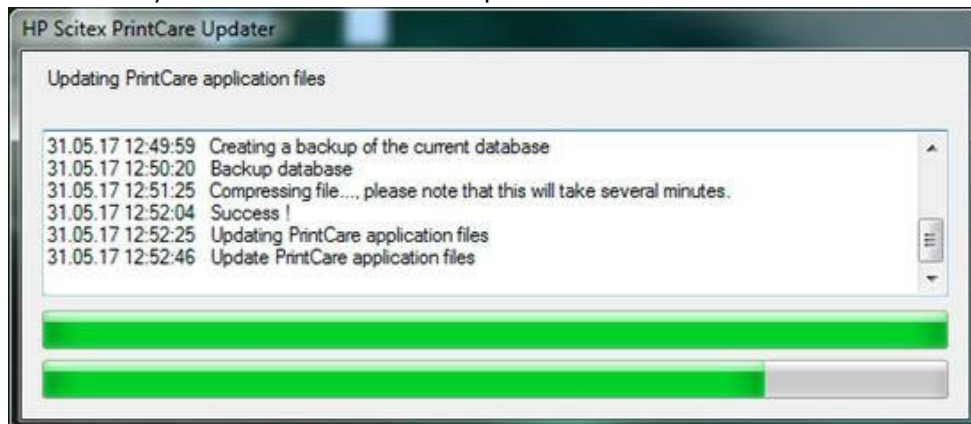
6. Once the firmware upgrade has finished and the printer starts to boot up, you will see the following window before the IPS, and Print Care upgrade process starts.



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.

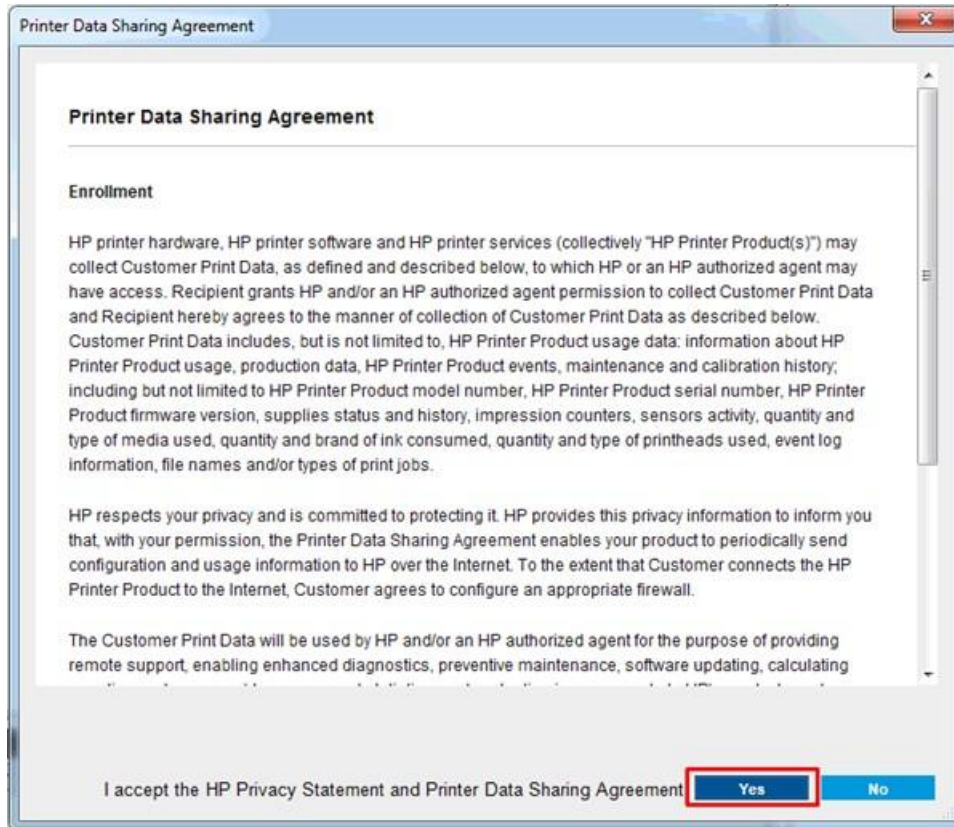


8. During the Print Care patch's installation, the following window will be displayed. It closes automatically once the installation is complete.



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 suggests enabling it to benefit from InfoRetriever functions, as well as faster and improved remote support.



NOTE: Ensure that Print Care can synchronize with the HP database. You can check this in the Print Care startup window.

Checking Print Care synchronization

The following outlines how you can check that the Print Care can synchronize with the HP database.

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.

Release notes

The firmware release includes the following improvements and new functionalities with respect to previous versions.

New features

New functionalities improving the diagnosticability of the service engineers.

- Diagnostic 35001 – Improved Feedback for Automatic Printhead Alignment.

The user experience for Diagnostic 35001 has been enhanced with clearer feedback during execution. When the diagnostic is initiated, a message indicating that the calibration plot is being launched and that the process will take some time to complete will show up in Print Care.

This improvement helps set proper expectations and reduces uncertainty during the automatic printhead alignment procedure.

- Diagnostic 86001 restricted to Engineer user

Access to Diagnostic 86001 has been restricted to enhance system security and prevent unintended use. This diagnostic is now only available when logged in as the engineer.

- Bug fixing to improve troubleshooting for service engineers.