

New firmware release SERICA_14.25.51



For the HP Stitch S1000 Printer

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September 2025

New FW, IPS and Print Care update package available

The latest firmware and software version of the new UpgradeTool for the HP Stitch S1000 is available for download.

This new UpgradeTool version includes the following:

- Firmware version: SERICA_14.25.51
- IPS version: IPS_2017.5.57.14
- PrintCare version: PrC_2.2.5.7

Highlights of this release:

- Improved feedback for Automatic Printhead Alignment
- Diagnostic 22018 fixed

IMPORTANT: HP strongly recommends that all printers are upgraded to the new firmware and software as soon as possible. Even new printers may need to be upgraded during installation.

Remember that the user can install this upgrade, so please contact the customers 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 newer 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 will only work with Print Care 2.2.5.5 onwards. If you are not yet on this version, please upgrade it.

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 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.

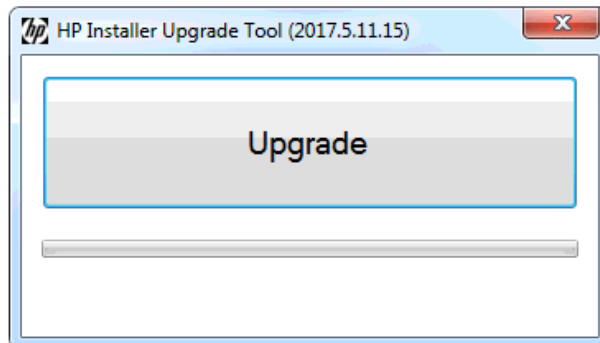
The update logs are stored in the IPS computer, at: C:\ProgramData\HP\IPS.

Instructions

1. Download the UpgradeTool_SERICA_14_25_15.1_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\'.

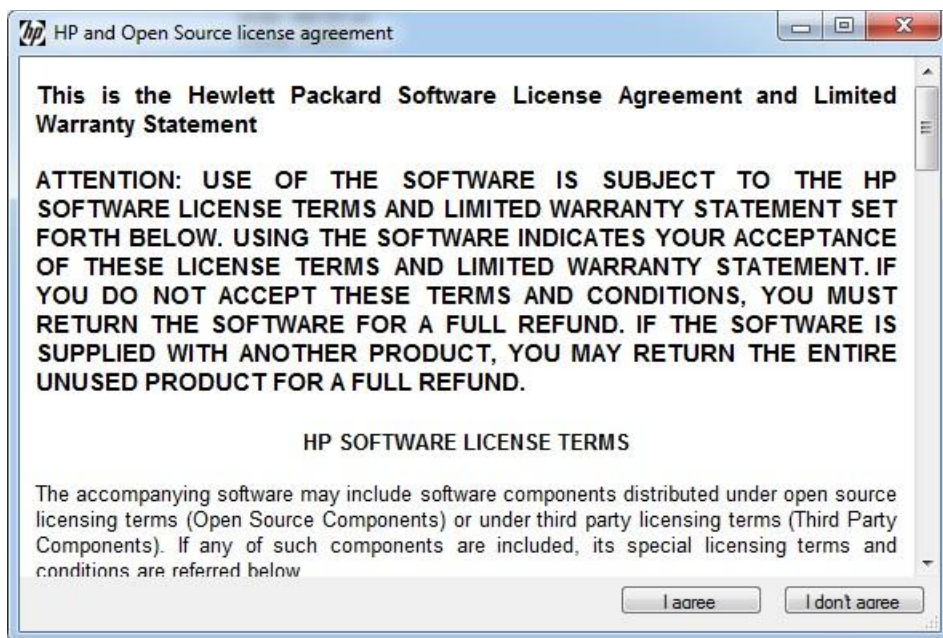
IMPORTANT: If upgrade tool extraction fails on Win10. As a workaround, extract the upgrade tool (.zip folder) to another machine, copy the extracted folder, and execute it from the Win10 IPS PC/Pen Drive.

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

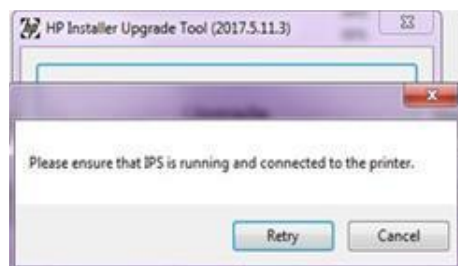


By running this file:

- 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.
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.

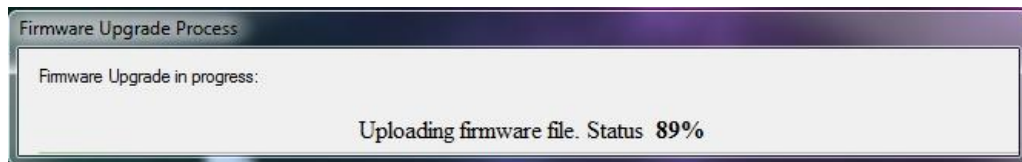


NOTE: If the IPS is open before starting the upgrade process, the window above will not pop up.

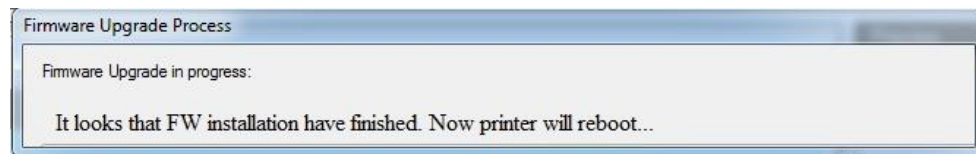
5. Once the IPS is running and the firmware upgrade process starts, you will see the following window with the FW upgrade report.

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

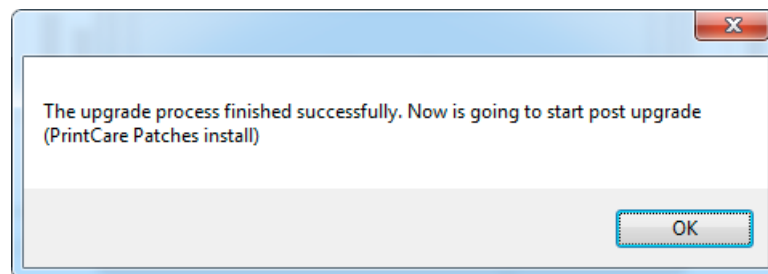
NOTE: In some cases, the new firmware may not be installed. Please refer to Appendix 1 for instructions on troubleshooting this issue.



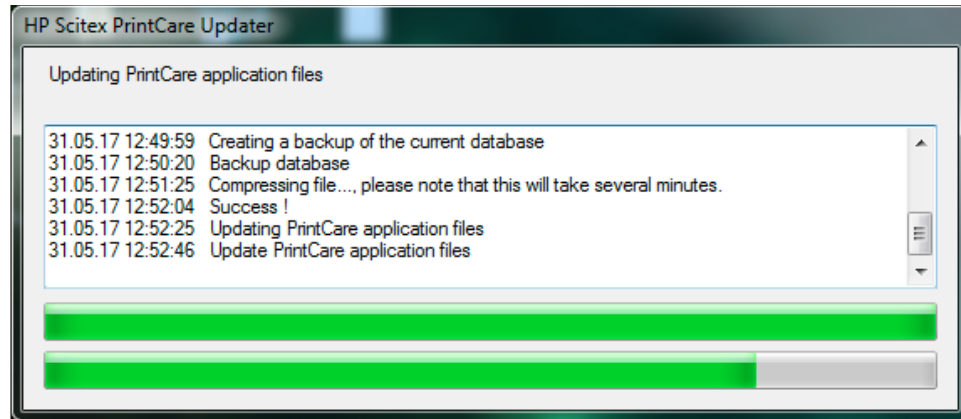
6. Once the firmware upgrade has finished and the printer starts to boot, you will see the following window before the IPS, and Print Care upgrade process starts:



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.

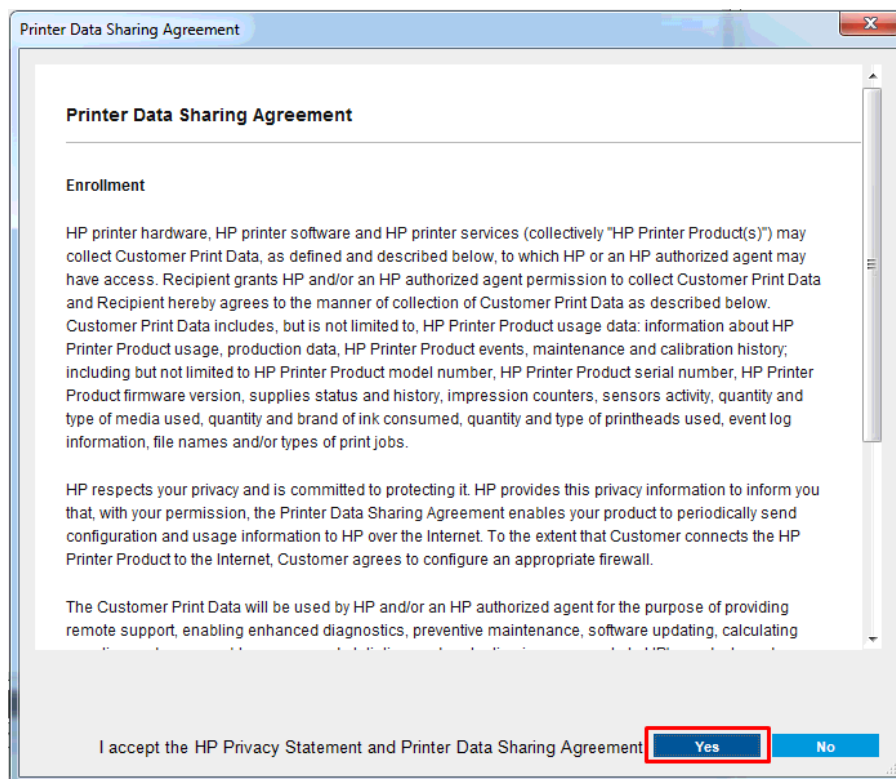


8. During the Print Care patch's installation, the following window will appear. It closes automatically once installation is complete.



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.

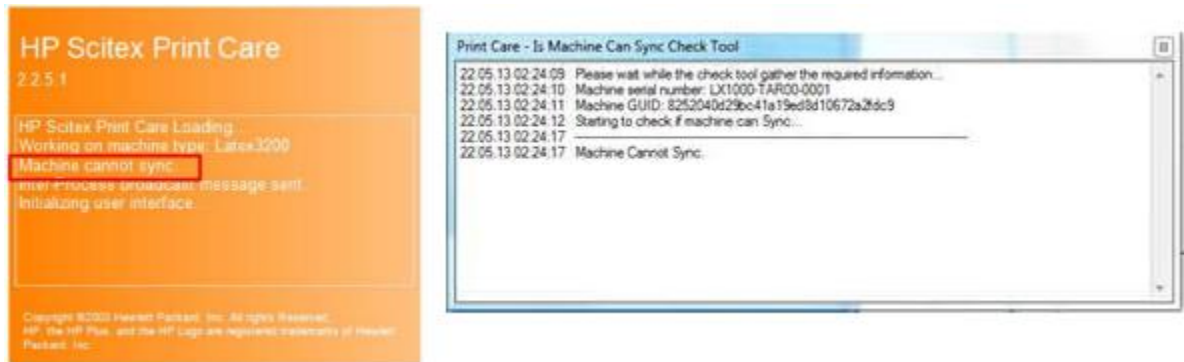
HP strongly suggests enabling it to take advantage of InfoRetriever functions, as well as faster and better remote support.



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.

Release notes

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

New functionalities improving the diagnosticability for the service engineers.

Improvements and bug fixes:

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