

New firmware release SKAAR_23_24_63.4



For the HP Latex R Printer Series

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

November 2025

New versions of firmware and software for the HP Latex R Printer series are available to download.

IMPORTANT: 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: SKAAR_23_24_63.4
2. HP Internal Print Server (HPIPS): 22.63.5
3. HP Internal Print Server Maintenances: HPIPS - 22.63.5 - Maintenances - RXX00

This is the general availability version. It should be installed in all new and existing printers with the following instructions.

NOTE: The file "HPIPS-22.63.5-Maintenances-RXX00.exe" must only be used if maintenances do not synchronize automatically. Refer to the corresponding newsletter for further information: *Manual maintenance download and installation*.

Upgrade instructions

The firmware and the IPS must be installed together, as no other combination is supported. The firmware update should only be performed in **normal mode** and not in diagnostic mode or in any other mode, unless it is specifically required by GBU.

Mandatory installation order:

1. Firmware
2. HP Internal Print Server (IPS)

Installation through the maintenance upgrade

A maintenance alert will appear in the IPS warning of the new firmware. The maintenance is localized to the languages that the printer supports.



When entering the maintenance menu, a list of improvements will be displayed with two buttons, **Install Firmware** and **Install IPS**. Upgrade the firmware first and then the IPS.

The maintenance menu allows users to upgrade the unit by themselves by following the recommendations lists and using these buttons.

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:

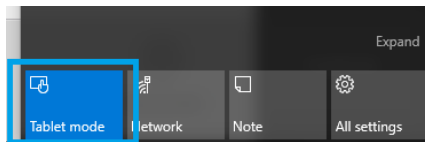
- “Do not proceed with the upgrade if a severe error is present.” → Printer HDD may become corrupted.
- “Do not close the maintenance during the firmware upgrade process and prior to reaching the final maintenance step.” → It might not be possible to enter the maintenance again, therefore only the firmware will be upgraded.

- 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/LatexR2000/firmware>

Manual Installation

Download and unzip the file

1. This new release is available from:
 - <http://hp.com/go/LatexR2000/firmware>
2. Download the file that contains the upgrade files:
 - [MR8.zip](#)
3. Extract the content using a file compressor utility (do not use the default Windows one).
4. Turn off Tablet mode: Swipe in from the right 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 dedicated folder, not the desktop).

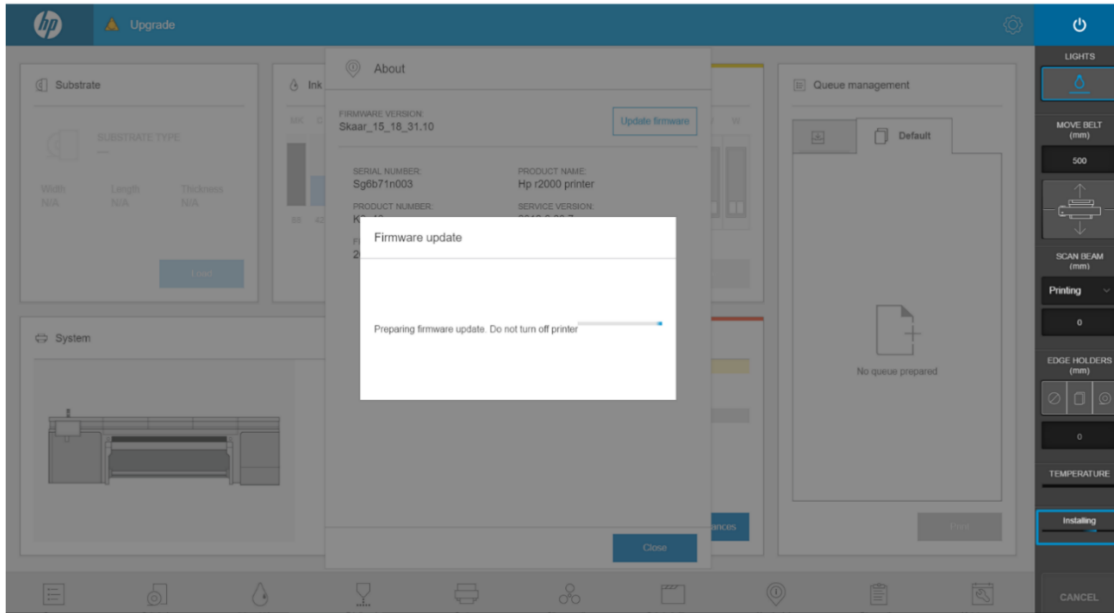
Update firmware

NOTE: The firmware update should never be done if the printer is in a **severe error** state.

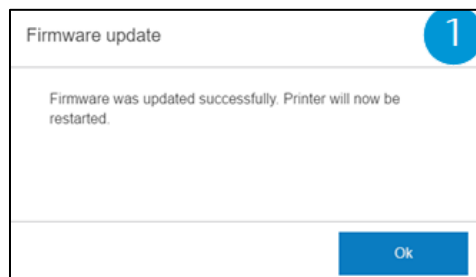
1. Tap the **Home** icon, then tap the **About** icon at the bottom right of the Internal Printer Server's main window. A window showing the details of the current firmware version installed in the printer will appear.
2. Tap **Update firmware** and browse to select the .fmw file; select it by tapping **Select**.

NOTE: If the update firmware option is not available, log in as a service user.

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. After finishing, 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.

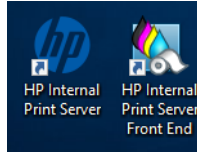


IMPORTANT: The first boot after the firmware upgrade takes more time than usual.

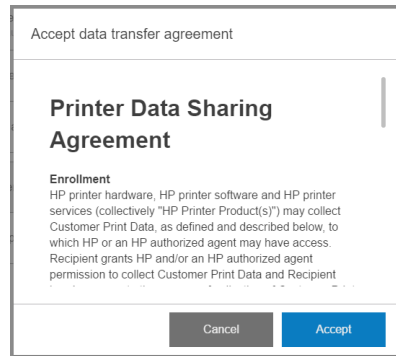
5. Wait until the printer boots completely.

Update the HP Internal Print Server (IPS)

1. Make sure the printer has booted up completely.
2. Take note of the customer IPS preferences by taking some photos/screenshots of the IPS preferences. Tap  to access the preferences and check the values in the **System**, **Connectivity**, and **Queue** sections, including (among others) the hot folder configuration.
3. Run the **HPIPS-version-Installer.exe**. 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.
4. When the installation process is complete, reboot the IPS PC.
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 strongly suggests accepting to take advantage of the Information retriever functionalities, and for a faster and better remote support experience.

7. Re-apply all the specific customer IPS preferences captured in step 2.

NOTE: If not updated yet, a .NET installation can be performed prior to the IPS upgrade. In case, the .NET installation will take about five minutes. After the reboot the IPS will launch automatically.

Post-firmware update actions

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.

Preferences

System

Connectivity

Service

HP Cloud Services

Jmrt connection url

http://hpilatrix:8080/jmrt/service

Hot folder

Jobs are automatically added from selected folder to the Inbox

Target

Browse

Remote assistance

Proxy server

Manual proxy server configuration

Close

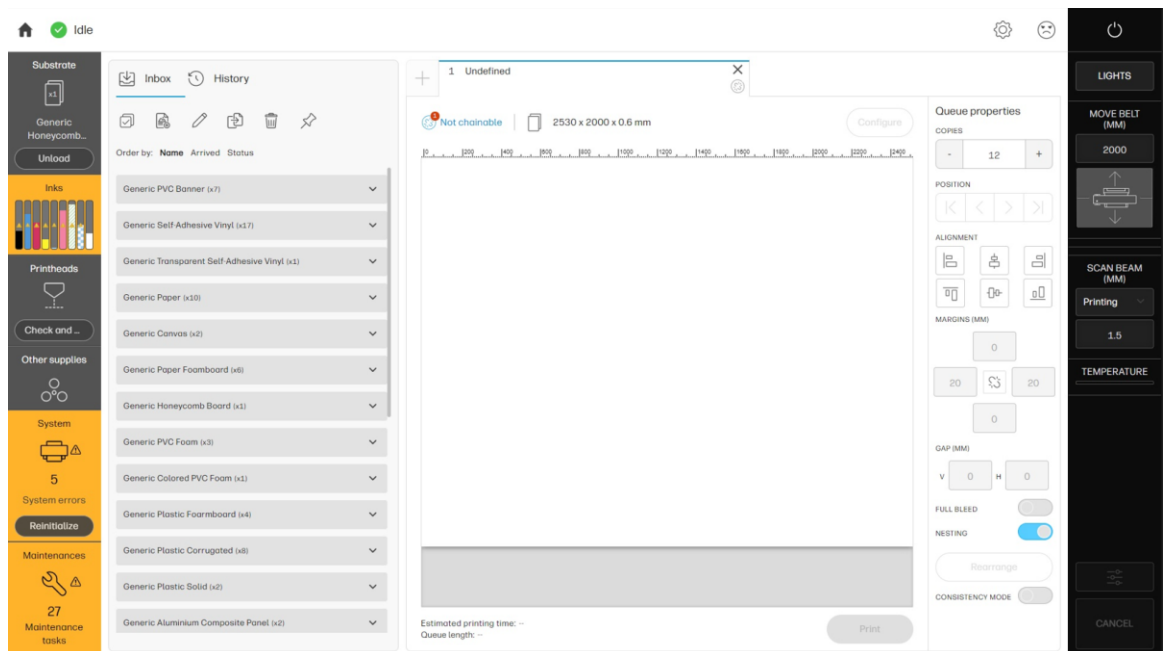
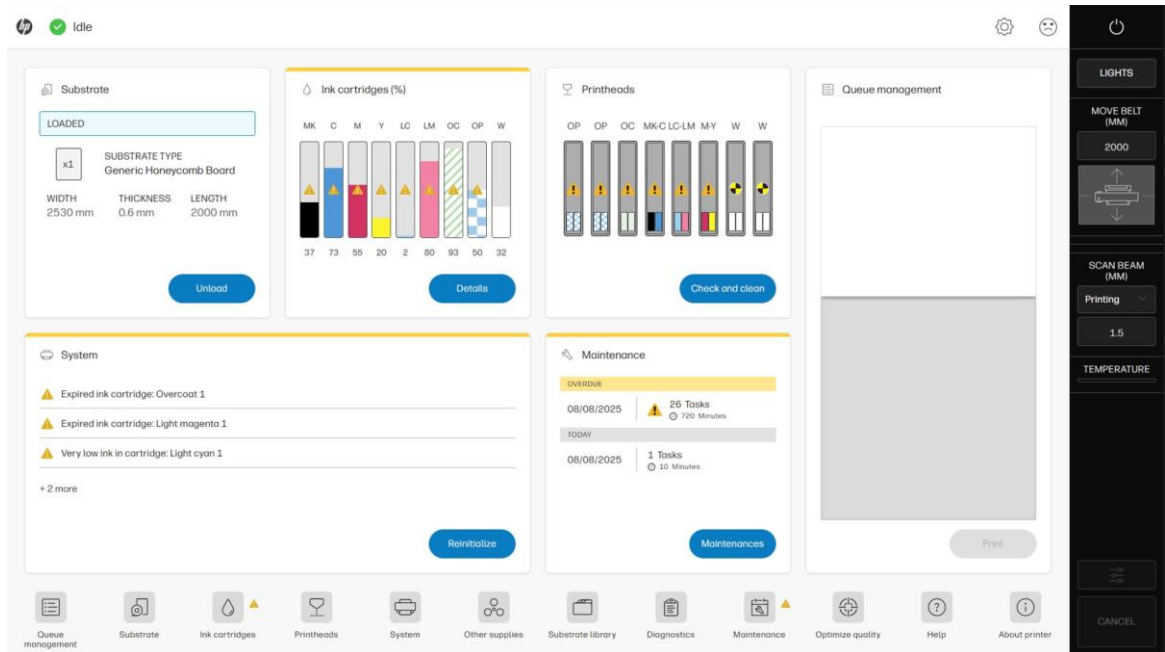
Save

Release Notes

New features

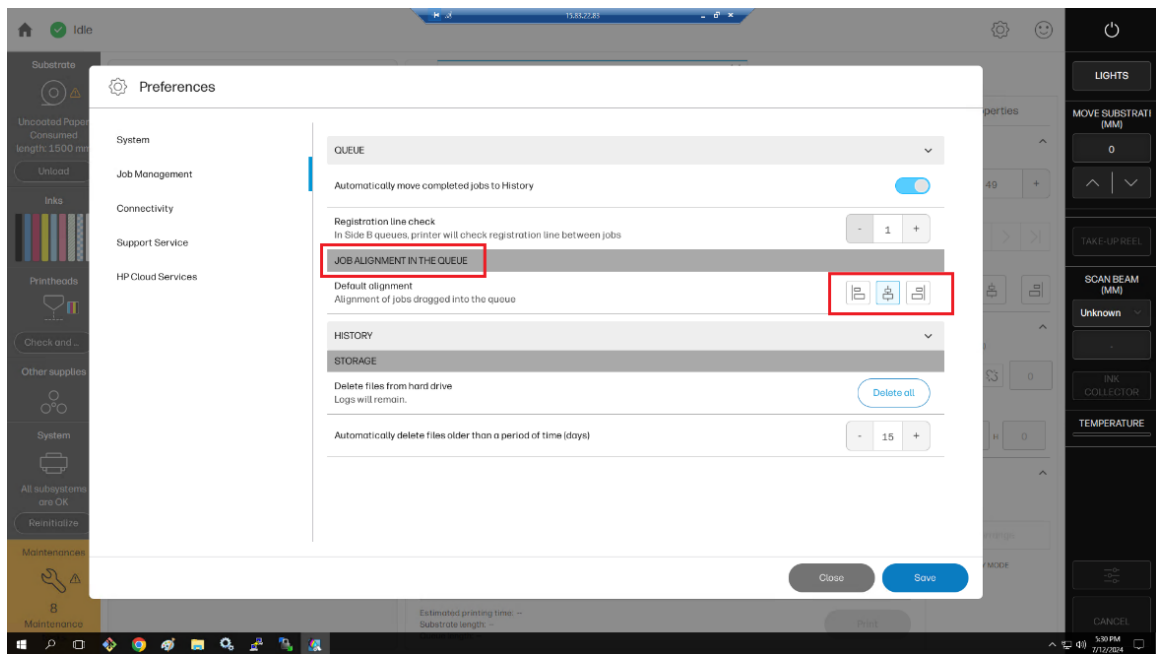
- Visual style updated to Modern UI and a new inbox layout

IPS has visually changed to a modern user interface. A new inbox layout with improvements in information distribution has also been implemented.



- Allow to set default alignment in configuration.

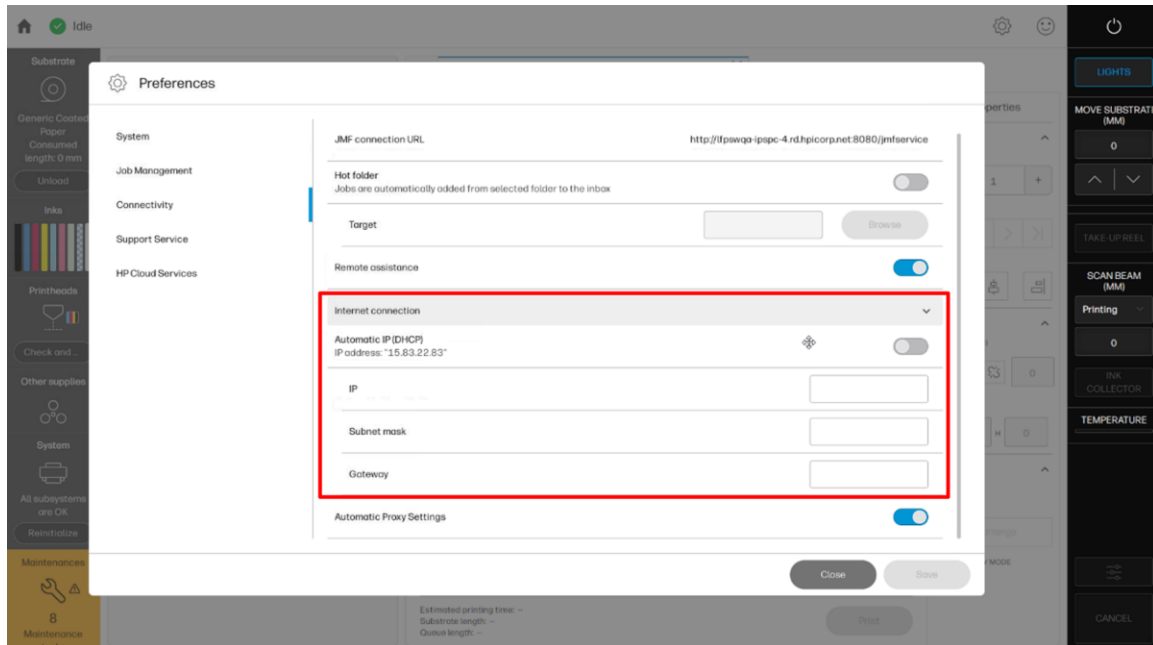
The configuration now allows users to set an alignment as a default for all jobs added to the queue.



- Allow to set IP Configuration from IPS.

Users can now select by themselves the IP address (customer's network) from where to connect to the printer.

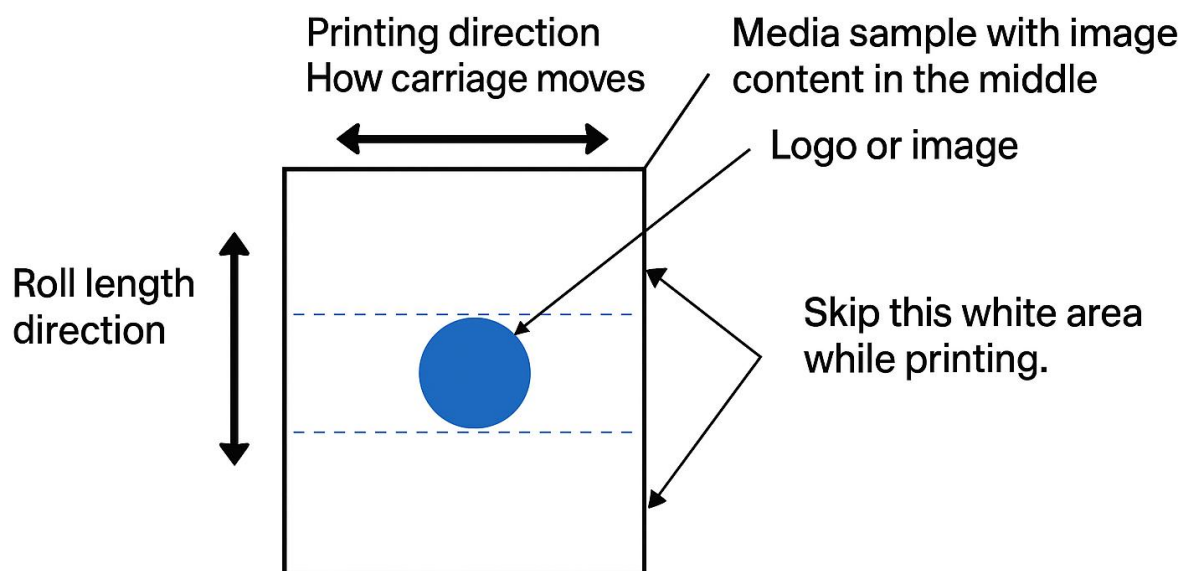
When accessing the Preferences tab and enabling this option, the information displayed will be the information from windows.



- Skip white areas (only flexible media) (99921)

While printing in color or white modes **on flexible media**, the printer will automatically advance the media if there is a large area where there is nothing to print. For example, if there is a big gap between jobs, the printer will advance the media to start printing the next job faster.

Media input



Media output

This feature needs to be activated through the user diagnostic *99921 Enable or disable Skip Empty Areas*. The printer will automatically analyze the jobs to be printed and detect if there is any space between jobs that are big enough to allow the media to move faster. For the printer to be able to activate this feature, there cannot be any pixel printable in the empty area.

NOTE: The curing of the jobs needs to be performed at the same speed as the normal printing speed, so the media will only advance faster if there is nothing under the curing zone.

NOTE: The carriage will always perform end to end passes to keep printheads in good condition. The “skip empty areas” only works in the direction of how the media unrolls.

- **Enable only the curing functionality (41023)**

This diagnostic allows the user to use only the curing feature. It can be useful when printing on medias that deform. If a job is printed with a low curing temperature to avoid media deformation and the ink has not been completely cured, a second curing can be done with this diagnostic.

It is available for the user and in service mode.

The media needs to be loaded before starting the test. If it isn't, the user needs to cancel the test and load the media.

When loading the media, the user needs to consider how many sheets will be cured in total. Auto measure should be OFF and the position, width, length and thickness need to be entered manually.

IMPORTANT: The length is not the length of a single sheet. **It is the total distance that the belt and curing will be in operation.** If the user wants to cure 25 sheets, the length entered in the loading menu should be the sum of the lengths of the 25 sheets. If the user wants to cancel the test, pressing the Cancel button will stop the belt immediately. For more information on the loading process, see [Appendix 1](#).

The belt will advance according to the number of passes that the user selects.

Procedure step: 2/8

Enter the print mode parameter.

Print mode passes (advance media in mm)

Color 4p

1 - Enable only the curing functionality [41023]

- 1 - Checks to do before starting test
Before starting this test, load the rigid media using the IPS workflow.
Substrate loaded.
- 2 - Select the printmode passes
- 3 - Set curing printing parameters
- 4 - Check curing lever position
- 5 - Pre-warming curing zone
- 6 - Starting test
- 7 - Cool down curing zone
- 8 - Off curing zone

[Copy to file](#)

Cancel

Next

Color print modes: 2p, 3p, 4p, 6p, 8p, 10p, 12p, 14p, 16p, 18p, 20p, 24p.

White print modes:

- SP: 5p, 7p, 11p, 17p.
- UF: 10p, 16p, 25p, 33p, 38p, 42p.
- OF: 10p, 15p, 24p, 26p, 30p, 31p, 33p.
- SW: 29p, 50p, 61p.

The diagnostic sets a default value for each curing parameter. The default values are based on the Generic Corrugated Cardboard.

Procedure step: 3/8

Enter the curing parameters if they need to be updated.

Heat sensitive mode	No
Curing printing temperature (C-degrees)	70
Curing printing airflow (Pascals)	430

Update

1 - Enable only the curing functionality [41023]

- 1 - Checks to do before starting test
Before starting this test, load the rigid media using the IPS workflow.
Substrate loaded.
- 2 - Select the printmode passes
Advance per pass: 24.470000 mm
- 3 - Set curing printing parameters
- 4 - Check curing lever position
- 5 - Pre-warming curing zone
- 6 - Starting test
- 7 - Cool down curing zone
- 8 - Off curing zone

Copy to file

Cancel

Next

If the user wants to use different parameters, they need to change the values and press "Update".

Procedure step: 3/8

Enter the curing parameters if they need to be updated.

Heat sensitive mode	No
Curing printing temperature (C-degrees)	60
Curing printing airflow (Pascals)	200

Update

1 - Enable only the curing functionality [41023]

- 1 - Checks to do before starting test
Before starting this test, load the rigid media using the IPS workflow.
Substrate loaded.
- 2 - Select the printmode passes
Advance per pass: 24.470000 mm
- 3 - Set curing printing parameters
Curing temperature (Celsius degrees): 60
Curing airflow (Pascals): 200
Media heat sensitive: 0
- 4 - Check curing lever position
- 5 - Pre-warming curing zone
- 6 - Starting test
- 7 - Cool down curing zone
- 8 - Off curing zone

Copy to file

Cancel

Next

Available options:

- Heat sensitive mode: Yes or No.
- Curing printing temperature (Celsius degrees): from 20 to 90 °C.

- Curing airflow (Pascals): from 40 to 600 Pa.

After setting the parameters the user needs to check if the curing lever is in the correct position (this is not automatically detected by the printer). Once this is confirmed, the diagnostic will proceed with the warming up and curing of the media. When the curing is finished, the printer cools down for 3 minutes and after that, it sets the heaters to OFF state.

- **Added new media plot**

The plot that is used to determine the desired level of pretreatment (OP) for a new media, has been changed to a new design that is already used in other platforms.

To print the plot, you need to access and editable print mode and select “Print test”.

Edit print mode

2

Select print-mode settings from the print test

White-ink printing method [?] N/A

Heat-sensitive substrate No

Number of passes
If there are substrate wrinkles, increase passes and decrease temperature 12

White density
This value cannot be manually set N/A

Print ink drying and color saturation test (optional)
To enable the "Test plot" button, make sure that substrate is loaded and all fields filled in [Print test](#)

Ink density (%) 120

Ink density B (%) NA

Advanced Settings

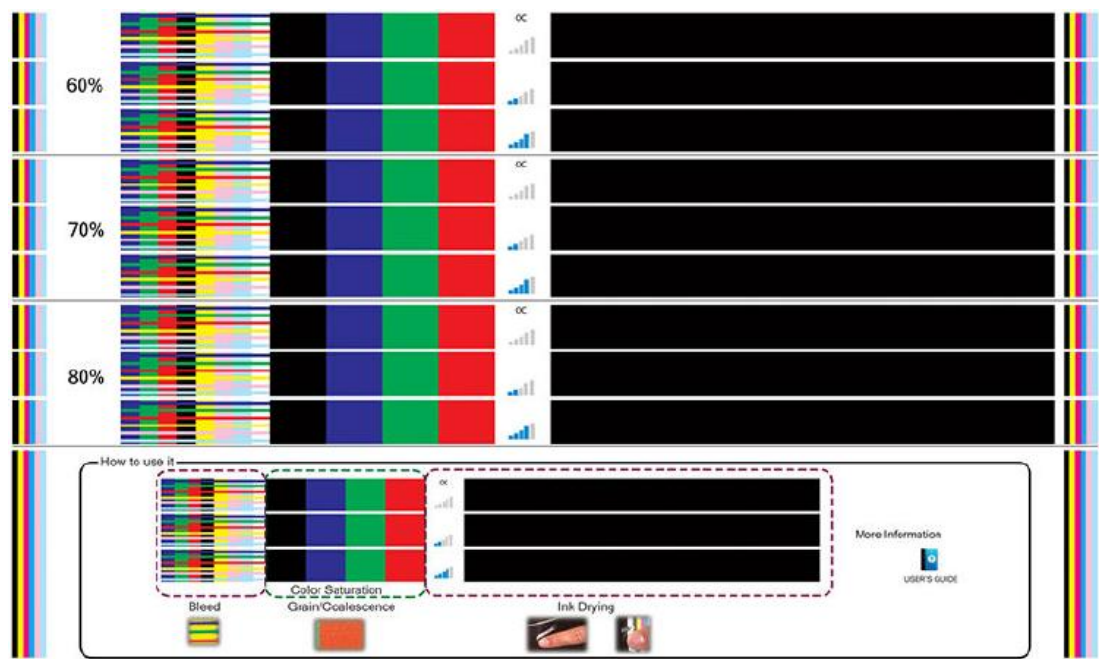
Overcoat level
Set level to 0 to laminate - 0.5 +

Curing temperature

Close

Save

Old plot:



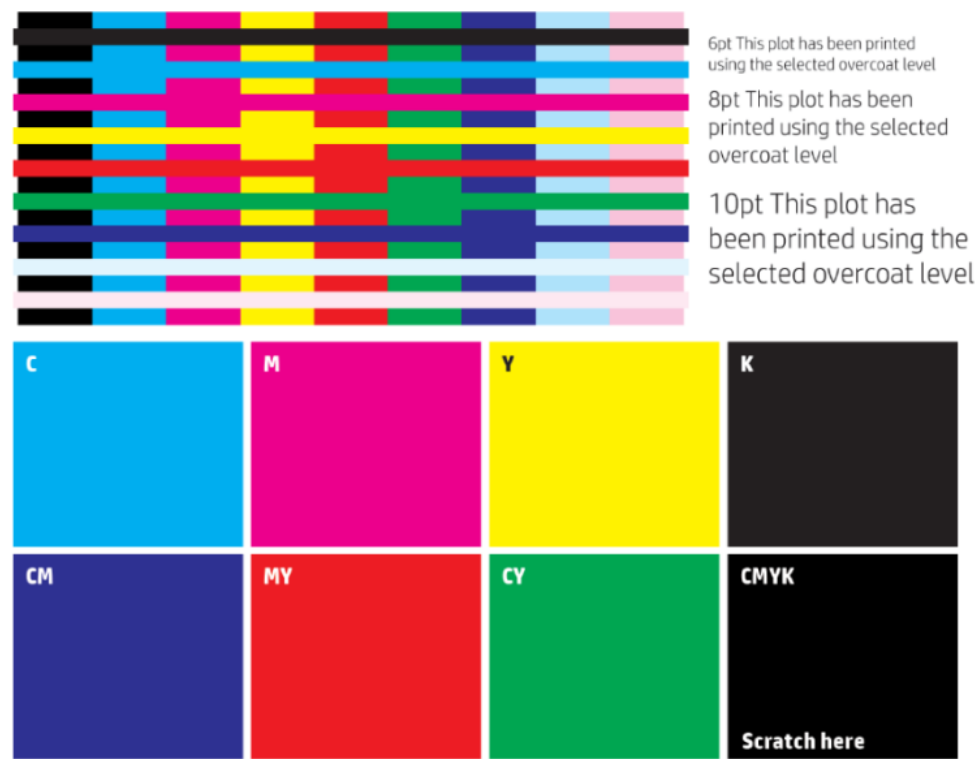
New plot:



The length of the plot depends on the ink density available in each print mode.

The patches from the plot are different for each color mode:

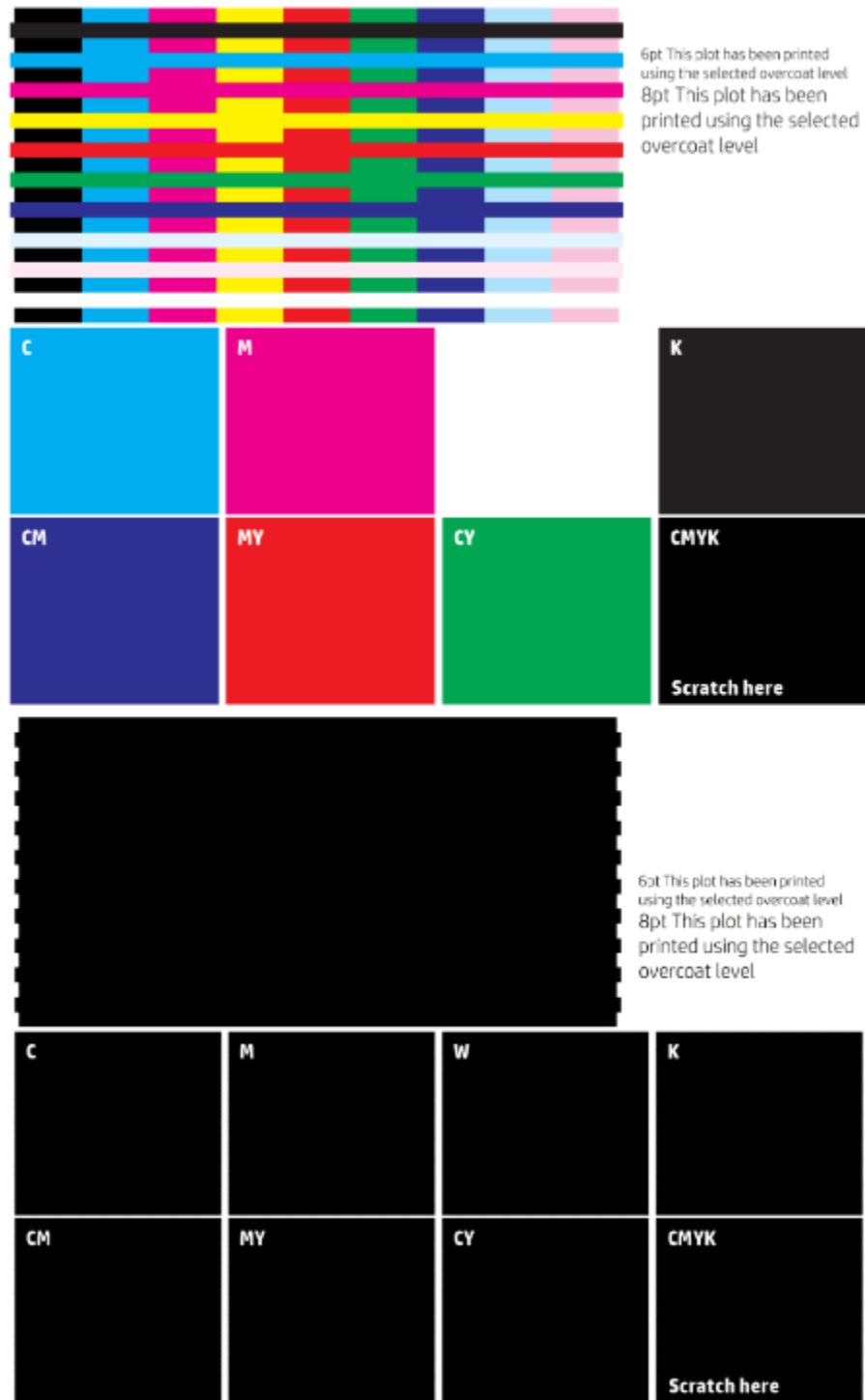
- Color:



- White (spot):



- White (UF/OF):



Bug fixes and improvements

- The installer window flow has been reduced to avoid too much user interaction.
- Improve registration button removed from queue properties. It will only be visible in the loading menu. Wording of button changed to “Alignment Correction Movement” and it’s enabled by default.

Substrate load wizard

Not loaded

Substrate type: Generic Plastic Corrugated

Feed method: Sheet

Edge holders: When enabled, margins will be set to 20 mm each side. When disabled, the margin will remain.

Measurements

Auto measure: Position + width, Thickness

Sheets per row: 1

Sheet 1

Position (mm)	Width (mm)	Length (mm)	Thickness (mm)
0.63	1496.61	1025	3.048

Alignment Correction Movement: ☒

Close Apply Log

This correction will be applied only if the belt SAX skew angle calibration has been done.

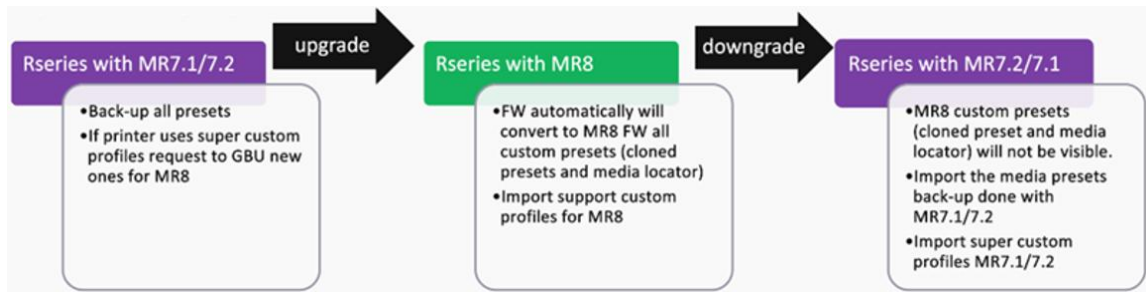
The printers from SN SG24T1S001 onwards have the calibration from factory. Older printers need to perform the 41022 diagnostic for the correction to be applied.

- OMES revision changed to 10.0.0

This means that the internal structure has changed but it has no visible impact on the presets. The FW will automatically convert to MR8 FW all the custom presets in the printer (cloned and media locator presets).

For the super custom presets that have been created by the GBU specifically for certain customers, they will need to be created again for MR8.

Remember that we do not support IPS and FW downgrade. If a downgrade is strictly needed, prepare for it:



Appendix 1

If the customer wants to cure a total of 6 panels (1100mmx 2000mm x 5mm) with 2 panels per row to save time, they have these different options:

- Load the media indicating there are two sheets and entering the total length of the 6 panels (6*2000):

Substrate load wizard

Heat-sensitive substrate

Not loaded

Edge holders
When enabled, margins will be set to 20 mm each side ☐ 0

Measurements

☐ Auto measure

Sheets per row 2

Sheet 1

Position (mm)	Width (mm)	Length (mm)	Thickness (mm)
-15.2	1100	12000	5

Sheet 2

Position (mm)	Width (mm)	Length (mm)	Thickness (mm)
1084.8	1100	12000	5

Improve registration
Improves the registration of rigid substrate by reducing the skew. Throughput will be slightly affected. ☐ 0

10 200 400 600 800 1000 1200 1400 1600 1800 2000 2200 2400

1100 mm x 12000 mm

1100 mm x 12000 mm

Done Close Load

- Load the media as one big sheet indicating the total width of the two panels together (2*1100) and the total length of the 6 panels (6*2000):

Substrate load wizard

Heat-sensitive substrate

Not loaded

Substrate typeGeneric Honeycomb Board

Feed methodSheet

Edge holders
When enabled, margins will be set to 20 mm each side

Measurements

Auto measure

Sheets per row

Sheet 1

Position (mm)

Width (mm)

Length (mm)

Thickness (mm)

-15.2

2200

12000

5

Improve registration
Improves the registration of rigid substrate by reducing the skew.
Throughput will be slightly affected.

0

2200 mm
x
12000 mm

Done

Close

Load

If the user wants the test to run for more time, they just need to put a bigger value in the length setting when loading the media.

Additionally, if for example, the user sets the length to 20 meters and they run the diagnostic and they only want to cure 15 meters of media, they can stop the diagnostic with the cancel button.