

HP Latex 3x00 Printer Series



TECHNICAL NEWSLETTERS FROM CUSTOMER ASSURANCE

Date: October 2016
Region: WW
Audience: Customer

Impact/Severity: High
Support Area: Firmware, Software, Troubleshooting, Upgrade
Confidentiality: Public

New FW, IPS, Print Care, HP Info Retriever packages available – MR7

New versions of firmware and software (IPS, Print Care and HP Info Retriever) for the HP Latex 3x00 Printer Series are available to download.

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

Remember that this upgrade is user installable.

New release available from www.hp.com/go/Latex3000/downloads:

- Firmware: ALTAMIRA_09_01_04.1
- HP Internal Print Server (IPS): v2014.4.24.5
- Print Care:
 - PrintCare_MaintenanceFix_OnlyFor_2.2.3.1_Update
 - PrintCare_1200L_Maintenance_Update
- HP Info Retriever v.2.3.3.0

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 new 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

The four components (FW, IPS, PrC and HP Info Retriever) must be installed together. No other combination is supported.

Installation order:

1. FW
2. IPS
3. Print Care patch (IPS needs to be closed when upgrading PrC)
4. HP Info Retriever

Firmware (1)

Description	Current version	Size (MB)	Previous version	Download
1 Firmware for HP Latex 3000 printer series	ALTAMIRA_09_01_04.1 8 Sep 2016	911.6		Download

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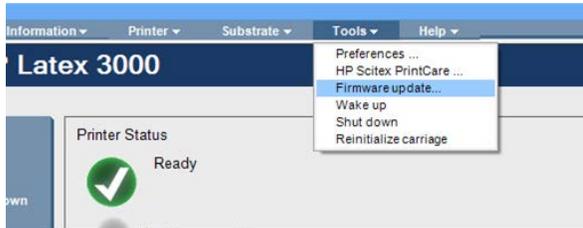
Software (4)

Description	Current version	Size (MB)	Previous version	Download
4 HP Info retriever for Latex 3000 printer series	2.3.3.0 8 Sep 2016	1.1		Download
2 HP Internal Print Server for HP Latex 3000 printer series	2014.4.24.5 8 Sep 2016	303.4		Download
HP PrintCare update package for HP Latex 3000 printer series	2.2.3.1 8 Sep 2016	160.7		Download
3 HP Scitex Print Care patches for 2.2.3.1 version	0.2 8 Sep 2016	170.7		Download

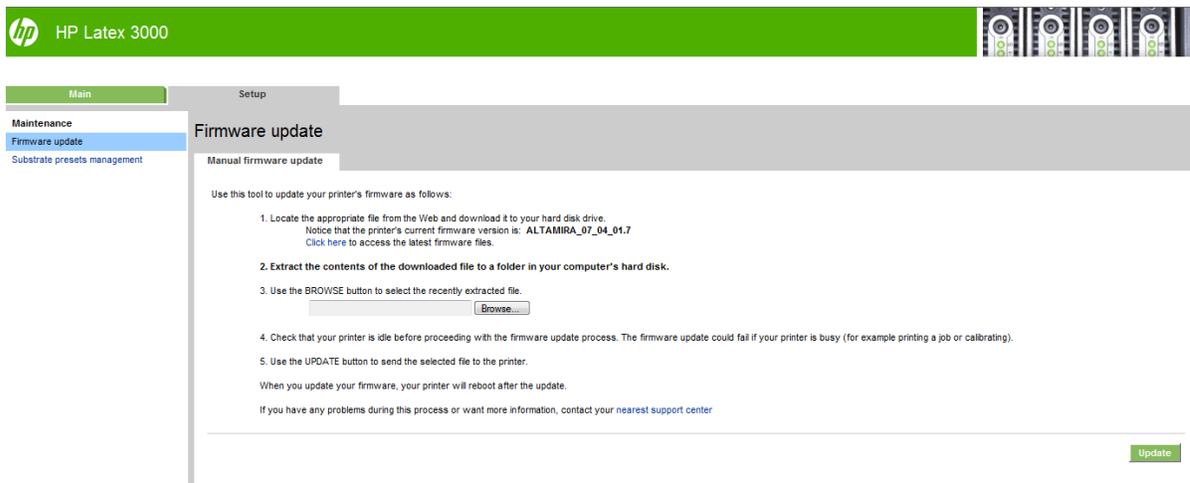
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1. How to update the firmware

- a. Download the **ALTAMIRA_09_01_04.1.zip** file and extract the **.fmw** file.
- b. In the IPS application, select **Firmware update** from the **Tools** menu.



- c. In the Embedded Web Server, browse to select the '**ALTAMIRA_09_01_04.1.fmw**' file, and click the **Update** button.

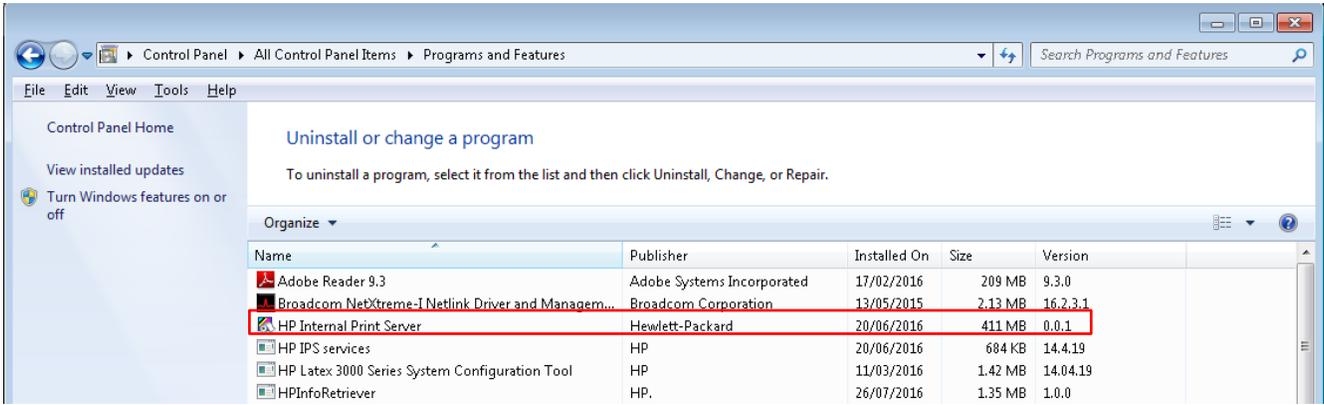


Firmware installation takes about 20-30 minutes. Do not touch anything, the printer will reboot after installation without any interaction. If it does not, reboot the printer.

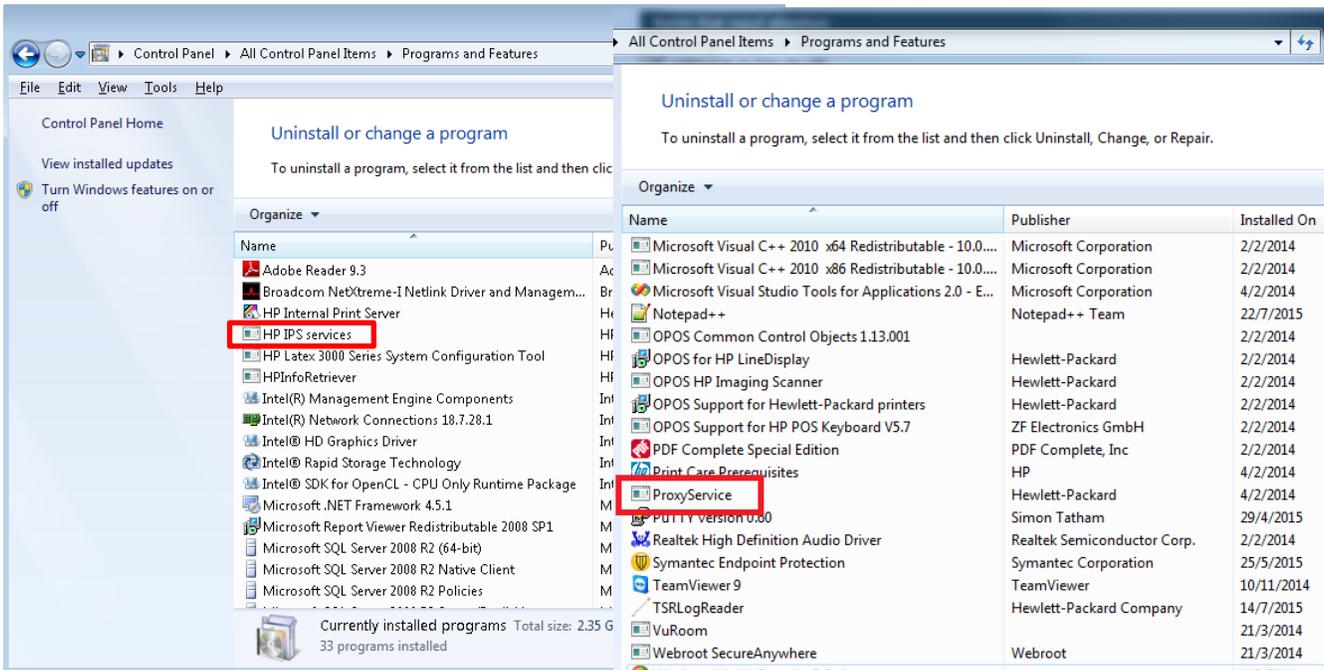
2. How to install the HP Internal Printer Server

IMPORTANT: Remove the previous version of the HP Internal Print Server from the printer's built-in computer before installing the new version.

- a. Download the **v2014.4.24.5** zip file onto the IPS PC hard disk (recommended on a dedicated folder, not on the desktop) and unzip all the files.
- b. Remove the Internal Print Server software through the Windows control panel. Select Uninstall Internal Print Server Application.

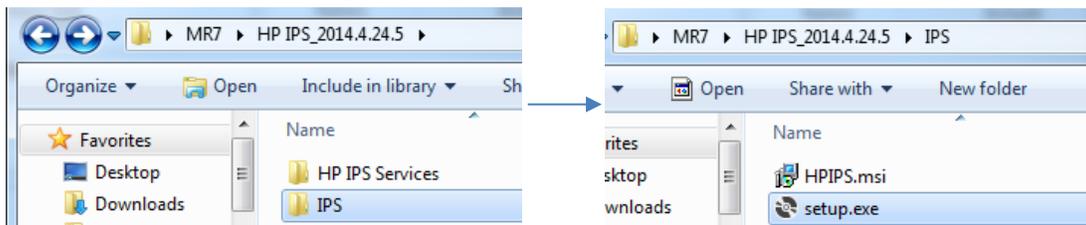


c. Remove the “HP IPS Services” and/or “ProxyService” software through the Windows control panel.



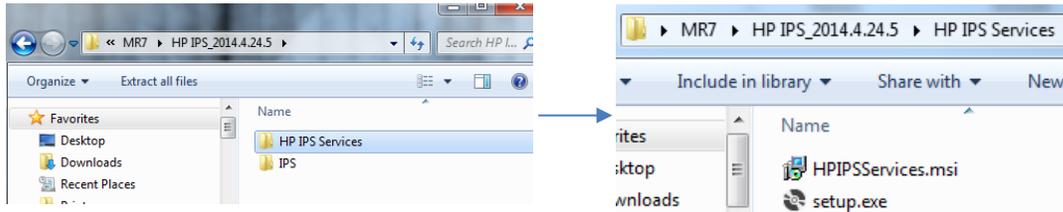
d. Install the HP Internal Print Server (IPS).

Run the **setup.exe** file located inside the **IPS** folder and follow the onscreen instructions until the new software is installed.

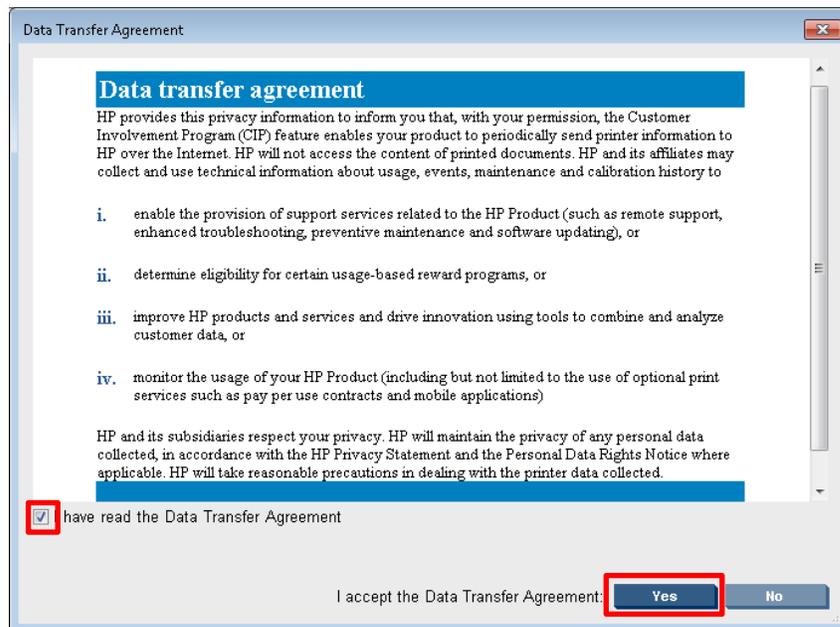


- e. Install HP IPS Services.

Run the **setup.exe** file inside the **HP IPS Services** folder and follow the onscreen instructions until the new software is installed.



- f. Once the installation process of IPS is completed, open the IPS application. At first boot, the Data Transfer Agreement (DTA) will appear. We strongly suggest to enable it in order to take advantage of the info retriever functionalities and of a faster and better remote support.



3. How to update Print Care

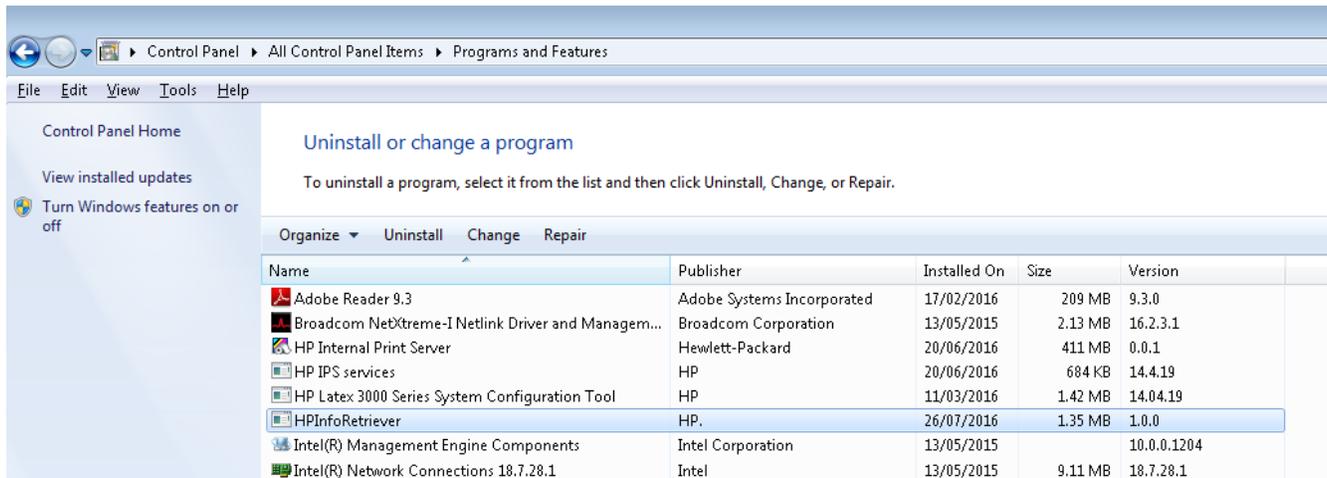
IMPORTANT: The previous Print Care version must be 2.2.3.1. If not, please download it from hp.com, install it and continue with the upgrade.

- a. Close the IPS application before proceeding with the Print Care upgrade.
- b. Download the file **PrintCare_Maintenance_Patch.zip** and extract the 2 files included, **PrintCare_MaintenanceFix_OnlyFor_2.2.3.1_Update.exe** and **PrintCare_1200L_Maintenance_Update.exe** to the computer's hard disk.
- c. Run the **PrintCare_MaintenanceFix_OnlyFor_2.2.3.1_Update.exe** file.
- d. Run the **PrintCare_1200L_Maintenance_Update.exe** file.

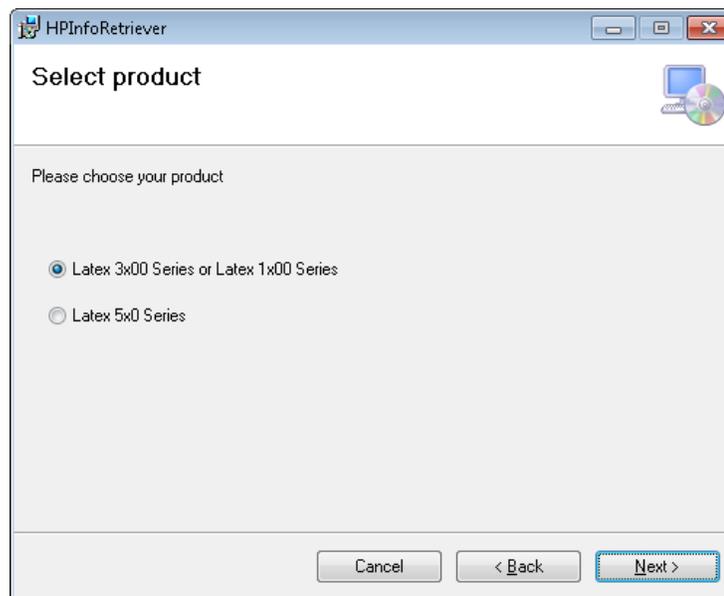
4. How to update the HP Info Retriever

IMPORTANT: To be able to use the Info retriever functionalities and take advantage of a faster and better remote support, the DTA from the HP IPS software must be accepted (see point 2.f above for further details).

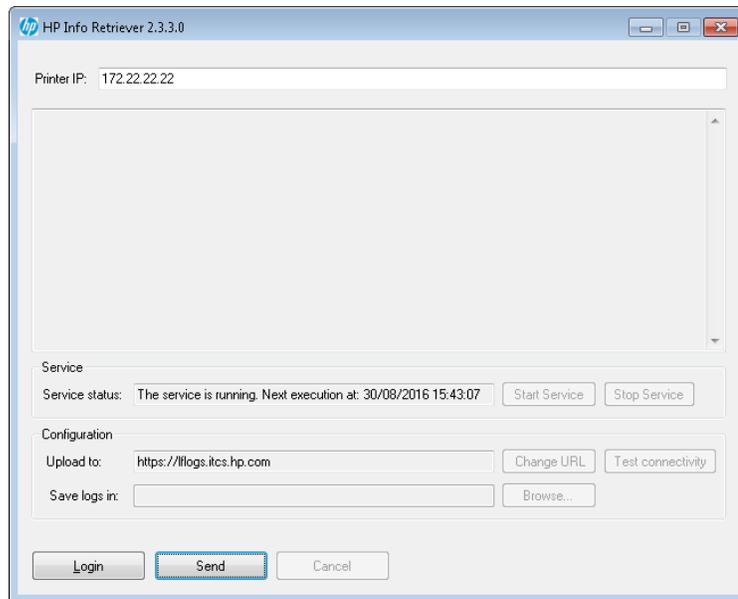
- Download **HPInfoRetriever v2.3.3.0.zip** and extract all the files.
- Uninstall previous versions through the Windows control panel.



- Run **setup.exe**, choose **Latex 3x00 Series** as a product, and follow the onscreen instructions until the new software is installed.



- Once the HP Info Retriever application is installed, click on **Send** in order to do the first connection. Printer must be IDLE.



The “**Uploading logs completed**” message will be displayed if the process succeeds without any error.

Note: HP strongly recommends customers to send the logs manually by clicking on the **Send** button if they are facing any issue and need support.

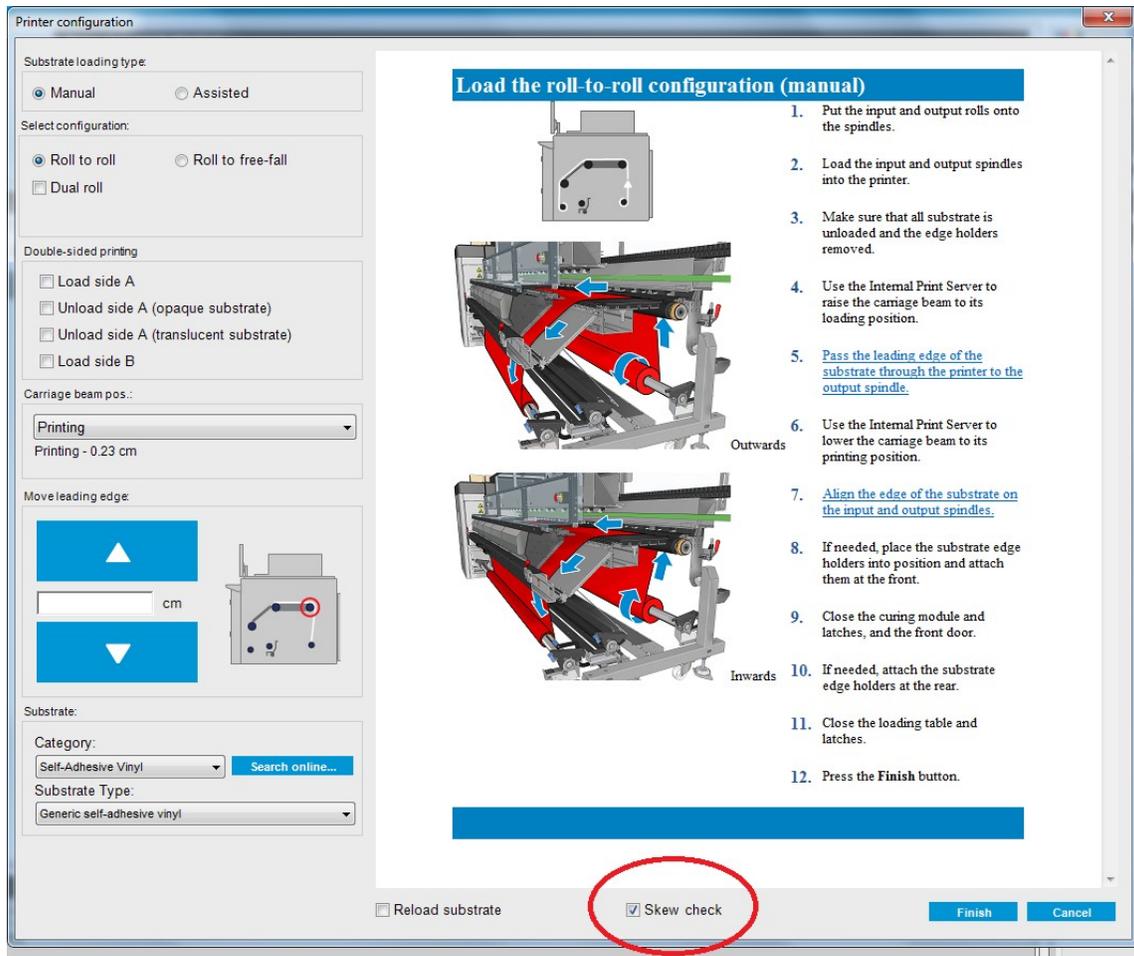
MR7 - New features

The MR7 release provides major new functionalities and improvements. The main changes versus MR6 are detailed below.

- **HP Info Retriever** implementation. This system collects printer and IPS logs on a daily basis allowing us to be proactive on maximizing planned downtimes and minimizing unplanned downtimes.
- **Skew Check option**

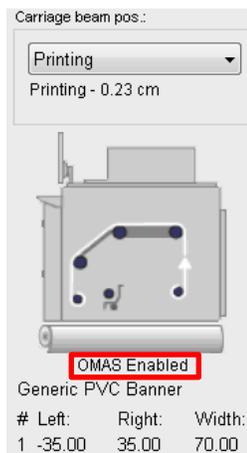
This feature will not tell the customer whether the media is properly loaded or not, but it will provide the amount of lateral movement during the load. Every customer, with expertise, may set a threshold for each media type.

This option can be selected through the Printer Configuration window during substrate loading.



- **OMAS status** can be checked on the HP IPS application.

Note: The OMAS status information on the IPS is not updated in real time. It is just refreshed when there is a change of state of the printer (carriage re-initialization, printhead replacement, printing a new job, etc.). In a next implementation, the status will be shown in real time.



MR7 - Main fixes

The new firmware release provides fixes in many areas that increase the printer stability. The main fixes implemented in MR7 are detailed below.

- The 79:04 system error occurrence has been reduced in situations like dual side usage, changes in print adjustments while printing, check and clean procedure and printer boot up.
- System errors 49.02.01:07 / 49.02.02:07 reporting aerosol filter full were shown too early. Behavior has been corrected.
- When using the Print adjustments while printing, the OMAS enabled option was unchecked when any parameter was modified. This wrong behavior has been corrected.
- Print Care alert for the 1200 liters maintenance is now shown properly.
- Bug fixes related to dual side printing.
- Bug fixes improving general stability.