EuroForm

JetAdvice Manager with HP SDS User Guide

HP Smart Device Services (HP SDS)

Title	JetAdvice Manager with HP SDS Guide
Version	1.02
Prepared by	EuroForm Support
Date prepared	March 25th, 2019
Last Updated	May 21st, 2021
Reviewed by	Alex Kueneman and Lars Krog

EuroForm A/S

Riskær 15 - 2765 Smørum

Phone	+45 4466 8338
Email	info@euroform.com
CVR	DK 18663597

Table of contents

Introduction

JetAdvice Manager has the ability of Remote management for many HP devices now with recent integration with HP's Smart Device Services (HP SDS).

JetAdvice Manager Features
- Full MPS solution
- 100% Vendor independent
- Reports for Billing to allow contract management
- Supply fulfillment system

With HP SDS, it is possible for JetAdvice users to monitor and control printers as well as diagnose service requirements for the entire HP print fleet. This means less time wasted and lower service/repair costs, along with many other benefits.

HP Smart Device Services
- Device management for HP devices (see Index for Supported devices)
- Remote diagnosis for repair with instruction
- Remote configuration
- Preventive maintenance awareness

Note: HP SDS is an add-on service, not a stand alone product, as it is built into JetAdvice Manager and requires an active JetAdvice account to install and use.

What should you expect from this guide?

This document explains how to install the HP SDS client, see and understand HP SDS options available, troubleshooting tips after installation and the HP defined SDS features.

1. Installation

Installing the HP SDS client to a customer account requires there to be a valid JetAdvice customer account running with an active JetAdvice Data Collector Agent. It is preferred to install the HP SDS client on the same installation point as the JetAdvice Data Collector Agent.

1.1 Requirements

Basic installation information for the HP SDS client was last updated by HP on March 5, 2021.

Operating requirements
- .NET 4.5
- Access to the Internet or HTTP proxy server
- IPv4 network

NOTE: The HP SDS client installs and runs under the local Windows Network Service account.

The supported operating system:
- Windows Server 2019 Standard
- Windows Server 2016 Standard/Datacenter
- Windows Server 2008
- Windows Server 2008 R2
- Windows Server 2012
- Windows 7
- Windows 8
- Supported platforms: VMware and HyperV
  HP regularly tests the HP SDS client on platforms with current Microsoft updates.

Hardware minimum requirements
- 32-bit (x86) or 64-bit (x64) Processor: 1 GHz (gigahertz)
- Memory: 1 GB (gigabyte) RAM
- Space required for installer file: Maximum 10 MB
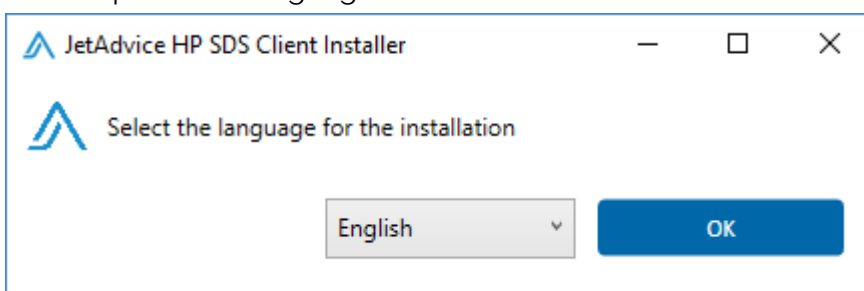 **NOTE:** The installer requires a 100 MB free disk space.

NOTE: Windows systems with multiple NICs (network interfaces) are supported, Windows dictates the NIC that HP SDS client uses.

1.2 Installing the HP SDS client
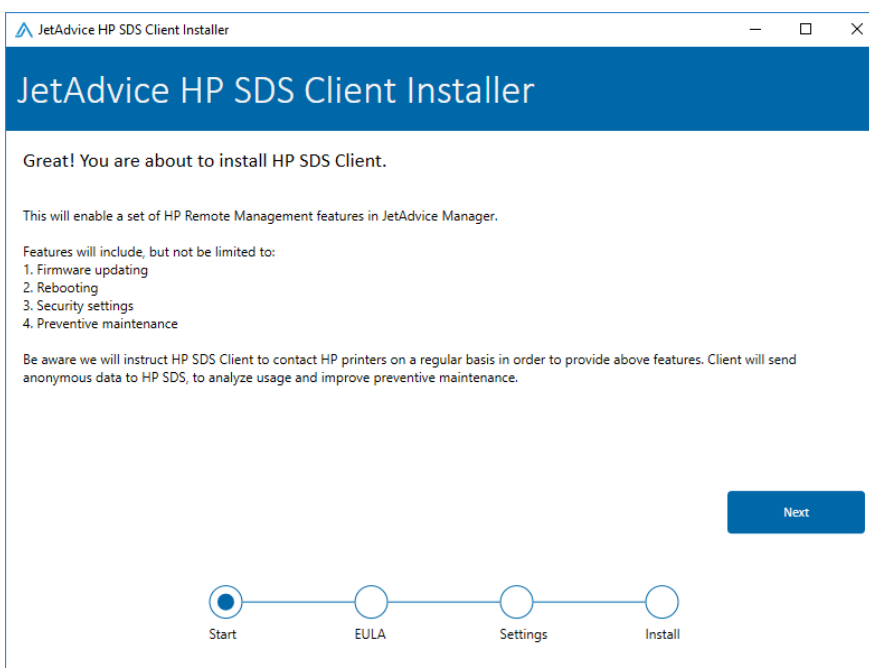
1. Download JetAdvice HP SDS Client Installer

2. Unzip all files

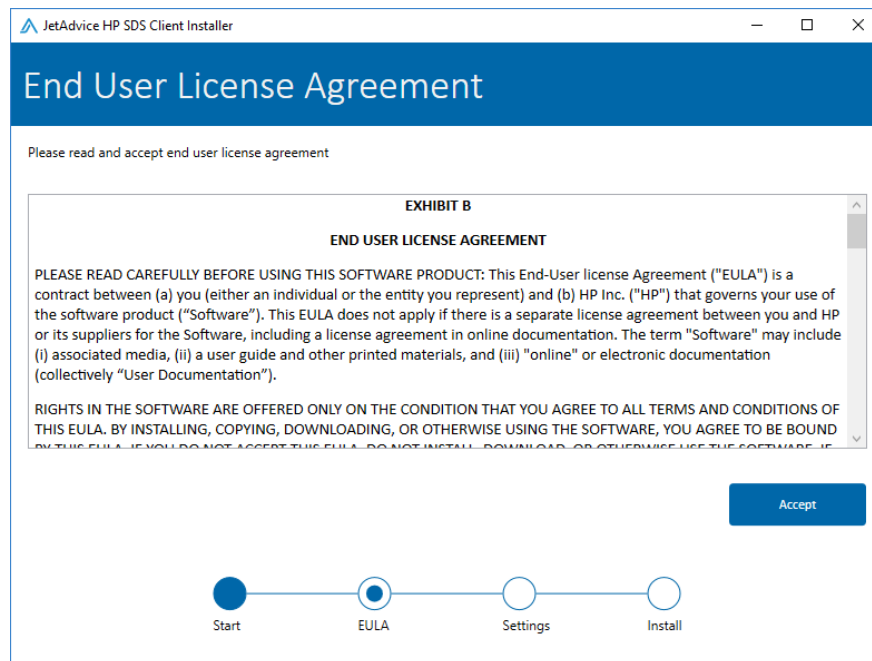3. Run EF.JA.HP.SDS.Client.Installer.UI.exe
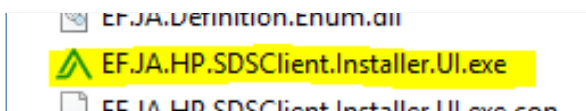
4. Choose preferred language

5. Select Next to the installation Start screen
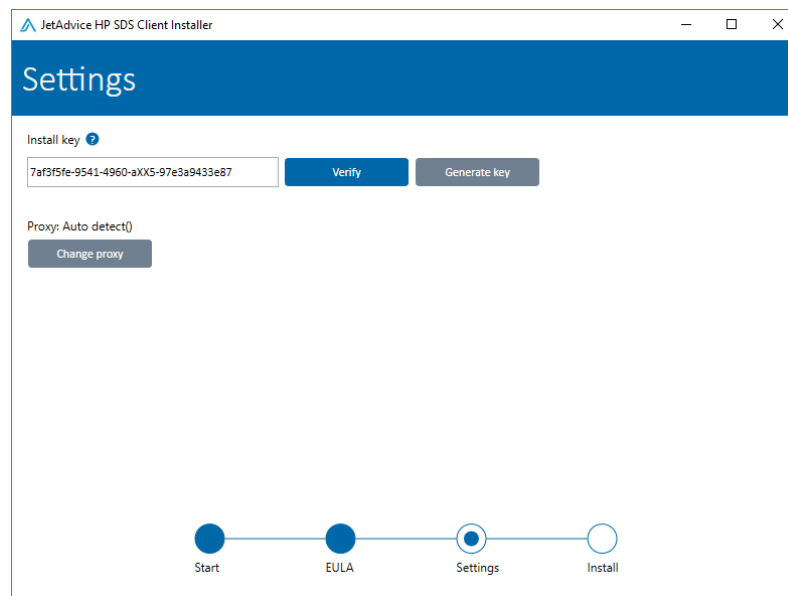
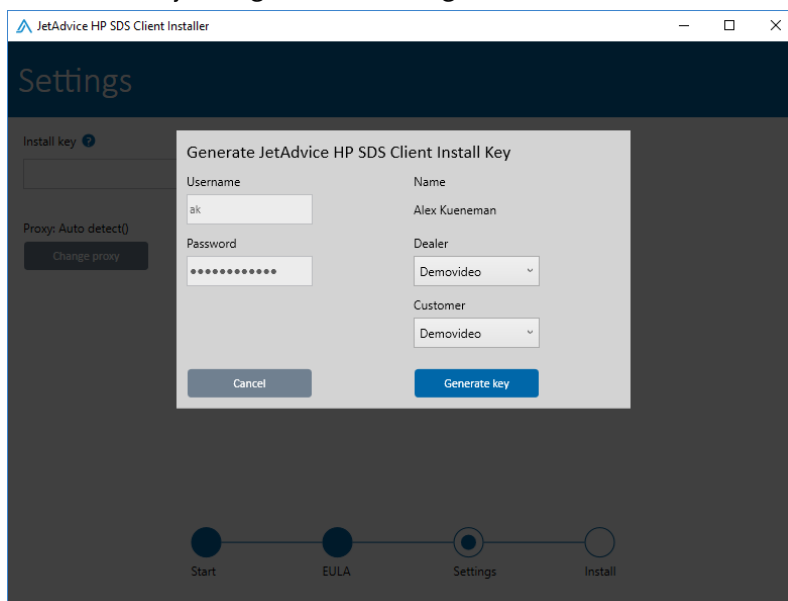6. Agree to the End User License Agreement

7. Enter installation key
   Note: There are different ways this can be performed
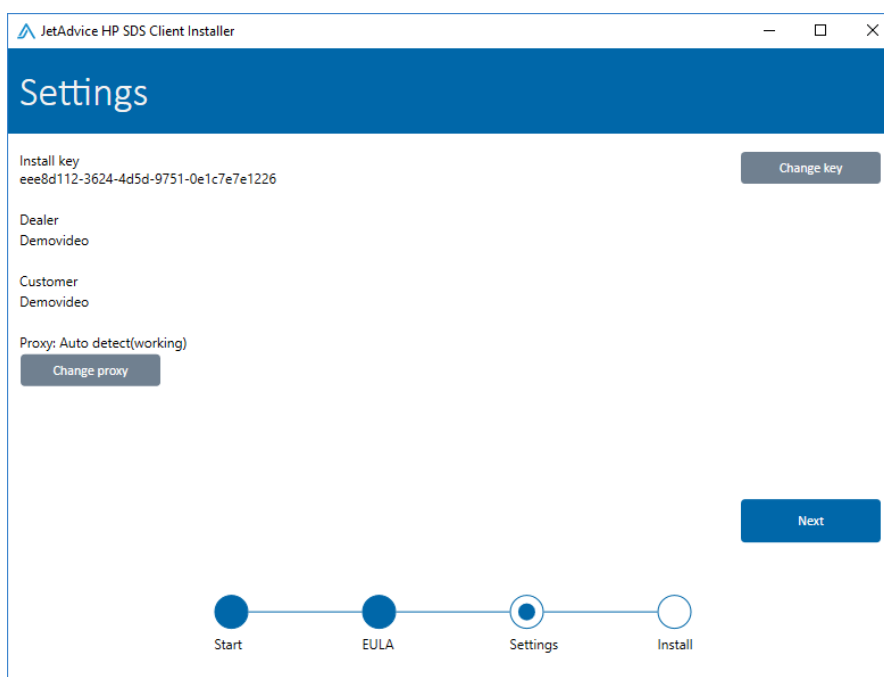   a. For installations without JetAdvice login credentials
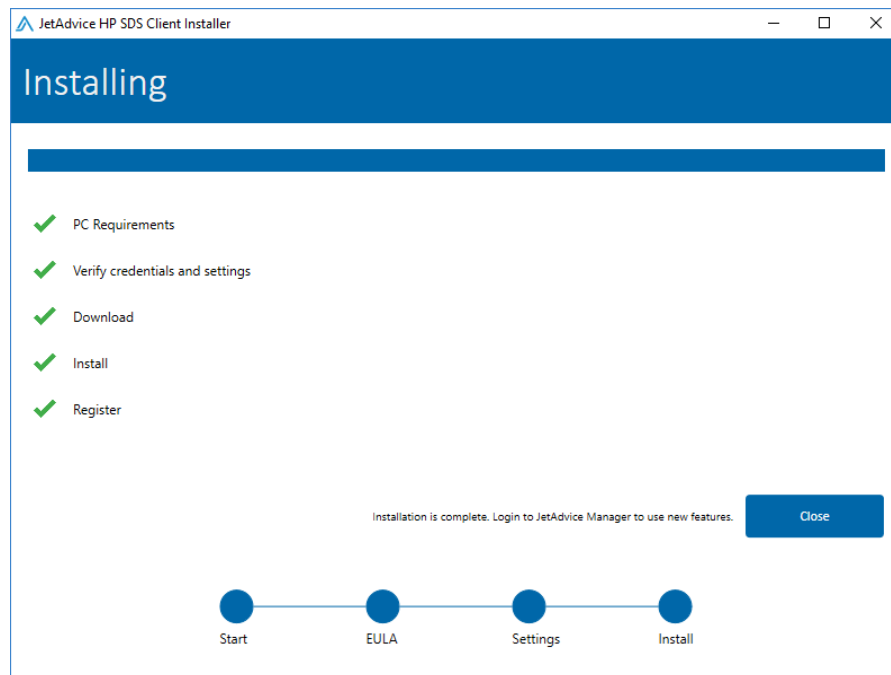   Enter pre-generated key given from reseller and press Verify

b. For installations with JetAdvice login credentials
   Generate Key using JetAdvice login credentials

8. Press Next to install HP SDS client

9. Press Close when Install is complete

Installing

✔ PC Requirements

✔ Verify credentials and settings

✔ Download

✔ Install

✔ Register

Installation is complete. Login to JetAdvice Manager to use new features.

Close

Start — EULA — Settings — Install

10. Install is complete, verification of install can be seen in the Windows Services console; 2 new services will be present and running.

HP JetAdvantage Management Connector
HP JetAdvantage Management Connector Monitor
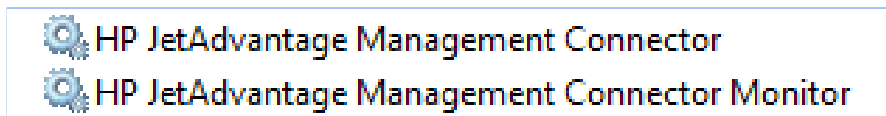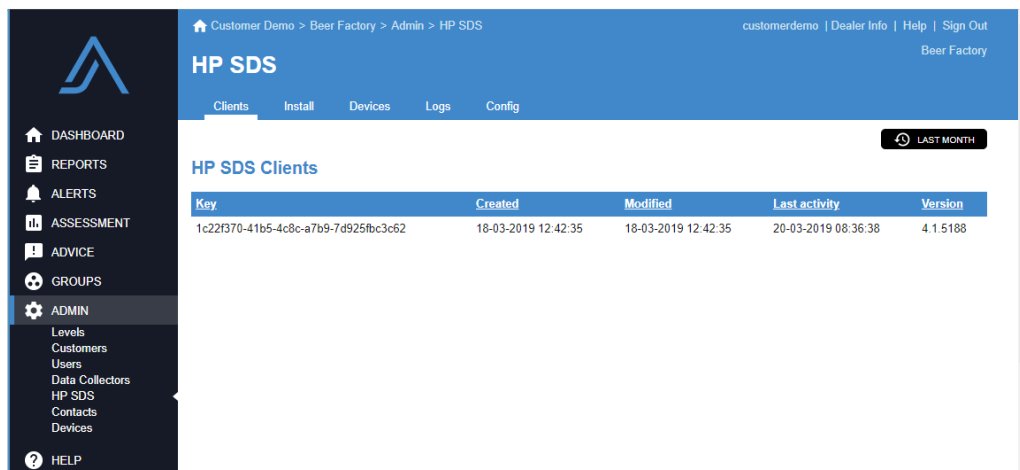
2. HP SDS Menus in JetAdvice

JetAdvice users with access to HP SDS features, with the Remote Management role enabled, will have access to new menus and options in JetAdvice Manager.

HP SDS Menu options are located under the Admin section.

2.1 Clients

The Clients page provides identification of installed clients and their status.
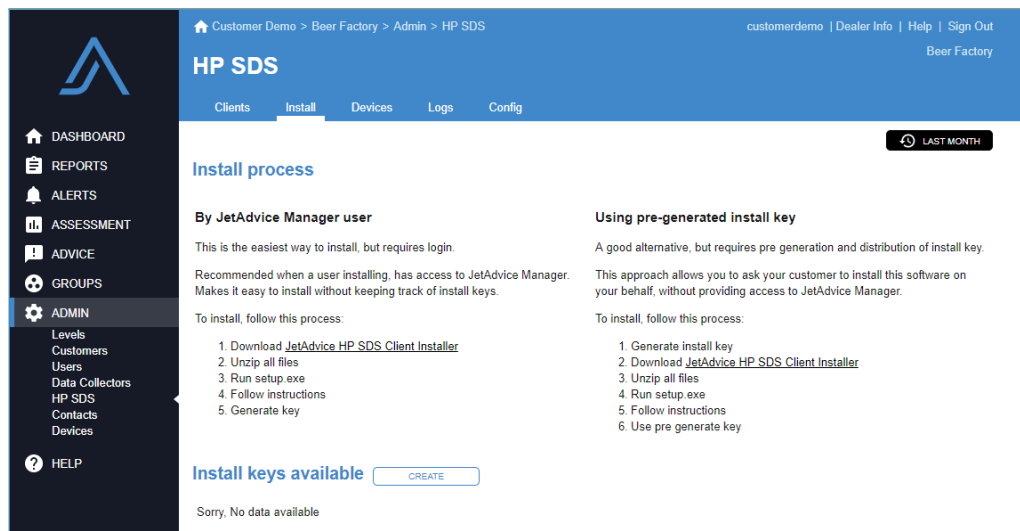
2.2 Install

The Install page includes instructions and methods for installation options as well as the opportunity to pre-generate keys for the customer account.

Pre-generated keys will remain available for 14 days. Available keys will disappear from this page as they are used for installation. Keys not used, will expire after 14 days.
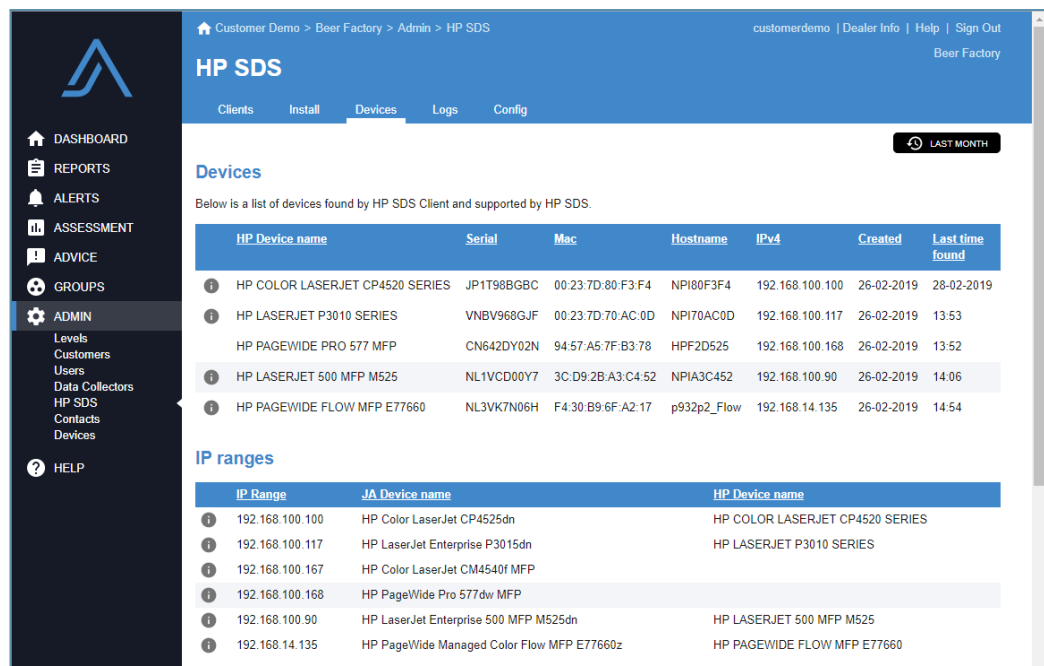
2.3 Devices

Devices displaced are split into 2 sections for how devices are searched for and connected with the HP SDS client. Pressing the "i" takes you to the printer overview page.

- The Devices section in the top area are devices found by the HP SDS client and include HP device identification information as well as last time seen by the HP SDS client

  Note: It may take some time for the devices to appear in the top section after installation. Devices are communicated to the HP SDS servers, then it is upto HP's schedule to verify and connect to the devices.

- The IP ranges section below defines the HP devices seen in JetAdvice Manager by the JetAdvice Data Collector Agent, which defines what the HP SDS client should look for.
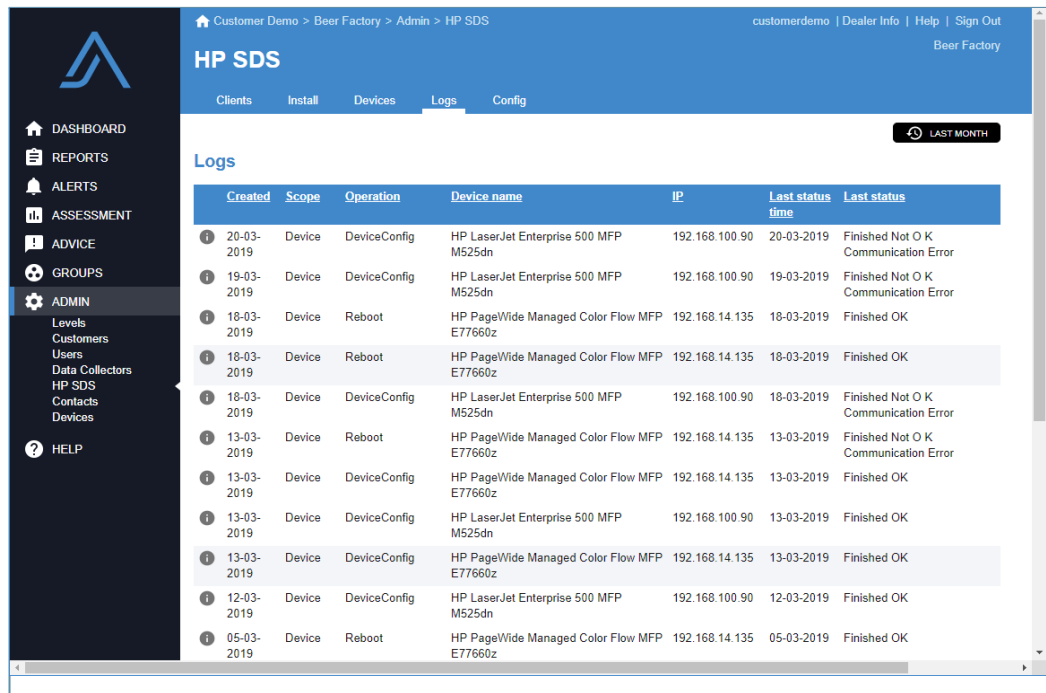
2.4 Logs

The Logs page includes log information for device remote remediation/configuration requests and HP SDS client activity.

2.5 Config

The Config page provides the opportunity to set specific credentials for the devices at the fleet level.

Admin Credentials are the credentials set inside the printer EWS page to sign into the device. Standard username is "admin" in the device normally.

Note:
- Admin Credentials set here are only used on devices where credentials are enabled at the device level.
  - Consider setting 'Fleet Credentials' to allow
- Any devices that do not have credentials defined will not use or consider the credentials for device management.
- The credentials defined on the **HP SDS>Clients** page are not stored in JetAdvice for reference.
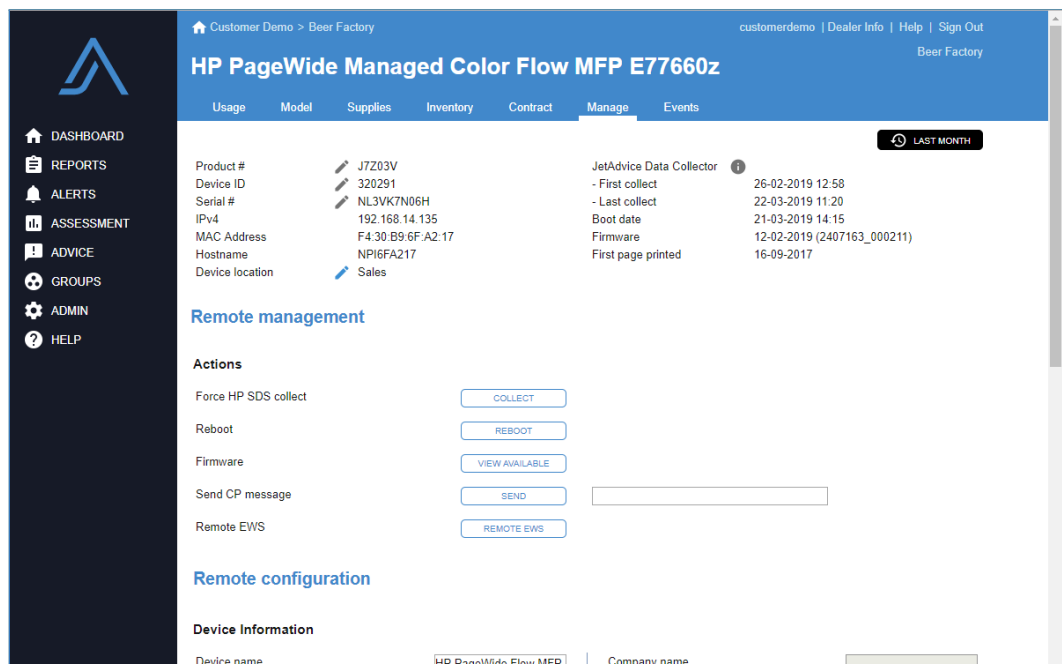
3. Remote Management options in JetAdvice

Users with the Remote Management role will now see a Manage tab on HP devices when accessing the Device Overview page.

3.1 Remote Management

There are several actions available from HP SDS 1.0 functions for resellers/technicians to help reduce service calls that include:

- Rebooting the device
- Managing Firmware
- Sending control panel message
- Access to remote Embedded Web Service (EWS)

3.2 Remote Configuration

There are several device configuration options available from HP SDS 1.0 implementations for resellers/technicians to help their customers that include:

- Device Information
- Proxy settings
- Print services
- Security settings
- Behavior
    - Low supply warning suppression
    - Paper jam recovery
    - Report a problem
    - Lost message
    - Announce on Boot (enabled by default)

3.3 Seeing important SDS notifications

In each HP device, connected with HP SDS, the Events tab displays the complete history and relevant data from the device. Allowing the user/reseller/technician to have a comprehensive history of the device and access to HP SDS repair and diagnosis documentation.

History

	Duration	Created	Closed	Event
⚠	0 days 0 hrs	27-03-2019	27-03-2019	ℹ Supplies: ConsumableChanged
ℹ	0 days 0 hrs	21-03-2019	21-03-2019	ℹ 32.08.A3: An event related to starting the printer.
ℹ	0 days 0 hrs	21-03-2019	21-03-2019	ℹ 99.07.20: The fax modem firmware installer could not connect to the fax modem

Notification types

There are a number of different alerts and messages that can come from HP SDS:

- **Error conditions**

ℹ	0 days 0 hrs	21-03-2019	21-03-2019	ℹ 99.07.20: The fax modem firmware installer could not connect to the fax modem

- **Status change** (Device change, Supply change)

⚠	0 days 0 hrs	27-03-2019	27-03-2019	ℹ Supplies: ConsumableChanged

- **Preventive maintenance***

❗	1 day 0 hrs	11/09/2018	ℹ ReplaceFuser

- **User reported problems***

ℹ	1 day 0 hrs	13-03-2019	ℹ CustomerReportedProblem: Scanning > Smears or Smudges:

- **BlackBox imported error conditions**

ℹ	0 days 0 hrs	09/03/2019	09/03/2019	ℹ BlackBox import: 8 events found
ℹ	0 days 0 hrs	07/03/2019	07/03/2019	ℹ BlackBox: 54.40.00: Errors in the 54.* family are related to the image-

* - Preventive and User reported notifications allow for more interaction in the More details link - Responses can be logged for notification documentation.

Event details

Each event will have information, some more than others depending on the type of notification:

- **Description:** High level detail of notification
- **Suggested action:** Information about recommended actions - available when provided by HP.
- **Link More details:** Provides more details about the condition ; Title, Date, Code, Type, etc…
  - **Note:** when interaction is required a log function will be available and is

typically used for notifications such as Preventative maintenance and User reported problems.

- **Link More details (Exernal):** Provides a connection to HP's Training on Demand and Diagnosis with parts and instructions
- **Timestmaps:** Describing when the notification happened and arrived in JetAdvice

Details

Description	32.08.A3: An event related to starting the printer.
Suggested Action	
Link	More details
Link	More details (External)
Is hidden	No

Timestamps

Created	21-03-2019 18:59
Closed	21-03-2019 19:09
Duration	10 mins 0 secs

4. HP SDS and USB connected devices

Devices locally connected to PC's and workstations via USB can now be identified and seen in JetAdvice Manager through a combination the HP SDS client and HP Smart Device Agent (SDA).

Support for direct connected devices (USB) requires the HP SDA to be installed and running on the workstation attached to the device.

HP SDA instructions.
- [HP Smart Device Agent for USB Connected Printers (c05493761)](#)
- [Pre-Install using SDA Base for USB Plug & Play (c05431930)](#)

Requirements
- HP SDS client installed and running at customer location
- Supported HP device [See list](#)
- Universal Printer Driver (UPD) with Managed Services which includes HP SDA. *Version 6 or higher*
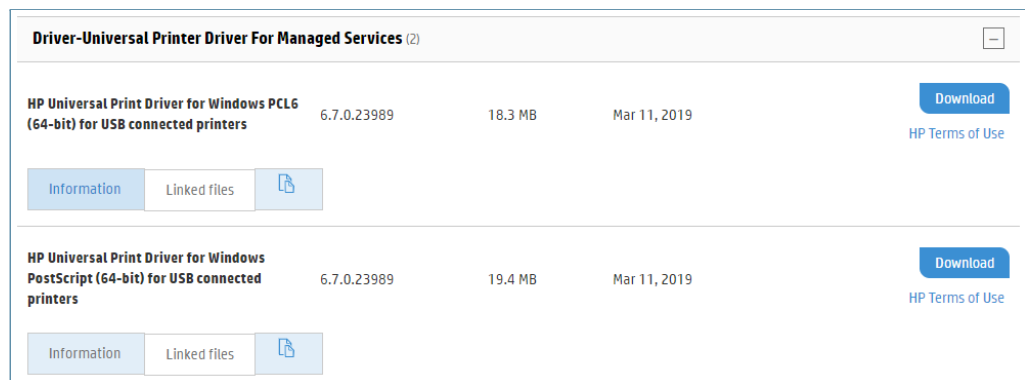
Limitations

Only basic information and HP SDS options will be available for USB connected devices in JetAdvice Manager:
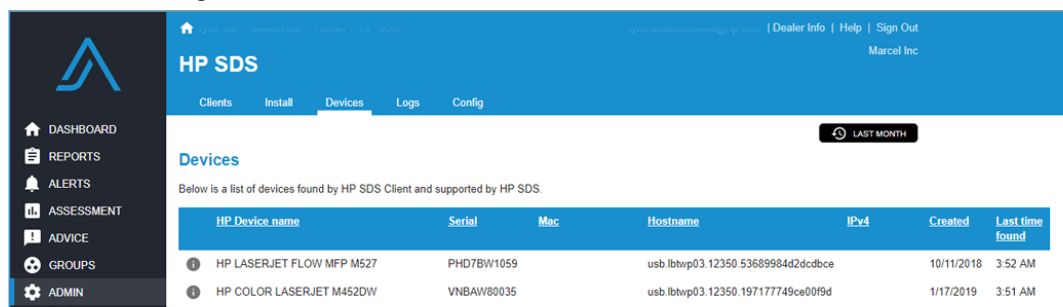
- Device name and serial number
- Limiteds Remote Configuration abilities

Some Windows 8 and higher workstations might also require installation of HP's bidirectional USB driver port packaged as either DOT4x64.MSI or DOT4x32.MSI.

5. Troubleshooting

Some of the more common questions around HP SDS in JetAdvice.

- **How can I tell the SDS client is installed/running?**
  There are 2 places to check:
  - After installation, verify the 2 HP JetAdvantage Management Connector services are present as described in the last step of the installation section of this document.
  - On the Admin>HP SDS>Clients page you can see your recently installed HP SDS client which includes its Created date and also shows the Last Activity information.

  If there is no activity is present, you will need to ensure the Services are running then make sure all ports are available through your firewall/proxy/antivirus settings.
  Note: See HP's suggested port information [here](#)

- **Has the SDS client seen any devices?**
  Devices seen by the HP SDS client will be on the Admin>HP SDS>Devices section in the top portion of the screen. Only HP devices will be requested to be seen.

  If no devices are present, you will need to ensure the Services are running and make sure all ports are available through your firewall/proxy/antivirus settings.
  Note: See HP's suggested port information [here](#)

- **My devices missing Remote Management SDS functionality**
  Devices seen by the HP SDS client can pass the first phase but may be missing HP verified supplies or HP has not been able to collect from the discovered device.

  Contact EuroForm support: support@euroform.com

- **Remote configuration settings are not saving to the device**
  When devices have Administrator settings defined to block general access to device settings, those credentials need to be also set in the HP SDS client through the Admin>HP SDS>Config menu.

  Consider having fleet credentials across the devices to then be able to set that user/pass information in the HP SDS Client. Only one can be stored at a time.

- **Why are there grey fields in the configuration area?**
  Not all devices support editing and management of all the options available in JetAdvice's Device overview on the Manage tab.

- **What ports are required?**
  HP has an extensive list of ports suggested to be open for the best communication.
  See HP's suggested port information here

Index

i. Supported devices

Not all HP devices support SDS or all the SDS features; the information in HP's DeviceCapabilitiesUI link below provides the features that are supported on which device and the required minimum device firmware for such features.

HP SDS Feature/Device matrix (provided 7/2019)
https://jamanagement.hp.com/API/DeviceCapabilitiesUI/

ii. HP SDS Features

HP has released functionality in phases, currently 1.0 and 2.0 are released with plans for future releases and improvements to current released features. Below are the features of each release implemented in JetAdvice.

ii.1 HP SDS 1.0

High-level descriptions of the SDS 1.0 use cases and where to see them in JetAdvice.

- **Diagnose Before Dispatch - "Live" read of device status and history**
  "Live" reading of a device allows for a dealer to remotely check the current event logs and recommended actions for a device. Thus ensuring the most up to date information before dispatching a technician.
  (Seen in Events tab of device in JetAdvice)

- **Diagnose Before Dispatch - HP diagnosis with parts and instructions**
  The information provided includes the diagnosis of the device problem, the severity, and targeted content on how to solve the problem. The content also may include repair videos and an updated parts list.
  (Seen in Events tab of device in JetAdvice)

- **Remote remediation - Event Logs**
  SDS provides the ability to remotely review the device event logs. These logs can provide insights into the errors that have recently/historically happened on the device.
  (Seen in Events tab of device in JetAdvice)

- **Remote remediation - Reboot**
  Sometimes a simple reboot of a device can resolve an issue a customer is experiencing. The SDS platform provides the ability to remotely perform this reboot without having to ask the customer or send a technician to perform the reboot.
  (Seen in Manage tab of device in JetAdvice)

- **Remote remediation - Reflash**
  Some customer issues can be solved by loading the latest firmware on an HP device. The SDS platform provides the ability to remotely upgrade the firmware of the device, saving a trip to the customer.
  (Seen in Manage tab of device in JetAdvice)

- **Remote remediation - Configure**
  At times, altering the configuration of the device will solve customer issues. SDS enables remote configuration changes.
  (Seen in Manage tab of device in JetAdvice)

- **Remote remediation - Remote EWS**
  HP devices have an Embedded Web Server (EWS) page that provides access to many informational items as well as configuration management. The SDS platform provides the ability to remotely access the EWS to help resolve customer issues.
  (Seen in Manage tab of device in JetAdvice)

- **Supplies management - Notify user only when cartridge must be replaced - no warnings**
  HP devices have messages which are displayed on the control panel indicating that a supply is low and should be replaced soon. This feature allows a dealer/ISV to control at what point those messages appear to drive appropriate customer behavior on when to replace those supplies.
  (Setting available in Manage tab of device in JetAdvice)

- **Collect and bill missing printers - Locate printers that have gone missing**
  The SDS platform provides features to help locate printers which have been moved or have had an ip address change.
    - The "I'm Lost" Feature displays a custom message on the device control panel if the device has not been contacted by JAMC in the last 2 weeks.
    - The Device Announcement feature allows a device to contact JAMC on boot to announce its ip address.
  (New IP ranges announced in Admin>Data Collectors in JetAdvice)

- **Collect and bill missing printers - Enable data collection for direct connect printers/MFPS**
  The SDS platform provides a way to see and identify USB connected devices. This makes it possible to bill on devices which may not have been previously covered.
  (Requires extra HP Smart Device Agent - limited information)

ii.2 HP SDS 2.0

High-level descriptions of the SDS 2.0 use cases:and where to see them in JetAdvice. When more detailed information is required for configuration/usage there will be a link to the **FAQ** in JetAdvice in the HP SDS 2.0 feature description.

- **Part Failure Prediction**
  The SDS 2.0 predictive system provides notifications are displayed to the reseller in the form of a "Recommended Action" with a predicted timeframe to failure and severity level.
  (Seen in Events tab of device in JetAdvice)

- **Scanner Dust Detection**
  SDS 2.0 Scanner Dust Detection is designed to help the reseller quickly identify and solve a potential scan/copy quality problem before the customer calls or before they go onsite to service the device.
  (Seen in Events tab of device in JetAdvice)

- **Print Engine Failure Sensor**
  HP's Print Engine Sensor is designed to quickly diagnose printer noise problems and proactively detect engine components that are beginning to fail.
  (Seen in Events tab of device in JetAdvice)

- **Black Box (Discontinued by HP 3/2021)**

- **Expand SDS 1.0 Fleet support**

- **Timely Critical Event Notification**
  SDS 2.0 Timely Critical Event Notification is designed to provide timely event notification of important events without a dependency on the polling rate of the DCA and the mechanism by which MPS software tools access those events.
  (Seen in Events tab of device in JetAdvice)

- **Smart Device Agent (SDA) Config and Reboot**
  HP is providing an update to the Smart Device Agent (SDA) to allow resellers to remotely configure and reboot devices that are locally connected to a PC via USB.
  (Requires extra HP Smart Device Agent)

- **Serial Number Cleared Detection**
  The Serial Number Cleared Detection feature is designed to proactively notify the reseller of this issue so the problem can be easily identified through their MPS software tool and solved quickly.

- **Report A Problem App**
  This feature allows the end user to easily input the problem they are experiencing

at the printer, which will then immediately show up in the reseller's MPS software solution. This feature is also bi-directional and allows the reseller to respond directly to the device app highlighting that the problem message has been received and how they plan to respond.

FAQ: [How to enable and use HP SDS Report a Problem App](#)
 (Setting available in Manage tab of device - results seen Events tab of device in JetAdvice)