

Enhance business productivity



HP Proactive Print Advisor Service

Service feature highlights

- Automatically detect and monitor your printer fleet
- Rely on experienced HP support engineers to analyse printer data and recommend actions
- Access reports to guide optimisation of your printer fleet
- Experience consistent support across the globe

Service overview

HP Proactive Print Advisor Service helps you enhance business productivity, optimise printer fleet utilisation and uptime, and help lower total print costs by automatically detecting and monitoring print devices, providing reports to help manage your print environment and analysing logs to make recommendations for maintenance to reduce printer downtime. Ideal for customers who are managing their own printer fleet but want additional expert assistance, HP Proactive Print Advisor Service provides guidance to IT managers from HP's highly skilled and experienced engineers, who can automatically detect and monitor your print devices using HP's advanced remote management software.

Key benefits:

- Gain knowledge and insight via HP's advanced Jet Advantage Management Software
- Get premium-level help from HP analysts, who provide reports on observations and recommendations for your printer fleet
- Enable your IT manager with the printer fleet information needed to improve your print environment
- Free IT staff bandwidth for more productive tasks
- Enjoy consistent help from HP expert analysts in over 60 countries

Specifications

Table 1. HP Proactive Print Advisor – requirements for Jet Advantage Management Connector installation

Requirement	Details
System requirements	<p>Supported operating systems:</p> <ul style="list-style-type: none"> Windows Server™ 2008 Windows Server 2008 R2 Windows Server 2012 Windows® 7 Windows 8 <p>Required:</p> <ul style="list-style-type: none"> • Microsoft® .NET 4.5 • Access to the Internet¹ or HTTP proxy server • IPv4 network <p>Hardware requirements (minimum):</p> <ul style="list-style-type: none"> • 1 GHz 32-bit (x86) or 64-bit (x64) processor • 1 GB RAM • Maximum 10 MB installer file; installer requires 100 MB of free disk space <p>VMware and Hyper-V are supported platforms.</p>
Device details	The Customer will provide HP with complete details about the devices to which this service extends. Key details needed for every device include model number, IP address and location.
Passwords/Settings	The Customer will provide HP with any passwords or device credentials if the device is password protected.

¹ Requires Internet access.

Table 2. Key components of HP Proactive Print Advisor Service

Analysis and reports	<ul style="list-style-type: none"> • Printer firmware analysis • Printer fleet usage • Printer fleet utilisation assessment • Printer fleet issues/events • Observations and recommendations
Data HP collects²	<ul style="list-style-type: none"> • Device and usage information • Logs (event timing, errors, etc.)
Data HP does not collect	• Document content, personal identifiable information, security settings, etc.
Transmission security	<ul style="list-style-type: none"> • Data is transmitted and received using HTTPS communication – HTTP over SSL/TLS using an X.509 certificate for authenticity and encryption • HP uses a VeriSign Class 3 Secure Server CA with a 2048-bit RSA key
Data is stored in a secure HP data centre. It is encrypted and protected with additional backup services.	

Table 3. Service-level options

Option	Delivery specifications
Duration	HP Proactive Print Advisor Service is available in 1-, 3-, 4- and 5-year coverage durations. The coverage duration is indicated in the description of the selected package. For each selection, there are two tiers: one for fewer than 500 devices and another for more than 500 devices.

Service eligibility

- HP network printer products and HP-supported products that are sold by HP or an HP authorised reseller are eligible.
- Multi-vendor network printer data will be reported conditionally.³
- The Customer must have a valid HP warranty or HP extended hardware service contract for any hardware in order for HP to take action based on the recommendations provided through this service.
- HP recommends that the Customer cover 100 percent of their in-warranty installed base of HP network printer units when purchasing HP Proactive Print Advisor Service.
- The Customer must have an IT department or a Customer-authorized IT help desk service provider who would be entitled to receive the monthly reports of this service.
- The Customer must have an installed base of at least 100 network printer units.

Geographic coverage

Table 4. Geographic coverage

Region	Countries
Americas	Argentina, Brazil, Canada, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, Guatemala, Honduras, Mexico, Nicaragua, Panama, Peru, Puerto Rico, Uruguay, United States, Venezuela
Europe, Middle East and Africa	Austria, Belgium, Czech Republic, Denmark, Egypt, Finland, France, Germany, Greece, Hungary, Ireland, Israel, Italy, Luxembourg, Morocco, the Netherlands, Nigeria, Norway, Poland, Portugal, Qatar, Russia, Saudi Arabia, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Turkey, United Arab Emirates, United Kingdom
Asia Pacific	Australia, China, Hong Kong, India, Indonesia, Japan, Malaysia, New Zealand, Philippines, South Korea, Singapore, Taiwan, Thailand

² Data collected from customers' printing and imaging devices will be used by HP to help customers effectively optimise their printing and imaging fleet, including potentially recommending additional offerings or support services.

³ Data reported for non-HP devices may vary based on manufacturer.

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, at HP's discretion, HP or the HP authorised service provider will i) not be obligated to deliver the services as described or ii) perform such service at the Customer's expense at the prevailing time and material rates.

The Customer will:

- Provide the system where the software will be installed
- Ensure that the server/machine on which software is installed is working 24x7
- During a support incident, have the Customer's designated support contact perform the following:
 - Provide all information necessary for HP to deliver timely and professional support and to enable HP to determine the level of support eligibility
 - Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

Service limitations

Activities such as, but not limited to, the following are excluded from this service:

- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement
- Services required due to failure of the Customer to incorporate any system fix, repair, patch or modification provided to the Customer by HP
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- Services that, in the opinion of HP, are required due to unauthorised attempts by non-HP personnel to install, repair, maintain or modify hardware, firmware or software
- Any services not clearly specified in this document

This service does not mean any kind of service-level agreement (SLA) commitment or service delivery onsite.

General provisions/Other exclusions

- HP Proactive Print Advisor Service will be activated within 30 days of purchase of the service.
- HP reserves the right to deny this service if the Customer provides inaccurate or fraudulent information regarding the Customer's in-warranty installed base.
- HP reserves the right to conduct routine audits of the Customer's in-warranty installed base to help ensure that there is an accurate sizing of the printer fleet.
- HP's ability to deliver this service is dependent upon the Customer's full and timely co-operation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.
- Geographic locations and languages are subject to change.

Ordering information

To obtain further information or to order HP Proactive Print Advisor Service, contact a local HP sales representative.

Table 5. Product ordering information

HP Care Pack product no.	Description
U8HE9E	HP 1y PPA less than 500 devices HW Supp
U8HF0E	HP 1y PPA more than 500 devices HW Supp
U8HF1E	HP 3y PPA less than 500 devices HW Supp
U8HF2E	HP 3y PPA more than 500 devices HW Supp
U8HF3E	HP 4y PPA less than 500 devices HW Supp
U8HF4E	HP 4y PPA more than 500 devices HW Supp
U8HF5E	HP 5y PPA less than 500 devices HW Supp
U8HF6E	HP 5y PPA more than 500 devices HW Supp

For more information

For additional information on HP Proactive Print Advisor Service in your region, visit:

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