HP Proactive Print Advisor

Helping you manage your printing and imaging fleet better

Effectively optimize and manage your printing fleets with proactive monitoring, analysis, and reporting—and watch your business thrive.[1]

What is Proactive Print Advisor?

Proactive Print Advisor is a service that can help you increase business productivity and help lower your total printing costs by:

- Automatically detecting and monitoring printing and imaging devices

- Providing reports to help manage your print environment

- Analyzing logs to make recommendations for maintenance to reduce device downtime[1]

With printer data analysis, our experienced analysts look for trends that indicate future failures and suggest preventative actions. Recommendations are then made to help optimize your device environment, and reduce costs.

Does Proactive Print Advisor replace Managed Print Services?

Proactive Print Advisor is not a Managed Print Services replacement. It does not replace existing support provided by warranty, Care Pack, or contract. There is no call center functionality—the analysis takes place remotely and reports are emailed to you.

Can I combine Proactive Print Advisor with other services?

Proactive Print Advisor is a premium value added service that can be purchased standalone or in two combinations with other services. The first combination is Proactive Print Advisor with a HP Care Pack or Contractual Services for specific printing devices, which includes extended or enhanced service levels beyond the standard warranty. The second combination is Proactive Print Advisor with HP Care Pack or Contractual Services in combination with Priority Services, which includes premium enterprise class support services—for example, with IT Pro to IT Pro Support (Priority Access) or further complemented with an assigned Customer Support Manager (Priority Management).

How does Proactive Print Advisor work?

HP JetAdvantage Management Connector, which is HP's advanced remote management software, is installed on your network and monitors the health of your fleet of network print and imaging devices. It then collects the data to enable proactive analysts to create comprehensive reports. The proactive analyst then analyzes these reports and provides observations and recommendations to you. These reports are delivered via email on a monthly basis as part of a standard Care Pack offering.

How secure is my data?

Data is transmitted via a secure communication between your environment and HP servers. This encrypted data is stored in HP secure data centers. These are the same protocols used for online banking. Additionally, in accordance with the privacy policy, HP does not sell any of this information although we may use it to recommend additional services that can provide value to you.

To learn more, please read the Proactive Print Advisor Technical White Paper.

What data is collected?

- Device information: type, model, serial number, firmware version, IP, and MAC address
- Usage information: pages printed/scanned, simplex/duplex, color/mono, etc.
- Logs: event timing, errors, etc.

What data is not collected?

- Document content
- Fax numbers/settings
- Permissions
- Access control
- Security settings
- Personally identifiable information (PII) or other non-machine-specific information
- Application content
- Information related to your business

What do I receive?

You will receive comprehensive monthly reports and analysis including recommendations for proactive issue resolution and fleet optimization. Each report includes the following:

- Fleet utilization (Over/Under)
- Fleet usage (Mono/Color/Print/Copy/Scan/ Fax/Simplex/Duplex/Letter/Legal/A4/A3)
- Top issues and events
- Model mix
- Firmware status (optional)
- Expiring warranty/Care Pack/maintenance contract/status (received once in the first reporting cycle)

To whom will reports and recommendations be delivered?

They will be delivered to your designated contact and any other partners/resellers that you have authorized.

How often will I receive reports?

Reports will be sent to you once per month or as mutually agreed upon.

Who will be sending the reports to me?

The proactive analyst sends the reports to you through email.

What should I do with the reports?

You can review the report and act on any of the recommendations to optimize or manage your printing fleet, or you can contact your account manager/channel partner for a business review.

How should I proceed when I want to resolve the issues that are stated in the report?

After receiving the report identifying your fleet issues, you can contact HP Support and they will provide you with the information needed to resolve them. This information can be accessed for free if you have an HP Care Pack or Contractual Services agreement for specific printing devices.

If the information provided in the report recommends an upgrade to the latest firmware, how should I proceed?

HP publishes the latest firmware on hp.com within the "HP support center" section. To find the latest firmware for your machine, please follow these steps:

1. Go to hp.com/support and select the country/language
2. Click **Drivers & Downloads**
3. Type your product name or number into the **Find my product** search field and click **Go**
4. Select your model from the search results, then depending on your printer model:

   – Go to the **software and driver results**, or

   – Select the **operating system** or select **OS Independent** if available

   – Find the **Firmware** heading, and click **Download** next to the download you want

To determine whether the product is under warranty or Care Pack, we recommend that you contact the respective support center before you upgrade the firmware.

What are the key benefits?

- Reduce downtime and increase productivity
- Free your IT manager's time for more productive tasks
- Identify issues before they happen
- Lower support costs
- Improve fleet optimization
- Enforce print policies
- Stay on top of technology updates

What is the role of proactive analysts?

- Facilitate your software-install process
- Device discovery
- Create your interface links
- Your first point of contact
- Prepare device entitlement report
- Prepare monthly reports
- Interface with Level 2 support

What is HP JetAdvantage Management Connector?

HP JetAdvantage Management is a lightweight HP software application that provides communication between local fleets of printers (including multi-function devices) and an HP cloud-hosted device management application, previously known as HP Jetadmin Cloud Connector.

To learn more, please read the Proactive Print Advisor Technical White Paper.

Why is HP JetAdvantage Management Connector needed?

You and HP require a communication path between device fleets and HP cloud hosted facilities—HP JetAdvantage Management satisfies this requirement. HP hosted fleet management purposes, such as reporting and remote configuration, are facilitated by both HP JetAdvantage Management and the HP Jetadmin cloud application.

How many devices does one HP JetAdvantage Management Connector support?

HP JetAdvantage Management supports up to 2,500 devices.

Is there a minimum number of devices required for coverage?

There are 1- to 5-year Care Pack options for companies with fewer than 500 devices and companies with more than 500 devices. However, it is recommended that you have at least 100 network printers or scanners. Please contact your sales representative for more information.

Can I purchase Proactive Print Advisor for new and installed base machines?

Proactive Print Advisor can be purchased for new machines and installed base. There are no specific restrictions in this regard.

Do the devices all need to be from the same vendor?

No, customers may have both HP and non-HP devices, but data reported for non-HP devices may vary based on manufacturer. Please contact your sales representative for more information and to find out which devices and vendors are supported.

How will I know when to install the service?

When the order for Proactive Print Advisor is received, the proactive analyst generates an email with the installation instructions and registration key. This allows you to install HP's advanced remote management software in your environment.

Do my devices need to have a valid warranty or Care Pack with HP?

No. You do not need a valid HP warranty or HP extended hardware service contract to be eligible for Proactive Print Advisor. You will still receive recommendations on how to optimize and manage your fleet. However, you must have a valid HP warranty or HP extended hardware service contract for HP to take action based on the recommendations provided.

Are there restrictions to the duration of the period that I can order Proactive Print Advisor?

HP offers a lot of flexibility in the duration to order Proactive Print Advisor. You can order Proactive Print Advisor via a Care Pack with a predefined duration of 1, 3, 4, and 5 years. Beyond this, HP also allows ordering Proactive Print Advisor via a service contract by adding it to an existing contractual services arrangement that covers HP printing devices.

Who will install this service?

You can quickly and easily install the service yourself by following the installation steps and using the unique registration key sent to you by your Proactive Print Advisor analyst.

What is needed during and after installation of HP JetAdvantage Management Connector?

- Any Windows® based server running 24/7
- Complete details about the devices to which this service extends
- Key details needed for every device including: model number, IP address, and location
- A point of contact from your IT department
- Device credentials (if any)

Where will I go if there is an issue with installation?

You should contact the proactive analyst. For any issues/support you can write to proactiveservices.analyst@hp.com.

Where can I find more information on Proactive Print Advisor?

Please visit hp.com/go/proactiveprintadvisor.

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hp.com/go/getupdated

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[1] Proactive Print Advisor requires a 100-device installed base minimum of HP network printers/scanners preferably with valid HP warranty or HP extended hardware service contract coverage.

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