



# HP JetAdvantage Management — Release Notes

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# Release Version History

In the below table, the first row provides details of the most current release version.

**Table 1-1 Versions and Supersedes**

<b>Release Name</b>	<b>Version/Build on release</b>
HP JetAdvantage Management version 1.3.6.2	20151204.1
HP JetAdvantage Management Connector version 1.3.20151204.1	Connector Installer Version: 4.1.620
HP JetAdvantage Management version 1.3.6.1	20150925.2
HP JetAdvantage Management Connector version 1.3.20150925.2	Connector Installer Version: 4.1.583
HP JetAdvantage Management version 1.3.6	20150925.2
HP JetAdvantage Management Connector version 1.3.20150925.2	Connector Installer Version: 4.1.566
HP JetAdvantage Management version 1.3.3	20150715.2
HP JetAdvantage Management Connector version 1.1.20150701.2	Connector Installer Version: 4.1.458
HP JetAdvantage Management version 1.3.2.5	20150603.2
HP JetAdvantage Management Connector version 1.1.20150603.2	Connector Installer Version: 4.1.411
HP JetAdvantage Management Version 1.3.2	20150408.1
HP JetAdvantage Management Connector version 1.0.20150408.1	Connector Installer Version: 4.1.353

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# HP JetAdvantage Management and HP JetAdvantage Management Connector

- [Description](#)
- [Update Recommendation](#)
- [Product Part Numbers](#)
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## Description

This document discloses HP JetAdvantage Management update details including product changes, improvements, and fixes for HP end-users, partners, and customers.

HP JetAdvantage Management is a cloud-based printer management application designed by HP and implemented in HP data centers. It is used to manage fleets of many types of printers including some Multifunction Printers. HP JetAdvantage Management Connector is an installable software that resides on customer networks and that facilitates communication between fleets of devices and the HP application running in HP data centers.

- HP JetAdvantage Management application does not require end-user or customer upgrades as the software is hosted and upgraded within HP data centers. Occasionally browser support specifics will change and are noted in this document.
- HP JetAdvantage Management is displayed via a standard web browser. See details in [Supported Browsers](#)
- HP JetAdvantage Management Connector might be updated in each release cycle and implementing the new release is optional.

When there is a fix or improvement of the HP JetAdvantage Management Connector, HP will upgrade the connector, and recommends customers/ partners to implement the latest version of the HP JetAdvantage Management Connector. This document will disclose details of the upgrade installation instructions. For additional installation instructions, go to [HP JetAdvantage Management User Guide \(c04457539\)](#), and see the “Set up and configure the HP JetAdvantage Management Connector” section.

# Update Recommendation

- [HP JetAdvantage Management](#)
- [HP JetAdvantage Management Connector](#)

## HP JetAdvantage Management


Updates of HP JetAdvantage Management platform hosted in the HP back-office (Data Center) are not optional and occur on a regular interval. This document discloses important details about these upgrades at each release.

## HP JetAdvantage Management Connector

The latest version of HP JetAdvantage Connector is hosted on the HP JetAdvantage Management application portal and can be downloaded and/or installed from the end-user browser.

**Recommended/Advised:** Includes new enhancements, features, and/or minor bug fixes. HP recommends (but does not require) all customers to update. See the following sections for more details — [Enhancements/Features](#) and [Improvements and Fixes](#)

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 **NOTE:** In a future release, HP JetAdvantage Management Connector will receive auto-update functionality. Use this document for details on future releases.

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## Product Part Numbers

HP JetAdvantage Management Connector is released under the HP part number F9V79AA. HP JetAdvantage Management (application) does not have a separate part number.

## Supported Devices

Latest product model support is documented in an HP Support document that is available to HP and HP Partners. HP JetAdvantage Management also supports Managed printer models.

For supported product models, use SAW to access the following link [Supported Products](#) (Document ID: c04593798).

This document does not include support details for non-HP models.

## Operating Systems

- [Operating Systems in 1.3.6.2](#)
- [Supported Browsers](#)

### Operating Systems in 1.3.6.2

HP JetAdvantage Management Connector software is supported on the following operating systems:

- Microsoft Windows Server 2008
- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2012

- Microsoft Windows Server 2012 R2
- Microsoft Windows 7
- Microsoft Windows 8

For more information, go to [HP JetAdvantage Management User Guide \(c04457539\)](#), and see the “System requirements for the HP JetAdvantage Management Connector” section.

## Supported Browsers

The HP JetAdvantage Management portal is available through browsers supported on Windows operating systems. These include Firefox (version 38 and prior), Chrome (version 43 and prior), and Internet Explorer versions 9, 10, and 11.



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**NOTE:** Microsoft Edge is not supported at this time.

## Prerequisites/System Requirements

For all the latest prerequisites and system requirements, go to [HP JetAdvantage Management User Guide \(c04457539\)](#), and see the “System requirements for the HP JetAdvantage Management Connector” section.

## Installation instructions

For the latest installation instructions, go to [HP JetAdvantage Management User Guide \(c04457539\)](#), and see the “Install and Register the HP JetAdvantage Management Connector from the Customer Dashboard” section.

## Languages

HP JetAdvantage Management supported languages include the following:

- Chinese (Simplified)
- Chinese (Traditional)
- English (United States)
- Dutch
- French (Standard)
- German
- Italian
- Japanese
- Korean
- Portuguese (Brazilian)
- Russian
- Spanish

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# Enhancements/Features

- [Enhancements/Features in 1.3.6.2](#)
- [Features implemented in previous releases](#)

## Enhancements/Features in 1.3.6.2

- [HP JetAdvantage Management 1.3.6.2](#)
- [HP JetAdvantage Management Connector 1.3.6.2](#)

### HP JetAdvantage Management 1.3.6.2

Below is the new feature implemented in HP JetAdvantage Management 1.3.6.2

- **Devices:** When the Devices list is exported from HP JetAdvantage Management, the resulting .csv file will contain two new columns if an HP Managed device is present in the customer fleet. The two columns are labeled "HP Managed Device" and "HP Managed License Expiration". The "HP Managed Device" column identifies if the device is an HP Managed SKU device and the "HP Managed License Expiration" column provides the expiration date for the HP Managed SKU license.

### HP JetAdvantage Management Connector 1.3.6.2

No new features were implemented in the HP JetAdvantage Management Connector.

## Features implemented in previous releases

- [HP JetAdvantage Management and HP JetAdvantage Management Connector in 1.3.3](#)
- [HP JetAdvantage Management and HP JetAdvantage Management Connector in 1.3.2.5](#)

### HP JetAdvantage Management and HP JetAdvantage Management Connector in 1.3.3

- **HP JetAdvantage Management 1.3.3**
  - **Service Providers:** Increased the number of nested Service Providers in a hierarchy from five to ten.
  - **View Log Files:** This feature located in the **Connectors** menu in HP JetAdvantage Management enables users to retrieve log files collected by HP JetAdvantage Management Connector.



- **Notifications:** Users with a Service Provider Administrator role will receive emails for pending user request and expiring licenses.
- **Filter by User Request:** A search function is available which filters user requests under your account.

- **HP JetAdvantage Management Connector 1.3.3**

On the HP JetAdvantage Management Connector user interface, the **First Name**, **Last Name**, and **Email** fields are mandatory. If a mandatory field is left blank, an error icon displays after clicking the **Apply** button.

## HP JetAdvantage Management and HP JetAdvantage Management Connector in 1.3.2.5

- **HP JetAdvantage Management 1.3.2.5:**

- **Login page title:** HP JetAdvantage Management title is added to the login page.
- **Consumables Strategy Templates:** The templates are categorized as **Standard**, **Managed**, and **Maximum**. They are applicable to HP Enterprise devices.




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**NOTE:** When Templates are applied to mSKU devices, the "**History**" page displays a "**Not Supported**" status for a mSKU device.

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**Standard** is the new name for the earlier value named **Default**. **Managed** is a value designed for HP Managed Printers/ MFP's that have a supplies fulfillment process or service agreement. The **Maximum** value enables printers to print when the print cartridge is very low and the printed page might display the print quality defects.

- **Managed Device Authorization:** HP JetAdvantage Management invoked job is much like a configuration template but cannot be applied manually. The job works in conjunction with the existing **Device Authorization Status** data collection in order to keep licensed toner yield improvement features (Managed models) active. An HP Managed printer model ships with toner yield improvement technology that is kept active by the HP JetAdvantage Management Connector communicating with the device. The licensed feature is queried once every 24 hours by the **Device Authorization Status** data collection which tests to determine if a renewal action has taken place within the last 7 days. If the renewal is older than 7 days, **Managed Device Authorization** sends a setting to the device which renews the license for the next 30 days.

In cases where a renewal lapses past 30 days, the device will de-activate the licensed features and will no longer function with toner yield improvement technology. Every 24 hours **Device Authorization Status** data collection tests the device and when it detects a device having a deactivated status, it attempts to put the device back into licensed state with **Managed Device Authorization**. Devices that are non-responsive are retried throughout the 24 hour period.

- **Content Localized:** HP JetAdvantage Management User Guide and HP JetAdvantage Management Security White Paper are now localized to match application localization. See [Languages](#)

- **HP JetAdvantage Management Connector 1.3.2.5:**

- **Diagnostics:** Troubleshoot button on HP JetAdvantage Management Connector records detailed information into the service log file HP.JAMC.Service.log without requiring the HP JetAdvantage Connector service be set to DEBUG logging.

For more information, see [HP JetAdvantage Management User Guide](#) (c04457539).

This document is also a public document.

- **Diagnostics folder removed:** Diagnostics script no longer required as a result of Troubleshooting fixes (older diagnostics script and files are removed as Troubleshooting button performs the same task). This functionality change will be documented in future in the [HP JetAdvantage Management User Guide](#) (c04457539).

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# Improvements and Fixes

- [HP JetAdvantage Management 1.3.6.2](#)
- [Improvements and fixes in previous releases](#)
- [Known Issues and Workarounds in 1.3.6.2](#)
- [Known Issues and Workarounds in previous releases](#)

## HP JetAdvantage Management 1.3.6.2

The following fixes are implemented for HP JetAdvantage Management 1.3.6.2:

- DesignJet T1300 displays "Device Model Not Supported".  
**Implemented Fix:** Added support for the product.
- HP S962dn displays "Policy Not Supported" for Consumables and Data Collection.  
**Implemented Fix:** Added support for the product.
- Network Model Not Supported for JetDirect model J6057A .  
**Implemented Fix:** Added support for this JetDirect product.
- "XMPP Proxy Timeout" error displays for a number of devices in the **History** page.  
**Implemented Fix:** This issue is resolved in HP JetAdvantage Management Connector version 1.3.20151204.1.
- The Phone number field is not saved the first time when typed in the HP JetAdvantage Management Connector user interface.  
**Implemented Fix:** This issue is resolved in HP JetAdvantage Management Connector version 1.3.20151204.1.

## Improvements and fixes in previous releases

- **HP JetAdvantage Management 1.3.3**

Fixes in HP JetAdvantage Management 1.3.3 are the following:

- HP JetAdvantage Management Connector fails to login and displays XMPP Certificate Error on non-English Windows systems.

**Implemented Fix:** Resolved in HP JetAdvantage Management Connector version 1.1.20150701.2.

- Numerous Localization fixes
- HP JetAdvantage Management application displays the message "Searching for devices".

**Implemented Fix:** Updated the **Add Devices** wizard to display a message that devices cannot be discovered when a connector status is "**Offline**".

- The **Consumables and Usage Data** indefinitely displays the status as in "**In Progress**".

**Implemented Fix:** This issue is resolved when using HP JetAdvantage Management 1.3.3.

- **HP JetAdvantage Management 1.3.2.5**

Fixes in HP JetAdvantage Management 1.3.2.5 are the following:

- Intermittent but regular Certificate Validation errors during connector registration.

**Implemented Fix:** Issue was in Certificate deploy processes at application servers.

- Installed folders remain after **Uninstall**.

**Implemented Fix:** Both working directories and files are now fully removed by **Uninstall**.

- Port 5280 displays in HP JetAdvantage Management Connector logs and is tested on network; and is not referenced in documentation.

**Implemented Fix:** The port is no longer being tested by HP JetAdvantage Management Connector. This port was added as part of a development effort to resolve connector communication issues but has since been removed.

## Known Issues and Workarounds in 1.3.6.2

The following table provides the issues, description, and fixes for HP JetAdvantage Management 1.3.6.2:

Issue ID	Description	Fixes/ Workarounds
58300	HP JetAdvantage Management Notification – Expiring HP Managed Device Authorization email links do not open to the account Devices page when using HP Domain credentials.	<b>Workaround:</b> Log in using an HP Passport account, if available.  If you do not have an HP Passport, follow these steps:  Log into HP JetAdvantage Management, select the Customer, and then select Devices from the selected Customer menu.

## Known Issues and Workarounds in previous releases

- **Known Issues and Workarounds in 1.3.3**

The following table provides the issues, description, and fixes:

Issue ID	Description	Fixes/ Workarounds
52339	All files and subdirectories are removed from the custom install directory when HP JetAdvantage Management Connector is uninstalled.	<b>Workaround:</b> Make sure to backup the custom install directory and subdirectory prior to uninstalling the HP JetAdvantage Management Connector.

- **Known Issues and Workarounds in 1.3.2.5**

The following table provides the issues, description, and fixes:

Issue ID	Description	Fixes/ Workarounds
49671	HP JetAdvantage Management Connector download fails in IE 9 on Server 2008.  This is caused by the " <b>Do not save encrypted pages to disk</b> " setting in IE. This setting is turned on by IE <b>Enhanced Security Configuration (ESC)</b> which is on by default in Server 2008 and Server 2008 R2.	This is fixed in IE 10, but IE 10 is only supported on 2008 R2 and later.  For more information, see <a href="http://blogs.msdn.com/b/ieinternals/archive/2009/10/02/internet-explorer-cannot-download-over-https-when-no-cache.aspx">http://blogs.msdn.com/b/ieinternals/archive/2009/10/02/internet-explorer-cannot-download-over-https-when-no-cache.aspx</a>
51524	New polling job created inside of job interval	Target fix is in next release. No workaround outside of exporting job data and combining inside of MS Excel.

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## Related information

For additional support details and links on HP JetAdvantage Management, see the following documents in SAW:

- User Guide: [http://saw.cce.hp.com/km/saw/view.do?docId=emr\\_na-c04457539](http://saw.cce.hp.com/km/saw/view.do?docId=emr_na-c04457539) (c04457539)
- Security White Paper: [http://saw.cce.hp.com/km/saw/view.do?docId=emr\\_na-c04457520](http://saw.cce.hp.com/km/saw/view.do?docId=emr_na-c04457520) (c04457520)
- Frequently Asked Questions (FAQ): [http://saw.cce.hp.com/km/saw/view.do?docId=emr\\_na-c04649435](http://saw.cce.hp.com/km/saw/view.do?docId=emr_na-c04649435) (c04649435)
- Troubleshooting Error Messages: [http://saw.cce.hp.com/km/saw/view.do?docId=emr\\_na-c04568007](http://saw.cce.hp.com/km/saw/view.do?docId=emr_na-c04568007) (c04568007)
- Supported Products: [http://saw.cce.hp.com/km/saw/view.do?docId=emr\\_na-c04593798](http://saw.cce.hp.com/km/saw/view.do?docId=emr_na-c04593798) (c04593798)