



## HP JetAdvantage Management — Frequently Asked Questions (FAQs)

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# 1 General questions

## 1.1 What is HP JetAdvantage Management?

HP JetAdvantage Management is a scalable, cloud-based management tool for fleets of printers. The application is available to customers through a browser-based interface accessed by Chrome, Firefox, or Internet Explorer versions 9, 10, or 11. The customer doesn't need to load any server software aside from a lightweight, signed HP application named HP JetAdvantage Management Connector that facilitates communication between fleets of customer networked devices (printers and Multifunction Printers) and the HP JetAdvantage Management application.

## 1.2 Who uses HP JetAdvantage Management?

HP JetAdvantage Management is used by HP teams and HP business partners providing printer fleet management to a variety of customers.

## 1.3 What business requirement does HP JetAdvantage Management fulfill?

HP JetAdvantage Management provides the following business requirements for HP and customers:

- Provides a communication path between the printer and scanner fleets and HP Cloud hosted facilities to manage the printers and scanners.
- Enables HP hosted Fleet management purposes such as evaluating / reporting the entire printer/ scanner inventory and remote configuration, facilitated by HP JetAdvantage Management Connector and HP JetAdvantage Management application.
- HP Managed Print Services uses HP JetAdvantage Management to fulfill Remote Proactive Services, a Managed Print Service (MPS) offer to HP customers.
- Qualified HP business partners use HP JetAdvantage Management to deliver various services.
- Used for Proactive Services offered through HP Care Packs, currently in early evaluation.

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## 2 HP Managed Printers and MFPs

### 2.1 What are HP Managed models and how do these relate to HP JetAdvantage Management?

HP Managed models are bundled for HP and HP business partners for use in service arrangements. These are internally named as mSKU models. HP JetAdvantage Management connectivity is required in these environments where these models are deployed and is used for an active mSKU functionality. These devices are automatically implemented in the Managed group of devices when discovering devices in HP JetAdvantage Management.

### 2.2 Is there a demo version of HP JetAdvantage Management that I can use to test the features in HP JetAdvantage Management and procedures such as installing the connector?

As a qualified HP Business Partner or Channel Provider that will deploy HP Managed devices, contact your HP Business or Account Representative to learn how to access and use the features in HP JetAdvantage Management.

### 2.3 Is the price of the HP Managed products different than the similar HP Enterprise versions?

The list price of the HP Managed products is higher than the similar HP Enterprise products, but the contractual discounts are also higher so that Channel Partners will be able to buy them at a similar net price.

### 2.4 Is there any difference on warranty for HP Managed products?

HP Managed LaserJet printers have a one year parts and labor warranty, the same as HP Enterprise printers. In addition, the HP Officejet Managed Color X585 has a three year printhead guarantee. For more information, refer the appropriate service advisory for product numbers L3U40A and L3U41A.

### 2.5 Can an HP Enterprise printer or MFP be converted into an HP Managed product?

HP Managed products have HP Enterprise product corollaries, but are limited to managed environments with service contracts and therefore have higher duty cycles, engine life, and recommended page volumes. HP Enterprise products cannot be converted into HP Managed products.



## 2.6 How do you determine if a product is a Managed printer or an Enterprise printer?

The following methods enable a user to determine if a printer is Managed:

- Check if the name plate located in front of the printer has “Managed” in the model name of the printer.  
HP Color LaserJet Managed MFP M775zm, for example.
- Check the device product number on the regulatory label located on the back of the printer.
- Print a Configuration Page or view a Configuration Page using the Embedded Web Server (EWS) to check the device product number.



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**NOTE:** Managed printers have specific product numbers.

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## 2.7 What happens if a service technician change the formatter or other internal parts of an HP Managed device? Is this device recognized by HP JetAdvantage Management as a new device?

If the serial number and the model does not change for a device, HP JetAdvantage Management will recognize the device.

## 2.8 Where are the servers hosted for HP JetAdvantage Management?

All data is securely hosted in HP’s data centers in the US.

HP complies with the US.-EU Safe Harbor framework and the US.-Swiss Safe Harbor framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal data from European Union member countries and Switzerland. HP has certified that it adheres to the Safe Harbor Privacy Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement.

For more information of the Safe Harbor program and to view HP’s certification, go to <http://www.export.gov/safeharbor/>

## 2.9 Does the Partner need to use HP JetAdvantage Management instead of their current monitoring tool?

The Partner can continue to use their current monitoring tool if they prefer as HP JetAdvantage Management is designed to work in parallel with existing monitoring solutions, and has been tested against popular packages such as FM Audit and JetAdvice. HP JetAdvantage Management is required to be installed to get the full benefits of HP Managed products.

## 2.10 Do HP Managed products require a different driver than the similar HP Enterprise versions?

HP Managed printers and MFPs are compatible with the same drivers as their similar Enterprise products.

## 2.11 Can a Channel Partner perform firmware upgrades, or does HP update the firmware by accessing the customer's network? Is there any security control that makes sure that this firmware is not installed on non-HP Managed devices?

HP Managed devices use the same firmware super bundle as the standard models which is downloaded from <http://www.hp.com>. The Managed features are loaded only when the firmware recognizes the Managed device by its model number.

## 2.12 Can older versions of firmware be downloaded on an HP Managed device?

For Managed features to be available on a device, the firmware version must be newer than April 13, 2015. If an older firmware version is downloaded on a Managed device, the behavior will be unpredictable even if the firmware download was successful.

## 2.13 Why is HP requiring the Partner to install HP JetAdvantage Management with these products?

The new HP Managed products are only for use by authorized partners in conjunction with original HP supplies.

HP JetAdvantage Management ensures the following benefits for HP Managed products:

- Provides a significantly higher cartridge yield for these products.
- Operates correctly and notifies the partner of any problems and corrective action to take.
- Offers the partner and their customer the ability to view the date page counts and other data on their fleet, as well as configure certain features without the use of VPN.

HP plans in the future to offer new features and functionality that will make HP JetAdvantage Management more valuable to partners and to the end-customers.

In circumstances where it is not possible to install HP JetAdvantage Management, partners can install a managed SKU without HP JetAdvantage Management, but in these cases, the key benefits such as the International Standardization Organization (ISO) yield will be unavailable.

## 2.14 Will the HP Managed product require a continuous internet connection to maintain the full benefits including the ISO yield?

The authorization system does not require a continuous (24x7) connectivity and is designed to have some tolerance for intermittent connectivity.

To limit network traffic, HP JetAdvantage Management checks for product authorization at regular intervals, rather than continuously. If the product has not been authorized within an HP determined time frame, which is currently approximately one week, HP JetAdvantage Management attempts to reauthorize the product. If unsuccessful, HP will send a notification email as detailed in the Operating guide.

HP JetAdvantage Management will automatically continue to attempt to renew the authorization on a daily basis. In addition, HP Partners can manually trigger a re-authorization by re-adding the device to HP JetAdvantage Management as detailed in the Operating guide.

## **2.15 What assurance do Partners have that HP will continue to support the system for the duration of the relevant contract when the full benefits of the HP Managed products depends on the HP JetAdvantage Management system?**

HP JetAdvantage Management is a strategic investment for HP that is intended to continue to improve to make it a more valuable tool for the Partners and their customers. To further demonstrate HP's commitment to these HP Managed products and to HP Partners, HP is including contractual provisions ensuring partners a minimum availability of five years to the stated ISO yields. For more information, refer the HP JetAdvantage Management operating guide.

## **2.16 What assurance does the Partner have that HP will not use the information in HP JetAdvantage Management to compete with them in the future?**

HP is committed to growing their contractual business through their Partners. There are two specific policies designed to reassure their Partners about potential conflicts of interest:

- The Partner is not required to register the true customer name in HP JetAdvantage Management, provided they register a unique identifier that the Partner is able to trace back to the customer in the event of an audit, according to the terms of the HP Partner agreement.
- HP will not share customer level information from HP JetAdvantage Management with potentially competing sales organizations such as HP's direct Managed Print Services (MPS) group.

## **2.17 What benefits are lost if the product is not authorized?**

If an HP Managed product is not authorized, it will lose some features that differentiate it from a similar Enterprise product. This includes ISO yield benefits and certain features that optimize when the "very low" message is triggered. In future, HP might add more features that are connected to the authorized state.

## **2.18 How does the Partner set up the HP JetAdvantage Management system?**

For information of the HP JetAdvantage Management set up, refer the step-by-step instructions in the HP JetAdvantage Management Operating guide.

## **2.19 How long does it take to set up HP JetAdvantage Management?**

Partner registration is only a few minutes of work for the partner in total, which will include the time that HP takes to validate their account access. Customer registration is very simple and takes only one or two minutes. The time for a customer deployment will depend on the size and complexity of the environment.

Installing the data agent is only a few minutes, and adding a small fleet of printers is a few minutes more, but it will vary based on need for firewall configurations, uploading large fleets, etc.

## 2.20 Does HP JetAdvantage Management have to be installed before the HP Managed product provides the full set of yield benefits?

No, HP Managed printers come authorized from the factory for a short time to allow flexibility on deployment schedule.

## 2.21 What is the support for HP JetAdvantage Management?

HP is providing an enhanced support experience for the HP Managed products which will enable partners to quickly get to a higher and more advanced levels of technical support. For more information, refer to the [HP JetAdvantage Management User Guide](#) (c04457539).

## 2.22 What happens if the printer loses connection with the HP JetAdvantage Management system?

If the connection is lost, HP JetAdvantage Management system will notify the Partner of the event and which device(s). The Partner will have an HP-determined amount of time (expected to be at least 3 weeks) to correct the situation before the product is de-authorized for the full Managed printer benefits. If, after de-authorization, connection is subsequently re-established with an original HP cartridge, the device will be re-authorized for the Managed benefits. This situation is similar to cartridges.

## 2.23 How can I help my customers understand the security and privacy features and policies of HP JetAdvantage Management?

HP has a multi-faceted security strategy for HP JetAdvantage Management, including both data at rest and data in motion.

For more information about the security, privacy features and policies of the HP JetAdvantage Management platform, HP has authored a whitepaper document for HP Channel Partners. This document is available via MyHPSalesGuide. [Security whitepaper for HP JetAdvantage Management customer and Data Collection](#) (c04457520)

## 2.24 What kind of notification will the Partner be given before a device is de-authorized?

HP will send an email to addresses of the relevant Service Provider administrator(s) registered in the HP JetAdvantage Management system. Details of this process can be found in the HP JetAdvantage Management Operating guide.

## 2.25 Can EconoMode feature be used on Managed products?

On Managed products that have the **EconoMode** feature, you can still use **EconoMode** and the print output will be the same as it is on Enterprise versions of HP products. Standard printing on a Managed printer uses

the default device imaging tables. When **EconoMode** is enabled, the printer uses an economode imaging table. The device can only use one imaging technique at a time, they are not combined or cumulative.

## **2.26 Does yield apply only to the contractual cartridges or to any cartridge including X and A?**

For HP Managed products, HP provides ISO certified yields only for the YC, XC, or AC contractual cartridge applicable to a given product. However, HP mSKU's will provide additional pages from any HP original cartridge, including those included at no additional charge in the shipping container with the hardware. The percentage increase in pages may vary for different cartridges.

## **2.27 How does the Managed product provide these yield gains compared to the similar Enterprise product?**

Certain HP printers utilize image-rendering technology that is highly optimized for managed deployment while meeting the high demands of various customers printing environment. This optimization is unique to HP and dependent on the complete LaserJet printing system which includes Original HP toner, HP Imaging ASIC, HP formatter, and printer. As a result, when the same cartridge is used in one of these optimized printers, the cartridge will have a higher stated ISO yield.

## **2.28 Are the cartridge and LLC alerts different on the HP Managed products?**

Yes, as part of the optimization HP has changed how the alert system is designed. By default there are no "low" alerts on Managed products as on an Enterprise product. For Long Life Consumables (LLCs), the HP Partner can choose to turn the "low" alert back on.

In addition, on HP Color products, the "very low" message will be displayed at a later point on Managed products, based on actual usage of that cartridge. This helps to maximize the consumption of the cartridge before the HP Partner's customer will be prompted to replace the cartridge.

## **2.29 What happens if a customer accidentally puts a non-original HP cartridge in the product?**

In this case, the HP Managed product will report the presence of a non-original HP cartridge and the HP JetAdvantage Management system will notify the partner of this event with respect to the particular product(s). The HP Partner will have an HP-determined amount of time (expected to be at least 3 weeks) to correct the situation before the product is de-authorized for the full HP Managed printer benefits. If after de-authorization the cartridge is subsequently replaced with an original HP cartridge, the device will be re-authorized for the Managed benefits. If this occurs several times, the HP Partner might have to contact HP to have the product re-authorized.

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## 3 Deploying the software

### 3.1 Is the HP JetAdvantage Management Connector a Windows software for PC's and servers, or, is this a Remote Monitoring Appliance (RMA) application?

HP JetAdvantage Management Connector is run only on Windows operating systems. Non-Windows operating systems are not supported at this time.

For more information about the system requirements for HP JetAdvantage Management Connector including host requirement specifications, refer the [HP JetAdvantage Management Connector Readme notes](#) (c04488205).

### 3.2 Can HP JetAdvantage Management Connector operate in the same environment with RMA used by Managed Print Services (MPS)? Does this pose any conflict with HP's MPS and/or customer print management?

HP JetAdvantage Management Connector runs on the same customer network with Remote Monitoring Appliance without any conflicts or issues.

### 3.3 What are the specifics behind downloading and deploying the HP JetAdvantage Management Connector?

The application installer is not available using a public HP download portal. Currently, the personnel in charge of deploying Management Services technology to HP customer sites are responsible for distributing the software and usually as part of a specific deploy activity. In most cases, the software is deployed by HP personnel with some customer assistance. As of HP JetAdvantage Management version 1.3.2, the Connector is available for download from within the portal under the **Add Connectors** feature.



**NOTE:** In some cases, the software is deployed by Research and Development (R&D) and other internal HP groups for evaluation purposes.

### 3.4 When you deploy the software, what are the application details that get installed onto the computer host?

After the software is installed, HP JetAdvantage Management Connector will perform the following tasks:

- Creates files as it installs in the following locations.

- Location of the set of installed files in HP JetAdvantage Management Connector on the computer hard drive: %ProgramFiles (x86)%\HP JetAdvantage Management Connector
- Location of the set of working files the application creates and uses as it runs: %windir%\ServiceProfiles\NetworkService\AppData\Local\HP\JAMC
- Reside on the computer host as an Automatic Windows service called HP JetAdvantage Management Connector. This runs under Network Service which is a built-in Windows identity.
- Create an HP JetAdvantage Management Connector item on Windows: **All Programs > Startup folder**. This item will be visible in the notification area as an icon located in the Windows taskbar, and is started when a user logs in JetAdvantage Management Connector. A configuration user interface can also be launched from this item on the taskbar.

### 3.5 Is there a registration process that an end user must follow?

Yes. A registration key must be supplied for each HP JetAdvantage Management Connector to be deployed for a given customer.

The key is generated within the HP JetAdvantage Management portal (accessed using a browser), and then it is added to the HP JetAdvantage Management Connector user interface as part of the initial deploy process. Once registered, HP JetAdvantage Management Connector continues to communicate with the HP JetAdvantage Management application without much need for user intervention. The registration key is specific to a HP JetAdvantage Customer and can only be used once. The key expires after two weeks. The key should be handled securely.



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**NOTE:** When the registration key is downloaded from HP JetAdvantage Management portal using the Add Connector feature, the generated registration key is embedded in the HP JetAdvantage Management Connector filename. This registration key is only valid for one installation.

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### 3.6 Do end users need account privileges to acquire the registration key?

Yes. A user must be granted appropriate portal access to generate a registration key. These users must have Administrative access to either the Customer or Service Provider within the HP JetAdvantage Management portal.

### 3.7 Can HP JetAdvantage be deployed in very small networks such as a Telecom ADSL home network?

Yes, the software works on any network where IP is supported and where the printers all have a unique IP address.

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## 4 Connectivity

### 4.1 How does the software connect to HP Internet servers once it's installed?

HP JetAdvantage Management reaches through the public Internet and communicates with two HP hosted services at these addresses:

- [www.hpjac.com](http://www.hpjac.com) This address hosts JetAdvantage Management HTTPS service.
- [www.xmpp-hpjac.com](http://www.xmpp-hpjac.com) This address hosts an XMPP service.

Both of the above addresses communicate over Transport Layer Security (TLS) using x.509 certificates. Specific details about these two connections are also discussed at great length in the [HP JetAdvantage Management Connector Readme notes](#) (c04488205).

### 4.2 Are there IP ports details documented?

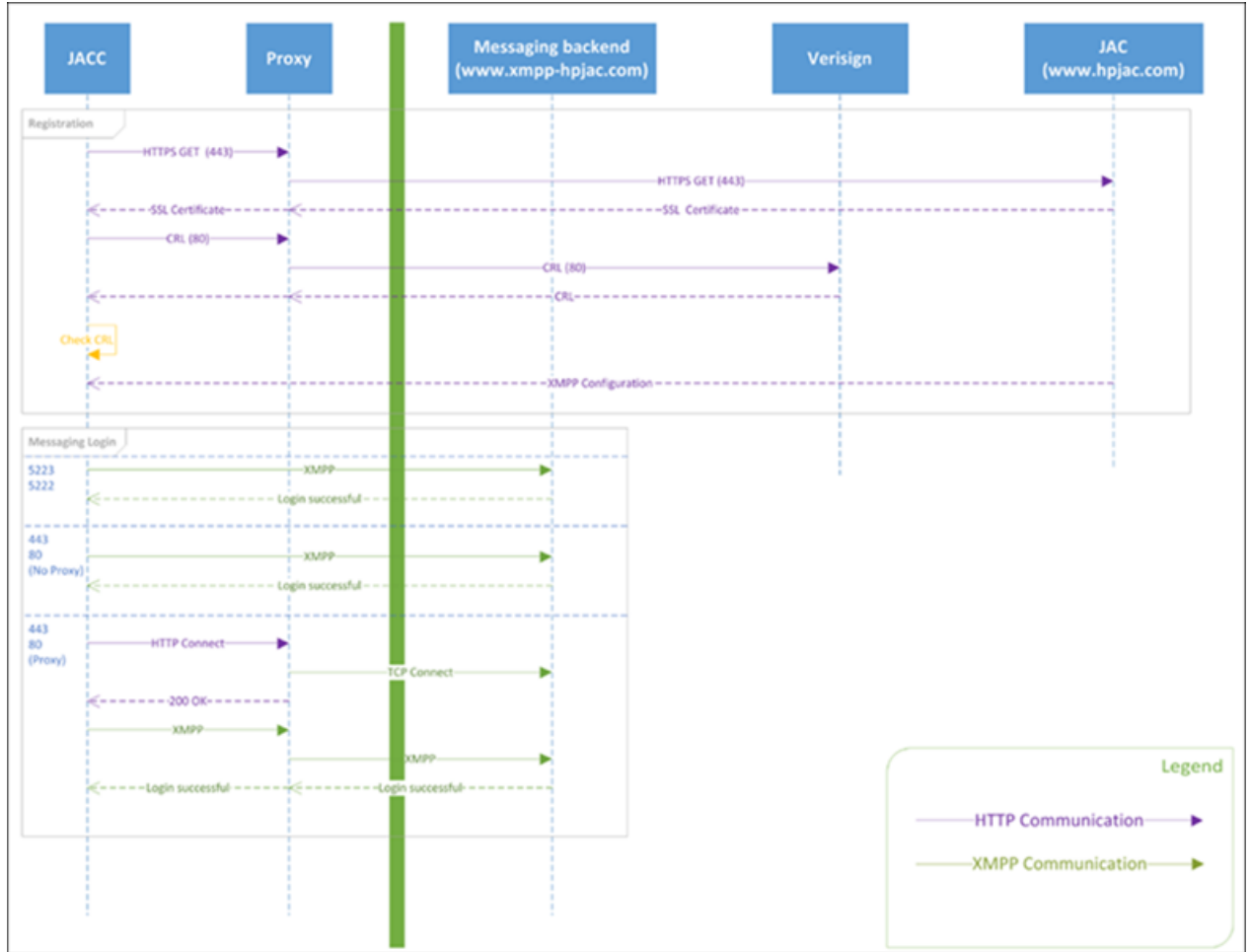
Yes. A complete listing of IP ports, both internal to the network where the HP JetAdvantage Management host resides and external on the Internet, is available in the [HP JetAdvantage Management Connector Readme notes](#) (c04488205).

### 4.3 Is there a technical map or explanation behind this connectivity?

Once the initial connection sequence (including successful registration) completes, HP JetAdvantage Management continues to communicate through both of the service addresses ([www.hpjac.com](http://www.hpjac.com) and [www.xmpp-hpjac.com](http://www.xmpp-hpjac.com)). The following figure provides an interpretation of the HTTP and XMPP communication.



**Figure 4-1** HTTP and XMPP communication



## 4.4 Is the Web server used by the Connector the same HTTPS used by end users to access the HP JetAdvantage Management portal?

Yes, HTTPS is used by HP JetAdvantage Management to make initial connection and continued communication with HP JetAdvantage Management hosted at HP. It is also used at the portal address for user access. See the figure representing [Figure 4-1 HTTP and XMPP communication](#)

## 4.5 How do I know that the HP JetAdvantage Management Connector is actively communicating with HP JetAdvantage Management?

The HP JetAdvantage Management Connector user interface in the system tray allows users to understand the registration status. The **"Online"** status message displayed in the lower-left corner of the HP JetAdvantage Management Connector user interface shows that the Connector is actively communicating with HP JetAdvantage Management.

## 4.6 What are the status messages on the HP JetAdvantage Management Connector interface and what do they indicate?

HP JetAdvantage Management Connector interface displays the following messages:

- **Not Registered:** This message is displayed on an HP JetAdvantage Management Connector that has never been registered or has been deleted in JetAdvantage Management.
- **Attempting Registration:** This message is displayed briefly when HP JetAdvantage Management Connector sends a registration key to the HTTPS service and awaits response.
- **Registered:** This message is displayed for a time when the response from an HTTPS service registration request is accepted and the XMPP login process is starting. Make sure to wait till the "**Online**" message is displayed. If the "**Online**" message fails to appear and the "**Registered**" message persists, make sure your firewall allows communication with the XMPP address.
- **Registration Key is invalid:** This message is displayed whenever the registration key is rejected by HP JetAdvantage Management HTTPS service due to one of the following reasons:
  - The Connector was deleted in the portal.
  - The registration key is expired.
  - The registration key has already been used, or
  - The registration key has wrong or invalid characters.

Try a different registration key.

- **Invalid Certificate:** This message is displayed whenever the HP JetAdvantage Management certificate can't be validated using local authority objects (currently these objects are supplied by VeriSign). Check CA (Certificate Authority) objects used by Network Service.
- **Unable to Read Certificate Revocation List:** This message is displayed when HP JetAdvantage Management can't reach the VeriSign CRL site. Check connectivity and/or firewall.
- **Attempted Login:** This message shows the XMPP Login taking place.
- **Login Failed:** This message will appear when an XMPP login failed.
- **Online:** HP JetAdvantage Management Connector has established communication with services, the Connector is registered and has logged into the XMPP service.
- **Service could not apply settings, please check the JetAdvantage Management Connector service:** This pop-up message is displayed when the user clicks "**Apply**" and the service is not able to send data to the application. Check the network and proxy connectivity.

## 4.7 What criteria does HP JetAdvantage Management use to determine that the connection status of the HP JetAdvantage Management Connector?

HP JetAdvantage Management database stores the last connected (Online) and unconnected (Offline) status of the HP JetAdvantage Management Connector. When a user access the HP JetAdvantage Management portal and views the visual representations of HP JetAdvantage Management Connector state, it is displayed as a stored value. As HP JetAdvantage Management interface is refreshed every two minutes, there is a delay

in displaying the actual Connector status. HP JetAdvantage Management works to communicate with the Connector and quickly refreshes the stored value.

## **4.8 Is only one HP JetAdvantage Management Connector needed or are there cases where this software is installed multiple times or on multiple Windows hosts?**

HP supports approximately 2000 fleet devices for each HP JetAdvantage Management Connector installed, so only one Connector is required. Multiple HP JetAdvantage Management Connector instances are required for fleets that are larger than 2000 devices. HP JetAdvantage Management Connector is only supported once per Windows computer instance. HP JetAdvantage Management Connector is supported on either VMware or HyperV hosted Windows.

## **4.9 Why does HP recommend one HP JetAdvantage Management Connector to be deployed for every 2000 devices managed within HP JetAdvantage Management for a given customer fleet?**

HP JetAdvantage Management test team performed an extensive testing on HP JetAdvantage Management by using large test environments/fleets with performance being a key test metric. One criteria for performance measurement is the amount of time a single HP JetAdvantage Management Connector (with minimum system requirements deployed onto a standard computer) takes to discover a fleet of devices. Results in testing indicated that the job times (start to finish) were acceptable up to 2000 devices and when the fleet increased beyond 2000, the job times slowed.

It was also observed that if there were three Connectors for 5000 devices and one of them went offline, the other two Connectors should be able to manage the fleet of devices for a time without much of an issue. If there was only one Connector for 5000 devices, then there will be an issue with overloading the Connector and even the HP JetAdvantage Management work manager. Results in testing also indicated that two Connectors with 4000 devices will accommodate a measure of failover without interruption, however uptime for both Connectors should be made a priority.

After lots of testing and consideration the HP JetAdvantage Management team decided that one Connector for 2000 devices was ideal when considering the three general parameters — performance, load balance and failover.

## **4.10 What is XMPP?**

Extensible Messaging and Presence Protocol (originally named as Jabber) is one of the communications protocols used by HP JetAdvantage Management.

## **4.11 Why is XMPP needed?**

HP JetAdvantage Management Connector uses XMPP as a control path to receive commands from HP JetAdvantage Management and to report status and results back to the application. XMPP is also used with other HP Web services that interact with printers, which include Multifunction printers. ePrint is an example of this type of Web service.

## 4.12 How does HP JetAdvantage Management deal with HP JetAdvantage Management Connectors and/or devices that do not respond to a Data Collection or Templates action?

Listed are the following conditions when the devices and Connectors are not responsive:

### HP JetAdvantage Management Connector not responsive

As HP JetAdvantage Management queues jobs (Discovery, Data Collection or Templates), it creates assignments based on HP JetAdvantage Management Connector(s) present in the HP JetAdvantage Management Customer. If an HP JetAdvantage Management Connector is found to be non-responsive, an alternate and responsive Connector is utilized, if one is available. In the case of a single HP JetAdvantage Management Connector, the job is put in a **Pending** state for a period of 24 hours while the system waits for the Connector to come back **Online**. The Connector is re-tested by HP JetAdvantage Management based on the .

#### 4.12.2 Device not responsive

The device might be not respond during one of the following fleet operations:

- **Manual collection and template application:** A 24 hour timeout when the device does not respond. Devices are only added once at manual action and retried using the [Section 4.12.3, Back-off sequence](#).
- **Discovery:** The Discovery feature uses a 5 day timeout. Non responsive IP addresses are retried using the [Section 4.12.3, Back-off sequence](#).
- **Polling:** Data collections interval is once per day with the exception of **Firmware and Solutions Data** which has a once per week interval. The timeout period is the same as the data collection interval. New devices are populated into the data collection after starting and with 90% of timeout.

So, in a case where an unresponsive device is added at the very end of the interval and cannot be reached, the job may end at 1.9\*interval which is ~44 hours for most jobs and 13.3 days for Firmware/Solutions Data jobs. The unresponsive Firmware device could be queried up to 45 times.

Jobs that end with non-responsive devices will display one of the following status:

- **Failed** where all devices are non-responsive.
- **Partial Success** where only some devices are non-responsive.
- **Device Communication Error** when devices finishes in the non-responsive state.

#### 4.12.3 Back-off sequence

An unresponsive device is retried at 4 minutes and then the retry rate is increased by 50% (...6 minutes, 9 minutes, 13.5 minutes, etc.) up to 240 minutes.

13 or 14 retries (in a 24 hour period) on a job set at one day considering there is no waiting or processing time.



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**NOTE:** These values are subject to change (and probably will) as HP tunes with HP JetAdvantage Management for performance and scale.

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## 4.13 If there are multiple Connectors, how does it send the work request for 2000 devices?

When there are multiple Connectors, the work request is sent to all the HP JetAdvantage Management Connectors at the same time. Load balancers are used to select a Connector and the request is sent across multiple Connectors.

## 4.14 How does HP JetAdvantage Management Connector send data to the HP JetAdvantage Management?

Data transfer is on demand at each HP JetAdvantage Management Connector Discovery or collection, the HP JetAdvantage Management Connector application streams details to the HP JetAdvantage Management back office as these details are collected and processed.

## 4.15 Does the HP JetAdvantage Management Connectors periodically get requests from HP JetAdvantage Management?

HP JetAdvantage Management sends the job instruction through the open Transmission Control Protocol (TCP) connection that is maintained between the HP JetAdvantage Management Connector and the XMPP host.

## 4.16 How does a work request (Telemetry job) sent from HP JetAdvantage Management split between two Connectors?

There is a distribution algorithm that's weighted to the last HP JetAdvantage Management Connector used for a particular device. HP JetAdvantage Management does split the load request among the various HP JetAdvantage Management Connectors for a particular customer, and then maintains a balance using the distribution formula. The HP JetAdvantage Management Connector does a pass-through work based on the HP JetAdvantage Management requests.



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**NOTE:** The loading and balancing that's put in place for today's HP JetAdvantage Management implementation will change as time goes by.

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## 4.17 If Telemetry data is initiated for 2000 devices and Template connection is initiated for another 2000 devices, will the Connector take one device at a time or will it take one device from each category of all tasks such as telemetry, data collection, and template?

MS Windows cannot send two work requests (queries) onto the network at one time. The Network Interface Card (NIC) and the MS Windows operating system only allow communication to go out to or get received from one node at a time.

HP JetAdvantage Management can send work requests for multiple devices with a single NIC. HP JetAdvantage Management Connector sends these work requests onto the network as it receives them, and then processes the work responses as it receives them to HP JetAdvantage Management.

## 4.18 How does HP JetAdvantage Management use multiple Connectors to do failover and/or load balancing?

Deploying multiple HP JetAdvantage Management Connector instances into a single JetAdvantage Management customer environment provides both load balance and failover benefits. HP JetAdvantage Management uses a weighting algorithm to balance a Customer device fleet equally across multiple Connectors. (Approximately 2000 devices supported for each JetAdvantage Management Connector).

Failover happens when HP JetAdvantage Management attempts to start a collection, configuration, or discovery at a specific HP JetAdvantage Management Connector and determines the HP JetAdvantage Management Connector is not online. In this case, HP JetAdvantage Management will use an alternate HP JetAdvantage Management Connector that is online. The **Discover Devices** feature in HP JetAdvantage Management will exist and are run within each and every HP JetAdvantage Management Connector installed. This helps to ensure full device discovery on the customer network.

## 4.19 If multiple HP JetAdvantage Management Connectors get installed onto a customer network, how can I ensure the collected data is in the same location?

HP JetAdvantage Management Connector can only be associated with one JetAdvantage Management customer identity. In the case where there are multiple Connectors, HP JetAdvantage Management either divides the work or sends the same request to all Connectors, when using the **Discover Devices** method.

All details passed back into HP JetAdvantage Management are stored in a common way, the unique device identities are based on the device serial numbers.

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## 5 Data Network Traffic

### 5.1 What is the traffic in kilobyte (KB) generated during the registration process?

About 3500 KB

Most of the traffic about 3.5 megabyte (MB) results from a Symantec CRL (certificate revocation list) which occurs anytime when HP JetAdvantage Management Connector validates the VeriSign server certificates. Approximately 12 KB is generated between HP JetAdvantage Management servers and the HP JetAdvantage Management Connector registration. The duration of a normal registration can last around 80 seconds or longer depending on conditions.

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 **NOTE:** All traffic measurements documented are from tests on within HP facilities and may vary in relation to device and/or infrastructure which includes, operating system and network. Independent testing should be done at each network in order to understand communication traffic.

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### 5.2 How often does HP JetAdvantage Management Connector check in with the HP JetAdvantage Management servers and what is the resulting network traffic?

When HP JetAdvantage Management Connector is connected and has a status **Online** but is static or not doing any work, the XMPP TCP/IP connection that was established at log-in time is connected by simple TCP communication that takes place once every 40 seconds.

The encrypted payload is simple and the HP JetAdvantage Management/ HP JetAdvantage Management Connector answer/response transaction uses packet sizes of around .1KB each. HP JetAdvantage Management Connector occasionally uses this connection to test whether it is logged in to HP JetAdvantage Management. After initial login, HP JetAdvantage Management Connector tests at one minute and then begins a [Section 4.12.3, Back-off sequence](#) eventually only checking once every 120 minutes during periods of no work.

### 5.3 How much network traffic is generated by HP JetAdvantage Management sending a work instruction to HP JetAdvantage Management Connector?

The network traffic will vary depending on the device model and the work being requested. When performing tests in the HP lab, a single work instruction sent from HP JetAdvantage Management is approximately 4.6 KB in resulting network traffic.

## **5.4 How much network traffic in KB is generated for a Firmware and Solution data collection to and from a single device?**

When performing test in the HP lab using an HP LaserJet Enterprise Multifunction Printer (MFP) with FutureSmart firmware version, it was observed that a Firmware and Solution data collection generated about 178 Kbytes of network traffic over a period of around 48 seconds.

## **5.5 How much network traffic in KB is generated for a Telemetry data collection (device error log details) to and from a single device?**

When performing tests in the HP lab using a LaserJet Multifunction Printer with a FutureSmart firmware version, it was observed that a Telemetry data collection generated about 1006 Kbytes of network traffic over 20 seconds.



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## 6 Certificates/Security

### 6.1 How does HP JetAdvantage Management Connector use certificates?

HP JetAdvantage Management uses x.509 technology including certificates for the purpose of communication. Any communication through either of the HP JetAdvantage Management XMPP or HTTPS addresses establishes TLS communication using certificates hosted by the service.

When HP JetAdvantage Management Connector initiates communication, HP JetAdvantage Management HTTPS or XMPP passes a certificate which starts secure communication. Both, authenticity and encryption result from this type of secure communication in part due to the certificates being signed by the well-known certificate authority VeriSign Inc.

### 6.2 How do I resolve a certificate message: “Unable to read certificate revocation list”?

Make sure the workstation or server is capable of working with server certificates and has the correct VeriSign CA objects installed. See the following solution to resolve the certificates message :

**Unable to Read Certificate Revocation List:** HP JetAdvantage Management tests the following VeriSign CRL location: <http://sd.symcb.com/sd.crl>.

Make sure that the location is reachable from the host where HP JetAdvantage Management is installed. As, the software runs as a Network Service and may not have the same access to the internet as a user identity browsing the internet.

Make sure to check the following:

- HTTP proxy settings at the HP JetAdvantage Management Connector host and at the HTTP proxy.
- The firewall settings so that the communication to the URL is allowed.

For more information, HP Partners can refer the following document [“Cannot retrieve certificate revocation list” message displays on the Connector](#) (c04518594).

### 6.3 How does HP JetAdvantage Management work with device passwords and other security features?

HP JetAdvantage Management stores device passwords into a feature called **Credential Profiles**. Multiple profiles can be created by end users to allow HP JetAdvantage Management to interact with devices that are password protected. Once the Profile is created, the end user assigns it to one or more devices. From that point forward, HP JetAdvantage Management uses the credential specified by the device assignment. If there

is no password on the device, HP JetAdvantage Management will use the default credential profile, which is the factory default password.

## 6.4 Does HP JetAdvantage Management Connector cache any secure information such as device passwords?

No. Passwords are not cached, they are stored by the user in **Credential Profiles** at the application which are assigned to devices. The **Credential Profile** details are stored securely in the HP JetAdvantage Management database using encryption. Nothing is cached at the Connector.

## 6.5 Does HP JetAdvantage Management Connector cache any information and send the data to HP after the collection for all devices is done, or does it sends the data to HP as soon as it receives the data from the printer?

HP JetAdvantage Management Connector relays the device information to HP JetAdvantage Management in bursts. It does not cache the information locally for any period of time outside of formulating the payload.

## 6.6 Does HP JetAdvantage Management Connector cache information on the local memory or disk storage?

HP JetAdvantage Management Connector stores log details and audit details on the disk where it is hosted. These details are stored for the purpose of troubleshooting. By default, HP JetAdvantage Management Connector removes these details which are 30 days old. HP JetAdvantage Management Connector uses amounts of working RAM in order to process device details and payloads to be sent to the HP JetAdvantage Management back office. Specific device details are not cached locally on the HP JetAdvantage Management Connector host.

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# 7 Managing devices

## 7.1 How do I interact with devices using HP JetAdvantage Management?

To discover devices, make sure that the HP JetAdvantage Management Connector is installed and registered. End users granted access to the portal interact with the HP JetAdvantage Management portal using a web browser.

To discover devices on the HP JetAdvantage Management portal, follow these steps:

1. Click on **Customers**, and then select a customer.
2. Hover on the selected customer menu and select **Devices**.
3. On the **Devices** page, click **Add Devices**.
4. Select one of the following method to add devices:
  - Discover Devices
  - Import Devices

HP JetAdvantage Management and HP JetAdvantage Management Connector work together to discover and communicate with devices.

## 7.2 Does the installed HP JetAdvantage Management Connectors communicate with other customer software such as HP Web Jetadmin?

No. HP JetAdvantage Management works independent of other HP management applications like HP Web Jetadmin. This may change in the future and at this point HP Web Jetadmin device list exports can be easily imported into HP JetAdvantage Management through manual means and by an end user.

## 7.3 How many devices does one HP JetAdvantage Management Connector support?

2000

## 7.4 How many devices can JetAdvantage Management Connector query/request at a time?

There are no limits set on this outside of thread settings within the HP JetAdvantage Management servers, however there are constraints in the MS Windows operating system where HP JetAdvantage Management Connector is deployed and on the network that only allow one query to be sent in any given time. If HP JetAdvantage Management request multiple connections, many HP JetAdvantage Management Connector queries are sent to devices in short succession.

## 7.5 How does HP JetAdvantage Management Connector communicate with multiple devices on a fleet?

When HP JetAdvantage Management sends a work request, HP JetAdvantage Management Connector uses XMPP to receive the work request. After receiving the work requests for a set of devices, HP JetAdvantage Management Connector sends these requests using SNMP and Web Services to all the devices. The devices processes these requests and sends the responses using SNMP and Web Services packets to the HP JetAdvantage Management Connector. The responses received by HP JetAdvantage Management Connector are sent to HP JetAdvantage Management.

HP JetAdvantage Management Connector is capable of receiving many device responses in very short periods of time.

## 7.6 Is there a peak time for data collections from HP JetAdvantage Management?

No, data collections start roughly the same time each day based when the last collection ended. The collection times are not user controllable at this time.

## 7.7 Does HP JetAdvantage Management send the Discovery and Data Collection requests to all the online Connectors?

HP JetAdvantage Management sends the Discovery request to all the HP JetAdvantage Management Connectors. The data collection and the template configuration is sent to the selected Connector based on a load balance algorithm which picks one Connector for a job for a specific device.

For example, if the discovery and data collection request were sent to all devices, the Telemetry job will be split between two Connectors.

## 7.8 What important details are needed from the customer in order to successfully add devices?

Individual IP addresses of fleet devices or a coherent set of IP ranges that represent accurately where printers exist on the customer network can be used for the **Discover Devices** method. The **Automatic Discovery** feature works well only on smaller networks.

For the **Import Devices** feature in HP JetAdvantage Management the JetAdvantage Management customer should provide device details such as Model Name, Serial number, IPv4address, Hostname, MAC address, and Managed devices. When a device is set to **Managed**, HP JetAdvantage Management operations can be implemented on them.

Customers might have to share device credentials (EWS passwords, for example) with HP JetAdvantage Management in order for the management features to work properly.

## 7.9 What is the difference between the Discover and Import method when finding devices?

When using the **Discover Devices** method, HP JetAdvantage Management Connector locates the devices and communicates the information to HP JetAdvantage Management. The **Import Devices** method does not require the Connector to locate the devices, the device details are imported in HP JetAdvantage Management using a .csv formatted text file. The .csv file uses a comma to separate the values and should include the Model Name, Serial Number, IPv4 address, MAC address, Hostname and Managed as a header entry.

In many cases, the **Import Devices** functionality is used by automated background processes to keep the device details in sync with Managed Print Services business data.

## 7.10 How does HP JetAdvantage Management Connector work through the Discover Devices method?

When a user adds discovery details to HP JetAdvantage Management, and then runs the job, a request for that discovery is sent to each Connector. At this point, each HP JetAdvantage Management Connector begins the discovery process much like HP Web Jetadmin and other HP management applications. Once each Connector actually starts to find the devices, these details are passed back to HP JetAdvantage Management where they are stored. Results in the portal show Discovery statistics such as new devices and Connectors that discovered each device.

A Connector has 5 days to complete a Discovery, otherwise the work is canceled.

## 7.11 How do I know a device discovery was successful?

The **History** page in HP JetAdvantage Management portal provides details for the specific Customer where Discovery was run.

## 7.12 How does HP JetAdvantage Management Connector work through pushing settings to devices or pulling collections details from devices?

When devices are successfully added and set to **Managed** in HP JetAdvantage Management, it can perform jobs such as collecting data and setting templates. These jobs are requested based on a device and are only requested using only one HP JetAdvantage Management Connector. This Connector is usually the last that was used to communicate with the device. Once the job is finished, the results will display in the **History** page. HP JetAdvantage Management will execute these collections automatically.

## 7.13 Are there any important details required in order for HP JetAdvantage Management Connector to be able to interact with devices after they are discovered?

Credentials and IP address/ Hostname are required to interact with the devices.

If the devices are protected with passwords such as EWS password, make sure that the passwords in the **Credential Profiles** page match the passwords set on the device and the credential profile is assigned correctly to the devices. Once the device has been discovered or added to HP JetAdvantage Management using the **Import Devices** feature, the IP address may change. If the IP address has changed, HP JetAdvantage Management may not be able to contact the device. In these cases, static IP hostnames or addresses might resolve the issue.

## 7.14 Does HP JetAdvantage Management Connector work in the device print stream or is the document content scanned from HP Multifunction printers?

No. HP JetAdvantage Management only works with device management protocols and does not interact with workflow functions.

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## 8 Support

### 8.1 Does HP JetAdvantage Management Connector work with all HP device models? What features are supported with respect to HP device models?

HP JetAdvantage Management supports a number of HP device models at this time. More models will be included as they are released. Details which include the supported device models and features can be found in [Supported Products](#) (c04593798).

### 8.2 Does HP JetAdvantage Management support non-HP device models?

Yes, HP JetAdvantage Management supports non-HP device models when the multi-vendor option is enabled or checked either at the Service Provider or customer page.

### 8.3 Are there plans to have HP JetAdvantage Management Connector interact with non-HP device models and features?

Yes. Non-HP device management is part of the future roadmap for HP JetAdvantage Management.

### 8.4 Does HP JetAdvantage Management work with printers that are not connected directly onto a network but have a connection with a server or desktop PC?

This feature is not available at this time.

### 8.5 Is there any maintenance needed for the software once it is installed?

No. HP does all the maintenance on the application itself. As mentioned earlier, HP JetAdvantage Management will require device information details and credentials to be kept current. Otherwise, the application is maintenance free. Updates from the HP JetAdvantage Management do happen periodically causing short duration downtime.

## 8.6 How is HP JetAdvantage Management Connector software supported?

HP Customer Support and the Customer Assurance organizations support HP JetAdvantage Management Connector.



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## 9 Additional Information

### 9.1 How can I learn more, is there a manual or documentation?

Documentation for HP JetAdvantage Management and HP JetAdvantage Management Connector are currently in the following portals:

- HP Support Center: The following documents are available to the Public:
  - [HP JetAdvantage Management Connector Readme notes](#) (c04488205)
  - [HP JetAdvantage Management User Guide](#) (c04457539)
  - [Security whitepaper for HP JetAdvantage Management customer and Data Collection](#) (c04457520)
- HP Service Access Workbench (SAW): Documents in this portal are disclosed as HP Confidential and HP Channel Partners and are only for HP Channel Partners.
  - [Troubleshooting Error messages when collecting data and applying templates](#) (c04568007)

### 9.2 Will HP JetAdvantage Management Connector replace HP Web Jetadmin?

No. In the near term, HP Web Jetadmin continues to be HP's premier device management application.

### 9.3 Is HP JetAdvantage Management considered to be "better" than HP Web Jetadmin?

No. HP JetAdvantage Management and HP Web Jetadmin are two separate applications created by HP to solve different business needs.

### 9.4 What are the device settings that can be collected or changed by HP JetAdvantage Management?

HP discloses data usage and other security details in the following document [Security whitepaper for HP JetAdvantage Management customer and Data Collection](#) (c04457520)