



docuFORM  
Fleet & Service Management

# HP Smart Device Services

## Instructions

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## 1 Introduction

docuFORM Fleet & Service Management (FSM) software supports **Hewlett-Packard Smart Device Services** (HP SDS) from version **6.11** onwards. This new feature is contained in the FSM basic software and does not require any additional licence. HP SDS enables suitable Hewlett-Packard printing and multifunction systems to be monitored more effectively and to be supplied with consumables.

**The HP SDS feature set V1.0 is included from Version 6.14 of the FSM software, from FSM V7.11, the software also supports the HP SDS feature set V2.0.**

The docuFORM Fleet & Service Management software must be configured to support the use of HP SDS features. These instructions describe the requisite steps. Please use, if possible, always the latest version of the FSM software.

## 2 Enabling HP SDS use in FSM server software

The use of HP SDS features must initially be enabled by the administrator of the FSM software.

The screenshot shows the 'Settings' window of the docuFORM software. The left sidebar contains a navigation menu with options like 'Fleet & Service Management', 'Printer monitor', 'System analysis', 'Reports', 'Dealers / Customers', 'Printers', 'Supplies', 'Notifications', 'Monitoring clients', 'Settings', 'Help', and 'Logout'. The main content area is titled 'Settings' and has a timestamp '07/16/2018 16:01' and user 'superadmin' in the top right. Below the title bar are tabs for 'General', 'Advanced', 'Mercury servers', 'Mail settings', 'Network settings', and 'SDS'. The 'Advanced' tab is selected, showing the 'Authentication' section. This section asks 'How should the authenticity of the login user name be verified?' and offers three radio button options: 'Use integrated authentication' (selected), 'Use LDAP authentication', and 'Use LDAPS authentication'. To the right of these options are input fields for 'LDAP(S) Server:', 'LDAP Default domain:', and 'LDAP Role group naming:'. Below these is a list box for 'LDAP Groups:' containing 'Name.fsm.Operator', 'Name.fsm.Orders', 'Name.fsm.Report', and 'Name.fsm.Admin'. A 'System-/administration password...' button is at the bottom of the Authentication section. Below this is the 'System' section, which contains several checkboxes: 'Global firmware management' (checked), 'Allow exchange of printers between Customers' (unchecked), 'Cross-customer network' (unchecked), 'Activate "HP Smart Device Services" support' (checked and highlighted in yellow), and 'Activate Accounting module' (unchecked). There is also a checked box for 'System events' with an 'Email receiver:' field containing 'fsmadmin@docuform.de'. Other fields include 'Days until final removing of deleted printers:', 'Dashboard:' (set to 'Administrator, Dealers and Customers'), 'Default CSV file delimiter:' (set to ','), 'Currency:' (set to '€'), and 'Changeable Labels:' (set to 'Customer, CN, Customer number, Customers, D'). An 'Edit...' button is next to the labels field. An 'OK' button is at the top left of the settings area.

This involves activating the '**Activate "HP Smart Device Services" support**' selection box in the '**Settings**' menu of the FSM server software and applying this selection by clicking the '**OK**' button.

The '**SDS**' tab is now visible when the '**Settings**' menu is selected again.

The screenshot shows the 'Settings' page in the docuFORM application. The left sidebar contains a navigation menu with options like 'Printer monitor', 'System analysis', 'Reports', 'Dealers / Customers', 'Printers', 'Supplies', 'Notifications', 'Monitoring clients', 'Settings', 'Help', and 'Logout'. The main content area is titled 'Settings' and has a date/time stamp '07/16/2018 16:03' and a user 'superadmin'. Below the title bar are tabs for 'General', 'Advanced', 'Mercury servers', 'Mail settings', 'Network settings', and 'HP SDS'. The 'HP SDS' tab is active. It contains four sections: 'HP SDS Server' with a 'Server region' dropdown set to 'Europe'; 'HP SDS Administrator' with fields for 'User ID', 'Password...', and 'Account ID'; 'Fleet & Service Management Server' with a 'Server address' field; and 'Fleet & Service Management URL for HP SDS callback' with a 'Server URL' field and a 'Test URL' button. An 'OK' button is at the top left of the settings area.

In order to continue with setting up the HP SDS option, you require an HP Passport account, which you can set up under the following hyperlinks:

- For Europe: <https://eu.jamanagement.hp.com>
- For USA: <https://jamanagement.hp.com>

The first time you log in to your HP Passport account, you will be asked for an account ID. docuFORM will provide you with this account ID.

When you enter this account ID in the Passport account, the account must be enabled by docuFORM. Contact docuFORM to ask for this to be enabled.

Once the Passport account has been enabled by docuFORM, the required **Server region** (Europe or USA) of the HP SDS server, where you created your HP Passport account, must be selected in the configuration dialogs of the FSM server software.

You must then enter the **User ID** and **Password** for your HP Passport account in the **HP SDS Administrator** box. Following successful login, your account ID will appear in the **Account ID** field.

**Please note that the password of your HP Passport account needs to be changed every 90 days and the changed password has to be entered into the FSM software.**

The IP address of the Fleet & Service Management server has to be entered into the **Server address** input field. The web address of the Fleet & Service Management server has to be entered into the **Server URL** input field. The configured URL must exactly match with the extern reachable address of the Fleet & Service Management web GUI. By clicking on the **'OK'** button, the configuration has to be applied before the correctness of the entered URL can be checked by clicking on the **'Test URL'** button.

Then apply all inputs by clicking the **'OK'** button.

### 3 Enabling HP SDS support in the FSM Server Dealer account

The Fleet & Service Management administrator can now enable the HP SDS support in the requested dealer accounts.

To do this, he switches to the Dealer / Customers menu in the FSM software and clicks on the requested dealer entry. The **'HP SDS support'** selection box in the **Permissions** section of the Configuration menu for the dealer account must be ticked in order to activate the HP SDS features. Click the **'OK'** button to apply the selection.

After enabling the HP SDS support, the dealer can activate the use of HP SDS functionality in its FSM settings in the 'HP Smart Device Services' box by ticking the **'SDS enabled'** selection box. The licensing agreements for the use of the HP SDS functions must then be read and accepted by clicking the **'Yes'** button. The SDS account ID then appears in the **'SDS Account ID'** input field.

The screenshot displays the 'Dealer: Demo' configuration page in the docuFORM software. The interface includes a sidebar menu on the left with options like 'Fleet & Service Management', 'Printer monitor', 'Systemanalysis', 'Reports', 'Dealers / Customers', 'Printers', 'Model data', 'Firmware', 'Supplies', 'Order proposals', 'Order history', 'Notifications', 'Maintenance', 'Thresholds', 'Alerts', 'Monitoring clients', 'Settings', 'Help', and 'Logout'. The main content area has tabs for 'General', 'Access keys', 'Notifications', 'Data export', and 'Advanced'. The 'General' tab is active, showing 'Account data' and 'Smart Device Services' sections. The 'Permissions' section is also visible, listing various access rights. The 'Restrictions' section shows settings for trial periods and printer management. The 'Smart Device Services' section at the bottom has 'SDS enabled' checked and an 'SDS account ID' field.

**Dealer: Demo** 11/14/2017 17:00 superadmin

Buttons: Back, Delete, OK

Tabs: General, Access keys, Notifications, Data export, Advanced

**Account data**

User name: Demo  
Change password...

Full name: Demo User  
Description: Demo Benutzer  
Email address:  
User ID: B05524A5-D35C-CC42-0315-8F6C65DCE0DA  
Street:  
Zip:  
City:  
Last login: 11/09/2017 15:25:52

**Permissions**

- Administrator ☐
- 'Read only' access ☒
- Show reports ☒
- Fleet Management Statistics ☒
- Systemanalysis ☒
- Contracts ☒
- Order shop ☒
- XML printer export ☐
- HP SDS support ☒

**Restrictions**

Valid until:   
Customer trial period: 0 days  
Managed printers: ( ∞ , 35...965 )  
Unmanaged printers: 0  
Locked ☐

**Smart Device Services**

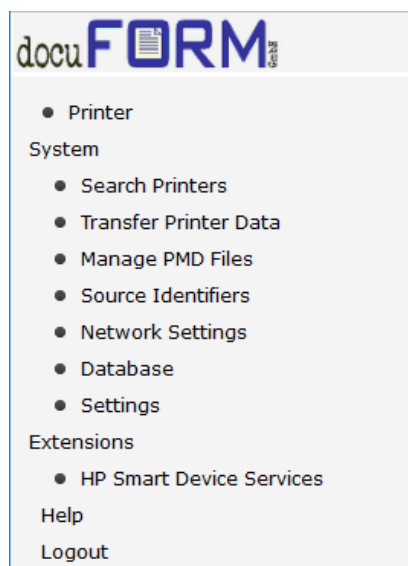
SDS enabled: ☒  
SDS account ID:

Created: 02/16/2009 09:36:48 by: superadmin Modified: 10/11/2017 16:52:35 by: superadmin

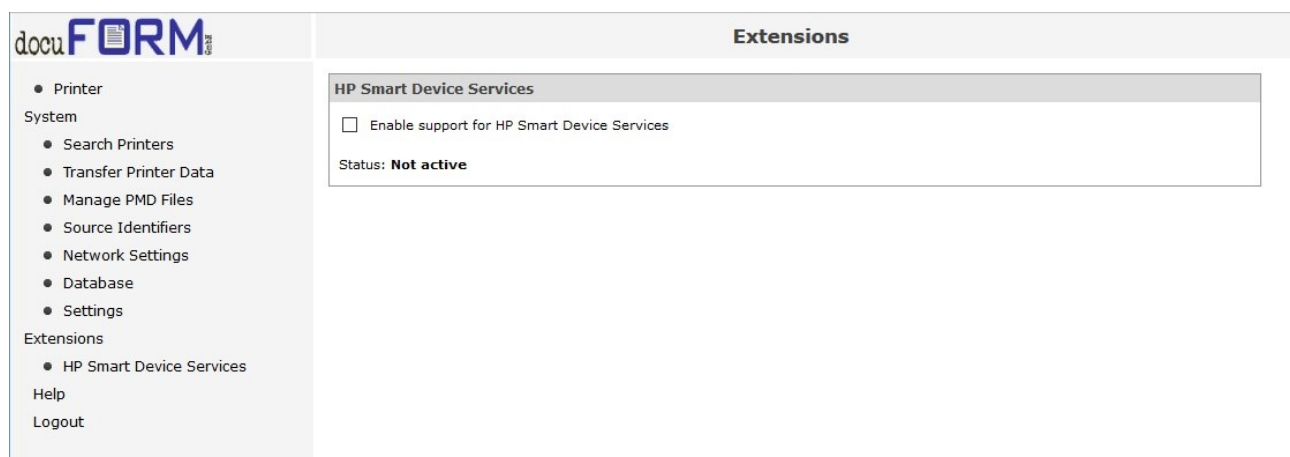
This completes the configurations within the FSM server software.

## 4 Setting up HP SDS support in the FSM client software

There is a new menu item, **'HP Smart Device Services'**, in the Fleet & Service Management client software from version V6.11 onwards.



The FSM client software can be set up for using HP Smart Device Services (SDS) by selecting this menu item.



The **'Enable support for HP Smart Device Services'** selection box must be selected first of all. The licensing agreements for the use of the HP SDS functions must then be read and accepted by clicking the **'Yes'** button.

The screenshot shows the docuFORM interface with a sidebar on the left containing navigation links: Printer, System (Search Printers, Transfer Printer Data, Manage PMD Files, Source Identifiers, Network Settings, Database, Settings), Extensions (HP Smart Device Services), Help, and Logout. The main content area is titled 'Extensions' and displays the 'License Agreement and Data Privacy Statement'. It includes text about HP Smart Device Services integration and data collection. Below this is a scrollable 'End User License Agreement' (EULA) section. The EULA text states: 'PLEASE READ CAREFULLY BEFORE USING THIS SOFTWARE PRODUCT: This End-User license Agreement ("EULA") is a contract between (a) you (either an individual or the entity you represent) and (b) Hewlett-Packard Company ("HP") that governs your use of the software product ("Software"). This EULA does not apply if there is a separate license agreement between you and HP or its suppliers for the Software, including a license agreement in online documentation. The term "Software" may include (i) associated media, (ii) a user guide and other printed materials, and (iii) "online" or electronic documentation (collectively "User Documentation"). RIGHTS IN THE SOFTWARE ARE OFFERED ONLY ON THE CONDITION THAT YOU AGREE TO ALL TERMS AND CONDITIONS OF THIS EULA. BY INSTALLING, COPYING, DOWNLOADING, OR OTHERWISE USING THE SOFTWARE, YOU AGREE TO BE BOUND BY THIS EULA. IF YOU DO NOT ACCEPT THIS EULA, DO NOT INSTALL, DOWNLOAD, OR OTHERWISE USE THE SOFTWARE. IF YOU PURCHASED THE SOFTWARE BUT DO NOT AGREE TO THIS EULA, PLEASE RETURN THE SOFTWARE TO YOUR PLACE OF PURCHASE WITHIN FOURTEEN DAYS FOR A REFUND OF THE PURCHASE PRICE; IF THE SOFTWARE IS INSTALLED ON OR MADE AVAILABLE WITH ANOTHER HP PRODUCT, YOU MAY RETURN THE ENTIRE UNUSED PRODUCT. 1. THIRD PARTY SOFTWARE. The Software may include, in addition to HP proprietary software ("HP Software"), software under licenses from third parties ("Third Party Software" and "Third Party License"). Any Third Party Software is licensed to you subject to the terms and conditions of the corresponding Third Party License. Generally, the Third Party License is in a file such as "license.txt" or a "readme" file. You should contact HP support if you cannot find a Third Party License. If the Third Party Licenses include licenses that provide for the availability of source code (such as the GNU General Public License) and the

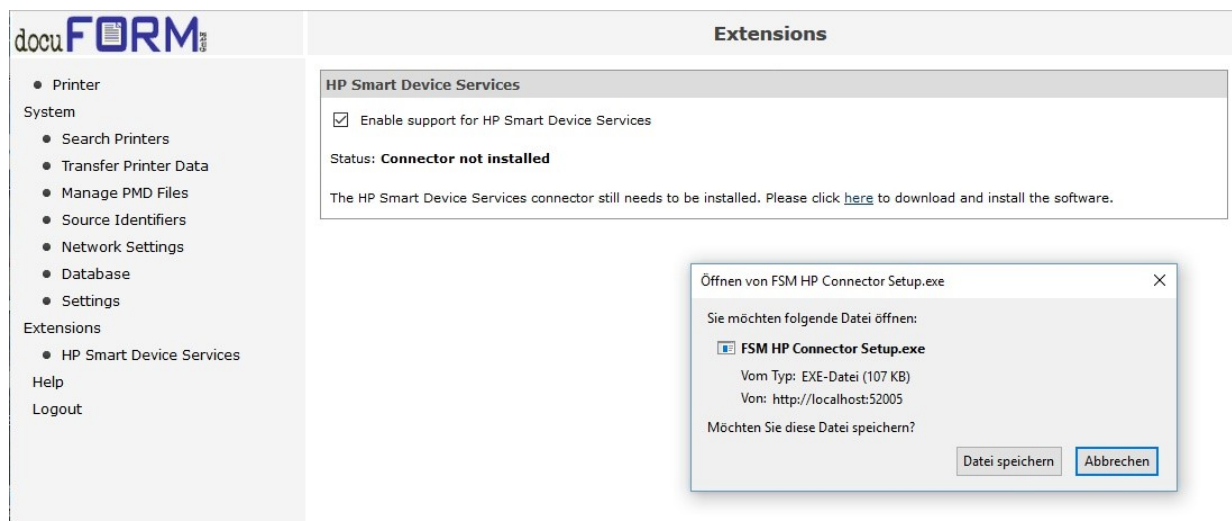
At the bottom of the EULA section, there is a question: 'Do you accept the end user license agreement?' with two buttons: 'Yes' and 'No'.

In the next step, the HP SDS connector must be downloaded and installed.

The screenshot shows the docuFORM interface with the sidebar on the left. The main content area is titled 'Extensions' and displays the 'HP Smart Device Services' section. It includes a checkbox labeled 'Enable support for HP Smart Device Services' which is checked. Below the checkbox, the status is shown as 'Connector not installed'. A message states: 'The HP Smart Device Services connector still needs to be installed. Please click [here](#) to download and install the software.'

Start the download operation by clicking the **blue hyperlink**.



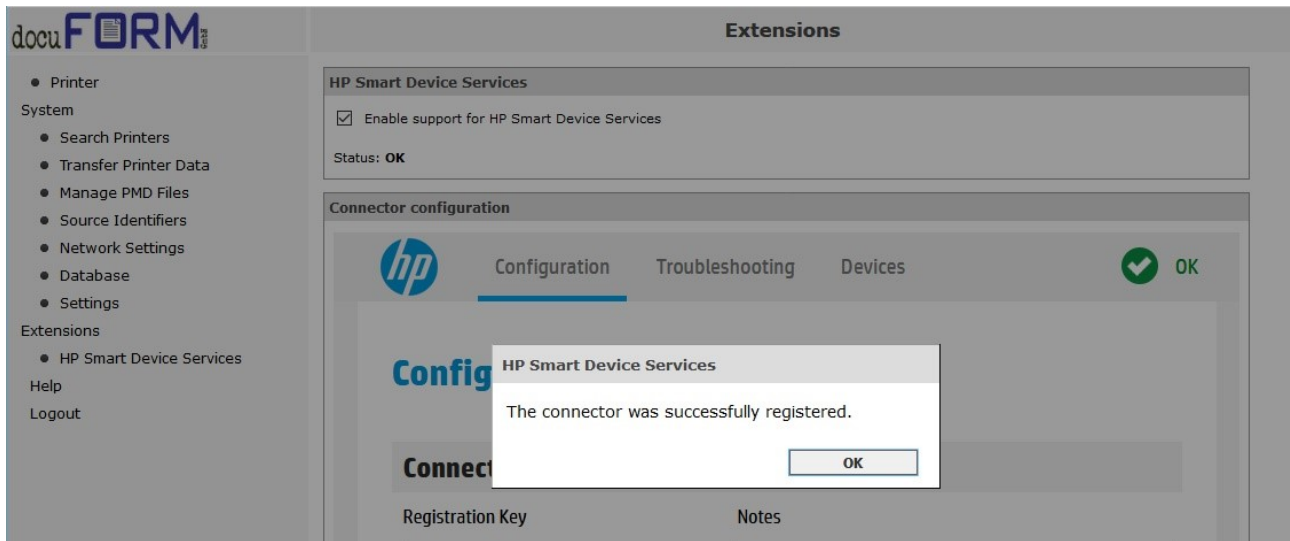


Download the HP connector and perform the installation by running the downloaded file. Run the installation with the specified default settings of the installation program. This operation may take some time.

Once you have successfully installed the HP SDS connector, the status display in the FSM client software changes to **'Connector not registered'**.



The connector in the HP Cloud is registered by pressing the **'Register now'** button. Ensure beforehand that the web address of the Fleet & Service Management web server is entered in the **'Network settings'** of the FSM client software because the FSM server has to be contacted in order to register the HP SDS connector. In addition, the **'HP Smart Device Services'** option must have been activated for this customer's dealer in the settings for the FSM server (see above).




Once registration has been successfully completed, the configuration page for the HP SDS connector appears in the FSM client software.


The screenshot shows the docuFORM web interface with the 'HP Smart Device Services' configuration page. The 'Extensions' section shows 'HP Smart Device Services' enabled with status 'OK'. The 'Connector configuration' section is active, showing the 'Configuration' tab. The 'Connector Information' section has a 'Registration Key' field (containing a masked key) and a 'Notes' field. Below this is the 'Contact Person' section, which includes a note: 'Please enter the information for the person you want contacted in case of any support needs for the connector installation. HP will not use the information entered to market products or services.' The 'Contact Person' section has four fields: 'First Name' (containing '-'), 'Last Name' (containing '-'), 'Email' (pre-filled with 'fsmadmin@docuform.de'), and 'Phone' (containing '-').

All the HP SDS-compatible devices for all the sender identifiers in the FSM client software are signalled to the HP SDS connector both after a printer search and at regular intervals. A prerequisite for this is that the devices are linked to current PMD files.

## 5 HP SDS support identification in the FSM software

HP printing systems in which HP SDS support is possible or activated are especially marked both in the FSM client software and in the FSM server software.

All the HP SDS-compatible printing systems are marked with an HP symbol  in the list of printers for the **FSM client software**.



- Printer
- System
  - Search Printers
  - Transfer Printer Data
  - Manage PMD Files
  - Source Identifiers
  - Network Settings
  - Database
  - Settings
- Extensions
  - HP Smart Device Services
- Help
- Logout
















### Printer

Source identifier (Customer)  
Select an identifier for which you want to show a printer list

docuFORM Mannheim

Export Import

1 - 20 of 24

|                          | Printer   | Serial | MAC | Acquired on         | PMD File  |
|--------------------------|---|--------|-----|---------------------|---|
| <input type="checkbox"/> |  brn30055c947f50.ma.docuform.de<br>Brother MFC-L9550CDW  |        |     | 11/14/2017 16:15:14 | Brother MFC-L9550CDW 5.2                            |
| <input type="checkbox"/> |  c9201.ma.docuform.de<br>Samsung CLX-92x1 93x1 Series  |        |     | 11/14/2017 16:16:23 | Samsung CLX-92x1 93x1 Series 5.12                   |
| <input type="checkbox"/> |  canonc0e95a.ma.docuform.de<br>Canon iR-ADV C255 25.13   |        |     | -                   | Canon iR-ADV C255 5.4                               |
| <input type="checkbox"/> |  i7six.ma.docuform.de<br>EFI FieryDemo   |        |     | -                   | Canon Generic 1.2                                   |
| <input type="checkbox"/> |  k3300.ma.docuform.de<br>Samsung K3250 Series  |        |     | 11/14/2017 16:15:44 | Samsung K3250 Series 5.4                            |
| <input type="checkbox"/> |  km8ac7aa.ma.docuform.de<br>KONICA MINOLTA bizhub C224e  |        |     | -                   | KONICA MINOLTA bizhub C224e 5.3                     |
| <input type="checkbox"/> |  km-c550.ma.docuform.de<br>KONICA MINOLTA bizhub C550  |        |     | 10/20/2017 12:56:57 | Konica Minolta C550 3.1                             |
| <input type="checkbox"/> |  kyo-m3540.ma.docuform.de<br>ECOSYS M3540idn   |        |     | 11/14/2017 16:15:17 | Kyocera ECOSYS M3540idn 5.6                         |
| <input type="checkbox"/> |  lx-cx825.ma.docuform.de<br>Lexmark CX825  |        |     | 04/11/2017 12:15:32 | Lexmark CX825 5.4                                   |
| <input type="checkbox"/> |  lx-x792de.ma.docuform.de<br>Lexmark X792  |        |     | 11/14/2017 16:15:05 | Lexmark X792 5.10                                   |
| <input type="checkbox"/> |  m4583.ma.docuform.de<br>Samsung M458x Series  |        |     | 10/26/2017 11:49:39 | Samsung M458x Series 5.3                            |
| <input type="checkbox"/> |  nexus.ma.docuform.de<br>Xerox WorkCentre 3655X PS   |        |     | -                   | Xerox WorkCentre 3655X v1 Multifunction Printer 5.1 |
| <input type="checkbox"/> |  nm7e61a1.ma.docuform.de<br>LP 3245_LP 4245  |        |     | 02/11/2015 12:18:44 | TA LP 3245 UTAX LP 4245 3.0                         |
| <input type="checkbox"/> |  npib7a333.ma.docuform.de<br>HP PageWide Color MFP E58650<br> |        |     | 11/14/2017 16:17:17 | HP PageWide Color MFP E58650 6.1                    |

In the **'HP Smart Device Services'** menu for the FSM client software, the printing systems which are activated for HP SDS are also listed in the HP connector frame.

- Printer
- System
  - Search Printers
  - Transfer Printer Data
  - Manage PMD Files
  - Source Identifiers
  - Network Settings
  - Database
  - Settings
- Extensions
  - HP Smart Device Services
- Help
- Logout

### Extensions

#### HP Smart Device Services

☒ Enable support for HP Smart Device Services

Status: **OK**

#### Connector configuration

Configuration

Troubleshooting

Devices

OK

### Devices (1)

Add Devices

Device Credentials

Show Genuine HP Cartridge

|            |                              |                              |                |
|------------|------------------------------|------------------------------|----------------|
|            | HP PAGEWIDE COLOR MFP E58650 | Genuine HP cartridges ins... |                |
| CN71B6K15K | 30E171B7A333                 | 172.20.10.53                 | npib7a333.m... |

Refresh Data

HP JetAdvantage Management Connector, Version: 4.1.2064

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Feedback | Privacy Statement | Personal Data Rights Notice

The HP SDS-compatible systems are also marked in a separate column of the table in the list of printers for **FSM server software**.

## docuFORM Fleet & Service Management – HP SDS Instructions

docuFORM **Printers** 11/14/2017 17:15 superadmin

Filter: Address

Dealer / Customer: docuFORM Mannheim

Contract: Any

Licensing: Show only licensed printers

Options: active: Any with service contract: Any address available: Any HP SDS state: Any

Refresh list

| Action                                     | Results per page: 10 | Page 1 of 2                  | 1  | 2   |      |              |
|--|----------------------|------------------------------|--|-----|------|--------------|
| Customer                                   | Contract             | Printer                      | Location   | S/N | I/N  | MAC          |
| <input type="checkbox"/> docuFORM Mannheim | 000130-1 Standard    | Brother MFC-L9550CDW         | docuFORM/Mannheim/Schulungsraum                    |     |      |              |
| <input type="checkbox"/> docuFORM Mannheim | 000130-1 Standard    | Samsung CLX-92x1 93x1 Series | Mannheim/Lembacher Str. 16-18/Haus A/Druckerraum   |     | TEST |              |
| <input type="checkbox"/> docuFORM Mannheim | 000130-1 Standard    | Samsung K3250 Series         | ma   |     |      | 30CDA763D662 |
| <input type="checkbox"/> docuFORM Mannheim | 000130-1 Standard    | KONICA MINOLTA bizhub C550   | Mannheim/Lembacher Str. 16-18/Haus A/Büro NSchulze |     |      |              |
| <input type="checkbox"/> docuFORM Mannheim | 000130-1 Standard    | ECOSYS M3540idn              | docuFORM/Mannheim(NoS/MW                           |     |      |              |
| <input type="checkbox"/> docuFORM Mannheim | 000130-1 Standard    | Lexmark CX825                | Labor NSchulze                                     |     |      |              |
| <input type="checkbox"/> docuFORM Mannheim | 000130-1 Standard    | Lexmark X792                 | Mannheim/Lembacher Str. 16-18/Haus B/Büro NSchulze |     |      |              |
| <input type="checkbox"/> docuFORM Mannheim | 000130-1 Standard    | Samsung M458x Series         |  |     |      |              |
| <input type="checkbox"/> docuFORM Mannheim | 000130-1 Standard    | LP 3245_LP 4245              | Mannheim/Lembacher Str. 16-18/Haus B/Schulungsraum |     |      |              |
| <input type="checkbox"/> docuFORM Mannheim | 000130-1 Standard    | HP PageWide Color MFP E58650 |  |     |      |              |

18 Hits

Printer is authorized to use HP SDS

The activation of the HP SDS option is also indicated by the appearance of a separate **'SDS'** tab on the Properties page for the printing systems which are monitored by the FSM software.

docuFORM **Printers: hp1001.docuform.de (Demo / docuFORM Mannheim)** 11/14/2017 17:19 superadmin

Back Delete OK

General Location Advanced Page counters Supplies Events Fleet Management Maintenance **SDS**

Device data

Serial number: 000130-1 Inventory number:

Asset number:

Address: Mannheim/Lembacher Str. 16-18/Haus A/Druckerraum MAC: 30CDA763D662

System name:

Model: HP PageWide Color MFP E58650 Vendor: HP

Firmware: Date 20161028 ROM 2308212\_000700

Card reader address:

Description:

Location (SNMP):

Contact (SNMP): Editable location and contact

MIB file: HP PageWide Color MFP E58650 (HP\_PageWide\_Color\_MFP\_E58650.PMD) V6.1

Note 1: Note 2: Note 3:

Settings

☒ Printer is active and will be monitored

Contract: 000130-1 (Standard)

Threshold notification: <not assigned>

Order optimization: <not assigned>

Alert rule: <not assigned>

Level correction: Default (No)

Required pages before threshold alert:

Required pages before replacement detection:

Advanced

Mark reported threshold alerts as cleared

Mark all SNMP alerts as cleared

Configure installation option for supply orders

Created: 05/23/2017 16:22:19 by: System Modified: - by: -

The period during which the HP SDS option is activated is greyed out in the **'Supplies'** tab for the printers which are activated for HP SDS.

**Printers:** [hp/11743331.docuform.de \(Demo / docuFORM Mannheim\)](#)

**Supply levels** As from: 11/16/2017 03:02:50

**Marker supplies**

| Supply                                       | Level | Request order            |
|--|-------|--------------------------|
| Patrone Schwarz SETUP CONTRACT ENT HP M0H52A | 100%  | <input type="checkbox"/> |
| Patrone Cyan 981 SETUP HP J3M64A             | 93%   | <input type="checkbox"/> |
| Patrone Magenta 981 SETUP HP J3M65A          | 89%   | <input type="checkbox"/> |
| Patrone Gelb 981 SETUP HP J3M66A             | 94%   | <input type="checkbox"/> |

**Receptacles**

| Receptacle                     | Level | Request order            |
|--------------------------------|-------|--------------------------|
| Tintenauffangeinheit HP B5L09A | 79%   | <input type="checkbox"/> |
| Tintenauffangeinheit HP B5L09A | 79%   | <input type="checkbox"/> |
| Walzen reinigen HP None        | 94%   | Not available            |
| Vorlageneinzugskit HP B5L52A   | 97%   | <input type="checkbox"/> |

Created: 05/23/2017 16:22:19 by: System Modified: - by: -

FSM customer clients with the HP SDS option activated are also indicated by an HP logo in the **'Monitoring clients'** menu in the FSM server software.

**Data collection clients** 07/16/2018 16:10 superadmin

Dealer / Customer: All Filter:

Update delivery: any

Action Results per page: 10

|                          | Dealer | Customer              | Last transfer    | version | Status | Last execution   | Last update check | Delivery |
|--------------------------|--------|-----------------------|------------------|---------|--------|------------------|-------------------|----------|
| <input type="checkbox"/> | Demo   | docuFORM Karlsruhe    | 07/16/2018 14:00 | 7.11a   | ●      | 05/17/2018 14:27 | 07/16/2018 00:00  | deferred |
| <input type="checkbox"/> | Demo   | docuFORM Mannheim     | 07/16/2018 16:02 | 7.12    | ●      | 05/17/2018 14:26 | 07/16/2018 09:52  | deferred |
| <input type="checkbox"/> | Demo   | docuFORM Neu-Isenburg | 06/21/2018 11:03 | 7.11a   | ●      | 05/17/2018 14:28 | 07/16/2018 15:27  | deferred |

Showing 1 to 3 of 3 entries

If you click on the **'HP logo'**, an information window appears with HP SDS connector details for this capture client.

hp

Smart Device Services connector details

Account ID:

Registration key:

Settings

☒ Remote device EWS access

☐ Automatic updates of connector software

OK

Cancel

The HP SDS account ID and the registration key for the capture client are displayed here. Furthermore, in this window the dealer can change the defaults for activating **'Remote device EWS access'** to this capture client's HP-SDS-monitored printing systems and can also configure the **'Automatic updates of connector software'**. Tick the checkbox to activate any feature, and untick the checkbox to deactivate the feature. All changes must be applied by clicking the **'OK'** button.

## 6 Working with HP SDS

In order to work with the printer management options provided by HP SDS, select the printing system in the **'Printers'** menu of the FSM server software and click the **'SDS'** tab.

## Printers: Printer 1 (Demo / docuFORM Mannheim)

11/16/2017 09:45  
superadmin

- ◀ Fleet & Service Management
  - Printer monitor
  - Systemanalysis
  - Reports
- ◀ Dealers / Customers
  - Contracts
  - Order optimization
- ◀ Printers
- ◀ Supplies
- ◀ Notifications
- ◀ Monitoring clients
- ⚙ Settings
- 📖 Help
- 🔒 Logout

Back

Delete

OK

General

Location

Advanced

Page counters

Supplies

Events

Fleet Management

Maintenance

SDS

### Device data

Serial number:

Asset number:

Address:

System name:

Model:

Firmware:  ●

Card reader address:

Description:

Location (SNMP):

Contact (SNMP):

MIB file:  V6.2

Inventory number:

MAC:

Vendor:

☐ Editable location and contact

### Settings

☒ Printer is active and will be monitored

Contract:

Threshold notification:

Order optimization:

Alert rule:

Level correction:

Required pages before threshold alert:

Required pages before replacement detection:

### Advanced

[Mark reported threshold alerts as cleared](#)

[Mark all SNMP alerts as cleared](#)

[Configure installation option for supply orders](#)

Created: 05/23/2017 16:22:19 by: System Modified: - by: -



**Printers:** ~~devpr12~~ docuform.de (Demo / docuFORM Karlsruhe) 01/30/2019 15:42  
superadmin

Buttons: Back, Delete, OK

Tabs: General, Location, Advanced, Page counters, Supplies, Events, Fleet Management, Maintenance, **HP SDS**

### HP SDS Status

**Device details**

|                             |                                |
|-----------------------------|--------------------------------|
| Last known Connector status | Active                         |
| Last contact                | 01/30/2019 14:05               |
| Firmware version            | 2407071_037963                 |
| Firmware date               | 11/30/2018 01:00               |
| HP SDS status               | HP Managed device              |
| Activation status           | Active                         |
| Cartridge status            | Verified Genuine HP cartridges |

**SDS-Features**

|                                      |            |
|--------------------------------------|------------|
| Read configuration                   | Authorized |
| Write configuration                  | Authorized |
| Firmware upgrade                     | Authorized |
| Diagnostic and Failure Prediction    | Authorized |
| Training on demand                   | Authorized |
| Predictive parts replacement         | Authorized |
| Access to embedded web service (EWS) | Authorized |

**Event logs**

| Date             | Event | Code     | Total Impressions | Firmware Version | Description   | Documentation |
|------------------|-------|----------|-------------------|------------------|---|---------------|
| 01/07/2019 10:12 | Error | 13.B2.DD | 995               | 2407071_037963   | Paper delay jam in the top cover at the image area. | Show...       |

Diagnostic and Failure Prediction

Blackbox Evaluation

Remote Remediation

Configuration

Verify matching of Admin password between SDS Connector and device

Verify password

Created: 02/01/2017 10:31:21 by: System Modified: 06/26/2018 15:07:28 by: superadmin

The **'HP SDS Status'** drop-down menu for the selected printing system on the **'HP SDS tab'** of the FSM server software contains information about the **'HP SDS state'** of that printing system. You can watch here, whether the system is authorised by HP for HP SDS functionality. The up-to-dateness of the HP SDS state information, visible at the 'Last known Connector status' entry, depend on the response time of the HP SDS server and also on the configured data transmission cycles between the FSM client software and the FSM server software. Furthermore, device details, as well as information about the HP SDS functions supported by this device are displayed within this tab.

If unresolved problems or events occur with this device, they are listed in the **'Event logs'** box. If there is documentation available from HP on resolving the problem indicated, it can be viewed by clicking the **'Show...'** link in the **'Documentation'** column of the event table.

#### Event logs

| Date             | Event | Code     | Total Impressions | Firmware Version | Description  | Documentation |
|------------------|-------|----------|-------------------|------------------|--|---------------|
| 07/13/2018 11:33 | Error | 61.30.01 | 108               | 2406048_029624   | Product maintenance message.   | Show...       |
| 07/13/2018 11:33 | Error | 61.30.01 | 108               | 2406048_029624   | Product maintenance message.   | Show...       |
| 07/13/2018 10:43 | Error | 62.11.53 | 108               | 2406048_029624   | The print engine has encountered an error. Print head and Ink Delivery Errors. | Show...       |



The screenshot shows the docuFORM Fleet & Service Management interface. The top header includes the docuFORM logo, the printer information "Printers: ~~descript2.11a.docuform.de~~ (Demo / docuFORM Karlsruhe)", and the user information "01/30/2019 15:44 superadmin". The left sidebar contains a navigation menu with categories like Fleet & Service Management, Dealers / Customers, Printers, Supplies, Notifications, and Monitoring clients. The main content area has a top bar with buttons "Back", "Delete", and "OK", and a tabbed interface with tabs "General", "Location", "Advanced", "Page counters", "Supplies", "Events", "Fleet Management", "Maintenance", and "SDS". The "SDS" tab is active, showing the "HP SDS Status" section. Within this section, the "Diagnostic and Failure Prediction" menu is expanded, displaying a table with columns "Date", "Severity", "State", and "Title". The table is currently empty. Below the table, there are three expandable sections: "Blackbox Evaluation", "Remote Remediation", and "Configuration". At the bottom of the "Diagnostic and Failure Prediction" section, there is a text input field for "Verify matching of Admin password between SDS Connector and device" and a "Verify password" button. The footer of the interface shows the creation and modification dates and times, along with the user "superadmin".

By clicking the **'Diagnostic and Failure Prediction'** drop-down menu, you can view information about printer events, related to enhanced diagnostics, failure prediction and customer related problems. The available information can be filtered according to event type, severity and state. The selection is done with the help of the drop down lists within this menu.

The drop-down menu **'Blackbox Evaluation'** provides information about printing system events which have been recorded with the integrated printing system blackbox. The blackbox has to be read out with the help of a smartphone app and the event token from the smartphone app has to be entered into the **'Token'** input field. By clicking on the **'Retrieve'** button, the available information for this event is displayed within this menu.

docuFORM Printers: ~~1234567890~~.docuform.de (Demo / docuFORM Karlsruhe) 01/30/2019 15:45 superadmin

Back Delete OK

General Location Advanced Page counters Supplies Events Fleet Management Maintenance SDS

HP SDS Status

Diagnostic and Failure Prediction

Blackbox Evaluation

Token: Enter upload token Retrieve

| Date    | Event | Code | Total Impressions | Firmware Version | Description | Documentation |
|---------|-------|------|-------------------|------------------|-------------|---------------|
| No data |       |      |                   |                  |             |               |

Remote Remediation

Configuration

Verify matching of Admin password between SDS Connector and device Verify password

Created: 02/01/2017 10:31:21 by: System Modified: 06/26/2018 15:07:28 by: superadmin

Clicking the drop-down menu for **'Remote Remediation'** provides further possibilities for remote access to the selected printing system.

docuFORM Printers: ~~1234567890~~.docuform.de (Demo / docuFORM Karlsruhe) 01/30/2019 15:46 superadmin

Back Delete OK

General Location Advanced Page counters Supplies Events Fleet Management Maintenance SDS

HP SDS Status

Diagnostic and Failure Prediction

Blackbox Evaluation

Remote Remediation

Retrieve data Update firmware Initiate system job

Remote EWS Restart printer On-device Services

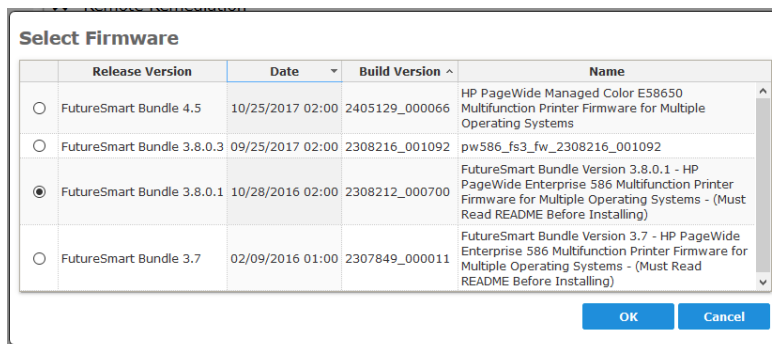
Configuration

Verify matching of Admin password between SDS Connector and device Verify password

Created: 02/01/2017 10:31:21 by: System Modified: 06/26/2018 15:07:28 by: superadmin

By clicking the **'Retrieve data'** button, the information which is read out by the printing system via HP SDS is read out once again directly, and the display in the FSM server software is updated. This operation may take some time.

The **'Update Firmware'** button is used to update the printer firmware remotely. If you click that button, a selection menu appears containing the available firmware packages for your printing system.



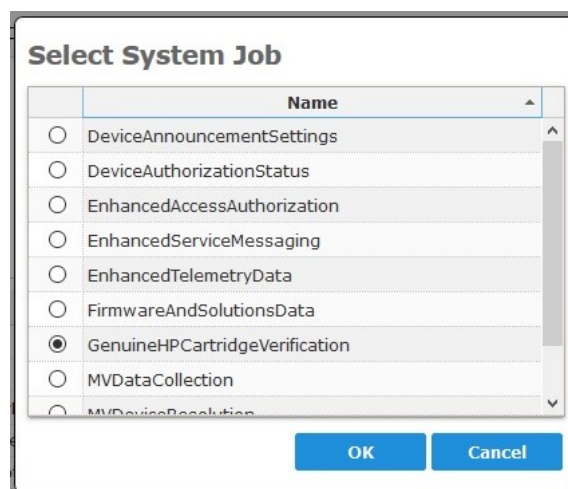
The 'Select Firmware' dialog box displays a table with four columns: Release Version, Date, Build Version, and Name. It lists four firmware bundles, with 'FutureSmart Bundle 3.8.0.1' selected. The 'Name' column contains detailed descriptions of each bundle.

|                                  | Release Version            | Date             | Build Version  | Name   |
|----------------------------------|----------------------------|------------------|----------------|--|
| <input type="radio"/>            | FutureSmart Bundle 4.5     | 10/25/2017 02:00 | 2405129_000066 | HP PageWide Managed Color E58650 Multifunction Printer Firmware for Multiple Operating Systems   |
| <input type="radio"/>            | FutureSmart Bundle 3.8.0.3 | 09/25/2017 02:00 | 2308216_001092 | pw586_fs3_fw_2308216_001092  |
| <input checked="" type="radio"/> | FutureSmart Bundle 3.8.0.1 | 10/28/2016 02:00 | 2308212_000700 | FutureSmart Bundle Version 3.8.0.1 - HP PageWide Enterprise 586 Multifunction Printer Firmware for Multiple Operating Systems - (Must Read README Before Installing) |
| <input type="radio"/>            | FutureSmart Bundle 3.7     | 02/09/2016 01:00 | 2307849_000011 | FutureSmart Bundle Version 3.7 - HP PageWide Enterprise 586 Multifunction Printer Firmware for Multiple Operating Systems - (Must Read README Before Installing)     |

OK Cancel

The firmware to install is selected by clicking the radio button in the first column of the table. By clicking the **'OK'** button, the selected firmware is installed remotely on this device.

A click on the **'Initiate system job'** button opens a menu for selecting and processing of HP SDS system functions.



The 'Select System Job' dialog box shows a list of system functions with radio buttons for selection. 'GenuineHPCartridgeVerification' is the selected option.

|                                  | Name                           |
|----------------------------------|--------------------------------|
| <input type="radio"/>            | DeviceAnnouncementSettings     |
| <input type="radio"/>            | DeviceAuthorizationStatus      |
| <input type="radio"/>            | EnhancedAccessAuthorization    |
| <input type="radio"/>            | EnhancedServiceMessaging       |
| <input type="radio"/>            | EnhancedTelemetryData          |
| <input type="radio"/>            | FirmwareAndSolutionsData       |
| <input checked="" type="radio"/> | GenuineHPCartridgeVerification |
| <input type="radio"/>            | MVDataCollection               |
| <input type="radio"/>            | MVDeviceResolution             |

OK Cancel

Select the desired HP SDS system function by setting the radio button to the desired system function and click on the **'OK'** button. After a confirmation of your selection, the HP SDS system function will be processed. Processing of HP SDS system functions may take some time.

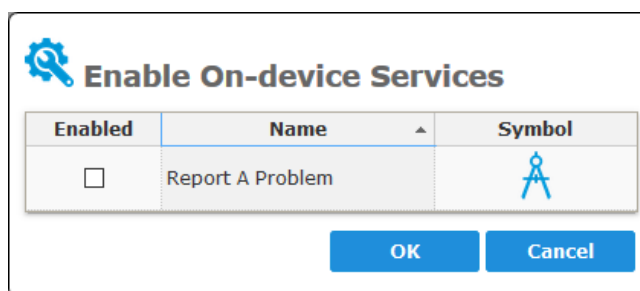
By clicking the **'Remote EWS'** button, the printing system can be accessed remotely provided this function has been authorised in this device. You can see whether or not


remote access is possible to a device in the list of HP SDS functions in the **'HP SDS status'** drop-down menu (Access to embedded web service (EWS)).

*This feature accesses the printer from your Internet browser outside the customer's firewall. Therefore, it is important to secure your browser session with the latest browser and operating system security updates, as well as with anti-virus protection. HP makes every effort to ensure a secure browser connection. It is the responsibility of the dealer to maintain a secure environment between the browser and the HP Cloud, as well as to obtain the customer's permission to use this feature.*

Clicking the **'Restart printer'** button restarts the selected printing system remotely.

The function **'On-device Services'** opens a menu where multiple device services can be enabled on the related HP device. With such an on-device service, for example the user can be allowed to directly post a problem from the HP device panel to HP resp. the service partner or dealer.



| Enabled                  | Name             | Symbol   |
|--------------------------|------------------|--|
| <input type="checkbox"/> | Report A Problem |  |

OK Cancel

In the drop-down menu **'Security'**, which is available as of FSM Version **V7.25**, basic security and configuration settings of HP printing systems can be set or changed.

docuFORM Printers: hpmfp.ka.docuform.de (Demo / docuFORM Karlsruhe) 08/30/2019 14:57 superadmin

Back Delete OK

General Location Advanced Page counters Supplies Events Fleet Management Maintenance SDS

▼ HP SDS Status

▼ Diagnostic and Failure Prediction

▼ Blackbox Evaluation

▼ Remote Remediation

▲ Security

Essential security and configuration settings Apply policy... Protocol...

Verify matching of Admin password between SDS Connector and device Verify password

▼ Configuration

Created: 09/03/2018 15:45:53 by: System Modified: 05/23/2019 13:51:10 by: superadmin

Clicking the **'Apply Policy'** button opens a dialog for entering passwords and setting various network options for the printer. The displayed settings do not match the current settings on the printer. They show an HP-recommended configuration for optimal security. All you have to do is enter the passwords. Nevertheless, you can adapt individual options to your needs.

hp Security Policy

The settings below **do NOT show current settings** at the printer.  
This is a Security Policy proposed by HP for optimal security. Fill in your passwords and adjust options according to your needs.

**Be aware that empty password fields will set password to empty!**

**Device**

Admin password: Enter password

Filesystem password: Enter password

P/L password: Enter number

**SNMP v2**

Access type: Read-only

Get community name: Enter name

Set community name: Enter name

**SNMP v3**

Active

User name: Enter name

Authentication password: Enter password

Authentication protocol: SHA

Privacy password: Enter password

Privacy protocol: AES128

**Protocols**

☐ PML ☐ NFS ☐ Postscript ☐ P/L

☐ FTP ☐ AppleTalk ☐ IPX/SPX ☒ Force HTTPS redirect

☐ Telnet ☐ Remote firmware update ☐ FTP firmware update

☐ Apply to all SDS compatible printers of the customer

☐ Automatically repeat appliance for all customer devices every day

☒ Adjust credentials at JAM Connector (recommended)

Apply Cancel

Please notice that

- The PjL password is numeric (1 - 2147483647)
- Enabling SNMP v3 requires entering the passwords for authentication and privacy, as well as the username.
- Empty input fields for passwords are transmitted as empty passwords.

After entering the passwords and setting the desired options, you decide with the option ***'Apply to all SDS compatible printers of the customer'*** whether the settings are only accepted for the current printer or for all printers of the customer.

The ***'Automatically repeat appliance for all customer devices every day'*** causes the SDS Cloud to resend this configuration daily to all of the customer's printers and thus also to newly added printers. If this option is not set, a previously set automatic configuration repetition will be switched off.

It is recommended to activate the option ***'Adjust credentials at JAM Connector'***, otherwise changing the access data on the printer will make the connector client unable to access device data and functions. A matching of the access data at the printer and at the connector client must always be guaranteed for the successful functioning of SDS.

After clicking ***'Apply'***, the dialog for entering the current device credentials appears.

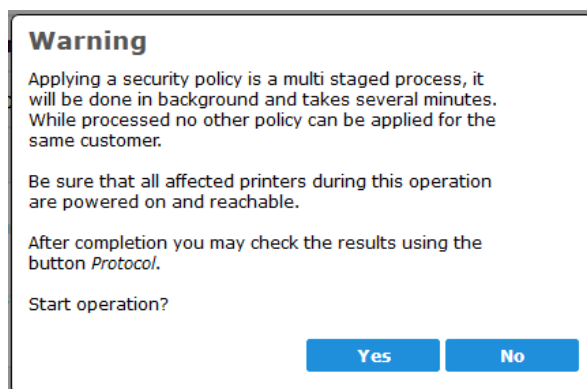
**Current Device Credentials**

Enter the **current** device credentials of the printer(s). **Empty fields will transmit empty passwords!**

|                |                          |                          |   |
|----------------|--------------------------|--------------------------|---|
| <b>Device</b>  | Admin password:          | <input type="password"/> |   |
|                | Filesystem password:     | <input type="password"/> | PjL password: <input type="text"/>            |
| <b>SNMP v2</b> | Get community name:      | <input type="text"/>     | Set community name: <input type="text"/>      |
|                |                          |                          |   |
| <b>SNMP v3</b> | User name:               | <input type="text"/>     |   |
|                | Authentication password: | <input type="password"/> | Authentication protocol: <input type="text"/> |
|                | Privacy password:        | <input type="password"/> | Privacy protocol: <input type="text"/>        |
|                |                          |                          |   |

Enter the current passwords here. Empty fields are sent as an empty password. Then click ***'Continue'***.

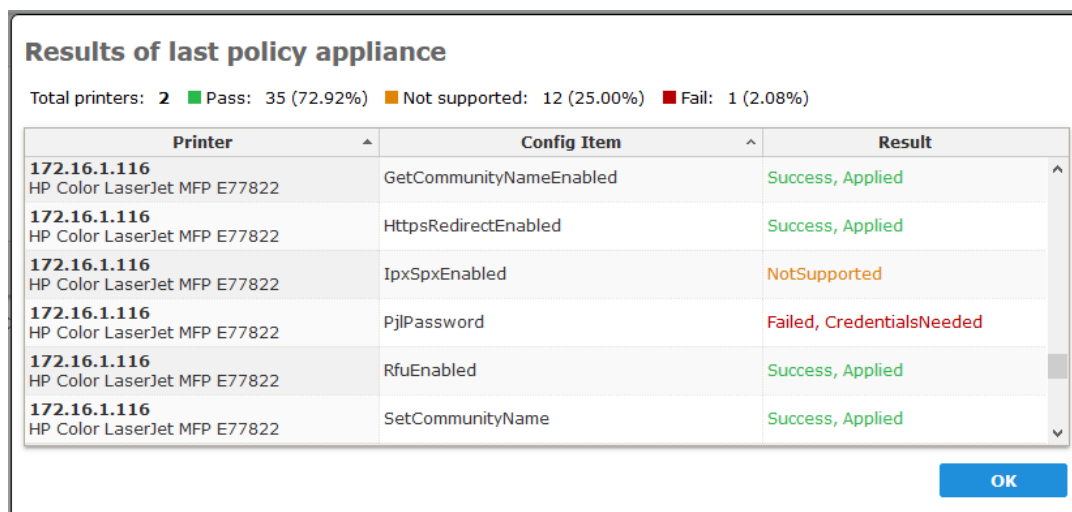
Before the security settings are applied now, a warning appears:



Here is the last opportunity to cancel. A confirmation with **'Yes'**, starts the operation.

After the start, the configuration parameters are initially set via SDS on the current or all printer of the customer. This is done in parallel with several printers and can take several minutes. Thereafter, the access data at the connector client are optionally updated. This takes up to 4 steps, with each step taking several minutes to complete. As long as the entire process is active, the **'Apply Policy ...'** button displays a rotating waiting icon. During this time another policy can not be set for any other printer of the same customer.

When the operation is complete, the **'Protocol ...'** button is released. This opens a dialog showing the respective result of the SDS operation for each affected printer and each configuration parameter:



'Success, Applied' means a successful adoption of the parameter, 'NotSupported' says, that this option is not supported by the respective printer. An error is displayed by 'Failed' followed by a short error message.

Here are some important hints:

Probably the most common cause of error in the adoption of parameters will be incorrect access data for the current passwords, so it is strongly recommended to pay attention to their validity.

Setting access data to devices without updating the connector client means, that the connector client no longer has access to the device and thus aborts all SDS functions and the capture of device data with errors.

If a device has been 'lost' due to different access data, stored on the connector client but set by the printer, the only way to reset the access data on the device is, to know and set the previous access data of the device.

By clicking on the drop-down menu for **'Configuration'** the config items of the printing system, and related configuration values are displayed and can be changed here. Changed configuration values are applied by clicking on the **'Apply'** button. It may take the printing system some time to apply changes to configuration values. The list at first only contains parameters that have been changed lately. To see the complete list of parameters click first on button **'Retrieve data'** within the **'Remote Remediation'** drop-down menu.

The screenshot shows the docuFORM interface with the 'Printers: ~~desper1.kk.docuform.de~~ (Demo / docuFORM Karlsruhe)' header. The left sidebar contains a navigation menu with options like 'Fleet & Service Management', 'Printer monitor', 'System analysis', 'Reports', 'Dealers / Customers', 'Printers', 'Supplies', 'Notifications', and 'Monitoring clients'. The main content area has tabs for 'General', 'Location', 'Advanced', 'Page counters', 'Supplies', 'Events', 'Fleet Management', 'Maintenance', and 'SDS'. The 'SDS' tab is active, showing a list of configuration items under the 'Configuration' section. The items are displayed in a table with columns for 'Property', 'Value', and 'Updated at'. The 'AdminPassword' is masked with '\*\*\*\*', and the 'AssetNumber' is '1234567890'. An 'Apply' button is located below the table. At the bottom, there is a 'Verify password' button and a timestamp 'Created: 02/01/2017 10:31:21 by: System Modified: 06/26/2018 15:07:28 by: superadmin'.

| Property                                 | Value      | Updated at       |
|--|------------|------------------|
| AdminAccountLockout                      |            |                  |
| AdminPassword                            | ****       | 11/26/2018 16:51 |
| AdminPasswordComplexityEnabled           |            |                  |
| AdminPasswordLockoutInterval             |            |                  |
| AdminPasswordMaxAttempts                 |            |                  |
| AdminPasswordMinLength                   |            |                  |
| AdminPasswordResetLockoutCounterInterval |            |                  |
| AllowUserCreateAccount                   |            |                  |
| AssetNumber                              | 1234567890 | 11/26/2018 16:51 |



Some HP SDS features require access of the HP connector to the respective HP system with administrator privileges. For this, the administrator password of the printing system must be stored in the configuration of the HP connector in the Fleet & Service Management Client software. To ensure that the correct administrator password has been entered in the HP connector software, a verification of the administrator password stored in the HP connector software can be performed by clicking on the ***'Verify password'*** button.