HP Web Jetadmin

Alerts
Discovery

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HP WORLD 2003
Solutions and Technology Conference & Expo

HP Web Jetadmin

Subnet C - IT Department

Web Server

webJetAdmin

Subnet A - Centralized Services

- Definition
  - Web based management solution for remotely installing, monitoring and troubleshooting network connected printers

- Emphasize
  - access anywhere via web using standard web browser
  - multi-vendor printer management
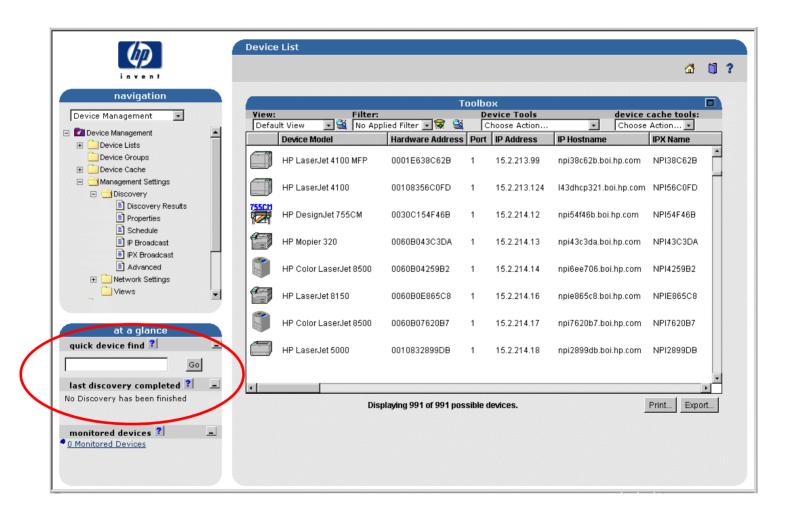 - one central data base

Helpdesk Usage

- Quick device find
- View status
- Online/offline
- Test page
- Power cycle printer
- Reset printer
- Reduce printer visits
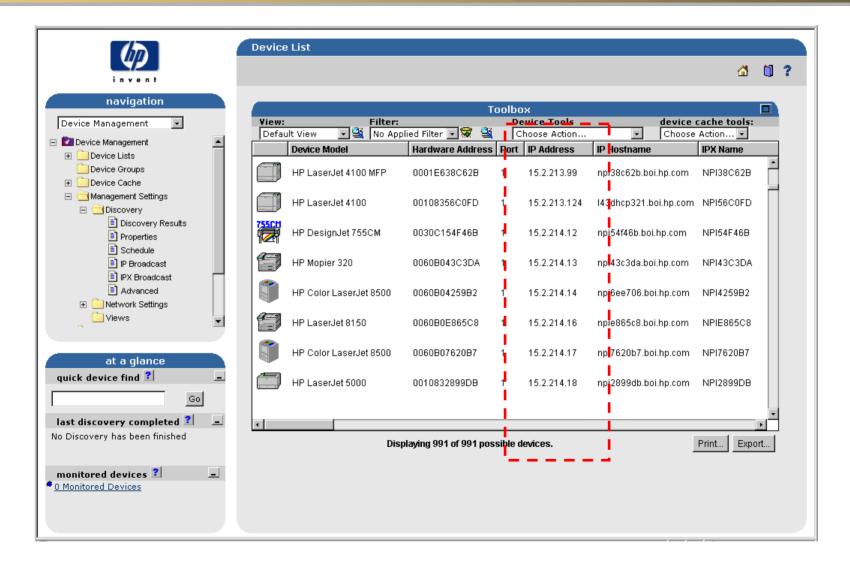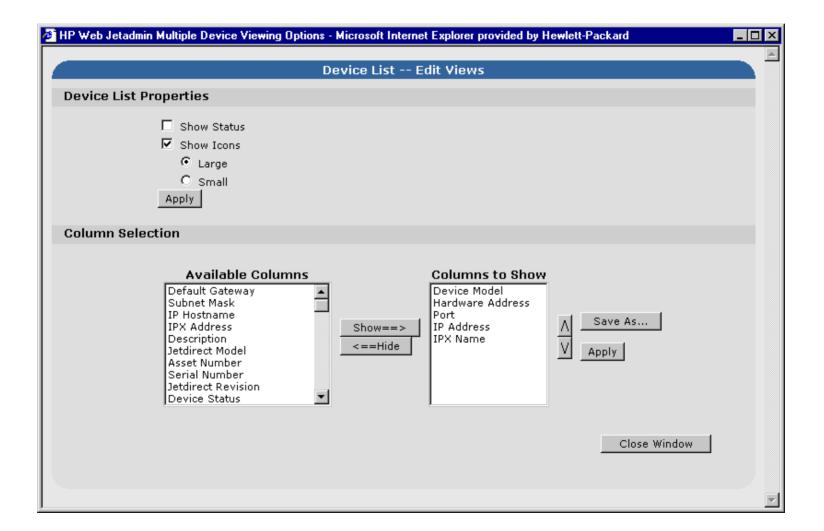- View/upgrade firmware
- Alerts
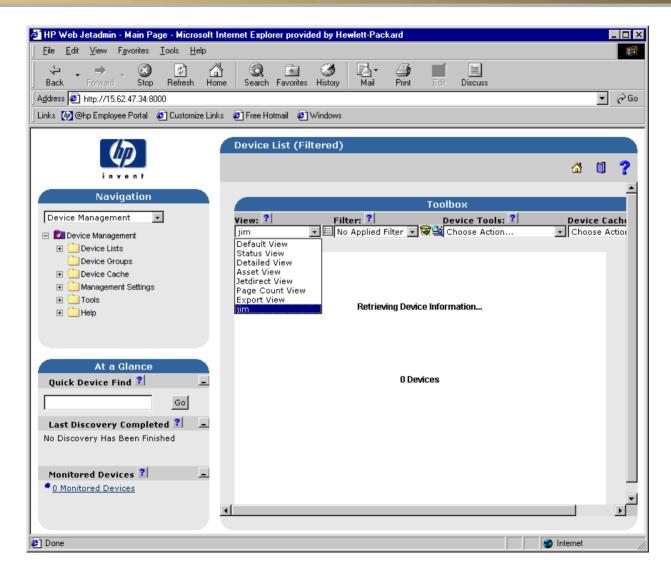
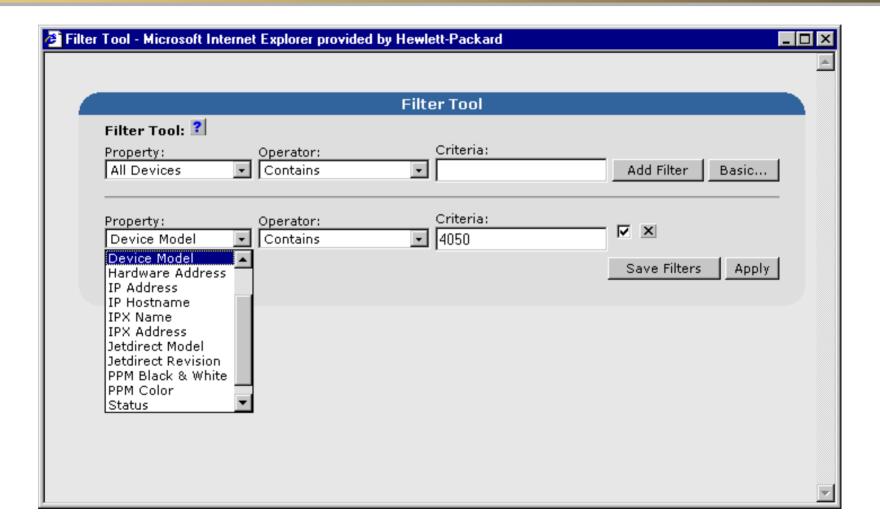# Quick Device Find

Sort by Column

Configurable Columns

Customized Device Views

Filters

Site Mapping

Remote Control Panel

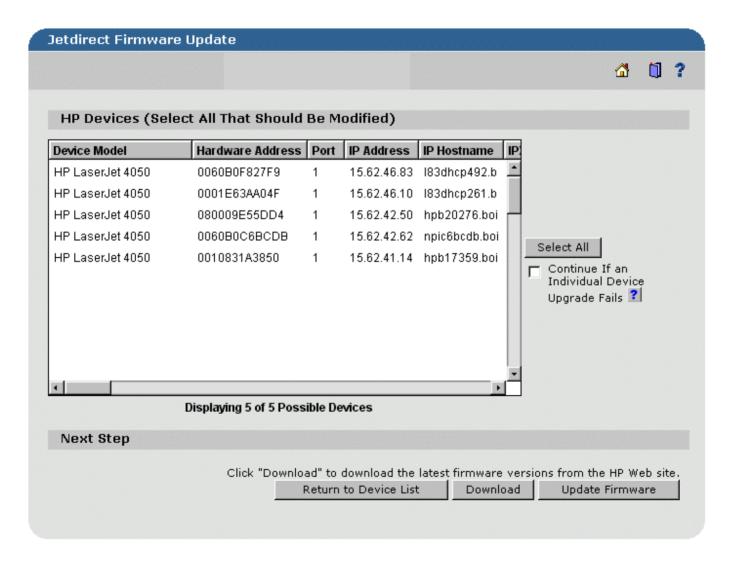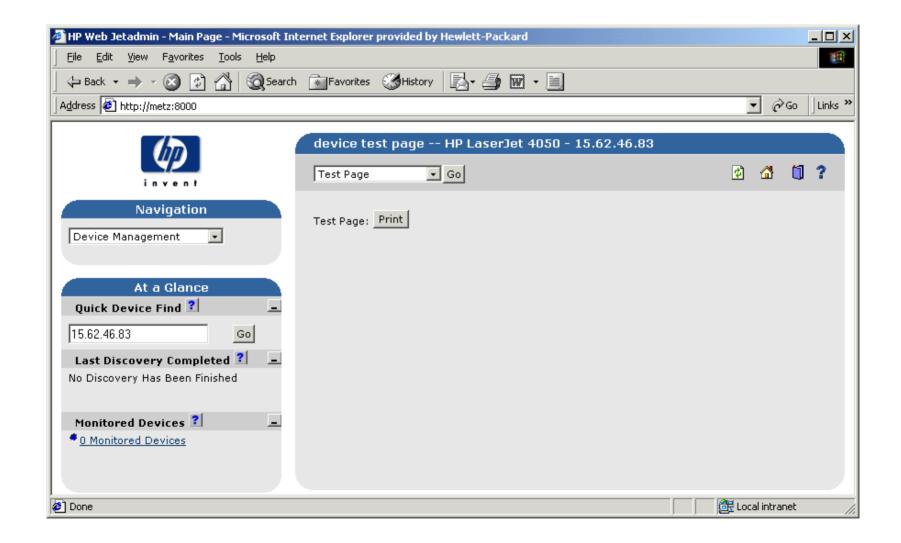HP World 2003 Solutions and Technology Conference & Expo

Diagnostics

Firmware Upgrades

Test Page

Reset Options

Show Status

Alerts

- Alerts allow for proactive e-mail messages to be sent when printer errors occur

Out of Paper

HP Printer

Mail Server

webJetAdmin
Hewlett-Packard

Admin

email

Admin

Traps

Trap Alert Example

Out of Paper

HP Printer

1) Web Jetadmin sets its IP address in the Trap Destination List of the printer

Mail Server

The Mail Server delivers the Alert e-mail to the appropriate individual(s).

2) Sensing paper is out, the printer sends a trap to HP Web Jetadmin

webJetAdmin

Admin

email

Admin

3) HP Web Jetadmin receives the trap, then queries the printer for more information.

4) Once HP Web Jetadmin confirms that it is configured to monitor "paper out" events, it sends a detailed e-mail message to the Mail Server with the appropriate distribution list.

Polling

Polling Alert Example

EWS

EWS Alert Example

Out of Paper

HP Printer

1) Web Jetadmin sets its address in the Printer EWS mail list for desired alert types.

Mail Server

The Mail Server delivers the Alert e-mail to the appropriate individual(s).

2) Sensing drum life is low, the printer sends an EWS alert email message to HP WebJetadmin

*web*JetAdmin

email

Admin

3) HP Web Jetadmin receives the alert, then queries the printer for more information.

4) Once HP WebJetadmin confirms that it is configured to monitor "paper out" events, it sends a detailed e-mail message to the Mail Server with the appropriate distribution list.
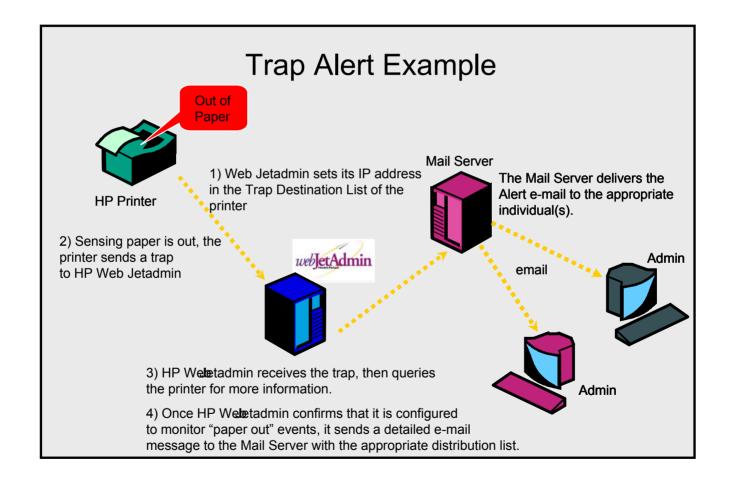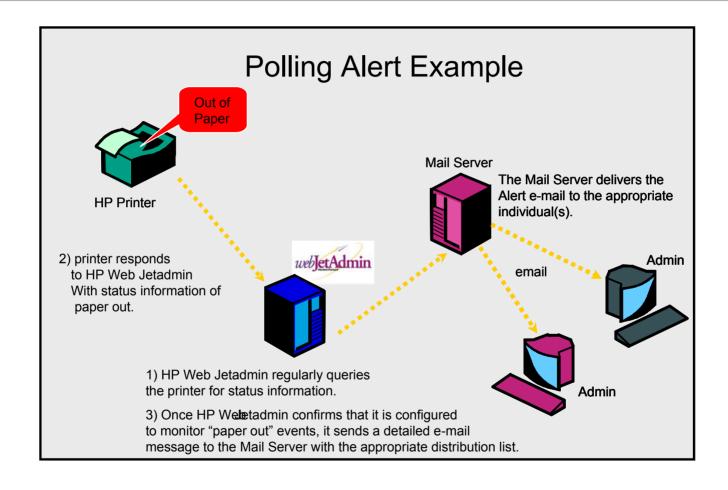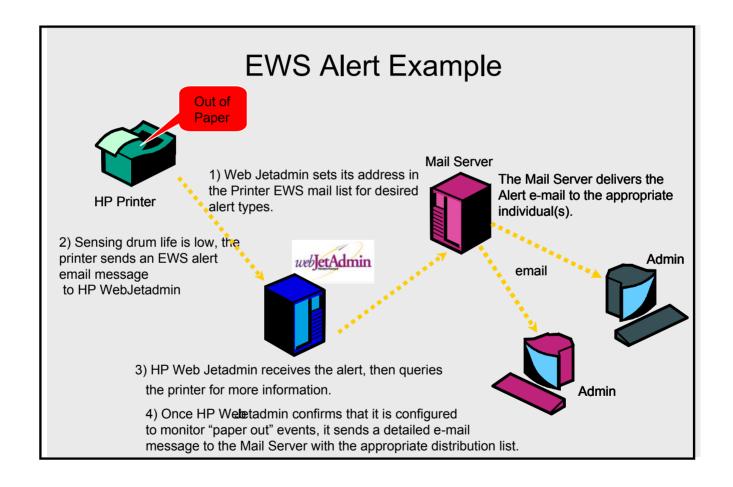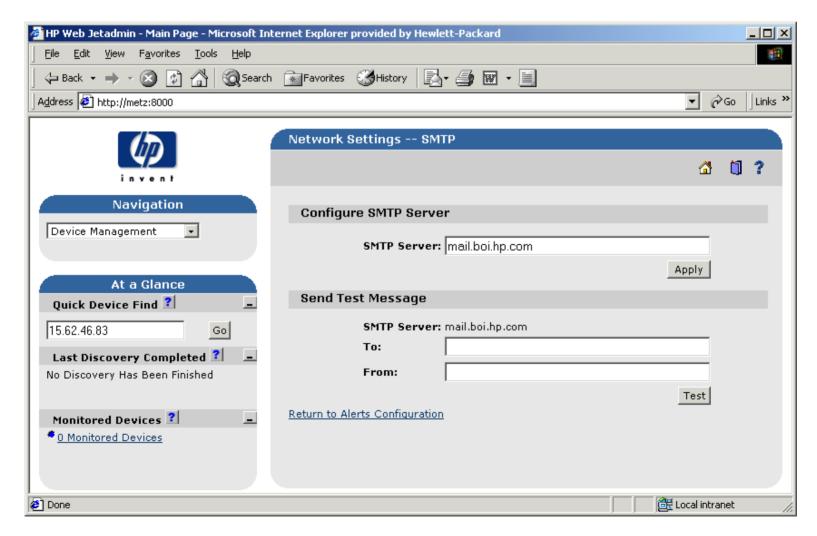
Admin

Configuring Alerts

- Inform HP Web Jetadmin of the location of an SMTP mail server

- Select devices to be monitored

- Configure which events will be monitored

- Specify which Email addresses will receive notifications

- Set the Time to Wait for Duplicate Alerts

- Set the size of the alert (mobile, concise, verbose)

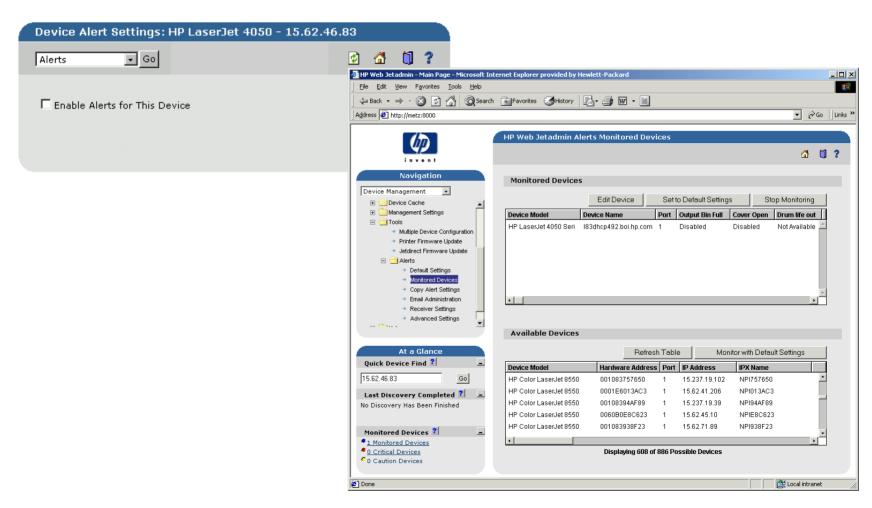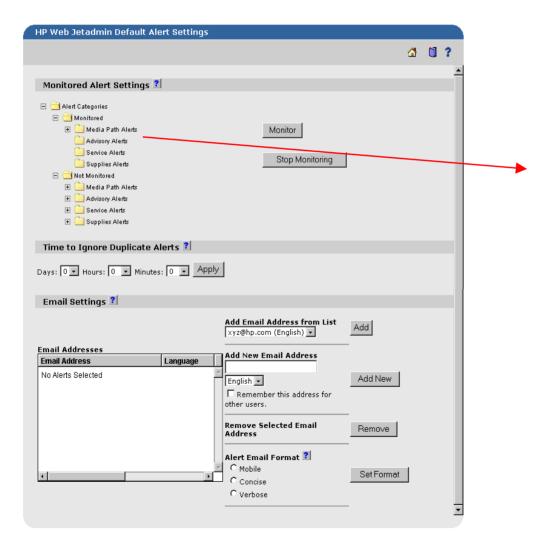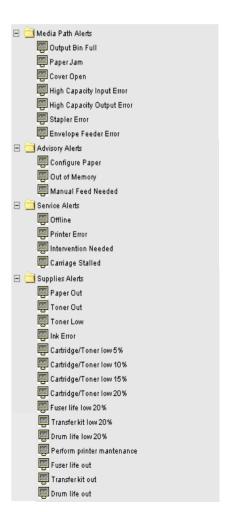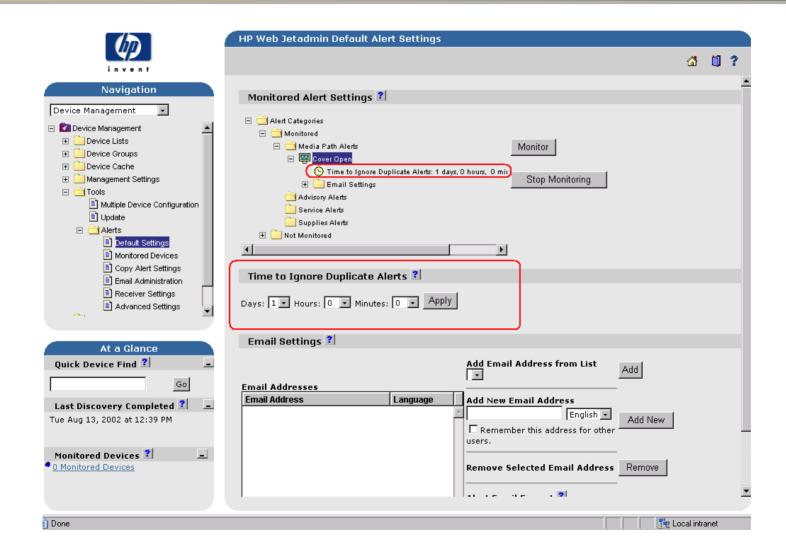- Specify the language for the alert

Network Settings - SMTP

Enabling Alerts on Devices

Alerts – Configuring Events

Time to Wait for Duplicate Alerts

Alert Styles

Mobile

Event: "Cover Open"
Device Name: "l71dhcp18.boi.hp.com"
Detailed device information: http://ats-wja:8000/dev/0001E63AECD3

Concise

Event:
 "Cover Open"
Front Panel:
          "CLOSE TOP COVER"
          ""
          ""
          ""
          ""
          ""

Device Name: "l71dhcp18.boi.hp.com"
Help Resources: Detailed device information:
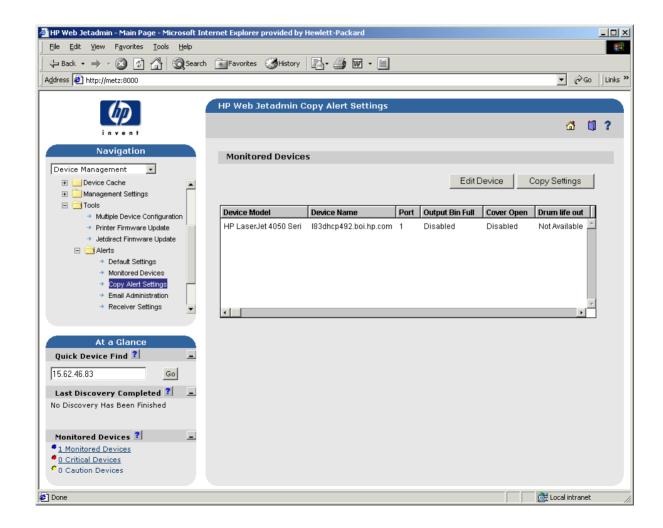"http://ats-wja:8000/dev/0001E63AECD3"
Contact Information: ""

Verbose

Event:
  "Cover Open"
Front Panel:
  "CLOSE TOP COVER"
   ""
   ""
   ""
   ""
   ""

Device Information:
   IP Hostname: "l71dhcp18.boi.hp.com"
   IP Address: "15.2.201.206"
   Hardware Address: "0001E63AECD3"
   IPX Name:
          "NPI3AECD3"
   IPX Address:
          "0F02CC10.0001E63AECD3"
   Device Model: "HP LaserJet 4050"
   Serial Number: "XXXXXXXXX"
   Asset Number: ""
   Description: ""
Help Resources: Detailed device information:
"http://ats-wja:8000/dev/0001E63AECD3"
Contact Information: ""
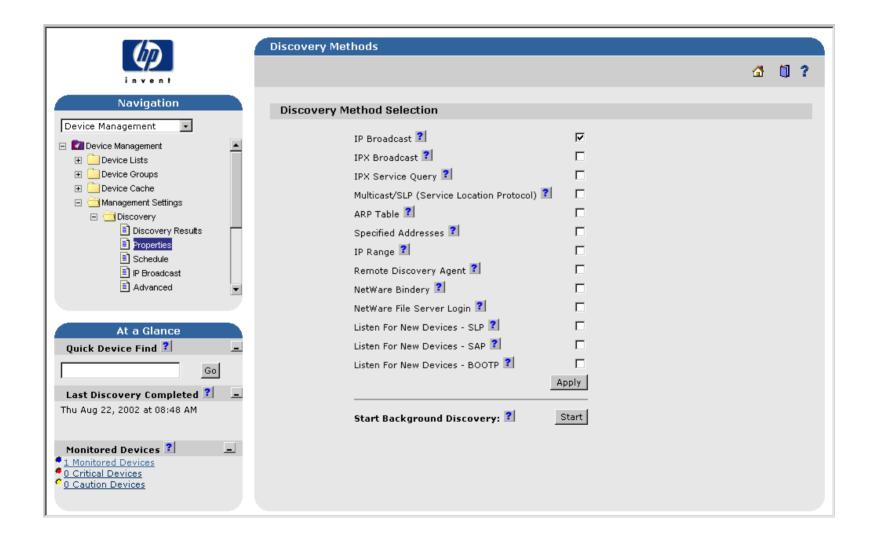
Alerts – Copy Settings

Discovery

Land ho!

- **Definition**
  - Discovery is the process of searching the network for devices, storing them in a cache, and displaying the results in a list.

Discovery Properties

Discovery - Scheduled

IP Broadcast

SNMP GET RESP
"I'm a printer"

SNMP GET RESP
"I'm a workstation"

SNMP GET RESP
"I'm a printer"

HP Web Jetadmin Discovery - IP Broadcast - SNMP

Discovery Configuration (IP Broadcast - SNMP)

Specify Broadcast Address: ☐ . ☐ . ☐ . ☐ [Add]

Specified Broadcast Addresses: [15.62.40.1 ▾] [Delete]

BROADCAST

*web*JetAdmin

SNMP GET REQ
"What type of device are you?"

IPX Broadcast

HP Web Jetadmin Discovery - IPX Broadcast - SNMP

HP Web Jetadmin Discovery - IPX Broadcast - SNMP

☐ Broadcast to Discovered IPX Network Numbers
Discovered IPX Network Numbers: 00000000 ▾

Choose IPX Network Number: 00000000 ▾   Add
OR
Specify IPX Network Number: [   ]   Add

SNMP GET RESP
"I'm a printer"

SNMP GET RESP
"I'm a workstation"

SNMP GET RESP
"I'm a printer"

BROADCAST

webJetAdmin

SNMP GET REQ
"What type of device are you?"

General Service Query (GSQ)

Multicast

ARP Table

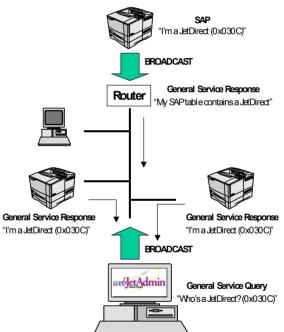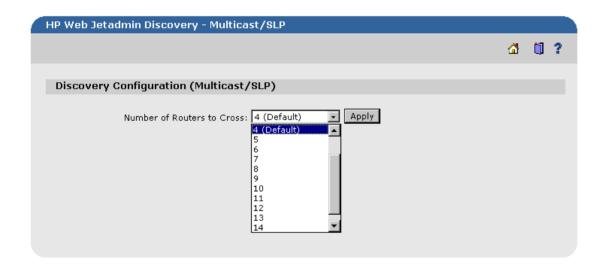**Discovery Configuration (ARP Table)**

Discovery Configuration (ARP Table)

- ○ Local Subnet Only (Where HP Web Jetadmin Is Installed)
- ○ Include Devices One "Hop" Away (This Includes "Friends" of Local Devices)
- ○ Global ARP Table Discovery (All Devices Within Your Firewall)

[Apply ARP Table Level]

ARP Table Seed (IP Address)

ARP Table Seed (IP Address)

[ ] . [ ] . [ ] . [ ] [Add Seed Address]

Note: It is best to leave the seed option unconfigured.

ARP table
printer D
printer E

"I know printers D and E"

ARP table
printer A
workstation B
printer C

webJetAdmin

"I know printers A, C
and workstation B"

Specified Addresses
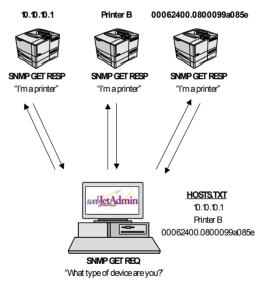
IP Range

Discovery Configuration (IP Range)

Discovery Configuration (IP Range)

Add a range of IP addresses to discover.:

Start Search from... [ ] . [ ] . [ ] . [ ]

End Search on... [ ] . [ ] . [ ] . [ ]

Apply

Determine Current Subnet and Add IP Range: Add Current Subnet

10.10.10.1   10.10.10.2   10.10.10.3

SNMP GET RESP   SNMP GET RESP   SNMP GET RESP
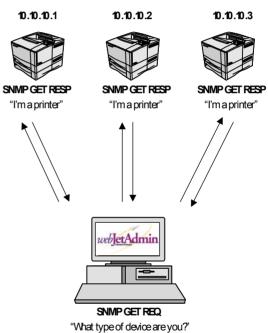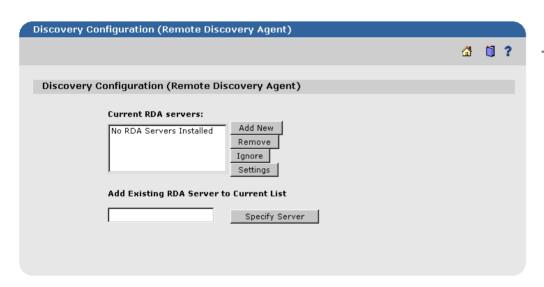"I'm a printer"   "I'm a printer"   "I'm a printer"

webJetAdmin

SNMP GET REQ
"What type of device are you?"

Remote Discovery Agent (RDA)

Discovery Configuration (Remote Discovery Agent)

Discovery Configuration (Remote Discovery Agent)

Current RDA servers:

No RDA Servers Installed

Add New
Remove
Ignore
Settings

Add Existing RDA Server to Current List

Specify Server

SNMP GET REQ
"What type of device are you?"

IP BROADCAST

SNMP GET RESP
"I'm a printer"

Machine running RDA service

Printer A
(Unconfigured IP)
192.0.0.192

TCP
"I found printer A"

Router

TCP
"Perform an IP Broadcast and Listen for New Devices discovery"

webJetAdmin

NetWare Bindery

NetWare Login Scan

Discovery Configuration (NetWare File Server Login)

Discovery Configuration (NetWare File Server Login)

Available File Servers
NWEN6

Selected File Servers
(No File Servers Selected)

Add==>
<==Remove

NetWare
Server

"Printers A, C and
workstation B are logged in"

A
Configured JetDirect logs
into NetWare server

B
Configured workstation logs
into NetWare server

C
Configured JetDirect logs
into NetWare server

webJetAdmin

"What devices do you have
in your login table?"

Listen for New Devices

A   B   C

SLP   **DHCP**   **SAP**

"I'm a multicast device"   "I need an IP address"   "I'm a JetDirect (0x030C)"

BROADCAST   **BROADCAST**   **BROADCAST**
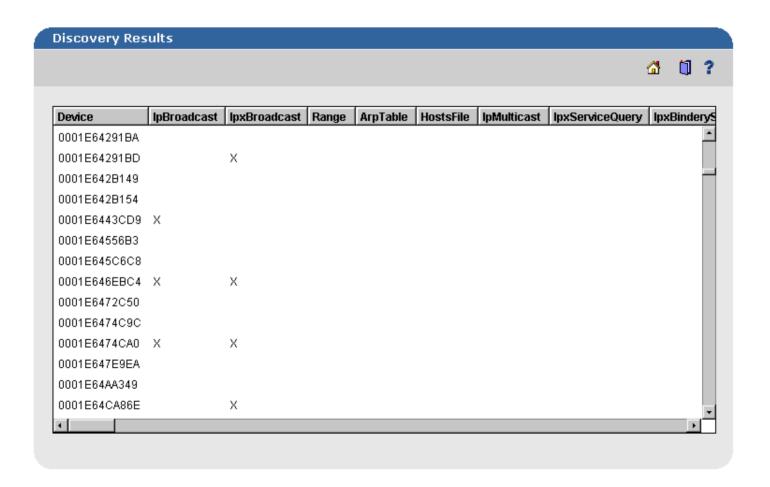
webJetAdmin

"I found printers A, B, and C"

Discovery Results

Interex, Encompass and HP bring you a powerful new HP World.