HP Color LaserJet 4700
HP Embedded Web Server User Guide

invent

HP Embedded Web Server

User Guide

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1 Overview

What is an embedded Web server?

A Web server provides an environment in which Web programs can run, in much the same way that an operating system, such as Microsoft® Windows®, provides an environment in which programs can run on your computer. A Web browser, such as Microsoft Internet Explorer, Apple Safari, or Mozilla, can show output from a Web server.

An *embedded* Web server resides on a hardware product (such as a printer) in the firmware, rather than as software that is loaded on a network server.

The advantage of an embedded Web server is that it provides an interface to the product that anyone who has a network-connected computer and a standard Web browser can open and use. No special software needs to be installed or configured.

With the HP Embedded Web Server (HP EWS), you can view product status information, change settings, and manage the product at your computer.

NOTE In this guide, the terms "product" and "device" are used interchangeably. When products or devices are discussed in this guide, the information pertains to HP LaserJet printers or multifunction peripherals (MFPs), or HP Digital Senders. For specific information about the features that your printer, MFP, or digital sender supports, see the documentation that came with your product.

Features

You can use the HP EWS to view product and network status and to manage printing functions from your computer, rather than at the product control panel. With the HP EWS, you can perform these tasks:

- View control-panel messages and product-status information.
- Determine the remaining life for all supplies and configure specific ordering information for supplies.
- Gain access to the product's technical support page.
- Gain access to specific support for recent product events.
- Add or customize links to other Web sites.
- View and change product configuration, such as tray configurations.
- View and change network configuration.

- View and print information pages, such as the Configuration page.
- Receive alerts about product events, such as when the product is low on supplies, through e-mail.
- Select the language in which to display the HP EWS screens.
- Print to an HP product without having to install the product printer driver.
- Conserve energy by scheduling the product sleep delay so that the product will go into sleep mode after a period of time of not being used.
- Schedule wakeup times for each day so that the product has finished initializing and calibrating by the time it is to be used.
- Send product configuration and supplies usage information periodically to your service provider.

Additional features with a permanent storage device

If you have a permanent storage device installed in your product, such as a hard disk, you can view, set up, and retain additional information.

- **Alerts**. Set up four different destination lists for each user (admin and service), with up to 20 recipients on each of the four lists. (Without the permanent storage device, each user can send alerts to only four e-mail addresses.)
- **Other Links**. Add up to five additional links to the Web sites of your choice. (Without the extra storage, you can add one additional link.)

A hard disk might be installed in your product, depending on the product model. If your product does not have a hard disk, you might be able to order one. For more information, see the user guide that came with your product, or go to: www.hp.com/country/us/eng/othercountriesbuy.htm

HP Web Jetadmin and the HP Embedded Web Server

HP Web Jetadmin is a Web-based system management tool that you can use with a Web browser. The HP EWS and HP Web Jetadmin work together to meet all of your product-management needs. You can use the software to install and manage networked products effectively. Network administrators can manage networked products remotely, from practically anywhere.

The HP EWS provides a simple, easy-to-use solution for one-to-one product management in environments that have a limited number of products. However, in environments that have several products, you might want to use HP Web Jetadmin to manage groups of products. With HP Web Jetadmin you can discover, manage, and configure multiple products simultaneously.

HP Web Jetadmin is available from HP online support (HP Web Jetadmin www.hp.com/go/webjetadmin).

System requirements

In order to use the HP EWS, you must have the following components:

- A supported Web browser. Browsers that support embedded Web servers include (but are not limited to) the following:
  - Konqueror 3.0 or later
  - Microsoft Internet Explorer 6.0 or later
  - Mozilla 1.0 (and Mozilla derivatives)
  - Netscape Navigator 6.2 or later
  - Opera 7.0 or later
  - Safari 1.0 or later
- A transmission control protocol/Internet protocol- (TCP/IP-) based network connection.
- An HP Jetdirect print server (embedded or enhanced input/output [EIO]) installed in the product.

Opening the HP Embedded Web Server

Use the following procedure to open the HP EWS.

NOTE You cannot view the HP EWS screens from outside of a firewall.

1. Open a supported Web browser.
2. In the **Address** or **Go to** field, type the TCP/IP address that is assigned to the product (for example, `http://192.168.1.1`) or the host name (for example, `npi[XXXXXX]` or a configured host name such as `http://www.[your_server].com`).

If you do not know the TCP/IP address for the product, you can find it by using the control-panel menu or by printing a configuration page. For instructions, see the user guide that came with your product.

Login and logoff

The HP EWS has screens that can be used to view product information and change configuration options. The screens that appear, and the settings on them, vary according to how you gain access to the HP EWS: as a general user, an information technology (IT) administrator, or a service provider. These passwords can be customized by an IT administrator or a service provider.

In a password-protected HP EWS, only the **Information** tab is available to users who do not log in by using the password. If no password has been set (which is the default), all of the tabs are visible.

If a password has been set, you must log on as an IT administrator or a service provider to gain access to the protected HP EWS tabs (**Settings** and **Networking**).

NOTE For information about changing passwords as an IT administrator, see Security. If you are a service provider, see your product service guide.

To log in as an administrator

Use the following procedure to log in to the HP EWS as an administrator.

1. After you open the EWS, click the **Log In** link in the upper-right corner of the screen.

   The **Enter Network Password** dialog box appears, as shown in the following illustration. The appearance of the login screen might vary, depending on your operating system and browser.

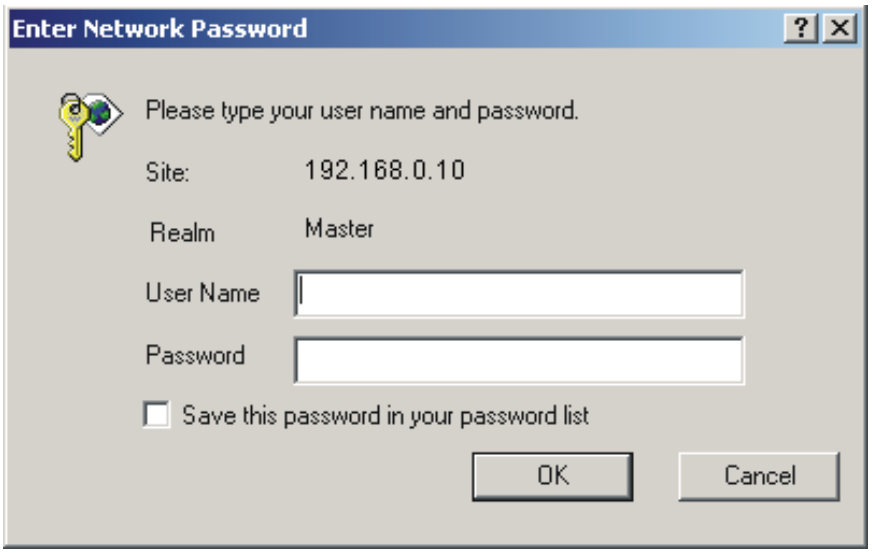


Figure 1-1 Enter Network Password

2. Type admin for the user name, type your password, and then click **OK**.

To log off as an administrator

Use the following procedure to log off.

1. Click the **Log Off** link.
2. To complete the logoff, close the browser.

CAUTION If you do not close the browser, the connection to the product HP EWS continues to run and could pose security risks.

Navigating through the HP Embedded Web Server

To navigate through the HP EWS screens, click one of the tabs (such as **Information** or **Settings**), and then click one of the menus on the navigation bar that is located on the left side of the screen.

The following illustration and table provide information about the HP EWS screens.

NOTE The appearance of the HP EWS screens might differ from the illustrations in this user guide, depending on the product features and the settings that your IT administrator has established.

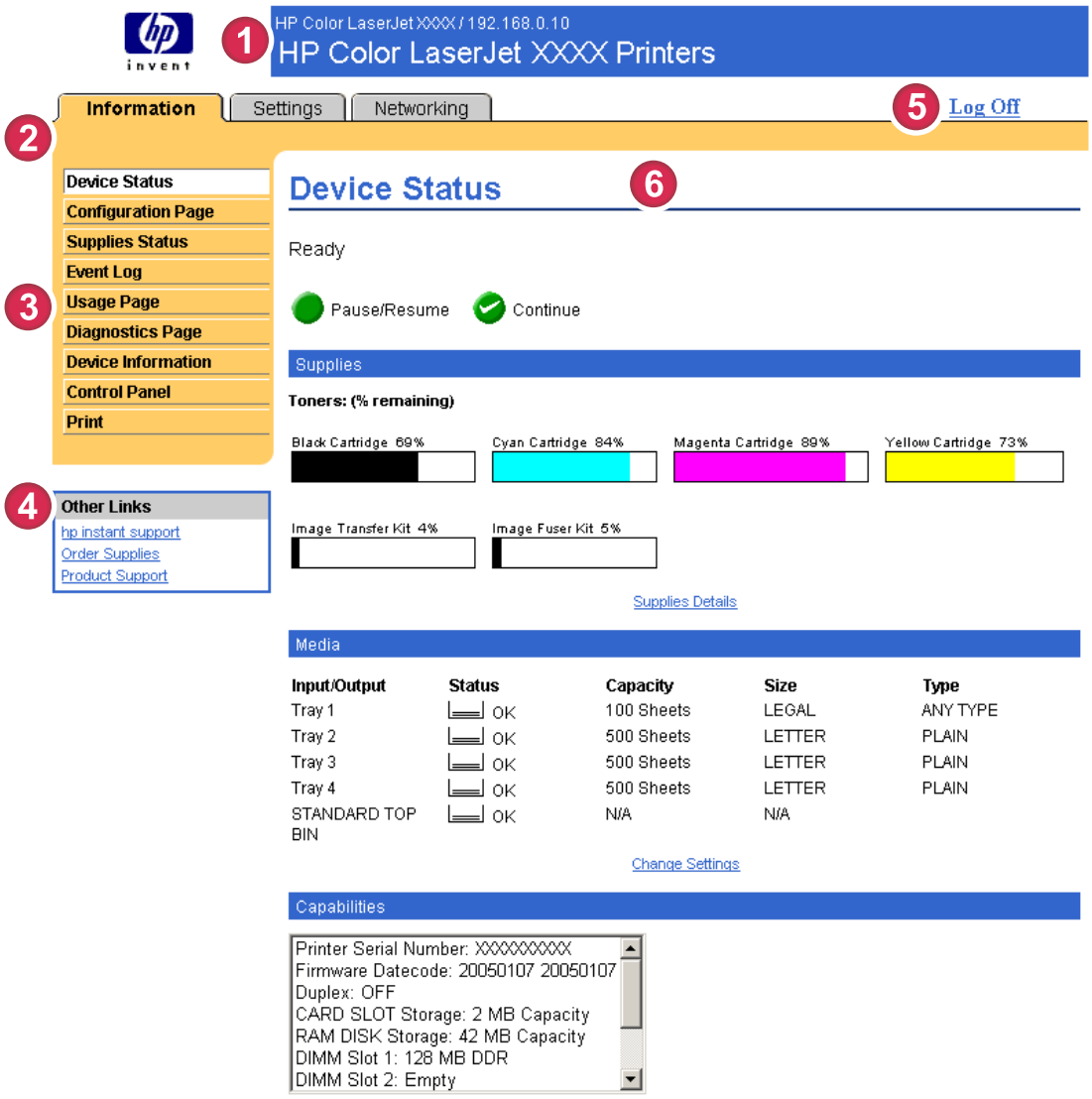


Figure 1-2 Sample HP EWS screen

Table 1-1 HP Embedded Web Server

Callout	HP EWS screen feature	Description		More information
1	Product name and TCP/IP address	View the product name and Internet protocol (IP) address.		
2	Tabs	**Information** tab	View information about the product. You cannot configure the product using the screens on this tab.	See Viewing product status from the HP EWS Information screens.
		Settings tab	Use the features on this tab to configure the product.	See Configuring the product from the Settings screens.
		Networking tab	View network status and configure the network settings.	See Managing network operation from the Networking screens.
3	Menus	Different on each tab	Click a tab to show the menus.	
4	Other Links	**hp instant support**	Connect to a set of Web resources that help solve problems and describe the additional services that are available for your HP product.	■ See Using the Other Links as a resource. ■ See hp instant support. ■ See Product Support. ■ See My Service Provider and My Service Contract.
		Order Supplies	Use the Internet to order genuine HP supplies for your HP product.	
		Product Support	Use product-specific help from the HP Web site to solve a problem.	
5	Log In/Log Off	Different for each type of user	Log in as an IT administrator or service provider.	See Login and logoff.
6	Screen	Different for each menu item	Click a menu item to show a screen.	■ See Viewing product status from the HP EWS Information screens. ■ See Configuring the product from the Settings screens. ■ See Managing network operation from the Networking screens.

2 Viewing product status from the HP EWS Information screens

The screens available from the **Information** tab are for informational purposes only; you cannot configure the product from these screens. To configure the product through the HP EWS, see Configuring the product from the Settings screens.

NOTE Some products do not support all of these screens.

Device Status

Use the **Device Status** screen to view the current status of the product. The following illustration and table describe how to use this screen.

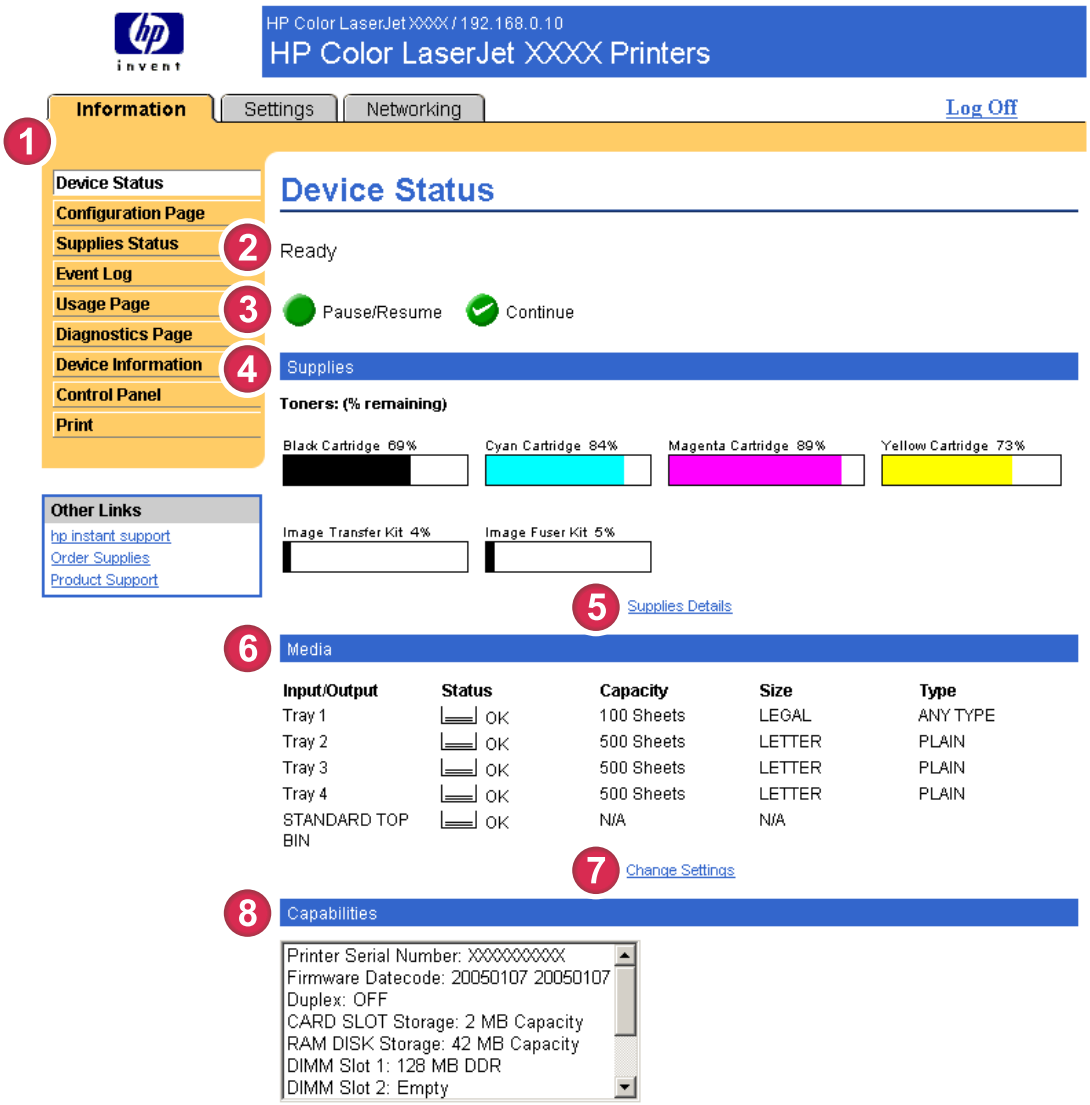


Figure 2-1 Device Status screen

Table 2-1 Device Status

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server.
2	Status	Shows the device status (the same information that appears on the control-panel display).
3	Control-panel buttons	Use these control-panel buttons just as you would at the product. To select which control-panel buttons appear on this screen, go to the **Security** screen on the **Settings** tab.

Table 2-1 Device Status (continued)

Callout	Area on the screen	Information or capability that the area provides
4	Supplies	Shows the percentage of life remaining for each supply.
5	Supplies Details	Opens the **Supplies Status** screen, where you can view information about product supplies.
6	Media	Shows the status and configuration information for the input trays and output bins. The media status is **OK** until the tray is completely empty. When the tray is empty, the status is **Out**.
7	Change Settings	Opens the **Other Settings** screen, where you can change the paper-type settings.
8	Capabilities	Lists components that are installed in the product.

Configuration Page

Use the **Configuration Page** screen to view current product settings, help troubleshoot problems, and verify the installation of optional accessories such as dual inline memory modules (DIMMs). The following illustration and table describe how to use this screen.

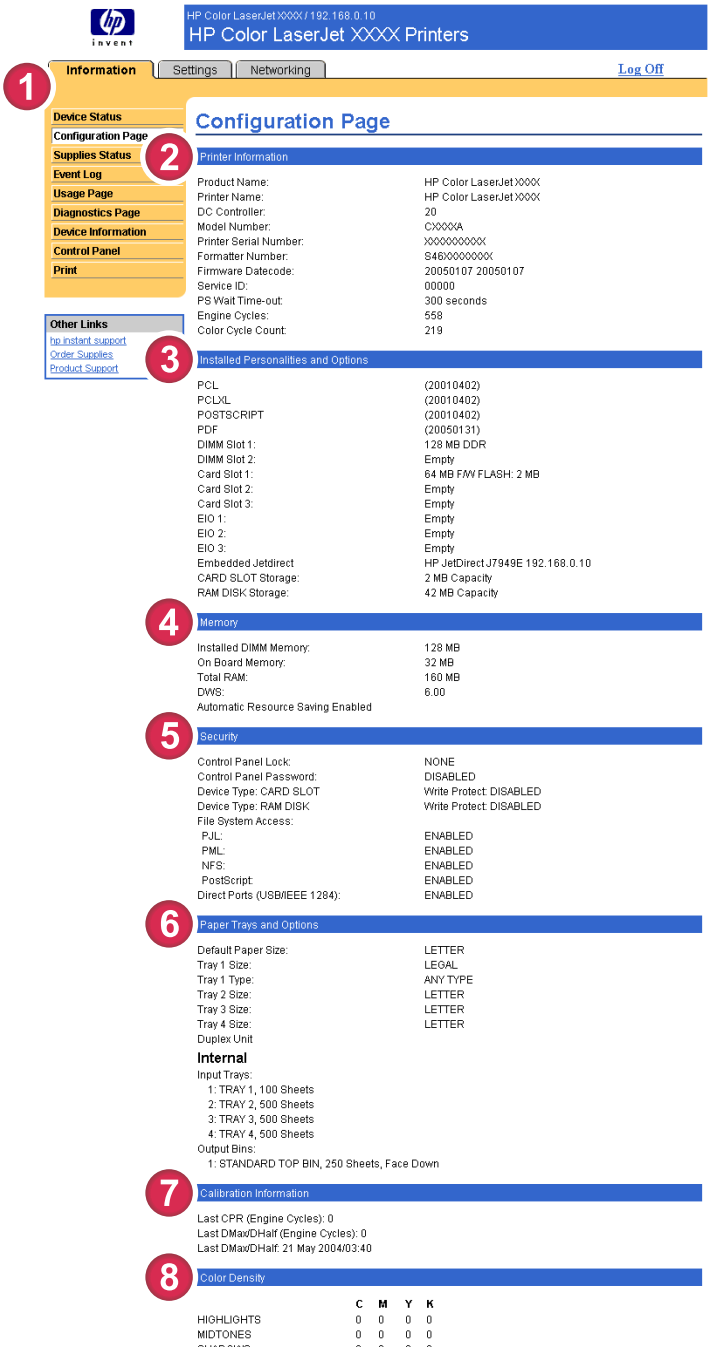


Figure 2-2 Configuration Page screen

Table 2-2 Configuration Page

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server.
2	Printer Information	Lists the serial number, version numbers, and other information for the device.
3	Installed Personalities and Options	Lists: ■ Version and TCP/IP address for all network devices connected to the product (Jetdirect or internal Jetdirect) ■ All of the printer languages that are installed (such as printer command language [PCL] and PostScript® [PS]) ■ Options that are installed in each DIMM slot and EIO slot ■ USB devices that can be connected to a printer used as a host USB controller, such as mass storage devices, card swipes, or keypads
4	Memory	Lists the memory information, PCL Driver Work Space (DWS), and resource saving information.
5	Security	Lists the status of the control-panel lock, disk write-protect options, and direct-connect (USB or parallel) ports. You can change the status of the Direct Connect ports on the **Security** screen under the **Settings** tab by selecting or clearing the **Disable Direct Ports** check box.
6	Paper Trays and Options	Lists the size and type of media that is specified for each of the trays in the product. If a duplexing unit or any paper-handling accessories are installed on the product, information about those devices is also listed here.
7	Calibration Information	Lists the last color-plane registration (CPR) page count, the last CPR page-count date, the last page count (in engine cycles) for DMAX/DHALF, and the last DMAX/DHALF page-count date. Color plane registration occurs when new print cartridges are installed to compensate for any slight variations that might occur in cartridge circumference. DMAX is a density calibration of each print cartridge color at 100% coverage; DHALF is also a density calibration of each print cartridge color, but as a halftone instead of a full color. During halftone printing, the dots of toner are spread out, and coverage of the toner is less than 100%.
8	Color Density	Lists the cyan, magenta, yellow, and black (CMYK) values for highlights, midtones, and shadows.

Supplies Status

The **Supplies Status** screen shows more detailed supplies information and provides part numbers for genuine HP supplies. (It is helpful to have the part numbers available when ordering supplies.) The following illustration and table describe how to use this screen.

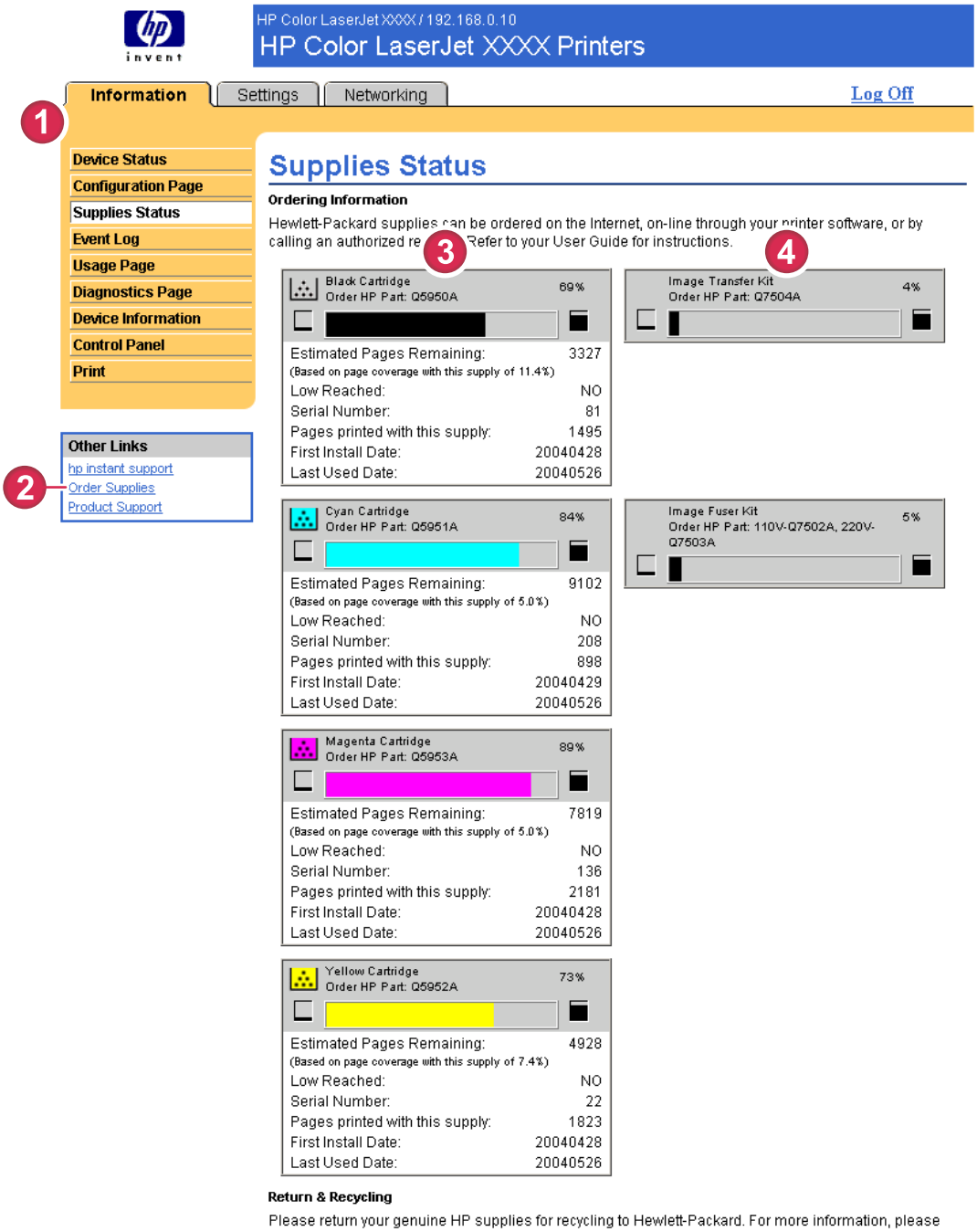


Figure 2-3 Supplies Status screen

Table 2-3 Supplies Status

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server.
2	Order Supplies link	Use this feature to connect to a Web page that facilitates online ordering of supplies from a reseller of your choice
3	Print Cartridge Information	If available, this lists the percent of life remaining and the estimated number of pages remaining before the supply is empty; the total number of pages that have been processed with the supply; the supply serial number and HP part number; and an indication of whether or not the supply has reached the low status. If the **Override at Out** option has been enabled at the product control panel, a message appears, when the supply is exhausted, stating that the cartridge was used with the override setting. **NOTE** If a non-HP supply is used, information about the device might not be available. In addition, a warning message about the risks associated with using non-HP supplies could appear on the screen. No further information about the status of the supply will be available.
4	Long-Life Supplies Information	If available, this lists the percent of life remaining and the estimated number of pages remaining with the supply.

Event Log

The **Event Log** screen shows the most recent product events, including jams, service errors, and other printer errors. The following illustration and table describe how to use this screen.

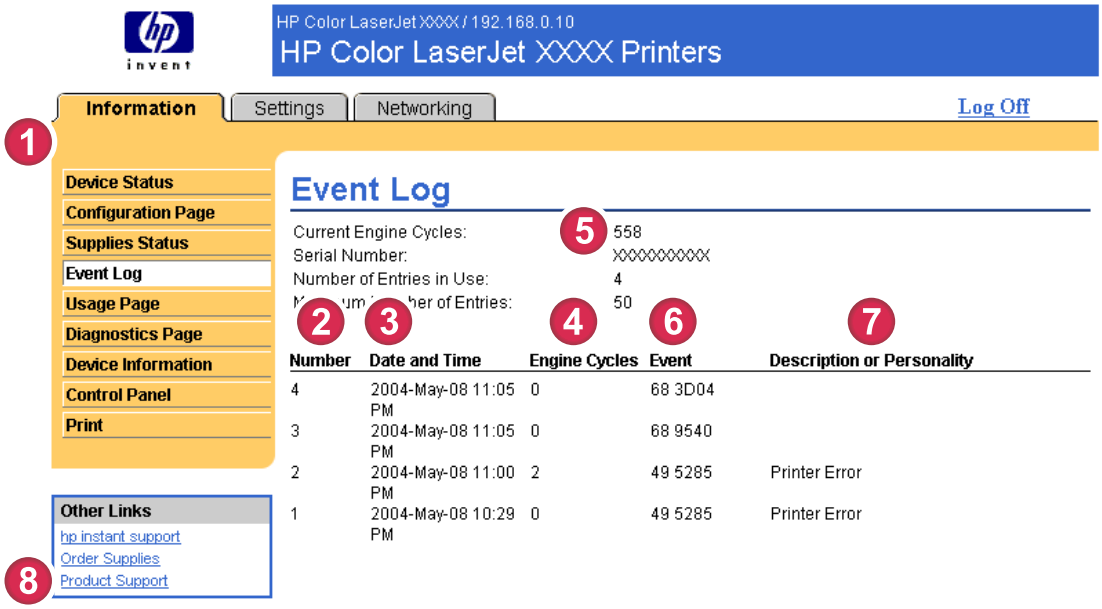


Figure 2-4 **Event Log** screen

Table 2-4 Event Log

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server.
2	Number	Lists the order in which the errors occurred. The last error to occur has the highest number.
3	Date and Time	Lists the date and time for each event logged.
4	Engine Cycles	Shows the number of engine cycles that the product had completed when the error occurred. The product completes one engine cycle for every Letter/A4-size page side that it prints or copies.
5	Current Engine Cycles	Shows the number of engine cycles that the product has completed to date.
6	Event	Shows the internal event code for each event.
7	Description or Personality	Shows a brief description of some events.
8	Product Support link	Provides access to the HP support Web site for product-specific troubleshooting information.

Usage Page

The **Usage Page** screen gives a page count for each size of media that has passed through the product, as well as the number of duplexed pages. The total is calculated by multiplying the sum of the print count values by the Units value.

The information on this screen can be used to determine how much toner or paper to keep on hand. The following illustration and table describe how to use this screen.

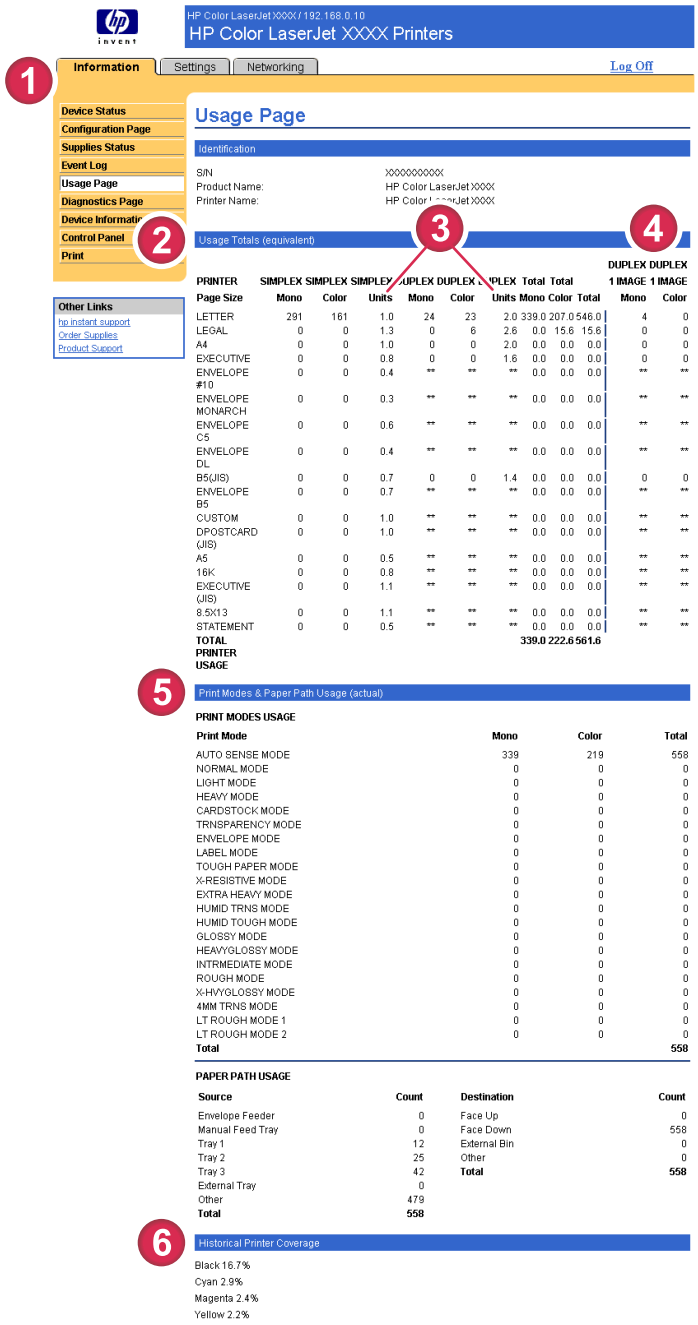


Figure 2-5 Usage Page screen

Table 2-5 Usage Page

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server.
2	Usage Totals (equivalent)	Indicates the types of pages that have been printed, the number of single-sided pages that have been printed, the number of duplexed pages that have been printed, and the total number of pages that have been printed.
3	Units	A unit is equal to a standard A4-size (Letter-size) page. All other page sizes are referenced in relation to this standard size. An A4-size (Letter-size) page printed on both sides counts as 2 units.
4	Duplex 1 Image	“Duplex 1 image” refers to pages that are printed as part of a duplexed print job, but which are blank on the second side.
5	Print Modes & Paper Path Usage (actual)	Indicates the different print modes that have been used for color and monochrome (black-and-white) print jobs.
6	Historical Printer Coverage	Indicates the average amount of toner that is used on each printed page.

Diagnostics Page

The **Diagnostics Page** screen provides information about calibration, color density, and parameters.

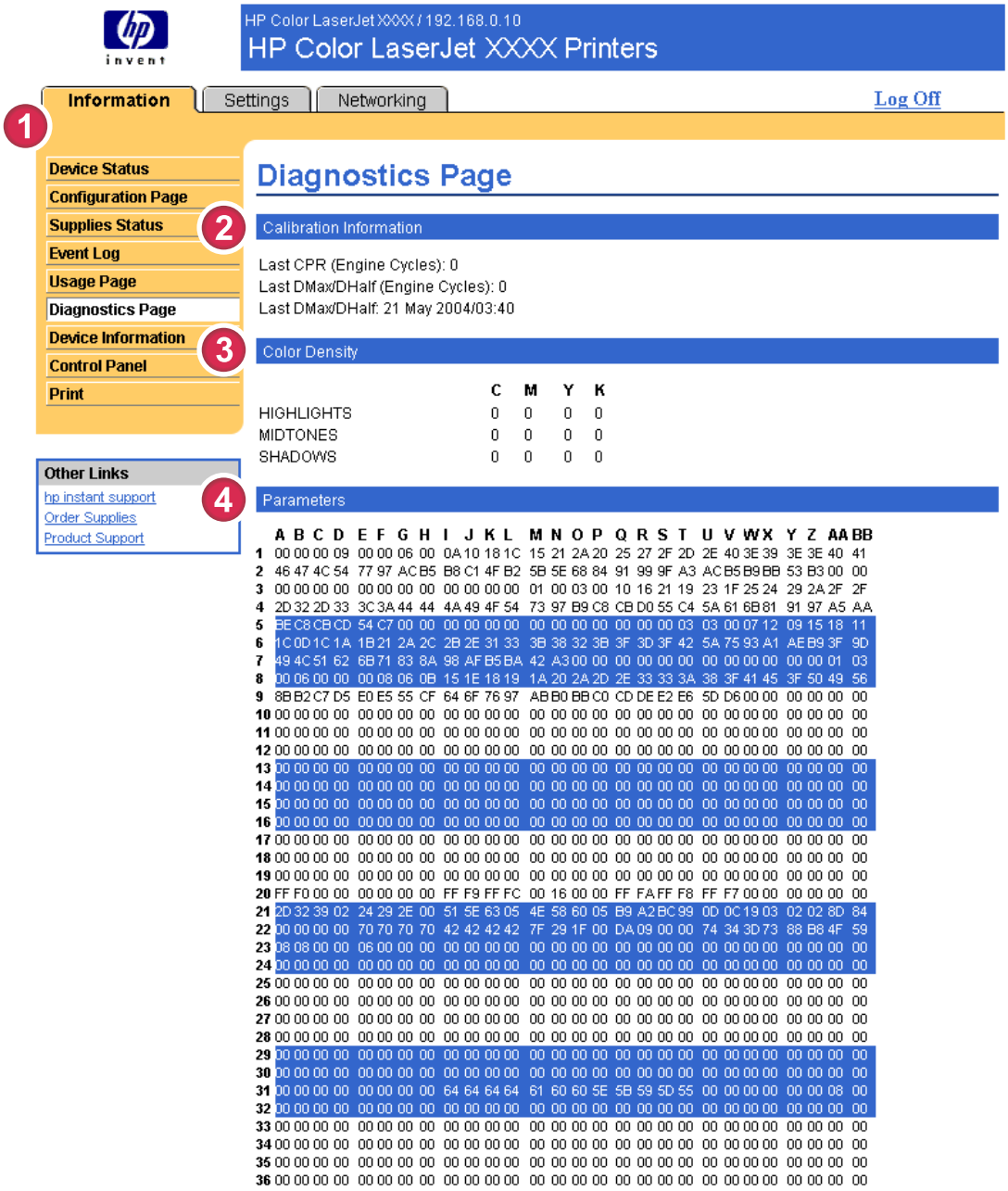


Figure 2-6 Diagnostics Page screen

Table 2-6 Diagnostics Page

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server.

Table 2-6 Diagnostics Page (continued)

Callout	Area on the screen	Information or capability that the area provides
2	Calibration Information	Lists the last color-plane registration (CPR) page count, the last CPR page-count date, the last page count (in engine cycles) for DMAX/DHALF, and the last DMAX/DHALF page-count date. Color plane registration occurs when new print cartridges are installed to compensate for any slight variations that might occur in cartridge circumference. DMAX is a density calibration of each print cartridge color at 100% coverage; DHALF is also a density calibration of each print cartridge color, but as a halftone instead of a full color. During halftone printing, the dots of toner are spread out, and coverage of the toner is less than 100%.
3	Color Density	Lists the cyan, magenta, yellow, and black (CMYK) values for highlights, midtones, and shadows.
4	Parameters	For color devices, specific engine settings related to the printing or electrophotographic process are critical in identifying device status and function. The electrophotographic parameters, which are used to detect, diagnose, and track print-quality defects, appear in a 272-cell binary array that contains the settings registered by the device engine. These registers also appear at the bottom of the **Diagnostics Page** screen.

Device Information

The **Device Information** screen shows the device name, asset number, company name, contact person, device location, and the device's TCP/IP address, name, model, and serial number.

The device name, asset number, company name, contact person, and device location can be configured from the **Device Information** screen, which is located on the **Settings** tab.

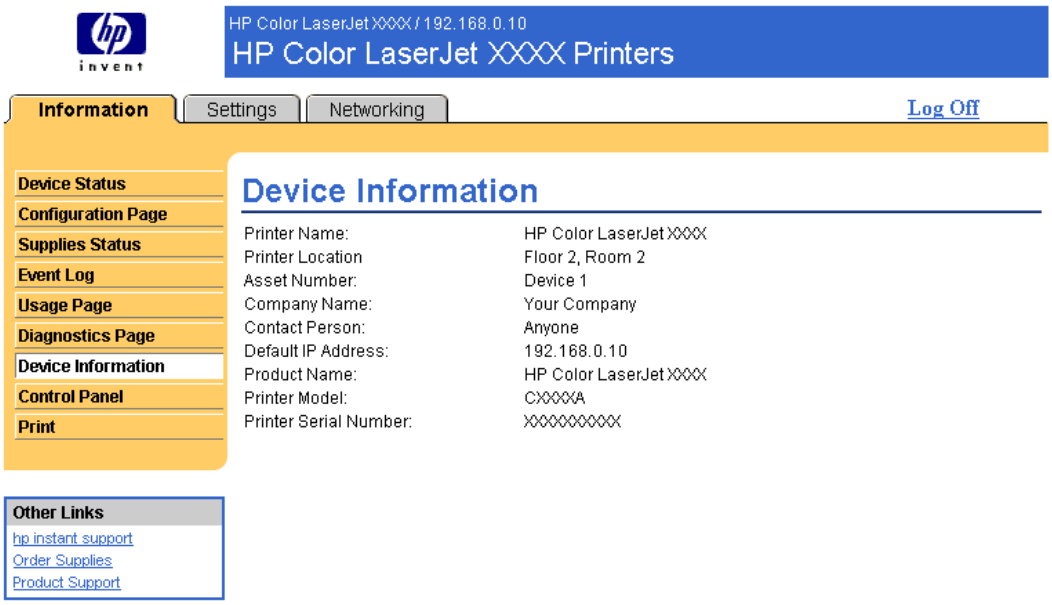


Figure 2-7 **Device Information** screen

Control Panel

For products that have a control panel, the **Control Panel** screen shows the product control-panel display as if you were standing at the product. Because this view shows the product status, it can help you troubleshoot problems with the product.

NOTE The appearance of the screen might vary, depending on your product.

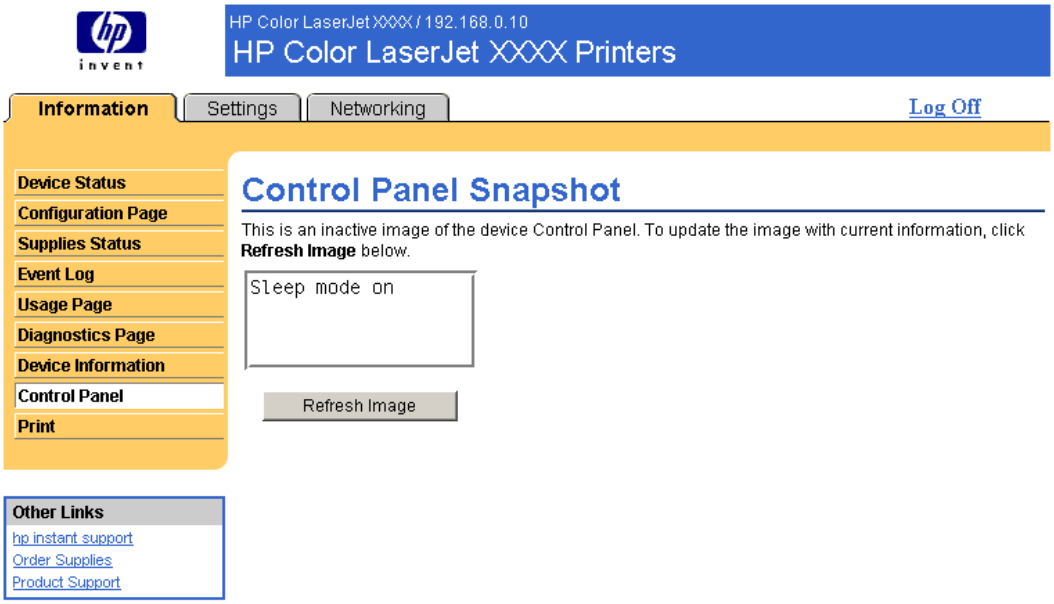


Figure 2-8 Control Panel screen

Print

You can use the **Print** screen to print one file at a time from a product that supports the HP EWS. This feature is especially useful if you are a mobile user, because you do not have to install the product's printer driver in order to print; you can print anywhere at any time.

You can print print-ready files, such as documents that have been generated by using a "print to file" driver option. Print-ready files commonly have file name extensions such as .PRN (Windows print-ready File), .PCL (printer control language), .PS (postscript), .PDF (Adobe Portable Document Format), and .TXT (text).

The following illustration and table describe how to use this screen.

NOTE The **Print** screen (and the **Print** menu on the left) is available only if it has been configured to appear on the **Security** screen under the **Settings** tab. For more information, see Security.

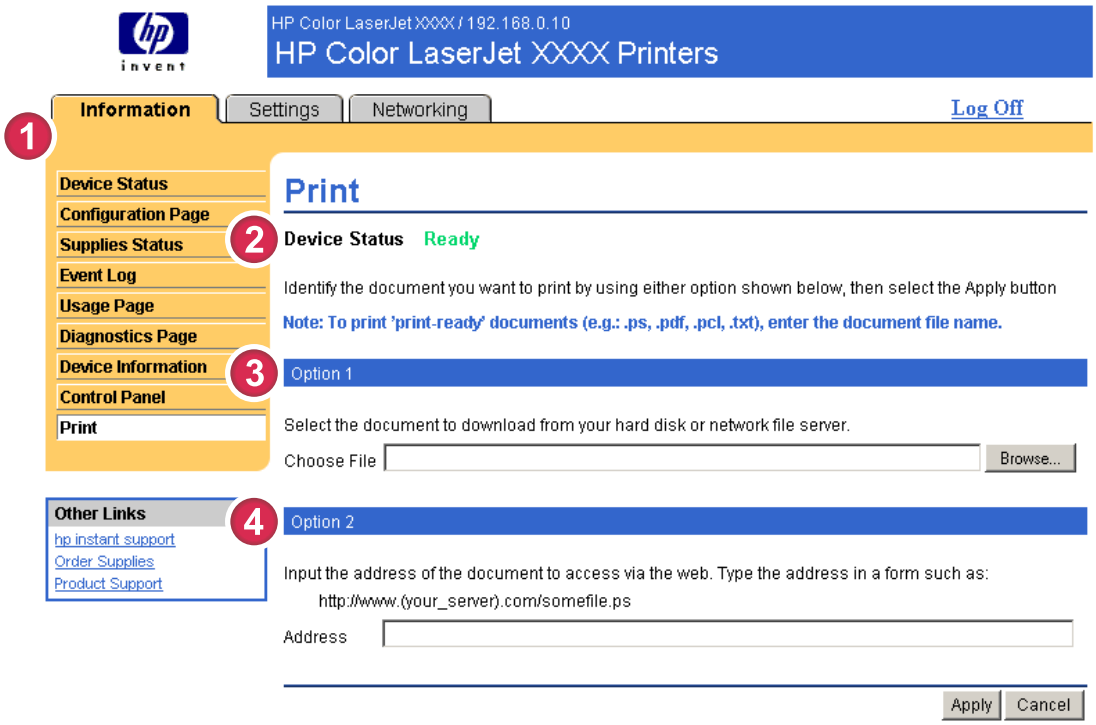


Figure 2-9 Print screen

Table 2-7 Print page

Callout	Area on screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server.
2	Device Status	Shows the device status (the same information that appears on the **Device Status** screen and the control-panel display).
3	Option 1	Prints a file that is located on your laptop, computer, or a network file server.
4	Option 2	Prints a file that you can gain access to on your network.

Printing a file from the Print screen

Use the following procedure to print a file from the **Print** screen.

1. Select a file that resides on your machine or on your network by using one of the following options:
   - Click the button under **Option 1** to browse to a file that you want to print.

     -or-

   - Type the uniform resource locator (URL; beginning with "http://") in the **Address** field (under **Option 2**) to print a file that is available over your network.
2. Click **Apply**.

3 Configuring the product from the Settings screens

Use the screens on the **Settings** tab to configure the product from your computer.

NOTE Some products do not support all of these screens.

Configure Device

You can use the **Configure Device** screen to print device information pages and configure the device remotely. The following illustration, table, and example procedure describe how to use this screen.

If your device has a control-panel display, these menus are similar to the menus that are available at your device control panel. Some of the device control-panel menus are not available from the HP EWS. See the documentation that came with your device for more information about the different menus that your device supports.

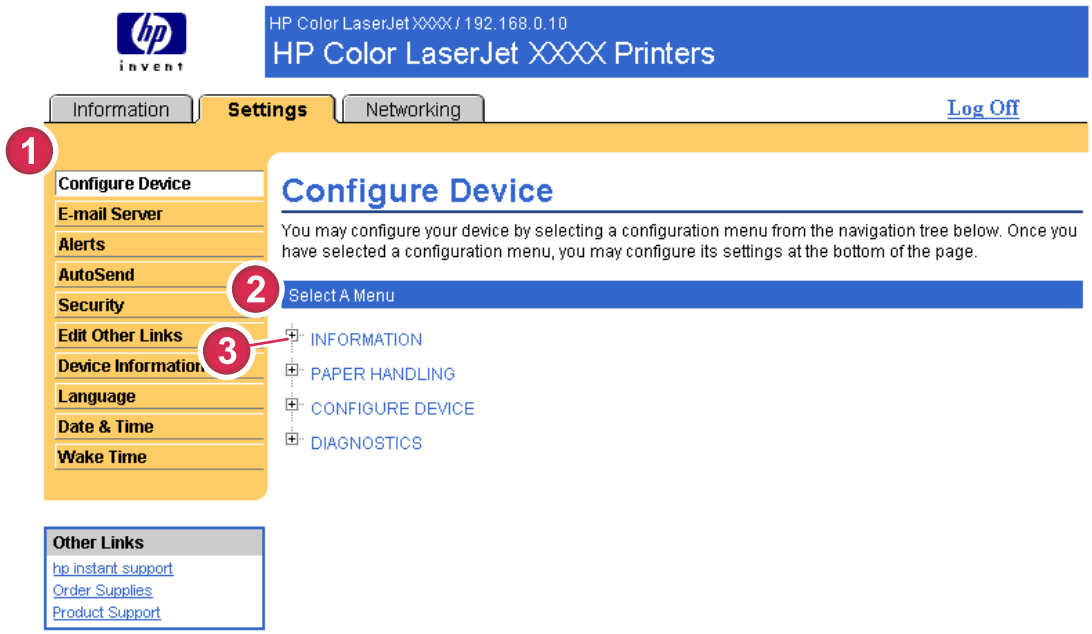


Figure 3-1 Configure Device screen

Table 3-1 Configure Device

Callout	Area on the screen	Information or capability that the area provides	
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server.	
2	Select A Menu	**INFORMATION** menu	Print device information pages, which provide details about the device and its configuration.
		PAPER HANDLING menu	Set the type of media that is in each tray.
		CONFIGURE DEVICE menu	Configure the device to affect the device behavior. For example, you can configure device personality settings from this menu, such as print-quality settings or destination bins.
		DIAGNOSTICS menu	Get information about the device that you can use to troubleshoot problems.
3	Plus sign (⊞)	Click the plus sign next to a menu, or click the menu itself, to see the submenus or subentries.	

Using the menus on the Configure Device screen

The following procedure is provided *only* as an example. Similar procedures can be used to set other menu items.

Follow these steps to print a configuration page (example procedure).

1. Click **INFORMATION**.
2. Select the check box for the information page that you want to view or print, and then click **Apply**.

NOTE Print drivers and software programs frequently override selections that are made on the **Printing** menu and the **Paper Handling** menu. For more information, see the user guide that came with your product. Any changes are reflected on the **Device Status** screen, the **Configuration Page** screen, and the **Paper Handling** menu.

E-mail Server

Use the **E-mail Server** screen to configure e-mail settings for outgoing and incoming e-mail. Use the settings on this screen to send and receive e-mail messages, including product alerts. The following illustration, table, and procedures describe how to use this screen.

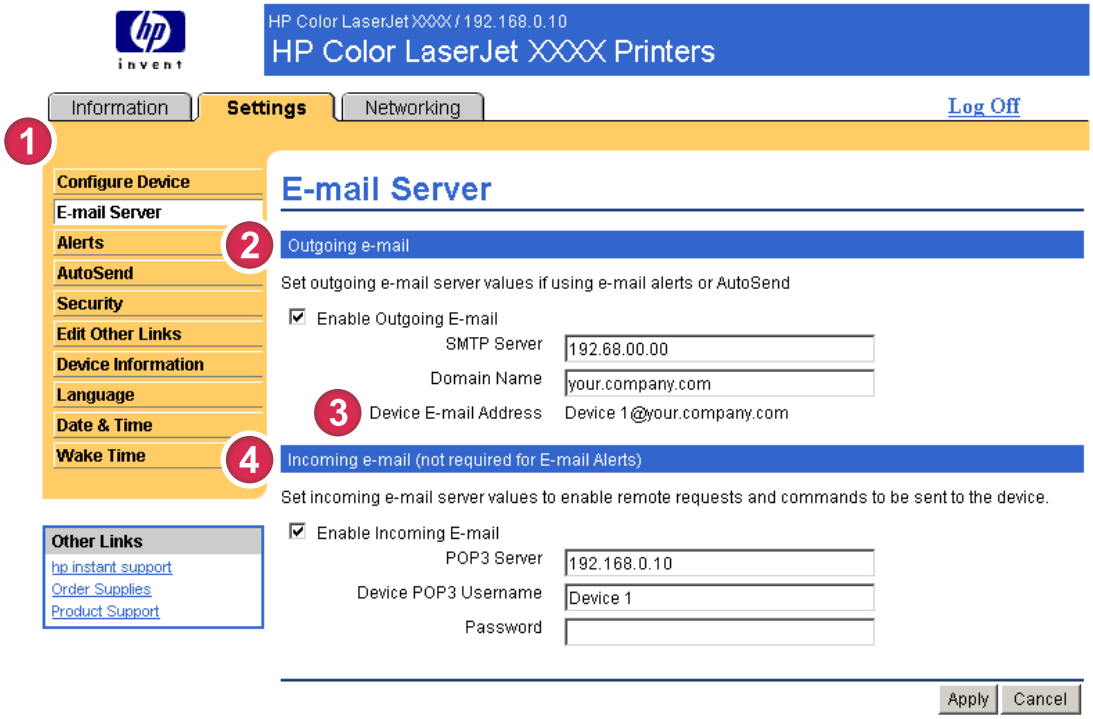


Figure 3-2 E-mail Server screen

Table 3-2 E-mail Server

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server.
2	Outgoing e-mail	Configure outgoing e-mail if you intend to use the Alerts or AutoSend features. For more information, see Using the Alerts screen with a product.
3	Device E-mail Address	This is the device's e-mail address that appears in device alerts. This is *not* the e-mail address that you want to use when sending commands to the device. For more information, see Sending e-mail commands to the product.
4	Incoming e-mail (not required for E-mail Alerts)	Configure incoming e-mail if you intend to request information pages from the device by using e-mail messages. For more information, see Sending e-mail commands to the product.

Configuring outgoing e-mail

You must configure outgoing e-mail if you intend to use the Alerts or AutoSend features.

1. Gather the following information. (Your organization's network or e-mail administrator typically provides the information that is required to configure outgoing mail.)
   - The TCP/IP address of the simple mail transfer protocol (SMTP) mail server on your network. The EWS uses the SMTP server TCP/IP address to relay e-mail messages to other computers.
   - The e-mail domain name suffix that is used to address e-mail messages within your organization.
2. Select the **Enable Outgoing E-mail** check box.
3. Type the SMTP server TCP/IP address in the **SMTP Server** text box.
4. Type the domain name in the **Domain Name** text box.
5. Click **Apply** to save the changes.

Configuring incoming e-mail

You should configure incoming e-mail if you intend to request information pages from the product by using e-mail messages. For more information, see Sending e-mail commands to the product.

1. Establish a Post Office Protocol 3 (POP3) mailbox account for the product on a mail server within your organization's network.

   Each POP3 account requires a user name and a password. The username combined with the product's domain name (which is specified in the outgoing mail configuration) is the e-mail address for the product. For example, if the POP3 mailbox account username is "product" and the POP3 server is "hp.com", the product's e-mail address is "product@hp.com".

   NOTE Each product that is configured for incoming mail must have its own POP3 mailbox account on your network's e-mail server. The POP3 mailbox accounts are typically configured by your organization's network or e-mail administrator.

   CAUTION Make sure that you do not use your personal e-mail account. Doing so could cause all of your e-mail to be deleted. You would receive no notification that this deletion had taken place.
2. Select the **Enable Incoming E-mail** check box.
3. Type the TCP/IP address of the POP3 mail server in the **POP3 Server** text box.
4. Type username and password for the product's mailbox account, and then click **Apply** to save the changes.

Alerts

From the **Alerts** screen, IT administrators can set up the product to send problem and status alerts to anyone through e-mail messages. When this function is configured, alerts are automatically triggered about supplies, paper-path status, and other service and advisory information. More than one individual can receive alerts, with each person receiving only specific alerts. For example, an administrative assistant might be responsible for ordering print cartridges or fixing jams, and could receive advanced warning when toner is low or a jam occurs. Similarly, the long-life supplies might be handled by an external service provider, who could receive alerts about performing product maintenance, loading the front or rear stapler, and similar needs.

With a permanent storage device installed, such as a hard disk, a user can create up to four different destination lists, with up to 20 recipients on each list. (Without the permanent storage device, a user can send alerts to only four e-mail addresses.)

By selecting the **Remove Control Panel Supplies Status Messages** option (available on the **Alerts - setup** screen that appears when you press the **New Destination List** button), you can suppress the **Cartridge low** or **Cartridge out** supplies status messages on the control panel. (This applies only to the black print cartridge.) The message is suppressed at the control panel only if one or both of these alerts has first been selected to be received.

The following illustration, table, and procedures describe how to use this screen to edit, test, and delete destinations and destination lists.

NOTE In order for alerts to function, outgoing e-mail must be enabled. To enable outgoing mail, see Configuring outgoing e-mail.

Figure 3-3 Alerts screen

Table 3-3 Alerts

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server.
2	Destination list summary	Lists the current selections for each destination.
3	Edit	Click this button to make changes to the destination or destination list.
4	Test	Click this button to send a test alert to the destination or destination list.
5	Delete	Click this button to delete the destination or destination list.
6	New Alert Destination	Click this button to define the settings for a new destination list for alerts.

Using the Alerts screen with a product

With a permanent storage device installed, you can set up four different lists, with up to 20 recipients on each list. Without a permanent storage device, you have room for only four e-mail addresses.

If a permanent storage device is installed, the **Alerts – setup** screen that appears when you click either **Edit** or **New Destination List** looks similar to the following illustration.

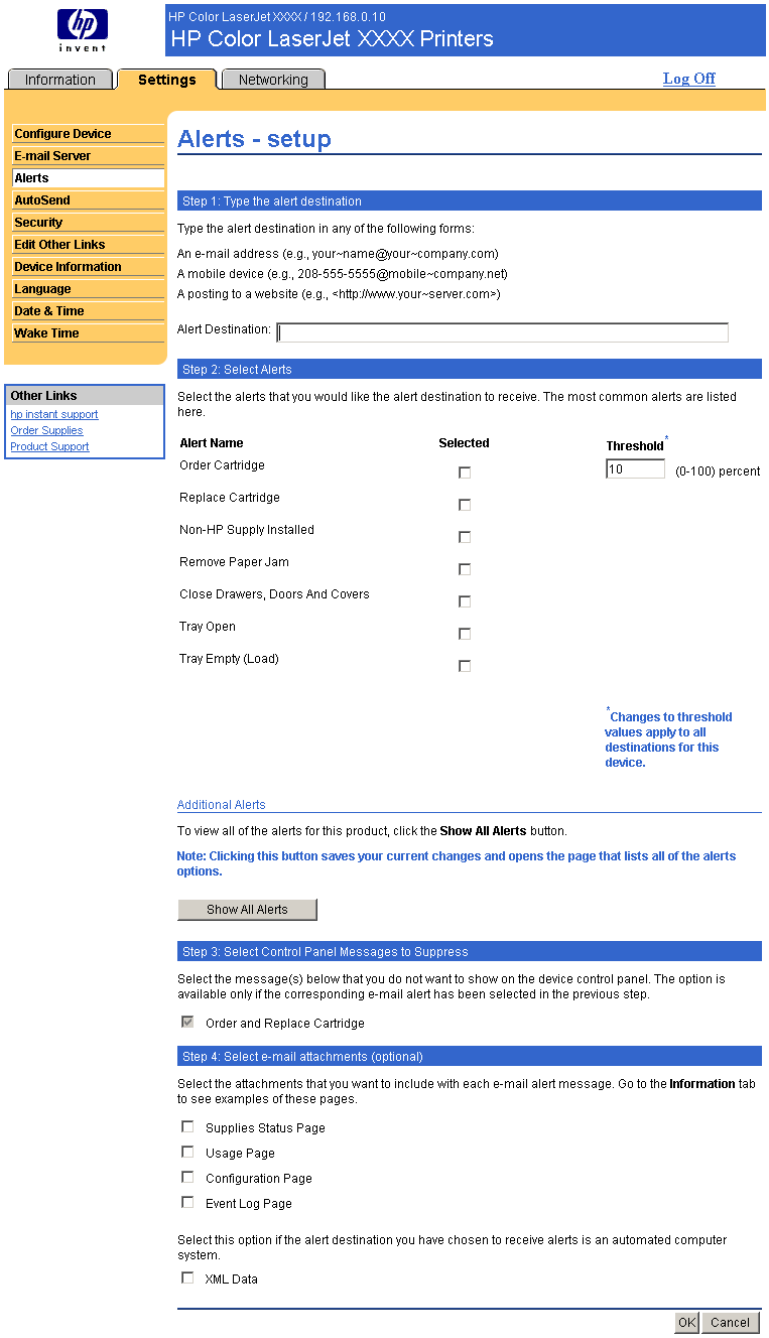


Figure 3-4 Alerts – setup screen

To configure alerts

1 Do one of the following:

- To create a new destination list, click **New Destination List**.

  -Or-

- To modify an existing destination list, click **Edit** next to the list that you want to modify.

The **Alerts – setup** screen appears.

2 For products that have permanent storage devices installed, type a name in the **List Name** field, such as Service or Supplies. (If you do *not* have a permanent storage device, continue to step 3.)

3 Type the e-mail addresses for people who you want to receive alerts. In large environments, system administrators can route e-mail addresses to list servers, URLs, and mobile devices for expanded alerts. Add multiple destinations by separating each destination with a comma or semicolon.

4 Select the check box for the alerts that you want to be sent with this destination list. (To see all of the alerts that are available for the product, click **Show All Alerts**.)

5 Where applicable, set the threshold value for the individual alerts.

The threshold value for service alerts and for the paper-path alerts is a user-specified number of minutes. This is the amount of time that an event will be ignored before an e-mail alert message is sent. For example, you might want to set the threshold value for the "Tray Open" alert to 10 minutes to allow someone to close the tray after loading the tray or clearing a jam.

6 Under **Select Control Panel Messages to Suppress**, select messages that you do not want to appear on the product control panel. This step applies only to messages that were selected to be received as alerts.

NOTE If the browser does not accept JavaScript, then the check box for message suppression will be always enabled. The check-box selection is validated when you submit the page by pressing the **Apply** button. If the alerts corresponding to the alerts selected for suppression have not been selected, the **Alerts – setup** screen is reloaded with a warning message, informing you that you must first select the corresponding alerts in order to suppress their appearance on the control panel.

7 Select the attachments that you want to be included with your e-mail alert messages. These attachments can include Supplies Status Page, Usage Page, Configuration Page, Event Log Page, and XML Data. (Go to the **Information** tab to see examples of the pages.) The **XML Data** option should be selected if one of the destinations you have chosen to receive alerts is an automated computer system. Each item that you select will be attached to the e-mail. For example, if you select **Usage Page** and **Event Log Page**, you will receive one e-mail message with two attachments, one for each selection. If you also select the **XML Data** option, you will receive one e-mail message with three attachments: one attachment for the Usage Page in HTML, one for the Event Log in HTML, and a third consisting of instant support information in a text file attachment that has an .XML extension.

8 Click **Apply** to save the information.

9 Repeat steps 1 through 7 for each additional list or destination.

Use the following procedure to test the destination list configuration.

To test the configuration of a destination list

1 Click the **Test** button next to the destination list that you want to test. (If no permanent storage device is installed, only one destination can be tested from this window.)

The following window appears.

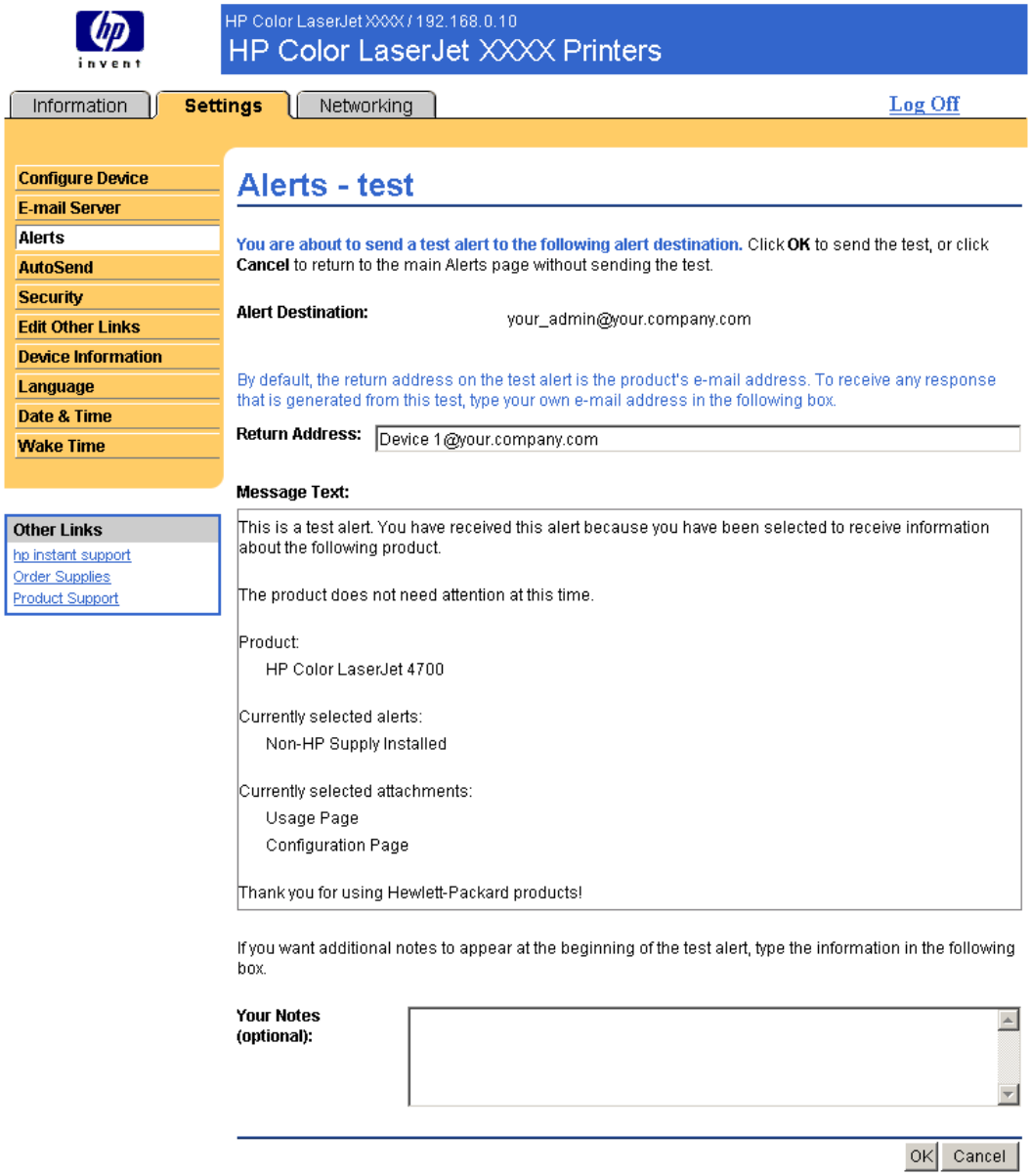


Figure 3-5 Alerts – test screen

2 If you have a permanent storage device installed, select the destinations that you want to test.

3 The return address is the product's e-mail address. Type your e-mail address in the **Return Address** box if you would like to receive messages about any errors that are generated from the test alert (for example, to be notified of an incorrect destination address).

4. If applicable, type additional information that you would like to appear at the beginning of the e-mail alert message in the **Your Notes (optional)** text field.
5. Click **OK**.

To delete destinations and destination lists

If you have multiple destinations configured, you can delete a destination or destination list by clicking the **Delete** button next to the destination or destination list that you want to delete. Click **OK** to confirm the deletion.

Sending e-mail commands to the product

Another method for receiving information pages is by requesting them from the product. When outgoing and incoming mail are configured, the product can attach information pages, such as the Supplies Status page or the Configuration page, to e-mail messages. You can use this feature to solve a problem or check the status of supplies.

To request information pages by using an e-mail message

When composing a message to the product, you must format the **To**, **From**, and **Subject** fields correctly in your e-mail program.

1. Make outgoing and incoming e-mail functions available by following the instructions that are listed in this chapter. (For more information, see E-mail Server)
2. From your e-mail program, compose a message to the product by completing the following steps:
   a. In the **To** field, type the product's e-mail address. The user name combined with the product's domain name (which is specified in the outgoing mail configuration) is the e-mail address for the product. For example, if the POP3 mailbox account user name is "product" and the POP3 server is "hp.com", the product's e-mail address is "product@hp.com".
   b. Your e-mail program should automatically complete the **From** field with your return e-mail address.
   c. In the **Subject** field, type the appropriate text for the format and page that you would like to attach. You can request a Configuration page, a Supplies Status page, or an AutoSend page. For example, if you would like to attach the Configuration page in .HTML file format, type `this.configpage?configpage=email&format=html`.

Table 3-4 Requesting information pages using an e-mail message

Page	HTML format	XML format
Configuration page	this.configpage? configPage=email&format=html	this.configpage? configPage=email&format=xml
Supplies Status page	this.configpage? suppliesPage=email&format=html	this.configpage? suppliesPage=email&format=xml
AutoSend page[1]	not applicable	this.configpage? autosend=email&format=xml

[1] The AutoSend page is not sent to the sender of the e-mail (as indicated in Step 2b, above). It is sent to the e-mail address specified in the **AutoSend** screen of the **Settings** tab.

3 Click **Send**.

The product checks for new e-mail messages once every 3 minutes. When the product receives the e-mail message, it generates a reply and sends the requested information back to the sender's e-mail address (as specified in the **From** field of the original e-mail message).

NOTE Depending on delays in the network and your organization's mail server, a response might take from 1 minute to several hours to arrive in your e-mail program's inbox. If the **To**, **From**, and **Subject** fields are not correctly formatted in your e-mail message, the product does not send a message in response.

AutoSend

Use the **AutoSend** screen to send product-configuration and supplies-usage information periodically to e-mail destinations of your choice, such as service providers. This feature establishes a relationship with Hewlett-Packard Company or another service provider to provide you with services that include, but are not limited to, print-cartridge replacement, pay-per-page contracts, support agreements, and usage tracking. The following illustration, table, and procedure describe how to use this screen.

With a permanent storage device installed, such as a hard disk, you can add up to twenty AutoSend destinations. (Without the permanent storage device, you can add one e-mail address.) The following example is for a product that does not have a permanent storage device installed.

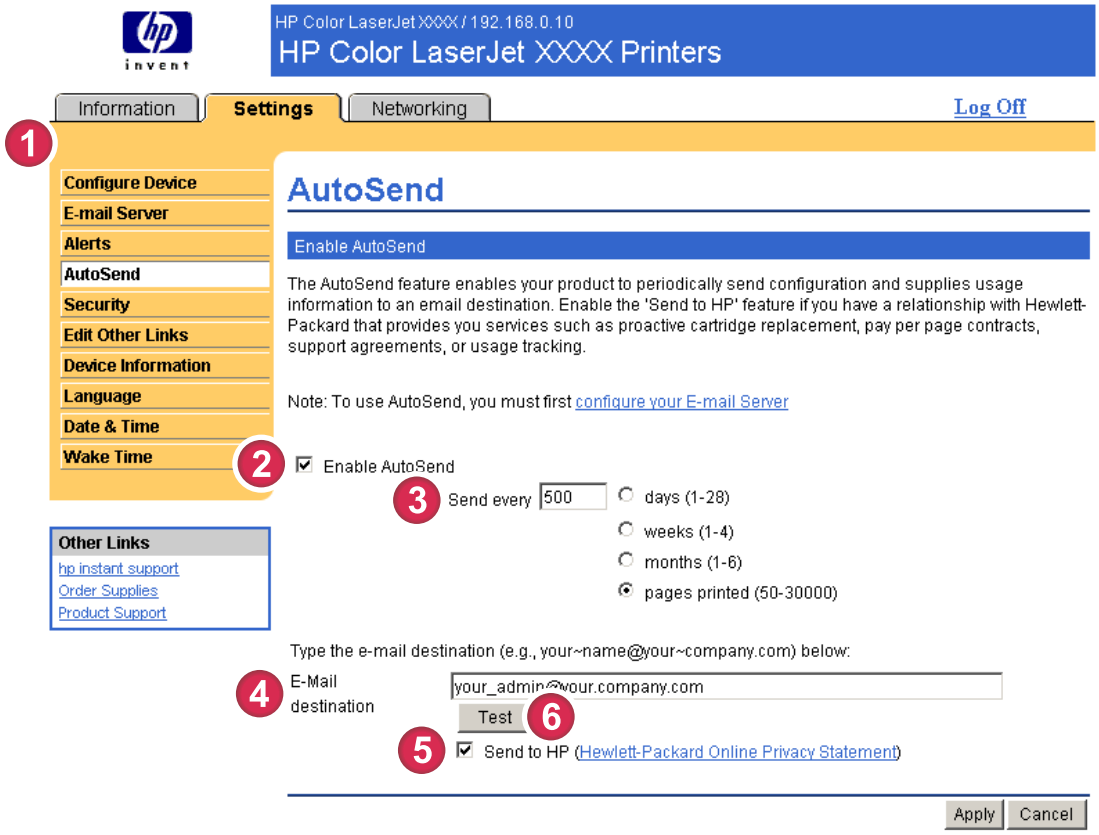


Figure 3-6 AutoSend screen

Table 3-5 AutoSend

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server.
2	Enable AutoSend	Select this check box to turn on the AutoSend feature.
3	Send every [interval]	Select the interval at which you want the product to send the product configuration and supplies usage information to the destinations that are configured in the **E-Mail destinations** field.
4	E-Mail destinations	Save a list of up to 20 e-mail addresses to receive the product-configuration information. The first e-mail address can be no more than 50 characters long.
5	Send to HP	Select this check box to send device configuration and supplies status information to HP on a regular basis. The information will be sent to an HP e-mail address (for example, myproduct@hp.com) in a text-based file with an .XML file extension. This file will be created in English. To view more information about how HP treats the information that is sent by AutoSend, click **Hewlett-Packard Online Privacy Statement**.
6	Test	Click this button to save your settings and to send the information immediately, so that you can make sure that the recipient receives the messages.

To turn on the AutoSend feature

Use the following procedure to make the AutoSend feature available.

1. Make outgoing e-mail functions available by following the instructions that are listed in this chapter. (For more information, see E-mail Server.)
2. Select the **Enable AutoSend** check box.
3. Click an option to specify the interval at which you want the product to send the product-configuration and supplies-usage information to the e-mail recipients (determined in the next step), and then type the number of days, weeks, months, or pages printed.
4. For products with permanent storage devices installed, configure up to 20 destinations, using a semicolon or comma to separate the addresses. (If you do not have a permanent storage device, you can configure one e-mail address.)
5. To send device configuration and supplies status information to HP, select the **Send to HP** check box.
6. Click **Apply**.

Security

The following illustration and table describe how to use the **Security** screen.

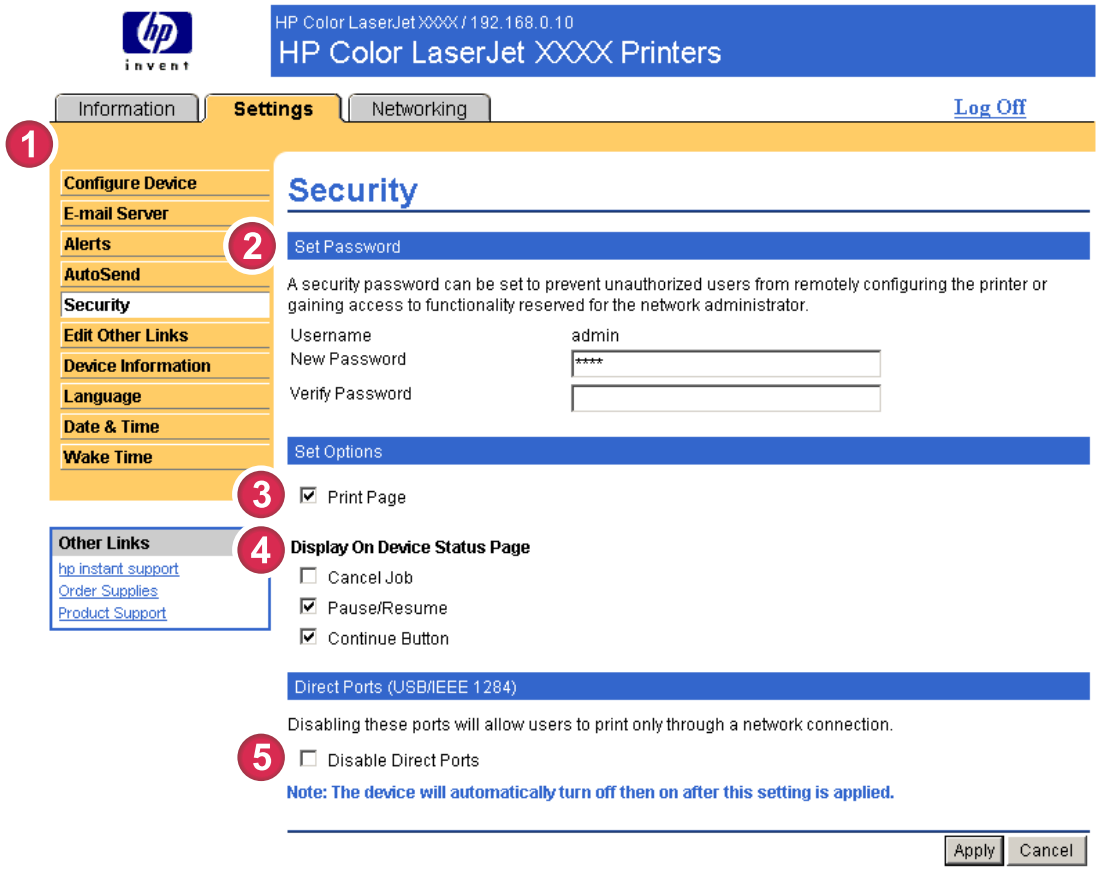


Figure 3-7 Security screen

Table 3-6 Security

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server.
2	Set Password	Set an administrator password to control who can gain access to the EWS **Settings**, and **Networking** tabs. After the password has been set, users are prompted to type a password when they click the **Log In** link. For more information, see Login and logoff. To clear a password, remove the characters from the **New Password** field, leave the **Verify Password** field empty, and click the **Apply** button.
3	Print Page	Select to make the **Print** screen available in the **Information** tab.
4	Display On Device Status Page	Select the control-panel buttons that you want to appear on the **Device Status** screen (on the **Information** tab).
5	Direct Ports	Select **Disable Direct Ports**

Table 3-6 Security (continued)

Callout	Area on the screen	Information or capability that the area provides
		to block walk-up printing and system access. When the setting is selected and applied, USB and IEEE 1284 ports are disabled. **NOTE** The **Direct Ports** section of the **Security** screen does not appear on the screen when direct-connect devices are not supported or if the HP EWS is currently running over a direct connection.

Edit Other Links

Use the **Edit Other Links** screen to add or customize up to five links to the Web sites of your choice (see the following note). These links appear throughout the HP EWS screens in the **Other Links** box beneath the left navigational bar. Three permanent links (**hp instant support**, **Order Supplies**, and **Product Support**) have already been established. The following illustration, table, and procedures describe how to use this screen.

NOTE With a permanent storage device installed, you can add up to five additional links; without the extra storage, you can add one additional link.

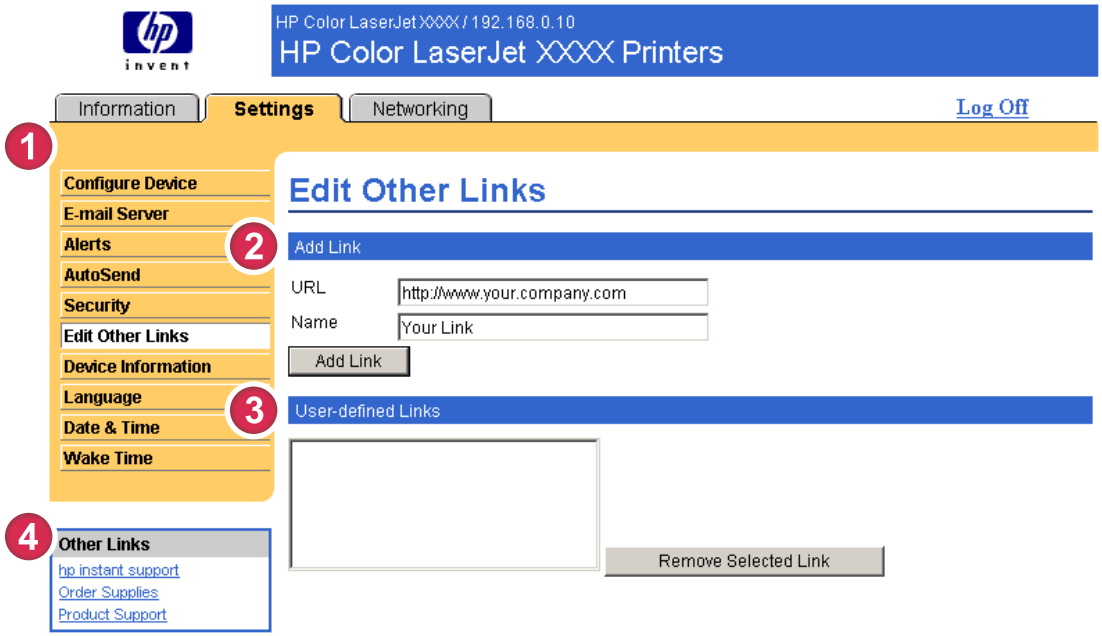


Figure 3-8 Edit Other Links screen

Table 3-7 Edit Other Links

Callout	Area on the screen	Information or capability that the area provides	
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server.	
2	Add Link	Add a user-defined link.	
3	User-defined Links	Lists the user-defined links that have been added. Use this area to delete links.	
4	Other Links	**hp instant support**	Connect to Web resources that help you to solve specific problems and determine what additional services are available for your product. (Detailed information, including serial number, error conditions, and status, is forwarded to HP Customer Care. Hewlett-Packard Company treats this information as confidential.)
		Order Supplies	Connect to a Web page that facilitates online ordering of supplies from a reseller of your choice.

Table 3-7 Edit Other Links (continued)

Callout	Area on the screen	Information or capability that the area provides	
		Product Support	Gain access to specific product help from the HP Web site.
		My Service Provider	Connect to the home page of your service provider. This link appears only if the service provider has configured it.
		My Service Contract	Connect to a page that shows the terms and limits of your service contract. This link appears only if the service provider has configured it.

Adding a link

Use this procedure to add a link.

1. Under **Add Link**, type the URL and the name of the link as you would like it to appear in the HP EWS.
2. Click **Add Link**.

Removing a link

Use this procedure to remove a link.

1. Under **User-defined Links**, select the link or links that you would like to remove.
2. Click **Remove Selected Link**.

Device Information

Use the **Device Information** screen to provide a name of your choice for the device, assign an asset number, and configure the company name, the person to contact about the device, and the physical location of the device. The device TCP/IP address, device name, device model, and serial number are also available on this screen.

Figure 3-9 **Device Information** screen

NOTE If you make any changes on the Device Information screen, click **Apply** to save the changes.

The information that is typed here appears on the Device Information screen that can be opened from the **Information** tab. It also appears in e-mail messages that are sent from the product. This might be useful if you need to locate the product to replace supplies or fix a problem.

Language

Use the **Language** screen to select the language in which the HP EWS screens appear. The following illustration and table describe how to use this screen.

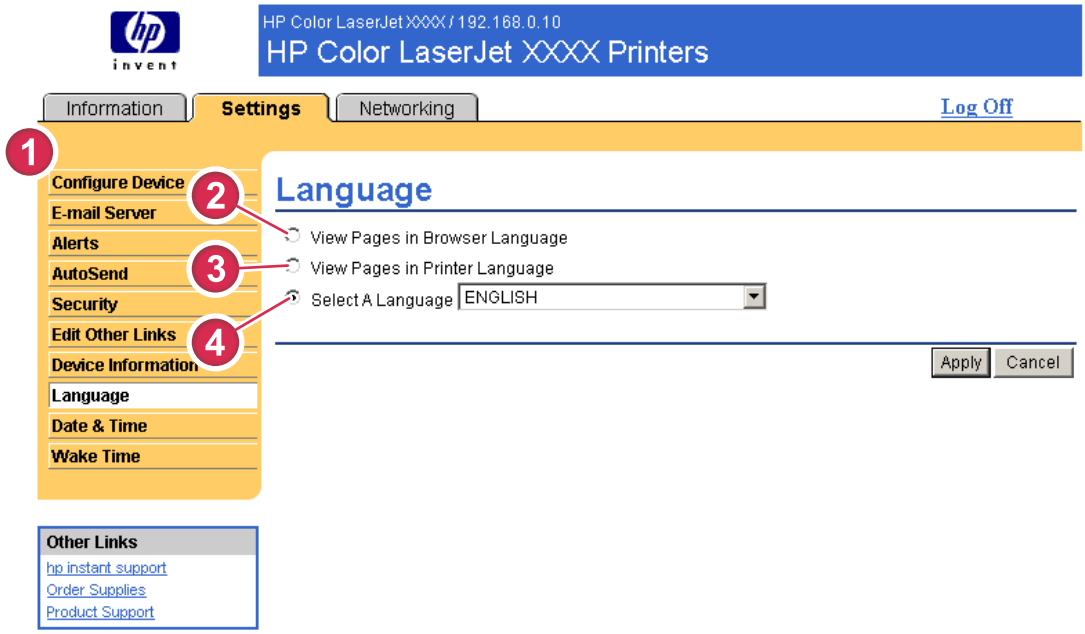


Figure 3-10 Language screen

CAUTION Selecting **View Pages in Device Language** or **Select A Language** changes the language for everyone who uses the HP EWS.

Table 3-8 Language

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server.
2	View Pages in Browser Language (this is the default)	Use this feature to detect which language is selected for your Web browser. The HP EWS screens appear in the same language.
3	View Pages in Device Language	Use this feature to detect which language is selected for the device control panel. The HP EWS screen appear in the same language.
4	Select A Language	Select the language for the HP EWS screens from these choices: ■ English ■ Français (French) ■ Deutsch (German) ■ Italiano (Italian) ■ Español (Spanish) ■ Svenska (Swedish) ■ Dansk (Danish) ■ Norsk (Norwegian) ■ Nederlands (Dutch) ■ Suomi (Finnish) ■ Português (Portuguese)

NOTE The default language is the language that the Web browser is currently using. If your browser and control panel both use a language that is not available for the HP EWS, English is selected as the default. If you make any changes on the **Language** screen, click **Apply** to save your changes.

Date & Time

Use the **Date & Time** screen to update the product time. The following illustration and table describe how to use this screen.

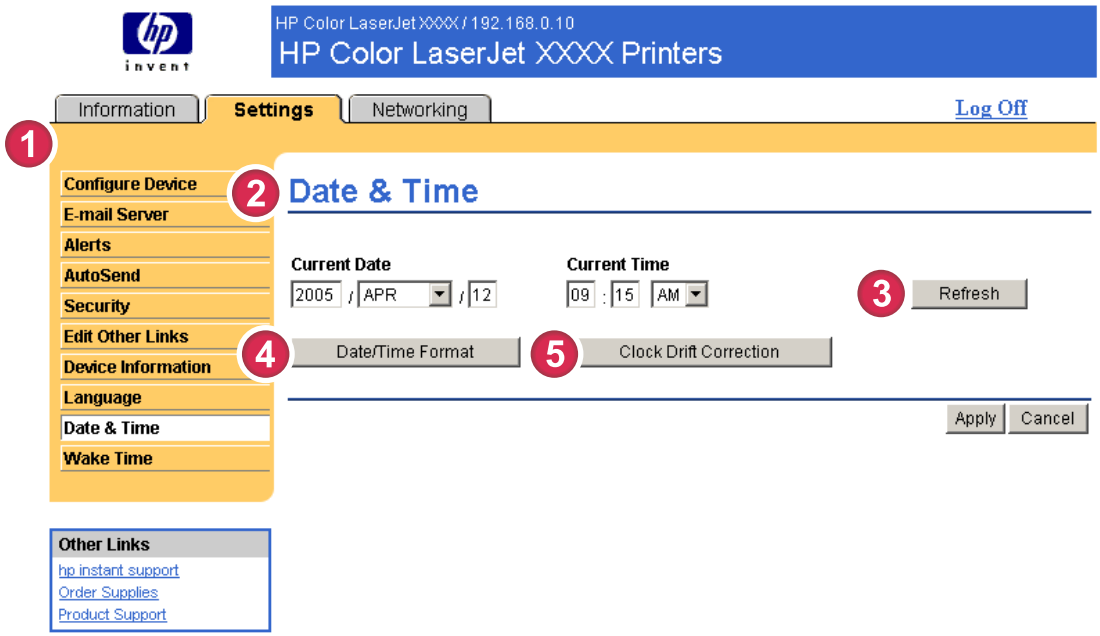


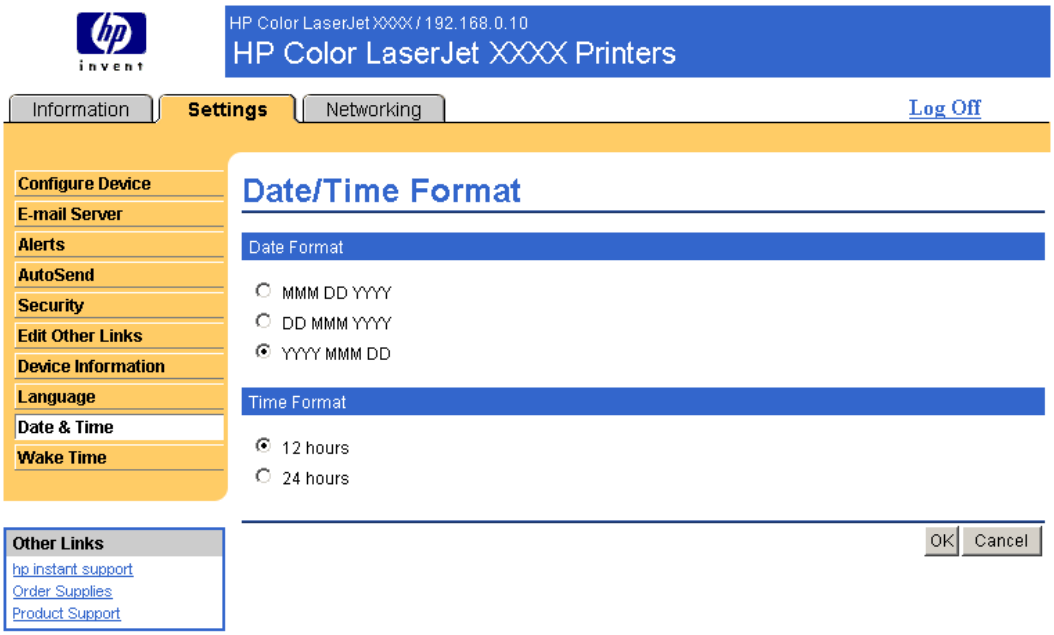
Figure 3-11 **Date & Time** screen

Table 3-9 Date & Time

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server.
2	Current Date and Current Time	Shows the product date and time when the EWS was opened. If either is incorrect, an IT administrator can change the information at the product control panel or through this HP EWS page.
3	Refresh	Click this button to update the product date and time on the screen. For more information, see Date/Time Format.
4	Date/Time Format	Click this button to open a screen where you can select the date and time format.
5	Clock Drift Correction	Click this button to configure a network time server. This corrects clock drift using a network time server of your choice. For more information, see Clock Drift Correction.

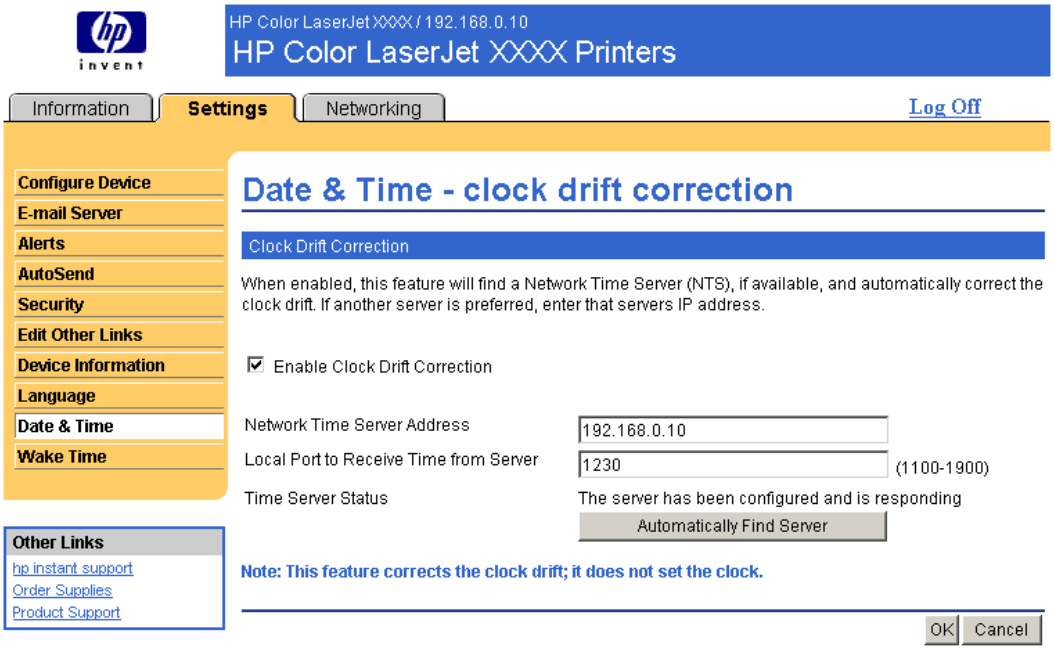
Date/Time Format

Use the **Date/Time Format** screen to select the formats you prefer for displaying the date (under **Date Format**) and time (under **Time Format**). The following illustration shows the **Date/Time Format** screen.



Clock Drift Correction

Use the **Date & Time – clock drift correction** screen to enable clock drift correction. The following illustration shows the screen.



To configure a network time server to correct the product clock drift, use the following procedure.

NOTE This process keeps the clock from drifting (losing or gaining time), but does **not** synchronize the clock with the network time server clock.

1. Select the **Enable Clock Drift Correction** check box.
2. In the **Network Time Server Address** field, type the TCP/IP address of the clock which you want to use for correction of the product clock drift.

   NOTE Alternatively, you can click the **Automatically Find Server** button to find a time server on your network and automatically fill in this field.

3. In the **Local Port to Receive Time from Server** field, type the name of the appropriate port.
4. Click **OK**.

NOTE Use this screen only to configure the time server for clock drift correction, not to set the clock. To set the clock, use the main **Date & Time** screen. For further information, see Date & Time.

Wake Time

An IT administrator can use the **Wake Time** screen to schedule product wakeups on a daily basis. For example, the product can be set to wake up at 07:30, so the product has finished initializing and calibrating and is ready to use by 08:00. The administrator sets only one wakeup setting per day; however, each day can have a different wakeup setting. Additionally, to save energy, the sleep delay can be set to turn the product off after a specific period of inactivity.

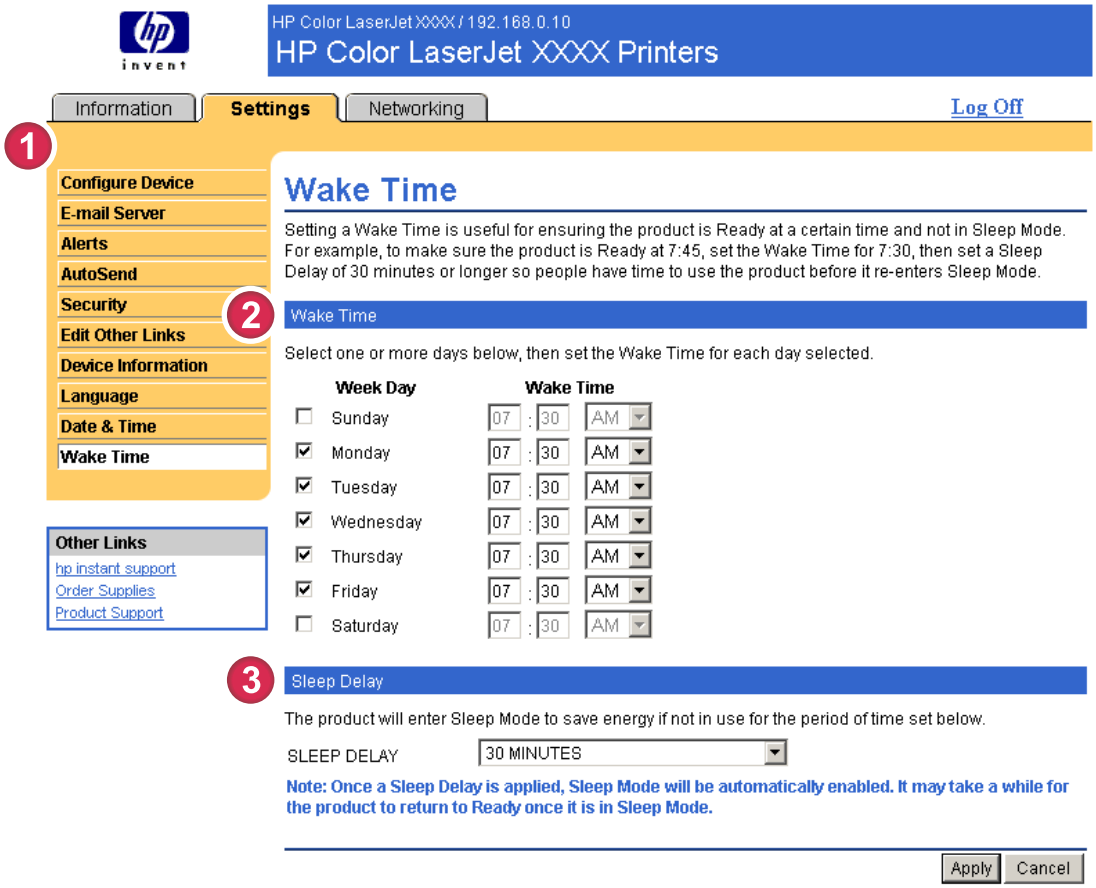


Figure 3-12 Wake Time screen

Table 3-10 Wake Time

Callout	Area on the screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server.
2	Wake Time	Select one or more days on which to use the wakeup setting, and then set the time the product is turned on each day.
3	Sleep Delay	Set the amount of time the product is idle before it goes into Sleep Mode. When the product is in Sleep Mode, it uses less energy.

4 Managing network operation from the Networking screens

Overview

Use the Networking screens to configure and manage your product on your network. The appearance and features of the screens available from the **Networking** tab differ, depending on the model and version of your HP Jetdirect print server. The following screen is similar to what you might see when you click **Networking**. From the left navigational bar, click the **Networking** menu for the screen that you want to view.

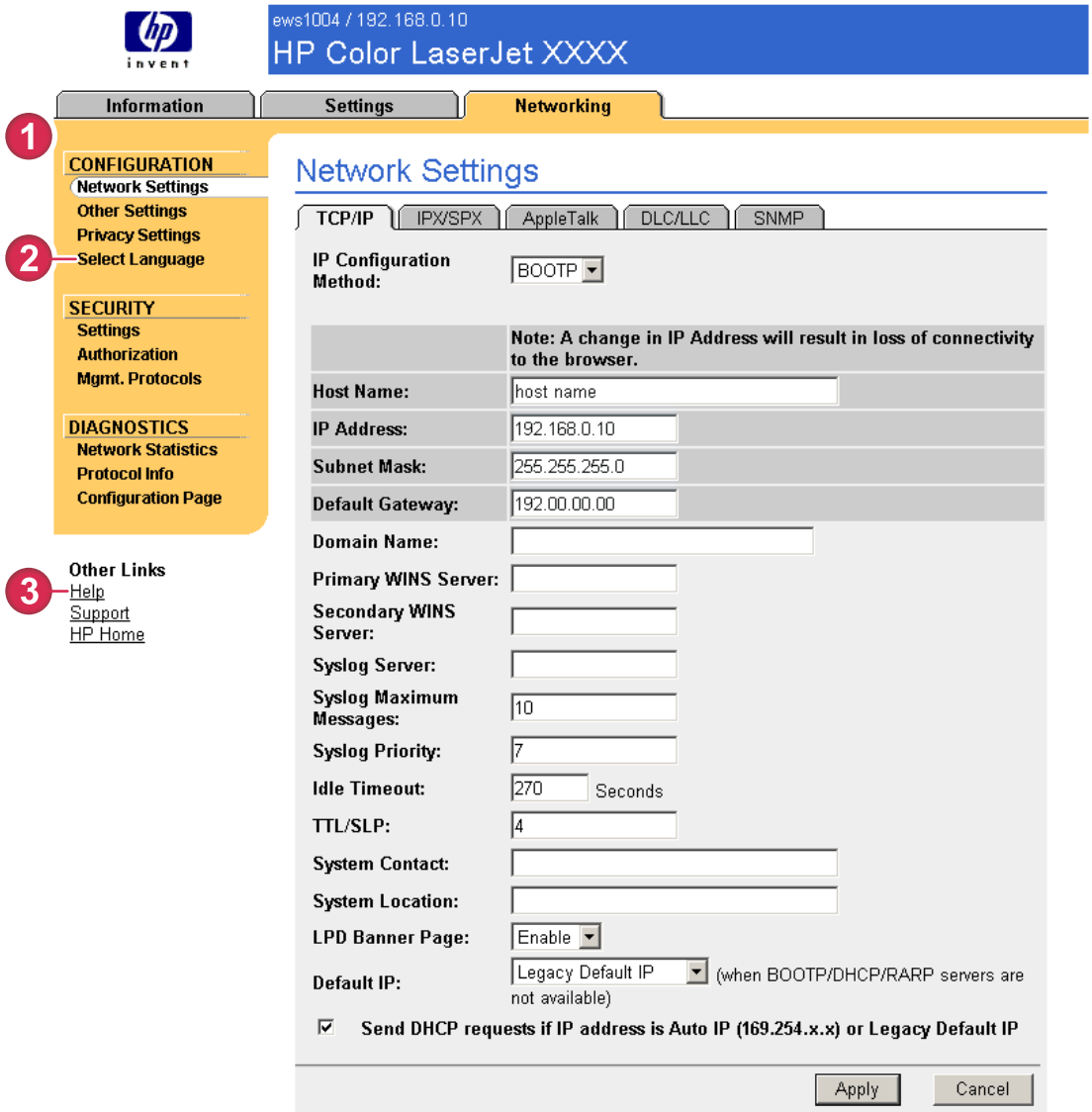


Figure 4-1 **Network Settings** screen

Table 4-1 Network Settings

Callout	Area on screen	Information or capability that the area provides
1	HP EWS tabs and menus	For more information, see Navigating through the HP Embedded Web Server.
2	Select Language	Select the language for the **Networking** tab. The list of languages that are available in the **Networking** tab is *not* identical to the list of languages that are available in the **Settings** tab.
3	Help	Click **Help** for more information about the options on the **Networking** tab.

Depending on your HP Jetdirect print server model and operating version, the following are some tasks that you can perform from the Networking screens:

- Change network configuration settings for various types of network connections.
- Turn on or turn off printing protocols.
- Set up a support contact and support URLs.
- Set a password to control access to the product and network configuration settings. This password is synchronized with the password that you set on the **Security** screen under the **Settings** tab, so you may set or reset it from either screen.
- Configure the security of your product through the use of passwords, access lists, and management protocols.
- View general network status information, including network statistics that are stored on the print server, for network troubleshooting or optimization.
- View protocol information for all supported network connections.
- Open the HP Jetdirect Configuration page.
- Set the frequency at which the HP EWS checks the network status.

For more information about the Networking screens, see the following sources:

- **Help**. On each Networking screen, a **Help** link under **Other Links** provides a description of the networking features. Also, from the Help screen you can gain access to additional help from the HP Web site.
- **HP Jetdirect Administrator's Guide**. This guide is normally available on the software CD that came with your product and can be downloaded from the hp.com support pages for your product: www.hp.com/support/clj4700 for the HP Color LaserJet 4700

5 Using the Other Links as a resource

The **Other Links** box contains three permanent links that provide quick access to product-specific information, such as interactive troubleshooting and ordering information for genuine HP supplies.

Figure 5-1 Device Information screen

NOTE You can use the **Edit Other Links** screen on the **Settings** tab to add up to five customized links to the Web sites of your choice. (With a permanent storage device installed, you can add up to five additional links; without the extra storage, you can add one additional link.) These links appear throughout the EWS screens, in the **Other Links** box beneath the left navigational bar. For more information, see Edit Other Links.

The following sections describe each of the links that appear by default in the **Other Links** box.

hp instant support

Hewlett-Packard Company offers hp instant support, an Internet-based support system that collects diagnostic information from your product and matches it with the HP information database. At hp instant support, you can find intelligent solutions that help you resolve problems quickly and easily.

How hp instant support works

Information is gathered from your product and securely transmitted to Hewlett-Packard Company when you click **hp instant support**. The hp instant support Web site reads the product data to analyze the product's current status. The Web site creates a customized Web page that appears in the browser window and contains easy-to-follow text and visual aids. The hp instant support Web site also directs you to additional services that are available for your product.

Before any of the product data is sent to Hewlett-Packard for analysis, you can view all of the information (for example, the serial number, error conditions, and product status) that will be forwarded. Hewlett-Packard treats this information as confidential.

Information you can get from hp instant support

The hp instant support Web site provides these tools for troubleshooting and for maintenance:

- Firmware and software updates.
- Troubleshooting for recent events that are listed on the Event Log. For example, the product might show a jam as the most recent event listed in the event Log. The hp instant support Web site detects the event and provides troubleshooting information for the jam.
- Support packs.
- Product documentation, such as user guides and getting started guides.

Order Supplies

The **Order Supplies** link connects you to a Web page that facilitates your online ordering of supplies from a reseller of your choice. The supplies that you need are preselected. You can change quantities or select additional items. Your items are added to the shopping cart, ready for checkout, ensuring that the correct supplies are ordered through your selected reseller.

Product Support

The **Product Support** link connects you to a Web page that brings together a comprehensive menu of support resources that business people need. From this Web page, you can accomplish these tasks and more:

- Find a list of HP products at one site: computers, workstations, servers, storage devices, printers, scanners, digital imaging, and mobile devices.
- Obtain technical support. Solve a problem; find information to set up, install, and configure your product; discover and use a product; maintain your product; upgrade and migrate your product software and driver; and recycle products or dispose of them correctly.
- Gain access to self-solve resources such as FAQs, user documentation, features and specifications, and product-compatibility information.
- Collaborate with HP and with your peers through discussion groups, e-mail support, and phone support.
- Use task-based navigation to identify the task area that you want to work on and quickly discover related topics and tools.

In addition, you can find these features: hot topics, a subscription center, product rebate offers and other announcements, and training and education opportunities.

My Service Provider and My Service Contract

The **My Service Provider** and the **My Service Contract** links appear only if they have been created (and perhaps renamed) by the service provider in the Other Links screen on the **Settings** tab. The link can then be clicked by any user to get information about the service provider and the service contract. The information, which can be up to 50 characters long, is stored in the permanent storage of the product.

When these links have been created, the appearance of the **Other Links** box changes to include the new links, as shown in the following illustration.

Figure 5-2 Other Links

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