HP JetAdvantage Connect

Frequently Asked Questions

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1 Server and Printer Requirements

- What are the minimum requirements to set up a server with the HP JetAdvantage Connect?
- Is VPN supported?
- What is the criteria for printers to be compatible with HP JetAdvantage Connect?

1.1 What are the minimum requirements to set up a server with the HP JetAdvantage Connect?

The following table provides the basic requirements to set up a server:

Table 1-1 Minimum server requirements for HP JetAdvantage Connect

Component	Minimum Requirements
Central Processing Unit (CPU):	Dual-core processor at 2.5 GHz
Memory (RAM)	4 GB
Hard Drive	80 GB of hard drive storage
Network connectivity	IPv4 network and One Network Interface Card with TCP/ IP and UDP supported at 1Gbps speed.

1.2 Is VPN supported?

Yes, the VPN's supported are Cisco and Pulse.

1.3 What is the criteria for printers to be compatible with HP JetAdvantage Connect?

HP JetAdvantage Connect only supports HP printer models with the following criteria:

- Printers that have network, wireless or Wi-Fi connectivity.
- AirPrint certified printers.
- HP Access Control enabled printers to retrieve print jobs (Pull-Printing).

  For supported printers, see Section 6.1, Which printers are compatible with HP JetAdvantage Connect?

2 Printing

2.1 Is it possible for push printing to be done securely?

Yes. For printing securely, disable the Internet Printing Protocol (IPP) on the printer and enable IPPS to deliver the print jobs securely. IPPS provides a secure method for sending print jobs to a device over the Internet.

2.2 Is it possible for pull printing to be done securely?

For pull printing, print jobs are always sent from the mobile device to the HP JetAdvantage Connect print server using IPPS. However, the print job is not encrypted between the HP JetAdvantage Connect Print server and HP Access Control.

2.3 Will HP JetAdvantage Connect work with other pull print solutions?

At this time, HP JetAdvantage Connect only works with HP Access Control. Additional pull print solution integrations are being investigated for the Fall release.

2.4 Is it possible to leverage policy restrictions on HP Access Control?

Yes. Print policies can be set up using rules in Intelligent Print Management within HP Access Control.

For more information, go to the Print Server Install Guide.

2.5 Where are the print jobs rendered?

Print jobs are rendered on the mobile device.

3 Network discovery

3.1 Will HP JetAdvantage Connect work if a customer disables “Bonjour” on the printer?

Yes. The printers are discovered using DNS-SD and not through mDNS (Bonjour).

3.2 What port does DNS-SD use?

DNS uses port 53 and mDNS uses port 5353.

4 Operating Systems

4.1 How does iOS display the discovered printers?

All the discovered printers are displayed as one list.

4.2 How does Android display the discovered printers?

Android has the ability to filter printers.

5 Discovery and Print Servers

5.1 How do you add printers into Discovery Server? Can you import printers from the Active Directory and Web Jetadmin?

The **Discovery Setup Utility** is used to add printers in HP JetAdvantage Connect. For more information, go to the Discovery Server Technical Reference.

Currently importing printers from Active Directory or Web Jetadmin is not supported.

5.2 Can the Discovery and Print Servers be on the same Virtual Machine (VM)?

Yes, the servers can be on the same VM.

5.3 Can the Discovery and Print Servers be deployed on the same server as HP Access Control server?

No, the servers cannot be deployed on the HP Access Control server.

5.4 How do you know if the print server is working?

Currently, there is no easy way to check the status or view the settings of the Print Server. For more information, go to the Print Server Install Guide.

However, a dashboard might be implemented for the Fall release.

6 Support

6.1 Which printers are compatible with HP JetAdvantage Connect?

The following table provides a list of supported printers and printing solutions:

NOTE: Pull Printing is only supported for HP Access Control enabled printers.

Table 6-1 Supported Printer Series and printing solutions

Printer Model Series	Released Year	Pull Printing	Push Printing
HP LaserJet Enterprise printers	2012 or later	Yes	Yes
HP LaserJet Pro printers	2011 or later	No	Yes
HP OfficeJet Pro printers	2013 or later	Yes	Yes
HP PageWide Enterprise printers	2013 or later	Yes	Yes

6.2 What HP Access Control versions does HP JetAdvantage Connect support?

HP Access Control Enterprise version 15.1 or newer.

6.3 What file types are supported with HP JetAdvantage Connect?

HP JetAdvantage Connect utilizes IPP within the In-OS printing systems for iOS and Android devices, which is similar to a print driver built in the Windows operating system. So, any file that is printable through the In-OS print functionality is supported.

NOTE: IPP printing requires that each printer (or print server) lists what Printer Driver Languages (PDL) are supported, then the In-OS print systems renders the print job into one of the supported formats. Typically, AirPrint printers support (at a minimum) PDF, URF, and JPEG formats.

For example, to print a Microsoft Word document from iOS, you would open the Word document (iOS has a Word viewer), and then select **Print**. The iOS print system would render the job to PDF, and then send it to the printer/print-server. Similar flows exist for other file printable types in iOS.

6.4 Is Guest Printing supported?

No

6.5 Is Windows mobile supported?

Windows mobile is not supported at this time. It will be supported when Microsoft has the ability to support DNS-SD in their operating system.

6.6 Is mobile device management (MDM) supported?

Currently, MDMs are not supported. This might be implemented in the Fall release.

6.7 Does HP JetAdvantage Connect support Chromebooks?

No, this is being investigated for a future release.