

HP SmartTracker

Installation Guide

Edition 6

© Copyright 2021 HP Development Company, L.P.

Legal notices

The information contained herein is subject to change without notice.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

NOTE: HP SmartTracker software is only compatible with Original HP ink supplies.

Trademarks

Microsoft[®] and Windows[®] are U.S. registered trademarks of Microsoft Corporation.

Table of contents

Installation requirements	1
Computer hardware and software	1
Supported printers	2
Licensing	2
Install the HP SmartTracker License Manager software	3
Install the HP SmartTracker software	7
Server installation	. 9
Uninstalling server installation	11
Client installation	11
Install the HP SmartTracker driver add-on	12
Activate the licenses	16
Troubleshooting tips	24
Installation troubleshooting	24
Recover a lost license	24

1 Installation requirements

This document explains how to install and set up the HP SmartTracker application and licenses.

NOTE: HP SmartTracker software is only compatible with Original HP ink supplies.

If you need more information about installation, contact your support representative.

Computer hardware and software

SERVER:

- Intel Core i3 2 GHz or equivalent or better
- 4 GB of RAM, or more (8 GB recommended)
- 2 GB free disk space, plus 2 GB additional per printer to manage
- Screen resolution: none
- Ethernet network, IPv4 100 Mb/s or faster
- Windows Server 2008 R2 or later, or Windows 7 or later (64-bit)

CLIENT:

- Intel compatible
- 2 GB of RAM, or more
- 1 GB free disk space
- Screen resolution: 1280×800 or more
- Ethernet network, IPv4, 100 Mb/s or faster
- Windows 7 or later (32- or 64-bit) or Windows Server 2008 R2 or later

Ensure that all computers (servers and clients) are connected to the same subnet as your printers. Otherwise, ensure that computers and printers are able to communicate through the TCP port 7087.

Make sure to enable incoming connections at the following ports: 7087, 443 (SSH), 80 (HTTP), 8080 (HTTPS), and 161 (SNMP).

Supported printers

HP SmartTracker currently supports the following printers:

- HP PageWide XL printer series
- HP PageWide XL Pro printer series
- HP DesignJet XL printer series
- HP DesignJet 1700 and 1708 printer series
- HP DesignJet 1600 and 2600 printer series
- HP DesignJet Z6 printer series
- HP DesignJet Z9⁺ printer series
- HP DesignJet Z6 Pro printer series
- HP DesignJet Z9⁺ Pro printer series

For documentation and other support, see <u>http://www.hp.com/go/smarttracker/software</u>.

Licensing

In order to use HP SmartTracker, you must own the following licenses:

• One license per printer to be used with HP SmartTracker

HP SmartTracker licenses are purchased and stored on a license server on your local network. When you run the software, it contacts the license server to check that you have the appropriate licenses.

Language	ltem	License
English	HP SmartTracker Datasheet	https://h20195.www2.hp.com/V2/GetPDF.aspx/4AA6-9367ENA.pdf
Simplified Chinese	HP SmartTracker Datasheet	https://h20195.www2.hp.com/V2/GetPDF.aspx/4AA6-9367EEP
Traditional Chinese	HP SmartTracker Datasheet	https://h20195.www2.hp.com/V2/GetPDF.aspx/4AA6-9367EEP
French	HP SmartTracker Fiche technique	https://h20195.www2.hp.com/V2/GetPDF.aspx/4AA6-9367FRE.pdf
German	HP SmartTracker Datenblatt	https://h20195.www2.hp.com/V2/GetPDF.aspx/4AA6-9367DEE.pdf
Italian	HP SmartTracker Scheda tecnica	https://h20195.www2.hp.com/V2/GetPDF.aspx/4AA6-9367ITE.pdf
Russian	HP SmartTracker Проспект	https://h20195.www2.hp.com/v2/GetPDF.aspx/4AA6-9367RUE.pdf
Spanish	HP SmartTracker Ficha técnica	https://h20195.www2.hp.com/V2/GetPDF.aspx/4AA6-9367ESE.pdf

2 Install the HP SmartTracker License Manager software

License Manager is the software that stores licenses for HP SmartTracker.

In general, License Manager must be installed on a computer in your local network that can be accessed from any of the computers on which you intend to run the HP SmartTracker software. The computer on which License Manager is installed is known as the license server. Whenever the software is started, it tries to contact License Manager through the local network to check the licenses.

校 TIP: You are recommended to connect at least one computer running HP SmartTracker to the Internet, to facilitate the installation of licenses.

TIP: Unless you already have License Manager installed somewhere else, you are recommended to install the License Manager software and the HP SmartTracker software on the same computer.

TIP: License Manager can be installed on a virtual machine.

Installation procedure

You need to install the License Manager software only if it's not already installed.

If you don't have a copy of the software, you can download the latest version from: <u>http://www.hp.com/go/</u><u>smarttracker/software</u>.

1. To install License Manager, run **setup.exe** in the Sentinel RMS License Manager Installer folder.

rganize - Include	in library	 Share with New folder 			1	₩ • 🕅
Favorites	-	Name	Date modified	Туре	Size	
Cesktop	m	Data1.cab	17/09/2014 17:06	Cabinet File	4.009 KB	
🐌 Downloads		Sentinel RMS License Manager 8.6.0.msi	17/09/2014 17:06	Windows Installer	3.729 KB	
Secent Places		Setup.exe	17/09/2014 17:06	Application	2.943 KB	

2. Check that you have uninstalled any other versions of the same software, then press **Next** to continue.

👑 Sentinel RMS License Manager 8.6.0 - InstallShield Wizard				
4	Welcome to the InstallShield Wizard for Sentinel RMS License Manager 8.6.0			
5 4 5 5 8	The InstallShield(R) Wizard will install Sentinel RMS License Manager 8.6.0 on your computer. To continue, dick Next. It is recommended that before continuing the installation, the previous version(s) are uninstalled, incase they are not used.			
Sentinel [®] RMS				
	WARNING: This program is protected by copyright law and international treaties.			
	< Back Next > Cancel			

3. Read the terms and conditions, and press **Next** if you accept them, or **Cancel** to stop the installation.



4. Enter the name and organization of a user of the computer, then press Next.

😸 Sentinel RMS License Manager 8.6.0 - InstallShield Wiz	ard
Customer Information Please enter your information.	Sentinel RMS
User Name: Vinyesp	
<u>O</u> rganization: Hewlett-Packard Company	
Install this application for:	
 Anyone who uses this computer (all users) 	
Only for me (vinyesp)	
InstallShield	
< Back	Next > Cancel

5. Press **Next** to install the software in the default location on the computer (or press **Change** to change the location).



6. Select the Complete installation and press Next.



7. Check the box to unblock the system firewall, and press **Next**.



8. Press Install.



9. Wait for the installation to complete.



10. Press **Finish** to exit the installer.



NOTE: If the License Manager server is **NOT** in the same subnet as the SmartTracker server that you will install later, make sure that the 2 computers are able to communicate over UDP port 5093.

3 Install the HP SmartTracker software

It is important that you perform the 4 steps described below, then continue with the server installation before installing the client(s).

 All printers MUST have admin password configured: this means that any printer that has to be controlled by HP SmartTracker must have an admin password. This is done by accessing the Embedded Web Server (EWS) in the printer and going to the Setup tab and selecting the Security menu option. There you can define the Administrator's password, see the illustrations below depending on your printer model:

IP PageWide XI	. 4000PS MFP
	Printer status: 🔥 Low ink: Magenta 👸
Main Setup	Networking Customer Involvement Program Support
Configuration	Security
Security	Change the administrator user account
Access Control HP ePrint connectivity	User name admin
Ernal server	Old password New password
Address Book	Confirm password
Scan to network	
Date & Time	Crange account.
Maintenance	
Firmware update	
- open manopenants	
W HP DesignJet A	L 3000 P3 MFP
	Canadha
14 ·····	Administration parameter
💭 Job queue 🗸 🗸	
Δ left	Set the administrator user account
G IIK V	
⊘ Paper ∨	Tou can set a password to prevent unauthorized users from remotely contiguing the pinner or vewing primer settings from the Embedded web Server (EV/S). Once set, this password is required to change or view many primer settings from the EV/S.
-	User name admin
L권 Usage ~	Status Set
Da Color	
Las	
🛆 Security 🔨	
Samulty settings	
errority scorigs	
Certificate settings	
Access Control	
Administrator password	

2. Privacy setting that prevents sharing the username: during the manufacture of your printer the privacy setting is enabled thereby preventing the sharing of this information, see the Accounting section in the illustration below. This means that the printer does not include usernames in any accounting information that may be generated. If, however, an Administrator or Bookkeeper using HP SmartTracker needs to be able to track jobs by user, the accounting information generated by the printer must include user name information for each job in the accounting data, under these circumstances this setting must be disabled. This can be done through the Embedded Web Server, see the illustrations below depending on your printer model:

Main Setup Met Configuration Didate settings	Printer status: 🔥 Low ink: Magenta 🌍
Configuration Secu	WORKING CONTRACTOR STOCKED SUPPORT
Printer settings	rity st
Security	administrator user account
Access Control	
HP ePrint connectivity All	cess control is currently enabled. Unange access control settings
Address Book Mass	Storage
Scan to network	Disable USB drives
Date & Time	Dis Able firmware update from USB
Anonymous usage information storage	Mody.
1 1 -	, - A dax reperinder co.
	Apply
Accou	nting
2	Show user name in job accounting
	Exclude personal information from accounting email
🧑 HP DesignJet XL 34	500 PS MFP
☆ Home	Security for the second s
🗂 Job queue 🗸	econd sends
A lok v	Enable/Disable features
Bassar	You can customize your printer by enabling or disabling features from the list below. After a feature has been disabled, it is no longer available.
④ About printer ~	PRINTER SETTINUS
	Show user name and job name
⊘ Settings ∨	in job accounting
HP Web services	
I'r ffeu services	Anonymous usage information
🔘 Network 🗸 🗸	
③ Support ~	Show job thumbnail and downcod job the remotely

3. Some advice regarding the printer certificate signature: certificates are used to help maintain appropriate security levels in any communications with the printer, this includes, among others, the communications with HP SmartTracker. By default, printers generate a self-signed certificate, however this is not secure. If you are concerned about security in this respect, you are recommended to extract the certificate from the printer, request a Certification Authority to sign it and then re-install the certificate into the printer. Both tasks can be done using the Networking tab of the EWS. The illustrations below, depending on your printer model, help you to understand this process:

Series Series Series Series Series Series Configuration Authorization Series Series <t< th=""><th></th><th>4000PS MFP</th></t<>		4000PS MFP
Canadysetion Authorization Second Market Groups Address Groups Addres Groups A	Main Setup	Networking Castomer Involvment Program Support
Anacanto Entre International Entre Internation	Centiguation TCP/IP Centry TCP/IP Centry United Settings Web Party Security Security Mannetication Mannetication Settings Mannetication Settings Mannetication Settings Mannetication Ma	Authorization Internet Control
Central with p	HP DesignJet XI Home	3600 PS MFP
ink V	HP DesignJet XI	SGOD PS MFP Security Community
Paper Centrate instate	HP DesignJet XI Home Johnsone Ink	3600 PS MFP Annuly constraints Privar constraints
By Usage v count or venetrons:	HP DesignJet XI Home Joh queue nk Paper V	3600 PS MFP Scorty Control transmitter Control transmitter Control transmitter Control transmitter
A Color	HP DesignJet XI Hone Job quote tox Paper Guspa	Society Security Security Printe certificate Printer certificate Certificate mannet Printer certificate control (see Security for printer certificate to certify the printer nove accurately performance includes the samples of the certificate to certify the printer nove accurately performance includes the samples of the certificate to certify the printer nove accurately performance includes the samples of the certificate to certify the printer nove accurately performance includes the samples of the certificate to certify the printer nove accurately performance includes the samples of the certificate to certify the printer nove accurately performance includes the samples of the certificate to certify the printer nove accurately performance includes the samples of the certificate to certify the printer nove accurately performance includes the samples of the certificate to certify the printer nove accurately performance includes the samples of the certificate to certify the printer nove accurately performance includes the samples of the certificate to certify the printer nove accurately performance includes the samples of the certificate to certif
A Security A Centificate Authority (CA) centificate	HP DesignJet XI HP DesignJet XI Job quote Job quote Paper Josepa Josepa	SGOO PS MFP Security Prote certificate Prote certificate Control ensure by data, a purvalence of legand prote control are a costed to dentify the prote: You can change the certificate to dentify the prote: You can change the prote: You can change the prote: You can change the certificate to dentify the prote: You can change the certificate to dentify the prote: You can change the certificate to dentify the prote: You can change the certificate to dentify the prote: You can change the certificate to dentify the prote: You can change the certificate to dentify the prote: You can change the certificate to
Security settings A Centricate Activity (CA) conflicate is required for some authentication methods. For example, it is used to verify the conflicate of the email some:	Image: Weight of the second	Security Security Foreir certificate Proter certificate Control are stated by default, a par-instance to flagred partice chicans to being'r this can charge this can charge this can charge this can charge the can c

4. If the printer has a web proxy configured and it can be removed, you are recommended to do so. If this is not possible, you are recommended to make sure that the web proxy is working correctly by choosing a PC that is in the same subnet as the printer and configure its browser to use the same web proxy. The illustrations below, depending on your printer model, show you how to configure it:

IP PageV	Vide XL 4	4000PS MFP
Main	setup	Networking Customer Involvement Program Support
Configuration TCP//P Settings	V	Neb Proxy Setup
Network Settings	- E	Web Proxy
Web Proxy		
Security		Compute a provide the state and a state endowing nor web detructs or connecting the device to the internet ry you are unuse of provide time provide computation area water the sole of preferences or your web closes
Authorization		© I ve contactes
Mgmt. Protocols		cURL http://autor.ache.hpic.orp.net
802.1X Authentication	- 1	Determanualy Provy Server Instruction of the provided and the
Diagnostics		Prany Server Port. 0000
Network Statistics		Provi Server User Name Provi Server Passand
Protocol Info		Authentication methods: Basic Digest
Configuration Page	- 1	O Deable
		Apply Gancal
🅢 HP Desig	gnJet XL	3600 PS MFP
Job queue	~	
) Ink	~	Web Proxy Setup
Paper	~	
R Usage	~	Web Prany
		Configure a provy server if there are issues enabling HP Web Services or connecting the device to the internet. If you are unsure of provy settings. Find the provy configuration area within the toos or preferences of your Web browser.
Color		
		Find Automatically
C Security	~	
About printer	~	Use Configuration Server URL
A restaction to see		colls
Settings	~	The state of the second s
		O Enter manually
HP Web services		Draw Garage Darge Garage Dart
Network	^	Provy Server User Nama
Contractor		
Construction (Proxy Server Password
TCP/IP Settings		
		Authentication methods
Network Settings		The The State of Stat
Other Settings		Basic Digett
AirPrint		Olisate

Once you have completed the 4 steps above, proceed by installing the server software as described in the following section.

Server installation

- 1. Make sure to enable incoming connections at the following ports on the computer on which you will install the server software: 7087, 443 (SSH), 80 (HTTP), 8080 (HTTPS), and 161 (SNMP).
- 2. Ensure that your printers have the latest firmware version installed, follow the instructions in your printer documentation; or see http://www.hp.com/go/model/support, where model is the model number of your printer (such as HP PageWide XL 4000).
- 3. Download the installer from <u>http://www.hp.com/go/smarttracker/software</u>.

4. Double-click the installer and, as illustrated below, click **Install**.



5. While installation is in progress, the following window is displayed:

Setup - HP SmartTracker Server	1070	
Installing		
Please wait while Setup installs HP SmartTracker Server on	your computer.	Č.
Extracting files		
C:\HP SmartTracker Server\nodejs\32\node.exe		
P.		
		Cancel

6. Once the application is installed, click **Finish** to exit.

Completing the HP SmartTracker Server Setup Wizard Setup has finished installing HP SmartTracker Server on your computer. The application may be launched by selecting the installed shortcuts. Click Finish to exit Setup.

Uninstalling server installation

To uninstall the HP SmartTracker Server installation, go to the Control Panel, select **HP SmartTracker Server** and select **Uninstall**.

HP SmartTracker Server Uninstall	\times
Uninstall Status Please wait while HP SmartTracker Server is removed from your computer.	J.
Uninstalling HP SmartTracker Server	
	Cancel

The installation is removed from your printer.

Client installation

- 1. Ensure that your printers have the latest firmware version installed by following the instructions in your printer documentation; or see http://www.hp.com/go/model/support, where model is the model number of your printer (such as HP PageWide XL 4000).
- 2. Download the installer from <u>http://www.hp.com/go/smarttracker/software</u>.



Double-click the installer (Setup.exe).

3. HP SmartTracker's splash screen will appear:



4. After a few seconds the application will be launched. If it's the first installation, the EULA (End User Licence Agreement) will appear on the screen:

End User License Agreement	×
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) HP 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	
Accept End User License Agreement Learn more about anonymous data HP collectors at HP Privacy Statement and Google Analytics	
Cancel Save	

You must accept these terms and click **Save** in order to use HP SmartTracker.

5. Click **Finish** to exit the installer program and close the window. If HP SmartTracker is already installed, the application will open and display the **Preferences** menu.

Install the HP SmartTracker driver add-on

In order to print to a HP SmartTracker enabled printer from any application, the user must have the latest PageWide XL driver installed as well as the HP SmartTracker Driver add-on.

The installation of the driver and the add-on can be done either by following an automated wizard or by manually installing each component and configuring the printer by yourself. The sections below describe how to perform the installation by both of these methods.

Automated wizard installation

The Automated Wizard installation process is recommended for most users, it will automatically search the network for the available printers to install and then install its corresponding driver as well as the HP SmartTracker add-on.

In order to run the automated installation just double-click **HP SmartTracker driver installer.exe** and the automatic wizard will pop up after a few seconds. The first time you run the installer it will start the discovery process for your printers on the network:

2			HP Large Format In	staller	×
1. Start	2.0	Configuration	3 Installation	4. Finish	
HP P	PageWide XI	. 8000/5000/4500/4	1000 Printer Series		
Se	arching the loc	al network printers. Pl	ioase wait.		
G	Instalt a disc	overed network prizee			
	Select the pr	order to install:			
	Mode	R IP Address	Hostname		
0	The printer t	hal I want isn't listed Ø	et me specify printer's details)		
				Net	Cancel

Once the discovery process is finished the list of printers is displayed you can select the printer you want to install and click **Next** (if the printer was not found, you can click **The printer that I want isn't listed** and click **Next** so that you will be able to enter the printer's IP address or hostname and continue with the installation).

5		HP Large Form	at Installer	×
1. Start	2. Configuration	3 Installation	4. Finish	
HPP	PageWide XL 8000/5000/450	0/4000 Printer Series		
۲	Install a discovered network pri	nber.		
	Select the printer to install:			
	Model	IP Address	Hostname	
	✓ HP PageWide XL 4000	PS MFP 15.87.217.62	npic582ab	
0	The printer that I want isn't liste	d (let me specify printer's de	talis)	
			Next	Cancel

Once you have selected the printer to install, you can select which of the features to install (HPGL2 and PS drivers, HP SmartTracker add-on and the printer's ICC profile), by default the two drivers and the add-on are selected, so you are recommended to click **Next**:

	Fasture	Description
	HP PageWide XL 8000/5000/4500/4000 HP-GL/2 and HP RTL	Core HP PageWide XL driver for general use: Best for CAD, QIS, and office applications.
	HP PageWide XL 8000/5000/4500/4000 ps PS3	HP PageWide XL PostScript Level 3 driver, best for graphic documents when accurate color is required.
	HP SmartTracker	HP SmartTracker driver add-on

NOTE: If the add-on is not selected for installation, a user will still be able to send jobs to the printer even though the printer is controlled by HP SmartTracker. These jobs will be kept in the printer queue until someone, by using the printer's front panel, releases them.

After clicking **Next** the installation process will continue and show the user the installation status of all selected features. After installation has successfully finished a final step will show you the result of the installation process.

<i>•</i>		HP Large Format In	staller	- 🗆 🗙
1. Start	2. Configuration	3. Installation	4. Finish	
The inst The fail H H H H H	allation has finished owing features have been instal P PageWide XL 8000/5000/4500 P PageWide XL 8000/5000/4500 P SmartTracker	ed correctly: X4000 HP-GL/2 and HP RTL X4000 ps PS3		
				Finish

By clicking **Finish** the installer is closed and everything is ready; you can start printing from the installed drivers.

Manual installation

Some advanced users or system administrators may prefer to install the printer driver and the HP SmartTracker add-on manually, if this is your case, just install the printer by following the standard Windows printer installation process, remember to select **Install a New driver** and point the installation process to where you downloaded the printer driver.

After installing the printer and its drivers you should install the HP SmartTracker add-on, just double-click **HP SmartTracker add-on installer.exe** and the installation process will be carried out automatically.

Printer sharing

For system administrators who want to install a shared printer, note that **Render print jobs on client computers** must be selected on the **Sharing** tab (otherwise the authentication pop-up may not be shown on the client computer):

	ty	Device Settings		Device Settings		About
General	Sharing	Ports	Advanced	Color Managemen		
et pr	inter will not b Y.	e available w	hen the compute	r is sleeping or turne		
Share	this printer					
Share na	me: HP Pag	HP PageWide XL 4000PS MFP PS3				
Listin	the directory					
Drivers	and an article states		and a start			
Wind users share	ows, you may do not have to d printer.	want to insta o find the prin	I additional driver t driver when the	versions of is, so that the y connect to the		
			Additi	onal Drivers		

When a client connects to the printer the most appropriate driver will be downloaded and installed to the client automatically, but the HP SmartTracker add-on must be installed on each client manually and as described in the earlier section.

4 Activate the licenses

There are four different procedures for license activation, depending on your circumstances:

- 1. HP SmartTracker license and Internet connection (the normal situation)
- 2. HP SmartTracker license but no Internet connection
- 3. HP SmartTracker dongle license
- 4. Trial license
- NOTE: The first time you install HP SmartTracker, you have to install licenses. The second time you install the application with the same license server, the licenses are already installed.

4.1 Online EON activation

In this case, you have an HP SmartTracker license, and the desktop computer on which the HP SmartTracker client is running is connected to the Internet.

Once you have your EON (Entitlement Order Number) you can then activate your licenses in HP SmartTracker.

If no licenses are already active for the application, follow these steps to activate them:

1. Start the HP SmartTracker application, click the Eicon to open the menu and then click Licensing.



2. The application will automatically search for all the License Manager installations it can discover, during this time you will see the following screen:



3. Once the search for License Manager installations finishes you will see a window similar to the one below:



If the application does not display the installation of License Manager you want to use, click **Select License Manager** and choose from the list of other installations that have been found, below is an example:

	×
License Managers detected	
Select License Manager for this HP SmartStream:	
ALDOMA-WS.bcn.rd.hpicorp.net	
reprowf.bcn.rd.hpicorp.net	
bcnlicense1.bcn.rd.hpicorp.net	
jordiro7x64test.bcn.rd.hpicorp.net	
rodrmanu5.emea.hpqcorp.net	
Cancel OK	

Once you have selected the License Manager you want to use, click **OK** and you will be returned to the License activation window.

Click Next.

4. In the Activate license window enter the EON and your email address. One EON may include more than one license. The Activate license window is illustrated below:

\$		×
Activate license		
Activate HP SmartTracker License EON (Entitlement Order Number):	BECKTSTSN50	*
Email used to buy license:	ald.sergioma@aldoma.com	
Cannot connect to Internet? Activate off	line	
	Back Next	t

To activate your license without a connection to the Internet, click **Activate offline** in this window and refer to the following section titled OFFLINE ACTIVATION.

5. Click the **Next** button. The licenses found in the EON are displayed.

Licenses found in EON					
Licenses contained in EON (Entitle Activate?	ement Order Number)				
Available licenses Licenses contained in EON BECK?	rstsn50				
Licenses	Expires				
CRPageWideXL4000/4500	Never expires				
	Back	Activat	e		

6. Click the Activate button. A progress dialog is displayed while the application redeems the licenses.

	×
Activat	е
	Activat

7. Once the licenses are activated and available they will be displayed in the Licensing window as illustrated here:

summary	
Expires	
Never expires	
Never expires	
Never expires	
Never expires	
Never expires	
Add license Finish	
	summary Expires Never expires Never expires Never expires Never expires Never expires Add license Finish

When you have finished adding licenses, click **Finish**.

4.2 Offline EON activation

In this case, you have an HP SmartTracker license, but the desktop computer on which the HP SmartTracker client is running is not connected to the Internet.

You should already have followed the steps above until the point where you clicked on Activate offline.

1. Go to <u>http://myhplicensing.hp.com/</u> and give your HP Passport credentials.

WNOTE: If you are logging in for the first time, you will need to create an HP account.

2. Enter the Entitlement Order Number (EON).

- 3. If more than one, select the license to be activated. You can select only one.
- 4. Select the products to activate and provide the quantity where applicable.

Product Family : HP SmartTracker

Product	EON	Activated	Available	Quantity to Activate	
HP SmartTracker for HP XL 3000 Series E-LTU 6CC86AAE	JSSM04329	0	1	1	V

Cancel

- 5. You are asked whether you are activating for yourself or for someone else. Select for yourself.
- 6. You are asked for the locking ID. Enter a new ID or select from a list of previously used IDs.

Product Family : HP SmartTracker

Product	Lock to
HP SmartTracker for HP XL 3000 Series E-LTU	Enter New Locking ID Use Existing Locking ID
Quantity to Activate : 1	Locking code
	•
Cancel	Previous Next

7. To get the locking ID, go to the HP SmartTracker application and click Licensing.



8. Click Activate offline.

A structure la secon	
Activate license	
Activate HP SmartTracker	
License EON (Entitlement Order Number):	
Email used to buy license:	
Cannot connect to Internet? Activate offline	

Next

9. Click locking code.

		×
Activate license		
Activate HP SmartTracker	offline	
 Copy to clipboard the unique Go to myhplicensing.hp.com Download license file to your 	code of this application: dis and enter the locking code computer and import into t	splay locking code to generate the license file he application
Import a license file:		Browse
Connected to Internet? Activat	e online	
	Back	Next

- **10.** Click **Copy to clipboard**.
- 11. Return to the licensing portal, paste in the locking ID, and click Next.
- 12. You will receive an email message with the license in a zip file. You can also download the license immediately by clicking **Save**.
- **13.** If you need any additional licenses, repeat the above process.

🖉 NOTE: You will see that the license you already selected has changed from Available to Activated.

- 14. When you have all the licenses you want, save them in a folder in the same computer on which HP SmartTracker is installed.
- 15. Return to the HP SmartTracker application and click **Browse**.

			×
Activate license			
Activate HP SmartTracker off	line		
 Copy to clipboard the unique co Go to myhplicensing.hp.com and Download license file to your co 	de of this applic d enter the lock mputer and imp	ation: display locking ing code to generate ort into the applicatio	<mark>g code</mark> the license file n
Import a license file:		Brows	e
Connected to Internet? Activate of	nline		
	Back	N	ext

16. Select all the zip files containing the licenses.

4.3 USB dongle activation

Each license must be installed in the form of a USB dongle inserted into each of the printers to be managed by HP SmartTracker, one license per printer. A license enables HP SmartTracker to register, control, and collect accounting information from a printer. Uninstalling a license from a printer means, automatically, that the particular printer can no longer communicate with your installation of HP SmartTracker and that these functions will stop. HP SmartTracker may check at any time for the presence of the appropriate licenses.

TIP: The use of a particular license is not restricted to one printer. After installing a license in an HP PageWide XL printer, you can uninstall it and then install it in another supported HP PageWide XL printer.

- 1. Ensure that your printer is supported by HP SmartTracker, and turned on.
- 2. Insert the HP SmartTracker Print Controller license dongle into a USB port on the printer.

The front panel displays a message confirming that the license is ready for installation, and asks you to tap **OK** to continue.

- 3. Tap **OK**. Please wait, and do not remove the dongle.
- 4. The front panel asks you to tap **OK** to restart the printer.
- 5. Tap **OK**.
- 6. Remove the dongle from the USB port.

IMPORTANT: Keep the dongle: you will need it if you ever want to uninstall the license from this printer.

- 7. To check that licenses have been correctly installed, you can use the printer's front panel to view general information about the printer (see the printer's user guide). It should tell you which HP SmartTracker licenses have been installed, if any. The printer's Embedded Web Server also displays this information, near the top of the window, just under the green header bar.
- 8. The printer is now ready for use with HP SmartTracker.

How to uninstall a SmartTracker license

- 1. Ensure that the printer is turned on.
- 2. Insert the license dongle into a USB port on the printer.

The front panel displays a message confirming that the license can be uninstalled, and asks you to tap **OK** to continue.

- 3. Tap **OK** and wait; do not remove the dongle.
- 4. When the uninstallation is complete, remove the dongle and store it in a safe place. You may want to install it again later in the same printer or in another one.

4.4 Trial license activation

A trial license enables you to use the software for 60 days without any other license. You can use more than one printer and run HP SmartTracker on more than one computer.

- 1. Ensure that you have at least one printer supported by HP SmartTracker, which is turned on and connected to the local network.
- 2. Download the HP SmartTracker trial license corresponding to your printer model.
- **3.** Open your web browser and enter your printer's IP address.

4. Once you have opened the printer's Embedded Web Server home page, select the **Setup** tab, then **Firmware update**. See the illustrations below, depending on your printer model, for how to update the firmware:

HP PageWide XL	4000PS MFP 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2				
Setup	Releasing C	etiuma knulmaad Program	Printer statum: 🔒 Low Ink: Maganta 🔮		
nfiguration rise settings	Firmware upda	te			
undy enals Cetter enals Cetter Data Boyo Data Boyo Mito Anton en Santa Na Taree ny mono a support Antonio Norspe Instance Reservation	Police Pase sings to u 1 Galaxie Pase 2 Galaxie Pase 2 Galaxie Pase 2 Galaxie Pase 2 Galaxie Pase 4 Galaxie Pase 5 Galaxie Pase 1 Galaxie Pase 4 Galaxie Pase 1 Galaxie Pase 4 Galaxie Pase 1 Gala		Physical And Carl Filmmans updates page Transmission and the second page of the second p		
		HP and Open Source license agreement			
	This is the H ATTENTION BELOW US NOT ACCEP WITH ANOT Party Composition The following I separate signe	P Annue Laneaux aguesses par Linkin Rhoung Basenett Union of the software transmission of the			
🧑 HP Desig	gnJet XL	3600 PS MFP			
Home		About printer			
Job queue	~				
Ink	~	Install a printer update			
Paper	~	The printer can install updates that have been downloaded from the official HP Support Center.			
] Usage	~	1 Arrest the HP Surrout Center (HP Surrout Center)			
Color		Access ure ner oupport Center. (tornal00005150000) Locate the appropriate fite and download it to your hard disk.			
Security	~	3. Extract the contents of the downloaded file to a folder in your computer's haid disk.			
About printer	^	4. Select the file to update.			
Printer Information		5. Use the "LAGREE" button to accept the HP locense agreement and proceed to update the printer's firmware. After the firm	ware update is installed, the printer will restart.		
nter updates		Click to choose a file or drag it here			
Farmware update		View www.vervose a me or drag it nere			
Manual firmware upd	ate	If you have any prooferms during the process or want more information, contact your nearest support center. (HP Support Cent	I DO NOT AGREE LAGREE		
5 Settings	~				

- 5. Follow the instructions to upload the trial license you just downloaded.
- 6. To check that the licenses have been correctly installed, you can use the printer's front panel to view general information about the printer (see the printer's user guide). It should tell you which HP SmartTracker licenses have been installed, if any. The printer's Embedded Web Server also displays this information, near the top of the window, just under the green header bar.

After activating whatever licenses you have, you can begin to use the HP SmartTracker application. Your first steps must always be to accept the licence agreement (EULA), create an Administator user and then add a printer to the application; the user guide explains how to do this.

5 Troubleshooting tips

Installation troubleshooting

- 1. Ideally, you should be able to use **hostnames** in any place where the software requests printer or server addresses, and you are **recommended** to use hostnames.
 - In some network configurations, hostnames may need multicast, however in some cases multicasting may not work properly, if this is the case, see below.
 - Where the use of multicasting give rise to problems, please use IPv4 addresses (4 decimal numbers separated by dots, e.g. 192.168.0.32)

Where IP addresses are used, the server and all the managed printers must have **fixed IP addresses**, not dynamically assigned by DHCP (DHCP could re-assign an IP address to any of your devices and in doing so break the system configuration).

- 2. By default HP SmartTracker server uses TCP port number 7087.
 - If that port is already used by other software in the same PC, you will have to change the HP SmartTracker port number to be a different one, provided that it is available. To do so, edit the HP SmartTracker.properties file (path: c:\Program Files\HP\smarttracker\SmartTracker.properties).
 - Please remember to use the same port number when configuring the connection between the HP SmartTracker client application and the server, this may be different from the default if the circumstances outlined above are taken into consideration.
- 3. HP SmartTracker server will try to configure the entire system so that it can be reached using an automatically detected IP address.
 - Unfortunately, in some complex installations (with virtual machines, or in systems with more than one network interface), the detected IP address of the HP SmartTracker server may be the wrong one.
 - Edit the HP SmartTracker.properties file (path: c:\Program Files\HP\smarttracker \SmartTracker.properties) and configure the address to be used in order to reach the server (it may be a hostname or an IP address, please refer to hint #1 above).
 - Format of the HP SmartTracker.properties file:

server.port = 7087

server.host = [IP_Address]

Recover a lost license

If your license server breaks down and your HP SmartTracker licenses are lost, contact your support representative for assistance.

To recover the lost licenses, you must go to the Licensing Portal (<u>http://www.MyHPLicensing.hp.com</u>) and log in, giving the same HP Passport email address that was used when the licenses were activated. From the portal, you can download the licenses again.