HP SmartTracker

Installation Guide

Edition 6

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

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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 http://www.hp.com/go/smarttracker/software.

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	Item	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.

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.

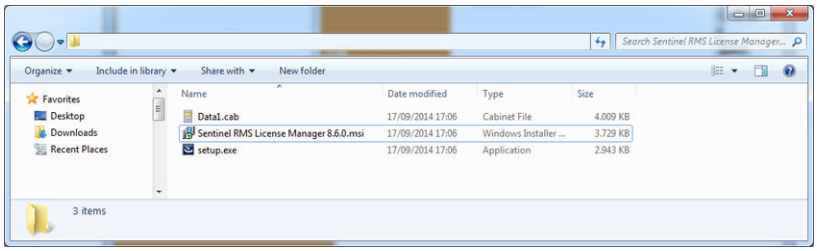
TIP: License Manager can be installed on a virtual machine.

Installation procedure

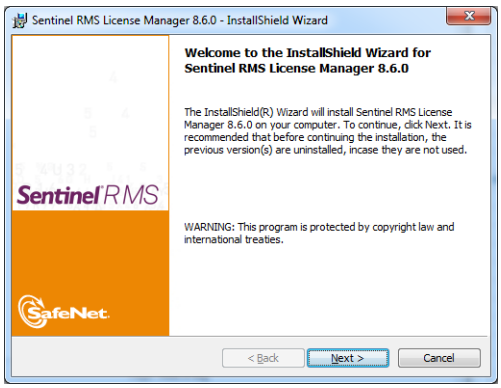
You need to install the License Manager software only if it's not already installed.

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

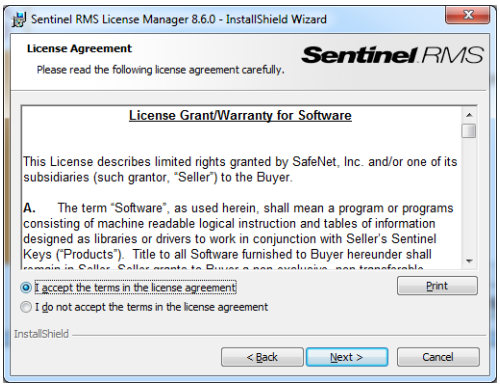
1. To install License Manager, run **setup.exe** in the Sentinel RMS License Manager Installer folder.



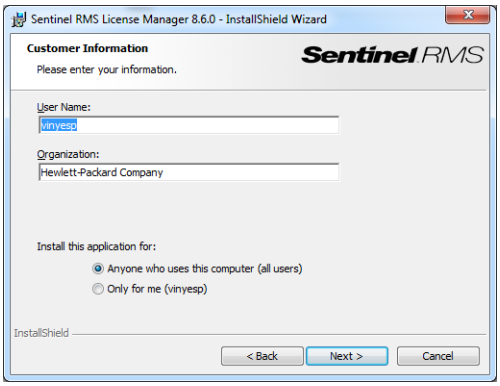
2. Check that you have uninstalled any other versions of the same software, then press **Next** to continue.



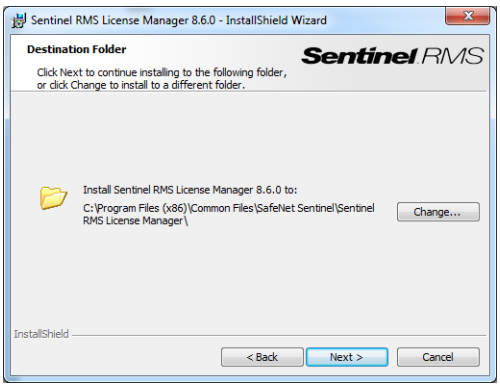
3. Read the terms and conditions, and press **Next** if you accept them, or **Cancel** to stop the installation.



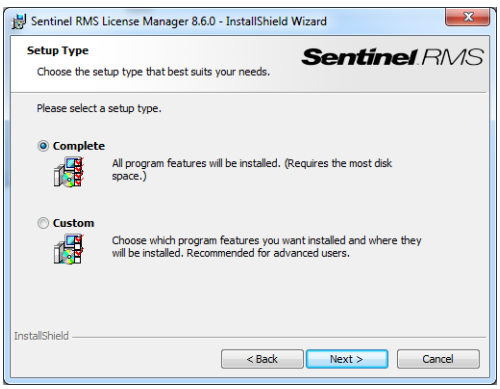
4. Enter the name and organization of a user of the computer, then press **Next**.



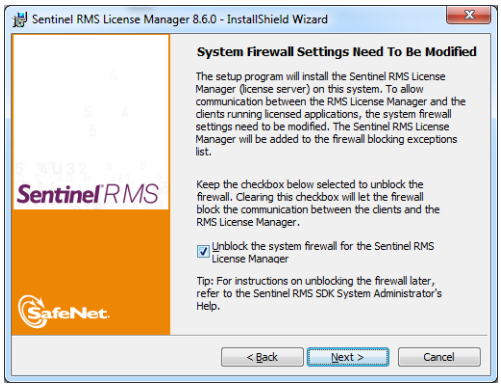
5. Press **Next** to install the software in the default location on the computer (or press **Change** to change the location).



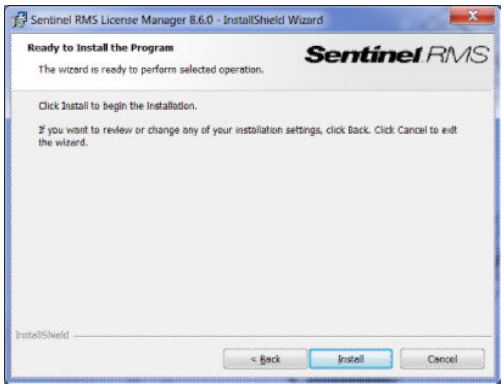
6. Select the **Complete** installation and press **Next**.



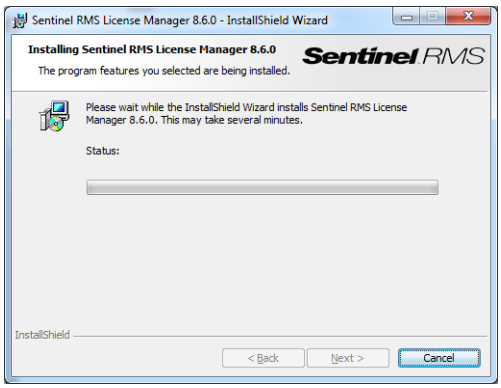
7. Check the box to unblock the system firewall, and press **Next**.



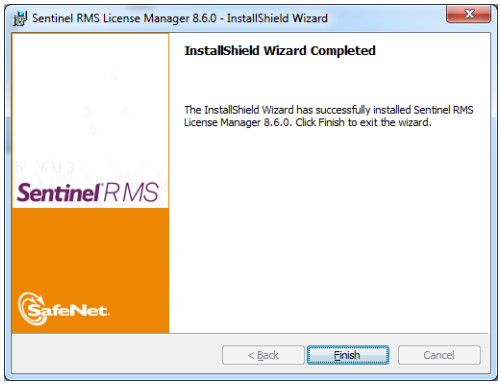
8. Press **Install**.



9. Wait for the installation to complete.



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

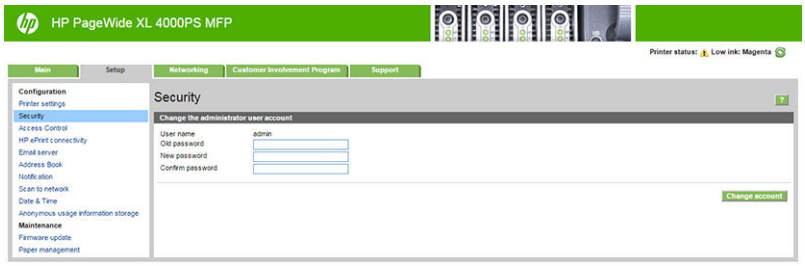


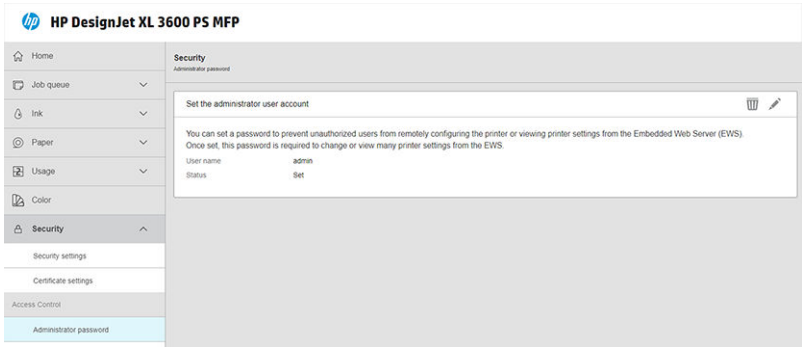
NOTE: If the License Manager server is **NOT** in the same subnet as the SmartTracker server that you will install later, make sure that the 2 computers are able to communicate over UDP port 5093.

3 Install the HP SmartTracker software

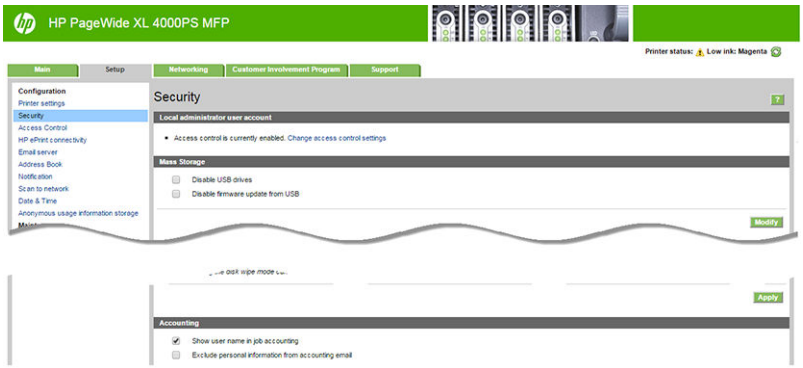
It is important that you perform the 4 steps described below, then continue with the server installation before installing the client(s).

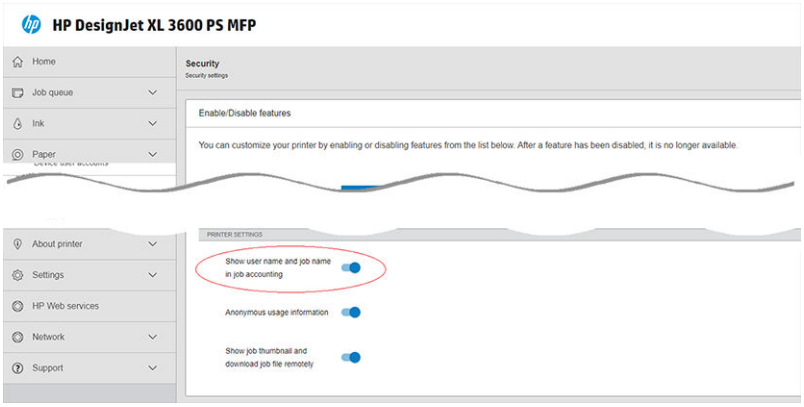
1. All printers MUST have admin password configured: this means that any printer that has to be controlled by HP SmartTracker must have an admin password. This is done by accessing the Embedded Web Server (EWS) in the printer and going to the **Setup** tab and selecting the **Security** menu option.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



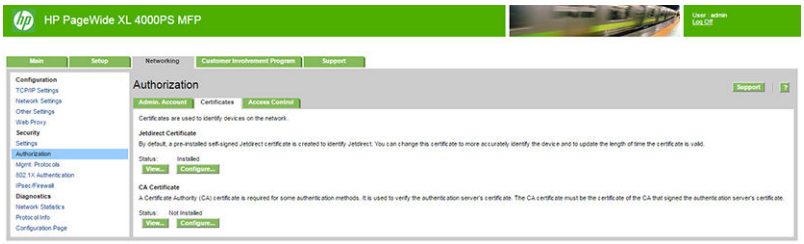


2. Privacy setting that prevents sharing the username: during the manufacture of your printer the privacy setting is enabled thereby preventing the sharing of this information, see the Accounting section in the illustration below. This means that the printer does not include usernames in any accounting 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:

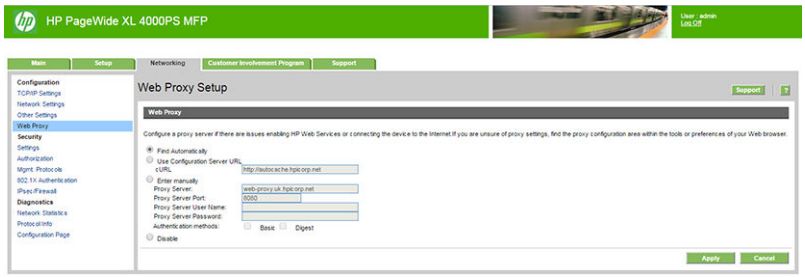


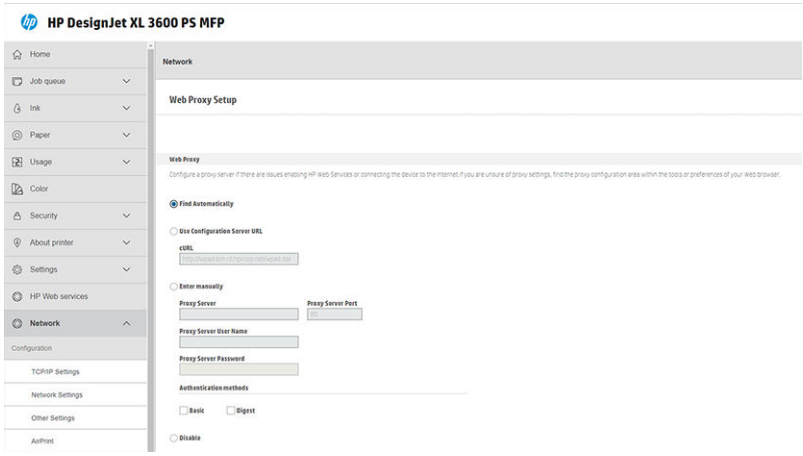


3. Some advice regarding the printer certificate signature: certificates are used to help maintain appropriate security levels in any communications with the printer, this includes, among others, the communications with HP SmartTracker. By default, printers generate a self-signed certificate, however 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:



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:



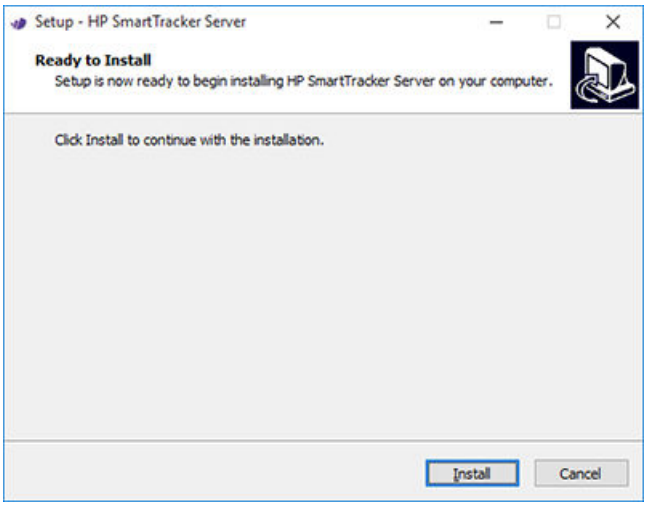


Once you have completed the 4 steps above, proceed by installing the server software as described in the following section.

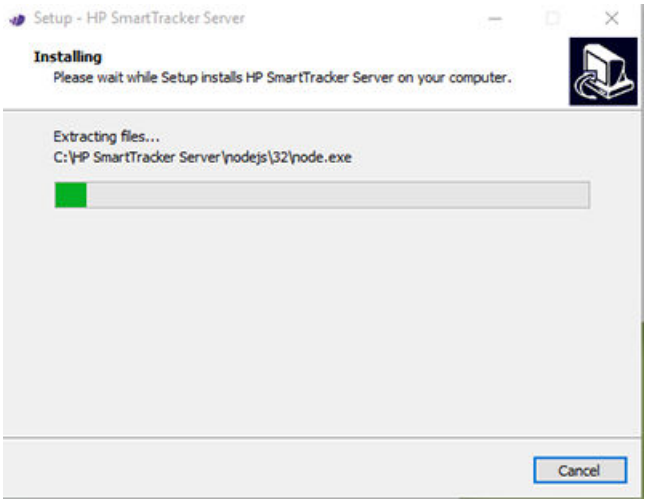
Server installation

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 http://www.hp.com/go/smarttracker/software.

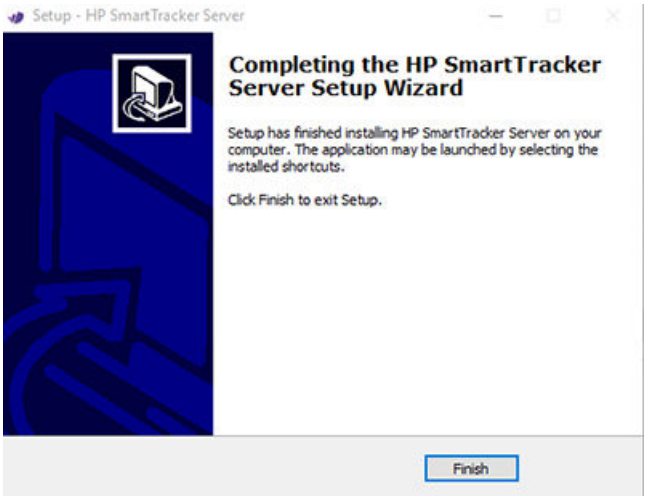
4. Double-click the installer and, as illustrated below, click **Install**.



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

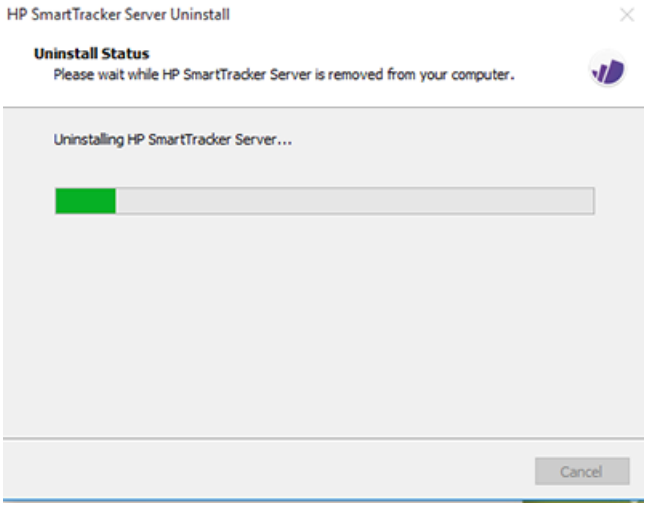


6. Once the application is installed, click **Finish** to exit.



Uninstalling server installation

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

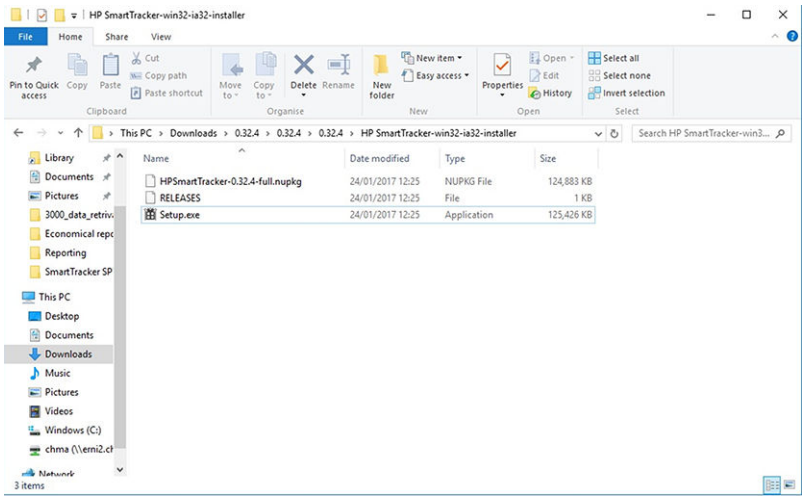


The installation is removed from your printer.

Client installation

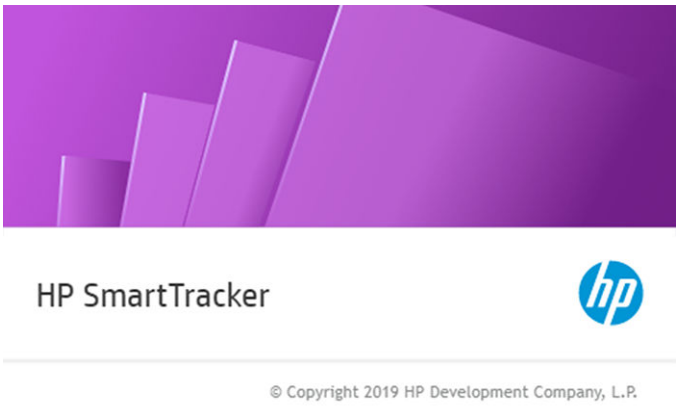
1. Ensure that your printers have the latest firmware version installed by following the instructions in your printer documentation; or see **http://www.hp.com/go/***model***/support**, where *model* is the model number of your printer (such as HP PageWide XL 4000).

2. Download the installer from http://www.hp.com/go/smarttracker/software.

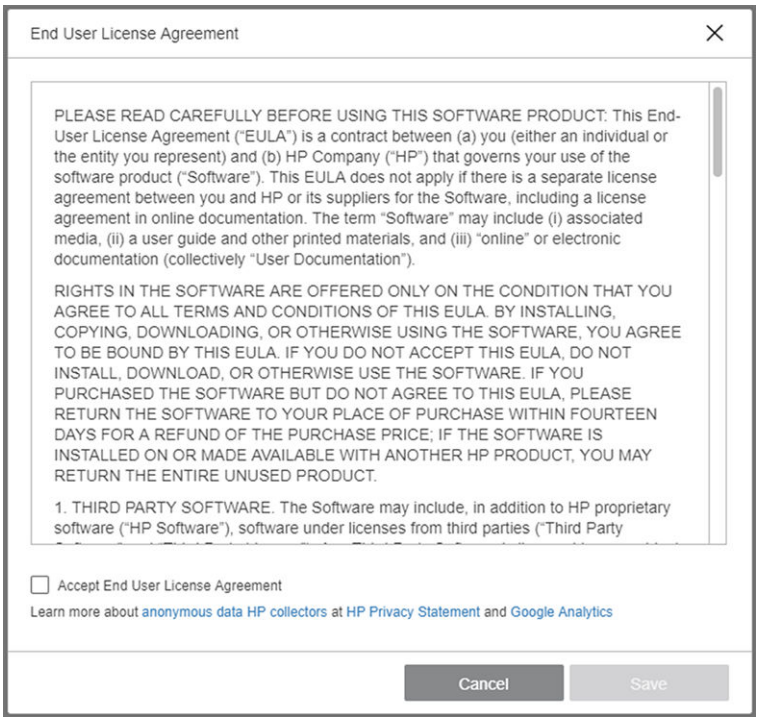


Double-click the installer (Setup.exe).

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:



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

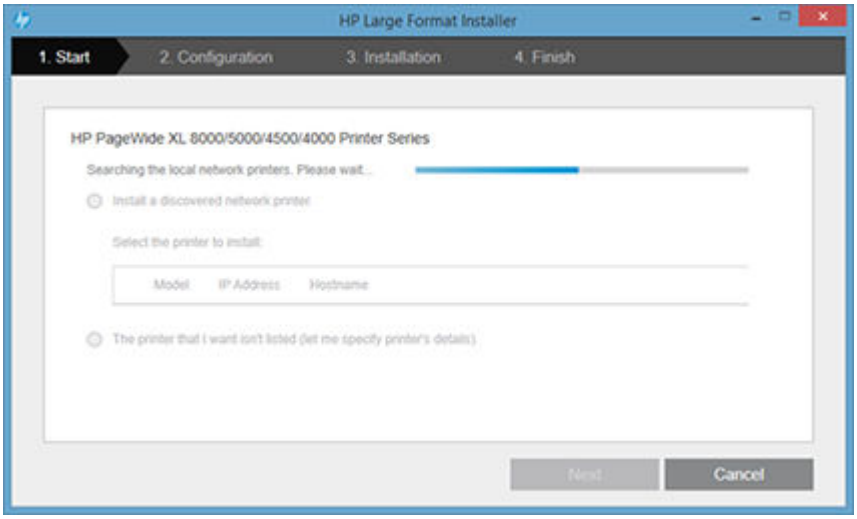
In order to print to a HP SmartTracker enabled printer from any application, the user must have the latest PageWide XL driver installed as well as the HP SmartTracker Driver add-on.

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.

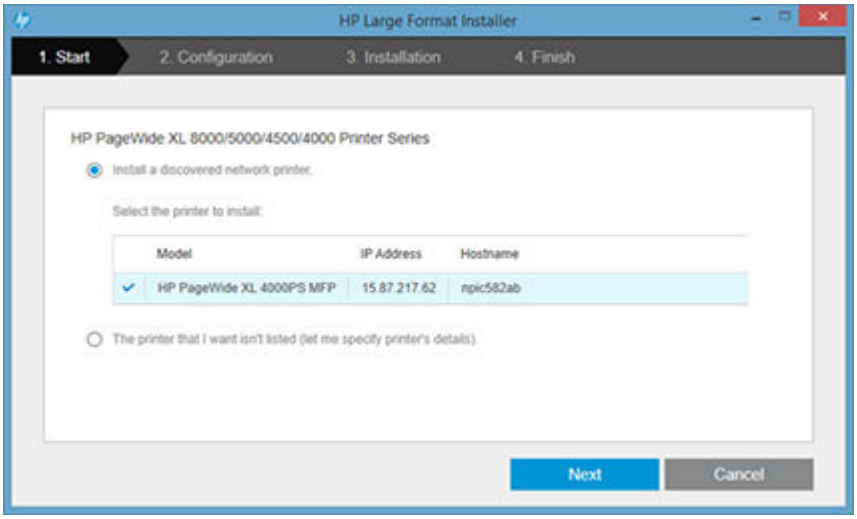
Automated wizard installation

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.

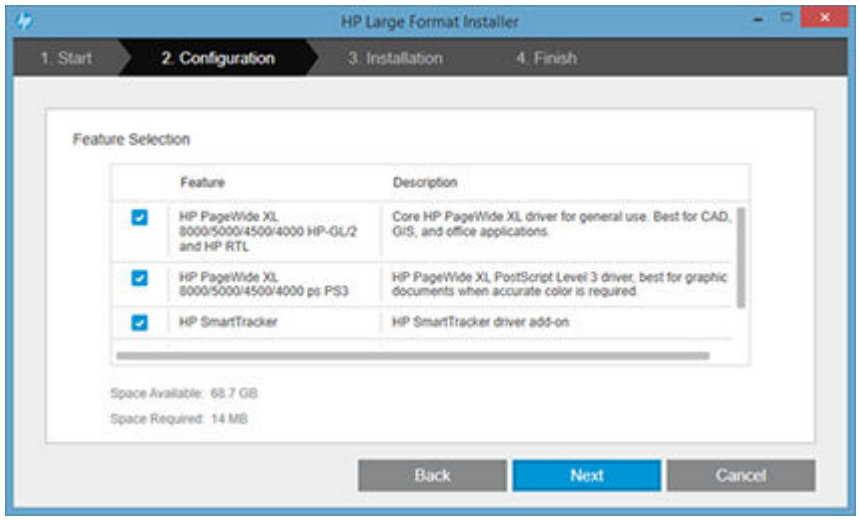
In order to run the automated installation just double-click **HP SmartTracker driver installer.exe** and the automatic wizard will pop up after a few seconds. The first time you run the installer it will start the discovery process for your printers on the network:



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).

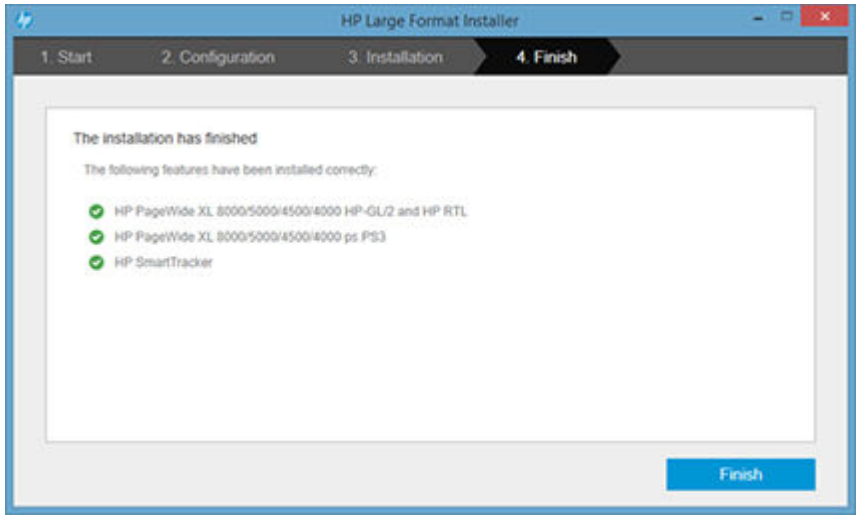


Once you have selected the printer to install, you can select which of the features to install (HPGL2 and PS drivers, HP SmartTracker add-on and the printer's ICC profile), by default the two drivers and the add-on are selected, so you are recommended to click **Next**:



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.



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

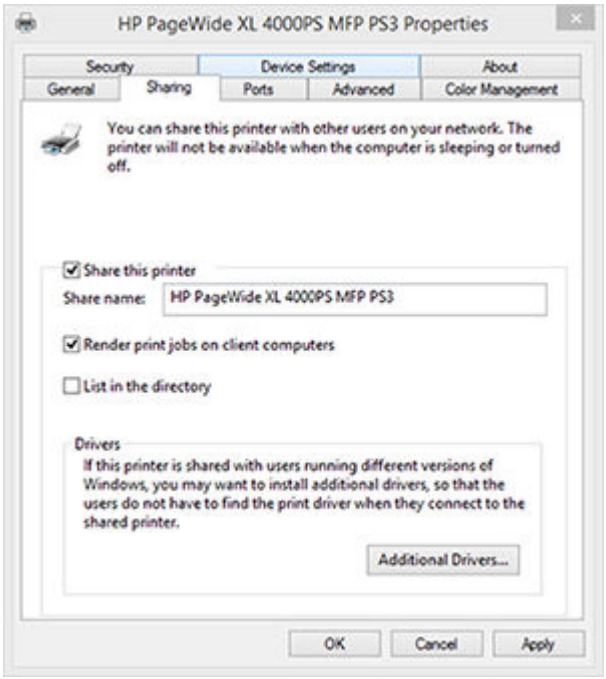
Manual installation

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):



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.

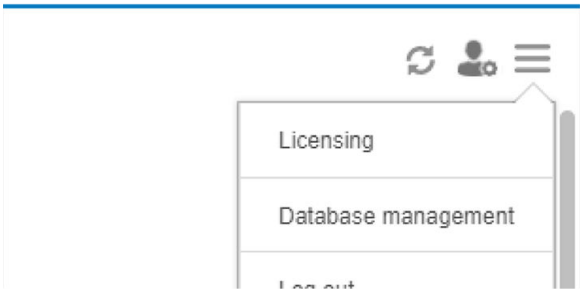
4.1 Online EON activation

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.

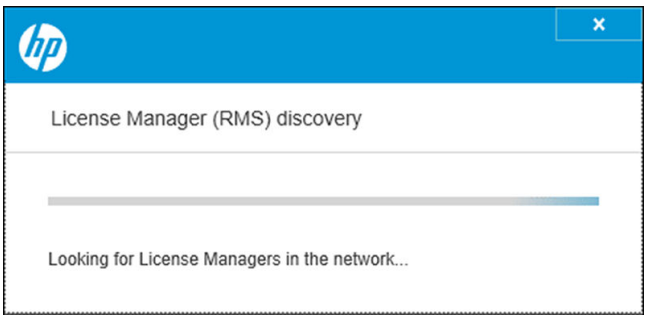
Once you have your EON (Entitlement Order Number) you can then activate your licenses in HP SmartTracker.

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

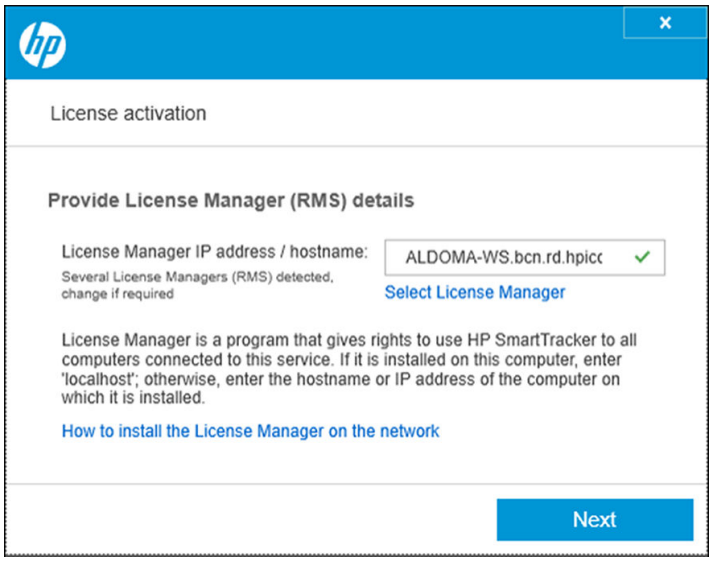
1. Start the HP SmartTracker application, click the icon to open the menu and then click **Licensing**.



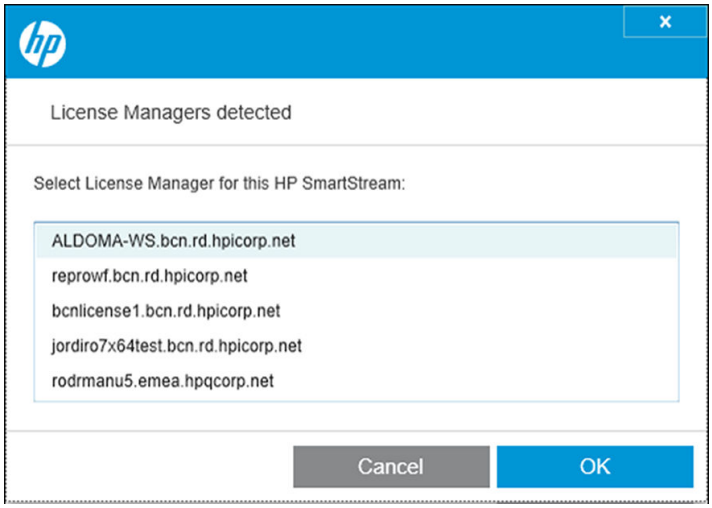
2. The application will automatically search for all the License Manager installations it can discover, during this time you will see the following screen:



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



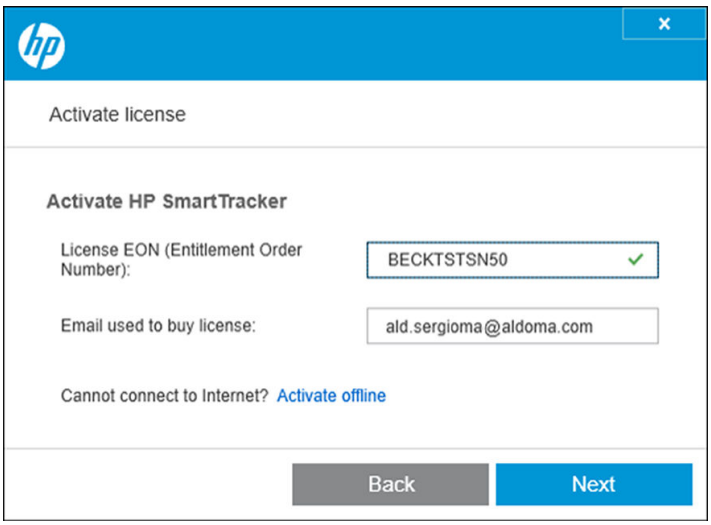
If the application does not display the installation of License Manager you want to use, click **Select License Manager** and choose from the list of other installations that have been found, below is an example:



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

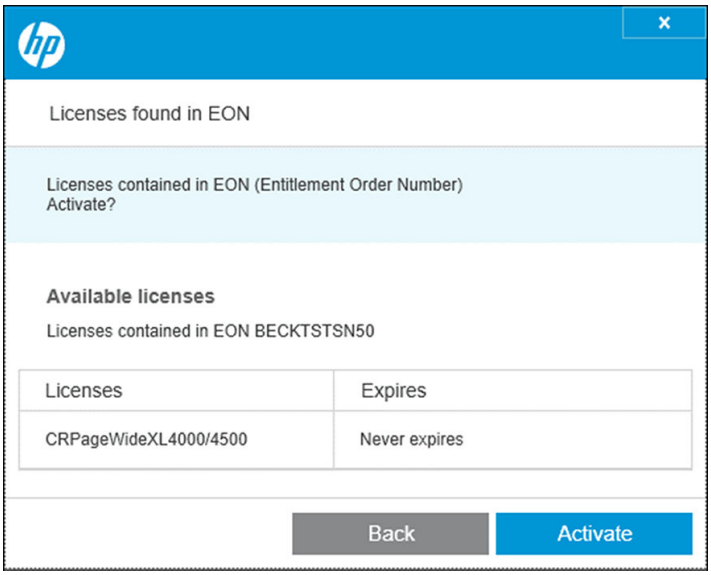
Click **Next**.

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:

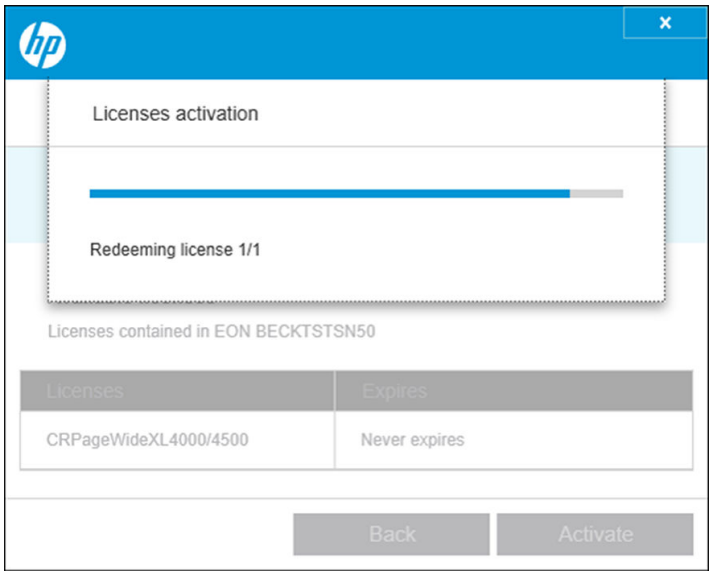


To activate your license without a connection to the Internet, click **Activate offline** in this window and refer to the following section titled OFFLINE ACTIVATION.

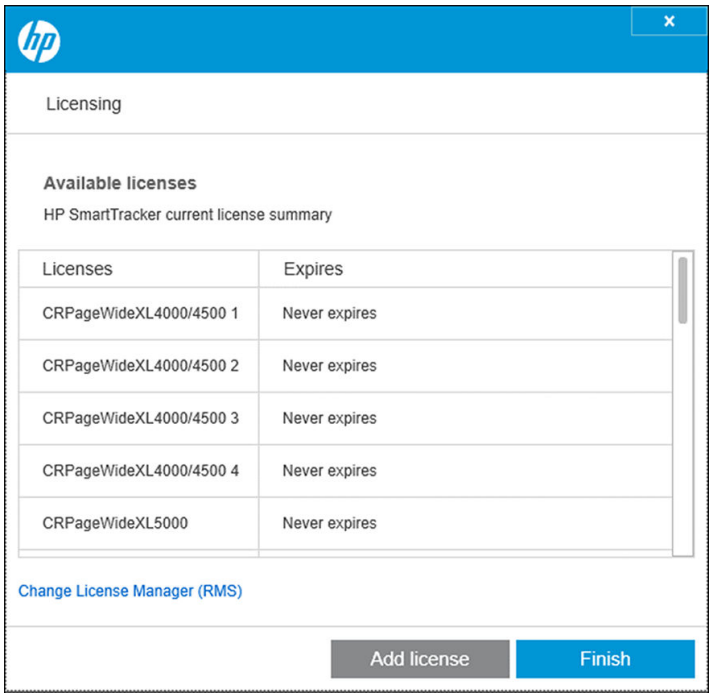
5. Click the **Next** button. The licenses found in the EON are displayed.



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



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



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.

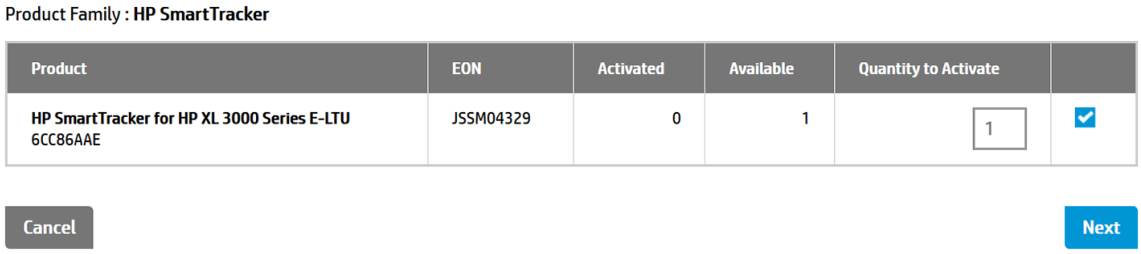
You should already have followed the steps above until the point where you clicked on **Activate offline**.

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

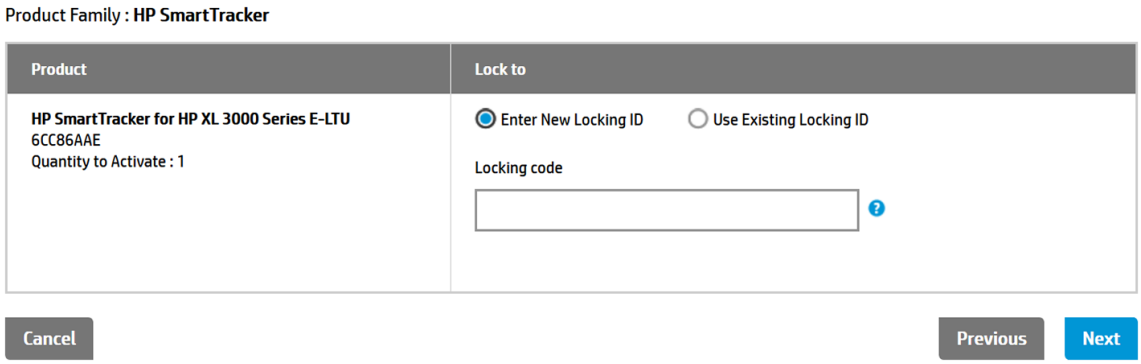
NOTE: If you are logging in for the first time, you will need to create an HP account.

2. Enter the Entitlement Order Number (EON).

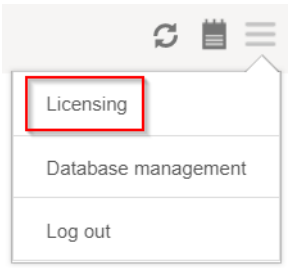
3. If more than one, select the license to be activated. You can select only one.
4. Select the products to activate and provide the quantity where applicable.



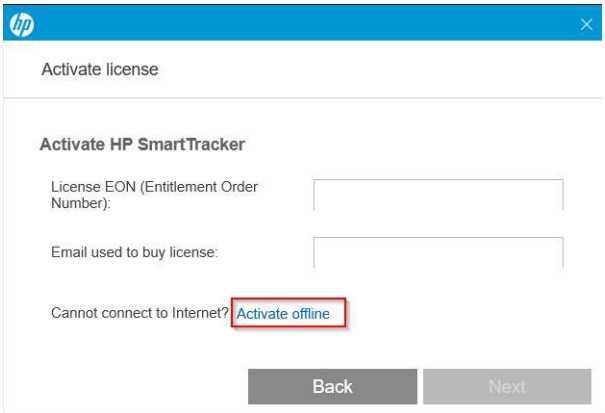
5. You are asked whether you are activating for yourself or for someone else. Select for yourself.
6. You are asked for the locking ID. Enter a new ID or select from a list of previously used IDs.



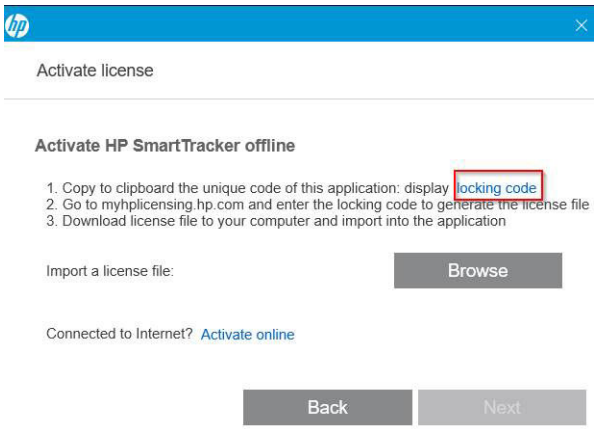
7. To get the locking ID, go to the HP SmartTracker application and click **Licensing**.



8. Click **Activate offline**.



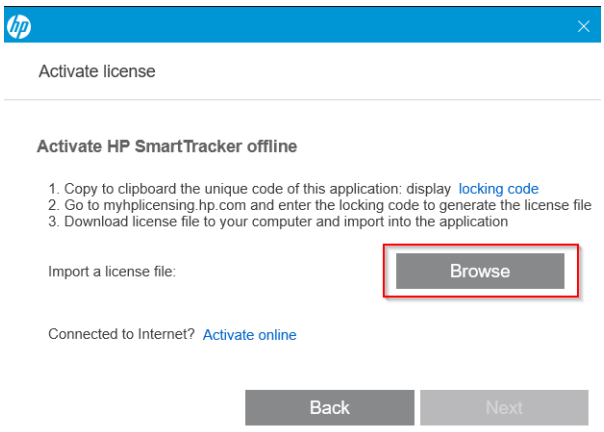
9. Click **locking code**.



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**.



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.

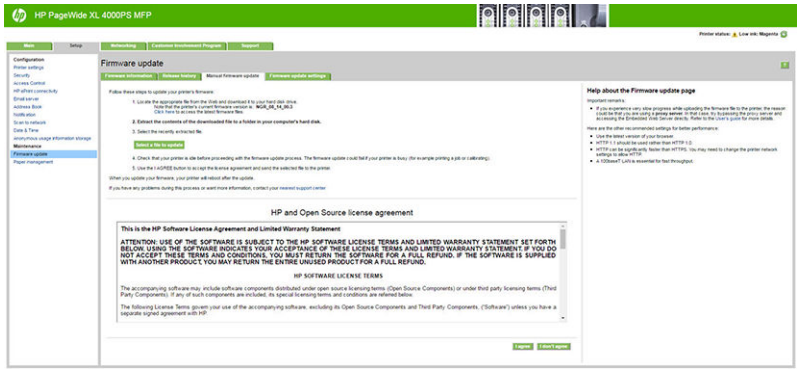
   The front panel displays a message confirming that the license can be uninstalled, and asks you to tap **OK** to continue.
3. Tap **OK** and wait; do not remove the dongle.
4. When the uninstallation is complete, remove the dongle and store it in a safe place. You may want to install it again later in the same printer or in another one.

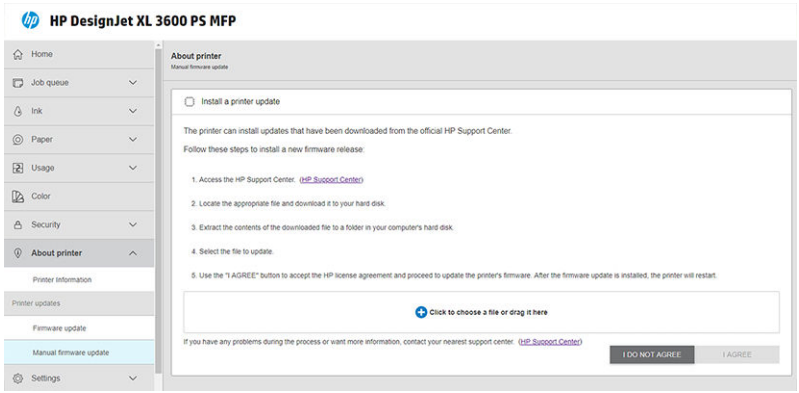
4.4 Trial license activation

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:





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 (http://www.MyHPLicensing.hp.com) 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.