White Paper

HP Smart Device Agent for USB Connected Printers

Table of contents

Public

Overview

The HP Smart Deice Agent Base is client software developed by HP for use in contractual billing environments. It is distributed and installed via HP universal and product specific printer drivers. In consumer environments (non-contractual), no data is collected and the software can be removed from the PC (see Uninstalling HP Smart Device Agent Base). In contractual environments, the software will collect data used for billing printed pages.

Detailed Description

How HP Smart Device Agent Base behaves on a consumer PC:

1. Check hourly for USB-connected printers.
2. If a printer is found, it will look for contractual software on network.

Since there is no contractual software available, it will terminate and will only start again upon next reboot.

NOTE: The HP Smart Device Agent Base does not collect any data from the PC or from connected printers or mfps in consumer environments (non-contractual). The service does not communicate with the cloud or listen on any ports. It cannot be used by anything except a verified JetAdvantage Management Connector (JAMc) instance.

To Uninstall the HP Smart Device Agent Base

1. Click *Start* and then *Control Panel.*
2. In Category view, click *Uninstall a program.*
3. Select **HPSmartDeviceAgentBase**.
4. Click *Uninstall.*
5. Click *Yes.*
6. If prompted, "Do you want to allow the following program to make changes to this printer?" click *Yes.*
7. Close the Programs and Features dialog.

Created March 2017
Public