Technical white paper

HP Smart Device Services Supported Devices

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Overview

HP Smart Device Services (SDS) is a cloud-based technology that allows HP Managed device resellers to reduce service cost, maximize the device uptime, and deliver an exceptional service to their customers. This document provides the minimum firmware version requirements for SDS features and a link to view the supported devices and relevant information for HP Smart Device Services.

Limitations

Support for direct connected devices (USB) requires HP Smart Device Agent (SDA) to be installed and running on the workstation attached to the device. Some Windows 8 operating systems and higher versions (workstations) might also require installation of HP's bidirectional USB driver port packaged as either DOT4x64.MSI or DOT4x32.MSI. See the technotes for instructions.

HP Smart Device Agent for USB Connected Printers (c05493761)

Pre-Install using SDA Base for USB Plug & Play (c05431930)

Minimum firmware version for SDS 2.0 features

The following table provides the minimum firmware for SDS version 2.0 features:

SDS v2.0 Features	Minimum firmware version
Scanner Dust Detection	4.5
Print Engine Failure Sensor	4.6.1
Black Box	4.6.1
Detect & Notify when DCA or Device goes offline	3.7.1
Detect & Notify when device serial number has been cleared	3.7.1
Real-time critical event notification	3.7.1
Report a Problem App from Control Panel	3.7.1

Supported Products

Not all devices support all the SDS features; the information in the below link provide the features that are supported on each device and required minimum device firmware.

Click the following link "HP Smart Devices Supported Devices" (https://hpsdsdevicesupport.com) to view the list of devices, the minimum supported firmware version, and features (use cases) for each SDS.

NOTE: Supported web browsers for the link are Firefox, Google Chrome or Microsoft Edge.

hp.com/go/support

Current HP driver, support, and security alerts
delivered directly to your desktop.

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