



HP Smart Device Services Supported Devices

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Overview

This document lists the devices, the minimum supported firmware version, and features (use cases) for HP Smart Device Services (SDS). Not all devices support all the SDS features; the information in the tables provide the features that are supported on each device and required minimum device firmware.

Limitations

Support for direct connected devices (USB) requires HP Smart Device Agent (SDA) be installed and running on the workstation attached to the device. Some Windows 8 and higher 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

Click the following link to view the list of supported products, minimum device firmware version, and features for each SDS version.

- [HP LaserJet SDS v1.0](#)
- [HP LaserJet SDS v2.0](#)
- [HP OfficeJet SDS v1.0](#)
- [HP OfficeJet SDS v 2.0](#)
- [HP PageWide SDS v1.0](#)
- [HP PageWide SDS v2.0](#)

For SDS v1.0: HP USB supported printers using the HP SDA are shown in column “Enable billing for direct connected printers” and might require a different minimum firmware version when compared to “Networked Connected TCPIP” device.

For SDS v2.0: HP USB supported printers using the HP SDA are shown in column “SDA Remote Config & Reboot”. The minimum firmware version required for this feature is listed in the tables for the SDS v2.0 features.

HP LaserJet SDS v1.0 Features

| HP LaserJet | SDS 1.0 Features | | | | | | | | | | |
|--|--------------------------|------------------------------|--|--------------------|-----------------|-----------|--------------------|---|--|--------------------------------------|--|
| | Firmware | Diagnose Before Dispatch | | Remote Remediation | | | TOD | Supplies Management | | Bill for Missing Printers & Firmware | |
| Device Model Series | Network connected TCP/IP | Device Status Read & History | HP Diagnosis with Parts and Instructions | Reboot | Firmware Update | Configure | Training on Demand | Notify User only when Supplies must be replaced | Early Cartridge Replacement Notification | Locate Missing Printers | Enable billing for direct connected printers |
| HP LaserJet Pro M201 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP LaserJet Pro M202 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP LaserJet Pro MFP M225 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP LaserJet Pro MFP M226 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP LaserJet Pro 200 color Printer M251 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP Color LaserJet Pro M252 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP LaserJet Pro 200 color MFP M276 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP Color LaserJet MFP M277 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP LaserJet Pro 300 Color MFP M375 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP Color LaserJet Pro MFP M377 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |

| HP LaserJet | SDS 1.0 Features | | | | | | | | | | |
|--|--------------------------|------------------------------|--|--------------------|-----------------|-----------|--------------------|---|--|--------------------------------------|--|
| | Firmware | Diagnose Before Dispatch | | Remote Remediation | | | TOD | Supplies Management | | Bill for Missing Printers & Firmware | |
| Device Model Series | Network connected TCP/IP | Device Status Read & History | HP Diagnosis with Parts and Instructions | Reboot | Firmware Update | Configure | Training on Demand | Notify User only when Supplies must be replaced | Early Cartridge Replacement Notification | Locate Missing Printers | Enable billing for direct connected printers |
| HP LaserJet Pro 400 Printer M401 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP LaserJet Pro M402 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP LaserJet Pro M403 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP LaserJet Pro 400 MFP M425 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP LaserJet Pro MFP M426 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP LaserJet Pro MFP M427 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP LaserJet Pro M435 Multifunction Printer series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP LaserJet Pro 400 color Printer M451 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP Color LaserJet Pro M452 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP LaserJet Pro 400 Color MFP M475 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |

| HP LaserJet | SDS 1.0 Features | | | | | | | | | | |
|---|--------------------------|------------------------------|--|--------------------|-----------------|-----------|--------------------|---|--|--------------------------------------|--|
| | Firmware | Diagnose Before Dispatch | | Remote Remediation | | | TOD | Supplies Management | | Bill for Missing Printers & Firmware | |
| Device Model Series | Network connected TCP/IP | Device Status Read & History | HP Diagnosis with Parts and Instructions | Reboot | Firmware Update | Configure | Training on Demand | Notify User only when Supplies must be replaced | Early Cartridge Replacement Notification | Locate Missing Printers | Enable billing for direct connected printers |
| HP Color LaserJet Pro MFP M476 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP Color LaserJet Pro MFP M477 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP LaserJet Pro M501 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP LaserJet Enterprise M506 series | 3.7.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP LaserJet Managed M506 series | 3.7.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP LaserJet Pro MFP M521 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP LaserJet Enterprise 500 MFP M525 series | 3.7.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 3.7.1 ¹ |
| HP LaserJet Managed MFP M525 series | 3.7.01 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP LaserJet Enterprise MFP M527 series | 3.8 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP LaserJet Managed MFP M527 series | 3.7* | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |

¹ The HP device USB connected to Windows 8 or higher workstation requires the device printer object be assigned to the HP developed USB port driver "DOT4_001"; this may require a separate install of package DOT4x32.msi or DOT4x64.msi. See technote Pre-Install using SDA Base for USB Plug & Play (c05431930).

| HP LaserJet | SDS 1.0 Features | | | | | | | | | | |
|---|--------------------------|------------------------------|--|--------------------|-----------------|-----------|--------------------|---|--|--------------------------------------|--|
| | Firmware | Diagnose Before Dispatch | | Remote Remediation | | | TOD | Supplies Management | | Bill for Missing Printers & Firmware | |
| Device Model Series | Network connected TCP/IP | Device Status Read & History | HP Diagnosis with Parts and Instructions | Reboot | Firmware Update | Configure | Training on Demand | Notify User only when Supplies must be replaced | Early Cartridge Replacement Notification | Locate Missing Printers | Enable billing for direct connected printers |
| HP LaserJet Enterprise 500 color Printer M551 series | 3.7.1 | Yes | No | Yes | Yes | Yes | No | Yes | Yes | Yes | 3.7.1 |
| HP Color LaserJet Enterprise M552 series | 3.7.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP Color LaserJet Enterprise M553 series | 3.7.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP Color LaserJet Managed M553 series | 3.7.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP LaserJet Pro 500 Color MFP M570 series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | Any |
| HP LaserJet Enterprise 500 color MFP M575 series | 3.7.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 3.7.1 ¹ |
| HP Color LaserJet Managed MFP M575 series | 3.7.01 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 3.7.01 ¹ |
| HP Color LaserJet Enterprise MFP M577 series | 3.7.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP Color LaserJet Managed MFP M577 series | 3.7 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP LaserJet Enterprise 600 Printer M601 series | 3.7.1 | Yes | No | Yes | Yes | Yes | No | Yes | Yes | Yes | 3.7.1 ¹ |

| HP LaserJet | SDS 1.0 Features | | | | | | | | | | |
|---|--------------------------|------------------------------|--|--------------------|-----------------|-----------|--------------------|---|--|--------------------------------------|--|
| | Firmware | Diagnose Before Dispatch | | Remote Remediation | | | TOD | Supplies Management | | Bill for Missing Printers & Firmware | |
| Device Model Series | Network connected TCP/IP | Device Status Read & History | HP Diagnosis with Parts and Instructions | Reboot | Firmware Update | Configure | Training on Demand | Notify User only when Supplies must be replaced | Early Cartridge Replacement Notification | Locate Missing Printers | Enable billing for direct connected printers |
| HP LaserJet Enterprise MFP M631 series | 4.3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP LaserJet Enterprise MFP M632 series | 4.3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP LaserJet Enterprise MFP M633 series | 4.3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP Color LaserJet Enterprise M651 series | 3.7.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP Color LaserJet Managed M651 series | 3.7.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP Color LaserJet Enterprise M652 series | 4.3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP Color LaserJet Enterprise M653 series | 4.3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP Color LaserJet Enterprise MFP M680 series | 3.7.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP Color LaserJet Managed MFP M680 series | 3.7.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP Color LaserJet Enterprise MFP M681 series | 4.3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |

| HP LaserJet | SDS 1.0 Features | | | | | | | | | | |
|--|--------------------------|------------------------------|--|--------------------|-----------------|-----------|--------------------|---|--|--------------------------------------|--|
| | Firmware | Diagnose Before Dispatch | | Remote Remediation | | | TOD | Supplies Management | | Bill for Missing Printers & Firmware | |
| Device Model Series | Network connected TCP/IP | Device Status Read & History | HP Diagnosis with Parts and Instructions | Reboot | Firmware Update | Configure | Training on Demand | Notify User only when Supplies must be replaced | Early Cartridge Replacement Notification | Locate Missing Printers | Enable billing for direct connected printers |
| HP LaserJet Managed Flow MFP M830 series | 3.7.01 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP Color LaserJet Enterprise M855 Printer series | 3.7.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP Color LaserJet Enterprise flow MFP M880 series | 3.7.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP Color LaserJet Managed Flow MFP M880 series | 3.7.01 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP LaserJet Managed E60055 series | 4.3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP LaserJet Managed E60065 series | 4.3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP LaserJet Managed E60075 series | 4.3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP LaserJet Managed MFP E62555 series | 4.3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP LaserJet Managed MFP E62565 series | 4.3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP LaserJet Managed MFP E62575 series | 4.3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |

| HP LaserJet | SDS 1.0 Features | | | | | | | | | | |
|---|--------------------------|------------------------------|--|--------------------|-----------------|-----------|--------------------|---|--|--------------------------------------|--|
| | Firmware | Diagnose Before Dispatch | | Remote Remediation | | | TOD | Supplies Management | | Bill for Missing Printers & Firmware | |
| Device Model Series | Network connected TCP/IP | Device Status Read & History | HP Diagnosis with Parts and Instructions | Reboot | Firmware Update | Configure | Training on Demand | Notify User only when Supplies must be replaced | Early Cartridge Replacement Notification | Locate Missing Printers | Enable billing for direct connected printers |
| HP LaserJet Managed MFP E82550 series | 4.3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP LaserJet Managed MFP E82560 series | 4.3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP Color LaserJet Managed MFP E87640 series | 4.3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP Color LaserJet Managed MFP E87650 series | 4.3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP Color LaserJet Managed MFP E87660 series | 4.3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP LaserJet Enterprise M4555 MFP series | 3.7.1 | Yes | No | Yes | Yes | Yes | No | Yes | Yes | Yes | 3.7.1 ¹ |
| HP LaserJet M9040 Multifunction Printer series | 08.320.8 | Yes | No | Yes | Yes | Yes | No | No | Yes | Yes | 08.320.8 ¹ |
| HP LaserJet M9050 Multifunction Printer series | 08.320.8 | Yes | No | Yes | Yes | Yes | No | No | Yes | Yes | 08.320.8 ¹ |
| HP LaserJet P2055 Printer series | Any | No | No | Yes | Yes | Yes | No | No | Yes | No | No |
| HP LaserJet Enterprise P3015 Printer series | 07.250.2 | Yes | No | Yes | No | Yes | No | No | Yes | No | 07.250.2 ¹ |

| HP LaserJet | SDS 1.0 Features | | | | | | | | | | |
|--|--------------------------|------------------------------|--|--------------------|-----------------|-----------|--------------------|---|--|--------------------------------------|--|
| | Firmware | Diagnose Before Dispatch | | Remote Remediation | | | TOD | Supplies Management | | Bill for Missing Printers & Firmware | |
| Device Model Series | Network connected TCP/IP | Device Status Read & History | HP Diagnosis with Parts and Instructions | Reboot | Firmware Update | Configure | Training on Demand | Notify User only when Supplies must be replaced | Early Cartridge Replacement Notification | Locate Missing Printers | Enable billing for direct connected printers |
| HP LaserJet P4014 Printer series | Any | Yes | No | Yes | Yes | Yes | No | No | Yes | Yes | Any ¹ |
| HP LaserJet P4015 Printer series | Any | Yes | No | Yes | Yes | Yes | No | No | Yes | Yes | Any ¹ |
| HP LaserJet P4515 Printer series | Any | Yes | No | Yes | Yes | Yes | No | No | Yes | Yes | Any ¹ |
| HP Color LaserJet CM3530 Multifunction Printer series | 53.330.1 | Yes | No | Yes | Yes | Yes | No | Yes | Yes | Yes | 53.330.1 ¹ |
| HP Color LaserJet Enterprise CM4540 MFP series | 3.7.1 | Yes | No | Yes | Yes | Yes | No | Yes | Yes | Yes | 3.7.1 ¹ |
| HP Color LaserJet CM6030 Multifunction Printer series | 52.390.1 | Yes | No | Yes | Yes | Yes | No | No | Yes | Yes | 53.330.1 ¹ |
| HP Color LaserJet CM6040 Multifunction Printer series | 52.390.1 | Yes | No | Yes | Yes | Yes | No | No | Yes | Yes | 53.330.1 ¹ |
| HP Color LaserJet CP3505 Printer series | 3.160.2 | Yes | No | Yes | Yes | Yes | No | Yes | Yes | Yes | 3.160.2 ¹ |
| HP Color LaserJet CP3525 Printer Series | 06.250.3 | Yes | No | Yes | Yes | Yes | No | Yes | Yes | Yes | 06.250.3 ¹ |
| HP Color LaserJet Enterprise CP4025 Printer series | 07.250.2 | Yes | No | Yes | No | Yes | No | Yes | Yes | No | 07.250.2 |
| HP Color LaserJet Enterprise CP4525 Printer series | 07.250.2 | Yes | No | Yes | No | Yes | No | Yes | Yes | No | 07.250.2 |

| HP LaserJet | SDS 1.0 Features | | | | | | | | | | |
|--|--------------------------|------------------------------|--|--------------------|-----------------|-----------|--------------------|---|--|--------------------------------------|--|
| | Firmware | Diagnose Before Dispatch | | Remote Remediation | | | TOD | Supplies Management | | Bill for Missing Printers & Firmware | |
| Device Model Series | Network connected TCP/IP | Device Status Read & History | HP Diagnosis with Parts and Instructions | Reboot | Firmware Update | Configure | Training on Demand | Notify User only when Supplies must be replaced | Early Cartridge Replacement Notification | Locate Missing Printers | Enable billing for direct connected printers |
| HP Color LaserJet Enterprise CP5525 Printer series | 3.7.1 | Yes | No | Yes | Yes | Yes | No | Yes | Yes | Yes | 3.7.1 |
| HP Color LaserJet CP6015 Printer series | 04.260.2 | Yes | No | Yes | Yes | Yes | No | No | Yes | Yes | 04.260.2 |

HP OfficeJet SDS 1.0 Features

| HP OfficeJet | SDS 1.0 Features | | | | | | | | | | |
|---|--------------------------|------------------------------|--|--------------------|-----------------|-----------|--------------------|---|--|--------------------------------------|--|
| | Firmware | Diagnose Before Dispatch | | Remote Remediation | | | TOD | Supplies Management | | Bill for Missing Printers & Firmware | |
| Device Model Series | Network connected TCP/IP | Device Status Read & History | HP Diagnosis with Parts and Instructions | Reboot | Firmware Update | Configure | Training on Demand | Notify User only when Supplies must be replaced | Early Cartridge Replacement Notification | Locate Missing Printers | Enable billing for direct connected printers |
| HP OfficeJet Enterprise Color X555 series | 3.7.01 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP OfficeJet Enterprise Color MFP X585 series | 3.7.01 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP OfficeJet Managed Color MFP X585 series | 3.7.01 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |

HP PageWide SDS 1.0 Features

| HP PageWide | SDS 1.0 Features | | | | | | | | | | |
|--|-------------------------|------------------------------|--|--------------------|-----------------|-----------|--------------------|---|--|--------------------------------------|--|
| | Firmware | Diagnose Before Dispatch | | Remote Remediation | | | TOD | Supplies Management | | Bill for Missing Printers & Firmware | |
| Device Model Series | Network connected TCPIP | Device Status Read & History | HP Diagnosis with Parts and Instructions | Reboot | Firmware Update | Configure | Training on Demand | Notify User only when Supplies must be replaced | Early Cartridge Replacement Notification | Locate Missing Printers | Enable billing for direct connected printers |
| HP PageWide 352 Printer series | Any | Yes | No | Yes | Yes | Yes | No | No | Yes | Yes | Any |
| HP PageWide Pro 477 series | Any | Yes | No | Yes | Yes | Yes | No | No | Yes | Yes | Any |
| HP PageWide Pro 552 Printer series | Any | Yes | No | Yes | Yes | Yes | No | No | Yes | Yes | Any |
| HP PageWide Enterprise Color 556 series | 3.7 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP PageWide Enterprise Color MFP 586 series | 3.7 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP PageWide Pro 750 series | Any | Yes | Yes | Yes | Yes | Yes | Yes | No | Yes | Yes | Any |
| HP PageWide Enterprise Color 765 Printer series | 4.5 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP PageWide Pro MFP 772 series | Any | Yes | Yes | Yes | Yes | Yes | Yes | No | Yes | Yes | Any |
| HP PageWide Pro MFP 777 series | Any | Yes | Yes | Yes | Yes | Yes | Yes | No | Yes | Yes | Any |
| HP PageWide Enterprise Color MFP 780 Printer series | 4.5 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP PageWide Enterprise Color MFP 785 Printer series | 4.5 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP PageWide Managed Color E50045 series | 4.6.0.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.6.0.1 |

| HP PageWide | SDS 1.0 Features | | | | | | | | | | |
|--|--------------------------|------------------------------|--|--------------------|-----------------|-----------|--------------------|---|--|--------------------------------------|--|
| | Firmware | Diagnose Before Dispatch | | Remote Remediation | | | TOD | Supplies Management | | Bill for Missing Printers & Firmware | |
| Device Model Series | Network connected TCP/IP | Device Status Read & History | HP Diagnosis with Parts and Instructions | Reboot | Firmware Update | Configure | Training on Demand | Notify User only when Supplies must be replaced | Early Cartridge Replacement Notification | Locate Missing Printers | Enable billing for direct connected printers |
| HP PageWide Managed Color E52545 series | 4.6.0.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.6.0.1 |
| HP PageWide Managed Color E55040 series | 4.6.0.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.6.0.1 |
| HP PageWide Managed Color E55650 series | 3.7 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP PageWide Managed Color E57540 series | 4.6.0.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.6.0.1 |
| HP PageWide Managed Color MFP E58650 series | 3.7 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP PageWide Managed Color E75160 Printer series | 4.5 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP PageWide Managed Color MFP E77650 Printer series | 4.5 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP PageWide Managed Color MFP E77660 Printer series | 4.5 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.5 |
| HP PageWide Managed P55250 | Any | Yes | No | Yes | Yes | Yes | No | No | Yes | Yes | Any |
| HP PageWide Managed P57750 | Any | Yes | No | Yes | Yes | Yes | No | No | Yes | Yes | Any |
| HP PageWide Managed P75040 series | Any | Yes | Yes | Yes | Yes | Yes | Yes | No | Yes | Yes | Any |
| HP PageWide Managed P75050 series | Any | Yes | Yes | Yes | Yes | Yes | Yes | No | Yes | Yes | Any |
| HP PageWide Managed P75060 series | Any | Yes | Yes | Yes | Yes | Yes | Yes | No | Yes | Yes | Any |
| HP PageWide Managed MFP P75250 series | 4.6.0.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.6.0.1 |

| HP PageWide | SDS 1.0 Features | | | | | | | | | | |
|--|--------------------------|------------------------------|--|--------------------|-----------------|-----------|--------------------|---|--|--------------------------------------|--|
| | Firmware | Diagnose Before Dispatch | | Remote Remediation | | | TOD | Supplies Management | | Bill for Missing Printers & Firmware | |
| Device Model Series | Network connected TCP/IP | Device Status Read & History | HP Diagnosis with Parts and Instructions | Reboot | Firmware Update | Configure | Training on Demand | Notify User only when Supplies must be replaced | Early Cartridge Replacement Notification | Locate Missing Printers | Enable billing for direct connected printers |
| HP PageWide Managed MFP P77740 series | Any | Yes | Yes | Yes | Yes | Yes | Yes | No | Yes | Yes | Any |
| HP PageWide Managed MFP P77750 series | Any | Yes | Yes | Yes | Yes | Yes | Yes | No | Yes | Yes | Any |
| HP PageWide Managed MFP P77760 series | Any | Yes | Yes | Yes | Yes | Yes | Yes | No | Yes | Yes | Any |
| HP PageWide Managed MFP P77940 series | 4.6.0.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.6.0.1 |
| HP PageWide Managed MFP P77950 series | 4.6.0.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.6.0.1 |
| HP PageWide Managed MFP P77960 series | .6.0.1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | 4.6.0.1 |

HP LaserJet SDS 2.0 Features

| HP LaserJet | SDS 2.0 Features | | | | | | | | | |
|---|----------------------------|------------------------|-----------------------------|-----------|---|--|---------------------------------------|---|------------|----------------------|
| | Fleet Optimization | Enhanced Diagnostics | | | Enhanced Collection & Billing | | Device Health Alerts | | Predictive | |
| Device Model Series | SDA Remote Config + Reboot | Scanner Dust Detection | Print Engine Failure Sensor | Black Box | Detect & Notify when DCA or Device goes offline | Detect & Notify when Device serial number has been cleared | Real-time critical event notification | Report a Problem App from Control Panel | Fuser | Print Bar & Mech Kit |
| Minimum Firmware version | See below | 4.5 | 4.6.1 | 4.6.1 | 3.7.1 | 3.7.1 | 3.7.1 | 3.7.1 | Any | Any |
| HP LaserJet Enterprise M506 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Yes | No |
| HP LaserJet Managed M506 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Yes | No |
| HP LaserJet Enterprise 500 MFP M525 series | 3.7.1 ¹ | No | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Managed MFP M525 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Enterprise MFP M527 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Managed MFP M527 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Enterprise 500 color Printer M551 series | 3.7.1 ¹ | No | No | No | No | No | No | No | No | No |
| HP Color LaserJet Enterprise M552 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Planned | No |

| HP LaserJet | SDS 2.0 Features | | | | | | | | | |
|---|----------------------------|------------------------|-----------------------------|-----------|---|--|---------------------------------------|---|------------|----------------------|
| | Fleet Optimization | Enhanced Diagnostics | | | Enhanced Collection & Billing | | Device Health Alerts | | Predictive | |
| Device Model Series | SDA Remote Config + Reboot | Scanner Dust Detection | Print Engine Failure Sensor | Black Box | Detect & Notify when DCA or Device goes offline | Detect & Notify when Device serial number has been cleared | Real-time critical event notification | Report a Problem App from Control Panel | Fuser | Print Bar & Mech Kit |
| Minimum Firmware version | See below | 4.5 | 4.6.1 | 4.6.1 | 3.7.1 | 3.7.1 | 3.7.1 | 3.7.1 | Any | Any |
| HP Color LaserJet Enterprise M553 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Planned | No |
| HP Color LaserJet Managed M553 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Planned | No |
| HP LaserJet Pro 500 Color MFP M570 series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Enterprise 500 color MFP M575 series | 3.7.1 ¹ | No | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP Color LaserJet Managed MFP M575 series | 3.7.0.1 ¹ | No | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP Color LaserJet Enterprise MFP M577 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP Color LaserJet Managed MFP M577 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Enterprise 600 Printer M601 series | 3.7.1 ¹ | No | No | No | Yes | Yes | Yes | No | Yes | No |
| HP LaserJet Enterprise 600 Printer M602 series | 3.7.1 ¹ | No | No | No | Yes | Yes | Yes | No | Yes | No |

| HP LaserJet | SDS 2.0 Features | | | | | | | | | |
|---|----------------------------|------------------------|-----------------------------|-----------|---|--|---------------------------------------|---|------------|----------------------|
| | Fleet Optimization | Enhanced Diagnostics | | | Enhanced Collection & Billing | | Device Health Alerts | | Predictive | |
| Device Model Series | SDA Remote Config + Reboot | Scanner Dust Detection | Print Engine Failure Sensor | Black Box | Detect & Notify when DCA or Device goes offline | Detect & Notify when Device serial number has been cleared | Real-time critical event notification | Report a Problem App from Control Panel | Fuser | Print Bar & Mech Kit |
| Minimum Firmware version | See below | 4.5 | 4.6.1 | 4.6.1 | 3.7.1 | 3.7.1 | 3.7.1 | 3.7.1 | Any | Any |
| HP LaserJet Enterprise 600 Printer M603 series | 3.7.1 ¹ | No | No | No | Yes | Yes | Yes | No | Yes | No |
| HP LaserJet Enterprise M604 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Yes | No |
| HP LaserJet Enterprise M605 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Yes | No |
| HP LaserJet Managed M605 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Planned | No |
| HP LaserJet Enterprise M606 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Yes | No |
| HP LaserJet Enterprise M607 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Planned | No |
| HP LaserJet Enterprise M608 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Planned | No |
| HP LaserJet Enterprise M609 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Planned | No |
| HP LaserJet Enterprise MFP M630 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | Planned | No |

| HP LaserJet | SDS 2.0 Features | | | | | | | | | |
|---|----------------------------|------------------------|-----------------------------|-----------|---|--|---------------------------------------|---|------------|----------------------|
| | Fleet Optimization | Enhanced Diagnostics | | | Enhanced Collection & Billing | | Device Health Alerts | | Predictive | |
| Device Model Series | SDA Remote Config + Reboot | Scanner Dust Detection | Print Engine Failure Sensor | Black Box | Detect & Notify when DCA or Device goes offline | Detect & Notify when Device serial number has been cleared | Real-time critical event notification | Report a Problem App from Control Panel | Fuser | Print Bar & Mech Kit |
| Minimum Firmware version | See below | 4.5 | 4.6.1 | 4.6.1 | 3.7.1 | 3.7.1 | 3.7.1 | 3.7.1 | Any | Any |
| HP LaserJet Managed MFP M630 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Enterprise MFP M631 series | 4.5 | Yes | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Enterprise MFP M632 series | 4.5 | Yes | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Enterprise MFP M633 series | 4.5 | Yes | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP Color LaserJet Enterprise M651 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Planned | No |
| HP Color LaserJet Managed M651 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Planned | No |
| HP Color LaserJet Enterprise M652 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Planned | No |
| HP Color LaserJet Enterprise M653 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Planned | No |
| HP Color LaserJet Enterprise MFP M680 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | Planned | No |

| HP LaserJet | SDS 2.0 Features | | | | | | | | | |
|---|----------------------------|------------------------|-----------------------------|-----------|---|--|---------------------------------------|---|------------|----------------------|
| | Fleet Optimization | Enhanced Diagnostics | | | Enhanced Collection & Billing | | Device Health Alerts | | Predictive | |
| Device Model Series | SDA Remote Config + Reboot | Scanner Dust Detection | Print Engine Failure Sensor | Black Box | Detect & Notify when DCA or Device goes offline | Detect & Notify when Device serial number has been cleared | Real-time critical event notification | Report a Problem App from Control Panel | Fuser | Print Bar & Mech Kit |
| Minimum Firmware version | See below | 4.5 | 4.6.1 | 4.6.1 | 3.7.1 | 3.7.1 | 3.7.1 | 3.7.1 | Any | Any |
| HP Color LaserJet Managed MFP M680 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP Color LaserJet Enterprise MFP M681 series | 4.5 | Yes | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP Color LaserJet Enterprise MFP M682 series | 4.5 | Yes | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Enterprise 700 Printer M712 series | 3.7.1 ¹ | No | No | No | Yes | Yes | Yes | No | Planned | No |
| HP LaserJet Enterprise MFP M725 series | 3.7.01 ¹ | No | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Managed MFP M725 series | 3.7.01 ¹ | No | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP Color LaserJet Enterprise M750 Printer series | 3.7.1 | No | No | No | Yes | Yes | Yes | No | Planned | No |
| HP LaserJet Enterprise 700 color MFP M775 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP Color LaserJet Managed MFP M775 series | 3.7.1 ¹ | No | No | No | Yes | Yes | Yes | Yes | Planned | No |

| HP LaserJet | SDS 2.0 Features | | | | | | | | | |
|--|----------------------------|------------------------|-----------------------------|-----------|---|--|---------------------------------------|---|------------|----------------------|
| | Fleet Optimization | Enhanced Diagnostics | | | Enhanced Collection & Billing | | Device Health Alerts | | Predictive | |
| Device Model Series | SDA Remote Config + Reboot | Scanner Dust Detection | Print Engine Failure Sensor | Black Box | Detect & Notify when DCA or Device goes offline | Detect & Notify when Device serial number has been cleared | Real-time critical event notification | Report a Problem App from Control Panel | Fuser | Print Bar & Mech Kit |
| Minimum Firmware version | See below | 4.5 | 4.6.1 | 4.6.1 | 3.7.1 | 3.7.1 | 3.7.1 | 3.7.1 | Any | Any |
| HP LaserJet Enterprise M806 Printer series | 4.5 | No | No | No | Yes | Yes | Yes | No | Planned | No |
| HP LaserJet Enterprise flow MFP M830 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Managed Flow MFP M830 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP Color LaserJet Enterprise M855 Printer series | 4.5 | No | No | No | Yes | Yes | Yes | No | No | No |
| HP Color LaserJet Enterprise flow MFP M880 series | 4.5 | No | No | No | No | No | No | Yes | Planned | No |
| HP Color LaserJet Managed Flow MFP M880 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Managed E60055 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Planned | No |
| HP LaserJet Managed E60065 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Planned | No |
| HP LaserJet Managed E60075 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Planned | No |

| HP LaserJet | SDS 2.0 Features | | | | | | | | | |
|--|----------------------------|------------------------|-----------------------------|-----------|---|--|---------------------------------------|---|------------|----------------------|
| | Fleet Optimization | Enhanced Diagnostics | | | Enhanced Collection & Billing | | Device Health Alerts | | Predictive | |
| Device Model Series | SDA Remote Config + Reboot | Scanner Dust Detection | Print Engine Failure Sensor | Black Box | Detect & Notify when DCA or Device goes offline | Detect & Notify when Device serial number has been cleared | Real-time critical event notification | Report a Problem App from Control Panel | Fuser | Print Bar & Mech Kit |
| Minimum Firmware version | See below | 4.5 | 4.6.1 | 4.6.1 | 3.7.1 | 3.7.1 | 3.7.1 | 3.7.1 | Any | Any |
| HP LaserJet Managed MFP E62555 series | 4.5 | Yes | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Managed MFP E62565 series | 4.5 | Yes | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Managed MFP E62575 series | 4.5 | Yes | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP Color LaserJet Managed E65050 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Planned | No |
| HP Color LaserJet Managed E65060 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Planned | No |
| HP Color LaserJet Managed MFP E67550 series | 4.5 | Yes | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP Color LaserJet Managed MFP E67560 series | 4.5 | Yes | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Managed MFP E72525 series | 4.5 | No | Yes | Yes | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Managed MFP E72530 series | 4.5 | No | Yes | Yes | Yes | Yes | Yes | Yes | Planned | No |

| HP LaserJet | SDS 2.0 Features | | | | | | | | | |
|--|----------------------------|------------------------|-----------------------------|-----------|---|--|---------------------------------------|---|------------|----------------------|
| | Fleet Optimization | Enhanced Diagnostics | | | Enhanced Collection & Billing | | Device Health Alerts | | Predictive | |
| Device Model Series | SDA Remote Config + Reboot | Scanner Dust Detection | Print Engine Failure Sensor | Black Box | Detect & Notify when DCA or Device goes offline | Detect & Notify when Device serial number has been cleared | Real-time critical event notification | Report a Problem App from Control Panel | Fuser | Print Bar & Mech Kit |
| Minimum Firmware version | See below | 4.5 | 4.6.1 | 4.6.1 | 3.7.1 | 3.7.1 | 3.7.1 | 3.7.1 | Any | Any |
| HP LaserJet Managed MFP E72535 series | 4.5 | No | Yes | Yes | Yes | Yes | Yes | Yes | Planned | No |
| HP Color LaserJet Managed MFP E77822 series | 4.5 | No | Yes | Yes | Yes | Yes | Yes | Yes | Planned | No |
| HP Color LaserJet Managed MFP E77825 series | 4.5 | No | Yes | Yes | Yes | Yes | Yes | Yes | Planned | No |
| HP Color LaserJet Managed MFP E77830 series | 4.5 | No | Yes | Yes | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Managed MFP E82540 series | 4.5 | No | Yes | Yes | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Managed MFP E82550 series | 4.5 | No | Yes | Yes | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Managed MFP E82560 series | 4.5 | No | Yes | Yes | Yes | Yes | Yes | Yes | Planned | No |
| HP Color LaserJet Managed MFP E87640 series | 4.5 | No | Yes | Yes | Yes | Yes | Yes | Yes | Planned | No |
| HP Color LaserJet Managed MFP E87650 series | 4.5 | No | Yes | Yes | Yes | Yes | Yes | Yes | Planned | No |

| HP LaserJet | SDS 2.0 Features | | | | | | | | | |
|---|----------------------------|------------------------|-----------------------------|-----------|---|--|---------------------------------------|---|------------|----------------------|
| | Fleet Optimization | Enhanced Diagnostics | | | Enhanced Collection & Billing | | Device Health Alerts | | Predictive | |
| Device Model Series | SDA Remote Config + Reboot | Scanner Dust Detection | Print Engine Failure Sensor | Black Box | Detect & Notify when DCA or Device goes offline | Detect & Notify when Device serial number has been cleared | Real-time critical event notification | Report a Problem App from Control Panel | Fuser | Print Bar & Mech Kit |
| Minimum Firmware version | See below | 4.5 | 4.6.1 | 4.6.1 | 3.7.1 | 3.7.1 | 3.7.1 | 3.7.1 | Any | Any |
| HP Color LaserJet Managed MFP E87660 series | 4.5 | No | Yes | Yes | Yes | Yes | Yes | Yes | Planned | No |
| HP LaserJet Enterprise M4555 MFP series | 3.7.1 ¹ | No | No | No | No | No | No | No | Planned | No |
| HP Color LaserJet Enterprise CM4540 MFP series | 3.7.1 ¹ | No | No | No | No | No | No | No | Planned | No |
| HP Color LaserJet Enterprise CP5525 Printer series | 3.7.1 | No | No | No | No | No | No | No | No | No |
| HP Color LaserJet CP6015 Printer series | 04.260.2 | Yes | No | Yes | Yes | Yes | No | No | Yes | Yes |

HP OfficeJet SDS 2.0 Features

| HP OfficeJet | SDS 2.0 Features | | | | | | | | | |
|---|----------------------------|------------------------|-----------------------------|-----------|---|--|---------------------------------------|---|------------|----------------------|
| | Fleet Optimization | Enhanced Diagnostics | | | Enhanced Collection & Billing | | Device Health Alerts | | Predictive | |
| Device Model Series | SDA Remote Config + Reboot | Scanner Dust Detection | Print Engine Failure Sensor | Black Box | Detect & Notify when DCA or Device goes offline | Detect & Notify when Device serial number has been cleared | Real-time critical event notification | Report a Problem App from Control Panel | Fuser | Print Bar & Mech Kit |
| Minimum Firmware version | See below | 4.5 | 4.6.1 | 4.6.1 | 3.7.1 | 3.7.1 | 3.7.1 | 3.7.1 | Any | Any |
| HP OfficeJet Enterprise Color X555 series | 4.5 | No | No | No | Yes | Yes | Yes | No | No | Planned |
| HP OfficeJet Enterprise Color MFP X585 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | No | Planned |
| HP OfficeJet Managed Color MFP X585 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | No | Planned |

HP PageWide SDS 2.0 Features

| HP PageWide | SDS 2.0 Features | | | | | | | | | |
|--|----------------------------|------------------------|-----------------------------|-----------|---|--|---------------------------------------|---|------------|----------------------|
| | Fleet Optimization | Enhanced Diagnostics | | | Enhanced Collection & Billing | | Device Health Alerts | | Predictive | |
| Device Model Series | SDA Remote Config + Reboot | Scanner Dust Detection | Print Engine Failure Sensor | Black Box | Detect & Notify when DCA or Device goes offline | Detect & Notify when device serial number has been cleared | Real-time critical event notification | Report a Problem App from Control Panel | Fuser | Print Bar & Mech Kit |
| Minimum Firmware Version | See below | 4.5 | 4.6.1 | 4.6.1 | 3.7.1 | 3.7.1 | 3.7.1 | 3.7.1 | Any | Any |
| HP PageWide Enterprise Color 556 series | 4.5 | No | No | No | Yes | Yes | Yes | No | No | Planned |
| HP PageWide Enterprise Color MFP 586 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | No | Planned |
| HP PageWide Pro 750 series | No | No | No | No | No | No | No | No | No | Planned |
| HP PageWide Enterprise Color 765 Printer series | 4.5 | No | No | No | Yes | Yes | Yes | No | No | Planned |
| HP PageWide Pro MFP 772 series | No | No | No | No | No | No | No | No | No | Planned |
| HP PageWide Pro MFP 777 series | No | No | No | No | No | No | No | No | No | Planned |
| HP PageWide Enterprise Color MFP 780 Printer series | 4.5 | Yes | No | No | Yes | Yes | Yes | Yes | No | Planned |
| HP PageWide Enterprise Color MFP 785 Printer series | 4.5 | Yes | No | No | Yes | Yes | Yes | Yes | No | Planned |
| HP PageWide Managed Color E50045 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Yes | No |
| HP PageWide Managed Color E52545 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | Planned | No |

| HP PageWide | SDS 2.0 Features | | | | | | | | | |
|--|----------------------------|------------------------|-----------------------------|-----------|---|--|---------------------------------------|---|------------|----------------------|
| | Fleet Optimization | Enhanced Diagnostics | | | Enhanced Collection & Billing | | Device Health Alerts | | Predictive | |
| Device Model Series | SDA Remote Config + Reboot | Scanner Dust Detection | Print Engine Failure Sensor | Black Box | Detect & Notify when DCA or Device goes offline | Detect & Notify when device serial number has been cleared | Real-time critical event notification | Report a Problem App from Control Panel | Fuser | Print Bar & Mech Kit |
| Minimum Firmware Version | See below | 4.5 | 4.6.1 | 4.6.1 | 3.7.1 | 3.7.1 | 3.7.1 | 3.7.1 | Any | Any |
| HP PageWide Managed Color E55040 series | 4.5 | No | No | No | Yes | Yes | Yes | No | Planned | No |
| HP PageWide Managed Color E55650 series | 4.5 | No | No | No | Yes | Yes | Yes | No | No | Planned |
| HP PageWide Managed Color E57540 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | Planned | No |
| HP PageWide Managed Color MFP E58650 series | 4.5 | No | No | No | Yes | Yes | Yes | Yes | No | Planned |
| HP PageWide Managed Color E75160 Printer series | 4.5 | No | Yes | Yes | Yes | Yes | Yes | No | No | Planned |
| HP PageWide Managed Color MFP E77650 Printer series | 4.5 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | No | Planned |
| HP PageWide Managed Color MFP E77660 Printer series | 4.5 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | No | Planned |
| HP PageWide Managed P75040 series | No | No | No | No | No | No | No | No | No | Planned |
| HP PageWide Managed P75050 series | No | No | No | No | No | No | No | No | No | Planned |
| HP PageWide Managed P75060 series | No | No | No | No | No | No | No | No | No | Planned |
| HP PageWide Managed MFP P75250 series | 4.5 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | No | Planned |
| HP PageWide Managed Color MFP P77440 Printer series | 4.5 | Yes | Yes | Yes | Yes | Yes | Yes | No | No | Planned |
| HP PageWide Managed MFP P77740 series | No | No | No | No | No | No | No | No | No | Planned |

| HP PageWide | SDS 2.0 Features | | | | | | | | | |
|--|----------------------------|------------------------|-----------------------------|-----------|---|--|---------------------------------------|---|------------|----------------------|
| | Fleet Optimization | Enhanced Diagnostics | | | Enhanced Collection & Billing | | Device Health Alerts | | Predictive | |
| Device Model Series | SDA Remote Config + Reboot | Scanner Dust Detection | Print Engine Failure Sensor | Black Box | Detect & Notify when DCA or Device goes offline | Detect & Notify when device serial number has been cleared | Real-time critical event notification | Report a Problem App from Control Panel | Fuser | Print Bar & Mech Kit |
| Minimum Firmware Version | See below | 4.5 | 4.6.1 | 4.6.1 | 3.7.1 | 3.7.1 | 3.7.1 | 3.7.1 | Any | Any |
| HP PageWide Managed MFP P77750 series | No | No | No | No | No | No | No | No | No | Planned |
| HP PageWide Managed MFP P77760 series | No | No | No | No | No | No | No | No | No | Planned |
| HP PageWide Managed MFP P77940 series | 4.5 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | No | Planned |
| HP PageWide Managed MFP P77950 series | 4.5 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | No | Planned |
| HP PageWide Managed MFP P77960 series | 4.5 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | No | Planned |

Unsupported Products for SDS 2.0 Features

| | SDS 2.0 Features | | | | | | | | | |
|--|----------------------------|------------------------|-----------------------------|-----------|---|--|---------------------------------------|---|------------|----------------------|
| | Fleet Optimization | Enhanced Diagnostics | | | Enhanced Collection & Billing | | Device Health Alerts | | Predictive | |
| Device Model Series ² | SDA Remote Config + Reboot | Scanner Dust Detection | Print Engine Failure Sensor | Black Box | Detect & Notify when DCA or Device goes offline | Detect & Notify when Device serial number has been cleared | Real-time critical event notification | Report a Problem App from Control Panel | Fuser | Print Bar & Mech Kit |
| Minimum Firmware version | See below | 4.5 | 4.6.1 | 4.6.1 | 3.7.1 | 3.7.1 | 3.7.1 | 3.7.1 | Any | Any |
| HP LaserJet Pro M201 series | No | No | No | No | No | No | No | No | Yes | No |
| HP LaserJet Pro M202 series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Pro MFP M225 series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Pro MFP M226 series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Pro 200 color Printer M251 series | No | No | No | No | No | No | No | No | No | No |
| HP Color LaserJet Pro M252 series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Pro 200 color MFP M276 series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Pro 300 Color MFP M375 series | No | No | No | No | No | No | No | No | No | No |
| HP Color LaserJet Pro MFP M377 series | No | No | No | No | No | No | No | No | No | No |

| | SDS 2.0 Features | | | | | | | | | |
|--|----------------------------|------------------------|-----------------------------|-----------|---|--|---------------------------------------|---|------------|----------------------|
| | Fleet Optimization | Enhanced Diagnostics | | | Enhanced Collection & Billing | | Device Health Alerts | | Predictive | |
| Device Model Series ² | SDA Remote Config + Reboot | Scanner Dust Detection | Print Engine Failure Sensor | Black Box | Detect & Notify when DCA or Device goes offline | Detect & Notify when Device serial number has been cleared | Real-time critical event notification | Report a Problem App from Control Panel | Fuser | Print Bar & Mech Kit |
| Minimum Firmware version | See below | 4.5 | 4.6.1 | 4.6.1 | 3.7.1 | 3.7.1 | 3.7.1 | 3.7.1 | Any | Any |
| HP LaserJet Pro 400 Printer M401 series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Pro M402 series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Pro M403 series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Pro 400 MFP M425 series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Pro MFP M426 series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Pro MFP M427 series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Pro M435 Multifunction Printer series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Pro 400 color Printer M451 series | No | No | No | No | No | No | No | No | No | No |
| HP Color LaserJet Pro M452 series | No | No | No | No | No | No | No | No | No | No |

| | SDS 2.0 Features | | | | | | | | | |
|---|----------------------------|------------------------|-----------------------------|-----------|---|--|---------------------------------------|---|------------|----------------------|
| | Fleet Optimization | Enhanced Diagnostics | | | Enhanced Collection & Billing | | Device Health Alerts | | Predictive | |
| Device Model Series ² | SDA Remote Config + Reboot | Scanner Dust Detection | Print Engine Failure Sensor | Black Box | Detect & Notify when DCA or Device goes offline | Detect & Notify when Device serial number has been cleared | Real-time critical event notification | Report a Problem App from Control Panel | Fuser | Print Bar & Mech Kit |
| Minimum Firmware version | See below | 4.5 | 4.6.1 | 4.6.1 | 3.7.1 | 3.7.1 | 3.7.1 | 3.7.1 | Any | Any |
| HP LaserJet Pro 400 Color MFP M475 series | No | No | No | No | No | No | No | No | No | No |
| HP Color LaserJet Pro MFP M476 series | No | No | No | No | No | No | No | No | No | No |
| HP Color LaserJet Pro MFP M477 series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Pro M501 series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Pro MFP M521 series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Pro 500 Color MFP M570 series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Pro M701 series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Pro M706 series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet M9040 Multifunction Printer series | No | No | No | No | No | No | No | No | No | No |

| SDS 2.0 Features | | | | | | | | | | |
|--|----------------------------|------------------------|-----------------------------|-----------|---|--|---------------------------------------|---|------------|----------------------|
| | Fleet Optimization | Enhanced Diagnostics | | | Enhanced Collection & Billing | | Device Health Alerts | | Predictive | |
| Device Model Series ² | SDA Remote Config + Reboot | Scanner Dust Detection | Print Engine Failure Sensor | Black Box | Detect & Notify when DCA or Device goes offline | Detect & Notify when Device serial number has been cleared | Real-time critical event notification | Report a Problem App from Control Panel | Fuser | Print Bar & Mech Kit |
| Minimum Firmware version | See below | 4.5 | 4.6.1 | 4.6.1 | 3.7.1 | 3.7.1 | 3.7.1 | 3.7.1 | Any | Any |
| HP LaserJet M9050 Multifunction Printer series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet P2055 Printer series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet Enterprise P3015 Printer series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet P4014 Printer series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet P4015 Printer series | No | No | No | No | No | No | No | No | No | No |
| HP LaserJet P4515 Printer series | No | No | No | No | No | No | No | No | No | No |
| HP Color LaserJet CM3530 Multifunction Printer series | No | No | No | No | No | No | No | No | No | No |
| HP Color LaserJet CM6030 Multifunction Printer series | No | No | No | No | No | No | No | No | No | No |
| HP Color LaserJet CM6040 Multifunction Printer series | No | No | No | No | No | No | No | No | No | No |

| | SDS 2.0 Features | | | | | | | | | |
|---|----------------------------|------------------------|-----------------------------|-----------|---|--|---------------------------------------|---|------------|----------------------|
| | Fleet Optimization | Enhanced Diagnostics | | | Enhanced Collection & Billing | | Device Health Alerts | | Predictive | |
| Device Model Series ↗ | SDA Remote Config + Reboot | Scanner Dust Detection | Print Engine Failure Sensor | Black Box | Detect & Notify when DCA or Device goes offline | Detect & Notify when Device serial number has been cleared | Real-time critical event notification | Report a Problem App from Control Panel | Fuser | Print Bar & Mech Kit |
| Minimum Firmware version | See below | 4.5 | 4.6.1 | 4.6.1 | 3.7.1 | 3.7.1 | 3.7.1 | 3.7.1 | Any | Any |
| HP Color LaserJet CP3505 Printer series | No | No | No | No | No | No | No | No | No | No |
| HP Color LaserJet CP3525 Printer Series | No | No | No | No | No | No | No | No | No | No |
| HP Color LaserJet Enterprise CP4025 Printer series | No | No | No | No | No | No | No | No | No | No |
| HP Color LaserJet Enterprise CP4525 Printer series | No | No | No | No | No | No | No | No | No | No |
| HP PageWide | | | | | | | | | | |
| HP PageWide 352 Printer series | No | No | No | No | No | No | No | No | No | No |
| HP PageWide Pro 477 series | No | No | No | No | No | No | No | No | No | No |
| HP PageWide Pro 552 Printer series | No | No | No | No | No | No | No | No | No | No |
| HP PageWide Pro 577 series | No | No | No | No | No | No | No | No | No | No |
| HP PageWide Managed P55250 | No | No | No | No | No | No | No | No | No | No |
| HP PageWide Managed P57750 | No | No | No | No | No | No | No | No | No | No |

Footnotes

¹ The HP device USB connected to Windows 8 or higher workstation requires the device printer object be assigned to the HP developed USB port driver “DOT4_001”; this may require a separate install of package DOT4x32.msi or DOT4x64.msi. See technote Pre-Install using SDA Base for USB Plug & Play (c05431930).

² Products support some of the SDS 1.0 features but do not support SDS 2.0 features.

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