

HP Easy Printer Care

Frequently Asked Questions

Question:

How do I use HP Easy Printer Care via USB or Parallel?

Answer:

HP Easy Printer Care can only be used via USB or Parallel if the printer has been installed using the HP printer installer software found on the printer's software CD (or via the "printing system" found on HP.com) -- Insert the CD in the computer's CD drive, select Install Printer from the main menu.

For proper communication between the printer and HP Easy Printer Care in non-networked environments, Easy Printer Care requires a DOT4 port which is shown as: DOT_001 (001 or greater) in the printer folder (Start, Printers and Faxes, File, Properties, select the Ports tab).

Question:

Why is the device status page for my printer showing 'Status Unavailable'? Or, why can't I see all the HP printers in my printer's folder in HP Easy Printer Care?

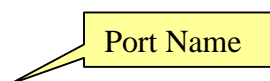
Answer:

There are a number of reasons why the status of your printer would show as not available.

- The Device is off line or disconnected. Make sure that the device is turned on, is properly connected and you can successfully print a page.
- The device model is not supported at this time. Although HP Easy Printer Care does support a wide range of HP LaserJet printers, there may be a case where the files or information that HP Easy Printer Care needs to get data from your particular printer is not installed yet. Please consult the <http://www.hp.com/go/easyprinter care> web site to determine if your model is supported. HP periodically adds to the list of supported devices, so please check back every few weeks to see if your model is added, or use the [HP Software Update](#) utility installed with HP Easy Printer Care to automatically check for you.
- Installed version of the device driver does not support HP Easy Printer Care. If your device is on the supported device list, and is connected via LPT or USB, you may need to add additional software to the device driver. This typically happens if the driver was installed using the Windows Add Printer Wizard rather than by selecting "Install Printer" from the CD. To see if this is the case, look at the port name of your printer. It should read something like what is pictured below.



HP LaserJet 5000
Payroll Printer
DOT4_1 (Local)



If it reads something such as, LPT1 or USB001, perform the following steps:

- Insert the software CD that came with your printer, into your CD drive.
- If the CD does not automatically start, browse on the printer CD to find setup.exe and double click.
- Follow the instructions for typical installation.
- This will automatically install the additional software.

- Shared device. HP Easy Printer Care currently does not support reading status from a device that is locally connected (USB or LPT) on another computer and shared on the network.
- Connection type not supported. Although HP Easy Printer Care supports most connection types, you may have a particular configuration that is not supported.

Question:

When I try to remove a printer in HP Easy Printer Care by selecting a printer, then clicking File, Remove Printer, the selection is grayed out. How do you remove the printer from the list?

Answer:

Easy Printer Care checks to see if the printer is located in the Printers Folder. If it is, then the Remove Printer menu option is grayed out. If you manually add a printer via "Find Other Printers", you can delete any of those printers from HP Easy Printer Care.

Since HP Easy Printer Care automatically discovers and manages printers in the Printers folder, if a printer was removed from Easy Printer Care, it would show up again the next time HP Easy Printer Care did auto-discovery of the printers in the Printers folder. HP Easy Printer Care makes it as easy as possible to manage printers --- you never have to manually manage or update the printers already in your Printers Folder -- HP Easy Printer Care does it for you.

Once a printer has been removed from the Printers folder (via a driver uninstall, etc.), the Remove Printer option becomes active and the printer can be removed from HP Easy Printer Care.

Question:

With which printers does the Printer Usage Report maintenance tool work?

Answer:

Printer Usage Report works with the Color LaserJets 3000, 3800, 4700 and 4730mfp.

Question:

How many jobs are held in Printer Usage Report or, how long can the job history be?

Answer:

Printer Usage Report stores job data for a maximum of 1000 jobs and a maximum of 1 year. When the number of records exceeds 1000 (or 1 year), it is treated as a FIFO (First-In-First-Out) queue -- in other words, the oldest records are discarded.

Printer Usage Report does not display a warning message to inform the user if the history is almost full. This maintenance of the data store is done automatically and silently.

If there is insufficient disk space to store the job data, the job data will be discarded.

Question:

Will the Printer Usage Report data be lost if I reboot my computer?

Answer:

Job data is securely stored by Printer Usage Report as soon as the job has completed printing at the printer. A PC reboot should have no effect unless the job record was in-transit from printer to PC at that moment of reboot (then the data will probably be lost).

Question:

Is the Printer Usage Report data, the same data that some printers store, as seen in the Embedded Web Server?

Answer:

The printer also stores job data internally. If the printer does not have a hard drive, the data is lost when the printer is powered off. The printer's job storage actions do not affect the data storage of Printer Usage Report.

Question:

When is information gathered by Printer Usage Report?

Answer:

Printer Usage Report gathers data when the print job has finished printing and while the HP Easy Printer Care application is running. Printer Usage Report operates like a VCR, it does not collect data when the PC is turned off.

Question:

If multiple users are using HP Easy Printer Care at the same time, who will get the alerts and see the Printer Usage Reports?

Answer:

Each user who has alerts turned on will receive them. Likewise, each user using Printer Usage Reports will receive usage data after print job completion. When you are printing, Easy Printer Care checks with the printer to discover any problems, by default. While not printing, Easy Printer Care checks for printer status every 10 minutes. Additionally, HP Easy Printer Care can be configured to notify the user anytime problems occur.

For printers in the user's computer's printer folder, alerts are turned on automatically. Alerts must be turned on for printers discovered via "Find Other Printers".

Users can also press the refresh icon to get current printer status.

Question:

How quickly will alerts be shown in HP Easy Printer Care?

Answer:

When you are printing, Easy Printer Care checks with the printer to discover any problems, by default. While not printing, Easy Printer Care checks for printer status every 10 minutes. Additionally, HP Easy Printer Care can be configured to notify you anytime problems occur.

For printers in your computer's printer folder, alerts are turned on automatically. Alerts must be turned on for printers discovered via "Find Other Printers".

Users can also press the refresh icon to get current printer status.

Question:

I have HP Toolbox, will I receive dual alerts with HP Easy Printer Care?

Answer:

No. Easy Printer Care checks for the existence of Toolbox in order to prevent dual alerts.

Question:

Can HP Easy Printer Care monitor printers which are non-network connected to another user's computer?

Answer:

Easy Printer Care can monitor network connected printers, but not those printers directly connected to your or other users' computers.

Question:

Can I use HP Easy Printer Care to set up alerts for groups of printers?

Answer:

Easy Printer Care is designed to set up printer alerts, one printer at a time. For larger environments with many printers, the tool of choice for this functionality is HP Web Jetadmin.

Question:

One of my printers in "My HP Printer" folder reports "Status Unavailable" and I noticed the IP address displayed in the user interface does not match the IP address of the printer.

Answer:

In some environments (e.g. DHCP) a printer can be assigned a new IP address after a printer power cycle or factory reset of a JetDirect print server. To fix this, first determine if the printer also resides in the Microsoft Printer and Faxes folder. If so, update the printer IP address in the Microsoft folder and then restart the computer. This action will update the printer in EPC and restore communication.

If the printer can be found in EPC and not the Microsoft Printer and Faxes folder the printer will need to be deleted from EPC and then rediscovered.

Note: To avoid having to update your printer IP addresses manually use the HP Standard TCP/IP Port when installing your printer and select the option "Always print to this device, even if it's IP address changes". If the printer IP address changes in the future, restarting your PC and restarting EPC should reestablish communication.

Question:

Why are some or all of my HP printers that were in my Microsoft Windows Printers and Faxes Folder not visible in the "My HP Printers" folder of HP Easy Printer Care?

Answer:

HP Easy Printer Care will only populate Easy Printer Care-compatible printers from your Microsoft Printers and Faxes folder. Any HP printers that are already in the Microsoft Printers and Faxes folder and are not

compatible with Easy Printer Care will not be shown in the "My HP Printers" section of the software. A current list of the Easy Printer Care compatible printers is available at www.hp.com/go/easyprintercare.