

HP Web Jetadmin Report Generation Plug-in

Readme File



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Edition 1, 10/2006

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Supports HP Report Generation Plug-in 3.1 for HP Web Jetadmin

Table of contents

1 Introduction

Summary	2
Release notes	2
Finding information about HP Report Generation Plug-in	4
Reporting issues	4

2 System requirements

Hardware requirements	8
Software requirements	8
Supported databases	8
Supported browsers and screen requirements	8

3 Frequently asked questions

4 Hewlett-Packard software license agreement

5 Late-breaking information

1 Introduction

This Readme file provides feature details, specific system requirements, and other information that users should know before installing and using HP Report Generation Plug-in.

- [Summary](#)
- [Release notes](#)
- [Finding information about HP Report Generation Plug-in](#)
- [Reporting issues](#)

Summary

HP Report Generation Plug-in is an application plug-in for HP Web Jetadmin that extends HP Web Jetadmin functionality. HP Report Generation Plug-in manages imaging and printing total cost of ownership across your business, is intuitive and cost-effective, and saves valuable IT time. It silently gathers data so you can schedule on-demand report and graph generation for trend analysis across any designated time period.

HP Report Generation Plug-in collects and stores printer usage data, allowing reports to be generated for:

- consumables tracking and trending
- asset tracking and trending
- error log tracking and trending
- by-user tracking and trending
- by-job tracking and trending
- by-application tracking and trending
- usability (page counts)
- HP SureSupply ordering

Using the HP Web Jetadmin device list and device groups, HP Report Generation Plug-in can collect data for a single device for a group of devices or for all devices. The data is stored in an external database, not with the HP Web Jetadmin printer data.

Release notes

New features in this release of HP Report Generation Plug-in 3.1:

- New Report – Device Detail : Supplies Use : By Supply Report for showing supplies usage over time
- New Report – Generic Supplies Ordering : By Supply : Time Interval Summary Report for ordering HP supplies
- New Report – Device Pages : Simplex/Duplex : By User Report for showing single and double-sided printing usage by user
- New Report – User Pages : Simplex/Duplex : By Device Report for showing single and double-sided printing usage by device
- Improved accuracy by insuring collected data is validated to be consistent and accurate
- Improved usability – simplified the Navigation tree
- Added Status indicator for Data Collection schedule
- Added ability to create a Save To File schedule for HTML and CSV formats
- Added ability to modify body of email message for a scheduled report
- Resolved issue where By-User data was not being collected

- Improved format of reports being exported in CSV format
- Resolved issue on how printer errors were being reported in the wrong format
- Added support for additional printer error code types
- Resolved issue where By-User counts for Digital Send pages were not being captured
- Added support for Microsoft SQL Server 2005
- Added support for MySQL 5.0



NOTE This version of HP Report Generation Plug-in supersedes previous versions.

Features added in the release of HP Report Generation Plug-in 3.0:

- By-user tracking
- By-job tracking
- By-application tracking
- Usage notification
- Support for HP SureSupply ordering
- Improved usability
- Outgoing fax counts
- Serial number resolved by capturing suspect devices (those with generic serial numbers) and logging the device info
- Improved progress bar reliability
- Additional device information columns in summary reports
- Added ability to display engine page count, install date, and uptime per device
- Windows authentication for MS SQL Server now supported
- Named Instances in MS SQL Server now supported
- Ability to notify users via e-mail when database approaches maximum capacity
- Ability to 'Export now' to HTML (previously limited to CSV)
- Improved response time when displaying Device Groups under Create Reports if many Device Groups are listed
- Increased performance in generating reports
- Fuser kit part number now properly formatted in consumables report
- UI revised to allow e-mail configuration without first creating a report
- Fields now indicate 'No Data Collected' instead of 0 when no data has been captured for that time period

Finding information about HP Report Generation Plug-in

HP Report Generation Plug-in consists of two components: HP Database Connector Plug-in and HP Report Generation Plug-in itself.

The HP Database Connector Plug-in component is an application plug-in that provides an interface between HP Report Generation Plug-in and a database management system. This allows HP Report Generation Plug-in to share data without conflicting with other data in the database. The HP Database Connector Plug-in component is actually integrated into the HP Report Generation Plug-in component, so that when HP Report Generation Plug-in is installed, both components are automatically installed. Once it is installed within HP Web Jetadmin, use HP Database Connector Plug-in to select the desired database for HP Report Generation Plug-in to use.

The core function of the HP Report Generation Plug-in component is to collect data and generate reports. It creates the tables that it uses in the database.

HP Report Generation Plug-in supports the following database management systems:

- Microsoft Access version 2003
- MySQL Server version 5.0
- Microsoft MSDE (Microsoft SQL Server Desktop Engine) version 2000
- Microsoft SQL Server version 2000 and 2005

HP Report Generation Plug-in selects Microsoft Access by default, which makes use of HP Report Generation Plug-in very simple. However, Microsoft Access has a 2-GB limitation. If you anticipate collecting large amounts of data on many devices (over 1000), you might consider using Microsoft SQL Server or MySQL Server to manage the volume of data being captured over time. In any case, at least 1 GB of space must be available.

See the HP Report Generation Plug-in Installation Guide for more information about installing and configuring HP Report Generation Plug-in and HP Database Connector Plug-in. You can access the Installation Guide at http://www.hp.com/go/wja_reports.

For details on using HP Report Generation Plug-in, you can access the HP Web Jetadmin HP Report Generation Plug-in reference manual via Help from within HP Web Jetadmin. To do this, select **Report Generation** under Navigation. Double-click on **Help** and then click **Reference Manual**. This Help function provides a hypertext index of the Help topics and a glossary of key terms. Context Help is also available within HP Report Generation Plug-in anywhere there is a blue question mark. Just click on one of these question marks to provide a What, Why, and How synopsis of the selected term.

For details on using HP Database Connector Plug-in, you can access the HP Database Connector Plug-in reference manual via Help from within HP Web Jetadmin. To do this, select **External Database Connector** under Navigation. Double-click on **Help** and then click **Reference Manual**. This Help function provides a hypertext index of the Help topics and a glossary of key terms. Context Help is also available within HP Database Connector Plug-in anywhere there is a blue question mark. Just click on one of these question marks to provide a What, Why, and How synopsis of the selected term.

For more information about HP Report Generation Plug-in, access the Web page at: http://www.hp.com/go/wja_reports.

Reporting issues

A feedback form is available within HP Web Jetadmin. This form provides a one-way communication path for the HP Web Jetadmin user to send direct feedback on this product and its plug-ins to HP.

The feedback page is not intended to be a replacement for customer escalation issues that require follow-up or callback. If you have an issue requiring customer support, please contact the HP Customer Care Technical Center using one of the methods described at:

<http://www.hp.com/support>

To access the feedback form, select **Device Management** under Navigation. Double-click on **Help**, double-click on HP Web Jetadmin, and then click on **Feedback**.

2 System requirements

This section outlines system and software requirements and lists supported browsers and databases.

- [Hardware requirements](#)
- [Software requirements](#)
- [Supported databases](#)
- [Supported browsers and screen requirements](#)

Hardware requirements

In general, hardware and software requirements are defined by HP Web Jetadmin. Refer to the HP Web Jetadmin Readme file for details.

Software requirements

HP Report Generation Plug-in 3.1 requires HP Web Jetadmin 8.1 to be installed. It is supported on the following platforms:

- Windows Server 2003 R2
- Windows XP Professional Service Pack 2
- Windows 2000 Professional, Server, or Advanced Server - Service Pack 4 Update Rollup 1



NOTE HP Report Generation Plug-in is not supported with HP Web Jetadmin installed on a Linux server.

Sun's JRE (Java Runtime Environment) 1.5.0 08 is required on the HP Web Jetadmin server.

Supported databases

- Microsoft Access version 2003
- MySQL Server version 5.0
- Microsoft MSDE (Microsoft SQL Server Desktop Engine) version 2000
- Microsoft SQL Server version 2000 and 2005

Supported browsers and screen requirements

Microsoft Internet Explorer 6.0 (supported only when browsing from a Windows-based PC) is supported. Although other browsers might work, Microsoft Internet Explorer 6.0 is the only browser tested by HP and supported with HP Web Jetadmin.



NOTE Browser must be Java-enabled.

NOTE Browsing from Windows Me is not supported.

NOTE Browsing from an Apple PC is not supported.

For optimum viewing, you should set your monitor to the following settings:

- Screen resolution: 1024 by 768 pixels
- Color palette: at least 256 colors

3 Frequently asked questions

Question	Answer
What does HP Report Generation Plug-in do?	HP Report Generation Plug-in automatically collects printer data and generates predefined and customizable reports and graphs that can be viewed online or e-mailed, for a given printer or group of printers. It is intended to give IT Administrators the ability to easily collect and monitor data from printers for trending and usage information. Reports include page count, supplies status, equipment/accessory inventory, error logs, by-user tracking, by-application tracking, and SureSupply ordering.
What white papers are available for HP Report Generation Plug-in and where are they located?	The following white papers on HP Report Generation Plug-in are available at http://www.hp.com/go/wja_whitepapers . Updates to existing white papers and new white papers are added on a regular basis. <ul style="list-style-type: none">• HP Report Generation Plug-in 3.1 for HP Web Jetadmin: Overview, Benefits, Installation and Configuration• HP Report Generation Plug-in 3.1 for HP Web Jetadmin: Supported Features Matrix• Understanding the Various Reports Generated by HP Report Generation Plug-in
Is any data in the database lost when any/all current schedules are deleted?	No. Only the schedule is deleted.
Does HP Report Generation Plug-in support third-party printers?	Third-party printers have been minimally tested with this product. Only total page counts are displayed when generating a report for a third-party printer.
What specific versions of database applications are supported?	The database management systems and versions supported by HP Database Connector Plug-in are: <ul style="list-style-type: none">• Microsoft Access version 2003• MySQL Server version 5.0• Microsoft MSDE (Microsoft SQL Server Desktop Engine) version 2000• Microsoft SQL Server version 2000 and 2005
Is it possible to export data from HP Report Generation Plug-in to other applications?	The information contained in a generated report can be exported immediately or sent via e-mail in HTML or CSV.
When HP Report Generation Plug-in or HP Web Jetadmin is uninstalled, is the information contained in the database lost?	No, not if Microsoft SQL Server, MSDE, or MySQL Server is being used. If Microsoft Access is being used, the .mdb file is

Question	Answer
	deleted if a complete uninstall is selected. Always back up the database file before uninstalling
If HP Report Generation Plug-in is uninstalled, can the same database information be accessed and used if it is reinstalled?	Yes. If HP Report Generation Plug-in is uninstalled, the database will still exist, with the stored information unaffected. If the user installs HP Report Generation Plug-in again, the information can still be accessible as long as the HP Web Jetadmin device grouping structure matches what was originally captured by HP Report Generation Plug-in.
For Simplex/Duplex Reports, how does HP Report Generation Plug-in calculate page count for duplex (double-sided) printing?	When reporting page counts for a duplexed print job, HP Report Generation Plug-in will count each sheet of paper as one page for the duplex column total. For the total pages printed column, each side of a duplexed print job will be counted as a separate printed page. For example, if a five-page document is duplex-printed, the total duplex pages printed column will report three pages (since three sheets of paper went through the printer) and the total pages printed column will report six pages (since six sides of paper went through the printer).
How is Total Usage Count calculated on the Media Usage Report?	Total Usage Count displays the quantity of various media types printed (both simplex and duplex) on a particular printer. It bases that quantity on a letter-size sheet of paper. It uses the media type "letter" as a constant, giving it a value of 1.0, and calculates all other media types as a multiple of this constant. For example, "legal" is displayed as the total number of sheets fed through the printer multiplied by a value of 1.3, since legal is slightly larger than letter size.
How accurate are the page counts?	HP Report Generation Plug-in features new improvements that validate the collected data to ensure accuracy. If suspect data is collected, HP Report Generation Plug-in logs the details and does not store the data.
Is there support for multiple printers connected to the network via an HP Jetdirect 3-port external device?	Yes. HP Report Generation Plug-in is able to collect data individually for each printer that is connected to each port on an HP Jetdirect 3-port external device.
Is Netscape supported by this plug-in?	No. Only Microsoft Internet Explorer 6.0 is supported.
In certain situations, when creating a graph, the Interval for Graph drop-down list does not match the Interval for Report drop-down list. Why?	The graphing function has a limit of 36 time intervals. If, for example, a report is generated that has more than 36 time intervals (such as a two-month report using daily intervals), the report itself will display all the information for each day. When generating a graph for this report, HP Report Generation Plug-in will either limit the options for displaying the time interval or predetermine the time interval so that the graph will display useful information.
Are Named Instances and Dynamic Port Allocation supported when using Microsoft SQL Server?	Yes. However, the client accessing the Microsoft SQL Server must be using MDAC (Microsoft Data Access Components) 2.6 with Service Pack 2 or greater. To enter a Named Instance, use the following syntax: Server Name\Instance Name in the Server field. In this case, a Dynamic Port is used, so the Port field is disabled.
After installing HP Report Generation Plug-in, the Report Generation and External Database Connector options do not appear in the Navigation tree drop-down list. How do I get them to display?	This situation is due to a refresh issue. Close and then reopen the browser to resolve this issue.
Does HP Report Generation Plug-in support printers with multiple HP Jetdirect devices installed?	No. HP Report Generation Plug-in reports a printer with multiple HP Jetdirect devices installed as multiple devices.

Question	Answer
	HP Report Generation Plug-in cannot identify which HP Jetdirect device on the printer the print job came from. Report information such as page counts are inaccurate for printers with multiple HP Jetdirect devices installed. This configuration is not recommended for use with HP Report Generation Plug-in.
When using an HP Jetdirect external print server (300x or 500x) connected to an HP LaserJet 4200, the reported page count is not accurate. Why?	This situation is caused by a firmware issue with the HP Jetdirect device. Upgrading the HP Jetdirect firmware to X.08.47 or greater resolves this issue.
What is the recommended interval and time for data collection?	Typically, data should be collected no more than once a day. If more detailed information is required for some printers, hourly intervals are also available. The best time to collect data (and ensure the highest accuracy) is when the printers are still powered on but not in high demand.
How will HP Report Generation Plug-in handle printers with suspect serial numbers?	HP Report Generation Plug-in requires each printer to be unique. The printer's model number and serial number are compared to confirm uniqueness. If a printer has the same serial number as another printer of the same model, HP Report Generation Plug-in will not be able to capture data on either of these devices. Instead, the device information for these printers will be logged to a file that is viewable from the HP Report Generation Plug-in data collection page. If you find entries in this log file, it means HP Report Generation Plug-in is not capturing data for these devices. Before it can capture data, the serial numbers for these printers must be assigned a unique value. Please contact HP support to assist in this task.
When printing a report that has many columns, it appears the end of the report gets truncated. Why?	Due to limitations in HTML, reports with many columns may not be able to print all the columns. As a workaround, you can export the report to a CSV file, import it into Microsoft Excel, and then print it or modify it from there.
When using a non-English installation of HP Report Generation Plug-in, text displayed in a graph report may be in English instead of the localized language. Why?	Certain text in a graph report (like the text for x-axis, y-axis, and graph key labels) will show as English if a localized font is not installed. This typically happens when a double-byte language is being used (like Japanese, Korean, Traditional Chinese, or Simplified Chinese). Installing a localized font (like Arial Unicode font) on the HP Web Jetadmin server will resolve this issue.
What languages are supported with HP Report Generation Plug-in?	Ten languages are supported: English, French, Italian, German, Spanish, Portuguese/Brazilian, Japanese, Korean, Traditional Chinese, and Simplified Chinese.
Can two (or more) different installations of HP Report Generation Plug-in (on different installations of HP Web Jetadmin) connect to and use the same database structure?	HP Report Generation Plug-in does support Named Instances with Microsoft SQL Server/MSDE, allowing different Named Instances to be used within the same Microsoft SQL Server/MSDE installation. Also, a different database name can be defined (to avoid data conflicts) when connecting to MySQL or Microsoft SQL/MSDE. Do not connect multiple installations of HP Report Generation Plug-in to the exact same database name/Named Instance/MDB file as this will cause data corruption.
Are there any specific types of devices that show up in the HP Web Jetadmin Device List that are not supported by HP Report Generation Plug-in?	Yes, HP Report Generation Plug-in will not report on devices like the HP Print Server Appliance, HP Designjets, HP Digital Senders, and Unknown devices.
What limitations should I expect when creating a graph?	If selecting twelve or fewer devices when creating a graph, you can choose between Date/Time or Printers as the value for the Values for x Axis option. If more than twelve devices are

Question	Answer
	selected, only Date/Time will be available as the value for the Values for x Axis option. Also, when creating a graph for a Summary report, the Values for x Axis option is grayed out, with the x Axis value defaulting to the value selected for the Group By field.
In a Fax report, why would there be more Fax Jobs than Fax Page counts?	Fax reports may occasionally display more Fax Jobs than Fax Page counts for a given time interval. This may be caused by interrupted faxes, cancelled faxes, or faxes attempted but not completed (due to things like a busy signal or no carrier signal).
When creating the HP SureSupply Ordering : By Supply : Time Interval Summary report, why doesn't the Order Supplies button work in the email message?	Due to the limitations of some email clients, you may have to actually open the attached xml#.html file to open the HP SureSupply web page. With Microsoft Outlook 2003, the Order Supplies button works as expected. The Order Supplies button does not work with previous versions of Microsoft Outlook or with Outlook Express.
Is Windows Authentication supported when connecting HP Report Generation Plug-in to a Microsoft SQL Server/MSDE database?	Yes. Select the Trusted Connection option when using the HP Database Connector Plug-in to connect to the database. Then enter the Windows login credentials in the User Name field.
What do I need to do in order to connect HP Report Generation Plug-in to a Microsoft SQL Server database using Windows Authentication?	<p>The HP Web Jetadmin Service uses the Local System account to log on by default. In order to use the HP External Database Connector to connect to a Microsoft SQL Server using Windows Authentication, you must first specify the user account used by the HP Web Jetadmin Service.</p> <p>To do this, follow these steps:</p> <ol style="list-style-type: none"> 1. Open Control Panel 2. Open Administrative Tools 3. Open Services 4. Select HP Web Jetadmin from the list of Services 5. Right-click the HP Web Jetadmin Service and select Properties 6. Select the Log On tab 7. Select the Log On option for the account 8. Enter the User name and password 9. Restart the HP Web Jetadmin Service to apply the changes 10. Configure the database connection by using the HP External Database Connector and selecting the Trusted Connection option on that page

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5 Late-breaking information

This section contains information that might impact the installation and use of HP Report Generation Plug-in. However, this information was discovered after this Readme file was translated into languages other than English.

Check the Late-breaking information section of the English version of this Readme file (readme_rgp31_en.pdf) for additional updates. To reach this file, visit <http://www.hp.com/go/webjetadmin>. Select **Download Now**, click on the selected Operating System link, and then click on the software link on the following page. The readme file is available as a link on this page.

