Technical Q&A

HP SureSupply Auto-Delivery

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What is HP SureSupply Auto-Delivery?

HP SureSupply Auto-Delivery is a web-based application that works in partnership with your cartridge supplier to manage the ordering and delivery of ink and toner cartridges for your printers. That means less hassle, fewer worries and more time spent on what’s important—your business.

How does HP SureSupply Auto-Delivery Work?

The HP SureSupply Auto-Delivery software, which is installed as part of the enrollment process, monitors the cartridge supply levels of the printers on your network. It periodically delivers this information to the HP SureSupply Auto-Delivery cloud service.

The cloud service will submit orders for cartridges with your cartridge supplier based on cartridge level triggers you define.

You will receive an email notification prompting you to approve, modify, or reject an order before fulfillment.

As new printers are added to your network, the HP SureSupply Auto-Delivery system will automatically detect them and, if supported by the system and approved by you, enable them for automatic ordering.

Your cartridge supplier will bill your account and deliver your cartridges.

How does enrollment work?

To enroll in the HP SureSupply Auto-Delivery service, you need a link from your cartridge supplier. If you have not received a link and are interested, please contact your current cartridge supplier to determine the availability of the service in your area.

What is the HP SureSupply Auto-Delivery software?

To discover printers on your network and monitor cartridge levels, you must download and install the HP SureSupply Auto-Delivery software. The software communicates with the HP SureSupply Auto-Delivery cloud service which manages the ordering process in conjunction with your cartridge supplier. To ensure uninterrupted service, we recommend that you install the software on a computer that is powered on and connected to your work network the majority of the time. A network server would be an ideal choice, while we do not recommend installing it on a laptop computer that is frequently taken home or on business trips. But don’t worry, if your computer is disconnected some of the time, the HP SureSupply Auto-Delivery service will not miss triggering cartridge orders, as the software will check cartridge levels the next time your computer is connected to your network and the Internet.

How does ordering work?

HP SureSupply Auto-Delivery is designed to make ordering cartridges for your fleet of printers easy. It monitors the printers on your network and automatically generates orders for replacement cartridges with your cartridge supplier whenever cartridge levels drop below trigger points that you set.

You can configure settings such as whether or not high-capacity cartridges are ordered if available.

Printers that don’t support cartridge level-based ordering can be set up on a regular order schedule or can have cartridge orders placed manually on demand.

How Orders work

When a printer reaches the cartridge order threshold you have configured, HP SureSupply Auto-Delivery will initiate a replacement order with your cartridge supplier. You will receive an email notifying you of that the order needs to be approved. What alerts can I expect from HP SureSupply Auto-Delivery?

From printers or print cartridges

If an issue arises with one of your printers or print cartridges that requires an action on your part, the HP SureSupply Auto-Delivery system will generate an alert. Alerts may be communicated in any of several locations: the Message column on the Printers page, the Overview page, and via email.
From the HP SureSupply Auto-Delivery software
The HP SureSupply Auto-Delivery software typically requires no user intervention. However, if a problem develops that requires action by you, the HP SureSupply Auto-Delivery system will notify you.

What are the minimum system requirements?

Compatible operating systems
Windows 7 (32bit) Service Pack 1
Windows 7 (64 bit) Service Pack 1
Windows Vista (32 bit) Service Pack 2
Windows Vista (64 bit) Service Pack 2
Windows 8.1 (32-bit)
Windows 8.1 (64-bit)
Windows Server 2003 (32 bit) Service Pack 2*
Windows Server 2003 (64 bit) Service Pack 2*
Windows Server 2003 R2 (32 bit) Service Pack 2*
Windows Server 2003 R2 (64 bit) Service Pack 2*
Windows Server 2008 (64 bit) Service Pack 2*
Windows Server 2008 R2 (64 bit) Service Pack 2*
Windows Server 2008 (32 bit) Service Pack 2*
Windows Server 2012 R2 (64bit)*

System requirements (minimum)
Administrative rights on computer
Microsoft .NET framework 3.5 SP1

Supported printer connection
HP SureSupply Auto-Delivery software supports USB and network connected printers*

Supported printers
The list of supported printers is continuously growing. View the list of printers that are supported by the HP SureSupply Auto-Delivery Software at: hpautodelivery.com/us/en/#/help/table-of-products.

*USB connected printers connected to server platforms are not supported

Supported Languages
English, Spanish
What Printer Discovery Protocols Does the HP SureSupply Auto-Delivery Software Use?

The HP SureSupply Auto-Delivery software uses standard network protocols to discover network connected printers. The software takes advantage of the following four discovery protocols:

- Bonjour (mDNS)
- SNMP
- WS-Discovery
- SLP

Network service discovery via Bonjour and SNMP is limited to a particular subnet, but WS-Discovery and SLP can find printers across multiple subnets. Configurations of your routers can have a big impact on the discovery of printers on your network as all employed protocols rely on UDP broadcast or multicast messages that may or may not be forwarded appropriately.

If the HP SureSupply Auto-Delivery software is unable to discover a particular network printer, you may attempt to discover it by entering its IPv4 address manually. Manual network printer discovery relies on the SNMP protocol and the existence of the standard SNMP printer MIB in the discovered printers. Failing to discover a network printer manually might be due to a custom SNMP community string. The HP SureSupply Auto-Delivery software is limited to SNMP v1 and community string "public."

What Printer Data Collection Protocols Does the HP SureSupply Auto-Delivery Software Use?

The HP SureSupply Auto-Delivery software uses standard network protocols to collect data from network connected printers. The software takes advantage of the following three data collection protocols:

- SNMP
- HTTP/HTTPS
- WS-Transfer

I’m concerned about network security. How secure is the software?

HP SureSupply Auto-Delivery uses industry-standard communication protocols to ensure information is collected and transmitted securely. The software is digitally signed by HP to validate it comes from a secure and trusted source.

The software uses SLP and WSD communications protocols to discover and identify printers on the network. Upon discovery, SNMP and XML protocols are used to acquire printer and supplies data and transmit this information to the cloud over a secure https connection. This software presents less risk than standard small applications due to its limited functionality.

Does the software have security testing certification?

The software underwent robust testing with third-party Security Innovation, an application security company, to certify the software conforms to industry best practices and isn’t vulnerable to known security threats.

How will HP SureSupply Auto-Delivery software impact my network?

Overall, network impact is minimal. The software relies on standard ports and protocols, so network changes are not required. After the initial discovery that registers the printers and supplies in your environment with the HP SureSupply Auto-Delivery system, on-going status monitoring events are very brief. After an initial poll “handshake,” the client and the printer exchange a short series of queries and responses until the data for each device is complete. These events are very low bandwidth and should not cause any significant increase in network traffic.

What are the computer resource and bandwidth requirements?

The software is designed to use minimal computer resources. It is usually idle, with virtually no impact on PC performance. Periodically, the software will need to do some work in the background. Even then, there should be no noticeable impact on PC performance. The amount of data shared with HP is small, so bandwidth requirements are minimal.
What kind of printer and supplies information does this software collect?

**Device identification information:** Device Friendly Name, IP address, serial number, model, MAC address, manufacturing date, model SKU, the types of cartridges installed, and cartridge toner or ink levels.

**Cartridge identification and status information:** Percentage of life remaining, serial number, manufacturing date, manufacturing index, and cartridge life. This information will be collected from virtually all printers in your environment, including HP LaserJet, HP inkjet and most non-HP printers.

What can you tell me about upgrades?

You will be notified when a software upgrade is available by means of a balloon pop-up notification from the system tray on the PC in which the HP SureSupply Auto-Delivery software has been installed. The pop-up will indicate if the software is out of date, and provide an option to download and install the latest version. If any critical updates are required, an email software upgrade notification will also be sent to the account owner.

Which computer should I use to install the HP SureSupply Auto-Delivery software?

To ensure uninterrupted service we recommend you install the software on a computer that is powered on and connected to your work network the majority of the time. A network server would be an ideal choice, while we do not recommend installing it on a laptop computer that is frequently taken home or on business trips.

The software discovers printers on the same local subnet. If you have more than one subnet within your network, we recommend installing the software on one or more computers / servers within each subnet to ensure new printers are automatically discovered. You can also add printers on other subnets by manually entering the printer IP addresses.

If you have any direct-attached (USB) printers, install the software on the computer the USB printer is attached to. The PC must be on your local network, with access to the Internet.

Can you give me a quick specifications overview?

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<th>Security</th>
<th>Tested and certified by third party, Security Innovation; Digitally signed by HP</th>
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<tbody>
<tr>
<td>Connectivity</td>
<td>Network and USB</td>
</tr>
<tr>
<td>Printer support</td>
<td>Please refer to the supported HP printer list available online hpautodelivery.com/us/en/#/help/table-of-products</td>
</tr>
<tr>
<td></td>
<td>Support for non-hp printers is also available</td>
</tr>
<tr>
<td>Number of printers supported</td>
<td>No predefined limit</td>
</tr>
<tr>
<td>Printer communication frequency</td>
<td>Every 5 hours</td>
</tr>
<tr>
<td>Network bandwidth</td>
<td>Minimal</td>
</tr>
<tr>
<td>Application size</td>
<td>8 MB</td>
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How do I add new printers?

In most cases, printers added to your network will be automatically discovered by the HP SureSupply Auto-Delivery software and you will be notified by email to review and activate the new printers. Please note that it may take up to 24 hours for new printers to appear in the printer list.

However, there are some cases in which you will need to take additional steps in order to add printers to the HP SureSupply Auto-Delivery service, including:

- USB connected printers that are not connected to your work network
- Network Printers that are not discovered by the HP SureSupply Auto-Delivery software
- Network Printers connected to an alternate subnet within your office
- Network Printers that are located at an alternate office location

For each of these cases the Add a Printer wizard will help guide you through the process of adding printers. You will find the Add a Printer wizard on the Printers page as indicated by the image below.

To learn more, visit hpautodelivery.com/us/en/#/help/account-management

How Do I Monitor The HP SureSupply Auto-Delivery Software Printer Discovery And Data Collection Process?

If you would like to monitor the printer discovery and data collection process of your HP SureSupply Auto-Delivery software, you may follow the setps outlined below.

1. Open the HP SureSupply Auto-Delivery software and click Learn how
2. Inspect the status text of the HP SureSupply Auto-Delivery software. This status text allows monitoring of the current actions of the software. An explanation of the process of the printer discovery and data collection process is provided in the section below.

Printer Discovery

When performing printer discovery, the HP SureSupply Auto-Delivery software uses a number of discovery protocols to query your network for network connected printers. During this time, the list of printers in the HP SureSupply Auto-Delivery software window will be empty and no additional discovery operations may take place.

The printer discovery process generally takes from 10 to 30 seconds and appears similar to the screen shot below. Once the process is completed, the discovered printers are displayed and the software moves on to the data collection process.

Printer Data Collection

When performing data collection, the HP SureSupply Auto-Delivery software uses a number of data collection protocols to query the discovered printers. During this time, the data collection status of each printer is displayed in the printer list.
Printers still in the process of having their data collected will have a status of Collecting data. Printers with their data collection process completed will have a status of Data collection complete.

The length of the data collection process varies depending on the number of printers discovered.

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<th>Printer Model</th>
<th>Last Discovery</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP LaserJet P2055n (USB0002)</td>
<td>5/2/2014 12:42 PM</td>
<td>Data collection complete</td>
</tr>
<tr>
<td>HP Color LaserJet CM1312nfi MFP (192.168.1.3)</td>
<td>5/2/2014 12:42 PM</td>
<td>Collecting data...</td>
</tr>
</tbody>
</table>

**How does device discovery work?**

The Client automatically discovers all attached USB and network-connected printers. The USB printer discovery consists of searching through your local printer folder. For each printer found, the software sends the printer model name and port name to the HP SureSupply Auto-Delivery Cloud.

The printer network discovery consists of a series of broadcast messages sent out to your network. Discoverable printers on your network will respond to these messages. For each printer found on the network, the software sends the printer model name and the IP address to the HP SureSupply Auto-Delivery cloud. If you have already given the printer a friendly name via its Embedded Web Server, that name will also be displayed with the other information on the HP SureSupply Auto-Delivery Printers tab.

The Client will collect basic information from all discovered printers including, but not limited to, make, model, serial number, consumables status and consumable percentage life remaining.

**Which software settings are configurable?**

You can configure the following settings:

- Set the reorder point to ‘low’ or ‘half-full’
- Order standard cartridges or high-capacity cartridges (as available)
- Activate or exclude printers from the program
- Add an IP address (for manual discovery)
- Configure proxy server settings:
  - Hostname
  - Port
  - Authentication credentials (username and password)

**Can I disable information sharing for some of my supported printers?**

No. In order to operate effectively, the system requires information about all the supported printers in your environment.
Where can I call for additional technical support and advice?

Questions about your order
For questions about order status, shipments, billing and other order-related issues, please contact your cartridge supplier directly.

HP SureSupply Auto-Delivery support and troubleshooting
To contact HP SureSupply Auto-Delivery support, please call 1-888-447-0148 Monday-Friday 8:00 a.m. to 5:00 p.m. local time

HP SureSupply Auto-Delivery questions and feedback
Do you have questions or feedback relevant to this service? The HP SureSupply Auto-Delivery team wants to hear from you. Please send feedback or ask questions about HP SureSupply Auto-Delivery to autodeliverysupport@hp.com.